



Internal Audit Office
Fire Prevention - 2015

Benchmarking with Other Cities

	Tempe	Mesa	Chandler	Gilbert	Scottsdale	Glendale, AZ	Peoria	Corona, Ca	Springfield, Mo
Population (2012 Estimated)	166,297	451,677	245,671	221,223	223,473	232,035	159,746	157,719	162,236
Square Miles	40	136	64	68	184	60	174	38	82
Inspections/Investigations									
What methodology is utilized to develop fees/rates and are they tied to the Consumer Price Index?	Not tied to CPI. The goal is to fall in the middle of fees charged by other local municipalities. Operating cost were considered for the 2015 proposed rates.	Unsure of methodology - rates were calculated under prior Fire Marshall	Unsure of methodology - develop several years ago	Developed fees to cover cost of inspection (fully loaded) at the time. Not tied to CPI.	Several years ago a consultant study reviewed all of our development fees and since then annual changes are included in the budget proposal that is approved annually by City Council.	Unsure of methodology used to develop fees.	Unsure of the methodology used to develop fees. Not tied to CPI, they have not changed in approximately 10 years (not covering the cost).	Uses a consultant, Revenue Experts, to conduct the fee study which is time based.	No fees are charged for inspections
What IT system is used to track inspections and investigations?	Firehouse	Firehouse	24/7	Firehouse	Internally developed system that is connected to our Community Development and building inspections divisions that provides almost immediate feedback on project activities.	Firehouse and Excel (investigations)	Zoll - RMS	ZOLL RMS	Firehouse
How many inspectors/investigators did/do you have in FY2012, 2013, 2014, and 2015? (delineate between employees and volunteers)	2012: 5; 2013:4; 2014:5; 2015:5 - one inv/insp duties include Firehouse reports - also, 2012-2015 2 inspector/invest in Community Development	5 inspectors 2012-2015; 8 investigators in 2012, 12 firefighters rotate as investigators since 2013	2012: 3.5; 2013: 3.5; 2014: 3.5; 2015:2.5	2 investigators, 2 inspectors, and 2 volunteers for 2012-2015 (investigators do some inspections)	SFD has no volunteers performing fire inspection activities. Our fire staffing is mixed between sworn and civilian positions. Sworn - Captain Supervisor/Fire Invest (1); Deputy Fire Marshals/Fire Invest (4). Civilian - Fire Inspector II/Fire Invest (2); Fire Inspector II (2); Fire Plan Review Coordinator/Supervisor (1); Sr. Plan Reviewers (2)	10 in 2012, 8 in 2013, 7 in 2014, 8 in 2015 (includes investigator and 2 inspectors that are trained investigators)	Investigator/inspectors: 2012: 3, 2013:3, 2014:3, 2015:2.5	2012 and 2013-1-FM/INV and 2-INSP/INV, 2014 we added 1-FT non-benefited intern and 1-PT non-benefited intern at the end of 2014 we converted the 1 FT intern to an FTE Technician 2015 we have 1-FM/INV, 2-INSP/INV, 1-TECH (no INV) and 1-PT Intern	5 promoted inspectors plus several certified inspectors acting in other positions throughout the department; plus 5 investigators
How many investigators are currently Certified Fire Investigators (CFI)?	None	One	Two- one PD and one FD	Two	One CFI and one Certified Fire and Explosion Investigator	1	none	1	5

