

COGGLEVATION

SEPTEMBER 2017 | THE LIFE AND TIMES OF PF&R'S STRATEGIC PLAN | WWW.PORTLANDOREGON.GOV/FIRE/COGGLE

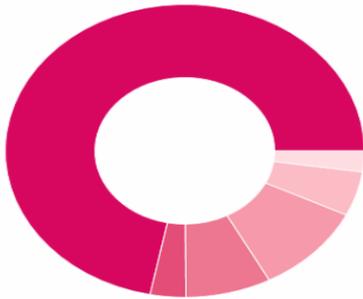
DATA

HACK OREGON DIGS INTO PF&R'S NUMBERS

This group of civic-minded volunteers has brought bureau data to life

What Does Portland Fire & Rescue Do?

Surprisingly, the vast majority (71.9%) of calls Portland Fire & Rescue responds to are medical, while only 3.2% of calls turn out to be actual fires. The remaining incidents are service calls, "good intent" calls, and false alarms.



Medical incidents include an even wider range of categories, as you might expect. The Bureau of Emergency Communications (911) routes all calls to either PF&R, the Police Bureau, or ambulance services (and often a combination). PF&R personnel include trained paramedics who can respond to calls for any kind of medical emergency.

Fire incidents cover a range of categories including explosions, vehicle fires, and dumpster and trash fires.

Service calls are calls not related to fire, medical, rescue, or hazmat. Think cats in trees, street flooding, and even stubborn rings that you can't get off that second knuckle!

Good intent calls occur when there's not actually an emergency. For example, steam or gas mistaken for smoke.

This is a screenshot of one of the modules Hack Oregon made with PF&R data.

If you didn't know any better, when you hear the name "Hack Oregon" a shadowy band of keyboard pirates up to no good may come to mind. Shake that image from your head. Hack Oregon is actually a community-powered non-profit that creates civic data projects to promote engagement, awareness, and quality of life. And they're helping to show how Portland Fire & Rescue operates by using the magic of numbers.

The Hack Oregon crew works closely with the City of Portland to use its data to tell stories that help people engage and understand the functions of their government. Hack Oregon's latest project is a volunteer-led portal called "Civic" that's chock full of beautifully designed data visualizations. That's where their focus on Portland Fire & Rescue enters the picture.

The Civic volunteers who create the site specifically asked to partner with PF&R so the bureau's Principal Management Analyst in charge of data, Mark Whitaker, worked with the group to share statistics.

Catherine Nikolovski, founder and executive director of Hack Oregon, explains how it worked: "The team worked closely with PF&R, especially Mark Whitaker, to both understand the data, and understand the direct experience of incident response and emergency protocols. It was extremely important to the outcome of the project that our data scientists understood the context of information around the data in the project, both to analyze questions—but also to know the right questions to ask."

In the end, the project focused on layering geographical census data with Fire Management Areas. If that sounds familiar, it's because it's closely aligned with the FMA blueprint project so central to many of the Coggle goals. "It is really helpful to bring in outsiders who might see things we don't and tell stories we might miss," says Whitaker.

The title of the package is "The First Five Minutes," which can be found here: <http://emergency-response.civipdx.org/> and digs into these questions:

- What Does Portland Fire & Rescue Do?
- Who Does Portland Fire & Rescue Serve?
- How Busy Is Portland Fire & Rescue?
- When Are They Most Busy?
- The First Five Minutes.
- The Anatomy Of A Four-Alarm Fire.
- How Response Time Varies Across The City.

The modules "The First Five Minutes" and "How Response Time Varies Across City" were created with a question about equity. "We were able to approach a few analytical questions like, 'Is incident response time

"Is incident response time equitable for diverse neighborhoods? As it turns out, that answer is a resounding yes."

