

PREVENTION DIVISION WORK PLAN FY 2010-11

PREVENTION

Strategy 7.1: **Obtain current status of bureau’s participation in the Portland Plan with staff currently assigned to represent the bureau on the Portland Plan.**

Goal #7	Performance Measure
<i>Assess and actively participate in the design and implementation of the Portland Plan.</i>	<i>Additional staff assigned to actively participate and represent PF&R in the implementation of the Portland Plan and ensure PF&R views are included in the Portland Plan as they relate to its mission and vision.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

COMPLETED

10-11 Status:
<p>Describe what Activities you completed or worked on this reporting period.</p> <p><i>2nd Quarter Status:</i> Fire Marshal has met with both Portland Plan lead and central city plan lead. Also participated in a city-wide meeting which included PF&R’s senior plans examiner to increase bureau representation.</p> <p><i>3rd Quarter Status:</i> During the reporting period, participated in two meetings regarding the Central City portion of Portland Plan and actively advocated for PF&R’s needs. Provided requested information to Central City lead including a map showing the location of PF&R's fire stations and respective FMAs in the Central City overlaid on top of Central City boundaries, and a chart with information on total unit runs for each fire station responding in the central city.</p>
<p>Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure.</p> <p><i>2nd Quarter Status:</i> Relationships have been established, the bureau knows current status of the Portland Plan, and PF&R has expressed an interest in process participation.</p> <p><i>3rd Quarter Status:</i> By continuing to participate in meetings and provide information as requested, will ensure PF&R views are considered in overall development of the Portland Plan.</p>
<p>Describe your future plans and timeline for completing this Strategy.</p> <p><i>2nd Quarter Status:</i> Continue to participate in planning meetings as appropriate for PF&R’s interests. The Portland Plan will not be completed for some time.</p> <p><i>3rd Quarter Status:</i> Strategy 7.1 is complete; activities will be ongoing.</p>

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 7.3: Assign additional representation based on established needs.

Goal #7	Performance Measure
<i>Assess and actively participate in the design and implementation of the Portland Plan.</i>	<i>Additional staff assigned to actively participate and represent PF&R in the implementation of the Portland Plan and ensure PF&R views are included in the Portland Plan as they relate to its mission and vision.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

COMPLETED

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: Fire Marshal has met with both Portland Plan lead and central city plan lead. Also participated in a city-wide meeting which included PF&R's senior plans examiner to increase bureau representation. 3 rd Quarter Status: Additional PF&R participation beyond senior plans examiner is not necessary.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: Relationships have been established, the bureau knows current status of the Portland Plan, and PF&R has expressed an interest in process participation. 3 rd Quarter Status: Currently assigned personnel continue to advocate for PF&R's needs.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Continue to participate in planning meetings as appropriate for PF&R's interests. The Portland Plan will not be completed for some time. 3 rd Quarter Status: Completed. Increased bureau representation is adequate with addition of senior plans examiner as a PF&R representative

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 7.4: Meet with representatives to review Plan and its potential impacts on PF&R.

Goal #7	Performance Measure
<i>Assess and actively participate in the design and implementation of the Portland Plan.</i>	<i>Additional staff assigned to actively participate and represent PF&R in the implementation of the Portland Plan and ensure PF&R views are included in the Portland Plan as they relate to its mission and vision.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: Fire Marshal has met with both Portland Plan lead and central city plan lead. Also participated in a city-wide meeting which included PF&R's senior plans examiner to increase bureau representation. 3 rd Quarter Status: During the reporting period, Portland Plan activities have focused on non-public safety constituencies. PF&R has reached out to the Portland Plan lead and Central City plan lead to ensure PF&R's future needs are not forgotten. 4 th Quarter Status: Multi-year project with phased approaches determined by BS&P. Fire has provided input to Central City and should have opportunity for input to Portland Plan in upcoming quarter.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: Relationships have been established, the bureau knows current status of the Portland Plan, and PF&R has expressed an interest in process participation. 3 rd Quarter Status: PF&R staff continue to build new and maintain established relationships, as well as participate in the Portland Plan process. Such activities will ensure PF&R views are included in the Portland Plan. 4 th Quarter Status: PF&R staff continue to build new and maintain established relationships, as well as participate in the Portland Plan process. Such activities will ensure PF&R views are included in the Portland Plan.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Continue to participate in planning meetings as appropriate for PF&R's interests. The Portland Plan will not be completed for some time. 3 rd Quarter Status: Plans for Q4 include additional meetings with the Portland Plan lead and Central City plan lead. 4 th Quarter Status: Strategy 7.4 will be carried over to FY 11-12. Plans for 1st quarter include additional meetings with the Portland Plan lead and Central City plan lead to ensure PF&R's priorities are addressed in these plans.

