



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire **5/6, 83% Objectives Achieved**  
**Division:** Fire-Administration  
**Program Name and Number:** Fire Administration (3111)  
**Program Owner:** Ron Liechti  
**Program Mission:** Provide leadership, policy direction, and administrative support to the entire department.

**Program Activities:**

1. Provide administrative direction, short/long range planning, and support for the entire department.
2. Prepare department payroll, personnel actions, purchasing requisitions, and correspondence.
3. Manage department computer and telecommunications networks.
4. Manage department budget preparation and monitor department expenditures and revenues.
5. Develop and maintain highly collaborative inter-governmental agreements with emergency response agencies within the County.

✓ Status	Project Objectives	
✓ Complete	1.	Prepare mid-year review for Fire Department budget and P3 Objectives by January 28, 2016.
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>
	Draft mid-year review prepared. P3 results entered into database.	
✓ Complete	2.	Develop and present to City Council the Fire Department budget plan and P3 Objectives for Fiscal Year 2017.
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>
	P3 Objectives and FY17 Budget plan currently being developed. Expect to complete objective within established timeframes.	P3 Objectives and FY17 Budget plan have been submitted and approved by City Council.
✓ Complete	3.	Implement a new Emergency Medical Dispatch software module (Pro-Q-A EMD).
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>
	Successfully implemented on November 19, 2015.	
✓ Complete	4.	Make final determination of a joint-use Fire Station 7 with Forest Service.
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>
	Contracted with architect firm to develop 2 schemes. Also, exploring alternative site location.	RFP process conducted and completed for station's conceptual design. Architect firm selected per RFP process and the resulting professional services agreement entered in to by both parties (City & vendor). Kick-off meeting for project held.

Status	Measurable Objectives	Metric
Behind Target 92.7% of Target	1. Ensure that 82% of the department's program objectives are accomplished.	Percent of department program Objectives accomplished
----- <b>FY2016</b> -----		
✓	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
☐	82%	76%
	76%	76%
----- <b>Previous FY2015</b> -----		
	82%	77%
	77%	77%
<b>Comments:</b>	<b>Mid-Yr:</b>	<b>Yr-End:</b>
	This objective will be determined at year-end.	

Status	Measurable Objectives	Metric																					
On Target 101.% of Target	2. Submit 95% of invoices to Forest Service within 15 working days of completion of mutual aid assignment.	Percent of invoices generated within 15 working days of completion of mutual aid assignment																					
<b>FY2016</b>																							
✓	<b>UM</b>	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>99%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	99%	100%	100%	100%	100%	100%	100%							
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<i>Previous FY2015</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
99%	100%	100%	100%	100%	100%	100%																	
<b>Comments:</b>	<b>Mid-Yr:</b> Fire Department received a Higher-than-Average number of requests for Mutual Aid so far this fiscal year.	<b>Yr-End:</b> Submitted all invoices within timeframes.																					
<b>FY2016</b>																							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Exceeds Projections 319.1% of Target	1. Total amount of Mutual Aid reimbursements		\$423,000	\$52,788	\$629,313	\$682,101	\$665,666	\$2,085	\$1 M														
<b>Previous FY2015</b>			\$400,000	\$0	\$124,898	\$124,898	\$219,568	\$324,599	\$669,065														
<b>FY2016</b>																							
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date														
Exceeds Projections 44.7% of Target	2. Hours lost due to injury		9,000	776	703	1,479	1,493	1,048	4,020														
<b>Previous FY2015</b>			3,000	1,403	1,927	3,330	3,682	2,407	9,419														
<b>Comments:</b>	<p>1. Mid-Yr: 68 requests for Mutual Aid to our Fire Dept were responded to with personnel and/or equipment. Only 41 Mutual Aid requests were responded to in FY15. Yr-End: 82 requests made to our Fire Dept for Mutual Aid assistance.</p> <p>2. Mid-Yr: Marked reduction in Hours Lost due to Injury compared to FY15 which had 3,294 hours at Mid-Year. Yr-End: More than expected but due mainly to just one firefighter being injured almost all year.</p>																						



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire **6/7, 86%**  
**Division:** Fire-Prevention **Objectives**  
**Program Name and Number:** Emergency Services and Public Education (3112) **Achieved**  
**Program Owner:** Yolanda McGlinchey  
**Program Mission:** Ensure the City is ready and able to mitigate, prepare for, respond to and recover from the effects of major emergencies that threaten lives, property, and the environment by: 1) conducting comprehensive safety education programs for the public; 2) training City employees regarding their Disaster Service Worker roles and responsibilities; and 3) administering inter-agency coordination activities that assist in the City's emergency management efforts.

**Program Activities:**

1. Collaborate with other emergency service providers to disseminate comprehensive life safety information to the community.
2. Update and maintain the City's Emergency Operations Plan.
3. Deliver targeted disaster management training to all City employees.
4. Provide focused training for Emergency Operations Center staff.

✓ Status	Project Objectives		
<input checked="" type="checkbox"/>	Complete	1. Develop a Spanish language Community Disaster Education (CDE) program to be used within the City. Developed CDE materials will be used to conduct 10 presentations within the spanish-speaking community.	
<b>Comments: Mid-Yr:</b>		A Spanish Language CDE has been developed. OES has currently concluded six (6) community outreach using this tool.	<b>Yr-End:</b> Conducted four (4) community outreach to the Hispanic Community using tools developed by City OES.
<input type="checkbox"/>	In-Process	2. Develop a planning team and revise the City's Local Hazard Mitigation Plan (LHMP) and submit to County OEM. Develop a planning team from within the City Department to update LHMP to stay compliant with Federal Mandate.	
<b>Comments: Mid-Yr:</b>		A LHMP team was developed and are currently working on updates to the Local Hazard Mitigation Plan. The OES Manager continues to be part of the County's MAC Team.	<b>Yr-End:</b> The City is working closely with the County in completing the LHMP. Next steps will be to conduct a public comment time and get the draft plan to the State and FEMA. Target date for plan submittal is August 30, 2016.

