

CHAPTER 12

Honolulu Fire Department

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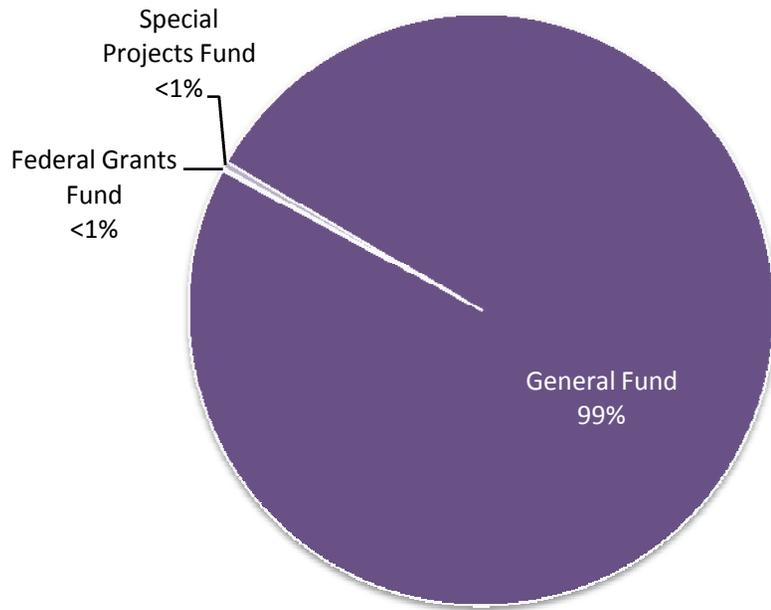
The Revised Charter of Honolulu designates the Honolulu Fire Department (HFD) as the fire protection agency for the City and County of Honolulu. The HFD's responsibilities are to provide fire fighting, rescue, emergency medical, and hazardous materials (HM) response for the entire island of O`ahu, which is an area of 597 square miles. These duties are performed in a wide variety of terrain that include steep mountain ranges, wildlands, and agricultural fields; structures which comprise a modern metropolitan city, including industrial complexes, business centers, government complexes, high-rise resorts, condominiums, and high-density urban residential dwellings; and the ocean surrounding the island. The Fire Chief and the Deputy Fire Chief manage the operation and administration of the HFD and are responsible for carrying out the following functions mandated by the Revised Charter of Honolulu:

- Perform fire fighting and rescue work in order to save lives, property, and the environment.
- Respond to emergencies arising on hazardous terrain and on the sea and HM incidents.
- Provide emergency medical care.
- Train, equip, maintain, and supervise a force of fire fighting and rescue personnel.
- Monitor building construction and occupancy standards for the purposes of fire prevention.
- Provide fire prevention educational programs.
- Appoint the Deputy Fire Chief and private secretaries to the Fire Chief and the Deputy Fire Chief.
- Perform other duties as may be required by law.

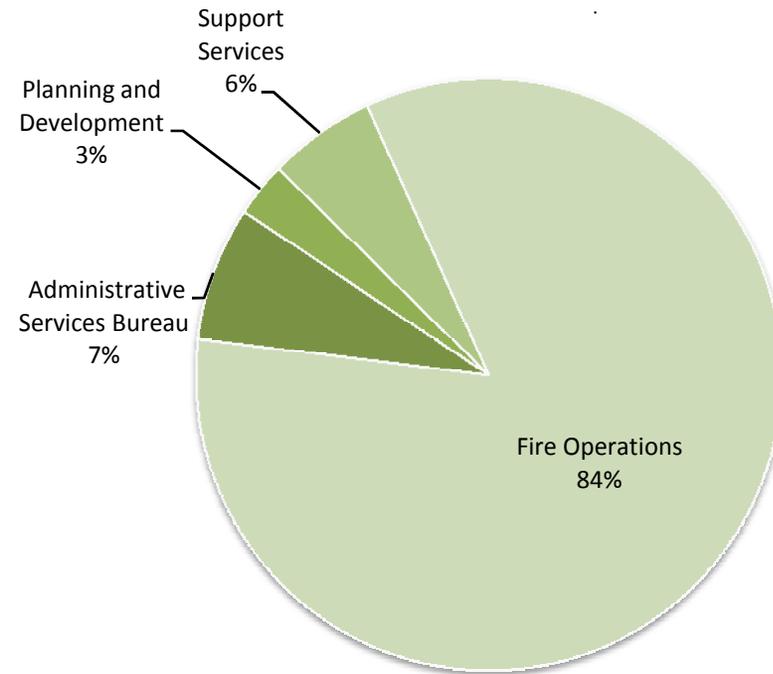
To provide for a safer community through prevention, preparedness, and effective emergency response.