FY 10-11 Year-End Close Out: Strategy 7.4 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 7.5: Provide regular reports to the Core Leadership Team.

Goal #7	Performance Measure
<i>Assess and actively participate in the design and implementation of the Portland Plan.</i>	<i>Additional staff assigned to actively participate and represent PF&R in the implementation of the Portland Plan and ensure PF&R views are included in the Portland Plan as they relate to its mission and vision.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

COMPLETED

10-11 2nd Quarter Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: Chief Janssens regularly updates CORE on the Portland Plan. Updates are provided on an ongoing basis.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: CORE is more aware of City's overall design scheme, proposed implementation methods, and PF&R involvement in the Portland Plan. As part of regular updates, CORE will provide Chief Janssens with any feedback they believe needs to be carried forward.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Complete and ongoing

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 8.1: **Create and administer a voluntary, online customer survey to evaluate the user-friendliness of online services.**

Goal #8	Performance Measure
<i>Enhance Portland Fire & Rescue's business model to be more responsive to customers' needs for all types of services and information.</i>	<i>Exceed by 80% the level of customer satisfaction with access to information and availability of online services as measured by customer satisfaction assessment tools.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Elaine O'Keefe
 Support Individual: Alisa Cour

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Permitting and code enforcement lack online services for customers at this time. Establishment of online services will require the assistance of BTS. Until PF&R can offer online services to customers, an electronic customer survey to evaluate the user friendliness of online services does not make sense. 4 th Quarter Status: No progress to report--work to begin first quarter of next fiscal year.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: No progress to report.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Strategy 8.1 is likely to be carried-over to FY 11-12. 4 th Quarter Status: No progress to report. Carry over to FY 11-12.

FY 10-11 Year-End Close Out: Strategy 8.1 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 8.2: **Survey individual categories of PF&R customers about desired on-line services/features to benefit them.**

Goal #8	Performance Measure
<i>Enhance Portland Fire & Rescue's business model to be more responsive to customers' needs for all types of services and information.</i>	<i>Exceed by 80% the level of customer satisfaction with access to information and availability of online services as measured by customer satisfaction assessment tools.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Elaine O'Keefe
 Support Individual: Alisa Cour

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Prevention staff are currently evaluating possible survey options. 4 th Quarter Status: No progress to report in this quarter due to delays in the citywide system. Assessing other avenues to complete this in next fiscal year.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Will have better information of customer needs for services.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Strategy 8.2 is likely to be carried-over to FY 11-12. 4 th Quarter Status: Working on survey strategy for FY 2011-12.

FY 10-11 Year-End Close Out: Strategy 8.2 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 8.8: **Evaluate how accessible PF&R facilities are for business service customers.**

Goal #8	Performance Measure
<i>Enhance Portland Fire & Rescue's business model to be more responsive to customers' needs for all types of services and information.</i>	<i>Exceed by 80% the level of customer satisfaction with access to information and availability of online services as measured by customer satisfaction assessment tools.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Elaine O'Keefe, Alisa Cour

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Prevention staff are currently evaluating possible survey options. 4 th Quarter Status: Acknowledge lack of web services available and surveying physical facilities in first quarter of FY 11-12.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Help understand customer's needs.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: Strategy 8.8 is likely to be carried-over to FY 11-12. 4 th Quarter Status: Carry over to FY 11-12.