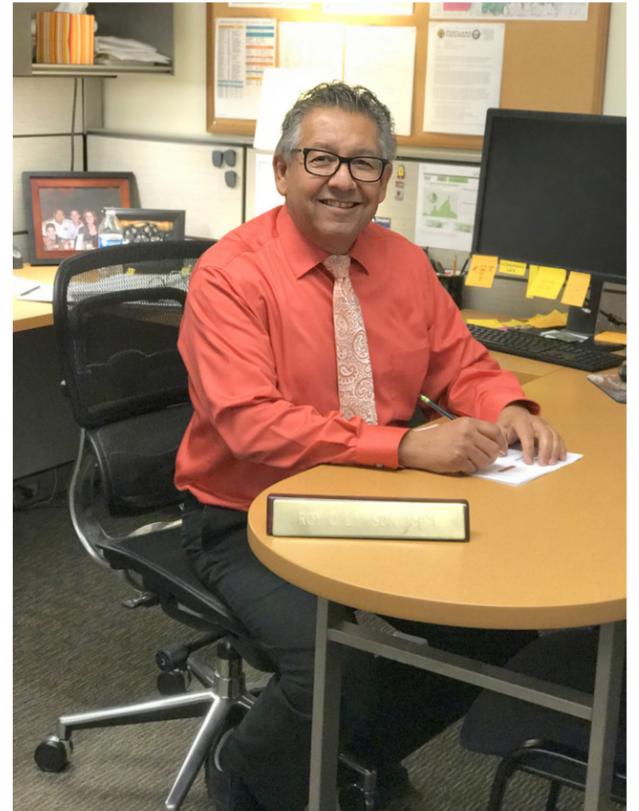
Catherine Nikolovski, Hack Oregon

equitable for diverse neighborhoods?" says Nikolovski. "As it turns out, that answer is a resounding yes." The Civic group reports: "Portland Fire and Rescue shows remarkably consistent response times across all FMAs... there's no meaningful trendline, which is good: it indicates equitable response times across the city. We found no apparent bias with regard to population density, average income, or racial makeup of neighborhoods."

Whitaker calls the project helpful in showing ways we can better report our data. In the future, PF&R will be pushing out similarly designed data sets to help tell our stories internally and externally.

"We're hopeful that we can continue our work with PF&R. While it's great to know that crews are responding to incidents quickly and equitably, we know that if we dig under the surface a little more, not all incidents are equal," says Nikolovski. "Our teams are excited by the idea that deeper analysis can help responders be more prepared for the different types of incidents that emergency teams encounter."

ON ITS WAY: FIRE ACCREDITATION



Roy Lawson, a PF&R Senior Management Analyst, is running the accreditation program.

At the very center of our Coggle map is the overall goal to become a "World Class Fire Department by 2020." One of the many ways to achieve this status is the process of accreditation through the Center for Public Safety Excellence (CPSE). Roy Lawson, a PF&R Senior Management Analyst, is managing the accreditation program. In order to be accredited, PF&R will need to complete these six steps before May of 2020:

- Community Risk Assessment (current phase)
- Goals and Objectives
- Standards of Cover
- Strategy Plan
- Evaluate Agency Performance
- Strategic Plan

Once these elements are completed, we will then start the self-assessment portion of the process, which is the core component of accreditation. We aim to have all our documents submitted for review and host a peer assessment team to evaluate our work by August of 2020. When we are finally recommended for accredited status, we will make our official appearance in front of the CPSE commission sometime in the fall of 2020. Cogglevation will run updates on our progress.

SOCIAL MEDIA MENTIONS OF THE MONTH



Ali Lomax Ratoza

@ali_ratoza

Follow

Thank you @PDXFire 🙏



Multnomah County SAR @MCSOSAR

We want to say thx to the fire crews on the line fighting this. It's great to see a little green in the gorge this morning. #EagleCreekFire

11:42 PM - 6 Sep 2017



Julie von Holt

@vonholt

Follow

Multnomah Falls holds precious memories with my Dad. Heartfelt thanks to those who put their lives on the line to keep it safe.

@PDXFire

6:37 PM - 6 Sep 2017



Do you have a story about a PF&R cogglevation that would be great for this newsletter? Contact Caryn Brooks on the Communications Team caryn.brooks@portlandoregon.gov or 503-823-3714