Status	Measurable Objectives	Metric
On Target 100.0% of Target	1. Conduct four (4) basic SEMS training to all attendees of the City's New Employee Orientation.	City Orientation program presentations

FY2016								
		Qtr1	Qtr2	Mid-Year	Qtr3	Qtr4	Year-to-Date	
✓	UM	Target	Actual	Actual	Actual	Actual	Actual	
<input checked="" type="checkbox"/>		4	1	1	2	1	1	4
Previous FY2015								
		2	0	1	1	0	1	2

**Comments: Mid-Yr:**  **Yr-End:**

Status	Measurable Objectives	Metric																					
On Target 100.% of Target	2. Provide quarterly Emergency Operations Center (EOC) training for the City staff assigned to the EOC.	EOC trainings provided																					
FY2016																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>1</td> <td>1</td> <td>2</td> <td>1</td> <td>1</td> <td>4</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	4	1	1	2	1	1	4							
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Previous FY2015																							
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4	1	1	2	1	1	4																	
<b>Comments:</b>	<b>Mid-Yr:</b> Provided one Forms and Technology Training and one Table Top Exercise with EOC staff.	<b>Yr-End:</b> Provided Technology training with new computers and forms training with EOC staff.																					

Status	Measurable Objectives	Metric																					
On Target 133.3% of Target	3. Present three (2 in English and 1 in Spanish) CERT Trainings to the public.	CERT trainings provided																					
FY2016																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>1</td> <td>1</td> <td>2</td> <td>0</td> <td>2</td> <td>4</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	3	1	1	2	0	2	4							
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Previous FY2015																							
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2	0	1	1	2		3																	
<b>Comments:</b>	<b>Mid-Yr:</b> We will be doing CERT training in the Spring beginning March 10, 2016.	<b>Yr-End:</b> Conducted two separate CERT classes; one for English and one for Spanish in collaboration with the Shoreline/Immigrant Hope Community Church.																					

Status	Measurable Objectives	Metric																					
Ahead of Target 404.6% of Target	4. Provide 1,000 staff hours of public education to the community and collaboratively with other agencies.	Staff hours of public education annually																					
FY2016																							
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>1,000</td> <td>1,485</td> <td>1,018</td> <td>2,503</td> <td>837</td> <td>706</td> <td>4,046</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	1,000	1,485	1,018	2,503	837	706	4,046							
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Previous FY2015																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
1,000	29	57	86	315	237	638																	
<b>Comments:</b>	<b>Mid-Yr:</b> Operations Public Education outreach hours obtained from Fire House.	<b>Yr-End:</b> Operations Public Education outreach hours obtained from Fire House.																					

Status	Measurable Objectives	Metric						
On Target 104.% of Target	5. Ensure 800 volunteer hours of service to the Department and the	Annual total of volunteer hours received						
		<b>FY2016</b>						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		800	58	115	172	303	357	832
		<b>Previous FY2015</b>						
		800	232	261	494	196	118	808
<b>Comments:</b>	<b>Mid-Yr:</b> We are usually light on volunteer hours in the fall and winter months. However, in the Spring we get more hours because of the Fire Safety House Program.	<b>Yr-End:</b> Hours included Fire Safety House, Fire Volunteers and CERT instructors.						

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 104.6% of Target	1. Individuals reached through emergency preparedness presentations		2,000	549	600	1,149	567	375	2,091
			<i>Previous FY2015</i>						
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 137.7% of Target	2. High-risk individuals reached through emergency preparedness and safety presentations		1,000	400	220	620	430	320	1,370
			<i>Previous FY2015</i>						
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 118.7% of Target	3. Students participating in the Fire Safety House Program		600	0	0	0	215	493	708
			<i>Previous FY2015</i>						
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 116.7% of Target	4. LISTOS presentations in the Hispanic community		6	1	3	4	1	2	7
			<i>Previous FY2015</i>						
<b>Comments:</b>	<p>1. Mid-Yr: We did several Community Disaster Education presentation throughout the community. Also two community events one on the Eastside and one on the Westside regarding flood preparedness. We also did a CDE for the YMCA, two session for their babysitting course. This does not include three radio interviews. Yr-End: Presentations were provided to business, homeowner associations, and places of worship. Numbers do not include radio and facebook outreach because they are not quantitative.</p> <p>2. Mid-Yr: We did several Spanish CDE's with the Hispanic Population. We are below projections due to the fact that we will be doing a lot more in the Spring with the schools. Yr-End: High risk individuals numbers do not include the monthly outreach by radio to the Hispanic Community. The numbers do reflect presentations given to the Braille Institute, La Casa de la Raza, and three Senior Living Complex with Southern California Edison.</p> <p>3. Mid-Yr: Our Fire Safety House Program will begin in the Spring 2016. Yr-End: We were able to present the Fire Safety House Program to 11 of the 13 schools.</p> <p>4. Mid-Yr: Listos presentations given at the Braille Institute and 2 churches. Yr-End: Classes were at La Casa de la Raza, Iglesia de Dios, and at Fire Station 1.</p>								



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire  
**Division:** Fire-Prevention  
**Program Name and Number:** Fire Prevention (3121)  
**Program Owner:** Jim Austin  
**Program Mission:**

8/10, 80%  
Objectives  
Achieved

Protect life, property and the environment from the perils of fire, hazardous material incidents, and other disasters through effective code enforcement, new development plan checks, fire investigation and support of the engine company fire inspection program.

**Program Activities:**

1. Participate in Community Development’s Land Development Team (LDT).
2. Conduct fire and arson investigations.
3. Reduce the impact of wildland fire in the community through fire resistive construction code enforcement and fire safe community development guidelines.
4. Conduct fire code enforcement compliance inspections.
5. Conduct fire prevention inspections on the Airport and adjacent City areas.