FY 10-11 Year-End Close Out: Strategy 8.8 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 8.9: **Maintain the human connection with customers while increasing availability of online services.**

Goal #8	Performance Measure
<i>Enhance Portland Fire & Rescue's business model to be more responsive to customers' needs for all types of services and information.</i>	<i>Exceed by 80% the level of customer satisfaction with access to information and availability of online services as measured by customer satisfaction assessment tools.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Elaine O'Keefe, Alisa Cour

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: Current business model makes PF&R's Prevention Division very accessible to our customers. Prevention is working with BTS to increase availability of online services. 3 rd Quarter Status: Implementation of Strategy 8.9 cannot begin until Strategy 8.1 has been completed. Permitting and code enforcement lack online services for customers at this time. Establishment of online services will require the assistance of BTS. New online services should be designed with consideration given toward maintaining the human connection with customers. 4 th Quarter Status: No progress to report.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Ensure ability for direct customer interaction is maintained.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Continue working with BTS to develop specific plan to increase availability of online services. 3 rd Quarter Status: Strategy 8.9 is likely to be carried-over to FY 11-12. 4 th Quarter Status: Carry over to FY 11-12.

FY 10-11 Year-End Close Out: Strategy 8.9 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 9.1: Identify all internal performance goals.

Goal #9	Performance Measure
<i>Enhance the code enforcement inspection model to improve consistency, reliability, and performance goals.</i>	<i>PF&R internal performance goals are met and customers are provided with a consistent, reliable, and professional code enforcement inspection experience that meets or exceeds the prior year's customer satisfaction results.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Doug Jones

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: All code enforcement senior inspectors are participating in enhanced training, which involves weekly training on unique or specialty topics. CFIP senior inspectors are visiting stations to conduct individualized personalized training.
3 rd Quarter Status: No progress to report this quarter. Code enforcement senior inspectors' participation in enhanced training continues.
4 th Quarter Status: Prioritized appropriate customer service response through various communications, including Company Referrals.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: Better training has improved overall knowledge and, therefore, consistency of inspections.
3 rd Quarter Status: No progress to report this quarter.
4 th Quarter Status: Better customer service through efficiency and effectiveness.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Enhanced and station-based training will continue. Additional activities have not yet been identified.
3 rd Quarter Status: In Q4, a complete evaluation of enhanced and station-based training will occur to determine if concept is successful and/or should be expanded.
4 th Quarter Status: Ongoing continuous improvements. Carry over to FY 11-12.

FY 10-11 Year-End Close Out: Strategy 9.1 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 9.2: **Create a task force, including members from Emergency Operations/Prevention, to evaluate code enforcement program model for efficiency and functionality.**

Goal #9	Performance Measure
<i>Enhance the code enforcement inspection model to improve consistency, reliability, and performance goals.</i>	<i>PF&R internal performance goals are met and customers are provided with a consistent, reliable, and professional code enforcement inspection experience that meets or exceeds the prior year's customer satisfaction results.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Doug Jones
 Support Individual: Dave Flood, John Harkness

10-11 Status:
<p>Describe what Activities you completed or worked on this reporting period.</p> <p><i>2nd Quarter Status: All code enforcement senior inspectors are participating in enhanced training, which involves weekly training on unique or specialty topics. CFIP senior inspectors are visiting stations to conduct individualized personalized training.</i></p> <p><i>3rd Quarter Status: No progress to report this quarter.</i></p> <p><i>4th Quarter Status: Require funding for EOPS personnel to be assigned and work directly with Prevention on CFIP.</i></p>
<p>Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure.</p> <p><i>2nd Quarter Status: Better training has improved overall knowledge and, therefore, consistency of inspections.</i></p> <p><i>3rd Quarter Status: No progress to report this quarter.</i></p> <p><i>4th Quarter Status: Provide better customer service, life safety, and possibly increase cost recovery.</i></p>
<p>Describe your future plans and timeline for completing this Strategy.</p> <p><i>2nd Quarter Status: The enhanced and station-based training will be evaluated as compared to anticipated results of a task force.</i></p> <p><i>3rd Quarter Status: No progress to report this quarter.</i></p> <p><i>4th Quarter Status: Resources currently unavailable. Require funding or dedication of additional personnel. Carry-over to FY 11-12.</i></p>

FY 10-11 Year-End Close Out: Strategy 9.2 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 9.6: **Prioritize occupancies based on the level of risk to accurately schedule and meet inspection goals, resulting in increased life safety.**

Goal #9	Performance Measure
<i>Enhance the code enforcement inspection model to improve consistency, reliability, and performance goals.</i>	<i>PF&R internal performance goals are met and customers are provided with a consistent, reliable, and professional code enforcement inspection experience that meets or exceeds the prior year's customer satisfaction results.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Doug Jones

