WHITE PAPER

AUSTIN FIRE DEPARTMENT

FIRE SAFETY AND PREVENTION GRANT

INSTALLATION OF HOME SMOKE ALARMS AND FIRE SAFETY TRAILER

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Executive Summary

A primary mission of the Austin Fire Department is to eliminate civilian fire fatalities and injuries. From 2008 through 2013, there have been 26 unintentional civilian fire deaths within the City of Austin. In residential properties, there have been 18 civilian fire fatalities, 225 civilian injuries, and an estimated $88.1 million in property loss. In 50% of these incidents, there was not a smoke alarm present or a working smoke alarm present at the time of the fire.

In 2013, the Federal Emergency Management Agency (FEMA) awarded the Austin Fire Department (AFD) a $250,000 grant for Fire Safety and Fire Prevention. The accomplishments during the 17-month duration of the grant included:

- Installing smoke alarms and doing home safety inspections for targeted populations
- Performing home safety and extinguisher training demonstrations at community events with the grant-funded fire safety trailer
- Creating printed, video, and audio education materials in English, Spanish, Korean, and Chinese
- Using new technology, iPads, to show market-specific videos and audios and administer surveys to free smoke alarm recipients and community events
- Creating a FEMA grant specific website
- Purchasing backpacks equipped with the appropriate tools for smoke alarm installations to be used by Operations units

In total, AFD installed 1,715 smoke alarms in 1,480 households (71.5% above the grant deliverable) and conducted 182 home safety inspections (23.5% below the grant deliverable).

At the completion of the grant, AFD created the attached white paper to document the successes and lessons learned. This document aims to provide guidance to other fire departments interested in implementing free smoke alarm installation programs or applying for similar government funded grants. A few of the recommendations include:

- Data collection is extremely important. While AFD found that paperless options improve the return rate of appropriate documentation, this may not work efficiently for other departments. Find a data collection method that works best for your agency.
- Develop partnerships with community organizations and leaders that have access to hard to reach populations. By developing a presence with these community organizations, the fire department builds rapport and trust with the citizens.
- Provide appropriate notification and marketing in neighborhoods prior to canvassing.

AFD continues its mission of zero-fire deaths by installing free smoke alarms and providing increased public education within the community. However, AFD acknowledges that areas for further research include a long-term assessment of the impact of the free smoke alarm program and fire safety education messages to the public. Measuring the long-term impact of these programs can lead to better predictive analytics that help to identify high-risk groups within the community.

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Introduction

The presence of working smoke alarms in residential homes reduces the likelihood of civilian fire fatalities by fifty percent (Ahrens 2014). Combined with corresponding fire safety education, the severity and probability of residential fire occurrences, civilian injuries, and civilian fatalities are further reduced. In 2013, United States fire departments responded to an estimated 383,500 residential fire calls that resulted in 2,755 civilian fire fatalities, 12,200 civilian fire injuries, and an estimated $6.8 billion in direct property loss (Karter 2014). Yet despite these staggering statistics, national research estimates that four percent of U.S. homes have no smoke alarm present and 20% of homes have no working smoke alarms (USFA 2006).

A primary mission of the Austin Fire Department is to eliminate civilian fire casualties. From 2008 through 2013, there have been 26 unintentional civilian fire deaths within the City of Austin. In residential properties, there have been 18 civilian fire fatalities, 225 civilian injuries, and an estimated $88.1 million in property loss. In 50% of the incidents with a civilian fire fatality, there was not a smoke alarm present or a working smoke alarm present at the time of the fire.

Similarly, national statistics show that three of every five residential fire fatalities (60%) occurs in homes where no working smoke alarms or no smoke alarms were present (Ahrens 2014). According to a study conducted by the National Fire Protection Association (NFPA), a fire death occurs every 2 hours and 42 minutes within a residential structure and an injury occurs every 33 minutes (Karter 2014). While the number of fire fatalities in the United States has reduced by 66% from 1979 through 2007, the US continues to have some of the highest fire fatality rates in the industrialized world (US Department of Homeland Security 2011). With the appropriate tools and early notification devices, these fire casualties are preventable.

The presence of working smoke alarms alone does not prevent or reduce the occurrence of residential fires. However, smoke alarms provide early warning and detection to give occupants additional time to escape. In order to reduce the occurrence of fires, effective, targeted fire safety public education is necessary. The goal of fire safety prevention and public education is to impact human behavior and increase situational awareness. By developing public safety education tools that are relevant and reflective of the community served, residents are better prepared to handle fire emergencies (Washburn-Livingston 2010).

In 2013, the Federal Emergency Management Agency (FEMA) awarded the Austin Fire Department (AFD) a $250,000 grant for Fire Safety and Prevention efforts. The deliverables outlined for the 12-month duration of the grant, stated that AFD would:

- Coordinate 12 canvassing activities targeting identified neighborhoods, resulting in the installation of 700 smoke alarms and 360 home safety inspections
- Participate in four events organized for people with disabilities, resulting in the installation of smoke alarms and home safety inspections of 100 households

- Participate in two events for senior citizens, resulting in the installation of smoke alarms and home safety inspections of 50 households
- Participate in three multicultural family events, resulting in the installation of smoke alarms and home safety inspections of 50 households
- Perform at least 40 model home safety and extinguisher training demonstrations at community events with the grant-funded fire safety trailer
- Create market-specific publications to distribute grant-funded printed materials to vulnerable populations, resulting in 100 smoke alarm installations
- Translate the market-specific publications into English, Spanish, Korean, and Chinese
- Create market-specific videos and audios in English, Spanish, Korean, and Chinese
- Purchase 12 iPads to show market-specific videos and audios
    - iPads are also to be used to administer surveys to free smoke alarm recipients and attendees of the fire safety trailer demonstrations
- Create a FEMA grant specific website
- Purchase 10 backpacks equipped with the appropriate tools for smoke alarm installations

In total, AFD was expected to install 1,000 smoke alarms and conduct 560 home safety inspections.

During the 17-month duration of the grant, AFD experienced many successes and challenges while working toward completing the deliverables (grant duration 12-months with 5-month extension). The goal of this white paper is to provide documentation of AFD's experience implementing the deliverables of the grant and what valuable lessons have been learned from this experience. Additionally, this white paper serves as guidance to other fire departments interested in implementing or improving current smoke alarm installation programs and public education.

This paper begins with a brief description of the City of Austin population. This paper then discusses the significant events that occurred within the City of Austin and the Austin Fire Department that impacted the decision to pursue this grant. The paper provides an extensive literature review that explores other fire department programs with similar initiatives. The literature review also explores targeting specific, hard to reach populations and the importance of developing appropriate public safety messages that resonate with the population served. This paper provides a methodology and a comprehensive review of the significant findings. The text concludes with lessons learned and recommendations. Appendices provide samples of the documents used throughout the duration of the grant.

Background

About the City of Austin

The City of Austin is the State Capitol of Texas and is a governmental hub for numerous cities and counties throughout the state. Austin is a home-rule municipality within Travis County that encompasses 273 square miles. The City of Austin provides services for approximately 853,020 residents and an estimated 19 million visitors annually (Austin Fire Department 2014; Austin Live Music Capital of the World 2014).

Within the City of Austin full-purpose, there are two major university campuses, The University of Texas and St. Edwards University. As of 2012, approximately 52,000 students were enrolled at the University of Texas in Austin. Austin also has several smaller university and college campuses including Austin Community College, Concordia University, and Huston-Tillotson College. Additionally, Camp Mabry, located in Austin, Texas, is the headquarters of the Texas Military Forces. Camp Mabry currently houses the office of the Adjutant General, Texas Army National Guard, the Texas Air National Guard, and the Texas State Guard.

In 2012, Austin became the home to the only Circuit of Americas Formula 1 facility in the United States. This annual event hosts over 200,000 fans. Throughout the year, other entertainment organizations utilize the facility, which help to further increase tourism within City of Austin. With the many sporting events, concerts, Formula 1, South by Southwest Festivals, and Austin City Limits Festivals, the Austin-Bergstrom International Airport set an all-time record high of transporting approximately 9.4 million passengers in 2012 and over 10 million passengers in 2013. In 2013, Austin experienced a 2.7% population growth rate and a 3.1% job growth rate (Forbes 2014). With all of the events, the presence of universities, and rapidly increasing job market, Austin became the number one fastest growing city in the United States in 2013 (Forbes 2014).

AFD operates 45 stations, 68 units (58 structural frontline units, six Battalion Chief Units, and 4 airport rescue units) and 7 work sites with a sworn strength of 1,030 (See Appendix A). The City of Austin now receives more than 89,000 fire/medical calls for assistance each year, which results in 115,000 unit runs. As of fiscal year 2014, AFD and Emergency Service Districts (ESDs) responded to 652 structure fires, 1,477 non-structure fires, 50,107 medical calls, 1,512 hazmat calls, 239 rescues, and 35,554 various other call types.

The City of Austin's population is diverse. According to the 2013 American Community Survey (ACS) 1-year estimates, approximately 25% of the population in Austin is under the age of 19 and 7.5% is over the age of 65. The majority of the population is White/Caucasian (77.7%). Approximately, 7.4% of the population is Black/African American and 6.2% of the population is Asian. Approximately 34% of the population is Hispanic or Latino. According to the City Demographer, the Asian population in Austin has almost doubled since the nineties. The largest Asian demographic populations in Austin are Indian, Vietnamese, and Chinese. With

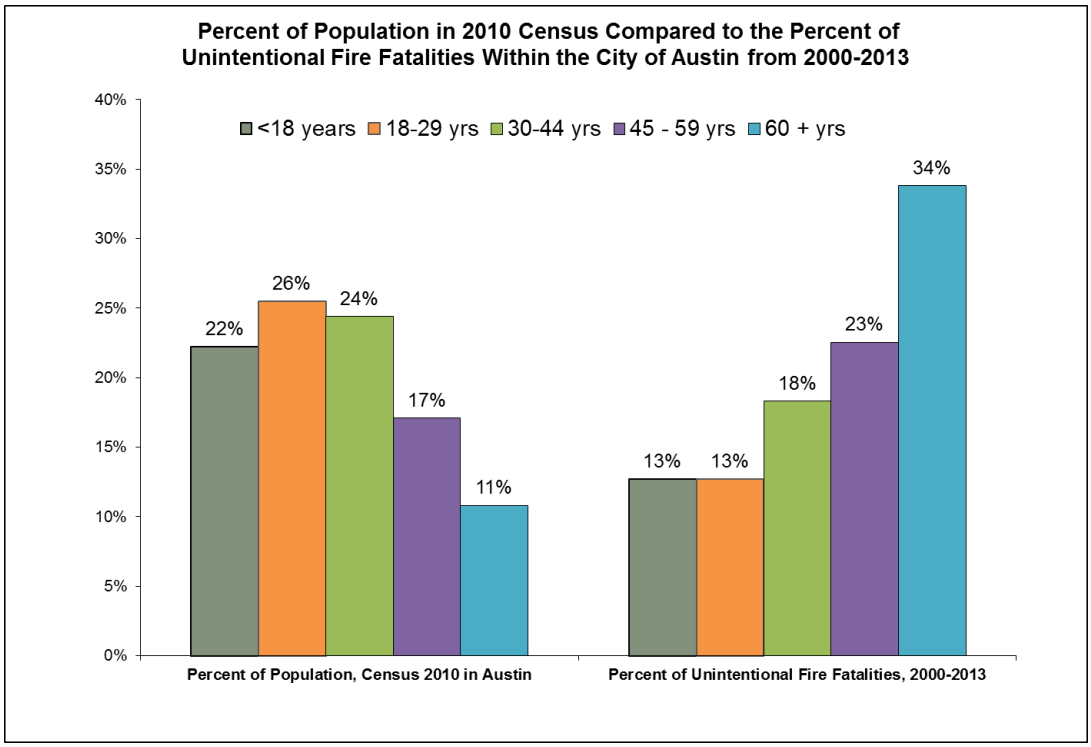
increased racial diversity, also come increased differences in language. The ACS 1-year estimates that 32.7% of the population in Austin speaks a language other than English and 12.2% of the population speaks English less than "very well". Additionally, 24.8% of the population speaks Spanish.

Within the City of Austin, approximately 31% of households have a total income of $34,999 or less. Roughly, 14.1% have a household income between $35,000 and $49,999, and 18.3% of the population has a total household income between $50,000 and $74,999. Roughly, 36.7% of households earn more than $75,000 per year. While the average annual income in the City of Austin is approximately $78,900, Austin has a high population of individuals in poverty. Within Austin, 8.4% of people determined to be in poverty status are over the age of 65 are in poverty.

Furthermore, according to the World Bank, there is a correlation between individuals in poverty and individuals with disabilities (Poverty and Disability 2010). Approximately, 10.3% of the Austin civilian, non-institutionalized population lives with a disability. Approximately 4.9% of persons with a disability are under the age of 18, 9.1% of persons with a disability are between the ages of 18 to 64, and 36.9% of people with disabilities are over the age of 65. According to the 2009-2011 ACS 3-Year estimates, approximately 25% of individuals with disabilities have a type of hearing difficulty. Fifty percent of individuals with hearing difficulties are adults over the age of 65. Approximately, 1.4% of the Austin civilian population lives with some kind of vision difficulty. Fifty percent of individuals with vision difficulties are 65 years or older.

By understanding the diverse population within Austin, AFD was able to focus the efforts of the grant to target specific groups. In Table 1, AFD compared the percentage of the population as reflected in the 2010 Census to the percent of unintentional fire fatalities that occurred in Austin from 2000-2013.

Table 1: Percent of Population in 2010 Census Compared to the Percent Unintentional Fire Fatalities within City of Austin from 2000-2013

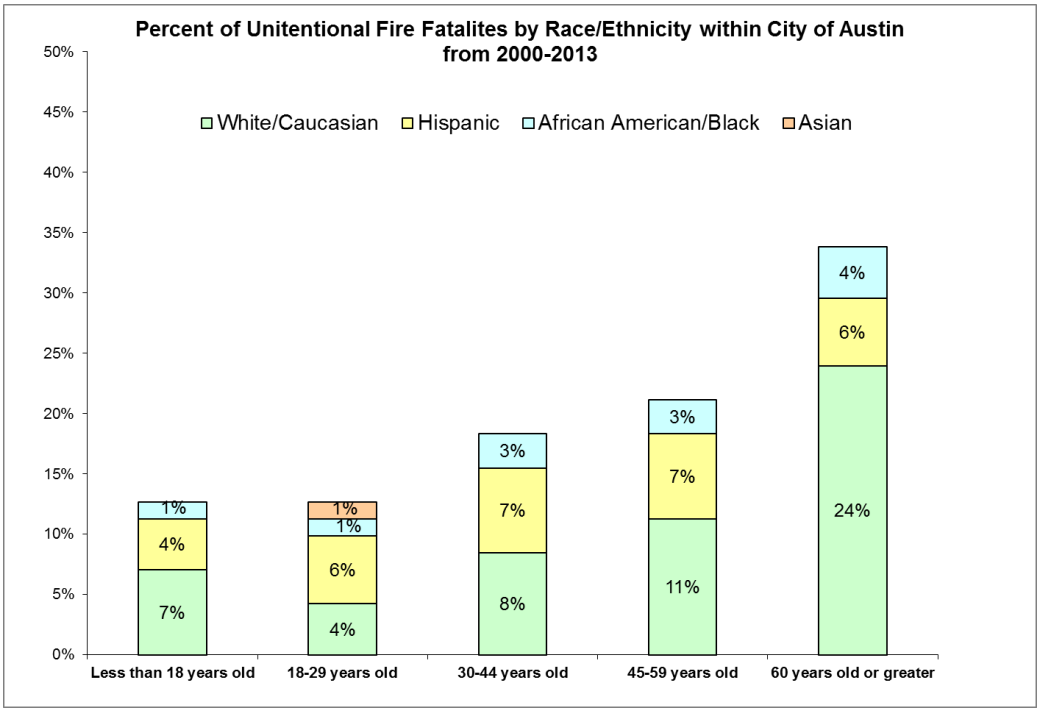


By comparing the population in Austin to the age groups of unintentional fire fatalities, it is evident that the elderly have a disproportionally higher number of fire fatalities compared to any other demographic age group. Similar to national statistics, 49.2% of people over the age of 85 have the highest fire fatality rates (U.S. Fire Statistics 2014). Individuals in the age group 45-59 years of age also had high fire fatality rates as compared to the rest of the population.