✓ Status	Project Objectives
✓ Complete	<p><b>1.</b> Complete joint inspections of 103 Airport occupancies with Airport staff.</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"> <b>Comments: Mid-Yr:</b> 26 inspections conducted in 1st quarter and 16 inspections conducted in 2nd quarter.         </div> <div style="border: 1px solid black; padding: 2px;"> <b>Yr-End:</b> 81 Airport occupancies were physically inspected in FY16. 22 occupancies were either vacant or has scheduling conflicts. All 103 Airport occupancies were contacted.         </div> </div>
✓ Complete	<p><b>2.</b> Conduct an analysis of Fire Department database records and field verify information of the 57 known Nightlife Enforcement Team (NET) occupancies to ensure accuracy.</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"> <b>Comments: Mid-Yr:</b> 23 occupancies have been verified of the 57 occupancies.         </div> <div style="border: 1px solid black; padding: 2px;"> <b>Yr-End:</b> All 57 occupancies were field verified. 4 occupancies were determined to have changed names and 4 occupancies were vacant at time of verification. Firehouse records have been updated to reflect the analysis.         </div> </div>
☐ Deferred	<p><b>3.</b> Test 10 major buildings with the mobile data platform for Building preplans to ensure compatibility and accuracy.</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;"> <b>Comments: Mid-Yr:</b> Testing has not began as of this report due to still attempting to determine a suitable mobile data platform.         </div> <div style="border: 1px solid black; padding: 2px;"> <b>Yr-End:</b> Due to the ongoing testing of mutliple mobile platforms still in progress this objective has been deferred to the FY17 Project Objectives.         </div> </div>

Status	Measurable Objectives	Metric
On Target 100.% of Target	<b>1.</b> Complete 100% of the State Mandated Licensed Facility inspections within the prescribed schedule.	Percent of State Mandated Licensed Facility inspections completed annually
----- <b>FY2016</b> -----		
✓	<b>UM</b>	<b>Target</b>
	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>
	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>
	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>

<input checked="" type="checkbox"/>	100%	25%	25%	49%	24%	27%	100%	
<i>Previous FY2015</i>								
	100%	28%	23%	50%	23%	31%	104%	
<b>Comments: Mid-Yr:</b>	Inspections are slightly behind due to scheduling conflict with some facilities because of the holidays.			<b>Yr-End:</b>	A total of 106 State mandated facilities were inspected in FY16. 9 facilities ceased operation.			
<b>Status</b>	<b>Measurable Objectives</b>			<b>Metric</b>				
Ahead of Target 105.1% of Target	2. Conduct 90% of new construction related inspections within 2 working days of initial request.			Percent of new construction related inspections conducted within 2 days of request				
<i>FY2016</i>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input checked="" type="checkbox"/>		95.0%	99.2%	100.0%	99.6%	100.0%	100.0%	99.8%
<i>Previous FY2015</i>								
		90.0%	100.0%	100.0%	100.0%	99.4%	99.1%	99.7%
<b>Comments: Mid-Yr:</b>				<b>Yr-End:</b>				
<b>Status</b>	<b>Measurable Objectives</b>			<b>Metric</b>				
Ahead of Target 105.3% of Target	3. Complete 95% of all plan reviews submitted to the Community Development department within time allotted.			Percent of plan reviews completed within time allotted				
<i>FY2016</i>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input checked="" type="checkbox"/>		95%	99%	99%	99%	100%	100%	100%
<i>Previous FY2015</i>								
		95%	98%	99%	98%	98%	98%	98%
<b>Comments: Mid-Yr:</b>				<b>Yr-End:</b>				
<b>Status</b>	<b>Measurable Objectives</b>			<b>Metric</b>				
Behind Target 99.8% of Target	4. Determine the cause of 80% of the fires investigated within the City of Santa Barbara.			Percent of causes determined of fires investigated				
<i>FY2016</i>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
<input type="checkbox"/>		80.0%	64.7%	80.0%	73.0%	83.3%	86.2%	79.8%
<i>Previous FY2015</i>								
		80.0%	75.0%	85.7%	80.0%	50.0%	66.7%	68.3%
<b>Comments: Mid-Yr:</b>	17 fire investigations were conducted in the 1st quarter with 11 having the cause determined and 20 fire investigations were conducted in the 2nd quarter with 16 having the cause determined for a total of 37 fire investigations.			<b>Yr-End:</b>	A total of 84 fire investigations were conducted in FY16 with the cause of 17 cases being undetermined.			

Status	Measurable Objectives	Metric
Ahead of Target 103.2% of Target	<b>5.</b> Respond to 85% of code enforcement complaints within five (5) working days from receipt of complaint.	Percent of code enforcement complaints receiving initial response within five (5) working days
<b>FY2016</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓	95.0%	96.6%
		98.1%
		97.1%
		97.0%
		100.0%
		98.0%
<b>Previous FY2015</b>		
	85.0%	100.0%
		95.3%
		98.4%
		98.5%
		97.4%
		98.2%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 109.3% of Target	<b>6.</b> Resolve 75% of code enforcement cases within three (3) months of initiation.	Percent of code enforcement cases resolved within three (3) months of initiation
<b>FY2016</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓	75%	76%
		84%
		81%
		83%
		83%
		82%
<b>Previous FY2015</b>		
	75%	79%
		79%
		79%
		69%
		81%
		77%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

Status	Measurable Objectives	Metric
Ahead of Target 108.2% of Target	<b>7.</b> Attend 85% of all joint Land Development Team meetings for Dev Application Review Team and Pre-Application Review Team submittals.	Percent of LDT meetings attended
<b>FY2016</b>		
✓	<b>UM</b>	
	<b>Target</b>	<b>Qtr1 Actual</b>
		<b>Qtr2 Actual</b>
		<b>Mid-Year Actual</b>
		<b>Qtr3 Actual</b>
		<b>Qtr4 Actual</b>
		<b>Year-to-Date</b>
✓	85%	96%
		97%
		96%
		88%
		88%
		92%
<b>Previous FY2015</b>		
	85%	95%
		90%
		93%
		90%
		87%
		90%
Comments: Mid-Yr: <input type="text"/> Yr-End: <input type="text"/>		

