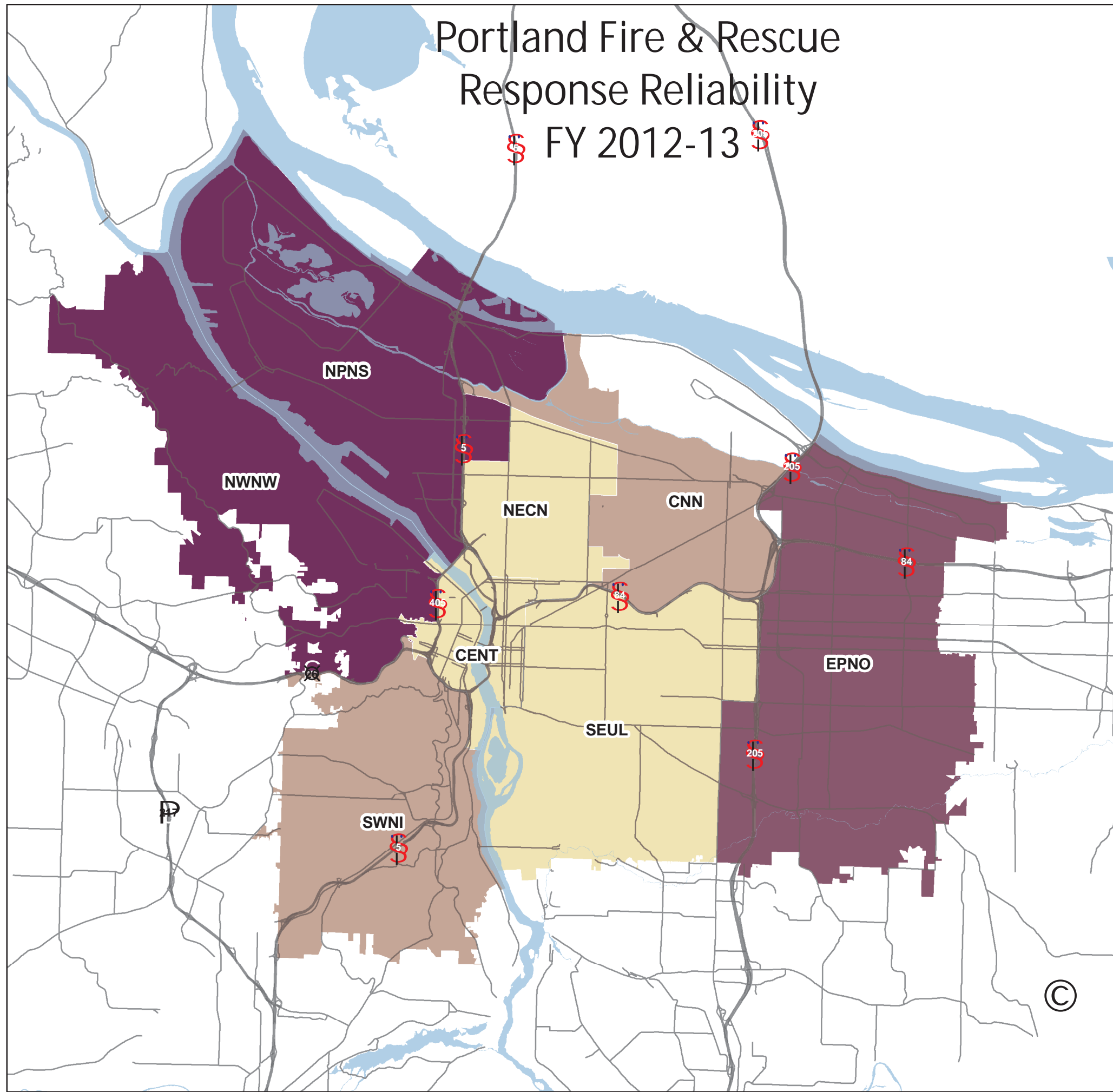


Portland Fire & Rescue Response Reliability

FY 2012-13



Bureau Notes

Portland Fire & Rescue (PF&R)

PF&R promotes a safe environment for all people who live and work in Portland and the surrounding areas. It provides an extensive range of public safety services including fire prevention; public education; response to fire, medical, and other emergency incidents. In FY 2012-13, PF&R has 731 full-time employees (FTE) and a revised budget of \$102 million.

PF&R is Oregon's largest fire and emergency medical service (EMS) provider and delivers emergency response services to an area of approximately 151.6 square miles populated by an estimated 584,000 people. The daytime population increases almost 25 percent during normal business hours in the downtown and central east side areas. PF&R's service area includes a wide range of occupancies including high-rises, commercial/industrial, and residential.

Each fire station is responsible for a specific part of the city called a Fire Management Area (FMA). Services are delivered 24 hours a day, 365 days to 31 FMAs from 30 staffed stations strategically located to protect and provide equitable response throughout the City. Stations overlap and support one another to ensure seamless response. During FY 2011-12, Station 23 was closed and the apparatus (engine, utility unit) were moved to Station 21; however Station 23's FMA remained in place.

Specialized operations are provided from designated stations throughout the City, including: hazardous materials response; marine operations; dive rescue; trench rescue; high-angle rope rescue; confined space rescue; shipboard firefighting; high-rise firefighting; and CBRNE (chemical, biological, radiological, nuclear, and explosive) responses.

Level Of Service

The map shows response reliability within each of the Neighborhood Coalitions for FY 2011-12. Response reliability is the percentage of time the first-due company in the FMA will be available when a fire or emergency call is received. Response reliability would be 100% if every company was available and in place every time a call was received. In reality, situations exist where a call is received and the first due company is unavailable, resulting in another company responding from farther away.

PF&R's goal for response reliability is 100%, a difficult benchmark for any fire department. In reality, reliability has been slowly trending down to an all-time, City-wide low of approximately 90% in the last two fiscal years.

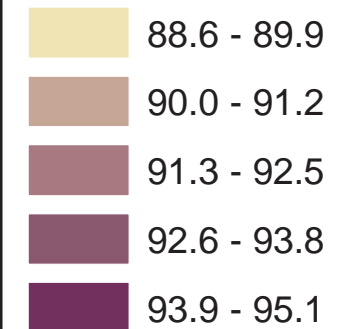
City-Wide Response Reliability

FY 07-08	93.0%
FY 08-09	92.4%
FY 09-10	92.3%
FY 10-11	90.5%
FY 11-12	90.0%

Explanation

As the map indicates, FY 2011-12 overall response reliability throughout the City of Portland is 88% or above. The City-wide response reliability percentage is 90.0%. The highest percentage of response reliability is found in the Neighbors West/Northwest sector, as this area has a low call volume.

Response Reliability (percentage)



Data Classification: Equal Intervals

Coalitions

- CENT - Central City
- CNN - Central Northeast Neighbors
- EPNO - East Portland Neighborhood Office
- NECN - Northeast Coalition of Neighborhoods
- NPNS - North Portland Neighborhood Services
- NWNW - Neighbors West/Northwest
- SEUL - Southeast Uplift Neighborhood Program
- SWNI - Southwest Neighbors, Inc.

Coalition Level Of Service

CENT:	88.6%
CNN:	90.0%
EPNO:	92.9%
NECN:	89.3%
NPNS:	94.2%
NWNW:	95.1%
SEUL:	89.1%
SWNI:	90.8%

The information on this map was derived from City of Portland GIS databases. Care was taken in the creation of this map but it is provided "as-is". The City of Portland cannot accept any responsibility for error, omissions, or positional accuracy and therefore, there are no warranties which accompany this product. However, notification of any errors will be appreciated.