In Table 2, AFD compares the percent of unintentional fire fatalities that occurred from 2000 to 2013 by race and ethnicity. Based on these findings, Hispanic and African Americans in Austin experience high rates of fire fatalities as compared to any other minority group. Nationally, African American males (21.5%) and American Indian males (14.8%) have the highest fire fatality rates per million people (U.S. Fire Statistics 2014).

While historically, Asian populations have a relatively low number of fire fatalities within City of Austin (1%), AFD decided that since Asian populations are rapidly growing within Austin, it would be beneficial to target this demographic group. The ultimate goal of the smoke alarm installations and fire prevention education is to take a proactive approach rather than reactive. As a result, targeting rapidly growing demographic populations help AFD to prevent a potential fire problem before it occurs.

Table 2: Percent of Unintentional Fire Fatalities by Race/Ethnicity 2000-2013



Zero-Fire Death Initiative

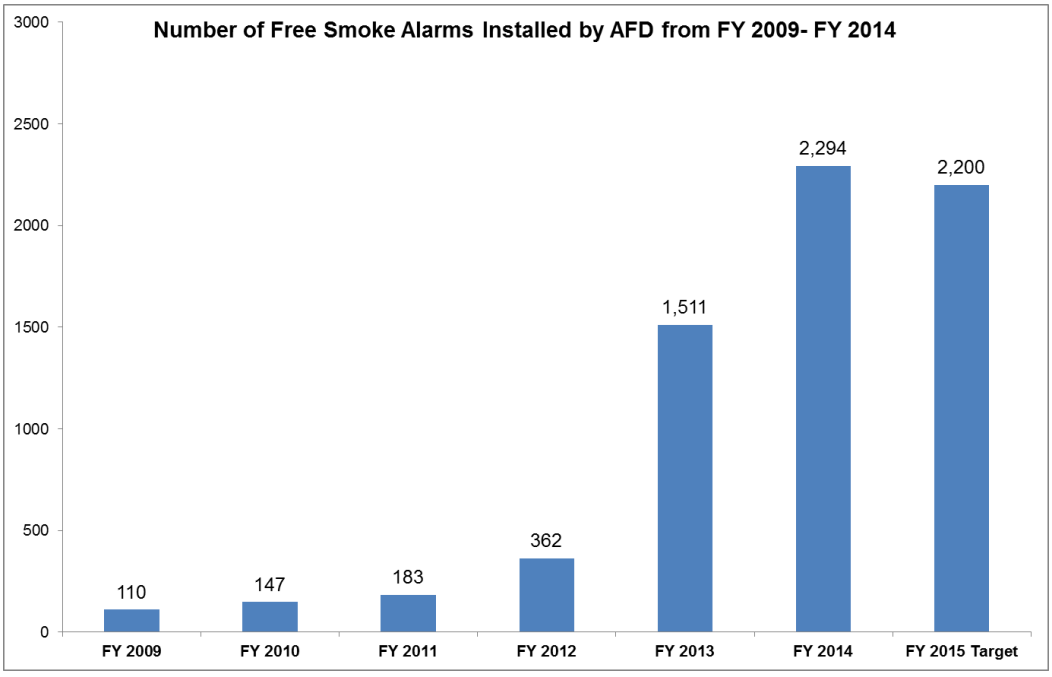
The City of Austin takes loss of life and property seriously. As a result, AFD continually reviews performance measures to make sure we are providing the best service to the residents. One of these performance measures looks at the number of unintentional fire deaths within the year. In the past, using historical data, AFD would set estimates for the number of unintentional fire deaths that were expected to occur. However, when Chief Rhoda Mae Kerr became the Austin Fire Chief in 2009, she found it unacceptable to set estimates for the number of unintentional fire deaths. Chief Kerr and AFD firmly believe that no fire death is ever acceptable. All fire deaths are preventable. In 2009, AFD began to set yearly target of zero-fire deaths within the City of Austin.

During this time, AFD began to install free smoke alarms. AFD had attempted several different programs, but none of them had the kind of support that was needed to continue long-term. A defining moment for the department occurred on July 10, 2012. Within 15 minutes, two structure fires occurred. In the first fire, two children under the age of 10 died after a vehicle fire spread into the extended garage where the children were living. In the second fire, two other individuals died, one elderly woman over the age of 90, and her son over the age of 50.

In both of these fires, there were no working smoke alarms. While each fire fatality significantly affects the department, these four deaths in particular were a reminder that these individuals may still be alive today if a working smoke alarm had been present.

These fire fatalities were a call to arms for the Austin Fire Department. After these tragic events, AFD made a highly publicized and concerted effort to install free smoke alarms in residents' homes. After these fire fatalities, AFD began to conduct canvassing events within neighborhoods after catastrophic events. This helped bring awareness to the community that fire fatalities and injuries are preventable with a working a smoke alarm. As seen in table 3, AFD initially began to install one smoke alarm per day in fiscal year 2009. The next year, the performance measure increased to install three smoke alarms per day. After the implementation of the FEMA grant, AFD installed 2,294 free smoke alarms.

Table 3: Number of Free Smoke Alarms installed by AFD by Fiscal Year



After the fire fatalities, Chief Kerr made a promise that the Austin Fire Department will make tireless efforts toward zero fire deaths within the city. From this tragedy, Chief Kerr coined the term "Do your Part" as a way to get the community engaged in the fire safety message. While working smoke alarms alone do not prevent or reduce the occurrence of residential fires, smoke alarms provide early notification to occupants. Combined with public fire safety education and community engagement, the Austin Fire Department strives each day to achieve zero-fire deaths.

Literature Review

In 2013, 61% of civilian fire fatalities occurred in residential structures in the state of Texas (Fires in Texas 2013). Often times when a fire occurs, a vast majority of the fatalities are a direct result from smoke inhalation rather than thermal injuries. Early detection devices are

critical in defining life and death moments during a fire. Fire departments throughout the United States work diligently to develop smoke alarm programs and provide public education tools to help make their communities safer. While the type of smoke alarm programs and public education initiatives vary from fire department and city, several studies compare the long-term efficacy of these programs.

In a three-year study conducted in five states across the US, researchers compared the long-term impact that smoke alarm programs have within the community (Harvey et al. 2004). This study compared two different strategies of smoke alarm initiatives. In the first strategy, the fire department installed smoke alarms in residential homes through canvassing events and home visits. In the second program, fire departments gave smoke alarm vouchers to residents in the community, which allowed the individual to receive a free smoke alarm from a local retail store. The study found that when following up six to 12 months after the smoke alarm initiatives, individuals that had a smoke alarm directly installed by the fire department were 90% more likely to have functioning smoke alarms as compared to the 65% of individuals that received vouchers (Harvey et al. 2004). The study found on average, approximately 47% of individuals in the voucher group did not redeem their vouchers (Harvey et al. 2004).

Similarly, in a study conducted in eight areas of Minnesota, North Carolina, and Oklahoma, researchers found that canvassing door-to-door seemed to be the most effective method in installing the highest number of smoke detectors (Shults et al. 1998). Additionally, in the study home visits were conducted to check detectors that had been distributed three to four years earlier. Researchers found that 76% of households did not have working detectors. Nuisance alarms were the primary reason occupants removed batteries from smoke alarms (Shults et al. 1998). In a separate study evaluating the effectiveness of fire safety programs that installed 10-year smoke alarms, only one-third of the alarms were still functioning after ten years (Jackson et al. 2010). Thirty-seven percent of the alarms were missing and 30% of the alarms were present but not functioning.

Likewise, in a study conducted in Oklahoma, a targeted intervention free smoke-alarm giveaway program resulted in an 80% drop in hospitalizations and fire deaths (Mallonee et al. 1996). However, when the residents failed to install the smoke alarms provided to them, there was no reduction in fire injuries. As result, the study found that providing residence with vouchers was not as effective as fire departments installing smoke alarms directly (Mallonee et al. 1996). Additionally, researchers concluded that follow-up with residents between six to eight months after the initial installation may increase the long-term probability that the smoke alarms will be functioning (Jackson et al. 2010).

When conducting door-to-door canvassing and installing smoke alarms directly in residents' homes, fire departments are able to conduct home safety inspections. Identifying unsafe or hazardous behaviors, such as over loaded electrical outlets, unsafe cooking practices, or blocked exits are all opportunities to further reduce the likelihood of injury in case of a fire. Within the UK, a study found that when fire departments conducted home safety visits

there was an 11% reduction in fire deaths and 16% reduction in fire related casualties from 2008 to 2010 (Arch and Thurston 2012).

Additionally, when conducting door-to-door canvassing, fire departments have an opportunity to provide face-to-face fire safety education. The goal of effective, fire safety education is to influence human behavior and help the public be better prepared for emergencies. When interacting with diverse populations, it is important to develop fire safety education tools that are culturally diverse and representative of the community.

In a study conducted by South Metro Fire Authority, the department explored how differences in cultural and religious beliefs create challenges in community risk reduction. By interviewing minority community leaders, the study found that cultural traditions such as burning candles at alters or popping firecrackers during celebrations pose challenges toward implementation of community risk reduction. One solution the study suggested was to develop fire safety education tools that use specific cultural examples to target specific communities. These tools should be language appropriate (Whipple 2009).

Similarly, in a study conducted by the Rockford Fire Department, the study found that a large percentage of structure fires in Rockford occurred in predominately Hispanic communities (Washburn-Livingston 2010). The fire department realized that a majority of their fire safety education programs were taught in English and only focus on young children. The study found that by having more Spanish language brochures and Spanish speaking instructors, the department was able to develop effective fire safety education tools for this high-risk population. Additionally, the fire department became increasing more visible within these communities, which helped to build trust and rapport (Washburn-Livingston 2010).

Likewise, Tulsa Fire Department realized that the fire safety education tools they currently had were not effective in influencing change within the local Hispanic communities. As a result, Hispanic communities in this area were at a much higher risk for fire casualties (Myers 2007). Similarly, West Palm Beach Fire Rescue Department conducted a study to determine why their comprehensive risk reduction program was not significantly impacting local Hispanic communities (Triana 2007). The study found that none of the fire safety programs were offered in Spanish (Triana 2007). Myers (2007) stated that language barriers are a primary obstacle in reaching hard to reach populations. Language barriers pose a challenge for fire departments when trying to provide effective fire safety education.

Cultural and racial/ethnic differences are not the only challenges that fire departments may face when creating effective fire safety messages. Elderly population groups are often hard to reach due to social isolation or physical impairments. In a study conducted by Diekman et al. (2010), researchers revealed that three important factors affect effective fire safety education to the elderly. First, fire departments needed to build a relationship with elderly communities. This was achieved by attending community events geared toward this population. By establishing a presence in the community, the fire department was able to build rapport and

trust with elderly communities. Lastly, the fire safety presentations needed to be relevant to this population.

Similarly, Smerz (2003) states that educational programs for the elderly should peak senior's interests by referring to historical examples and previous experiences. Elderly adults validate their beliefs based on their own experiences and are able to incorporate what they learn into something meaningful and relevant. In a study conducted by Harrison Township Fire Department, the study found that effective fire education for elderly adults should be interactive. Additionally, the length of the presentations should be short for elderly adults (Seitz 2006).

Shields et al. (2013) found that in 34% of homes headed by elderly adults, there was not the recommended coverage for smoke alarms in the home. These homes rarely had a working smoke alarms on each floor (Shields et al. 2013). Elderly adults represent one of the highest risk groups for fire fatalities and injuries. One reason is due to physical disabilities that prevent quick and easy escape (USFA 1999). Another reason may be hearing challenges that hinder the early notification of smoke alarms.

Currently within fire safety education, deaf or hard of hearing populations have largely been underserved. While there has been steady progression on improving fire safety education for the public, these advancements have not completely addressed the needs of deaf or hard of hearing communities (USFA 1999). In a study conducted about market research and public education directed toward deaf communities, many deaf communities felt that their fire safety needs were not being met through the existing mainstream messages. Additionally, many individuals in this group were not aware of the existence of hearing-impaired smoke alarms or where to find them (USFA 1999).

In a study conducted by Forsyth Fire Department, the department explored ways begin to provide fire safety education for deaf or hard of hearing populations (Parker 2014). The study found that to increase fire safety awareness for deaf or hard of hearing communities, public service announcements with fire safety messages should be advertised in newspapers, senior centers, and schools. Additionally, the department found that purchasing special devices for deaf or hard of hearing communities can allow the fire department to gain access to these populations by installing hearing impaired smoke alarms.

Comprehensive fire safety education should strive to meet the needs of specific populations. By being culturally sensitive and providing relevant and meaningful messages, fire departments are better able to gain the trust of specific communities and gain a deeper understanding of challenges that may arise. Cultural and ethnic diversities are not the only ones that need to be considered when designing effective fire safety education messages. When targeting hard to reach groups such as the elderly, deaf, or hard of hearing, or mobility impaired it is essential to develop tools that help build rapport and establish relationships.

Process

In January 2013, the Austin Fire Department applied for the Fire Safety and Prevention FEMA grant. The motivation to apply for this grant was because it corresponded directly with the department's mission of zero-fire deaths. FEMA approved the 12-month grant on June 24, 2013 for $250,000. The deliverables stated that AFD would:

- Coordinate 12 canvassing activities targeting identified neighborhoods, resulting in the installation of 700 smoke alarms and 360 home safety inspections
- Participate in four events organized for people with disabilities, resulting in the installation of smoke alarms and home safety inspections of 100 households
- Participate in two events for senior citizens, resulting in the installation of smoke alarms and home safety inspections of 50 households
- Participate in three multicultural family events, resulting in the installation of smoke alarms and home safety inspections of 50 households
- Perform at least 40 model home safety and extinguisher training demonstrations at community events with the grant-funded fire safety trailer
- Create market-specific publications to distribute grant-funded printed materials to vulnerable populations, resulting in 100 smoke alarm installations
- Translate the market-specific publications into English, Spanish, Korean, and Chinese
- Create market-specific videos and audios in English, Spanish, Korean, and Chinese
- Purchase 12 iPads to show market-specific videos and audios
    - iPads are also to be used to administer surveys to free smoke alarm recipients and attendees of the fire safety trailer demonstrations
- Create a FEMA grant specific website
- Purchase 10 backpacks equipped with the appropriate tools for smoke alarm installations educational

AFD recognized that in order for the grant to be successful, it would take an inter-departmental effort. In July 2013, the Community Outreach division coordinated a meeting for Planning and Research, the Public Information Office (PIO), the Grants Coordinator, Purchasing, and the IT department to discuss the deliverables of the grant and evaluate what appropriate steps needed to happen to make the grant successful (See Appendix B).

The grant was awarded during the period prior to the end of the fiscal year.[1] As a result, AFD had to get special approval from City Council to approve large purchases within the grant budget. AFD began purchasing smoke alarms in September 2013. Simultaneously, the Community Outreach division developed an information bulletin PowerPoint that was distributed to all operations personnel. The information bulletin discussed the appropriate paperwork AFD personnel were required to collect during canvassing events and smoke alarm

[1] City of Austin fiscal year is October through September.

installations. These forms included a liability release form, a condensed version of the home hazard checklist, and the smoke alarm survey (See Appendix C-E).

In order to advertise for the smoke alarm and fire safety education programs, the internal PIO division advertised on the Austin Fire Department website. The PIO division worked on marketing efforts to local radio stations, television stations, and print media. Additionally, within the first month of grant, Community Outreach began to design educational materials to distribute during canvassing events. Community Outreach began to contracting with translators to translate the brochures into Spanish, Korean, and Chinese.

During this time, the Planning and Research section developed the smoke alarm survey and the fire safety trailer survey. The survey was created in both paper and electronic forms. Since the grant awarded AFD with 12 iPads, not all operations units would be able to administer the survey using these devices. As a result, paper surveys were used in conjunction with the iPads in order gather survey data. The smoke alarm surveys were translated into English, Spanish, Korean, and Chinese. Additionally, Planning and Research designed a second survey for the fire safety trailer demonstrations. This survey was administered using iPads and was translated into English and Spanish (See Appendix F).