COMPLETED

10-11 2nd Quarter Status:
Describe what Activities you completed or worked on this reporting period. 2nd Quarter Status: Prevention currently prioritizes risk to ensure high risk occupancies receive regular inspections and a lag between inspections does not exist. The current benchmark for high risk occupancies is inspections should not exceed a 27 month period.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2nd Quarter Status: Prioritizing risk helps to identify new risks which could possibly jeopardize public safety.
Describe your future plans and timeline for completing this Strategy. 2nd Quarter Status: Strategy 9.6 is completed and ongoing.

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 9.7: **Modify fire inspection reports and post inspection letters to clarify PF&R's re-inspection process and fees.**

Goal #9	Performance Measure
<i>Enhance the code enforcement inspection model to improve consistency, reliability, and performance goals.</i>	<i>PF&R internal performance goals are met and customers are provided with a consistent, reliable, and professional code enforcement inspection experience that meets or exceeds the prior year's customer satisfaction results.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Elaine O'Keefe



10-11 Status:
<p>Describe what Activities you completed or worked on this reporting period. 2nd Quarter Status: No progress to report this quarter.</p> <p>3rd Quarter Status: During the reporting period, fire inspection reports, post inspection letters, and fees were evaluated. Changes to the current fee schedule are currently underway and the necessary city ordinances are being prepared. The fee schedule change will be considered by City Council in Q4.</p> <p>4th Quarter Status: Completed</p>
<p>Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2nd Quarter Status: No progress to report this quarter.</p> <p>3rd Quarter Status: While many customers may react negatively to fee schedule changes, it is the intent of some fee changes to improve the customers' overall consistency with the code enforcement inspection model.</p> <p>4th Quarter Status: Completed</p>
<p>Describe your future plans and timeline for completing this Strategy. 2nd Quarter Status: Fire inspection reports and post inspection letters will be reviewed in 3rd Quarter with eye towards clarifying PF&R's re-inspection process and fees.</p> <p>3rd Quarter Status: Strategy 9.7 will be completed in Q4, if fee schedule changes are adopted by City Council.</p> <p>4th Quarter Status: Completed</p>

PREVENTION DIVISION WORK PLAN FY 2010-11

Strategy 14.3: **Develop and maintain a partnership with the Portland Office of Neighborhood Involvement and Office of Human Relations to establish contacts and ongoing relations.**

Goal #14	Performance Measure
<i>PF&R employees are prepared to respond to increasing cultural changes and social demands on the services we provide.</i>	<i>Annual employee and public input survey reflects increased knowledge in cultural competency and enhanced customer service in all of the City of Portland communities.</i>

Background: Created in 2010 from the 10-15 Strategic Planning Development Process

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

10-11 Status:
Describe what Activities you completed or worked on this reporting period. 2 nd Quarter Status: Contact has been made with the Office of Neighborhood Involvement, but a meeting has not been scheduled yet. 3 rd Quarter Status: Initial meeting with Office of Neighborhood Involvement (ONI) will occur in Q4. PF&R staff currently examining neighborhood data and census data to identify neighborhood needs and possible trends that could impact future PF&R service delivery. 4 th Quarter Status: Met with ONI to discuss partnerships and outreach.
Describe how completion of Activities listed above has or will result in completion of this Strategy and moves PF&R closer to achieving the above Goal as defined by the Performance Measure. 2 nd Quarter Status: No progress to report this quarter. 3 rd Quarter Status: By anticipating future neighborhood needs and trends, PF&R will be able to prepare for changes which may either positively or negatively impact response time and service delivery. 4 th Quarter Status: Better identify and serve customers.
Describe your future plans and timeline for completing this Strategy. 2 nd Quarter Status: Meetings will be scheduled with Office of Neighborhood Involvement and Office of Human Relations in 3 rd Quarter to establish contacts and ongoing relationships. 3 rd Quarter Status: In Q4, will meet with ONI. Future plans include establishing contact with proposed new Office of Equity when it is established. Examination of neighborhood and census data will continue. 4 th Quarter Status: Future plans include establishing contact with proposed new Office of Equity when it is established. Examination of neighborhood and census data will continue. Carry over to FY 11-12.

