



**RI Office of Management and Budget**  
Performance Report

RI Department of Public Safety – Fire Marshal & E-911

April 25, 2013

**Public Safety – Fire Marshal**

The Fire Marshal’s Office is responsible for enforcing the Fire Safety Code and other laws pertaining to fire prevention, inspection and investigation. The Office has 36.0 full-time equivalent (FTE) employees working in the following units: Bomb Disposal, Investigation, Enforcement, Fire Education and Training, Plan Review and Inspection. The tables below illustrate the sources of funding for the Fire Marshal’s office and how funds are budgeted in FY 2013.<sup>1</sup>

General Revenue	\$ 2,699,256	59.7%
Federal Funds	796,717	17.6%
Restricted Receipts	274,006	6.1%
Operating Transfers	753,620	16.7%
<b>Total</b>	<b>\$ 4,523,599</b>	<b>100.0%</b>

Personnel	\$ 2,756,576	60.9%
Operating Supplies & Expenses	1,067,023	23.6%
Assistance & Grants	-	0.0%
Capital Purchases & Equipment	700,000	15.5%
<b>Total</b>	<b>\$ 4,523,599</b>	<b>100.0%</b>

**Public Safety – E-911**

Enhanced 911’s (E-911) mission is to maintain a statewide emergency telephone system providing prompt transfers of emergency 911 calls to the appropriate responding public safety and rescue agencies using call location technology. The Office has 50.6 FTE employees to staff the E-911 call center in the state’s Public Safety headquarters in North Scituate. The tables below illustrate the sources of funding for E-911 and how funds are budgeted in FY 2013.<sup>2</sup>

General Revenue	\$ 5,212,358	100.0%
Federal Funds	\$ -	0.0%
Restricted Receipts	\$ -	0.0%
<b>Total</b>	<b>\$ 5,212,358</b>	<b>100.0%</b>

Personnel	\$ 4,128,133	79.2%
Operating Supplies & Expenses	\$ 1,069,725	20.5%
Capital Purchases & Equipment	\$ 14,500	0.3%
<b>Total</b>	<b>\$ 5,212,358</b>	<b>100.0%</b>

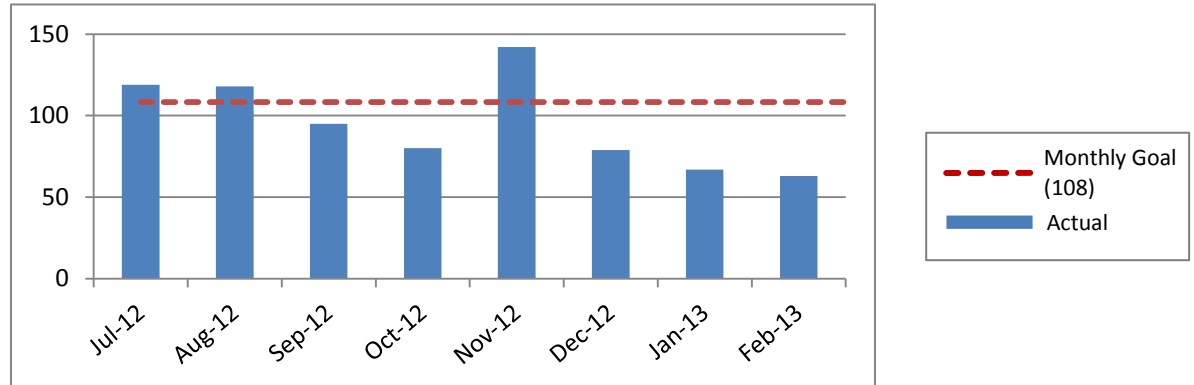
<sup>1</sup> Revenue and expenditure amounts are based on Governor Chafee’s FY 2013 revised budget request, submitted January 16, 2013. Additional budget information for Public Safety is available at [http://www.budget.ri.gov/Documents/CurrentFY/BudgetVolumeIV/5\\_Department%20of%20Public%20Safety.pdf](http://www.budget.ri.gov/Documents/CurrentFY/BudgetVolumeIV/5_Department%20of%20Public%20Safety.pdf).

<sup>2</sup> See Note 1.

## FIRE SAFETY INSPECTIONS

Under state Law, the Division of the State Fire Marshal performs fire safety inspections for all health care facilities in the state, including hospitals, nursing homes, assisted living facilities, as well as for all state-licensed facilities including group homes, day cares and detention facilities.

