

# Mayor's Performance Report

## Boston Fire Department

Quarter 4, Fiscal Year 2010

April 1, 2010 – June 30, 2010



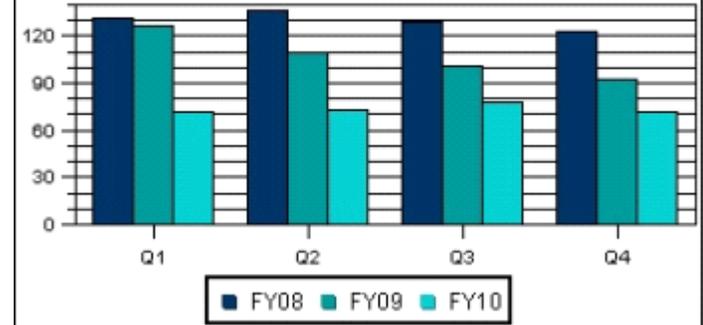
Thomas M. Menino, Mayor

### Performance Data

#### Key Performance Indicators

	FY07	FY08	FY09	FY10		Status
	Jun	Jun	Jun	YTD Result	YTD Target	
Incidents responded to	72,071	70,176	71,247	69,859	70,895	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	5,894	4,510	Red
Building/Structural Fires	2,501	2,713	3,640	4,082	2,585	Red
Multiple alarms/Working fires	55	59	50	49	49	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	31,304	27,649	Red
Medical incidents as a % of total incidents	37	37	40	45	39	Green
Cause and origin investigations	408	391	354	378	400	Yellow
Avg. age of frontline apparatus	9.93	9.92	9.11	9.02	9.00	Yellow
Avg # firefighters/tour who are absent due to injury	36.2	43.3	35.9	24.6	22.0	Red

Avg. # of Firefighters/Tour Absent Due to Injury



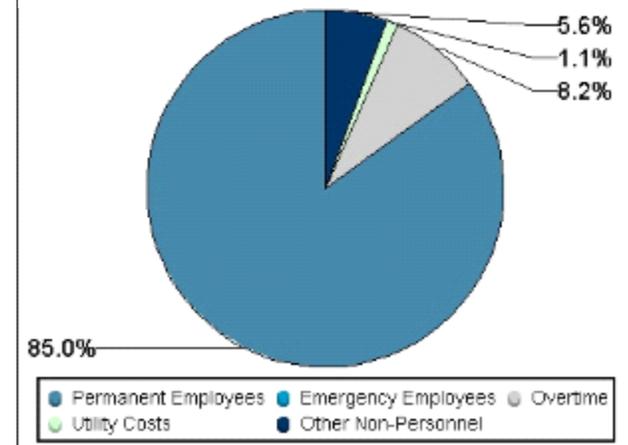
#### Administrative Performance Data

	FY07	FY08	FY09	FY10
	Jun	Jun	Jun	Jun
A.1 Fire FTE	1,652	1,707	1,562	1,555
A.2 Fire-% of Workforce-people of color	30.0	30.0	31.0	31.1
A.3 Fire-% of Workforce-women	5.0	5.0	5.0	5.3
A.4 Fire-% of total person hours absent	4.63	4.63	4.84	4.97
A.5 Fire-Hours absent per employee	97.58	99.72	104.09	106.51

### 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	15,837,673	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	12,132,828	11,062,817	9,835,099	-1,227,718	-11.10%
<b>Total Expense</b>	<b>162,216,215</b>	<b>165,734,767</b>	<b>161,568,922</b>	<b>174,201,953</b>	<b>12,632,131</b>	<b>7.82%</b>

Summary of Annual Budget: FY10





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### Performance Highlights

- The Boston Fire Department has decreased the number of employees on injured leave when compared to the previous three fiscal years, with an average of 25 per tour in FY10, compared to an average of 36 per tour in FY09 and 43 per tour in FY08. 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 nine fewer employees on injured leave per tour.
- In FY10, the Boston Fire Department responded to 72% of all calls in four minutes or less exceeding the longstanding target of 70%. For all of FY10, the 72% response rate was an improvement over the 68% response rate in FY08 and FY09.
- Although the total number of incidents responded to was down 2% in FY10, the Boston Fire Department responded to an increased number of overall fires and building and structural fires when compared to the prior three years. Medical incidents increased to 45% of all calls compared to 40% in FY09 and 37% in FY07 and FY08.
- The department took delivery of nine new pieces of apparatus in FY10, decreasing the average age of the front-line fleet to 9.02 years and essentially meeting the FY10 target of 9 years.

### 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. Please note that the methodology for calculating this measure changed between Q3 and Q4 of FY10 in order to improve its accuracy.