

**City of Tacoma's  
Performance Management and  
Open Data Initiative:  
The Climb Towards Data-driven  
Decision-making**



## Phase 1

Measurement

Collect Data

Build Consistency

## Phase 2

Frequent Public  
Reporting

Target Setting

Comparisons

## Phase 3

Process Improvement

Managing for Results

Open Data

Interactive & Automated  
Reporting

# 2013: Budget Book Reporting

## Department: Fire

Program Name: Fire Suppression and EMS

Performance Measure	2011	2012	2013 Target	2014 Target
<p><b>Percentage of Incidents First Arriving Unit is on Emergency Scene Within Response Time Goals</b>  <i>This measure tracks the time it takes for crews to arrive at the scene of an emergency incident. Total response time is the sum of 9-1-1 dispatch, turnout and travel time. The urban goal is 8 minutes and 12 seconds, and the suburban goal is 9 minutes and 30 seconds. Reducing response times means that firefighters are reaching the scene faster, which decreases the potential for fire losses and deaths.</i></p>	93.3%	91.8%	90%	90%
<p><b>Average Response Time First Arriving Unit is on Emergency Scene</b>  <i>This measure tracks the time it takes for crews to arrive at the scene of an emergency incident. Total response time is the sum of 9-1-1 dispatch, turnout and travel time.</i></p>	6:02	6:10	6:06	6:06
<p><b>Percentage of Incidents a Medic Company is on Emergency Scene Within Response Time Goal</b>  <i>This measure tracks the time it takes for paramedics to arrive on scene of an advanced life support emergency, from dispatch to arrival. The response time goal is 10 minutes and 30 seconds. Reducing response time means that paramedics are reaching the patient faster in an emergency.</i></p>	81.2%	80.1%	90%	90%

# 2013: Tacoma 24/7 Performance Report



( PUBLIC SAFETY )

## 3. Percentage of Incidents the First Medic Company Arrives Within Response Time Goal

### ABOUT THIS MEASURE:

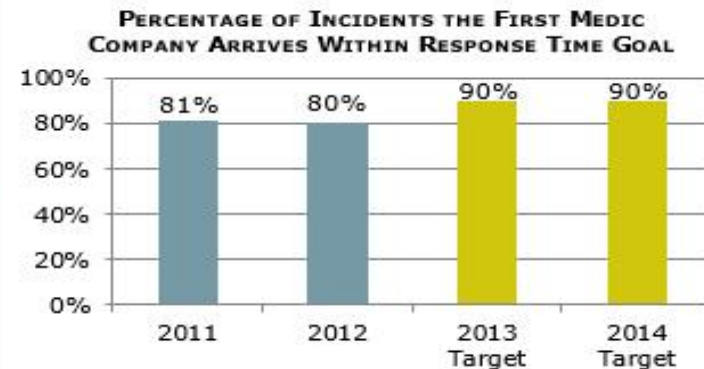
- Response time goal is 10 minutes and 30 seconds.
- Time it takes for medic units to arrive at the scene of an Advanced Life Support emergency, including dispatch, turnout, and travel time.
- Decreasing response time means that firefighter paramedics reach patients faster in an emergency.

### ACTIONS TO MEET THE TARGET:

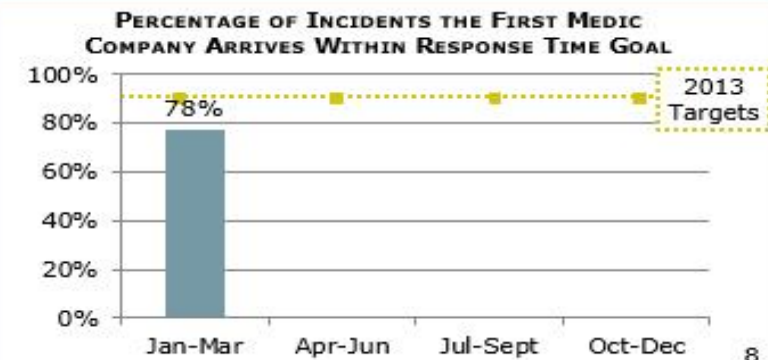
- By using de-centralized training, including web-based modules, personnel can now take the "classroom" portion of required training from their fire station.
- This allows firefighters to remain in their response district, and increases personnel's availability for emergency responses.



### HISTORICAL PERFORMANCE



### 2013 PERFORMANCE



# 2015: Budget Book Reporting

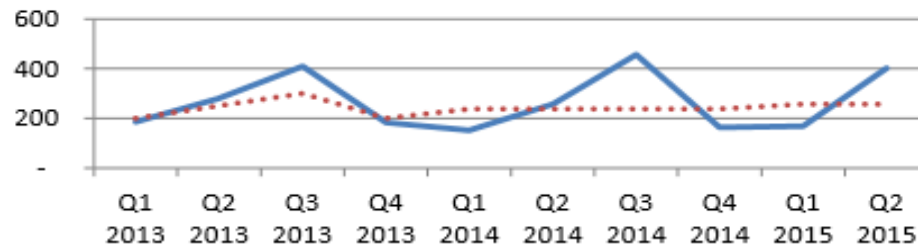
## Fire


Q2 2015

### Service Area: Fire Suppression and EMS

#### Total Confirmed Fires

This measure shows the total number of confirmed fire incidents responded to by the Tacoma Fire Department.