Figure A: Number of Fire Safety Inspections Conducted



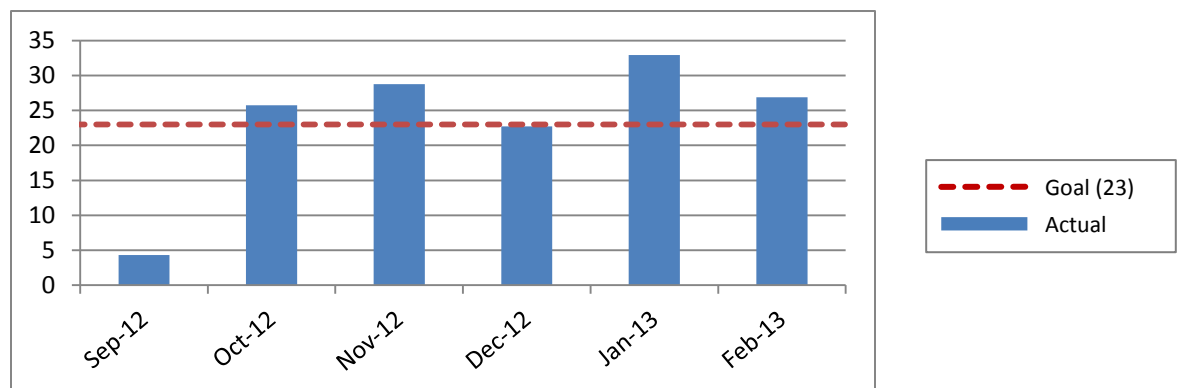
### Key Points:

- The Division is responsible for inspecting buildings at the Quonset Development Corporation, state offices and other building categories. It also assists some municipalities with inspections as necessary.
- Fire safety inspections reduce the risk of death, injury and property damage. The Office of Management and Budget (OMB) is working with the Fire Marshal to quantify the required workload and ensure high-priority facilities are inspected in a timely fashion.

## FIRE MARSHAL PLAN REVIEW

The Plan Review Division of the Fire Marshal's Office is responsible for reviewing the plans of all state-owned and licensed facilities. Reviews ensure buildings are designed in compliance with established fire safety codes and help to avoid costly changes after the building is constructed.

Figure B: Average Plan Review Processing Time (Days)



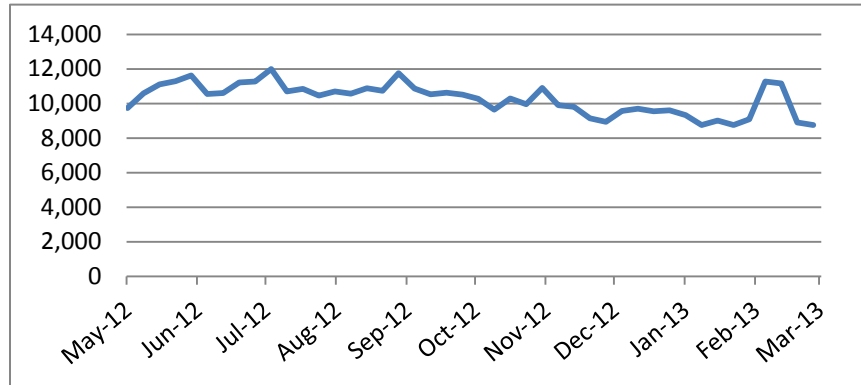
### Key Points:

- OMB began tracking this data in September 2012. Objective development and analysis are ongoing. Because this is a newly developed measure, data from the small sample graphed above may not be representative of ongoing performance expectations.

## E-911 CALLS RECEIVED

Rhode Island's Enhanced 911 (E-911) Emergency Telephone System provides 24-hour, statewide emergency public safety communications service. High technical and operational standards designed to reduce total response time guide the system's processing of both landline and wireless 911 calls.

Figure C: Total Number of Calls to E-911



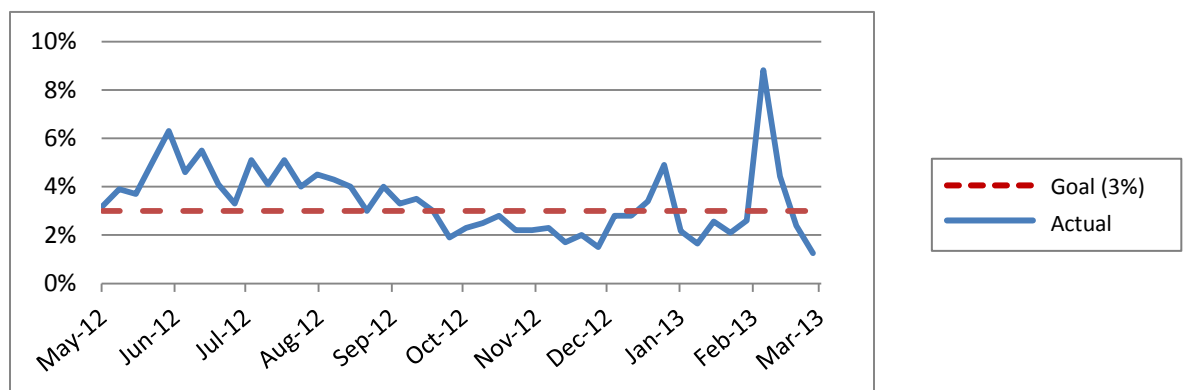
### Key Points:

- The E-911 system allows Emergency Telecommunicators to view a landline caller's address and telephone number. The information is verified by the Telecommunicator, and the call is forwarded to the appropriate public safety dispatch center. Location information is not yet available for wireless calls.
- The sharp increase seen in February 2013 is attributable to Winter Storm Nemo.