FY 10-11 Year-End Close Out: Strategy 14.3 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 3: Identify and implement alternative methods to enter and utilize code enforcement and permit data in the field.

Background: Carry-over from 05-10 Strategic Plan, previously Strategy 3.1. Per Chief Janssens at 07/01/2010 CORE work session, BI should be completed during the 1st Quarter of FY 2010-11.

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Doug Jones

DROPPED

10-11 Status:
<p>Describe what was done during the reporting period towards completing the BI. 2nd Quarter Status: A pilot field study is ongoing to test entering code enforcement data in the field.</p> <p>3rd Quarter Status: The pilot field study is ongoing. There have been multiple technical problems with pilot; the major problem has been with connectivity.</p> <p>4th Quarter Status: Evaluation complete. New programs being implemented over next 30 months. Re-evaluate in FY 13-14</p>
<p>What results were achieved? 2nd Quarter Status: Wireless connectivity has been a continuing problem that limits broader application of the pilot field study. Prevention will continue to seek technical solutions and is working with BDS.</p> <p>3rd Quarter Status: The technical issues with connectivity have limited results.</p> <p>4th Quarter Status: Now dependent on new program implementation.</p>
<p>How have results to date moved PF&R closer to completing the BI? 2nd Quarter Status: Participating inspectors see the value of the pilot field study. Improvements in work flow have validated the concept of entering code enforcement data in the field.</p> <p>3rd Quarter Status: No further progress on BI 3 is anticipated until funding and technical issues are resolved.</p> <p>4th Quarter Status: No further progress on BI 3 is anticipated until funding and technical issues are resolved.</p>
<p>What are the plans and timelines for completing the BI? 2nd Quarter Status: Completion of BI 3 is dependent on solving issues both with technology and funding. It could be two years or longer before BI 3 is completed.</p> <p>3rd Quarter Status: The timeline and completion of BI 3 is dependent on BTS resolution of funding and technical issues.</p> <p>4th Quarter Status: BI 3 should be dropped. The timeline and completion of BI 3 is dependent on resolution of several issues and projects. BTS must improve city-wide connectivity issues, PSSRP must complete the FIS Replatforming Project (which will allow the addition of mobile computing at some point in the future), and PF&R needs funding for new hardware. It is not anticipated that PF&R will have new field data entry capabilities for at least two years. A new BI should be created when implementation of new field data entry capabilities is feasible.</p>

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 4: Integrate permit processing with TRACS/F2K.

Background: Carry-over from 05-10 Strategic Plan, previously Strategy 3.3. Per 07/01/2010 CORE work session, Prevention to work with BDS to determine status of TRACS replacement system and determine how it will interface with F2K.

Division Lead: Prevention
Individual(s) Responsible: Dick Haney
Support Individual: Doug Jones

10-11 Status:
<p>Describe what was done during the reporting period towards completing the BI. 2nd Quarter Status: BDS has selected Accela as the replacement software for TRACS. It is not yet known if/how Accela will interface with F2K. Programmers will integrate remaining permits into F2K until Accela comes online and/or PF&R makes a determination what software supports what functions.</p> <p>3rd Quarter Status: PF&R is actively participating in BDS user group and design process for Accela. Any needed Accela interfaces with F2K will be included in the upcoming FIS Replatforming Project.</p> <p>4th Quarter Status: PF&R is actively participating in BDS user group and design process for Accela. Any needed Accela interfaces with F2K will be included in the upcoming FIS Replatforming Project.</p>
<p>What results were achieved? 2nd Quarter Status: Programmers are currently testing software.</p> <p>3rd Quarter Status: No progress to report this period.</p> <p>4th Quarter Status: No progress to report this period.</p>
<p>How have results to date moved PF&R closer to completing the BI? 2nd Quarter Status: No results to report this quarter.</p> <p>3rd Quarter Status: No progress to report this period. Awaiting decisions from BDS regarding city-wide Accela implementation before proceeding.</p> <p>4th Quarter Status: Awaiting decisions from BDS regarding city-wide Accela implementation before proceeding.</p>
<p>What are the plans and timelines for completing the BI? 2nd Quarter Status: The timeline for BI 4 is dependent on the BDS implementation schedule for Accela.</p> <p>3rd Quarter Status: The timeline for BI 4 is dependent on the BDS implementation schedule for Accela.</p> <p>4th Quarter Status: The timeline for BI 4 is dependent on the BDS implementation schedule for Accela.</p>