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 92.2% of Target	1. State Mandated inspections conducted		115	26	26	52	25	29	106
			Previous FY2015						
			115	32	26	58	26	36	120
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 101.9% of Target	2. New construction related inspections		525	125	124	249	103	183	535
			Previous FY2015						
			450	205	161	366	167	114	647
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 107.8% of Target	3. Plan reviews conducted		1,275	393	307	700	324	350	1,374
			Previous FY2015						
			1,200	400	368	768	303	384	1,455
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 140.0% of Target	4. Fire investigations conducted		60	17	20	37	18	29	84
			Previous FY2015						
			70	8	7	15	8	18	41
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 95.7% of Target	5. Code enforcement complaints received		325	87	55	142	70	99	311
			Previous FY2015						
			300	128	61	189	64	74	327
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 102.5% of Target	6. Enforcement cases resolved		275	75	83	158	53	71	282
			Previous FY2015						
			250	130	67	197	56	64	317
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 111.1% of Target	7. LDT meetings attended		225	67	69	136	58	56	250
			Previous FY2015						
			250	60	65	125	70	62	257
<b>Comments:</b>	<p>1. Mid-Yr: A total of 52 State mandated facilities inspections have been conducted during the first half of the fiscal year. Yr-End: A total of 106 State mandated licensed facilities inspections were conducted in FY16. 9 facilities ceased operation during the fiscal year.</p> <p>2. Mid-Yr: A total of 249 new construction related inspections were conducted in the first half of the year which is</p>								

slightly below projection.

Yr-End: A total of 286 new construction related inspections were conducted in the second half of the year to finish slightly above projection.

- 3.** Mid-Yr: A total of 700 plan reviews were conducted in the first half of the year exceeding the current projection.

Yr-End: A total of 674 plan reviews were conducted during the second half of the year exceeding the

- 4.** Mid-Yr: A total of 37 fire investigation were conducted during the first half of the year exceeding the current projection.

Yr-End: A total of 47 fire investigations were conducted in the second half of the year exceeding the projection.

- 5.** Mid-Yr: A total of 142 complaints were received during the first half of the year which is currently below projections.

Yr-End: A total of 169 complaints were received during the second half of the year ending below projections.

- 6.** Mid-Yr: A total of 158 enforcement cases were resolved during the first half of the year which is above projections.

Yr-End: A total of 124 enforcement cases were resolved during the second half of the year slightly exceeding projections.

- 7.** Mid-Yr: A total of 136 LDT meeting were attended during the first half of the year exceeding projections.

Yr-End: A total of 114 LDT meetings were attended during the second half of the year exceeding the projection by 25 meetings.



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire **4/7, 57%**  
**Division:** Fire-Prevention **Objectives**  
**Program Name and Number:** Wildland Fire Mitigation (3123) **Achieved**  
**Program Owner:** Ann Marx  
**Program Mission:** Protect lives, property and natural resources threatened by wildland fire by the creation of defensible space through engineering, education, enforcement, fuel reduction and fuel modification activities.

**Program Activities:**

1. Manage and implement the City of Santa Barbara Wildland Fire Plan strategies.
2. Manage the City of Santa Barbara Wildland Fire Suppression Assessment District Program.

✓ Status	Project Objectives		
<input type="checkbox"/> Not Completed	<b>1.</b> Complete 25 target hazard preplans for entry into the mobile platform database. Maintain and update Geographic Information System (GIS) data within Fire Department and City GIS server.		
<b>Comments: Mid-Yr:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">5 plans partially completed. Software challenges slowing process. Electronic access for Engine Companies not accessible.</td> <td style="width: 50%; padding: 2px;">Yr-End: Total of 15 plans partially completed. Input of field information into Software still needed. Staffing to complete Software input needed to move program forward. Electronic access to make target hazard preplans on MDC's is still not in place.</td> </tr> </table>	5 plans partially completed. Software challenges slowing process. Electronic access for Engine Companies not accessible.	Yr-End: Total of 15 plans partially completed. Input of field information into Software still needed. Staffing to complete Software input needed to move program forward. Electronic access to make target hazard preplans on MDC's is still not in place.
5 plans partially completed. Software challenges slowing process. Electronic access for Engine Companies not accessible.	Yr-End: Total of 15 plans partially completed. Input of field information into Software still needed. Staffing to complete Software input needed to move program forward. Electronic access to make target hazard preplans on MDC's is still not in place.		

Status	Measurable Objectives	Metric	
Behind Target 85.7% of Target	<b>1.</b> Complete 14 miles of road clearance annually within the Wildland Fire Suppression Assessment District (WFSAD).	Miles cleared	
----- <b>FY2016</b> -----			
✓	UM	Target	
✓		Qtr1 Actual	
		Qtr2 Actual	
		Mid-Year Actual	
		Qtr3 Actual	
		Qtr4 Actual	
		Year-to-Date	
□		14	
		0	
		9	
		9	
		3	
		12	
----- <b>Previous FY2015</b> -----			
		14	
		19	
		17	
		36	
		3	
		0	
		39	
<b>Comments: Mid-Yr:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">In progress</td> <td style="width: 50%; padding: 2px;">Yr-End: Two miles of Hwy 192 require the participation of CalTrans crews . Scheduling conflicts with CalTrans within City required timeframes did not allow for completion of these areas. These 2 miles will be added to FY 2017 road clearance Performance Measures.</td> </tr> </table>	In progress	Yr-End: Two miles of Hwy 192 require the participation of CalTrans crews . Scheduling conflicts with CalTrans within City required timeframes did not allow for completion of these areas. These 2 miles will be added to FY 2017 road clearance Performance Measures.
In progress	Yr-End: Two miles of Hwy 192 require the participation of CalTrans crews . Scheduling conflicts with CalTrans within City required timeframes did not allow for completion of these areas. These 2 miles will be added to FY 2017 road clearance Performance Measures.		

