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 2013.¹

<table>
<thead>
<tr>
<th>Fire Marshal Expenditures by Source, FY 2013</th>
<th>Fire Marshal Expenditures by Category, FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Revenue $2,699,256 59.7%</td>
<td>Personnel $2,756,576 60.9%</td>
</tr>
<tr>
<td>Federal Funds $796,717 17.6%</td>
<td>Operating Supplies &amp; Expenses $1,067,023 23.6%</td>
</tr>
<tr>
<td>Restricted Receipts $274,006 6.1%</td>
<td>Assistance &amp; Grants - 0.0%</td>
</tr>
<tr>
<td>Operating Transfers $753,620 16.7%</td>
<td>Capital Purchases &amp; Equipment $700,000 15.5%</td>
</tr>
<tr>
<td><strong>Total</strong> $4,523,599 100.0%</td>
<td><strong>Total</strong> $4,523,599 100.0%</td>
</tr>
</tbody>
</table>

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 2013.²

<table>
<thead>
<tr>
<th>E-911 Expenditures by Source, FY 2013</th>
<th>E-911 Expenditures by Category, FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Revenue $5,212,358 100.0%</td>
<td>Personnel $4,128,133 79.2%</td>
</tr>
<tr>
<td>Federal Funds - $ - 0.0%</td>
<td>Operating Supplies &amp; Expenses $1,069,725 20.5%</td>
</tr>
<tr>
<td>Restricted Receipts - $ - 0.0%</td>
<td>Capital Purchases &amp; Equipment $14,500 0.3%</td>
</tr>
<tr>
<td><strong>Total</strong> $5,212,358 100.0%</td>
<td><strong>Total</strong> $5,212,358 100.0%</td>
</tr>
</tbody>
</table>

² See Note 1.
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.

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.
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**

- 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.

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

- 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.
- 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.

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**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.