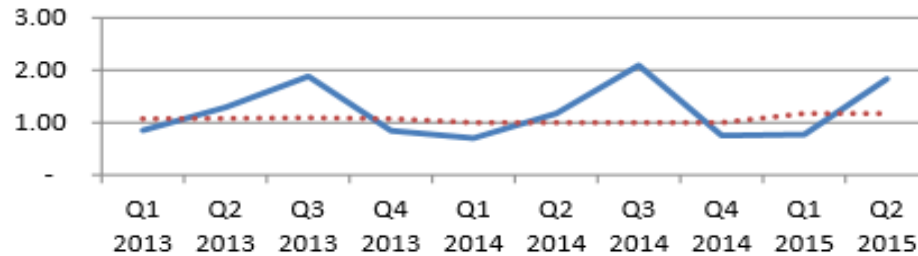


<b>Target</b>	257	<b>Progress</b> 
<b>Actual</b>	401	
<b>Variance</b>	56%	

Less Incidents are Better

#### Total Confirmed Fire Incidents Per 1,000 Residents

This measure shows the total number of confirmed fire incidents responded to by the Tacoma Fire Department for every 1,000 residents.



<b>Target</b>	1.2	<b>Progress</b> 
<b>Actual</b>	1.8	
<b>Variance</b>	56%	

Less Incidents are Better

# 2016: Tacoma 24/7 Performance Report

## PUBLIC SAFETY

### 2. Percentage of Incidents First Arriving Company is on-scene of an EMS incident within Response Time Goals

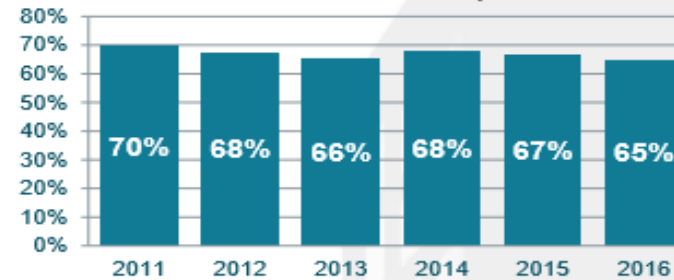
#### ABOUT THIS MEASURE:

- This measure tracks the time it takes for firefighters to arrive on-scene of a critical/urgent emergency medical incident. Total response time (TRT) is the sum of 9-1-1 dispatch, turnout and travel time. The TRT metro/urban goal for the first arriving company is 6 minutes and 30 seconds, and the suburban/limited access goal is 7 minutes and 30 seconds.

#### ACTIONS TO MEET THE TARGET:

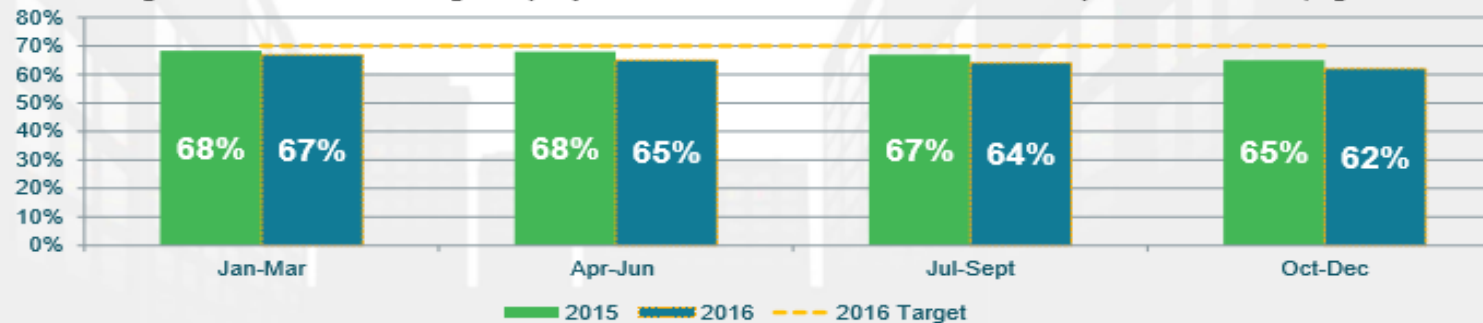
- Reducing response times means that firefighters are reaching the scene of emergencies faster.
- By modeling data and modifying resource allocations, the Tacoma Fire Department works to provide a consistent response time for citizens.

