

Memorandum

TO: RULES AND OPEN GOVERNMENT COMMITTEE **FROM:** Darryl Von Raesfeld

SUBJECT: FIRE DEPARTMENT DATA REPORTING

DATE: June 4, 2009

Approve

[Handwritten signature]

Date

6/4/09

RECOMMENDATION

Accept staff's status report regarding the Fire Department's ability to provide activity and performance data reporting.

BACKGROUND

At its November 8th, 2008 meeting, the Rules and Open Government Committee considered the Sunshine Reform Task Force Phase II recommendation for the Public Records section dealing with *Statistical Reports Prepared by the San Jose Fire Department*. This recommendation would expand the information provided on Fire Service performance and would increase the frequency of reporting to quarterly. The Committee delayed action on this recommendation until the Department had begun using its new RMS system and could evaluate the resources necessary to generate and post the recommended reports quarterly.

ANALYSIS

While the Fire Department anticipated having the ability to provide statistical reports from its new fire/EMS records management system (RMS) by April of 2009, system implementation delays, staff losses and staffing limitations have significantly impacted the RMS implementation schedule. The Department has experienced two long-term vacancies with the death of a Deputy Director and extended illness of an analyst, whose primary function was the analysis of operational data from the department's computer-aided dispatch (CAD) and RMS. Furthermore, unexpectedly high personal services costs related to retirements and training needs, reduce the Department's ability to use overtime to roll-out the RMS system.

In addition to the loss of staff, technology resources have been directed away from the RMS roll-out to support the migration of the Department's Fire Inspection Billing System (FIBS) from the City's VAX system to Department's RMS to minimize the potential of an interruption in this revenue stream.

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In summary, limited IT and analytical staff resources have significantly impacted the Department's ability to produce statistical reports as anticipated. In an effort to comply with the Committee's direction, the Department has requested and the Proposed Budget recommends a temporary position for next fiscal year to assist in the FIBS migration and RMS implementation. Additionally, the Department is nearing completion of its update of its 2000 strategic plan, which will increase analytical capacity to create the Committee's requested reports. While staffing levels necessary to support the RMS are still significantly below recommended levels, the Department is confident, barring any unforeseen needs that would place additional demands on its analytical capacity, that it can begin producing reports using the RMS system and report to the Rules and Open Government Committee on the resources necessary to implement the Sunshine Reform Task Force Phase II proposals by December 2009.

PUBLIC OUTREACH/INTEREST

- Criterion 1:** Requires Council action on the use of public funds equal to \$1 million or greater. (Required: Website Posting)
- Criterion 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. (Required: E-mail and Website Posting)
- Criterion 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. (Required: E-mail, Website Posting, Community Meetings, Notice in appropriate

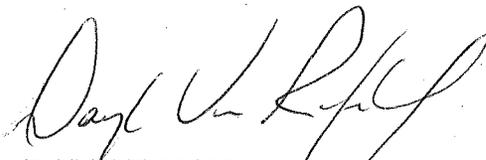
This report does not meet any of the criterions above. Information will be posted on the City's website for the June 10, 2009 Committee agenda per the Council Agenda process.

COORDINATION

This report has been coordinated with the offices of the City Manager. .

CEQA

Exempt.



DARRYL VON RAESFELD
Fire Chief

For additional information on this report, contact Geoff Cady, Acting Deputy Director at 408-612-5939.