Community Outreach contracted a video and audio production consultant to help create four 2-minute videos and audios on topics about smoke alarm installations, fire extinguisher education, home fire drills, and fire kitchen safety. The videos and audios, translated into English, Spanish, Chinese, and Korean were created to supplement the fire safety brochures and downloaded into the 12 iPads (See Appendix G).

After the start of the fiscal year, the Austin Fire Department needed special approval from City Council to purchase the fire safety trailer. During this time, AFD placed purchase orders for the iPads and canvassing supplies. One of the purchases was 45 smoke alarm installation backpacks that were given to field operations. The backpack included smoke alarms, the appropriate paperwork, a stepladder, and a screw driver for easy installation.

After completing the purchasing requirements for the grant, Community Outreach began to schedule large canvassing events throughout Austin. Using historical incident data and data from the 2010 Census, Planning and Research created several maps of areas to canvass that met the demographic needs of the grant. Some populations, such as individuals with disabilities, were not identified using the Census 2010 data.

Community Outreach began to reach out to various local groups to target specific populations. Community Outreach developed relationships with the Texas School for the Deaf, The Texas School for the Blind, the Greater Austin Hispanic Chamber of Commerce, Capital City African American Chamber of Commerce, and the Asian American Resource Center. Through these partnerships, Community Outreach scheduled four events organized for people with disabilities, three senior citizen events, and four multicultural family events.

Additionally, Community Outreach scheduled and conducted 40 fire safety educational training events with a high number of adult and children attendees. The fire safety trailer was used to

show residents how to react in case of fire in a residential structure. The children and adults were taught important home safety tips including smoke alarm installations, home fire drills and evacuation, kitchen fire prevention, and how to properly use a fire extinguisher. Attendees saw a short video about the importance of fire safety. After the completion of the fire safety demonstration, attendees were asked to complete a brief survey and adults were encouraged to sign up for free smoke alarm installations and home safety visits.

Results

At the completion of the grant, AFD was able to complete a majority of the deliverables. Below is a detailed breakdown of each of the grant deliverables and the results.

Grant Results:

- Coordinate 12 canvassing activities targeting identified neighborhoods, resulting in the installation of 700 smoke alarms and 360 home safety inspections
    - Results:
        - Conducted 12 Canvassing Events
        - Installed 1,046 smoke alarms
        - Conducted 92 Home safety inspections
- Participate in four events organized for people with disabilities, resulting in the installation of smoke alarms and home safety inspections of 100 households
    - Results:
        - Conducted four community events that included people with disabilities
        - Visited a total of 149 homes yielding 448 smoke alarms installations, including 250 hearing impaired smoke alarms installed in 63 homes of people with hearing impaired disabilities
        - Conducted 59 home safety inspections
- Participate in two community events targeting senior citizens resulting in the installation of smoke alarms and home safety inspections of 50 households
    - Results:
        - Conducted three community events that included senior citizens
        - Visited 54 households resulting in 92 smoke alarm installations and 20 home safety inspections
- Participate in three community events targeting multicultural family events resulting in the installation of smoke alarms and home safety inspections in 50 households
    - Results:
        - Conducted four community events that included multicultural families
        - Visited 50 homes resulting in 129 smoke alarm installations
        - Conducted seven home safety inspections
- Purchase Model Home Fire Safety Trailer
    - Results:

        - Worked with vendor to design/purchase a "State of the Art" Fire Safety Trailer that is equipped with the latest Fire Safety training technology including self-generating digital flames and smart props that respond directly to the Trainee's actions
        - Timelines from initial purchase request - trailer delivery
            - 12/12/13 – forwarded purchase request/memo to City Council for approval
            - 01/20/14 – received City Council approval
            - 02/14/14 – issued purchase order
            - 06/09/14 – received trailer
- Complete at least 40 Fire Safety Training educational demonstrations
    - Results:
        - Conducted 40 events (from 6/14 – 10/14) resulted in reaching approximately 12,227 people (7,745 adults/seniors and 4,482 kids)
        - Fire Safety Training events were held throughout the city, including areas that are considered to be socially economically and disadvantaged neighborhoods, senior citizens, and multicultural family neighborhoods
- Design/print market-specific publications and educational material
    - Results:
        - Designed/printed Home Safety Tips brochures printed in English, Spanish, Korean, Chinese, and large font brochure for visually impaired citizens
        - Door hangers
        - Postcards
- Create Fire Safety Tips videos/audios in English, Spanish, Korean, and Chinese
    - Results:
        - Created 28 Fire Safety Tips videos and audios (16 videos/12 audios) in English, Spanish, Korean, and Chinese. Specific topics focused on:
            - Smoke Alarm Installations
            - Proper use of Fire Extinguishers
            - Preparing a Fire Escape Plan
            - Kitchen Fire Safety
- Purchase 12 iPads and install Home Safety Tips videos/audios
    - Results:
        - Purchased 12 iPads and all the required software installed to meet the FEMA grant requirements
        - Installed Fire Safety Tips videos and audios
        - Smoke Alarm Installation Surveys
        - Smoke Alarm Liability Forms
- Create a FEMA Grant specific website
    - Results:

        - Website created and houses all FEMA grant videos, audios, educational publications

- Purchase 10 installation backpacks
    - Results:
        - Purchased a total of 45 backpacks equipped with power drills and step-ladders

In total, AFD installed 1,715 smoke alarms in 1,480 households (71.5% above the grant deliverable) and conducted 182 home safety inspections (23.5% below the grant deliverable).

Smoke Alarm Survey Results

At the completion of the grant, 555 smoke alarm surveys were returned (38% response rate). The purpose of the survey was to explore Austin residents' current knowledge of smoke alarms in their home and to understand the impact that educational materials may have on future behaviors. The survey also helped provide feedback on the residents experience in working with the fire department to install free smoke alarms. Respondents were informed that participation in the survey was voluntary and in no way affected the smoke alarm installation in their home. Participants also had the option to skip certain questions if they did not find them relevant or felt uncomfortable providing an answer.

The percentages calculated for the tables are based on the respondents that answered the question. In Table 4, approximately 75.5% of participants stated that there was a smoke alarm present in the home prior to the Austin Fire Department installing a free one. Twenty-three percent of the respondents stated that there was no smoke alarm present before AFD installed one and approximately 1.5% of the respondents were unsure if there was a smoke alarm present prior to the Austin Fire Department's visit.

Of the 23% of respondents that said there was no smoke alarm present, some of the reasons provided for not having a smoke alarm included: old or broken smoke alarms, ceilings too high to install a smoke alarm, respondents could not afford a smoke alarm, the smoke alarm kept going off because there were smokers in the home so the alarm had been disabled, lack of education, and the home had recently been remodeled and new smoke alarms were not installed. Several of the respondents stated that they were unsure if the current smoke alarms they had were working because it had been years since last changing them.

Table 4	Smoke Alarm Survey Answers	
Variables	**%**	**Frequency (f)**
Were smoke alarms present before AFD?		
Yes	75.5%	410
No	23%	125
Not Sure	1.5%	8
Location of Smoke Alarms[2]		
Living Room	26.5%	147
Dining Room	6.8%	38
Kitchen	13.5%	75
Bedroom	41.8%	232
Bathroom/s	2.9%	16
Hallway	59.8%	332
Unknown	0.2%	1
Other Areas	3.9%	22
Last time smoke alarm tested		
Within the past week	5.7%	25
1 week to 1 month ago	11.3%	49
2-3 months ago	15.4%	67
4 months or longer	27.4%	119
Have not tested it	16.1%	70
Unknown	24.1%	105
Last time smoke alarm replaced		
Less than 1 year ago	27%	117
Between 2-5 years	15.5%	67
Between 6-10 years	8.5%	37
More than 10 years	8.5%	37
Have never replaced	18.5%	80
Unknown	21.9%	95
Working batteries in smoke alarm		
Yes	69.8%	310
No	16.0%	71
Unknown	14.2%	63
Removed Batteries from smoke alarm/s		
Yes	42.3%	208
No	48.0%	236
Unknown	9.8%	48
If, yes what were the reasons for removing battery from smoke alarm[3]		
False Alarm (no fire)	15.1%	84
Needed the batteries	7.0%	39
Stop the Chirping	15.3%	85
Unknown	4.7%	26
Other	4.5%	25

[2] This question is not mutually exclusive. Participants were able to check all answer options that applied. Participants also had the option to skip questions. Since the questions are not mutually exclusive, the denominator for each answer is 555 (total number of participants). This field may exceed or be less than 100%.
[3] This question is not mutually exclusive. Participants were able to check all that applied. Participants had the option to skip questions. Since the questions are not mutually exclusive, the denominator of 555 (total number of participants. This field may exceed or be less than 100%.

Table 4 Continued	Smoke Alarm Survey Answers	
Variables	**%**	**Frequency (f)**
Emergency Escape Plan		
Yes	53.7%	284
No	38.9%	206
Unknown	7.4%	39
Experienced a Fire in the Home		
Yes	10.5%	56
No	88.1%	468
Unknown	1.3%	7
If, yes did fire department respond[4]		
Yes	48%	47
No	46.9%	46
Unknown	5.1%	5
Cause of Fire[5]		
Cooking	2.7%	15
Improperly Discarded Smoking Materials	1.1%	6
Improperly discarded matches or lighter	.5%	3
Candle left unattended	.5%	3
Heater Malfunction	.4%	2
Electrical or appliance malfunction	2.0%	11
Intentionally set fire	.4%	2
Unknown	1.8%	10
Other	3.8%	21
Installation of Smoke Alarms		
Dissatisfied	1.2%	6
Neither Dissatisfied nor Satisfied	0.6%	3
Satisfied	93.0%	454
No Opinion	5.1%	25
Distribution of fire prevention and safety information		
Dissatisfied	1.1%	5
Neither Dissatisfied nor Satisfied	1.9%	9
Satisfied	88.9%	418
No Opinion	8.1%	38
Information provided in the video		
Dissatisfied	0.6%	2
Neither Dissatisfied nor Satisfied	2.8%	10
Satisfied	45.8%	163
No Opinion	50.8%	181
Professionalism of the Firefighters (Crew)		
Dissatisfied	0.8%	4
Neither Dissatisfied nor Satisfied	0.8%	4
Satisfied	95.0%	456
No Opinion	3.3%	16

[4] Within the paper survey, many people that indicated they had not experienced a fire also indicated that the fire department did not respond to the fire. Some of the respondents may have not understood this question and rather than skip the question, they answered no.

[5] This question is not mutually exclusive. Participants were able to check all that applied. Participants had the option to skip questions. Since the questions are not mutually exclusive, the denominator of 555 (total number of participants). This field may exceed or be less than 100%.

Table 4 Continued	Smoke Alarm Survey Answers	
Variables	**%**	**Frequency (f)**
Test your smoke alarm/s monthly		
Not at all likely	4.8%	23
Somewhat likely	26.5%	127
Very likely	65.0%	312
No Response	3.8%	18
Replace your smoke alarm/s every 10 years		
Not at all likely	3.1%	15
Somewhat likely	13.7%	66
Very likely	79.4%	382
No Response	3.7%	18
Develop an Emergency Action Plan		
Not at all likely	3.4%	16
Somewhat likely	14.5%	68
Very likely	75.7%	356
No Response	6.4%	30
Check home regularly for possible hazards		
Not at all likely	2.1%	10
Somewhat likely	15.6%	76
Very likely	78.8%	383
No Response	3.5%	17
Tell others about Free Smoke Alarm Program		
Not at all likely	1.8%	9
Somewhat likely	10.1%	50
Very likely	85.8%	424
No Response	2.2%	11
How did you learn about the free smoke alarm program?[6]		
Austin Fire Department came to my door	23.4%	130
Door Hanging Brochure	2.7%	15
Through a friend or family member	13.9%	77
Austin Fire Department website	1.6%	9
Advertisement on Austin Fire Department Vehicle	1.6%	9
Attended an event	26.3%	146
Social media	1.8%	10
Radio advertisement	.5%	3
Television advertisement	7.0%	39
Print advertisement	2.2%	12
Community Organization	5.9%	33
Other	12.8%	71

When participants were asked to rate the information provided in the video, 0.6% were dissatisfied, 2.8% were neither dissatisfied nor satisfied, 45.8% of respondents stated they were

[6] This question is not mutually exclusive. Participants were able to check all that applied. Participants had the option to skip questions. Since the questions are not mutually exclusive, the denominator of 555 (total number of participants). This field may exceed or be less than 100%.

satisfied, and 50.8% of respondents did not have an opinion. The high no opinion response rate regarding the video is a direct result of not all residents viewing the fire safety videos. With limited iPads used during canvassing events and smoke alarm installations, several units did not have the ability to show participants the videos. As a result, several respondents were unable to answer this question.

At the conclusion of the survey, respondents were asked to provide optional demographic information. Many of the respondents did not complete this portion of the survey. Since the liability release form captured this data, many times respondents did not feel it necessary to provide duplicate information. The demographic information provided for the grant was recorded in the liability release forms, which provided more accurate information about the respondents. The respondents that chose to answer the survey portion of the demographic information provided insight as to the types of individuals more likely to answer surveys.

Of the individuals that chose to answer the optional survey and demographic section, a resident in the household was African American (13.3%), White/Caucasian (32.4%), Hispanic/Latino (26.8%), Native American (0.5%), and/or Asian American (2.7%).[7] In 85.1% of households, English was the primary language spoken at home. Other languages included Spanish (13%), Chinese (0.4%), and Vietnamese (0.4%). American Sign Language, Russian, and Hindi were languages also spoken in the home. Additionally, within 16.6% of the households, there were deaf or hard of hearing individuals, 9.4% of households had someone in the home that was mobility impaired, and 3.6% of the households had someone with a visual impairment.

The electronic surveys designed for the iPads, generated questions based on the answers provided from the previous answers. As a result, not all individuals were asked certain questions if they were not relevant. For example, respondents that indicated that they had never experienced a fire in the home were not asked details about the fire cause or if the fire department respondent. A challenge of administering paper surveys, however, is that respondents had the option to answer (or not answer) all the questions. As a result, for the question regarding the presence of fire departments in the home after a fire, an exceedingly high number responded to the question as compared to those that answered they had experienced a fire in the home. These data discrepancies were evident in the paper surveys but not in the electronic survey information.

Fire Safety Trailer Results

After the fire safety trailer demonstrations, AFD used the grant purchased iPads to conduct a short survey to understand the attendees' current knowledge of smoke alarms in their home and determine how informative the fire safety trailer demonstration was for the audience. A total of 180 fire safety trailer demonstration surveys were completed. The respondents were

[7] These categories are not mutually exclusive. Respondents were asked to provide a list race and ethnicity for all the individuals in their home.

told that the surveys were voluntary. The percentages calculated for the tables are based on the respondents that answered the questions.

In Table 5, when asked if the respondent currently had working smoke alarms, 88.3% of the respondents said yes, 8.3% of the respondents said no, and 3.3% were unsure. Some of the reasons stated for not having a working smoke alarm were lack of money, not being familiar with smoke alarms, needing batteries, or the alarms were broken.

Table 5 **Fire Safety Trailer Survey Answers**

Variables	%	Frequency (f)
Do you currently have a smoke alarm/s in the home?		
Yes	88.3%	159
No	8.3%	15
Not Sure	3.3%	6
Location of Smoke Alarms[8]		
Living Room	61.1%	110
Dining Room	27.2%	49
Kitchen	41.7%	75
Bedroom	67.2%	121
Bathroom/s	10.6%	19
Hallway	59.4%	107
Unknown	1.1%	2
Other Areas	1.1%	2
Working batteries in smoke alarm		
Yes	88.0%	139
No	4.4%	7
Unknown	6.7%	12
Last time smoke alarm tested		
Within the past week	9.5%	15
1 week to 1 month ago	20.9%	33
2-3 months ago	24.1%	38
4 months or longer	18.4%	29
Have not tested it	9.5%	15
Unknown	17.7%	28
Last time smoke alarm replaced		
Less than 1 year ago	44.9%	71
Between 2-5 years	14.6%	23
Between 6-10 years	4.4%	7
More than 10 years	1.3%	2
Have never replaced	12.0%	19
Unknown	22.8%	36
Emergency Escape Plan		
Yes	47.8%	85
No	47.2%	84
Unknown	5.1%	9

[8] This question is not mutually exclusive. Participants were able to check all answer options that applied. Participants also had the option to skip questions. Since the questions are not mutually exclusive, the denominator for each answer is 180 (total number of participants). This field will exceed 100%.