- Mission Statement

Funding Sources¹



Funding Uses



¹Percentages do not total to 100% due to rounding.

	Total Revenues (\$ million)	Total Operating Expenditures (\$ million)	Staffing			Overtime Expenditures ³	
			Total Authorized FTE	Total Vacant FTE	Cost Per FTE ²	Total (\$ million)	Non-Holiday (\$ million)
FY 2009	\$3.3	\$85.4	1,160	87	\$73,612	\$11.7	\$7.4
FY 2010	\$3.2	\$88.2	1,190	133	\$74,076	\$1.1	\$7.1
FY 2011	\$3.5	\$95.9	1,190	157	\$80,578	\$10.4	\$5.7
FY 2012	\$3.1	\$95.1	1,190	119	\$79,879	\$9.9	\$5.5
FY 2013	\$3.2	\$91.3	1,181	89	\$77,347	\$7.7	\$3.1
Change from last year	3%	-4%	-1%	-25%	-3%	-22%	-44%
Change over last 5 years	-3%	7%	2%	2%	5%	-34%	-58%

Source: Executive Operating Program and Budget (FY 2010-FY 2015) and Department of Budget and Fiscal Services. ²Cost Per FTE = Total Operating Expenditures/Total Authorized FTE. ³Overtime pay is established by bargaining unit agreement, as applicable.

Spending and Staffing

The HFD is organized into four divisions: Fire Operations, Administrative Services Bureau (ASB), Support Services, and Planning and Development. Each division is managed by an Assistant Chief who is responsible for the daily management of the section and provides executive support to the Fire Chief and the Deputy Fire Chief.

According to the HFD, it maintains a modern and technologically advanced force of fire fighting and rescue personnel and equipment through its various activities administered by qualified, professional leadership. It continues to develop and conduct various programs such as reliable and efficient communication systems; fire apparatus maintenance and repair; training and research; and a coordinated city radio system. The Fire Prevention Program, which includes inspections, investigations and fire regulation enforcement, and a fire safety education program, continues to expand with the latest fire service trends and national standards.

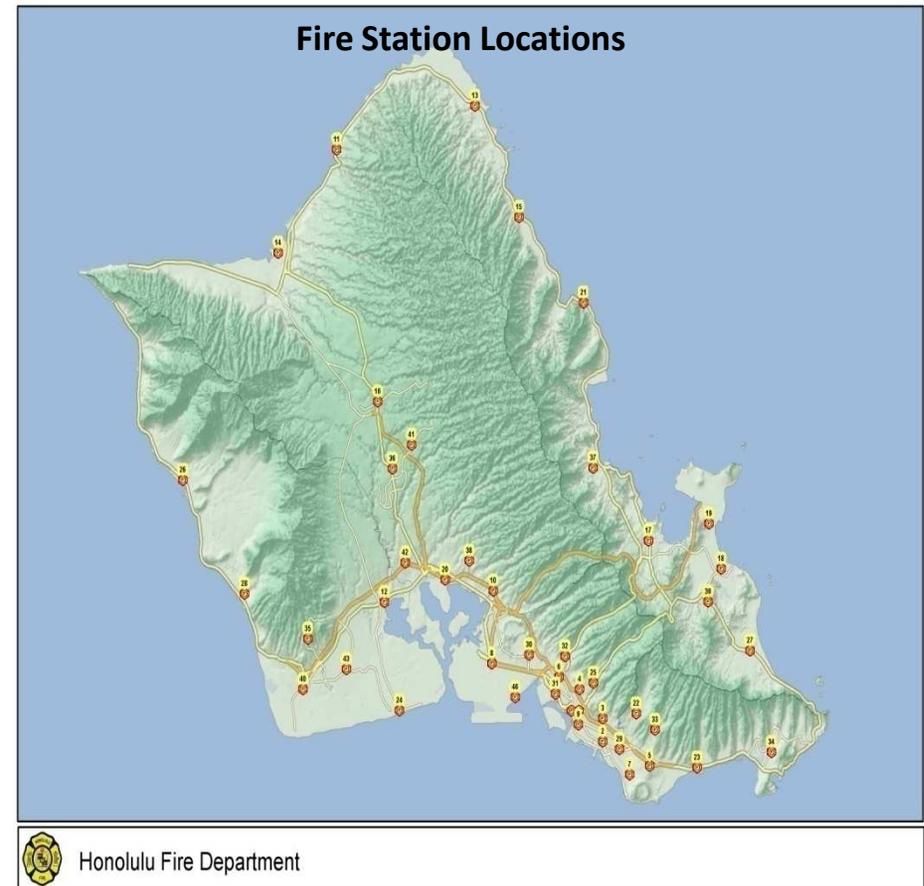
Over the last five years, total department spending increased 7% from \$85.4 million in FY 2009 to \$91.3 million in FY 2013.

