

Mayor's Performance Report

Boston Fire Department

Quarter 3, Fiscal Year 2010

January 1, 2010 – March 31, 2010

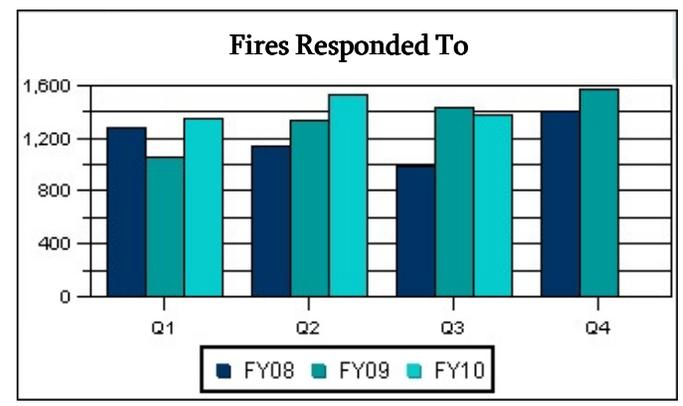


Thomas M. Menino, Mayor

Performance Data

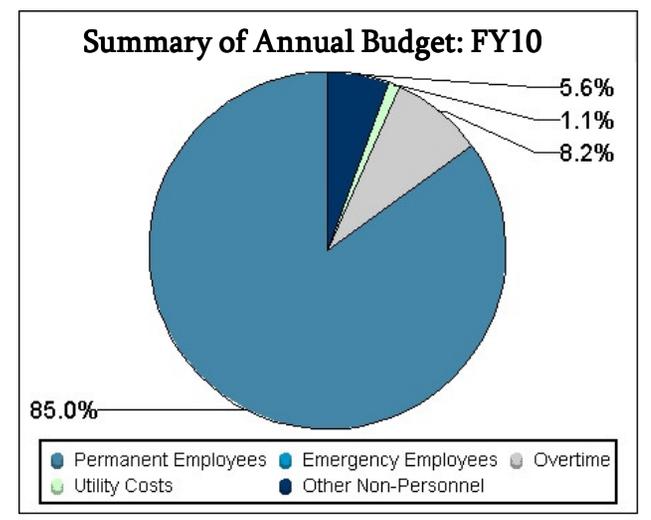
Key Performance Indicators

	FY07	FY08	FY09	FY10		Status
	Jun	Jun	Jun	Mar		
	YTD Result	YTD Result	YTD Result	YTD Result	YTD Target	
Incidents responded to	72,071	70,176	71,247	51,930	53,171	Green
Pct. of calls responded to in under 4 minutes	70	68	68	72	70	Green
Fires responded to	4,492	4,811	5,388	4,260	3,383	Red
Building/Structural Fires	2,501	2,713	3,640	3,128	1,939	Red
Multiple alarms/Working fires	55	59	50	35	37	Green
Pct. of fires in which cause is determined	96	96	97	98	94	Green
Medical incidents responded to	26,762	25,950	28,845	23,230	20,737	Red
Medical incidents as a % of total incidents	37	37	40	45	39	Green
Cause and origin investigations	408	391	364	266	300	Red
Avg. age of frontline apparatus	9.93	9.92	9.11	8.48	9.00	Green
Avg # firefighters/tour who are absent due to injury	36.2	43.3	35.9	24.8	22.0	Red



Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Mar
	YTD Result	YTD Result	YTD Result	YTD Result
A.1 Fire FTE	1,652	1,707	1,562	1,555
A.2 Fire-% of Workforce-people of color	30	30	31	31
A.3 Fire-% of Workforce-women	5	5	5	5.2
A.4 Fire-% of total person hours absent	4.63	4.63	4.84	4.85
A.5 Fire-Hours absent per employee	97.58	99.72	104.09	77.97