Status	Measurable Objectives	Metric														
On Target 100.% of Target	2. Complete 4 miles of weed abatement along roads within high fire hazard area to enhance evacuation routes and response safety.	Miles cleared														
FY2016																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> <td>0</td> <td></td> <td>4</td> <td>4</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	4	0	0	0		4	4
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
4	0	0	0		4	4										
Previous FY2015																
		<table border="1"> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	4	0	0	0	0	4	4							
4	0	0	0	0	4	4										
<b>Comments:</b>	Mid-Yr: Work will start in April/May 2016	Yr-End: Work completed by Contractor in June 2016.														

Status	Measurable Objectives	Metric														
Behind Target 66.7% of Target	3. Complete 12 acres of vegetation management/fuels reduction work.	Acres cleared														
FY2016																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>12</td> <td>0</td> <td>6</td> <td>6</td> <td>0</td> <td>2</td> <td>8</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	12	0	6	6	0	2	8
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
12	0	6	6	0	2	8										
Previous FY2015																
		<table border="1"> <tbody> <tr> <td>20</td> <td>0</td> <td>6</td> <td>6</td> <td>7</td> <td>2</td> <td>15</td> </tr> </tbody> </table>	20	0	6	6	7	2	15							
20	0	6	6	7	2	15										
<b>Comments:</b>	Mid-Yr: Contract costs came in significantly higher than anticipated. Changed from private contractor to CA Conservation Corps crews to reduce costs. However, acres still decreased from original target due to higher costs per acre for crew and compliance with CA Streambed Alteration Permit monitoring requirements.	Yr-End: CA Streambed Alteration Permit requirements continue to increase project costs & decrease acres to be treated. UCSB BREN project complete. Utilizing results to evaluate cost effective vegetation management areas for FY 2017.														

Status	Measurable Objectives	Metric														
On Target 104.3% of Target	4. Continue wildland public education and outreach in the high fire hazard area by providing contact with 300 property owners.	Contacts made														
FY2016																
<input checked="" type="checkbox"/>	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>300</td> <td>0</td> <td>182</td> <td>182</td> <td></td> <td>131</td> <td>313</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	300	0	182	182		131	313
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
300	0	182	182		131	313										
Previous FY2015																
		<table border="1"> <tbody> <tr> <td>300</td> <td>66</td> <td>51</td> <td>117</td> <td>89</td> <td>121</td> <td>327</td> </tr> </tbody> </table>	300	66	51	117	89	121	327							
300	66	51	117	89	121	327										
<b>Comments:</b>	Mid-Yr:	Yr-End: Wildland Suppression Assessment District services & phone calls from public for information make up the majority of contacts. UCSB BREN School completed a wildland survey to approximately 4,175 residents, with a return of 572 surveys with valuable data.														

Status	Measurable Objectives	Metric																												
On Target 125.% of Target	5. Utilize 80% of chipped material from vegetation road clearance and defensible space chipping program by mulching and preventing material from reaching landfill.	Percent of material chipped																												
----- <b>FY2016</b> -----																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>80%</td> <td>0%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td colspan="7" style="text-align: center;">----- <b>Previous FY2015</b> -----</td> </tr> <tr> <td>80%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	0%	100%	100%	100%	100%	100%	----- <b>Previous FY2015</b> -----							80%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
80%	0%	100%	100%	100%	100%	100%																								
----- <b>Previous FY2015</b> -----																														
80%	100%	100%	100%	100%	100%	100%																								
✓																														
<b>Comments: Mid-Yr:</b> Utilized 100% of chipped material. <b>Yr-End:</b>																														
Status	Measurable Objectives	Metric																												
On Target 103.% of Target	6. Continue code enforcement on properties violating Defensible Space Requirements within the high fire hazard areas.	Enforcement cases																												
----- <b>FY2016</b> -----																														
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>100</td> <td>0</td> <td>57</td> <td>57</td> <td>19</td> <td>27</td> <td>103</td> </tr> <tr> <td colspan="7" style="text-align: center;">----- <b>Previous FY2015</b> -----</td> </tr> <tr> <td>100</td> <td>36</td> <td>11</td> <td>47</td> <td>20</td> <td>25</td> <td>92</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	100	0	57	57	19	27	103	----- <b>Previous FY2015</b> -----							100	36	11	47	20	25	92
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																								
100	0	57	57	19	27	103																								
----- <b>Previous FY2015</b> -----																														
100	36	11	47	20	25	92																								
✓																														
<b>Comments: Mid-Yr:</b> <b>Yr-End:</b>																														



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

<b>Department:</b>	Fire	<b>4/8, 50% Objectives Achieved</b>
<b>Division:</b>	Fire-Operations	
<b>Program Name and Number:</b>	Operations/Suppression (3131)	
<b>Program Owner:</b>	Jim McCoy, Robert Mercado, Mike De Ponce	
<b>Program Mission:</b>	To save and protect lives, property, and the environment at the City of Santa Barbara by reducing the impact of emergency incidents through proactive training, planning, public education, fire code inspections, and effective responses to 9-1-1 calls for service.	

**Program Activities:**

1. Prepare for and respond to a multitude of emergency situations.
3. Conduct Fire Safety Inspections in order to reduce/prevent fire loss and injuries.
4. Provide public education programs to help inform the residents of fire and other life-safety hazards within our community.