FY 10-11 Year-End Close Out: BI 4 should be revised due to changed circumstances (see comments)

FY 10-11 Year-End Close Out Comments:
<p>For FY 11-12, BI 4 should be revised as follows: Continue to work with the Bureau of Development Services (BDS) on Accela (TRACS replacement) implementation and monitor implementation status in order to develop an interface between Accela and FIRES2000. This revised language more appropriately reflects how forward movement is likely to proceed.</p>

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 5: **The City of Portland should consider requiring fire sprinklers in all new structures and in all structures that undergo major renovations.**

Background: TriData Recommendation #73. Carry-over from 09-10 Annual Business Plan, previously BI 121. Per Chief Janssens at 07/01/2010 CORE work session, BI should be completed during the 1st Quarter of FY 2010-11.

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Dick Haney

DROPPED

10-11 2nd Quarter Status:
Describe what was done during the reporting period towards completing the BI. 2 nd Quarter Status: The State of Oregon did not adopt sprinkler requirements per new International Building Code as of 7/20/10.
What results were achieved? 2 nd Quarter Status: No results to report this quarter.
How have results to date moved PF&R closer to completing the BI? 2 nd Quarter Status: No results to report this quarter.
What are the plans and timelines for completing the BI? 2 nd Quarter Status: There are no plans to proceed at this time. PF&R will re-evaluate fire sprinkler requirement in the future. Recommendation is that BI 5 is suspended until further support can be made at the State level. Evaluation of this will be ongoing.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 6: **Establish an efficiency standard for the number of inspections per day per FPD inspector, to average 5 to 7.**

Background: TriData Recommendation #75. Carry-over from 09-10 Annual Business Plan, previously BI 123. Per Chief Janssens at 07/01/2010 CORE work session, BI should be completed during the 1st Quarter of FY 2010-11.

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens

DROPPED

10-11 Status:
Describe what was done during the reporting period towards completing the BI. 2 nd Quarter Status: Still evaluating efficiency standard. Portland has a diverse occupancy set throughout the city that results in each inspection district being unique. Current activities involve developing a method to pull data on past inspection history for each inspection district for analysis. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Recommend dropping BI 6 based on varying complexity of occupancies of each inspection district.
What results were achieved? 2 nd Quarter Status: No results to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Insights to unique problems/issues, including occupancies, training, labor.
How have results to date moved PF&R closer to completing the BI? 2 nd Quarter Status: No results to report this quarter. 3 rd Quarter Status: No progress to report this quarter. 4 th Quarter Status: Recommend dropping and moving forward.
What are the plans and timelines for completing the BI? 2 nd Quarter Status: Plans are to have data pulled by end of current fiscal year. Analysis will take place in FY 11-12. 3 rd Quarter Status: Plans are to have data pulled by end of current fiscal year. Analysis will take place in FY 11-12 4 th Quarter Status: BI 6 should be dropped due to varying complexity of occupancies of each inspection district.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 7: **Develop an in-home fire & life safety program where citizens can access information to complete their own safety review of their residential property.**

Background: Carry-over from 09-10 Annual Business Plan, previously BI 217. Per Chief Janssens at 07/01/2010 CORE work session, BI should be completed during the 1st Quarter of FY 2010-11. Rewritten 1st Qtr of FY 10-11.

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Alisa Cour

10-11 Status:
Describe what was done during the reporting period towards completing the BI. 2nd Quarter Status: BI 7 will be assigned to incoming Senior Fire Inspector in Public Education starting in July, 2011. 3rd Quarter Status: BI 7 will be assigned to incoming Senior Fire Inspector in Public Education starting in July, 2011 4th Quarter Status: PF&R summer interns have been assigned task of developing a pamphlet guiding citizens through process of completing a safety review of their residential property.
What results were achieved? 2nd Quarter Status: No results to report this quarter. 3rd Quarter Status: No results to report this quarter. 4th Quarter Status: Project has been assigned.
How have results to date moved PF&R closer to completing the BI? 2nd Quarter Status: No results to report this quarter. 3rd Quarter Status: No results to report this quarter. 4th Quarter Status: BI 7 should be completed in 1 st Quarter of FY 11-12.
What are the plans and timelines for completing the BI? 2nd Quarter Status: BI 7 will be carried over to FY 11-12. 3rd Quarter Status: BI 7 will be carried-over to FY 11-12. 4th Quarter Status: BI 7 should be carried-over. A pamphlet should be completed in 1 st Quarter of FY 11-12.

