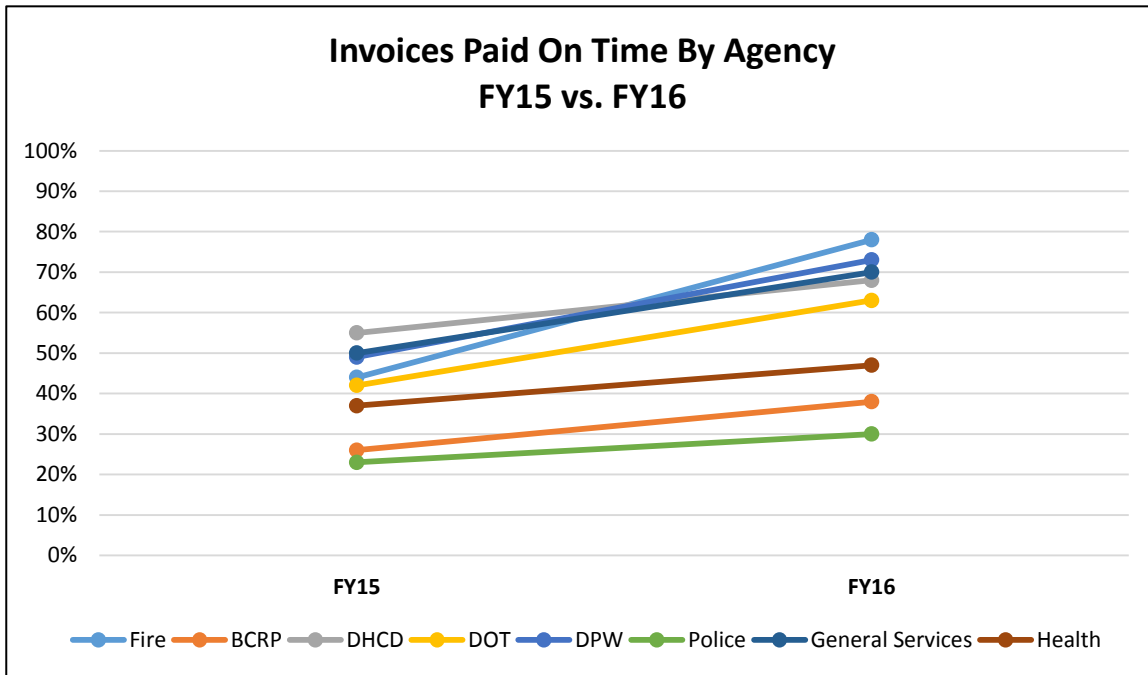


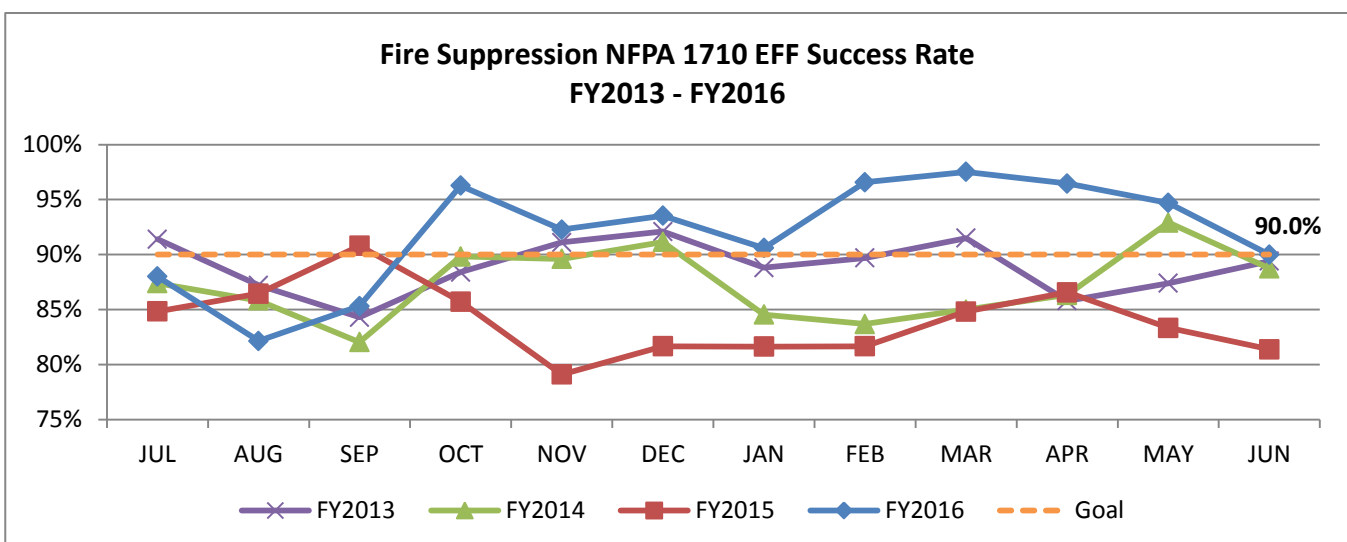


- Prompt Payment.** The City has been working to ensure vendor invoices are paid on time (30 days or less), as prompt payment of vendors promotes competition for City contracts and is vital for small businesses who rely on timely payments in order to stay fiscally solvent. Below is a chart displaying the percent of invoices paid on time for FY16. BCFD has consistently lead City government performance in on time payment of invoices.



Needs Improvement

- Fire Suppression EFF Success Rate.** One of the primary performance measures for BCFD suppression is the Effective Firefighting Force (EFF) which measures how successful all apparatuses are in responding to a call within their goal times. As of September 2015, EFF is calculated using the adjusted rate, which accounts for when there is clear audio or visual evidence a unit arrived on scene within the established NFPA 1710 time parameters. BCFD has an internal goal of 90%, meaning all apparatuses respond on time for 90% of all calls. As shown in the chart below, the EFF success rate declined in the last 3 months of the Fiscal Year. However, the EFF rate remained at or above 90% for 9 of the 12 months in FY16.





- Call Center Audit.** The Fire Department performs audits on 911 calls to provide feedback on call takers' performance. While the call center accepts over 100,000 calls a month, most audited measures of calls score at 90% or higher. The figure below tracks audited calls in January through June 2016. In June, EFD calls met the minimum scores for accreditation, but again EMD calls fell below the requirements in both Case Entry Protocol Compliance and Chief Complaint Selection.