Total authorized staffing increased 2% from 1,160 FTE positions in FY 2009 to 1,181 FTE positions in FY 2013 while vacancies increased 2%.

Overtime expenditures decreased 34% from \$11.7 million in FY 2009 to \$7.7 million in FY 2013.

On November 30, 2013, a final and binding decision on the Bargaining Unit 11 interest arbitration was rendered. The new contract contains salary increases for its covered employees.

In FY 2013, the department's expenditures per resident served amounted to \$94 and was lower than City of Austin, TX (\$165), City of Jacksonville, FL (\$187), and City of San Jose, CA (\$156).



FB Waterfront	15 Hau'ula	30 Moanalua
1 Central	16 Wahiawa	31 Kalihi Kai
2 Pawa'a	17 Kaneohe	32 Kalihi Uka
3 Makiki	18 Kailua	33 Palolo
4 Kuakini	19 Aikahi	34 Hawai'i Kai
5 Kaimuki	20 Pearl City	35 Makakilo
6 Kalihi	21 Ka'awa	36 Mililani
7 Waikiki	22 Manoa	37 Kahaluu
8 Mokulele	23 Wailupe	38 Waiau
9 Kaka'ako	24 Ewa Beach	39 Olamana
10 Aiea	25 Nuuanu	40 Kapolei
11 Sunset Beach	26 Wai'anae	41 Mililani Mauka
12 Waipahu	27 Waimanalo	42 Waikele
13 Kahuku	28 Nanakuli	43 East Kapolei
14 Waialua	29 McCully-Moilili	A1 Aircraft

The Honolulu Fire Commission (Commission) is comprised of five commissioners and assisted by a part-time secretary and an attorney from the Department of the Corporation Counsel. They meet monthly with the Fire Chief, the Deputy Fire Chief, and/or members of the Fire Chief's Executive Staff.

The commissioners are appointed by the mayor and confirmed by the Honolulu City Council (Council) and receive no compensation for their services.

The Commission has the following mandated responsibilities:

- Appoints and may remove the Fire Chief;
- Adopts rules necessary for the conduct of its business and reviews rules for the administration of the department;
- Reviews the annual budget prepared by the Fire Chief and makes recommendations thereon to the mayor and the council;
- Reviews the department's operations, as deemed necessary, for the purpose of recommending improvements to the Fire Chief;
- Evaluates, at least annually, the performance of the Fire Chief and submits a report to the mayor and council;
- Reviews personnel actions within the department for conformance with the policies under Section 6-1002 of the Revised Charter of Honolulu;
- Hears citizens' complaints concerning the department or its personnel and, if deemed necessary, makes recommendations to the Fire Chief on appropriate corrective actions; and
- Submits an annual report to the mayor and the council on its activities.

	Operating Expenditures ¹			
	Fire Commission	Administration (\$ million)	Mechanic Shop (\$ million)	Fireboat (\$ million)
FY 2009	\$2,700	\$2.7	\$2.0	\$1.6
FY 2010	\$2,845	\$3.0	\$2.0	\$1.5
FY 2011	\$1,463	\$2.8	\$1.9	\$1.3
FY 2012	\$2,297	\$3.1	\$2.0	\$1.3
FY 2013	\$3,095	\$2.9	\$2.1	\$1.2
Change from last year	35%	-6%	5%	-8%
Change over last 5 years	15%	7%	5%	-25%

Source: Department of Budget and Fiscal Services and the Honolulu Fire Department. ¹Operating expenditure data unavailable for OSHO, SCBA Shop, Fire Fiscal, and Storeroom.



Members of the Honolulu Fire Department (HFD) and the Honolulu Police Department assembled in front of the HFD's Headquarters to observe the 12th Anniversary of the September 11, 2001, terrorist attacks on America.

Photo Courtesy of the Honolulu Fire Department

The Administrative Services Bureau (ASB) provides administrative, personnel, logistical, and maintenance support to the fire suppression force. An Assistant Chief is assisted by a staff of two Battalion Chiefs, two Fire Captains, an Administrative Services Officer, and a pool of support staff. The ASB oversees the HFD's operating budget, property and inventory, personnel administration, and the administration of safety and health-related programs, such as the HFD Drug and Alcohol, and Infectious Disease programs.