✓ Status	Project Objectives
✓ Complete	1. Specify and order a Type 6 Fire Engine for use at Fire Station 3.
<b>Comments: Mid-Yr:</b>	The type 6 engine specifications have been completed. Fleet Services are currently working with the manufacturer for the ordering.
<b>Yr-End:</b>	Apparatus has been specified and ordered.
☐ In-Process	2. Develop and implement new physical fitness standards for operations personnel.
<b>Comments: Mid-Yr:</b>	Implementation is in progress. This involves negotiations with the union which are progressing very well. We expect to have a program in place by the end of the calendar year.
<b>Yr-End:</b>	Implementation is in progress. This involves negotiations with the union which are progressing very well. We expect to have a program in place by the end of the calendar year.
✓ Complete	3. Create new standard operating procedures for Electronic Patient Care Reporting (EPCR).
<b>Comments: Mid-Yr:</b>	This is a new program and policies enacted by County EMS Agency are being closely followed and relayed to all personnel. There have been some minor issues with the program above our field-level use (Microsoft and Adobe interface issues) however; those are being remedied.
<b>Yr-End:</b>	

Status	Measurable Objectives	Metric
Behind Target 92.5% of Target	1. Provide Basic Life Support (BLS) for medical emergencies within 4 minutes or less 80% of the time from unit receipt of alarm.	Percent of Medical responses under 4 minutes
----- <b>FY2016</b> -----		
✓	UM      Target	Qtr1 Actual      Qtr2 Actual      Mid-Year Actual      Qtr3 Actual      Qtr4 Actual      Year-to-Date

<input type="checkbox"/>	80%	74%	74%	74%	75%	73%	74%
<b>Previous FY2015</b>							
	80%	89%	87%	88%	89%	90%	89%
<b>Comments: Mid-Yr:</b>	We are in the process of analyzing our response data. The report from FireHouse is corrupt, and there are more up to date methods of assessing our response times. We will have a more accurate, transparent report and goals by the end of the fiscal year.			<b>Yr-End:</b>	This metric has become obsolete and new response-time data will be used in FY 2017.		

Status	Measurable Objectives	Metric
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Behind Target 97.8% of Target	2. Contain 90% of all structure fires to area or room of origin.	Percent of fires that do not extend from area of origin
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<b>FY2016</b>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>

<input type="checkbox"/>	90%	92%	94%	93%	83%	82%	88%
<b>Previous FY2015</b>							
	90%	89%	91%	90%	100%	100%	94%

<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>	Target missed by just one incident.
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Status	Measurable Objectives	Metric
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Ahead of Target 107.4% of Target	3. Conduct Engine Company level Fire and Safety Inspections on 95% of scheduled business and residential occupancies annually.	Percent of business and residential occupancies inspected annually
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<b>FY2016</b>								
<input checked="" type="checkbox"/>	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>

<input checked="" type="checkbox"/>	95%	90%	63%	76%	136%	119%	102%
<b>Previous FY2015</b>							
	95%	100%	100%	100%	100%	100%	100%

<b>Comments: Mid-Yr:</b>	Due to active wildland firefighting season and mandatory safety stand down total inspections are behind target. Plan for catch up set for Q3/Q4.	<b>Yr-End:</b>	During Q3/Q4 several engine companies conducted additional inspections to "catch up" due to the safety stand down imposed by the Fire Chief in Q1. All prevention inspection districts were completed by the end of Q4.
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Status	Measurable Objectives	Metric														
Behind Target 30.6% of Target	4. Conduct 85% of prevention re-inspections within 3 weeks of initial inspection.	Percent of re-inspections on notices of violation within 3 weeks of initial inspection														
FY2016																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>85%</td> <td>23%</td> <td>36%</td> <td>30%</td> <td>19%</td> <td>24%</td> <td>26%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	85%	23%	36%	30%	19%	24%	26%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
85%	23%	36%	30%	19%	24%	26%										
Previous FY2015																
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90%	88%	73%	80%	52%	32%	61%										
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>														
Due to active wildland firefighting season and mandatory safety stand down re-inspections numbers are behind target. Plan for catch up set for Q3/Q4.		Focus in Q3/Q4 was completion of the inspection districts by "catching up" due to safety stand down imposed by Fire Chief in Q1. Low re-inspection numbers are a result of this re-focus to complete inspection districts														

Status	Measurable Objectives	Metric														
On Target 125.% of Target	5. Ensure Medical Director reviews 80% of Basic Life Support (BLS) Automatic External Defibrillator (AED) incidents.	Percent of BLS AED incidents reviewed														
FY2016																
✓	UM	<table border="1"> <thead> <tr> <th>Target</th> <th>Qtr1 Actual</th> <th>Qtr2 Actual</th> <th>Mid-Year Actual</th> <th>Qtr3 Actual</th> <th>Qtr4 Actual</th> <th>Year-to-Date</th> </tr> </thead> <tbody> <tr> <td>80%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date	80%	100%	100%	100%	100%	100%	100%
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date										
80%	100%	100%	100%	100%	100%	100%										
Previous FY2015																
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80%	100%	100%	100%	100%	100%	100%										
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b>														
New procedures for handling cardiac arrest patients have been enacted by the County of SB. This has resulted in a significant increase in cardiac arrest "saves." The City and County of Santa Barbara have some of the highest save rates in the nation. The Medical Director reviewed 11 of 11 BLS AED incidents.		Santa Barbara County continues to have one of the highest cardiac arrest save rates in the Country. This is due to the aggressive response and short response times for SBF D personnel. Data is retrieved from AMR's required cardiac arrest reports.														

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 116.1% of Target	1. Code 3 (emergency) calls for service		7,000	2,053	1,744	3,797	2,022	2,311	8,130
			Previous FY2015						
			6,000	1,764	1,881	3,645	1,828	2,042	7,515
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.% of Target	2. Code 2 (non-emergency) calls for service		900	277	227	504	232	236	972
			Previous FY2015						
			800	222	245	467	183	176	826
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 106.1% of Target	3. Medical emergency calls received		5,000	1,471	1,321	2,792	1,255	1,257	5,304
			Previous FY2015						
			4,500	1,231	1,311	2,542	1,294	1,440	5,276
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
As Projected 98.2% of Target	4. Fire calls received		225	51	55	106	43	72	221
			Previous FY2015						
			250	46	40	86	32	54	172
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 172.% of Target	5. Hazardous condition calls received		250	102	126	228	107	95	430
			Previous FY2015						
			220	87	96	183	68	80	331
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 160.2% of Target	6. Miscellaneous calls received		2,000	760	719	1,479	703	1,021	3,203
			Previous FY2015						
			1,700	622	679	1,301	684	709	2,694
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 85.2% of Target	7. Revenue for engine company inspections		\$90,000	\$15,073	\$17,134	\$32,207	\$23,121	\$21,363	\$76,691
			Previous FY2015						
			\$90,000	\$22,123	\$17,848	\$39,971	\$15,640	\$16,845	\$72,456

