

ASSISTANT VILLAGE ADMINISTRATOR/PERFORMANCE & INFORMATION SERVICES REPORT

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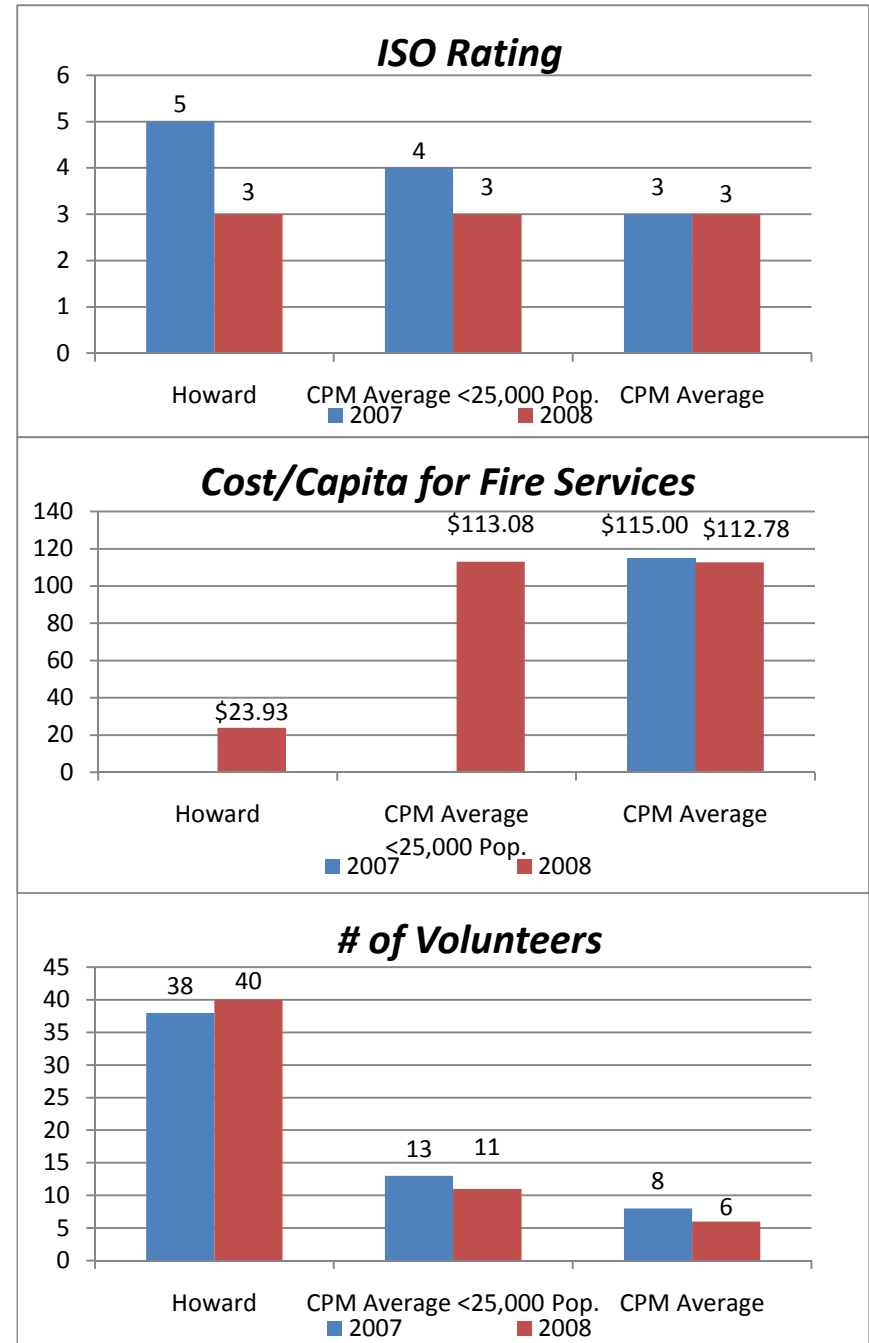
FY 2008 Fire Department Performance Measurement Data Report

ISO Rating & Cost Per Capita

The International Organization for Standardization (ISO) rates fire departments based on receipt and response to fire calls, engine companies and their respective training levels, and water supply. Ratings on the ISO scale range from 1 to 9 with one being the best rating a department can receive. The ISO rating has an effect on Village residents as it impacts their homeowner's insurance. In 2008, the Village of Howard improved its ISO rating from 5 to 3, which is also the national average and the average for communities our size.

The middle graph illustrates the cost per capita for fire department operating and personnel expenditures. As you can see the Village of Howard is nearly five times lower than both the national average and the average for communities with populations under 25,000. The reason the Village's cost per capita is so low is due to the fact that the Village of Howard's Fire Department is almost exclusively volunteers.

The graph at bottom-right shows the number of volunteers for the Village's Fire Department. The Village of Howard has approximately four times as many volunteers as the national average. In fact, only Teton County, Wyoming has more volunteers than the Village of Howard. Teton County also covers vast tracts of land and must contend with wild fires on a fairly regular basis. It is also important to note that the number of volunteers in the Village's Fire Department actually increased by two, whereas the national averages decreased by two volunteers.