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Average response time for Investigators in FY2015?	17 minutes	1 hour	Policy requires within 60 minutes	Policy is response within one hour. Normally within 20 minutes.	37 minutes	30-40 minutes	Policy is response within one hour. Rarely surpass the one hour mark.	Always within in the hour but we average around 40 minutes	Expected to respond within 45 minutes
Do arson investigators reside within the Fire Department or Police Department?	FD	Investigators are in Fire Dep	2 FD/ 2 PD	Investigators are in Fire Department	FD, with coordination and support from PD	Fire	Investigators are in the Fire Department	Fire, but we use Police Detectives to assist.	Fire Dept.
Explain coordination with PD on suspicious fires. Are any investigators sworn Officers? If so, how many?	Coordinate with patrol officers on scene and with arson detectives in PD. No sworn officers in FD.	Bring in PD when needed; all 8 investigators are sworn officers	Coordinate on suspicious fires with the 2 PD detectives	Fire Investigators are both sworn officers. They coordinate with PD but carry the cases to the end.	Fire Investigators are dispatched on all working fires or when special called or requested by Ops Officers or SPD. Initial cause and origin on all fires determined by SFD Fire Investigators with support from SPD on criminal and arson cases. We have 5 sworn investigators and 2 civilian fire investigators.	We employ one AZPOST certified Arson Investigator This investigator works closely with GPD with regard to booking evidence, suspect interviews, etc...	No investigators are sworn. They coordinate with the 3 arson detectives in the PD.	All three Fire investigators are sworn. PD is utilized once the fire is determined suspicious or arson	The 5 investigators (fire marshals) are also sworn police officers
What shift/calendar do investigators/inspectors work? Is there OT/stand by for nights and weekends or does a shift cover them?	Inv/Insp work 8-5 M-F, with one on call for investigations at all times. On-call shifts are T-TH and F-M. Paid stand by pay for after hours and OT when called out.	Inspectors: 4/10's; Investigators: One is on call at all times and gets standby, OT when called out	4/10s M-TH & T-FR, standby pay when on call, OT when called out, rotate on call once every 4 weeks	Investigators work 4/10s. One works M-TH, the other T-Fri. Each are on call for a 7 day period (M-Sun). Stand by pay received and OT (min. 2 hrs.) when called out.	The SFD Fire Investigators are currently all on a 4/10 primary schedule due to their dual inspection responsibilities. For a one week timeframe, the primary on-call fire investigator receives standby pay in order to cover on a 24/7 basis. All off-hour responses for fire investigation and/or special event inspections is covered with OT pay when a response occurs.	Currently we have two origin and cause investigators and one arson investigator. We cover investigations 24/7 with ration standby schedule each week. We budget and pay standby for the on call investigator and yes, OT as applicable.	4-10's M-Th with one investigator/inspector on T-F (on call person). They switch two weeks on call, two weeks not on call; stand by pay for after hours on-call time and OT (min. 2 hours) when called out	40 hours, they receive OT for call outs and stand-by	4 10-hr shifts with on-call from 5pm Friday to 5pm Sunday and holidays. Call on weeknights are taken on a voluntary basis.

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What personal safety equipment issued to Fire Investigators?	filtered masks now but going to SCBA; brush pants, gloves, hard hat; full turnout available if necessary	Full PPE since they are also firefighters; SCBA	Same as a firefighter	SCBA, turnouts, helmets, gloves, plus full PD gear	Standard duty uniforms and Full turnouts. Canister masks. SCBA when necessary	coveralls, hazmat splash suit, hard hat, gloves, camera, hand tools, flashlight, response vehicle, and other typical investigator tools/equipment. Filtered mask as requested. The Arson investigator is issued a weapon by GPD	Masks, turn outs or brush pants, helmets, goggles, gloves	They are issued full PPE, the only thing they do not have is their own BA bottle	PAPR and full turnout
# inspectors per sq. ft. of commercial property for FY2015	80,000,000 SF of commercial property	Don't track SF	do not track SF	46M SF plus 2.7M SF vacant	do not track	Not formally tracked. Based on prior study, they informally use one inspector per 18 million SF of commercial space.	Do not track	Do not track based on square footage of commercial property	not tracked/reported
What performance measures do you use for inspections and investigations?	Inspectors: min. 20 inspections per month; For engine companies, 30 Captains are assigned 5-6 per quarter.	Inspectors: currently goal is 50 inspections per month; will be 72 by Jan. 2016; None for investigators	Inspectors: 65 inspections per month	Investigators required to do 6 inspections per week; Inspectors required to do 20 inspections per week	Inspections: 750 per year per inspector; Investigations: arson reports 22 days max, others are 30 day goal with 45 day max	Goal for inspector group is 87 inspections per month	Inspections - 700 initial inspections per year for each inspector; Investigations: preliminary reports within 5 calendar days of incident	None	150 inspections per year; investigation reports complete within 5-10 business days (depending on type of incident)
# arsons and % of fires intentionally set for 2012, 2013, 2014 and 2015?	2012: 16 (6%); 2013: 24 (7%); 2014: 18 (6%)	2012: 16 (11%); 2013: 82 (14%); 2014: 51 (10%); 2015: 21 (34%)	2013: 5 (23%); 2014: 7 (37%); 2015: 4 (21%) FD stats only	2012: 10 (20%); 2013: 8 (21%); 2014: 6 (17%); 2015:12 (43%)	2012: 6 (13%); 2013: 4 (13%); 2014: 2 (4%); 3 (6%) through 5/27	The average number of Arson fires in Glendale over this period was 24 per year; 26% of all fires	2012: 7 (13%); 2013: 3 (7%); 2014 and 2015: not tracked	2013: 14 (25%) not readily available for other years	2012:61 (35%); 2013: 64 (32%); 2014: 53 (30%); 2015: 23 (thru 4/30)
# investigations performed per year for FY2012, 2013, 2014, 2015	2012:86; 2013: 111; 2014: 94; 2015:53 (through 6/9/15)	2012: 65; 2013: 163; 2014: 110; 2015: 43 (through May)	2013: 109; 2014: 109; 2015: 67 (to date)	2012: 49; 2013:39; 2014:35; 2015:28 9 (thru 5/27)	2012: 46; 2013: 32; 2014: 53; 2015:48 though 5/27	The average number of investigated fires in Glendale over this period was 93 per year	2012:55; 2013: 42; 2014: 42; 2015: 35 to date	2013: 67; 2013: 55; 2014:51	2012: 172; 2013: 201; 2014: 174; 2015: 77 (thru 4/30)