Table 5 Continued	Fire Safety Trailer Survey Answers	
Variables	**%**	**Frequency (f)**
Information Provided in the Fires Safety Presentation		
Not Very Informative	2.8%	5
Somewhat informative	5.1%	9
Very Informative	91.0%	162
No Opinion	1.1%	2
Information provided in the fire safety video		
Not Very Informative	4.5%	6
Somewhat informative	3.0%	4
Very Informative	71.7%	94
No Opinion	21.8%	29

The electronic surveys designed for the iPads, generated questions based on the answers provided from the previous answers. As a result, not all individuals were asked certain questions if they were not relevant. The low number of survey responses to the fire safety trailer survey can be attributed to the delay in receiving the fire safety trailer. Overall, the response rates for both of the surveys provided valuable feedback and information to the fire department.

Lessons Learned

Through the duration of the grant, AFD learned many valuable lessons. The unexpected challenges include time constraints that impacted purchasing and receipt of particular deliverables, data collection and data management, gaining access to specific populations, providing appropriate notification of canvassing events in the community, and gaining buy-in through all levels of the department. Understanding the extent of these challenges can help future fire department navigate through them successfully.

Time Constraints

Early into the grant period, AFD realized that in order to meet the listed deliverables the grant coordinator would need to file an extension. The first challenge occurred when attempting to purchase the fire safety trailer.

Due to various City of Austin policies, AFD had to get special permission for the large purchase of the fire safety trailer. Once the specifications of the fire safety trailer were determined and a price quote was received, the initial request was forwarded to City Council for approval in December 2013. A month later, City Council approved the request and two weeks later, the fire safety trailer was purchased. In June 2014, the fire safety trailer arrived. The first fire safety trailer demonstration occurred on June 27, 2014. Without the five-month extension, AFD would not have been able to meet the grant deliverable of 40 fire safety trailer demonstrations.

Additionally, the purchase of the iPads took longer than initially anticipated. The 12 iPads were purchased at the end of October 2013, but did not arrive until January 2014. This left approximately six months of smoke alarm installations and canvassing events without the iPads. As a result, hard copies of liability release forms and surveys were administered to residents and manually entered by Community Outreach and Planning and Research.

Time constraints and adherence to purchasing protocols not only affected the contracting and purchasing of high cost items. Time constraints affected the ability to prepare the iPads with the required deliverables for canvassing and for procuring a production contractor to help create the videos and audios. Due to varying schedules and workload, the shooting of the videos were delayed until late summer of 2014. As a result, from January through August, AFD used several FEMA videos to show to the resident various topics on cooking safety, fire extinguisher safety, and fire escape plans. Competing work schedules and projects delayed loading the iPads with the appropriate videos and surveys. This task was completed in May 2014. The first time the iPads were used during a canvassing was June 2014.

While purchasing of large items took much longer than anticipated, the purchasing of the smoke alarms and fire safety backpacks was an easier process. Within the first month after the grant approval AFD had purchased additional smoke alarms and were installing smoke alarms in residential homes. Understanding how time constraints can affect the timeline of a grant will help to manage expectations early on when assigning tasks.

Data Collection

Prior to the grant, AFD was installing smoke alarms and conducting canvassing events throughout the city. At this time, however, paper copies of the liability release forms were completed by the resident, sent into Community Outreach by operations units, and manually entered into an Access database.

With the implementation of the grant, AFD saw this as an opportunity for process improvement. Previously, paper work got lost after canvassing events, which made it increasingly difficult for AFD to measure impact of the smoke alarm program. Without proper documentation, AFD could not determine which homes had a smoke alarm installed by the Austin Fire Department.

With iPads, AFD aimed to move toward paperless data collection. Electronic versions of the liability release form and survey allow firefighters to submit the paperwork online. Not only are firefighters no longer responsible for keeping paper documentation, Community Outreach can simply upload the submitted file. This reduces human error when manually entering data.

While awaiting the delivery of the iPads, however, AFD continued to use paper copies of the liability release forms and surveys. Initially, the return rate of the liability release forms was approximately 20%. While the firefighters were doing the work, this could not be proven without proper paperwork. Community Outreach created a business intelligence tool that

showed the completion of smoke alarm installations as compared to the documentation returned. Once Battalion Chiefs were able to visualize the low return rate of paperwork compared to the number of smoke alarm installations completed, the chiefs were able to hold the stations and shifts accountable. The Battalion Chiefs talked to specific stations about the importance of completing grant paperwork. Once operations units began to understand the importance of proper documentation, the return rate increased to approximately 40% within the next few weeks. At the end of the grant period, the returned paperwork from each station was between 68-77%.

Another challenge of data collection was the added step of distributing a survey during smoke alarm installations. Initially, the response rate of the smoke alarms survey was about 10%. One of the reasons for the low return rates was the amount of time spent within the home during a canvassing event. For the grant, firefighters were expected to install smoke alarms in the home, provide educational handouts, show fire safety videos, and if requested, perform home safety inspections. When adding a survey into the workload, each smoke alarm installation could take 15 minutes to 30 minutes. During canvassing events firefighters only had a few hours to install smoke alarms within a neighborhood before going back on shift. As a result, in the beginning smoke alarm surveys were not distributed consistently among fire crews.

Community Outreach and Planning and Research used a triangulation methodology to distribute the surveys. Since the liability release forms were being returned more consistently, AFD created a mailer to residents who had received a free smoke alarm, but had not returned a survey. With a letter from Fire Chief Kerr explaining the importance of this data, the survey was mailed to residents (See Appendix H). If time permitted, firefighters were still asked to distribute the survey during the smoke alarm installation.

The survey response rate increased significantly after the mailer was distributed. Mailing surveys was a more efficient use of resources and time. The resident had the advantage of providing complete and truthful feedback without concern that a firefighter was viewing their answers.

AFD is continually improving its mobile data capabilities. The liability release form is still being collected through paper. However, several different electronic programs and applications have been tested to see which works best for paperless data collection. AFD aims to begin paperless data collection for smoke alarm installations in January 2015.

Gaining Access to Hard to Reach Populations

While the City of Austin's population is extremely diverse, targeting specific segments of the population can be challenging. Developing partnerships within the community help to gain access to hard to reach populations. Prior to the grant, AFD had several existing partnerships with local and non-profit organizations. When the grant was awarded, Community Outreach enhanced and developed existing and new partnerships. Community Outreach and the Austin Fire Department developed relationships with the Texas School for the Deaf, Texas School for

the Blind, the Greater Austin Hispanic Chamber of Commerce, Capital City African American Chamber of Commerce, and the Asian American Resource Center. AFD regularly attended meetings and became visible within these communities. Through these partnerships, Community Outreach scheduled four events organized for people with disabilities, three senior citizen events, and four multicultural family events.

However, while partnerships allowed AFD access to specific segments of the population, once the access was gained, it was the responsibility of the fire department to maintain trust. One strategy was to provide fire safety education tools in a variety of languages. AFD created a comprehensive fire safety program by developing brochures and fire safety videos and audios in four different languages. These messages were meaningful and relevant to the target groups. Additionally, when installing some hearing-impaired smoke alarms, AFD had a firefighter fluent in American Sign Language accompany them, which made the resident more comfortable and give AFD the ability to gain and maintain the trust of the resident.

However, while AFD attempted make sure the appropriate resources were available to the residents at all times, hectic work schedules sometimes made this difficult. Instances when AFD was able to have a bilingual representative present during smoke alarm installations, the resident seemed more receptive to the fire safety information.

Appropriate Notification

One deliverable that AFD did not meet was the number of home safety inspections. Prior to the grant, AFD conducted extended home safety inspections (home hazard assessments) where firefighters did an extensive search of hazards in the home. A home hazard assessment could take up to an hour to complete depending on the size of the home and number of hazards. After the grant, a condensed version of the home hazard assessment provided the resident a checklist. The document enabled firefighters to discuss major highlights with the resident about important hazards, but did not require the firefighter to go through the house unless the resident requested. The home hazard checklist did not replace the extended home hazard assessment. The extended home hazard assessments were conducted at the residents' request.

One of the reasons that fewer home hazard assessments were conducted, may have been that AFD did not advertise before a canvassing event. As a result, many people were surprised when AFD came to the door. While the resident may have been comfortable allowing the fire department to install free smoke alarms, they may not have been as receptive to allow firefighting crews to explore their home for hazards. As a result, many residents declined a home hazard assessment, which prevented AFD from reaching the targeted home safety inspection goal.

Additionally, similar to the challenge faced with the smoke alarm survey, the extended home hazard assessment was time consuming to perform during a smoke alarm canvassing. A resident would have to schedule a separate appointment for a home hazard assessment. This

added step may have inadvertently dissuaded residents from scheduling a follow up appointment.

By advertising within neighborhoods a week before canvassing, AFD may have increased the number of smoke alarm installations and home safety inspections. Appropriate notification would have allowed more people to be home for the event. Another viable solution would be to canvass a neighborhood over the course of several days. The resident would then be aware that the fire department was in the neighborhood and may be more willing to let firefighters explore the home for hazards.

Getting Buy-In

One of the most significant lessons learned during the grant was the importance of getting buy-in for the program at all levels. Chief Kerr and the Austin Fire Department understand the importance of installing free smoke alarms and offering targeted fire safety education. The mission of zero-fire deaths is embraced throughout the department. However, when adding increased responsibilities and workload to an already busy schedule, firefighters may easily feel overwhelmed.

One of the ways to get increased buy-in from all levels of the organization was to create an information bulletin that outlined the importance of the smoke alarm and fire safety initiative. By explaining the significance of the grant and the potential impact this could have on residents, firefighters were able to gain perspective on their role in this mission. Additionally, at each canvassing event, Community Outreach made a concerted effort to thank the firefighters for their hard work and remind them the importance of the grant.

By changing the focus of the fire department to a proactive model rather than reactive, AFD emphasizes not only protecting the citizens, but also protecting our firefighters. This change in focus, while challenging, is extremely beneficial within the fire service.

Recommendations

While AFD was able to overcome several of the challenges that arose during the grant, some recommendations for other fire departments would include:

- Keep time constraints in mind when determining deliverables. Purchasing and receipt of large items may take longer than anticipated and make meeting deliverables difficult.
- Data collection is extremely important. While AFD found that paperless options improve the return rate of appropriate documentation, this may not work efficiently for other departments. Find a data collection method that works best for your agency.
- Develop partnerships with community organizations and leaders that have access to hard to reach populations. By developing a presence with these community organizations, the fire department builds rapport and trust with the citizens.

- Create market specific fire safety tools that are relevant and meaningful to the targeted populations.
- When conducting home visits, try to have bilingual representation. This helps build rapport and trust.
- Provide appropriate notification and marketing in neighborhoods prior to canvassing.
- Get buy-in for the program at all levels. Explain the importance of the mission and each person's role in achieving these goals.

Conclusion

AFD continues its mission toward zero-fire deaths through installing free smoke alarms and providing increased public education within the community. However, AFD acknowledges that areas for further research include a long-term assessment of the impact of the free smoke alarm program and fire safety education messages to the public. Measuring the long-term impact of these programs can lead to better predictive analytics that help to identify high-risk groups within the community.

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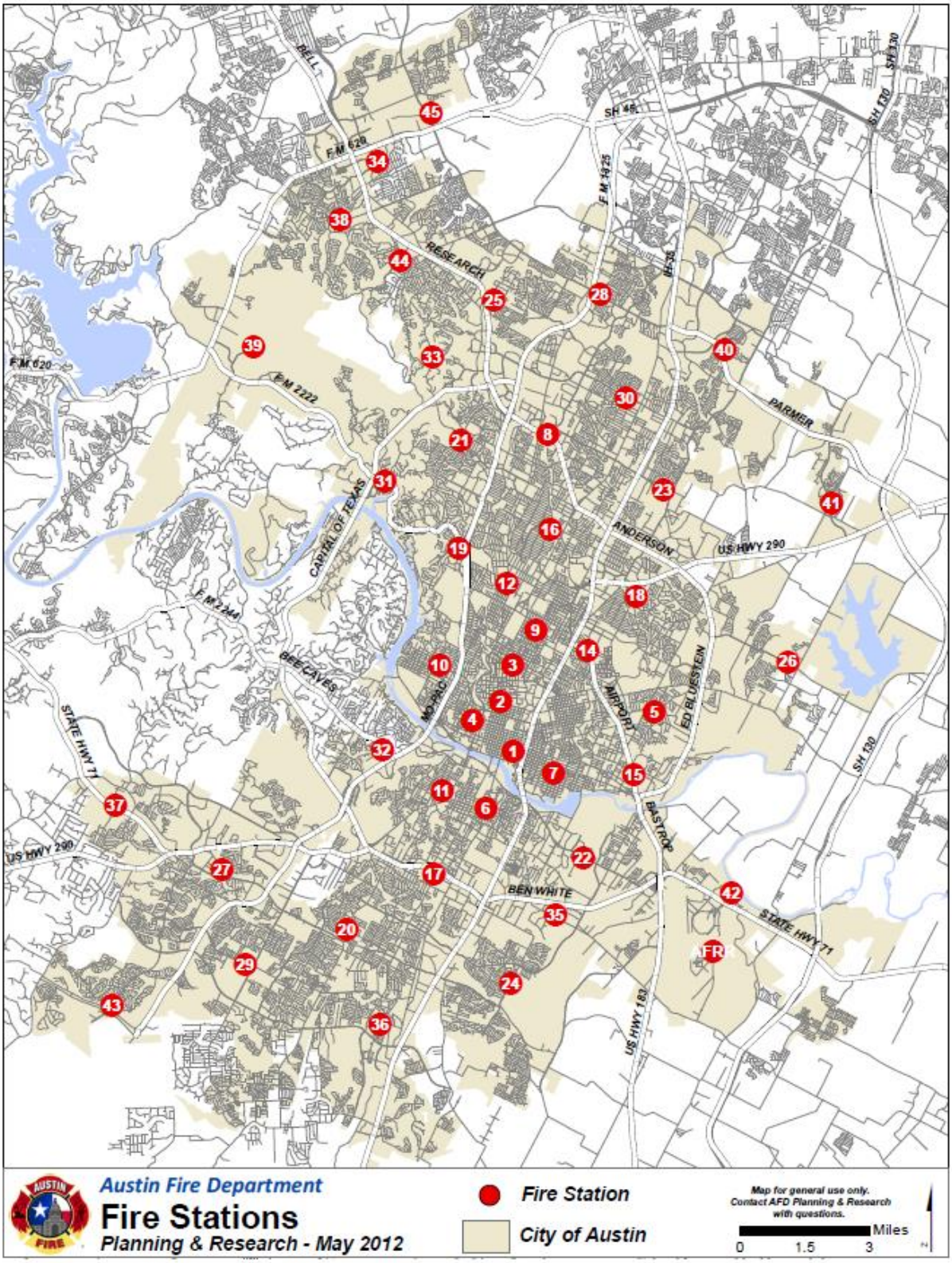
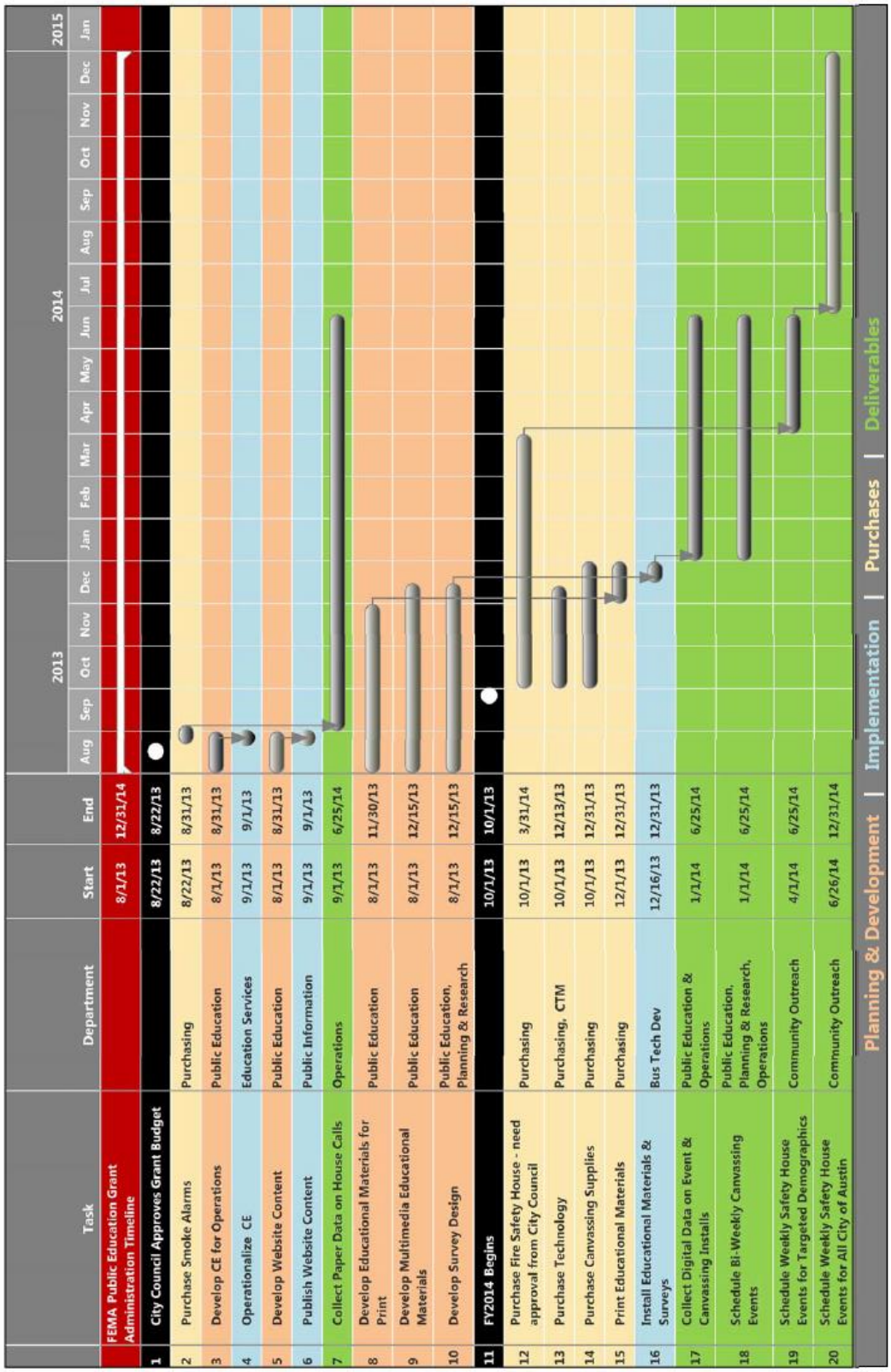
Appendix

