Our Mission

To serve with CARE

Compassion
Accountability
Respect
Excellence
Top Demand/Performance Measures

- Call Volumes
- Response Times
- Dispatch Times
Top Three Challenges

- Call Volume
- Response times/types
- Training
Call Volume

Fire and Medical Incident Counts

Emergency Fire and Medical Incidents Dispatched
Dispatched incidents in City of Mesa

From 1/1/2013 to 1...

- 2013: 50K Incidents
- 2014: 60K Incidents
- 2015: 70K Incidents
- 2016: 80K Incidents
- 2017: 90K Incidents

Increase: 13.3% to 64.1K Incidents
Response Times

Fire and Medical Average Response Times

Fire and Medical Total Average Emergency Response Time
Average total response time for Advanced Life Support (ALS) Medical and Fire dispatched responses. Police 911 call handling time not included.

Dispatch Date/Time
From 1/1/2013 to 1...

6 min. 28 sec.
Call Volume
• 2-5% increase in call volume annually - we continue to evaluate the most efficient deployment model
• Established a training hold-over model allowing units to stay in service while necessary training takes place
• Enhance and increase social services
• Continue education/community outreach to help reduce call volume

Investments in the future/Sustainability
Community Involvement

• Aspire Academy
• Cadet Program
• Citizens Academy
2017

• Three peak-time low acuity (LA) units ran 1,790 calls (3-6 months)
• One engine (2203) ran 2,011 calls in five months

2018

• Evaluating call types and response units based on the “data demand model”
• Transportation pilot program
Future Staffing Needs

• Staffing models to address response times and span of control
• Staffing for two new fire stations
• Fire operations sworn support staff
• Professional support staff
Capital Improvement Projects (Bond)

- Apparatus
- New Stations
- Station Rebuilds
- Future Land Acquisition
Collaborative Efforts

- CMS Grant/Federal Government (completed)
- Crisis Preparation & Recovery (CPR)
- Mountain Vista Medical Center
- United Healthcare
- Arizona Health Care Cost Containment System (AHCCCS)
- Public/Private Partnerships: Truck Sponsorships/Safety Messages
- Northern AZ University
- Arizona State University
Mesa Fire & Medical Department
Five Year Expense Trend by Area
## Budget Glimpse

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<tr>
<th></th>
<th>FY 16/17 Actuals</th>
<th>FY 17/18 Revised Budget</th>
<th>FY 17/18 Year End Estimate</th>
<th>FY 18/19 Proposed Budget</th>
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*In Millions*
Questions