Mechanic Shop

The Mechanic Shop (MS) consists of one Fire Equipment Superintendent, one Fire Equipment Repair Supervisor, three Lead Mechanics, nine Fire Equipment Mechanics, one Mechanical Repairer, one Automotive Repair Assistant Specialist, one Fireboat Repair and Maintenance Supervisor, one Parts Specialist, and one clerk. A Fire Equipment Mechanic is on 24-hour standby duty to support trouble calls after normal working hours.

The MS repairs and maintains the HFD's fleet of 43 engines, 5 aerial ladders, 9 quints, 2 aerial towers, 2 rescue units, 2 HM units, 5 tankers, 2 fuel tender, 2 brush trucks, 2 command trucks, 15 relief apparatuses, 54 mobile equipment trailers, and approximately 70 auxiliary vehicles, including a 110-foot fire boat, 3 rescue boats, and 12 jet skis/watercrafts. Other responsibilities include maintaining and repairing approximately 30,000 pieces of small equipment, fire fighting equipment, lawn tools, office furniture, and rescue power tools.



East Kapolei's Regional Emergency Depot houses emergency supplies and equipment that can be deployed to a long-term, large-scale emergency or to fire stations on the Leeward Coast that might be affected or become isolated during a disaster.

Photo Courtesy of the Honolulu Fire Department

This section also repairs and maintains the department's heavy equipment vehicles (above 10,000 pounds gross vehicle weight). This group consists of two special weapons vehicles, two bomb trucks, a tactical truck, a tractor-trailer equipment truck, three equipment trailers, and two emergency management command trucks.

Fire Operations provides fire suppression and response to search and rescue, hazardous materials, and medical emergency incidents. The division is comprised of an Assistant Chief, 2 Battalion Chiefs, 2 Captains, and 2 support staff. In addition, a general staff of 15 Battalion Chiefs assist with the daily management of fire companies and emergency operations. Fire Operations companies are staffed according to a three-platoon system. A platoon is a complement of fire fighters working on any given day. Each platoon includes 43 engine, 5 ladder, 8 quint, 2 tower, 2 rescue, and 2 HM companies; a fireboat; 5 tankers; 1 fuel tender; and 2 helicopters. Each platoon is divided into five battalions, and each battalion is headed by a Battalion Chief.

Over the last five years, the division’s operating expenditures increased 7% from \$71.4 million in FY 2009 to \$76.5 million in FY 2013.

There were 1,755 fire incident calls in FY 2013, a decrease of 24% over the last five years. The number of medical and rescue calls increased by 19% from 25,770 calls in FY 2009 to 30,608 calls in FY 2013.



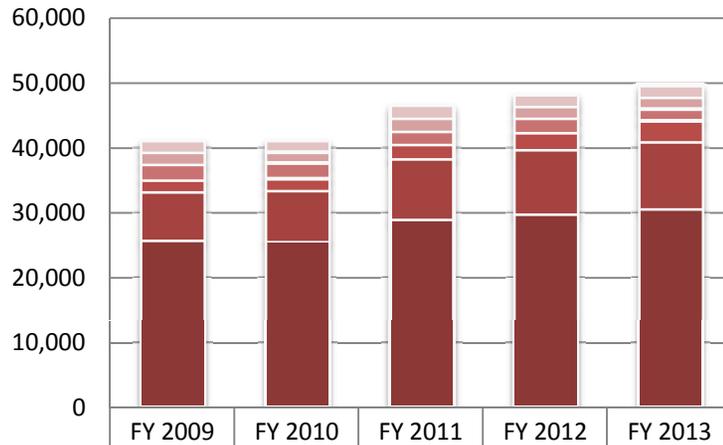
The new Ewa Beach Fire Station was dedicated in January 2013 and replaces the former Ewa Beach Fire Station, which was built in 1954. It is the first station to use a modular design.

Photo Courtesy of the Honolulu Fire Department

	Fire Operations Expenditures (\$ million)	Residents Served Per Fire Station	Fireboat Rescue and Responses ¹	Aircraft Responses
FY 2009	\$71.4	21,713	24	512
FY 2010	\$73.9	21,934	23	573
FY 2011	\$76.8	21,722	32	566
FY 2012	\$78.0	21,900	34	641
FY 2013	\$76.5	22,168	22	396
Change from last year	-2%	1%	-35%	-38%
Change over last 5 years	7%	2%	-8%	-23%

Source: Department of Budget and Fiscal Services and Honolulu Fire Department. ¹Includes Fire Alarm Responses and Rescues; and Emergency Responses.