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 115.6% of Target	8. Engine company fire and life safety inspections		2,500	632	442	1,074	953	863	2,890
			Previous FY2015						
			2,250	938	773	1,711	676	729	3,116
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 117.8% of Target	9. Average response time for emergency call for service in minutes	≤	4.00	4.38	4.40	4.39	5.25	4.80	4.71
			Previous FY2015						
			4:00	3.23	3.03	3.13	3.11	3.11	3.12
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
125.% of Target	10. Basic life support on automated external defibrillator incidents		24	4	7	11	9	10	30
			Previous FY2015						
			24	2	7	9	4	2	15
<b>Comments:</b>	<p>7. Mid-Yr: The number of Engine company inspections were reduced during the summer due to man-power shortages and revenue has consequently decreased.</p> <p>8. Mid-Yr: Mid year total is 1,074. This is just below the mid year goal of 1,250. All engine companies have a plan to catch up and meet the target number by end of Q4. Yr-End: During Q3/Q4 engine companies were very active with completing fire and life safety inspections. The plan to "catch up" was successful and all inspection districts completed by end of Q4.</p> <p>9. Mid-Yr: We are in the process of analyzing our response data. The report from FireHouse is corrupt, and there are more up to date methods of assessing our response times. We will have a more accurate, transparent report and goals by the end of the fiscal year. Yr-End: This metric has become obsolete and new response-time data will be used in FY 2017.</p>								



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire  
**Division:** Fire-Operations  
**Program Name and Number:** Fire Training and Recruitment (3134)  
**Program Owner:** Chris Mailes  
**Program Mission:** Recruit quality personnel into the fire service profession. Ensure all active-duty fire personnel receive proper training, have appropriate safety gear, and are supported in continuous improvement of their professional abilities.

**8/8, 100%  
Objectives  
Achieved**

**Program Activities:**

1. Plan and provide ongoing training to department members that is required by local, state, and federal regulations.
2. Ensure that mandated certifications and training is provided to all active-duty fire personnel and maintain accurate records.
3. Oversee the hiring process for incoming firefighter recruits and plan and implement each twelve-week recruit academy.
4. Purchase and provide the Personal Protective Equipment (PPE).
5. Provide and promote professional growth opportunities through education and training.

✓ Status	Project Objectives	
<input checked="" type="checkbox"/> Complete <b>Comments: Mid-Yr:</b>	<b>1.</b> Conduct a recruit academy for 8 - 10 new firefighters. Completed SBFD Academy and graduated 10 recruits. All 10 are now assigned to shift and are doing very well.	<b>Yr-End:</b> All 10 recruits successfully completed their probationary year. All 10 have had EPR's completed and turned in to HR.
<input checked="" type="checkbox"/> Complete <b>Comments: Mid-Yr:</b>	<b>2.</b> Create standard operating procedures for the live-fire burn prop at the SBFD Training Tower. The live burn props have arrived and currently we are training firefighters from our Department and adjacent departments in the controlled use of the prop	<b>Yr-End:</b> The props are in place and fully functional. We have established relationships with neighbors and are diligent about prop use based on weather/wind conditions. Final mitigation of stormwater runoff is nearing completion.
<input checked="" type="checkbox"/> Complete <b>Comments: Mid-Yr:</b>	<b>3.</b> Create a certification and training program for use of the live-fire burn prop at the SBFD Training Tower. Certify a cadre of regional fire personnel to conduct trainings using the prop. The training program has started and is continuing. A regional cadre of firefighters are being trained in the proper use of the facility. Special attention must be given to OSHA and NFPA requirements for the use.	<b>Yr-End:</b> The cadre has been through a "train-the-trainer" course. All active duty City firefighters have completed Phase 1 prop (flashover prop). We continue to train in the Phase 5 prop (dynamic firefighting prop). Training is going well and is well-received.
<input checked="" type="checkbox"/> Complete <b>Comments: Mid-Yr:</b>	<b>4.</b> Prepare and conduct a fire engineer's exam in November 2015. Engineer's exam was completed and three firefighters were promoted to the rank of engineer	<b>Yr-End:</b> This was completed and three firefighters were promoted to Engineer.
<input checked="" type="checkbox"/> Complete <b>Comments: Mid-Yr:</b>	<b>5.</b> Prepare and conduct a Fire Captain's exam in February 2016. This is deferred to April 2016 due to concerns about impacts of El Nino and personnel not being available to conduct testing.	<b>Yr-End:</b> Exam was completed in April 2016. Five candidates were placed on an eligibility list. There are currently no openings.

Status	Measurable Objectives	Metric
Ahead of Target 135.3% of Target	<b>1.</b> Ensure Operations personnel attend 1,000 hours of safety concepts training to reduce injuries and increase effectiveness.	Total number of hours of safety training

		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		1,000	244	263	507	282	564	1,353
		Previous FY2015						
		1,000	255	361	615	252	294	1,161
<b>Comments:</b>		<b>Mid-Yr:</b> On Target. Safety hours are actually greatly higher due to fire academy	<b>Yr-End:</b> Safety training is continually emphasized. Additional hours in QTR 4 dedicated to wildland training prior to expected critical fire season. Safety training included infestation/drought kill, etc.					
Status	Measurable Objectives		Metric					
Ahead of Target 100.% of Target	2. Provide 100% of required/mandated training classes to active-duty Operations personnel each calendar year.		Total % of training sessions completed					
		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		100%	100%	100%	100%	100%	100%	100%
		Previous FY2015						
		100%	100%	100%	100%	100%	100%	100%
<b>Comments:</b>		<b>Mid-Yr:</b> SBFDD Training is continuing to provide all OSHA/NIOSH/NFPA mandated training. Our training hours have far-exceeded past years due to the recruit academy. That percentage increase is not shown here as it would skew subsequent quarters.	<b>Yr-End:</b> We completed all mandatory assigned training for active duty personnel. In addition, we completed a modified duty program which requires all injured/ill employees to also complete all required training prior to returning to work.					
Status	Measurable Objectives		Metric					
On Target 116.7% of Target	3. Ensure 100% of the active-duty first responders maintain their Emergency Medical Technician (EMT) certifications by attending required EMT specific training.		Average training hours per EMT					
		FY2016						
✓	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
✓		12	4	4	7	4	4	14
		Previous FY2015						
		12	4	3	7	3	3	14
<b>Comments:</b>		<b>Mid-Yr:</b> Completed recertification of all of our Department's EMT's. Cycle of education ran from 1/1/14-12/31/15. All EMT's have been recertified and new training cycle began in January 2016. EMT training hours conducted for recruits in training academy is not shown here as it would skew additional quarters.	<b>Yr-End:</b> On target with comprehensive EMT program. Department's nurse-educator is providing excellent instruction to SBFDD members.					