Appendix A Map of City of Austin



Appendix B- Timeline



Appendix B Continued - Timeline

AFD PUBLIC EDUCATION FEMA GRANT
Grant Administration Breakdown

GRANT PERIOD: JUNE 2013 – JUNE 2014			
Dates	**Task**	**Steps**	**Complete?**
8/1 – 9/13	CE Implementation	1. Add survey protocols and information once surveys complete 2. Coordinate with Ed Svcs to distribute to Ops	
8/1 – 9/13	Survey Design	1. Coordinate with Planning & Research to complete surveys for all data collection points: • Smoke alarm installs & hazard assessments (paper) • Fire safety house presentations (paper – short version) • Canvassing (iPads)	
8/1 – 9/13	Website Updates	1. Send all forms to PIO for internal publication as completed 2. Compile grant information for external website 3. Get executive approval 4. Send to Yesua for publication	
8/1 – 11/15	Develop Educational Print Materials	1. Obtain permission from FEMA to use logos on grant materials 2. Develop content with universal message for print & multimedia 3. Translate all content to Spanish, Mandarin & Vietnamese 4. Consult Purchasing for graphic designer contact information 5. Send content & design requests to graphic designer • 1 brochure with graphics for each language (4 total) • 1 brochure without graphics in large print 6. Once design approved, send to Printer for printing	
8/1 – 12/15	Develop Multimedia Materials	1. Obtain permission to use existing multimedia content from FEMA 2. Meet regularly with Videographer to enact production plan • 1 video for each language • Add captions or sign language interpretation for hearing impaired	
9/9 – 6/25	Collect Paper Data	1. Translate all surveys and forms to Spanish, Mandarin & Vietnamese 2. Include liability releases and paper surveys in home visit requests 3. Provide sign-up sheets for smoke alarms & home hazard assessments at all events 4. Collect paper forms for all home visits and events via Pony 5. Input event close-out data into Pub Ed Events database 6. Input demographic data for home visits into Pub Ed Events database 7. Input survey data into warehouse	

AFD PUBLIC EDUCATION FEMA GRANT
Grant Administration Breakdown

GRANT PERIOD: JUNE 2013 – JUNE 2014			
Dates	**Task**	**Steps**	**Complete?**
10/1 – 12/31	Technology Implementation	1. Consult IT to make purchase of 12 iPads 2. Install videos, mp3s and surveys once iPads are purchased 3. Send iPads to all grant canvassing events	
10/1 – 12/31	Purchase Canvassing Supplies	1. Purchase backpack & ladders for canvassing events 2. Order AFD patches sewn on to backpacks 3. Request tote bag design from graphic designer & print bags once complete 4. Design & print event-specific	
10/1 – 3/31	Purchase Fire Safety House	1. Obtain complete quote from vendor 2. Schedule issue for City Council Meeting through Purchasing 3. Determine where fire safety house will be stored when not in use 4. Install multimedia materials on safety house screen	
11/16 – 6/25	Distribute Print Materials	1. Design, print & distribute event-specific postcards as needed 2. Distribute fire safety brochures at all Pub Ed events & bi-weekly canvassing events	
1/1 – 6/25	Canvassing Events	1. Work with grant partners to identify targeted neighborhoods 2. Schedule bi-weekly canvassing events 3. Provide sign-up sheets for home hazard assessments 4. Collect digital survey data on iPads 5. Collect paper demographic data on liability release forms 6. Input demographic data into Pub Ed Events database 7. Input survey data into warehouse	
4/1 – 6/25	Fire Safety House Implementation	1. Schedule weekly fire safety house demonstrations for targeted demographics 2. Collect short paper surveys at all fire safety house events 3. Provide sign-up sheets for smoke alarms & home hazard assessments	

Appendix C – Liability Release Forms

Austin Fire Department

"Our Mission Goes Beyond Our Name"

LIABILITY RELEASE FORM

The Austin Fire Department is providing free smoke alarms, batteries, and/or a home hazard assessment as a public service in the interest of promoting safety. The Austin Fire Department is not a seller, manufacturer, or dealer of smoke alarms or batteries, and does not warranty, guarantee, certify, or endorse this or any other brand of smoke alarm.

SEND FORM TO COMMUNITY OUTREACH VIA THE PONY WITHIN ONE WEEK AFTER INSTALLATION

I acknowledge that I will need to check smoke alarms monthly for proper operation. In order for the smoke alarms to be effective, I need to replace the battery as specified by the manufacturer.

I hereby release and discharge the City of Austin, the Austin Fire Department and its officers, agents, and employees from any and all actions, causes of action, claims, demands, damages, costs, or losses arising from the use of the smoke alarms and/or batteries.

I agree not to make any demand, claim, or file any lawsuit against the City of Austin or the Austin Fire Department, including its employees.

PLEASE PRINT CLEARLY

Signature: _____

Printed Name: _____ Date: _____

Address: _____ Phone: _____

DEMOGRAPHIC INFORMATION (OPTIONAL)

Number of People Living in Home:

Children (age 0-18) _____ # Adults (age 19-60) _____ # Seniors (age +60) _____

Please check all that apply for the people living in the home:

☐ Deaf or hard of hearing ☐ Mobility Impaired ☐ Visually Impaired

Is English the primary language spoken in the home? ☐ Yes ☐ No

If no: What language is primarily spoken in the home? **(Check all that apply)**:

☐ Spanish ☐ Vietnamese
☐ Chinese - Mandarin ☐ Korean
☐ Chinese - Other ☐ Other: _____

Primary demographics in the home (Check all that apply):

☐ African American ☐ Hispanic/Latino ☐ Pacific Islander ☐ Native American
☐ Asian American ☐ White/Caucasian ☐ Other: _____

Do you own or rent your home? ☐ Own ☐ Rent ☐ Other: _____

If renting: Have you tried to contact your landlord to install a smoke alarm? ☐ Yes ☐ No

SEND FORM TO COMMUNITY OUTREACH VIA THE PONY WITHIN ONE WEEK AFTER INSTALLATION

TO BE COMPLETED BY AFD INSTALLATION PERSONNEL

Unit: Shift: Date:

Of NEW Alarms Installed: ____ # Of NEW Hearing Impaired Alarms Installed: ____

PLEASE CHECK ALL THAT APPLY:

☐ Smoke Alarm Survey Conducted ☐ Declined to take Smoke Alarm Survey ☐ Conducted Home Hazard Assessment

Appendix C Continued - Liability Release Form Spanish

Departamento de Bomberos de Austin

"Nuestra misión va más allá de nuestro nombre"

FORMULARIO DE EXENCIÓN DE RESPONSABILIDAD

El Departamento de Bomberos de Austin está proporcionando detectores de humo gratuitos, baterías y/o una evaluación de riesgos en el hogar, como un servicio a la comunidad, en su interés de promover la seguridad. El Departamento de Bomberos de Austin no es un vendedor, fabricante ni distribuidor de detectores de humo o baterías y no garantiza, certifica ni respalda ésta o ninguna otra marca de detectores de humo.

ENVÍE EL FORMULARIO A LA OFICINA DE EXTENCIÓN COMUNITARIA POR EL SERIVICIO PONY DENTRO DE LA SEMANA DESDE LA INSTALACIÓN

Reconozco que necesitaré revisar los detectores de humo cada mes para asegurar su buen funcionamiento. Para que los detectores de humo sean efectivos, debo reponer las baterías como lo especifica el fabricante.

Por medio de la presente exento y libero a la Ciudad de Austin, al Departamento de Bomberos de Austin, sus funcionarios, agentes y empleados de cualquier y toda acción, causa de acción, quejas, demandas, daños, costos o pérdidas que surjan por el uso de los detectores de humo y/o las baterías.

Estoy de acuerdo en no presentar ninguna demanda, queja o juicio en contra de la Ciudad de Austin o el Departamento de Bomberos de Austin incluyendo sus empleados.

POR FAVOR ESCRIBA CON LETRA DE IMPRENTA CLARAMENTE

Firma: _____

Nombre con letra de imprenta: _____ Fecha: _____

Dirección: _____ Teléfono: _____

INFORMACIÓN DEMOGRÁFICA (OPCIONAL)

Número de personas que viven en el hogar:

Niños (edad 0-18) _____ # Adultos (edad 19-60) _____ # Adultos mayores (edad +60) ____

Marque todas las que correspondan para las personas que viven en el hogar:

☐ Sordo o con dificultad para oír ☐ Discapacidad para moverse ☐ Discapacidad visual

¿El inglés es el idioma principal que se habla en el hogar? ☐ Sí ☐ No

Si no: ¿Cuál es el idioma principal que se habla en el hogar? **(Marque todas las que correspondan):**

☐ Español ☐ Vietnamita
☐ Chino - Mandarín ☐ Coreano
☐ Chino - Otro ☐ Otro: _____

Demografía en el hogar (Marque todas las que correspondan):

☐ Afro Americano ☐ Asiático Americano ☐ Blanco/Caucásico ☐ Otro:
☐ Hispano/Latino ☐ Islas del Pacífico ☐ Nativo Americano _____

¿Es propietario o renta su casa? ☐ Propietario ☐ Renta ☐ Otro: _____

Si renta: ¿Ha tratado de contactar al propietario para instalar un detector de humo? ☐ Sí ☐ No

PARA SER LLENADO POR EL PERSONAL DE INSTALACIÓN DE AFD

Unidad: Turno: Fecha:

de alarmas NUEVAS instaladas: _____ # de alarmas NUEVAS instaladas para personas con discapacidades auditivas: ____

POR FAVOR MARQUE TODAS LAS QUE CORRESPONDAN:

☐ Se realizó la encuesta de detectores de humo ☐ Rechazó contestar la encuesta de detectores de humo ☐ Se llevo a cabo la evaluación de riesgos en el hogar.

ENVÍE EL FORMULARIO A LA OFICINA DE EXTENCIÓN COMUNITARIA POR EL SERIVICIO PONY DENTRO DE LA SEMANA DESDE LA INSTALACIÓN

Appendix D - Home Hazard Assessment Checklist

Austin Fire Department

"Our Mission Goes Beyond Our Name"

Home Hazard Assessment

General

◻ Yes ◻ No	Are the address numbers on home are clearly visible?
◻ Yes ◻ No	Have working smoke detectors installed in the home? (Smoke alarms on every level, in every bedroom and in the halls outside the sleeping areas). The best system is one that has interconnected smoke alarms.
◻ Yes ◻ No	Have a sprinkler system installed in home?
◻ Yes ◻ No	Have a fire extinguisher in home?
◻ Yes ◻ No	Have a carbon monoxide detector in home?
◻ Yes ◻ No	Have a solid door between garage and home?
◻ Yes ◻ No	Have working windows that open easily? (Not blocked from the inside or the outside)
◻ Yes ◻ No	Have burglar/security bars to consider. Are they equipped with a quick release for emergency egress?
◻ Yes ◻ No	Have a fireplace that is equipped with a screen and noncombustible hearth?
◻ Yes ◻ No	Have the chimney inspected annually and cleaned as needed?
◻ Yes ◻ No	Have a three foot clearance around all space heaters? Careful not to heat the cord?
◻ Yes ◻ No	Have the hot water heater closet free from clutter and combustibles, with the temperature set at or below 120°?
◻ Yes ◻ No	Have the furnace cleaned and inspected annually? Maintain the three foot suggested clearance?
◻ Yes ◻ No	Keep the dryer lint filter and the vent pipe clean?
◻ Yes ◻ No	Have a family escape plan that is practiced annually? Any occupants need assistance to escape?

Throughout the Home

◻ Yes ◻ No	Have large, deep ashtrays provided outside for smokers? (Leading cause of fire deaths)
◻ Yes ◻ No	Have a designated place to store matches and lighters away from children?
◻ Yes ◻ No	Have a noncombustible surface where you light candles? (Never leave them unattended)
◻ Yes ◻ No	Have only limited quantities of stored flammable liquids? (Never near an ignition source)
◻ Yes ◻ No	Have an organized home that is not cluttered with flammable items?

Kitchen

◻ Yes ◻ No	Have stovetop free of any combustibles (towels, pot holders, boxes or books, etc.)?
◻ Yes ◻ No	Have your small appliances unplugged when not in use?
◻ Yes ◻ No	Have a steadfast policy against leaving your cooking unattended and monitoring all children's activities in the kitchen?

Electrical

◻ Yes ◻ No	Have no more than two appliances plugged into any one outlet or extension cord?
◻ Yes ◻ No	Have GFCI plugs for any plug within six feet of water?
◻ Yes ◻ No	Have tamper-resistant outlet covers if children are present? Unbroken faceplates?
◻ Yes ◻ No	Have power strips with surge protectors or line fuses? Power cords should be of a rated capacity sufficient to handle the required load and kept in good working order.

Outside the Home

◻ Yes ◻ No	Keep propane tanks and gasoline for gas powered equipment in a storage shed separate from the garage/home?
◻ Yes ◻ No	Keep your electric panel/breaker box accessible with the breakers clearly labeled and free from corrosion or any other evidence of overheating or damage? (Door closed)
◻ Yes ◻ No	Keep your swimming pool fenced and protected with a locking gate? (Heater/filter properly grounded, GFCI outlets where appropriate)
◻ Yes ◻ No	Keep rubbish or other fire loads from accumulating on the property?

In case of a GAS LEAK: Immediately leave your home and call 911 from a neighbor's home. DO NOT turn on lights, appliances, etc. Let licensed professionals deal with the situation.

The leading causes of accidental fires in Austin include unsafe cooking, children playing with fire, improperly discarded smoking materials, unattended burning candles and electrical malfunctions.