Calls for Service by Fiscal Year



	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
■ Hazardous Materials	1,780	1,680	1,899	1,833	1,831
■ Service Calls	2,015	1,807	1,968	1,798	1,703
■ Fire	2,307	2,383	2,117	2,142	1,755
■ False Alarms	1,850	1,825	2,154	2,646	3,263
■ Other	7,359	7,752	9,343	9,875	10,274
■ Medical/Rescue	25,770	25,617	28,907	29,799	30,608

Source: Honolulu Fire Department

In FY 2013, the department responded to 16,995 significant fire-related incidents, an increase of 5% over the last five years. The number of building fires and wildland fires decreased 9% and 23%, respectively. The dollar losses associated with the building fires increased 51% from \$17.2 million in FY 2009 to \$26 million in FY 2013. During the same period, the number of fire personnel injuries decreased by 38%, and the number of civilian injuries decreased by 55%.

Fire Operations constantly prioritizes fire fighter safety and strives to be at the forefront of technology. Compressed Air Foam System (CAFS) engines and tankers improve fire fighter safety by reducing extinguishment times and exposure to adverse fire conditions. Other benefits include an improvement in water absorption and heat reduction, reduced overhaul time, and minimized water damage. The Class A foam used by CAFS engines is an effective fire retardant. The HFD's Apparatus Replacement Program will ensure the department continues to acquire this technology.

Significant Incident Statistics

	Fire-Related Incidents	Building Fires	Wildfires	Dollar Loss (\$ million)	Fatalities		Injuries	
					Fire Personnel	Civilian	Fire Personnel	Civilian
FY 2009	16,149	245	431	\$17.2	0	3	13	22
FY 2010	16,254	211	525	\$13.7	0	3	15	11
FY 2011	18,436	217	399	\$15.5	0	7	24	25
FY 2012	19,223	210	434	\$15.9	0	4	25	17
FY 2013	16,995	224	334	\$26.0	0	3	8	10
Change from last year	-12%	7%	-23%	64%	--	-25%	-68%	-41%
Change over last 5 years	5%	-9%	-23%	51%	--	0%	-38%	-55%

Source: Honolulu Fire Department

Emergency responses include fires, medical emergencies, mountain and ocean rescues, HM, and homeland security incidents. In addition, Fire Operations conducts commercial property occupancy inspections; prepares industrial and commercial fire preplans; participates in community relations activities; attends training classes, drills, and exercises; keeps abreast of trends in fire fighting techniques, emergency medical services, fire prevention, public education, and the municipal water supply; and performs daily maintenance on HFD apparatuses, facilities, and grounds.

The department responded to 29,605 emergency medical service and 1,831 hazardous materials incidents in FY 2013. Emergency medical and rescue responses represent the largest segment of all incidents responded by the department¹. Over the last five years, the number of emergency medical incidents increased by 19%. According to the department, this trend is due to the increasing number of older residents and population growth in newer communities.



Source: Honolulu Fire Department

	EMS Urban Responses			EMS Suburban Responses		EMS Rural Responses		Hazardous Materials		
	Emergency Medical Service Incidents	80% Fractile Time ²	Within 7 Minutes ³	80% Fractile Time	Within 9 Minutes	80% Fractile Time	Within 11 Minutes	Incidents	Facilities Permitted	Inspected
FY 2009	24,932	6:16	91.9%	7:26	93.0%	8:12	92.7%	1,780	409	215
FY 2010	24,817	6:17	86.6%	7:28	93.0%	7:44	94.0%	1,680	402	122
FY 2011	27,962	5:58	90.7%	7:33	90.9%	7:51	95.0%	1,899	385	104
FY 2012	28,307	5:58	91.5%	7:36	91.4%	7:57	95.0%	1,833	271	122
FY 2013	29,605	6:21	86.5%	7:46	87.5%	8:50	89.6%	1,831	363	287
Change from last year	5%	6%	-5%	2%	-4%	11%	-6%	0%	34%	135%
Change over last 5 years	19%	1%	-6%	4%	-6%	8%	-3%	3%	-11%	33%

Source: Honolulu Fire Department. ¹HFD co-responds to incidents with EMS. HFD provides basic life support care while EMS provides advanced life support care. ²⁻³Total response time standards as stated in the Department's 2005 and 2010 Standard of Cover document prepared for the Commission on Fire Accreditation International. Fractile refers to the point below which a stated fraction of the values lie.

Planning and Development

The Planning and Development (P&D) Division coordinates the HFD's short and long-term planning, operational, and quality improvement processes. There are two sections in the division: the Fire Communication Center and the Radio Shop.