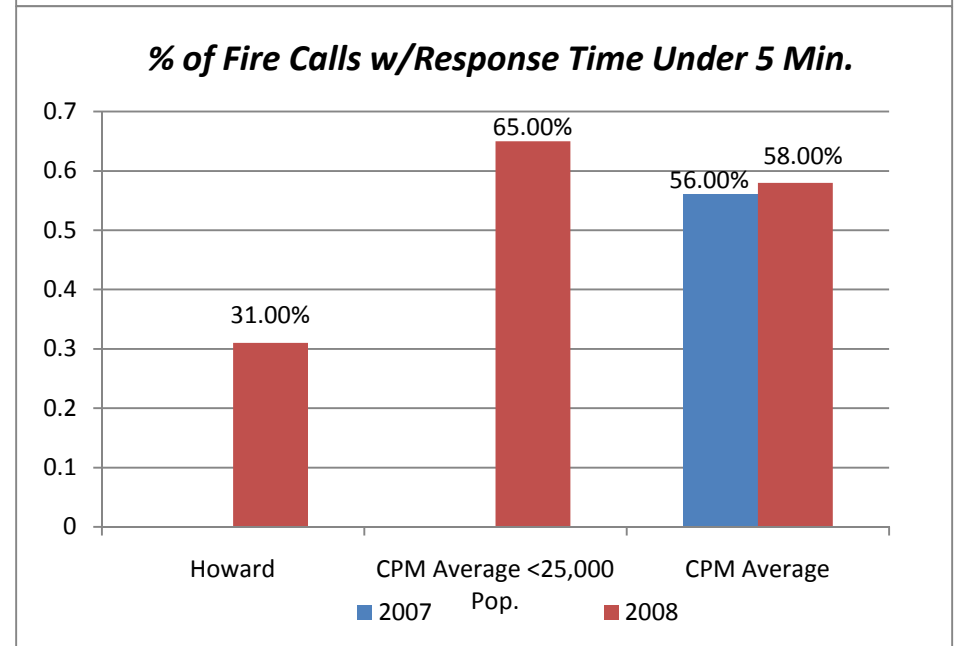
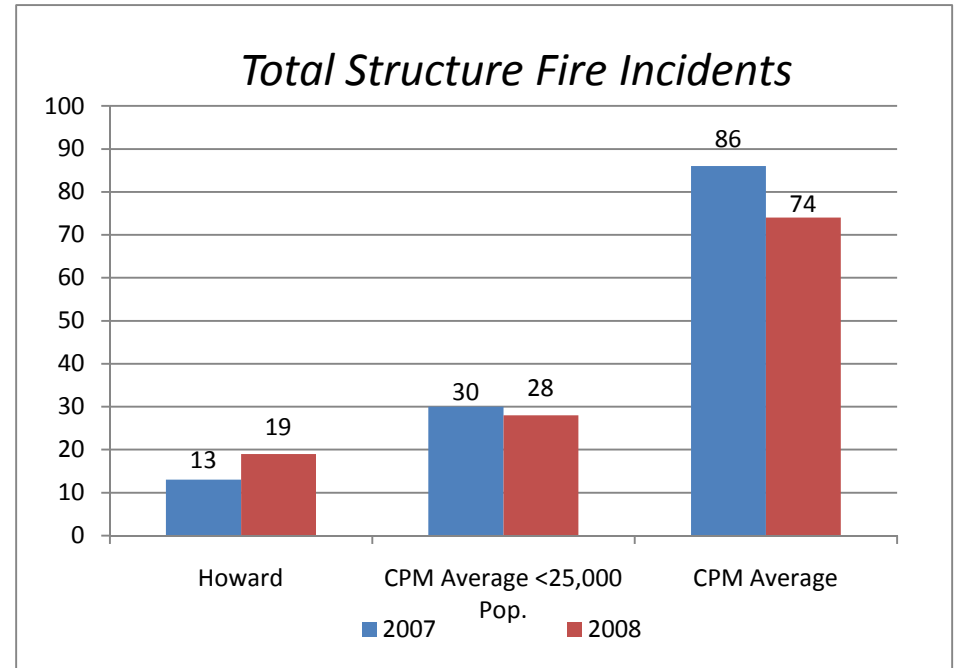


Fires and Response Times

The graph at right depicts the number of structure fires the Fire Department responded to in 2008. This number is up slightly from 2007. It is almost impossible to decipher whether there is some type of justification for the increase in structure fires as most structure fires occur as acts of God, electrical malfunction, or some type of error by the property owner. The Fire Department should continue to educate the public on fire prevention in the Village of Howard. The Fire Department's public outreach efforts may help explain why the Village of Howard has fewer structure fires than both the national average and the average for communities with populations under 25,000.

The graph at bottom-right depicts the percentage of fire calls that have a response time from dispatch to arrival of less than five minutes. Howard's Fire Department responds to 31% of its calls in less than five minutes. While this is lower than the national average, it is likely a result of the volunteer nature of Howard's Fire Department. Volunteers receive a call from dispatch and then must travel to the Fire Department and then depart to the scene of the fire.

The average response time for the Howard Fire Department from August 2008 to August 2009 is 11:54. The National Fire Protection Association's standard for maximum response time is 9 minutes.



Number of Calls & False Alarms

The graph at right shows that Village of Howard volunteer firefighters responded to 213 calls in 2008, up slightly from 2007. The number of calls responded to by volunteers is consistent with the average from 2007. I did not include the 2008 data because only three communities, including the Village of Howard, responded. The two other communities responded to over 1,500 calls. One of the jurisdictions that responded was Teton County, Wyoming. Their data is not applicable because they have to respond to an entire county as opposed to one municipality and also have to fight wild fires on a regular basis.

Of the 213 calls the Fire Department responded to, 35.5% were false alarms. This number is significantly higher than the national averages. False alarms are typically triggered by an electrical malfunction in an alarm system, by someone pulling the fire alarm, or someone accidentally setting off the indoor sprinkler system. In an effort to discourage false alarms, the Village of Howard has created a policy which imposes a penalty of \$50 per false alarm after the second incident and a penalty of \$100 per false alarm after the fourth incident.