Appendix E - Smoke Alarm Survey
English Survey

Canvassing Survey:_____

In 2013, the Austin Fire Department received a federal grant from FEMA to install 1,000 long-life smoke alarms in homes throughout Austin. To understand the impact of the Free Smoke Alarm Program, this survey aims to explore citizens' current fire safety knowledge, experience with the smoke alarm installation process, and fire prevention behaviors. The survey should take approximately five to seven minutes to complete. Please note that participation in this survey is ***voluntary*** and in no way affects the installation of smoke alarms within your home. The information you provide will remain ***confidential***. Thank you for taking the time to provide us with this valuable information.

1) **Were smoke alarm/s present in the home before the Austin Fire Department installed a free one?**
☐ Yes ☐ No ☐ Not Sure

2) **If answered *no* or *unsure*, what are some of your reasons for not having a smoke alarm in the home? Write N/A if not applicable.**
_____
_____
_____

3) **If you do have smoke alarm/s in the home, where are they located? (Check all that apply)**
☐ Living Room ☐ Bedroom/s ☐ Unknown
☐ Dining Room ☐ Bathroom/s ☐ N/A
☐ Kitchen ☐ Hallway ☐ Other Area: _____

4) **If you have smoke alarm/s in the home, when was the last time you or someone else *tested* the smoke alarm?**
☐ Within the past week ☐ 4 months or longer ☐ N/A
☐ 1 week to 1 month ago ☐ Have not tested it
☐ 2-3 months ago ☐ Unknown

5) **If you have smoke alarm/s in the home, when was the last time you or someone else *replaced* the smoke alarm/s?**
☐ Less than 1 year ago ☐ More than 10 years ☐ Unknown
☐ Between 2-5 years ☐ Have never replaced ☐ N/A
☐ Between 6-10 years smoke alarm/s

6) **To the best of your knowledge, do you currently have working batteries in your smoke alarm?**
☐ Yes ☐ No ☐ Unknown ☐ N/A

7) **In the past, have you ever removed the battery from a smoke alarm/s in your home?**
☐ Yes ☐ No ☐ Unknown

8) **If answered *yes*, what were some of the reasons that made you decide to remove the battery from a smoke alarm/s? (Check all that apply)**
☐ Stop alarm from going off when there is no fire (alarm set off by cooking or steam) ☐ Stop the chirping noises coming from the alarm/s ☐ Unknown ☐ N/A
☐ Needed the battery in the smoke alarm/s ☐ Other: _____

9) **Do you or members of your household have an emergency escape plan in case of a fire?**
☐ Yes ☐ No ☐ Unknown

10) **Have you ever experienced a fire within your home?**
☐ Yes ☐ No ☐ Unknown

11) **If *yes*, was the Fire Department called for help?**

☐ Yes ☐ No ☐ Unknown ☐ N/A

12) **What caused the fire? (Check all that apply)**

☐ Cooking fire: includes grease splatter or food left unattended
☐ Improperly discarded cigarettes, cigars, or other smoking materials
☐ Improperly discarded matches or lighter
☐ Candle left unattended
☐ Heater malfunction
☐ Electrical or appliance malfunction
☐ Intentionally set fire
☐ Unknown
☐ N/A
☐ Other: _____

13) **Overall, how would you rate your experience with the following services received:**	Dissatisfied	Neither Dissatisfied or Satisfied	Satisfied	No Opinion
Installation of the smoke alarm/s	☐	☐	☐	☐
Distribution of fire prevention and safety information	☐	☐	☐	☐
The information provided in the film	☐	☐	☐	☐
The professionalism of the firefighters (or crew)	☐	☐	☐	☐

14) **In the future, how likely are you to:**	Not at all likely	Somewhat likely	Very likely	No Response
Test your smoke alarm/s monthly	☐	☐	☐	☐
Replace your smoke alarm/s every 10 years	☐	☐	☐	☐
Develop an emergency action plan	☐	☐	☐	☐
Check your home regularly for possible hazards	☐	☐	☐	☐
Tell friends, family, and neighbors about the Free Smoke Alarm Program from the Austin Fire Department	☐	☐	☐	☐

15) **How did you learn about the Free Smoke Alarm Program? (Check all that apply)**

☐ Austin Fire Department came to my door
☐ Door hanging brochure
☐ Through a friend or family member
☐ Austin Fire Department website
☐ Advertisement on an Austin Fire Department vehicle
☐ Attended an event (Please specify):_____
☐ Social media (Facebook, Twitter, etc.) (Please specify):_____
☐ Radio advertisement (Please specify):_____
☐ Television advertisement (Please specify):_____
☐ Print advertisement (Please specify):_____
☐ Community organization (Please specify):_____
☐ Other: _____

16) **Thank you for participating in the survey. Please feel free to provide us with any additional comments or feedback that you think will help us improve the Free Smoke Alarm Program. Your feedback is greatly appreciated.**

_____

_____

_____

Optional Demographic Information

While the goal of the Free Smoke Alarm Program is to help make citizens safer, the Austin Fire Department is committed to making sure we are reaching diverse groups through these events. The demographic information you provide can help us better understand which groups the Austin Fire Department impacts.

Did you answer the optional demographic information section of the Liability Release Form?

☐ Yes ☐ No ☐ Not Sure

If *yes*, do not fill out information below. If *no* or *not sure*, please continue.

Would you be willing to provide some demographic information?

☐ Yes ☐ No

If *yes*, please fill out the bottom portion. If no, thank you for your participation in this survey.

Number of People Living in Home:

Children (age 0-18) _____ # Adults (age 19-60) _____ # Seniors (age +60) _____

Please check all that apply for the people living in the home:

☐ Deaf or hard of hearing ☐ Mobility Impaired ☐ Visually Impaired

Is English the primary language spoken in the home?

☐ Yes ☐ No

***If no,* what language is primarily spoken in the home? (Check all that apply):**

☐ Spanish ☐ Vietnamese ☐ N/A
☐ Chinese - Mandarin ☐ Korean
☐ Chinese - Other ☐ Other: _____

Primary demographics in the home (Check all that apply):

☐ African American ☐ Pacific Islander ☐ Other: _____
☐ Hispanic/Latino ☐ White/Caucasian
☐ Asian American ☐ Native American

Do you own or rent your home?

☐ Own ☐ Rent ☐ Other: _____

If renting: Have you contacted your landlord to install a smoke alarm?

☐ Yes ☐ No

Appendix E Continued - Spanish Survey

Encuesta sobre los detectores de humo:_____

En 2013, el Departamento de Bomberos de Austin recibió un subsidio federal de la Agencia Federal para el Manejo de Emergencias (FEMA) para instalar 1000 detectores de humo de larga duración en hogares de todo Austin. Para comprender el impacto que tiene el Programa de Detectores de Humo Gratuitos, esta encuesta se propone analizar el conocimiento actual sobre la prevención de incendios, la experiencia con el proceso de instalación de detectores de humo y las conductas de prevención de incendios que tienen los ciudadanos actualmente. La encuesta debería tomarle, aproximadamente, entre cinco y siete minutos. Tenga en cuenta que la participación en esta encuesta es ***voluntaria*** y no afecta de ninguna manera la instalación de detectores de humo en su hogar. La información que proporcione tendrá un carácter ***confidencial***. Le agradecemos que se tome el tiempo de brindarnos estos valiosos datos.

1) ¿Había algún detector de humo en su hogar antes de que el Departamento de Bomberos de Austin instalase uno gratis?

☐ Sí ☐ No ☐ No está seguro

2) Si respondió "*no*" o "*no estoy seguro*", ¿por qué motivo no tiene detectores de humo en su hogar? Escriba N/C si esta pregunta no corresponde a su caso en particular.

_____

_____

_____

3) Si hay detectores de humo en su hogar, ¿dónde se encuentran? (Maque todas las opciones que correspondan).

☐ Sala de estar ☐ Habitación/habitaciones ☐ No sabe
☐ Comedor ☐ Baño/s ☐ N/C
☐ Cocina ☐ Corredor ☐ Otro lugar: _____

4) Si hay detectores de humo en su hogar, ¿cuándo fue la última vez que usted u otra persona los *controlaron* para asegurarse de que funcionaran correctamente?

☐ La semana pasada ☐ Entre 2 y 3 meses atrás ☐ No sabe
☐ Entre 1 semana y 1 mes atrás ☐ Hace 4 meses o más ☐ N/C
☐ No los han controlado

5) Si hay detectores de humo en su hogar, ¿cuándo fue la última vez que usted u otra persona los *reemplazó*?

☐ Hace menos de 1 año ☐ Hace más de 10 años ☐ No sabe
☐ Entre 2 y 5 años atrás ☐ Nunca los han reemplazado ☐ N/C
☐ Entre 6 y 10 años atrás

6) ¿Le parece que las baterías de sus detectores de humo funcionan?

☐ Sí ☐ No ☐ No sabe ☐ N/C

7) ¿Alguna vez le quitó las baterías a algún detector de humo de su hogar?

☐ Sí ☐ No ☐ No sabe

8) Si respondió "*sí*", ¿por qué motivo tomó la decisión de quitarle las baterías a un detector de humo? (Marque todas las opciones que correspondan).

☐ Para evitar que el detector sonara cuando no había un incendio (la alarma se disparaba cuando cocinaba o había vapor)
☐ Para parar los sonidos molestos que emitía el detector
☐ Porque necesitaba usar las baterías del detector de humo para otra cosa
☐ No sabe
☐ N/C
☐ Otro: _____

9) **¿Usted u otros integrantes del hogar cuentan con un plan de evacuación de emergencia en caso de incendio?**

☐ Sí ☐ No ☐ No sabe

10) **¿Alguna vez hubo un incendio en su hogar?**

☐ Sí ☐ No ☐ No sabe

11) **Si respondió "*sí*", ¿llamaron al Departamento de Bomberos para pedir auxilio?**

☐ Sí ☐ No ☐ No sabe ☐ N/C

12) **¿Qué provocó el incendió? (Marque todas las opciones que correspondan).**

☐ Incendio por cocinar: incluye las salpicaduras de grasa y el dejar la comida desatendida
☐ Cigarrillos, cigarros u otros materiales empleados para fumar desechados de manera inadecuada
☐ Cerillos o encendedores desechados de manera inadecuada
☐ Dejar velas desatendidas
☐ Mal funcionamiento del equipo de calefacción
☐ Mal funcionamiento del sistema eléctrico o de un artefacto
☐ Incendio intencional
☐ No sabe
☐ N/C
☐ Otro: _____

13) **En términos generales, califique su experiencia con los siguientes servicios recibidos:**	Insatisfecho	Ni satisfecho ni insatisfecho	Satisfecho	No tiene ninguna opinión
Instalación del/de los detector(es) de humo	☐	☐	☐	☐
Distribución de la información sobre prevención de incendios y seguridad	☐	☐	☐	☐
La información proporcionada en la película	☐	☐	☐	☐
El profesionalismo de los bomberos (o del equipo)	☐	☐	☐	☐

14) **En el futuro, ¿qué tan probable es que usted...**	Improbable	Bastante probable	Muy probable	No desea responser
...controle su(s) detector(es) mensualmente?	☐	☐	☐	☐
...reemplace su(s) detector(es) cada 10 años?	☐	☐	☐	☐
...cree un plan de acción para emergencias?	☐	☐	☐	☐
...revise su hogar con regularidad para detectar posibles riesgos?	☐	☐	☐	☐
...les hable a sus amigos, familiares y vecinos acerca del Programa de Detectores de Humo Gratuitos del Departamento de Incendios de Austin?	☐	☐	☐	☐

15) **¿Cómo se enteró del Programa de Detectores de Humo Gratuitos? (Marque todas las opciones que correspondan).**

☐ El Departamento de Bomberos de Austin visitó mi hogar
☐ Un folleto en la puerta de mi hogar
☐ Por medio de un amigo o familiar

☐ El sitio web del Departamento de Bomberos de Austin
☐ Un aviso en el vehículo del Departamento de Bomberos de Austin
☐ Asistí a un evento (Sírvase especificar):_____
☐ Redes sociales (Facebook, Twitter, etc.) (Sírvase especificar)_____
☐ Un aviso en la radio (Sírvase especificar):_____
☐ Un aviso en la televisión (Sírvase especificar):_____
☐ Un aviso en un diario o revista (Sírvase especificar):_____
☐ Una organización comunitaria (Sírvase especificar):_____
☐ Otro: _____

16) **Gracias por haber participado en la encuesta. No dude en hacernos comentarios adicionales que crea que nos puedan ayudar a mejorar el Programa de Detectores de Humo Gratuitos. Valoramos muchísimo su opinión.**

_____

_____

_____

Información demográfica opcional

Si bien la meta del Programa de Detectores de Humo Gratuitos es lograr que los ciudadanos estén más seguros, el Departamento de Bomberos de Austin se ha comprometido a garantizar que lleguemos a diversos grupos mediante estos eventos. La información demográfica que usted proporcione nos ayudará a entender mejor en qué grupos el Departamento de Bomberos de Austin tiene un impacto.

¿Respondió la sección de información demográfica opcional del Formulario de Exención de Responsabilidad?

☐ Sí ☐ No ☐ No está seguro

Si respondió "*sí*", no complete los datos que se piden a continuación. Si respondió "*no*" o "*no estoy seguro*", siga completando los datos.

¿Estaría dispuesto a proporcionar algunos datos demográficos?

☐ Sí ☐ No

Si respondió "*sí*", complete la parte inferior. Si respondió "*no*", le agradecemos que haya participado en esta encuesta.

Cantidad de personas que viven en el hogar:

Niños (de 0 a 18 años) _____ # Adultos (de 19 a 60 años) _____ # Personas de la tercera edad (más de 60 años) _____

Sírvase marcar todas las opciones que correspondan sobre las personas que vivan en el hogar:

☐ Sordo o con problemas de audición ☐ Dificultades de movilidad ☐ Problemas de visión

¿Es el inglés el idioma que más se habla en el hogar?

☐ Sí ☐ No

Si respondió "*no*", ¿cuál es el idioma que más se habla en el hogar? (Marque todas las opciones que correspondan):

☐ Español ☐ Vietnamita ☐ N/C
☐ Chino - Mandarín ☐ Coreano
☐ Chino - Otro ☐ Otro: _____

Perfil demográfico principal del hogar (Marque todas las opciones que correspondan):

☐ Afroamericano ☐ Isleño del Pacífico ☐ Otro: _____
☐ Hispano/Latino ☐ Blanco/Caucásico
☐ Americano asiático ☐ Americano nativo

¿Es propietario de su hogar o lo renta?

☐ Es propietario ☐ Lo renta ☐ Otro: _____

Si lo renta: ¿se ha puesto en contacto con el propietario para que instale un detector de humo?

☐ Sí ☐ No

Appendix E Continued - Korean Survey

화재경보기에 관한 설문조사:_____

2013 년 오스틴 소방국은 오스틴 전 지역에 걸쳐 가정에 1,000 개의 수명이 긴 화재경보기를 설치하기 위하여 연방긴급재해관리청 (FEMA, Federal Emergency Management Agency)으로부터 연방지원금을 받았습니다. 본 설문조사는 "무료 화재경보기 프로그램 (Free Smoke Alarm Program)"의 효과를 알아보기 위하여 현재 시민들의 화재예방에 대한 지식, 화재경보기 설치 과정에서 겪은 일 및 화재예방 요령에 대하여 조사하고자 합니다. 본 설문조사를 완료하는데 약 5 분에서 7 분 정도가 소요됩니다. 참고로 본 설문조사에의 참여는 **자발적**이며 어떤 경우에도 귀하의 가정에 화재경보기를 설치하는 것에 영향을 끼치지 않습니다. 귀하가 제공한 정보는 **비밀이 유지됩니다**. 시간을 들여 우리에게 귀중한 정보를 제공하여 주심에 감사드립니다.