P&D prepares and submits annual compliance reports to the Commission on Fire Accreditation International; develops and maintains critical department deployment models, including the Standards of Cover and other risk identification and mitigation strategies; reviews, researches, and monitors emerging legislation, regulations, trends, events, and past department performance to establish goals and objectives necessary to fulfill the department's mission; coordinates the grant management process, which include applications, budgets, procurements, and reports; and manages the department's web portal and Internet sites.

P&D also researches and develops new programs and evaluates existing programs and services to improve the Department's efficiency and effectiveness.

These programs include interoperable voice and data communications, Records Management System (RMS) upgrades, a geographical information system, and the Honolulu Online System for Emergency Service.

Information is critical for effective department management. P&D monitors and evaluates the functions performed by the RMS and recommends improvements to enhance the department's data collection and reporting processes.

The P&D Assistant Chief is the department's liaison for interagency coordination with the city's administration, the Department of Emergency Management, and the State Civil Defense on various O'ahu and statewide issues. The Assistant Chief also chairs and oversees the Department's Board of Inquiry and investigates accidents, complaints, and other confidential matters assigned by the Fire Chief.

The division's operating expenditures have remained relatively the same over the last five years.

	Planning & Development Expenditures (\$ million)	Radio Shop		Urban Fire Responses		Suburban Fire Responses		Rural Fire Responses	
		Services and Repairs	Planning and Training	80% Fractile Time ¹	Within 7 Minutes ²	80% Fractile Time	Within 9 Minutes ³	80% Fractile Time	Within 11 Minutes ⁴
FY 2009	\$2.7	507	71	6:22	85.6%	8:36	82.6%	9:41	87.7%
FY 2010	\$2.5	784	60	6:34	84.0%	8:39	82.8%	9:34	87.7%
FY 2011	\$3.2	1,931	164	6:18	86.5%	8:47	81.9%	9:34	87.1%
FY 2012	\$4.3	2,306	148	6:33	83.0%	8:52	81.2%	9:54	86.0%
FY 2013	\$2.7	2,088	156	6:55	83.0%	8:57	80.2%	10:38	80.0%
Change from last year	-37%	-9%	5%	6%	0%	1%	-1%	7%	-7%
Change over last 5 years	0%	312%	120%	9%	-3%	4%	-3%	10%	-9%

Source: Department of Budget and Fiscal Services and the Honolulu Fire Department. ¹Fractile refers to the point below which a stated fraction of the values lie. ²⁻⁴Total response time standards for first arriving company as stated in the Department's 2005 and 2010 Standards of Cover document prepared for the Commission on Fire Accreditation International (CFAI).

The Support Services Division manages and coordinates the Fire Prevention Bureau (FPB) and the Training and Research Bureau (TRB) operations.

Fire Prevention Bureau

The FPB's mission is to promote fire and life safety programs that assist the HFD in accomplishing its mission of mitigating loss of life, property, and damage to the environment.

Hawai'i State law and the City Charter assign the following responsibilities to the Fire Chief:

- Conduct fire code compliance inspections.
- Investigate fires to determine origin and cause.
- Provide fire safety education to the community.
- Review and adopt fire codes.
- Review building construction fire plans.

The Fire Chief fulfills these responsibilities through the efforts of the FPB, which is staffed with 35 uniformed and 2 civilian employees. The FPB is organized into the following sections: Administrative and Technical Support Services; Code Enforcement; Fire Investigations; Fire Safety, Education, Public Information, and Community Relations [more commonly known as the Community Relations/Education Section (CRO)]; and Plans Checking.

In FY 2013, FPB placed the new Keiki Fire Safety House into service and increased presentations by the CRO and Fire Operations at schools and fairs and for large groups.



Photo Courtesy of the Honolulu Fire Department

CRO is the liaison between the HFD and the community. Its primary responsibilities include coordinating HFD events, promoting fire safety awareness and education via delivery of educational presentations, witnessing required fire drills, and producing the Fire Fighter's Safety Guide (FFSG).

Training and Research Bureau

The Charles H. Thurston Fire Training Center (Training Center) is the home of the HFD's TRB. To fulfill the department's mission, the TRB is committed to developing highly trained, professional, and motivated personnel to provide the best fire protection, emergency response, and safety education possible to O`ahu residents.