| QC Call Auditing Report January - June 2016 | | | | | | |
|---|------------------|-----------------|------------------|-----------------|-----------------|---------------|
| | 2016 | 2016 | 2016 | 2016 | 2016 | 2016 |
| | January | February | March | April | May | June |
| | (December Calls) | (January Calls) | (February Calls) | (March Calls) | (April/May) | (May Calls) |
| 911 Call Audit | Random | Random | Random | Random | Random | Random |
| Average Answer Time (seconds) | 3 Seconds | 3 Seconds | 5 Seconds | 5 Seconds | 6 Seconds | 6 Seconds |
| Call Accepted at 911 Center | 101221 | 92498 | 108520 | 107929 | 116831 | 118840 |
| Calls Answered at 911 Center | 93810 | 85794 | 98390 | 96660 | 104594 | 106466 |
| QA/QI Status | QA Initiated | QA Initiated | QA Initiated | QA Initiated | QA Initiated | QA Initiated |
| Total number of calls scored - EMD | 350 | 384 | 303 | 156 | 295 | 303 |
| Critical Deviations - Address not Obtained | 0/350 | 0/384 | 0/303 | 0/156 | 0/156 | 0/303 |
| Critical Deviations - Phone Number not Obtained | 5/350 | 3/384 | 0/303 | 5/156 | 12/156 | 5/303 |
| Critical Deviations - Chief Complaint | 27 | 22 | 13 | 11 | 10 | 16 |
| Critical Deviations - Failure to Shunt to correct proto | 0 | 1 | 0 | 0 | 1 | 2 |
| Critical Deviations - DLS Links | 80 | 81 | 99 | 27 | 46 | 48 |
| Critical Deviations - Determinant Level Incorrect | 22 | 12 | 10 | 3 | 13 | 5 |
| Major Deviations- Address not verified | 17/350 | 17/350 | 1/303 | 0/156 | 8/295 | 8/295 |
| Major Deviations-Callback number not verified | Not Graded | Not Graded | Not Graded | Not Graded | Not Graded | Not Graded |
| Case Entry Protocol Compliance Average Score | 80.94 | 83.95 | 84.43 | 85.64 | 86.09 | 85.7 |
| Chief Complaint Selection Average Score | 88.13 | 88.86 | 88.8 | 91.53 | 93.39 | 91.77 |
| Key Question Compliance Average Score | 87.78 | 90.36 | 88.86 | 91.07 | 92.44 | 91.44 |
| Post- Dispatch Instructions Compliance Average Score | 88.43 | 90.08 | 90.77 | 91.42 | 92.49 | 90.4 |
| Pre- Arrival Instructions Compliance Average Score | 75.83 (4 Calls) | 78.89 (5 calls) | 87.50 (2 calls) | 83.33 (3 calls) | 63.64 (6 Calls) | 50% (5 Calls) |
| Final Coding Accuracy Score | 95.94 | 97.14 | 97.69 | 98.33 | 95.8 | 97.49 |
| Customer Service | 95.61 | 98.26 | 97.96 | 97.8 | 97.72 | 97.83 |
| Total Score - Average | 88.16 | 90.02 | 90.1 | 91.57 | 91.82 | 91.22 |
| Total number of calls scored - EFD | 130 | 145 | 119 | 50 | 132 | 125 |
| Critical Deviations - Address not Obtained | 0/130 | 0/145 | 0/119 | 0/50 | 0/132 | 0/125 |
| Critical Deviations - Phone Number not Obtained | 2/130 | 1/145 | 0/119 | 2/50 | 0/132 | 0/125 |
| Critical Deviations - Chief Complaint | 5 | 4 | 4 | 1 | 7 | 7 |
| Critical Deviations - Failure to Shunt to correct proto | 1 | 2 | 3 | 2 | 0 | 1 |
| Critical Deviations - DLS's, PAI's, or KQ's | 5 | 0 | 0 | 0 | 0 | 0 |
| Critical Deviations - Determinant Level Incorrect | 6 | 4 | 6 | 5 | 8 | 11 |
| Major Deviations- Address not verified | Graded | Graded | Graded | Graded | Graded | Graded |
| Major Deviations-Callback number not verified | Not Graded | Not Graded | Not Graded | Not Graded | Not Graded | Not Graded |
| Case Entry Protocol Compliance Average Score | 88.12 | 96.86 | 98.32 | 97.80 | 97.50 | 98.56 |
| Key Question Compliance Average Score | 88.20 | 89.66 | 89.82 | 92.20 | 93.52 | 90.41 |
| Post- Dispatch Instructions Compliance Average Score | 74.41 | 81.54 | 90.21 | 87.08 | 90.88 | 91.01 |
| Pre- Arrival Instructions Compliance Average Score | NA | NA | NA | NA | NA | NA |
| Chief Complaint Selection Score | 95.43 | 96.68 | 96.92 | 98.00 | 95.80 | 95.46 |
| Final Coding Accuracy Score | 92.92 | 96.55 | 95.63 | 92.00 | 95.76 | 93.76 |
| Customer Service | 95.72 | 98.01 | 97.35 | 96.70 | 98.58 | 98.78 |
| Total Score - Average | 87.57 | 92.14 | 94.18 | 93.42 | 94.55 | 93.25 |