Budget Data

	FY07	FY08	FY09	FY10	Change FY09 - FY10	Pct Change FY09 - FY10
	Actual Expense	Actual Expense	Appropriation	Appropriation	Change FY09 - FY10	Pct Change FY09 - FY10
Total Permanent Employees	131,438,461	134,062,321	136,251,033	148,108,580	11,857,547	8.70%
Total Emergency Employees	0	12,995	0	0	0	0.00%
Total Overtime	16,837,673	17,681,417	12,250,400	14,282,933	2,032,533	16.59%
Utilities	1,804,716	1,845,406	2,004,673	1,974,441	-30,232	-1.51%
Other Non-Personnel	12,135,365	12,132,628	11,062,817	9,835,099	-1,227,718	-11.10%
Total Expense	162,216,215	165,734,767	161,568,922	174,201,053	12,632,131	7.82%



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Performance Highlights

- In the third quarter of FY10, the Boston Fire Department responded to 72% of all calls in four minutes or less, exceeding the longstanding target of 70%.
- The Boston Fire Department responded to an increased number of overall fires, building and structural fires, and medical incidents in Q3, when compared to the prior three years. Medical incidents have risen to 45% of all calls from 40% in FY09.
- The Boston Fire Department has decreased the number of employees on injured leave when compared to the previous 3 fiscal years, with an average of 25 per tour through Q3 FY10, compared to an average of 36 per tour in FY09. As has been the case throughout FY10, this decrease was partially attributable to a change in the state disability pension law which became effective July 1, 2009. This change in pension law affected how accidental disability pensions are calculated for those employees who are injured while acting for employees of a higher rank. The department had 35 injured members retire in June 2009 prior to the law taking effect who had been included in the FY09 averages. These retirements lowered the overall average by approximately 9 less employees per tour.
- The Department took delivery of 5 new pieces of apparatus in Q3, decreasing the average age of the front-line fleet to 8.48 years as of 3/31/10. The new apparatus was assigned to Rescue 2 in Roxbury, Engine 21 in Dorchester, Engine 24 in Grove Hall, Ladder 6 in Dorchester and Ladder 24 in Beacon Hill. Ladder 24 was funded in part by the federal Assistance to Firefighters grant program.

Measure Notes

- Measures on incidents and fires are scored inversely, so that data trending above targets is coded with a yellow or red traffic signal. However, the Fire Department has limited control over the number and types of incidents it responds to. As such, appropriate care and consideration needs to be exercised in interpreting the results of incident measures; when these measures trend above targets, this often times indicates a pickup in activity over historical trends.

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Measure Definitions

Incidents Responded to: This number represents the total number of all calls for service.

Pct. of calls responded to in under 4 minutes: This represents the percentage of overall calls arrived at the scene in under 4 minutes.

Fires Responded to: This represents the actual number of fire responses.

Building/Structural Fires: This number represents those calls related to building and structural fires.

Multiple Alarm/Working Fires: This measure represents any response requiring additional personnel and equipment beyond that required for a working fire (Multiple Alarm) and any fire requiring additional personnel and equipment beyond that required for an initial response to a fire (Working Fire).

Pct. of fires in which cause is determined: This represents the percent of suspicious fires in which a cause is identified.

Medical Incidents Responded to: This represents the number of medical calls for assistance.

Medical incidents as a % of total incidents: This number represents the percentage of calls responded to that are of a medical nature.

Cause and Origin Investigations: The measure represents the number of cause and origin investigations conducted by the Fire Department.

Avg. age of frontline apparatus: This measure represents the average age of the frontline apparatus of the Boston Fire Department.

Avg # firefighters/tour who are absent due to injury: This measure represents the average number of firefighters who are absent from regular duty due to injury.

FTE: This measure represents the number of full time equivalents in the department.

% of Workforce-people of color: This measure represents the percentage of people in the department which are not categorized as white.

% of Workforce-women: This measure represents the percentage of people in the department which are women.

% of total person hours absent: This measure represents the percentage of total hours lost due to sick, AWOL, FMLA & tardy, among others. Hours lost due to vacation, personal time, and injury are not included.

Hours absent per employee: This measure represents the total number of hours absent per employee. Hours absent includes such categories as Sick, FMLA, AWOL, & tardy, among others. It does not include lost time due to vacation, personal time, or injuries.