FY 10-11 Year-End Close Out: BI 7 will be carried over to the next fiscal year for completion and included in the FY 11-12 Annual Business Plan

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 8: **Meet community safety needs and reduce losses due to preventable fires, injuries and related events through a grant-funded smoke detector program. PF&R will participate in a Smoke Detector program through a grant funded by the Washington State Fire Marshal's Office and administered through Vancouver Fire Department. PF&R will assign a Program Coordinator to oversee and work with four fire stations to develop strategies and techniques to meet community safety needs and reduce losses due to preventable fire, injuries, and response related events. Through this program, PF&R will:**

- * Develop strategies to address preventable fires, injuries, and response related events**
- * Mentor personnel in community relation skills and strategies**
- * Distribute smoke alarms to citizens in need**
- * Develop productivity measures to understand outputs and outcomes**
- * Reduce the opportunity for injury to fire personnel**
- * Document results of effort at beginning, midterm, and conclusion**
- * Develop necessary forms/tools for station personnel to accomplish their mission**
- * Support the grant program and coordinate with other grant communities**
- * Install 2,000 smoke alarms in the community with participating stations**

Background: Originated from FY 10-11 Budget Service Improvement Plan

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Don Porth



10-11 2nd Quarter Status:
Describe what was done during the reporting period towards completing the BI. 2 nd Quarter Status: 4 fire stations installed smoke alarms during the normal course of their daily routine. If they were called to a home in which the emergency threshold was very low, falls, illness, smoke scare; the responding crew would take the time to check the home for smoke alarms. New units were installed if the smoke alarms on site were found to be 10 years or older or if the home was not properly protected.
What results were achieved? 2 nd Quarter Status: Between BIs 8 and 9, 4,500 smoke alarms were distributed to over 1,200 households.
How have results to date moved PF&R closer to completing the BI? 2 nd Quarter Status: BI 8 is completed and the grant has been exhausted.
What are the plans and timelines for completing the BI? 2 nd Quarter Status: BI 8 is completed.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 9: **Meet community safety needs and reduce losses due to preventable fires, injuries and related events through a grant-funded smoke detector program. 6,000 smoke alarms will be provided by the grant to PF&R. 2,000 smoke alarms will be dedicated to the pilot stations for an installation rate of 1.5 smoke alarms per station per shift for the entire year. The remaining 4,000 smoke alarms will be delivered city-wide using in-service fire station personnel (a rate of about 450 per year among the non-pilot stations) and community organizations with the opportunity to reach residential living units (primarily owner-occupied) in Portland. Campaigns will make alarms available for all citizens, however, PF&R will focus on high-risk living situations (mobile home parks, low-income communities, water-based dwellings) shown to be statistically at-risk for residential fires.**

Background: Originated from FY 10-11 Budget Service Improvement Plan

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Don Porth



10-11 2nd Quarter Status:
Describe what was done during the reporting period towards completing the BI. 2 nd Quarter Status: The campaign involved all of PF&R's fire stations, and consisted of media outreach and neighborhood canvassing by emergency operations crews. The message was threefold: Smoke alarms save lives, smoke alarms over 10 years old should be replaced, and smoke alarms should be installed inside each sleeping room, just outside the sleeping room, and one on each inhabited level of the home.
What results were achieved? 2 nd Quarter Status: Between BIs 8 and 9, 4,500 smoke alarms were distributed to over 1,200 households.
How have results to date moved PF&R closer to completing the BI? 2 nd Quarter Status: BI 9 is completed and the grant that paid for the smoke alarms has been exhausted.
What are the plans and timelines for completing the BI? 2 nd Quarter Status: BI 9 is completed.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 10: **Meet community safety needs and reduce losses due to preventable fires, injuries and related events through a grant-funded smoke detector program. Additionally, the program coordinator will work with new firefighters assigned to Station 2 to emphasize their role in fire prevention as firefighters at the beginning of their careers.**