1) **오스틴 소방국이 무료로 화재경보기를 설치하기 전 귀하의 가정에 화재경보기가 이미 있었습니까?**

☐ 예 ☐ 아니오 ☐ 모름

2) **만일 "아니오" 또는 "모름"으로 답하셨다면, 귀하의 가정에 화재경보기를 두지 않은 이유는 무엇입니까? 만일 해당 없으면 "N/A"라고 기재하시기 바랍니다.**

_____

_____

_____

3) **만일 귀하의 가정에 화재경보기를 설치하셨다면, 어디에 위치해 있습니까? (해당되는 곳을 모두 표기하시기 바랍니다.)**

☐ 거실 ☐ 침실 ☐ 모름
☐ 식당 ☐ 화장실 ☐ 해당 없음
☐ 주방 ☐ 복도 ☐ 기타: _____

4) **만일 귀하의 가정에 화재경보기를 설치하셨다면, 귀하 또는 다른 사람이 마지막으로 화재경보기를 *점검한* 때는 언제입니까?**

☐ 지난 주 ☐ 4 개월 전이나 그 이전 ☐ 해당 없음
☐ 일주일에서 한 달 사이 ☐ 점검하지 않았음
☐ 2-3 개월 전 ☐ 모름

5) **만일 귀하의 가정에 화재경보기를 설치하셨다면, 귀하 또는 다른 사람이 마지막으로 화재경보기를 *교체한* 때는 언제입니까?**

☐ 지난 일 년 사이 ☐ 10 년이 더 됨 ☐ 모름
☐ 2 년에서 5 년 사이 ☐ 화재경보기를 교체하지 ☐ 해당 없음
☐ 6 년에서 10 년 사이 않았음

6) **귀하가 아는 한, 귀하의 화재경보기에 있는 건전지는 정상적으로 작동하고 있습니까?**

☐ 예 ☐ 아니오 ☐ 모름 ☐ 해당 없음

7) **지금까지 귀하의 가정에 있는 화재경보기에서 건전지를 제거하신 적이 있습니까?**

☐ 예 ☐ 아니오 ☐ 모름

8) **만일 "예"라고 답하셨다면, 어떤 이유로 화재경보기에서 건전지를 제거하셨습니까? (해당되는 곳을 모두 표기하시기 바랍니다.)**

☐ 화재 발생 없음에도 화재경보가 울리는 것을 막으려고 (조리할 때나 연기로 인해 경보가 울림)
☐ 화재경보기에서 나오는 찍찍거리는 소음을 중단하려고
☐ 화재경보기에 있는 건전지가 필요해서
☐ 모름
☐ 해당 없음
☐ 기타: _____

9) **귀하 또는 귀하 가정의 구성원은 화재 발생시 비상탈출계획이 있습니까?**

☐ 예 ☐ 아니오 ☐ 모름

10) **귀하의 가정에서 화재 발생을 경험한 적이 있습니까?**

☐ 예 ☐ 아니오 ☐ 모름

11) **만일 "예"라고 답하셨다면, 소방국에 도움을 요청하셨습니까?**

☐ 예 ☐ 아니오 ☐ 모름 ☐ 해당 없음

12) **화재 발생 원인은 무엇이었습니까? (해당되는 곳을 모두 표기하시기 바랍니다.)**

☐ 조리 중 화재: 기름이 튀었거나 조리 중 지켜보는 사람이 없는 경우를 포함
☐ 담배, 시가 또는 여타 흡연 물질을 부주의하게 버린 경우
☐ 성냥이나 라이터를 부주의하게 버린 경우
☐ 초를 지켜보는 사람 없이 둔 경우
☐ 난방기구의 오작동
☐ 전기기구 또는 가전기구의 오작동
☐ 고의적인 방화
☐ 모름
☐ 해당 없음
☐ 기타: _____

13) **대체적으로, 귀하가 받은 다음의 서비스를 어떻게 평가하시겠습니까?**

	불만족	만족도 불만족도 아님	만족	의견 없음
화재경보기 설치	☐	☐	☐	☐
화재 예방과 안전에 대한 정보 제공	☐	☐	☐	☐
동영상으로 제공된 정보	☐	☐	☐	☐
소방관 (또는 소방대원들)의 전문성	☐	☐	☐	☐

14) **귀하는 장래에 아래 사항을 실행할 가능성이 얼마나 있습니까?**

	전혀 없음	다소 있음	매우 있음	응답 없음
매달 화재경보기를 점검한다	☐	☐	☐	☐
매 10 년 마다 화재경보기를 교체한다	☐	☐	☐	☐
긴급상황 시 대처방법을 강구한다	☐	☐	☐	☐
위험요소가 있는지 집을 정기적으로 점검한다	☐	☐	☐	☐
오스틴 소방국이 시행하는 "무료 화재경보기 프로그램"에 대하여 친구, 가족 및 이웃들에게 알린다.	☐	☐	☐	☐

15) **"무료 화재경보기 프로그램"에 대하여 귀하는 어떻게 알게 되셨습니까? (해당되는 곳을 모두 표기하시기 바랍니다.)**

☐ 오스틴 소방국에서 직접 방문
☐ 문에 걸려있는 안내서
☐ 친구나 친지를 통하여
☐ 오스틴 소방국 웹사이트
☐ 오스틴 소방국 차량에 있는 광고
☐ 행사에 참가 (구체적으로): _____
☐ 소셜 미디어 (페이스북, 트위터 등) (구체적으로): _____
☐ 라디오 광고 (구체적으로): _____
☐ TV 광고 (구체적으로): _____

☐인쇄 매체를 통한 광고
(구체적으로):_____

☐지역사회
(구체적으로):_____

☐기타: _____

16) 본 설문조사에 참여해주셔서 감사합니다. "무료 화재경보 프로그램"의 발전을 위하여 도움이 되는 추가적인 의견이나 피드백이 있으면 편하게 기재해 주시기 바랍니다. 귀하의 의견은 우리에게 매우 소중합니다.

_____

_____

_____

부가적인 인구통계 정보

"무료 화재경보기 프로그램"의 목적은 시민들을 더 안전하게 하는 것이지만 오스틴 소방국은 본 행사를 통해 다양한 집단에 다가가고자 노력합니다. 귀하가 제공하는 인구통계 정보는 오스틴 소방국이 어떤 집단에 영향을 끼치는지 한층 더 이해할 수 있도록 도와줍니다.

책임면제서식 (Liability Release Form)에 있는 인구통계 부가정보란에 답하셨습니까?

☐ 예 ☐ 아니오 ☐ 모름

만일 "예"라고 답하셨다면 아래 사항을 작성하실 필요 없습니다.
만일 "아니오" 또는 "모름"으로 답하셨다면 계속 진행하십시오.

몇 가지 인구통계 정보를 제공할 의향이 있으십니까?

☐ 예 ☐ 아니오

만일 "예"라고 답하셨다면 아래 부분을 작성하시기 바랍니다.
만일 "아니오"라고 답하셨다면 지금까지 본 설문조사에 참여해 주심에 감사를 드립니다.

귀하의 가정에 함께 거주하는 사람 수:

어린이 (0 세-18 세) _____ # 성인 (19 세-60 세) _____ # 노인 (60 세 이상) _____

귀하의 가정에 함께 거주하는 사람에게 해당되는 사항을 모두 표기하십시오.

☐청각장애 또는 난청 ☐지체장애 ☐시각장애

귀하의 가정에서 사용하는 주 언어가 영어입니까?

☐ 예 ☐ 아니오

***만일 "아니오"라고 답하셨다면* 귀하의 가정에서 사용하는 주 언어는 무엇입니까? (해당되는 곳을 모두 표기하시기 바랍니다.)**

☐ 서반아어 ☐ 베트남어 ☐ 해당 없음
☐ 중국어 – 표준 중국어 ☐ 한국어
☐ 중국어 – 기타 ☐ 기타: _____

귀하 가정의 주 인구통계 (해당되는 곳을 모두 표기하시기 바랍니다):

☐ 아프리카계 미국흑인 ☐ 태평양 섬주민 ☐ 기타: _____
☐ 히스패닉/남미 ☐ 백인/코카시안
☐ 아시아계 미국인 ☐ 북미 원주민

귀하는 집을 소유하고 계십니까 아니면 임차하고 계십니까?

☐ 소유 ☐ 임차 ☐ 기타: _____

만일 "임차"라고 답하셨다면, 화재경보기를 설치하기 위하여 임대인에게 연락해보셨습니까?

☐ 예 ☐ 아니오

Appendix E Continued - Chinese Survey

煙霧報警器問卷調查：_____

2013 年，奧斯汀消防局從聯邦緊急事務管理局（FEMA）得到聯邦撥款，在奧斯汀全市的住宅安裝 1,000 個使用壽命長的警報器。為瞭解免費煙霧警報器計畫的影響，本次問卷調查旨在考查市民目前的消防安全知識、煙霧警報器安裝過程的經驗和防火做法。填寫問卷調查大約需要五到七分鐘的時間。請注意參加本次調查是**自願性的**，對於在您家裡安裝煙霧警報器沒有任何影響。您提供的資訊將會**保密**。感謝您花時間向我們提供這些寶貴資訊。

1) **奧斯汀消防局安裝免費煙霧警報器之前，您家裡是否有煙霧警報器？**
☐ 是 ☐ 否 ☐ 不確定

2) **如果您回答*否*或*不確定*，您家裡沒裝煙霧警報器的原因有哪些？如果不適用，請寫不適用（N/A）。**
_____
_____
_____

3) **如果您家裡有煙霧警報器，它們裝在什麼位置？（勾選所有適用項目）**
☐ 起居室 ☐ 臥室 ☐ 不知道
☐ 餐廳 ☐ 洗手間 ☐ 不適用
☐ 廚房 ☐ 通道 ☐ 其他地方：_____

4) **如果您家裡有煙霧警報器，您或其他人上一次*測試*煙霧警報器是在什麼時候？**
☐ 過去 1 週內 ☐ 4 個月或更久以前 ☐ 不適用
☐ 1 週到 1 個月前 ☐ 沒測試過
☐ 2-3 個月前 ☐ 不知道

5) **如果您家裡有煙霧警報器，您或其他人上一次*更換*煙霧警報器是在什麼時候？**
☐ 不到 1 年前 ☐ 10 年以上 ☐ 不適用
☐ 2-5 年 ☐ 從來沒換過煙霧警報器
☐ 6-10 年 ☐ 不知道

6) **據您所知，您的煙霧警報器目前是否有正常運作的電池？**
☐ 是 ☐ 否 ☐ 不知道 ☐ 不適用

7) **您在過去曾經取出家裡煙霧警報器的電池嗎？**
☐ 是 ☐ 否 ☐ 不知道

8) **如果回答*是*，您決定取出煙霧警報器電池的原因是什麼？（勾選所有適用項目）**
☐ 沒有火災的時候停止警報器聲響（烹飪或蒸汽引起的警報） ☐ 停止警報器發出的嗚咻聲 ☐ 不知道 ☐ 不適用 ☐ 煙霧警報器需要電池 ☐ 其他：_____

9) **您或您的家人是否有火災時的緊急逃生方案？**
☐ 是 ☐ 否 ☐ 不知道

10) **您的家裡是否發生過火災？**
☐ 是 ☐ 否 ☐ 不知道

11) **如果*是*，您是否向消防局求助？**
☐ 是 ☐ 否 ☐ 不知道 ☐ 不適用

12) **火災原因是什麼？（勾選所有適用項目）**

- ☐ 烹飪用火：包括油脂飛濺或無人照看的食物
- ☐ 不當丟棄香煙、雪茄或是其他發煙材料
- ☐ 不當丟棄火柴或打火機
- ☐ 無人照看的蠟燭
- ☐ 加熱器故障
- ☐ 電氣或電器故障
- ☐ 故意縱火
- ☐ 不知道
- ☐ 不適用
- ☐ 其他：_____

13) **總體而言，您如何評估獲得以下服務的體驗：**

	不滿意	說不上滿意或不滿意	滿意	沒有意見
安裝煙霧警報器	☐	☐	☐	☐
發放防火和安全資訊	☐	☐	☐	☐
影片中提供的資訊	☐	☐	☐	☐
消防員（或消防隊）的專業性	☐	☐	☐	☐

14) **未來您多有可能：**

	根本不可能	有點可能	很可能	不回答
每月測試您的煙霧警報器	☐	☐	☐	☐
每 10 年更換您的煙霧警報器	☐	☐	☐	☐
制定應變行動方案	☐	☐	☐	☐
定期檢查家裡可能的危險	☐	☐	☐	☐
把奧斯汀消防局的免費煙霧警報器計畫告訴朋友、家人和鄰居	☐	☐	☐	☐

15) **您是如何得知免費煙霧警報器計畫的？（勾選所有適用項目）**

- ☐ 奧斯汀消防局上門告知
- ☐ 掛在門上的小冊
- ☐ 透過朋友或家人
- ☐ 奧斯汀消防局網站
- ☐ 奧斯汀消防車上的廣告
- ☐ 參加活動（請寫明）：_____
- ☐ 社交媒體（Facebook、Twitter 等）（請寫明）：_____
- ☐ 電臺廣告（請寫明）：_____
- ☐ 電視廣告（請寫明）：_____
- ☐ 印刷廣告（請寫明）：_____
- ☐ 社區組織（請寫明）：_____
- ☐ 其他：_____

16) **感謝您參加本次調查。請儘管向我們提供您認為有助於我們改進免費煙霧警報器計畫的其他意見或回饋。我們非常感激您的回饋。**

_____

_____

_____

選填人口統計資訊

免費煙霧警報器計畫的目的是幫助市民提高安全，奧斯汀消防局致力確保我們透過這些活動接觸各種不同群體。您提供的人口統計資訊能幫我們更好地瞭解奧斯汀消防局所影響的群體。

您是否回答了免責書上選填的人口統計資訊部分？

☐ 是　☐ 否　☐ 不確定

如果*是*，請勿填寫以下資訊。如果*否*或是*不確定*，請繼續。

您是否願意提供某些人口統計資訊？

☐ 是　☐ 否

如果*是*，請填寫最底下的部分。如果*否*，感謝您參加本次調查。

家中居住人數：

兒童人數（0-18 歲）_____　成人人數（19-60 歲）_____　老人人數（60 歲以上）_____

請勾選適用家中居住者的所有項目：

☐ 耳聾或聽力障礙　☐ 行動不便　☐ 視力受損

英語是否家裡所講的第一語言？

☐ 是　☐ 否

如果*否*，家裡所講的第一語言是什麼？（勾選所有適用項目）：

☐ 西班牙語　☐ 越南語　☐ 不適用
☐ 漢語－普通話　☐ 韓語
☐ 漢語－其他　☐ 其他：_____

家中主要人口統計特徵（勾選所有適用項目）：

☐ 非裔美國人　☐ 太平洋島民　☐ 其他：_____
☐ 西班牙裔/拉丁裔　☐ 白人/高加索裔
☐ 亞裔美國人　☐ 美國原住民

您擁有或租賃您的住房？

☐ 擁有　☐ 租賃　☐ 其他：_____

如果*租賃*：您是否與房東簽訂安裝煙霧警報器的合約？

☐ 是　☐ 否

Appendix F
Fire Safety Trailer Survey-English

Fire Safety Trailer Survey

1) **Do you currently have smoke alarm/s in your home?**
☐ Yes ☐ No ☐ Not Sure

2) **If answered *no* or *unsure*, what are some of your reasons for not having a smoke alarm in the home? Write N/A if not applicable.**

_____

_____

_____

3) **If you do have smoke alarm/s in the home, where are they located? (Check all that apply)**
☐ Living Room ☐ Bedroom/s ☐ Unknown
☐ Dining Room ☐ Bathroom/s ☐ N/A
☐ Kitchen ☐ Hallway ☐ Other Area: _____

4) **To the best of your knowledge, do you currently have working batteries in your smoke alarm?**
☐ Yes ☐ No ☐ Unknown ☐ N/A

5) **If you have smoke alarm/s in the home, when was the last time you or someone else *tested* the alarm?**
☐ Within the past week ☐ 4 months or longer ☐ N/A
☐ 1 week to 1 month ago ☐ Have not tested it
☐ 2-3 months ago ☐ Unknown

6) **If you have smoke alarm/s in the home, when was the last time you or someone else *replaced* the smoke alarm/s?**
☐ Less than 1 year ago ☐ More than 10 years ☐ Unknown
☐ Between 2-5 years ☐ Have never replaced ☐ N/A
☐ Between 6-10 years smoke alarm/s

7) **Do you or members of your household have an emergency escape plan in case of a fire?**
☐ Yes ☐ No ☐ Unknown

8) **Overall, how informative was the information provided in fire safety presentation?**
☐ Not very informative ☐ Somewhat informative ☐ Very informative ☐ No Opinion

9) **How informative was the information provided in the fire safety film?**
☐ Not very informative ☐ Somewhat informative ☐ Very informative ☐ No Opinion

10) **Thank you for participating in the survey. Please feel free to provide us with any additional comments about the Austin Fire Department presentation. Your feedback is greatly appreciated.**

_____

_____

_____

If you would like to schedule a free home hazard assessment or free smoke alarm installation, please call the Austin Fire Department smoke alarm hotline at 512-974-0299.