## E-911 QUEUED CALLS

E-911 measures the number of calls, landline and cellular, put into queue (on hold). The annual trend of increased volume in both emergency wired and wireless calls has continued to lengthen the time it takes to process 911 emergency calls.

Figure D: Average Percentage of E-911 Calls in Queue



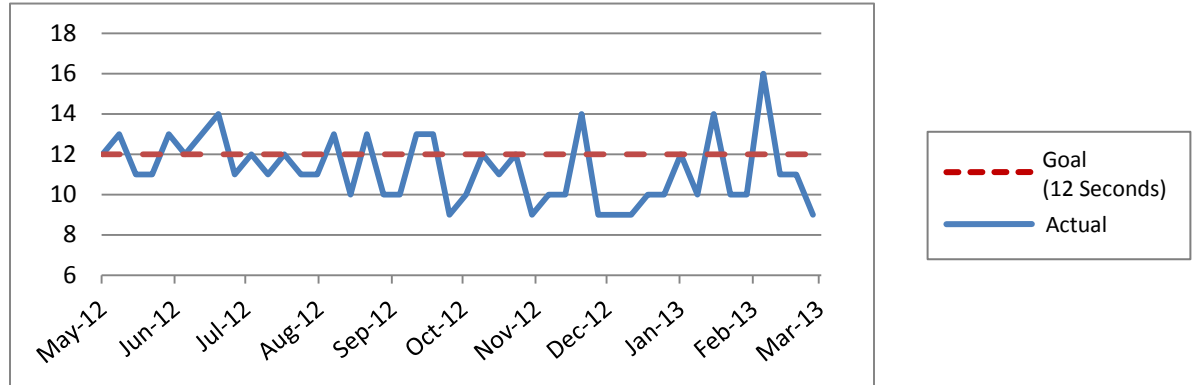
### Key Points:

- This report helps E-911 and the Department of Public Safety establish staffing levels and develop agency guidelines to minimize the number of calls going into queue.
- The sharp increase seen in February 2013 is attributable to Winter Storm Nemo.

**E-911  
QUEUE  
DURATION -  
AVERAGE**

E-911 measures the average duration of calls in queue and reports the average queue time on a weekly basis. E-911 aims to keep average weekly queue time below 12 seconds.

Figure E: E-911 Call Average Queued Duration (in seconds)



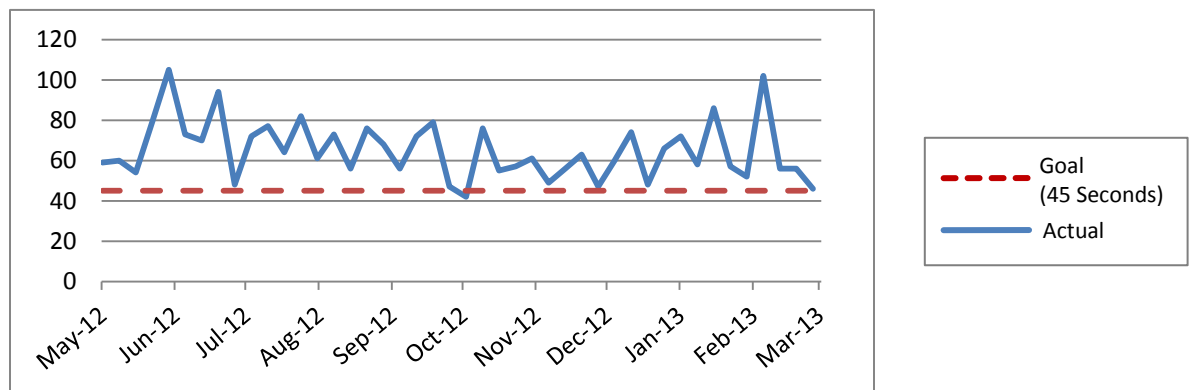
**Key Points:**

- This measure reflects E-911’s effectiveness in meeting its objectives and helps establish staffing levels and agency guidelines that maximize the ability to timely process calls with accuracy, professionalism and integrity.
- The sharp increase seen in February 2013 is attributable to Winter Storm Nemo.

**E-911  
QUEUE  
DURATION -  
MAXIMUM**

E-911 measures the maximum duration of calls in queue and reports the maximum queue time on a weekly basis. E-911 aims to keep maximum weekly queue time below 45 seconds.

Figure F: E-911 Call Maximum Queued Duration (in seconds)



**Key Points:**

- This measure reflects E-911’s effectiveness in meeting its objectives and helps establish staffing levels and agency guidelines that maximize the ability to timely process calls with accuracy, professionalism and integrity.
- The sharp increase seen in February 2013 is attributable to Winter Storm Nemo.