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Do you have an engine company inspection program? If so, how many inspections have they performed in FY2015?	Yes. 166 done through first quarter of 2015	No. Low risk inspections done by volunteers	No. Use mail out self inspection program	Yes. Estimated 1,950 for FY2015	Yes. Under revision. Specific low risk facilities will be assigned to all companies and shifts on a 3 year cycle for these facilities. Direct contact available with the FLS Division for identified issues and or follow-up safety items.	No.	No.	Yes, 1,322 inspections performed in 2014	Yes. 528 thru 4/30)
# inspections (and related square footage) performed for 2012, 2013, 2014, 2015	2012:1383 (44.6 million SF); 2013: 1405 (44.4 million SF); 2014:1289 (47.9 million SF); 2015:725 (28.9 million SF to date)	2012: 2798; 2013: 2593; 2014: 2367; 2015: 2055 (thru May)	2012:4894; 2013:5029; 2014:5303; 2015: 4596 (through May) - includes 2500 self inspections per year	2012:3,632; 2013:3,307; 2014:5,605; 2015:5,307 (thru 5.27)	2012: 9,295; 2013: 6,501; 2014: 6,940; 2015: 7,431	Averaged 2000 inspections per year during this timeframe (understaffed)	2012: 3,205; 2013: 4,047; 2014: 2,587	2012: 679; 2013:687; 2014: 1,311	2012: 1,344; 2013: 1,136; 2014: 1,119
% of existing construction actually inspected each year	17%	35% is average	77%	85%	For commercial Occupancies we have 6,311 sites listed. Our updated Engine Company program will complete approx 1/3 of these activities, or 2,104 per year. We have listed 1,811 higher risk Target locations. Typically our F&LS staff completes nearly 900 or just under 50% per year. Total we complete approx 47% of our inspections of existing facilities per year.	13% (understaffed)	55%	not reported	16%

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Estimated cycle time for fire inspections of existing construction (i.e., inspected every 3 years, every 4 years, etc.)	6 years	high risk structures done every other year, medium risk every three years; low risk every 3 years do safety visit, done by volunteers	High and max. risk inspected annually, moderate bi-annually, self-inspection annual	Every 15 months	Higher risk existing facilities: attempt to review these facilities on an annual basis, but do not have enough resources to complete, so a priority system is used. Engine Company inspections focus on our more common lower-risk facilities, which are scheduled on a 3 year rotation.	Our inspection program is designed to inspect all buildings over a four year process (1yr-high hazard, 2yr-medium hazard, 4yr-low hazard)	Goal is to inspect each business every year. Now running about every 18 months.	1-3 years depending on type of occupancy	every 1-3 years based on risk
Please explain the process used to ensure that all required inspections for existing and newly remodeled properties are performed.	New Construction - Receives a report from Building Safety system. Existing Property - Firehouse reports and the inspectors' professional judgement is used to select properties. Nothing in place to ensure all properties are inspected.	Asst. Fire Marshall reviews productivity and audits inspections; month-end reports track what inspections should be done and % completion	process under development	Use pending violation reports in FH; visually view GIS in FH; inspectors physically view each property in City	The system we use can electronically track the progress of the inspection program. We have the ability to produce reports for all activities including a Delinquent Inspection Report that can be sorted by days outstanding.	The fire house data base tracks all businesses in the city. We have setup a query to sort and print inspections on a monthly basis to ensure the program stays on track.	Zoll produces a report of open inspections and properties not inspected within a certain timeframe.	Use ZOLL RMS	Monitored by the Fire Marshall