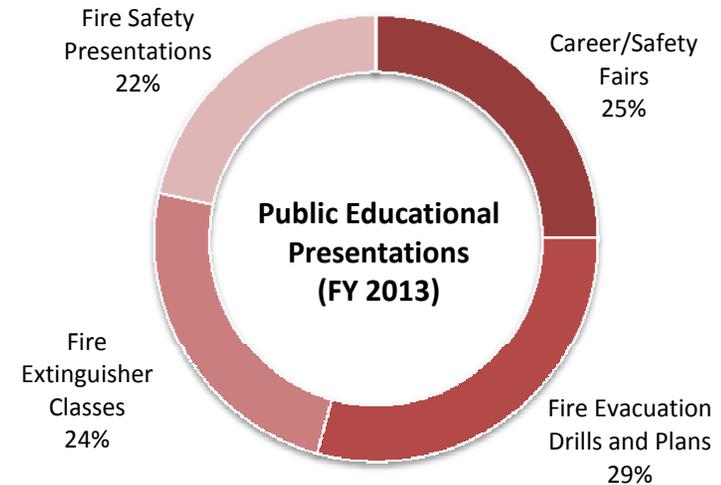
The TRB conducts new and continuous training in incident management, fire fighting, rescue, apparatus operations, emergency medical response, weapons of mass destruction (WMD), terrorism, and HM. The TRB also coordinates cardiopulmonary resuscitation training and other safety courses for city employees and the public.

Support Services

Training programs are developed and implemented in conjunction with the Fire Chief's vision, master strategic plan, and directives. Training Officers/Program Managers constantly evaluate new teaching and tactical techniques by reviewing national best practices, principles, and trends.

TRB staff continuously research new technology that impacts fire service, such as electric vehicle, hybrid vehicle, photovoltaic systems, and new WMD monitoring and identification devices.

New editions to publications, articles from credible fire journals, National Fire Protection Association standards, and apparatus designs are evaluated to identify training needs. Test bank and video on demand (VOD) resources are continually edited. New techniques and drills are incorporated into evaluations and training exercises. TRB staff also assist when needed as relief Public Information Officers, for other All-Hazards Incident Management Team positions, or as field Operator Training Rescue Watercraft (RWC) instructors.



Source: Honolulu Fire Department

Attendees at fire safety presentations increased 23% from FY 2009 to FY 2013. The division noted that fire safety presentations are only one of several types of public education programs supported by the department. Others include fairs, senior safety events, and fire extinguisher classes.

	Support Services Expenditures (\$ million)	Fire Prevention			Training and Research
		Fireworks Permits ¹	Inspections ²	Building Plans Reviewed	Fire Safety Presentations (Attendees)
FY 2009	\$5.1	7,343	65,520	2,744	3,761
FY 2010	\$3.5	8,488	62,759	2,467	3,067
FY 2011	\$5.3	11,202	64,670	2,354	2,237
FY 2012	\$5.3	8,840	54,049	2,595	2,219
FY 2013	\$5.4	10,069	63,485	2,952	4,610
Change from last year	2%	14%	17%	14%	108%
Change over last 5 years	6%	37%	-3%	8%	23%

Source: Department of Budget and Fiscal Services and Honolulu Fire Department. ¹Fireworks Permits includes public display permits, satellite city hall permits and special permits. ²Inspection consists of occupancy inspections (initial) and company inspection program inspections.

Public Information Officer (PIO)

The PIO provides information to the media regarding emergency events and HFD activities. At large-scale emergencies, the PIO reports to the Incident Commander and gathers and distributes information to the media and key stakeholders. The PIO also researches and answers questions about the HFD from the public and other governmental agencies; prepares news releases on emergencies, advisories on HFD events, and speaking points for the mayor and the Fire Chief; and participates in numerous media interviews.

The PIO also attends weekly meetings with other City PIOs to ensure they are aware of HFD news releases and events and promotes coordination of media affairs that enhance the city administration's work. The PIO also maintains regular contact with state and federal PIOs to keep them abreast of HFD operations and special events.

Fire Investigations

Fire Investigators began training suppression personnel on how they can assist in an effective fire investigation. This is an ongoing project and should be completed in 2014. Newly promoted Battalion Chiefs, Captains, and Fire Fighter IIIs were also instructed on how they can assist in an effective fire investigation. One Fire Investigator attended a Vehicle Fire Investigation course in Kentucky and subsequently received his Vehicle Fire Investigation Certification through the National Association of Fire Investigators. Fire Investigators assisted during the Hawai'i State Chapter of the International Association of Arson Investigators' annual training seminar. Forty-five chapter members attended the training. Fire Investigators also met with key members of the Office of the Prosecuting Attorney and the HPD in an effort to bolster working relationships.

State Fire Council (SFC)

The SFC is administratively attached to the State Department of Labor and Industrial Relations and comprised of four county Fire Chiefs. The Support Services Battalion Chief serves as the SFC Administrator and Fire Chief Manuel P. Neves serves as the SFC Chair. The primary mission of the SFC is to develop a comprehensive fire service emergency management network for the protection of life, property, and the environment throughout the state. The SFC also strives to unify and standardize fire service reports and training by sharing information, technology, and resources.