Percentage of Incidents First Arriving Company is on-scene of an EMS incident within Response Time Goals

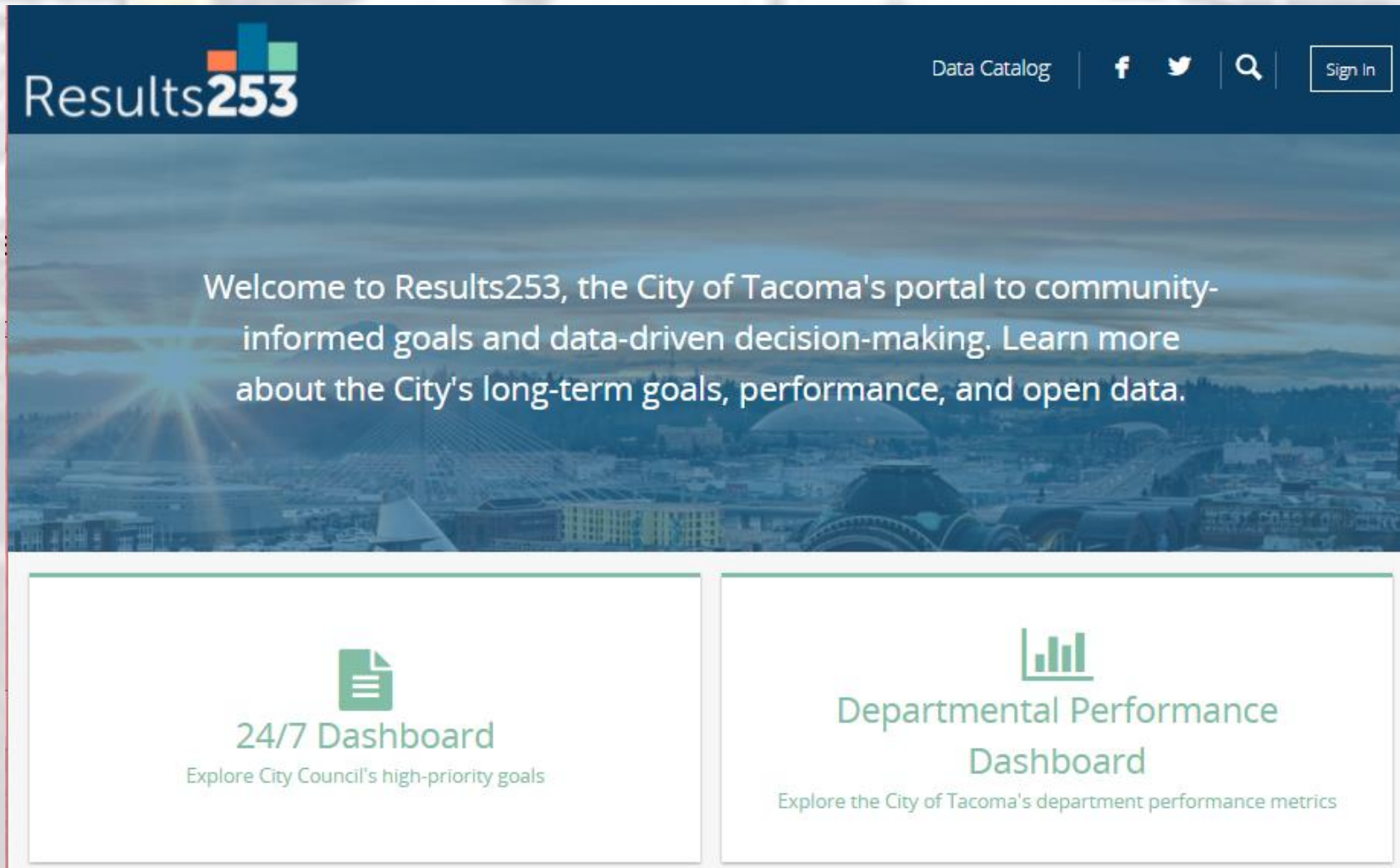


#### PERFORMANCE

Percentage of Incidents First Arriving Company is on-scene of an EMS incident within Response Time Goals (Higher is Better)



# Results 253





The screenshot shows the Results253 website interface. At the top left is the logo "Results253" with a colorful bar chart icon. To the right of the logo are links for "Data Catalog", social media icons for Facebook and Twitter, a search icon, and a "Sign In" button. Below the navigation bar is a large banner image of a cityscape at sunset with a sunburst effect. The banner contains the text: "Welcome to Results253, the City of Tacoma's portal to community-informed goals and data-driven decision-making. Learn more about the City's long-term goals, performance, and open data." Below the banner are two white boxes with green borders. The left box features a document icon, the text "24/7 Dashboard", and the subtitle "Explore City Council's high-priority goals". The right box features a bar chart icon, the text "Departmental Performance Dashboard", and the subtitle "Explore the City of Tacoma's department performance metrics".

Results253

Data Catalog | [f](#) [t](#) [Q](#) | [Sign In](#)

Welcome to Results253, the City of Tacoma's portal to community-informed goals and data-driven decision-making. Learn more about the City's long-term goals, performance, and open data.

  
**24/7 Dashboard**  
Explore City Council's high-priority goals

  
**Departmental Performance Dashboard**  
Explore the City of Tacoma's department performance metrics

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