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What is your process for identifying and tracking new properties for inspection?	No process in place. Rely upon new construction Fire inspectors to update Firehouse with new addresses.	Identify Certificates of Occupancy from Building Dept., use light duty staff to drive around City looking for new buildings, newly occupies buildings	Download a list of C of O's from Transportation & Development records system	Information from Building Services and new business licenses	Our primary process for new properties is through the building permits that are issued from the building/planning department. We are electronically connected to the City's Community Development system for all remodels and new CoFO requests. A process is in place that SFD inspections and approvals are an integral part of the new construction process, for special fire system inspections and the final Certificate of Occupancy approval process.	We plan review. Permit and inspect 100% of all new construction projects. The new construction inspector enters the completed projects into Firehouse and assigns the appropriate inspection cycle.	They get info on the annual renewal of business licenses and also a list from the Building Dept. of all certificates of occupancy issued.	Based on Certificates of Occupancy issued	Project docs and/or plan reviews from Building Development Services
Public Education									
What public education programs are currently provided?	car seat inspection, CPR training, fire extinguisher training, juvenile fire setter program, school safety programs, I home day care inspections, fall prevention, lockbox, smoke detector program amongst others	Educational: school programs, drowning prevention, CPR/First aid, Car seat program, driver's safety, Youth fire setters, others; Volunteer Run Programs: home safety inspections, cadet programs, prevention volunteers, others	safety education in schools; safety demonstrations; CPR training; car seat inspections; open houses; water safety; smoke alarm programs, amongst others	Fire safety education, school talks, car seat education/installs, drowning prevention, home safety checks, smoke detector checks, juvenile fire setter	Station visits, child passenger safety, helmet and bike safety, juvenile fire setter, water safety, CPR classes, child/babysitter safety, lockboxes, citizen academies, fire extinguisher, amongst others	Fire extinguisher training, fire safety, water safety, youth fire setter programs, CPR, drowning impact awareness, amongst others	School education, smoke detector walks, safety fairs, CPR classes, car seat installs	CPR, CERT, Vial of Life, Station requests for Pub Ed	fire safety for elementary students, middle schoolers, college students; extinguisher training; public education for adults and seniors; cpr training; apartment owner and tenant training; free smoke alarms; amongst others

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How do you determine the impact the education programs are having on the community? Do you have performance measures related to educational programs?	Customer surveys give feedback on the programs	Track contacts and number of people supported	Pre and post tests for some programs, track number served	Community evaluations	The majority of our outreach programs have been in effect for some time. Traditionally these are measured by activities and at the same time we closely monitor trends to determine if adjustments or change of focus needs to occur in any specific area.	Reduction is repeat code violations, reduction in accidental fires. Junior fire setter recidivism rate. Feedback from customers, teachers, business owners, etc...	They track the number of calls for service for a life safety issue and look for trends. For example they have seen a 20 percent decrease in falls in the last 5 years even with continued growth of the city.	As a part of the strategic plan, developing objectives for a public education plan	Surveys, pre and post tests, observation
What is your current budget for public education functions?	\$2,000-\$4,000 per year for supplies	\$800,000+ (includes education administrator and 6 specialists plus 100 volunteers	\$10,000 ongoing	\$16,500	total department printing budget \$30,000	\$7,000	\$14,000 budget for community promotions.	\$0	\$15,000
# citizens reached by public education programs for 2014 and 2015	6,000+ for 2014	2015 to date: 37,000 student contacts +events and volunteer work	2,000+ per year	approx. 16,500 per year	Total Citizen contacts for CY 2014 - 94,402; YTD total citizen contacts 2015 - 45,141	2014: 7755 2015: 8603 (through 6/3/15)	Saw 86,350 members of the public at community events throughout the city. Contacted 13,625 students at Peoria schools. Installed 350 car seats, 1400 smoke detectors and taught 1600 people CPR.	unable to determine	48,442
Miscellaneous									
How do you identify grants for the Fire Prevention function?	No one assigned to perform this function	Planning and Research division looks for advertised grants	Internet research, networking with other departments, subscribing to listserves	Do not dedicate effort to finding grants	No staff to research grants	The fire department employs an administrative analyst who also handles all of the department grants	No staff to research/administer grants	Insufficient staff to identify grants	successful in getting smoke alarm grants

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Share the mission of the Fire Department and Fire Prevention	"We, the members of the Tempe Fire Department, dedicate our efforts to provide for the safety and welfare of the public through preservation of life, health, property and the environment."	Save lives and reduces property loss in our community through providing the highest quality fire, medical and life safety services	Chandler Fire is: Responsive to the needs of the community; Committed to Community involvement; dedicated to customer service; proud of our professionalism	To be the best in class fire service organization by utilizing and developing our members to their fullest potential, maximizing our use of the resources available to us and being responsive to the growth and changing needs of our community.	Department: "We care for you"; Fire and Life Safety division: "The Scottsdale Fire and Life Safety Division is dedicated to maintaining our community trust, while working towards addressing the protection of life and property of our citizens, visitors, and local business."	Fast, caring, innovative and professional	We are committed to protecting and caring for our neighbors, our guests and each other while maintaining the communities trust and respect through superior life safety services.	To prevent or minimize the loss of life, damage to the environment and loss of property from the adverse effects of fire, medical emergencies, and hazardous conditions.	We are the Springfield Fire Department, a professional organization dedicated to serving our community

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