# City of Santa Barbara

## Fiscal Year 2016 Performance Measure Results

Reporting Period: From 7/1/2015 to 6/30/2016

**Department:** Fire **4/4, 100%**  
**Division:** Fire-Operations **Objectives**  
**Program Name and Number:** Aircraft Rescue and Firefighting (ARFF) (3141) **Achieved**  
**Program Owner:** Mike De Ponce  
**Program Mission:** To save and protect lives, property, and the environment at the City of Santa Barbara Airport by reducing the impact of emergency incidents through proactive training, planning, public education, fire code inspections, and effective responses to 9-1-1 calls for service.

**Program Activities:**

1. Respond to all aircraft related emergencies at the Airport.
2. Comply with all Federal Aviation Administration (FAA) standards for training and proficiency.
3. Inspect all aircraft fueling vehicles for compliance with FAA standards.
4. Inspect all aircraft fuel farms for compliance with FAA standards.

✓ Status	Project Objectives							
✓ Complete	1. Bring staff recommendations of the Citygate report on the Aircraft Rescue and Firefighting (ARFF) program to the City Council and implement Council direction.							
<b>Comments:</b>	<b>Mid-Yr:</b>	Council direction is to re-evaluate in Fall of 2016.				<b>Yr-End:</b>		
Status	Measurable Objectives					Metric		
On Target 100.% of Target	1. Respond to 100% of all aircraft-related emergencies in the Aircraft Operational Area (AOA) within 3 minutes.					Percent of emergency responses on the AOA under 3 minutes		
----- <b>FY2016</b> -----								
✓	<b>UM</b>	<b>Target</b>	<b>Qtr1 Actual</b>	<b>Qtr2 Actual</b>	<b>Mid-Year Actual</b>	<b>Qtr3 Actual</b>	<b>Qtr4 Actual</b>	<b>Year-to-Date</b>
✓		100%	100%	100%	100%	100%	100%	100%
----- <b>Previous FY2015</b> -----								
		100%	100%	100%	100%	100%	100%	100%
<b>Comments:</b>	<b>Mid-Yr:</b>	Mandated per FAA 139.				<b>Yr-End:</b>	All 32 ARFF emergency responses were under the mandated time frame of 3 minutes. Projection of 36 incidents was higher than actual amount of 32 incidents for the year. Objective met.	

Status	Measurable Objectives	Metric																					
Ahead of Target 100.% of Target	<b>2.</b> Ensure that all active-duty ARFF-certified personnel achieve mandated training goals per Federal Aviation Regulation 139 (FAR 139).	Percent of mandated training classes attended																					
----- <b>FY2016</b> -----																							
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<i>Previous FY2015</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%	100%	100%	100%	100%	100%																	
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b> Objective met.																					

Status	Measurable Objectives	Metric																					
Ahead of Target 100.% of Target	<b>3.</b> Participate in 100% of periodic emergency response drills.	Percent of emergency response drills attended																					
----- <b>FY2016</b> -----																							
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<i>Previous FY2015</i>																							
Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date																	
100%	100%	100%	100%	0%	100%	100%																	
<b>Comments: Mid-Yr:</b>		<b>Yr-End:</b> Crews responded to 100% of all 14 emergency response drills in past FY 2016.																					

			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Below Projections 88.9% of Target	1. Aircraft-related emergencies in AOA		36	3	6	9	9	14	32
			Previous FY2015						
			36	7	9	16	8	5	29
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 118% of Target	2. Training hours attended by Station 8 assigned personnel		1,200	326	354	680	315	421	1,416
			Previous FY2015						
			1,080	432	352	784	278	311	1,373
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 108.3% of Target	3. Emergency response drills		12	3	3	6	4	3	13
			Previous FY2015						
			12	3	3	6		2	8
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 51.3% of Target	4. Public education hours provided by Station 8 ARFF members		240	37	18	55	22	46	123
			Previous FY2015						
			240	38	54	92	37	44	173
			FY2016						
Status	Other Program Measures	UM	Target	Qtr1 Actual	Qtr2 Actual	Mid-Year Actual	Qtr3 Actual	Qtr4 Actual	Year-to-Date
Exceeds Projections 112.5% of Target	5. Station 8 Fire Safety public education sessions held		24	5	4	9	6	12	27
			Previous FY2015						
			24	5	8	13	16	12	41
<b>Comments:</b>	<p>1. Mid-Yr: Mid -year average of 4.5 incidents per quarter. Original target was set at 36. Yr-End: Total of 32 Aircraft related emergencies were responded to by ARFF crews. Original projection for FY 2016 was 36.</p> <p>2. Yr-End: Increased training in Q4 was due to heavy training quarter for the wildland season.</p> <p>4. Mid-Yr: The upcoming quarters are typically the most active times for public educations. Schools schedule end of year field trips in Q4. Yr-End: Station 8 had over 1,063 people attended public education presentations in FY2016. End of school year in Q4 was very busy with several tours and outreaches.</p> <p>5. Mid-Yr: The upcoming quarters are typically the most active times for public educations. Schools schedule end of year field trips in Q4. Yr-End: Q4 was very busy with several schools attending outreach sessions at Station 8.</p>								