The SFC is responsible for adopting a state fire code, applying and administering federal fire-related grants, and administering a Reduced Ignition Propensity Cigarette Program. The SFC may advise and assist county fire departments where appropriate; prescribe standard procedures and forms related to inspections, investigations, and reporting of fires; and advise the Governor and State Legislature on issues relating to fire prevention and protection, life safety, and any other functions or activities for which the various county fire departments are responsible.

Public Perceptions of Fire Safety

In local government, core services like fire protection top the list when residents are asked about the most important government services. In the 2013 National Citizen Survey, 85% of Honolulu residents rated fire services as *excellent* or *good*. This rating is *similar* to the percentages reported nationwide and among cities with populations over 300,000. Among large cities, Honolulu ranked 17th out of 22 cities, equivalent to the 24th percentile for fire services.

The survey also reported that 68% of the Honolulu residents rated fire prevention and education as *excellent* or *good*. This rating is *similar* to the percentages reported nationwide and among cities with populations over 300,000. Among large cities, Honolulu ranked 7th out of 12 cities, equivalent to the 45th percentile for fire prevention and education.

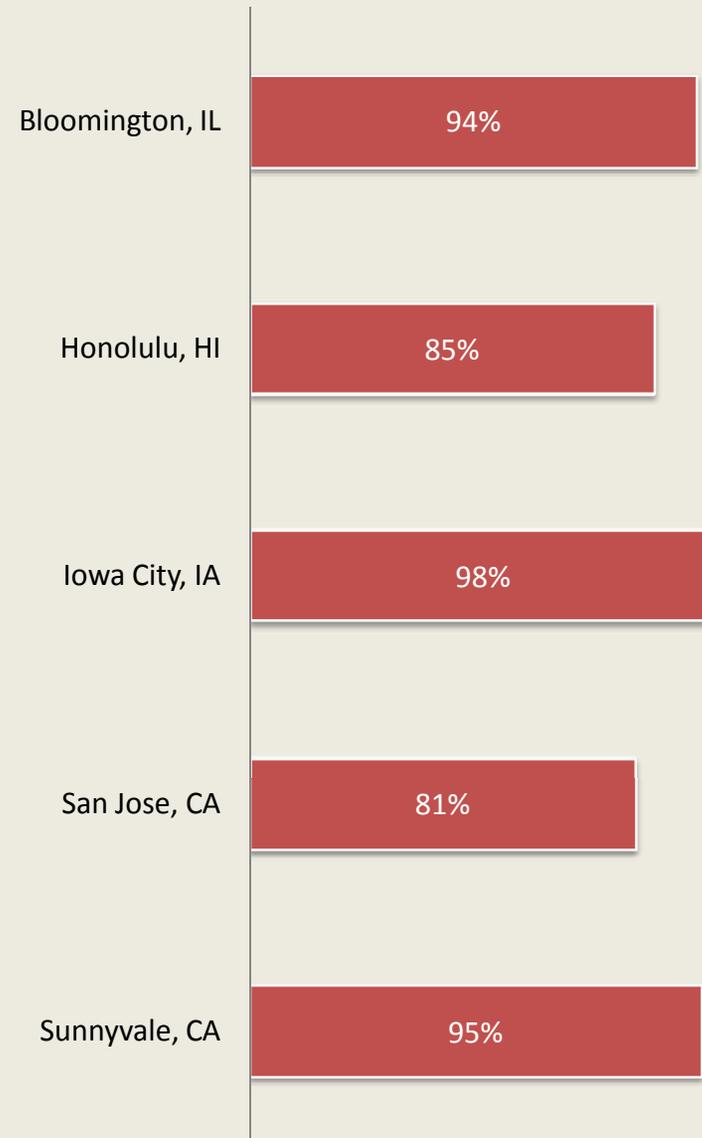
The National Citizen Survey (% Excellent or Good)				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
Fire	91%	89%	89%	85%
Comparison to National Benchmark	↔	↔	↓	↔
Fire Prevention	67%	70%	72%	68%
Comparison to National Benchmark	↓↓	↓	↓↓	↔

Source: The National Citizen Survey, Trends over Time, Honolulu, HI, 2013

Legend:

- ↑↑ Much higher than national benchmark
- ↑ Higher than national benchmark
- ↔ Similar to national benchmark
- ↓ Lower than national benchmark
- ↓↓ Much lower than national benchmark

National Comparison: Citizens Rating Fire Services (% Excellent or Good)



Source: 2013 National Citizen Survey for Bloomington, IL; Honolulu, HI; Iowa City, IA; San Jose, CA; and Sunnyvale, CA