Background: Originated from FY 10-11 Budget Service Improvement Plan

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Don Porth

COMPLETED

10-11 2nd Quarter Status:	
Describe what was done during the reporting period towards completing the BI.	2 nd Quarter Status: Program Coordinator and other Fire Inspectors are improving communication with new firefighters at Station 2 and providing education as to firefighters overall prevention role; a role that remains throughout a firefighter's career.
What results were achieved?	2 nd Quarter Status: Increased firefighter awareness of their ongoing role in prevention.
How have results to date moved PF&R closer to completing the BI?	2 nd Quarter Status: Results are achieving the desired increased firefighter awareness in prevention.
What are the plans and timelines for completing the BI?	2 nd Quarter Status: BI 10 is completed.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 11: **Meet community safety needs and reduce losses due to preventable fires, injuries and related events through a grant-funded smoke detector program. Installation should be consistent with the laws of the State of Oregon and City of Portland, which includes each living level and in each sleeping room. Rental units and apartments should not be provided with smoke alarms other than to secure life safety in the short-term. When smoke alarms are provided for these reasons, the program coordinator will contact the property management or owner to compensate the bureau for the smoke alarms.**

Background: Originated from FY 10-11 Budget Service Improvement Plan

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Don Porth

COMPLETED

10-11 2nd Quarter Status:	
Describe what was done during the reporting period towards completing the BI.	2 nd Quarter Status: The grant-funded smoke detector program was for home owners only. Smoke alarm recipients were required to complete a form whereby they verified they were the home owner. If renters received smoke alarms thru the grant program, the smoke alarms were obtained via deception.
What results were achieved?	2 nd Quarter Status: 4,500 smoke alarms were distributed to over 1,200 home owners.
How have results to date moved PF&R closer to completing the BI?	2 nd Quarter Status: Rental units and apartments were not the target of outreach.
What are the plans and timelines for completing the BI?	2 nd Quarter Status: BI 11 is completed.

PREVENTION DIVISION WORK PLAN FY 2010-11

BI 12: **Meet community safety needs and reduce losses due to preventable fires, injuries and related events through a grant-funded smoke detector program. Currently, as part of a negotiated contract, stations participate in the Company Fire Inspection Program (CFIP). At the conclusion of this program, we will investigate if community risk management proves a productive exchange of duties rather than an increase in workload.**

Background: Originated from FY 10-11 Budget Service Improvement Plan

Division Lead: Prevention
 Individual(s) Responsible: Erin Janssens
 Support Individual: Don Porth

COMPLETED

10-11 Status:
<p>Describe what was done during the reporting period towards completing the BI. 2nd Quarter Status: Grant-funded smoke detector program has been completed. Results are being tabulated, processed, and reviewed.</p> <p>3rd Quarter Status: Nearly 4,000 smoke alarms were distributed in just over one month as part of the Smoke Alarm grant program. Stations received CFIP inspection credits for the smoke alarms they distributed. During the reporting period, the process of tabulating and processing results continued. Once tabulation is completed, review and analysis of results will occur.</p> <p>4th Quarter Status: BI 12 is completed.</p>
<p>What results were achieved? 2nd Quarter Status: No results to report this quarter.</p> <p>3rd Quarter Status: No progress to report this quarter. Tabulation of results has not yet been completed.</p> <p>4th Quarter Status: BI 12 is completed.</p>
<p>How have results to date moved PF&R closer to completing the BI? 2nd Quarter Status: No results to report this quarter.</p> <p>3rd Quarter Status: No progress to report this quarter.</p> <p>4th Quarter Status: BI 12 is completed.</p>
<p>What are the plans and timelines for completing the BI? 2nd Quarter Status: Once results are finalized, they will be presented and reviewed by CORE for decision(s) on any further action(s).</p> <p>3rd Quarter Status: BI 12 will be completed in Q4. Final activity will be presentation of results to Fire Marshal.</p> <p>4th Quarter Status: Successfully implemented smoke alarm campaign. Distributed approximately 5,000 smoke alarms and used media to educate public about new requirements for smoke alarms. Assessing workload issues more accurately with new smoke alarm grant. BI 12 is completed.</p>