Encuesta del tráiler para la prevención de incendios

1) ¿Hay actualmente algún detector de humo en su hogar?
☐ Sí ☐ No ☐ No estoy seguro

2) Si respondió "*no*" o "*no estoy seguro*", ¿por qué motivo no tiene detectores de humo en su hogar? Escriba N/C si esta pregunta no corresponde a su caso en particular.

_____

_____

_____

3) Si hay detectores de humo en su hogar, ¿dónde se encuentran? (Maque todas las opciones que correspondan).
☐ Sala de estar ☐ Habitación/habitaciones ☐ No sabe
☐ Comedor ☐ Baño/s ☐ N/C
☐ Cocina ☐ Corredor ☐ Otro lugar: _____

4) ¿Le parece que las baterías de sus detectores de humo funcionan?
☐ Sí ☐ No ☐ No sabe ☐ N/C

5) Si hay detectores de humo en su hogar, ¿cuándo fue la última vez que usted u otra persona los *controlaron* para asegurarse de que funcionaran correctamente?
☐ La semana pasada ☐ Entre 2 y 3 meses atrás ☐ No sabe
☐ Entre 1 semana y 1 mes atrás ☐ Hace 4 meses o más ☐ N/C
☐ No los han controlado

6) Si hay detectores de humo en su hogar, ¿cuándo fue la última vez que usted u otra persona los *remplazaron*?
☐ Hace menos de 1 año ☐ Hace más de 10 años ☐ No sabe
☐ Entre 2 y 5 años atrás ☐ Nunca los han remplazado ☐ N/C
☐ Entre 6 y 10 años atrás

7) ¿Usted o los integrantes del hogar cuentan con un plan de evacuación de emergencia en caso de incendio?
☐ Sí ☐ No ☐ No sabe

8) En términos generales, ¿cuán útil le pareció la información proporcionada en la presentación sobre la prevención de incendios?
☐ No muy útil ☐ Bastante útil ☐ Muy útil ☐ No tiene ninguna opinión

9) ¿Cuán útil le pareció la información proporcionada en la película sobre la prevención de incendios?
☐ No muy útil ☐ Bastante útil ☐ Muy útil ☐ No tiene ninguna opinión

10) Gracias por haber participado en la encuesta. No dude en hacernos comentarios adicionales sobre la presentación del Departamento de Bomberos de Austin. Valoramos muchísimo su opinión.

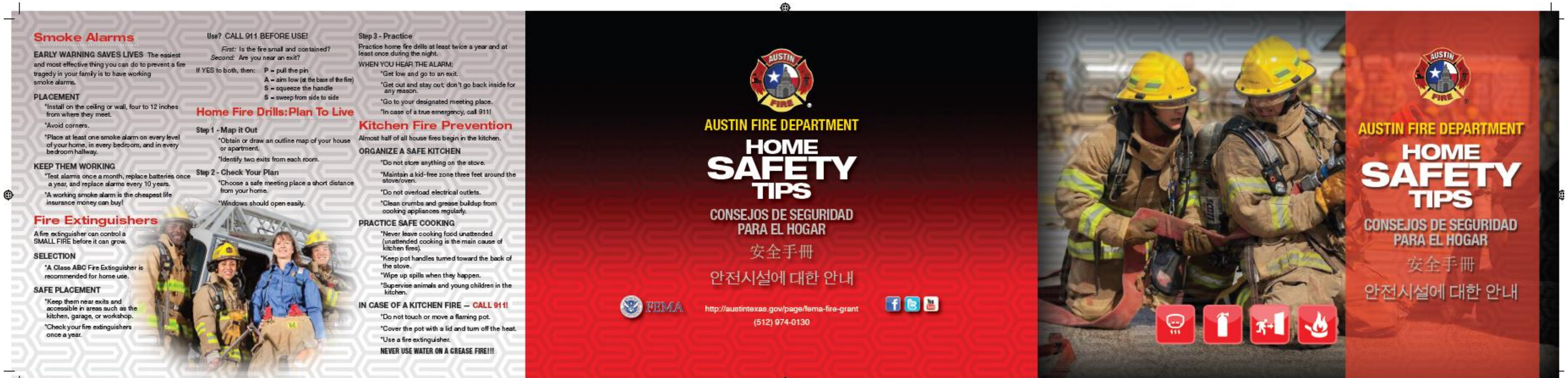
_____

_____

_____

Si desea programar una evaluación de riesgos del hogar o una instalación de detectores de humo gratuitas, sírvase comunicarse con la línea de atención telefónica del Departamento de Bomberos de Austin al 512-974-0299.

Appendix G – Fire Safety Brochures



Smoke Alarms

EARLY WARNING SAVES LIVES The easiest and most effective thing you can do to prevent a fire tragedy in your family is to have working smoke alarms.

PLACEMENT
- *Install on the ceiling or wall, four to 12 inches from where they meet.
- *Avoid corners.
- *Place at least one smoke alarm on every level of your home, in every bedroom, and in every bedroom hallway.

KEEP THEM WORKING
- *Test alarms once a month, replace batteries once a year, and replace alarms every 10 years.
- *A working smoke alarm is the cheapest life insurance money can buy!

Fire Extinguishers

A fire extinguisher can control a SMALL FIRE before it can grow.

SELECTION
- *A Class ABC Fire Extinguisher is recommended for home use.

SAFE PLACEMENT
- *Keep them near exits and accessible in areas such as the kitchen, garage, or workshop.
- *Check your fire extinguishers once a year.

Use? CALL 911 BEFORE USE!

First: Is the fire small and contained?
Second: Are you near an exit?

If YES to both, then:
- P = pull the pin
- A = aim low (at the base of the fire)
- S = squeeze the handle
- S = sweep from side to side

Home Fire Drills: Plan To Live

Step 1 - Map it Out
- *Obtain or draw an outline map of your house or apartment.
- *Identify two exits from each room.

Step 2 - Check Your Plan
- *Choose a safe meeting place a short distance from your home.
- *Windows should open easily.

Step 3 - Practice

Practice home fire drills at least twice a year and at least once during the night.

WHEN YOU HEAR THE ALARM:
- *Get low and go to an exit.
- *Get out and stay out; don't go back inside for any reason.
- *Go to your designated meeting place.
- *In case of a true emergency, call 911!

Kitchen Fire Prevention

Almost half of all house fires begin in the kitchen.

ORGANIZE A SAFE KITCHEN
- *Do not store anything on the stove.
- *Maintain a kid-free zone three feet around the stove/oven.
- *Do not overload electrical outlets.
- *Clean crumbs and grease buildup from cooking appliances regularly.

PRACTICE SAFE COOKING
- *Never leave cooking food unattended (unattended cooking is the main cause of kitchen fires).
- *Keep pot handles turned toward the back of the stove.
- *Wipe up spills when they happen.
- *Supervise animals and young children in the kitchen.

IN CASE OF A KITCHEN FIRE – CALL 911!
- *Do not touch or move a flaming pot.
- *Cover the pot with a lid and turn off the heat.
- *Use a fire extinguisher.

NEVER USE WATER ON A GREASE FIRE!!!

AUSTIN FIRE DEPARTMENT

HOME SAFETY TIPS

CONSEJOS DE SEGURIDAD PARA EL HOGAR

安全手冊

안전시설에 대한 안내

FEMA

http://austintexas.gov/page/fema-fire-grant

(512) 974-0130

AUSTIN FIRE DEPARTMENT

HOME SAFETY TIPS

CONSEJOS DE SEGURIDAD PARA EL HOGAR

安全手冊

안전시설에 대한 안내

Detectores de humo

UNA ADVERTENCIA TEMPRANA SALVA VIDAS

COLOCACIÓN

ASEGÚRESE DE QUE FUNCIONEN

Extinguidores de incendios

SELECCIÓN

UBICACIÓN SEGURA

¿CÓMO SE USAN? LLAME AL 911 ANTES DE USARLOS

Simulacros de incendio en el hogar: Planifique para seguir viviendo

Paso 1. - Haga un plano

Paso 2. - Revise su plan

Paso 3. - Practique

Prevención de incendios en la cocina

ORGANICE UNA COCINA SEGURA

COCINE EN FORMA SEGURA

EN CASO DE HABER UN INCENDIO EN LA COCINA — LLAME AL 911.

¡¡NUNCA USE AGUA PARA APAGAR UN INCENDIO PROVOCADO POR GRASA!!

煙霧警報器

滅火器

家庭消防演習：逃生方案

廚房防火

화재경보기

소화기

가정에서하는 화재 대비훈련: 생존방법

주방에서의 화재 예방

Appendix H
Letters from Fire Chief Kerr for Smoke Alarm Survey Mailer
English

Austin Fire Department

"Our Mission Goes Beyond Our Name"

4201 Ed Bluestein, Austin, TX 78721
www.CityofAustin.org/fire

Month Day, 2014

INSERT FIRST NAME, LAST NAME
Individual's ADDRESS
Austin, TX **INSERT ZIP CODE**

Dear **INSERT REAL NAME HERE**:

The Austin Fire Department (AFD) is committed to creating safer communities through prevention and effective emergency response. With the help of a Federal Emergency Management Agency (FEMA) grant, AFD has set a goal of installing 2,200 free smoke alarms in residential homes throughout Austin. This has given us the opportunity to interact with you, the public that we serve, while helping to reduce the chances of serious injury or even death from house fires. We often say that a working smoke alarm is the cheapest life insurance money can buy!

We are sending you the enclosed survey because our records indicate that a firefighter installed a new smoke alarm at your address within the past year. Your answers to the survey questions will help us in our efforts to improve the safety of your fellow citizens.

Please complete and return the survey in the enclosed pre-addressed stamped envelope within two weeks; it will only take a few minutes of your time but will be very helpful in providing us feedback on this important program. Participation is voluntary, and your name and address will be kept confidential.

If you have any questions about the survey or would like assistance in filling it out, please call our Free Smoke Alarm Hotline at (512) 974-0299. If our records are incorrect and you have not received a free smoke alarm, please call the same number so we can schedule an installation for you. A working smoke alarm increases your family's chance of surviving a fire by more than 50 percent. Let us help you make your family safer today!

Please accept the enclosed AFD magnet as a token of our appreciation. Thank you for your time and attention to this matter.

Sincerely,

Rhoda Mae Kerr
Fire Chief
Austin Fire Department

Appendix H Continued Reminder Letter - English

Austin Fire Department

"Our Mission Goes Beyond Our Name"

4201 Ed Bluestein, Austin, TX 78721
www.CityofAustin.org/fire

Month Day, 2014

INSERT FIRST NAME, LAST NAME
Individual's ADDRESS
Austin, TX **INSERT ZIP CODE**

Dear **INSERT REAL NAME HERE**:

In early May, we sent you a survey seeking your feedback on the Austin Fire Department's free smoke alarm program and installation that took place in your home sometime within the past year. We know you are busy, but your feedback is critical to the success of this program. If you haven't already done so, please take a few moments to complete the survey and mail it in today!

Completing the survey helps identify opportunities to improve safety programs for our community. Participation in the survey is voluntary. Please be assured that your responses will remain confidential; results will be grouped in all reports with no individuals identified.

Enclosed is a replacement survey and stamped envelope in case you can't find the original. If you have any questions or would like assistance in completing the survey, please call our Free Smoke Alarm Hotline at (512) 974-0299. Thanks so much for your time and attention to this matter.

Sincerely,

Rhoda Mae Kerr
Fire Chief
Austin Fire Department

Appendix H Continued - Letter from Chief Kerr – Spanish

Departamento de Bomberos de Austin

"Nuestra misión va más allá de nuestro nombre"

4201 Ed Bluestein, Austin, TX 78721
www.CityofAustin.org/fire

Mes Día, 2014

ESCRIBA EL NOMBRE DE PILA, APELLIDO
Domicilio del individuo
Austin, TX **ESCRIBA EL CODIGO POSTAL**

Estimado (a) **ESCRIBA EL NOMBRE REAL AQUI**:

El Departamento de Bomberos de Austin (AFD por sus siglas en inglés) está comprometido en crear comunidades más seguras a través de la prevención y una respuesta efectiva ante las emergencias. Con la ayuda de un subsidio de la Agencia Federal para el Manejo de Emergencias (FEMA por sus siglas en inglés), el AFD tiene la meta de instalar 2,200 detectores de humo gratuitos en las viviendas residenciales en Austin. Esto nos ha dado la oportunidad de interactuar con ustedes, el público al que servimos, mientras ayudamos a reducir las probabilidades de sufrir heridas graves o incluso la muerte ocasionadas por incendios residenciales. Siempre decimos que, un detector de humo en funcionamiento, ¡es el seguro de vida más barato que el dinero puede comprar!

Le estamos enviando la encuesta adjunta ya que, nuestros registros indican que un bombero instaló un detector de humo en su domicilio el año pasado. Sus respuestas a la encuesta ayudarán en nuestros esfuerzos de mejorar la seguridad de los ciudadanos.

Por favor complete y devuelva la encuesta en el sobre adjunto con destinatario impreso y franqueo pagado a más tardar el XXXX; sólo le tomará unos minutos de su tiempo, pero será de gran ayuda para proporcionarnos sus opiniones y sugerencias sobre este programa tan importante. La participación es voluntaria, y su nombre y dirección se mantendrán en confidencialidad.

Si tiene preguntas sobre la encuesta o desea asistencia para completarla, por favor llame a nuestra línea directa para Detectores de Humo Gratuitos al: (512) 974-0299. Si nuestros registros son incorrectos y usted no ha recibido un detector de humo gratuito, por favor llame al mismo número para programar una instalación para usted. Un detector de humo en funcionamiento aumenta las posibilidades, por más del 50 por ciento, de que su familia sobreviva a un incendio. ¡Permítanos ayudarlo a que su familia se encuentre más segura el día de hoy!

Por favor acepte el imán adjunto del Departamento de Bomberos de Austin como muestra de nuestro agradecimiento. Gracias por su tiempo y atención a este asunto.

Atentamente,

Rhoda Mae Kerr
Jefe de Bomberos
Departamento de Bomberos de Austin

Appendix H Continued - Reminder Letter – Spanish

Departamento de Bomberos de Austin

"Nuestra misión va más allá de nuestro Nombre"

4201 Ed Bluestein, Austin, TX 78721
www.CityofAustin.org/fire

Mes Día, 2014

ESCRIBA EL NOMBRE DE PILA, APELLIDO
DOMICILIO DEL Individuo
Austin, TX **ESCRIBA EL CÓDIGO POSTAL**

Estimado(a) **ESCRIBA EL NOMBRE REAL AQUÍ**:

A principios de mayo, le enviamos una encuesta buscando sus sugerencias y opiniones sobre el programa del detector de humo gratuito del Departamento de Bomberos de Austin y la instalación que se llevó a cabo en su domicilio durante el año pasado. Sabemos que se encuentra ocupado, pero sus opiniones son fundamentales para el éxito de este programa. Si no lo ha hecho, por favor ¡tómese unos minutos para completar la encuesta y enviarla el día de hoy!

Al completar la encuesta ayuda a identificar las oportunidades para mejorar los programas de seguridad para nuestra comunidad. La participación en la encuesta es voluntaria. Por favor tenga la seguridad que sus repuestas serán confidenciales; los resultados se agruparán en todos los informes sin identificar a los individuos.

Encuentre adjunto una encuesta de reemplazo y un sobre con franqueo pagado en caso de que usted no encuentre la original. Si tiene dudas o desea asistencia para completar la encuesta, por favor llame a nuestra línea para Detectores de Humo Gratuitos al: (512) 974-0299. Muchas gracias por su tiempo y atención a este asunto.

Atentamente,

Rhoda Mae Kerr
Jefe de Bomberos
Departamento de Bomberos de Austin

Contact Information

If you have further questions or are interested in finding out more about the Austin Fire Department Smoke Alarm Installation Program or Home Hazard Assessments, please contact the Austin Fire Department at 512-974-0130 or the Community Outreach Division at 512-974-0290.