

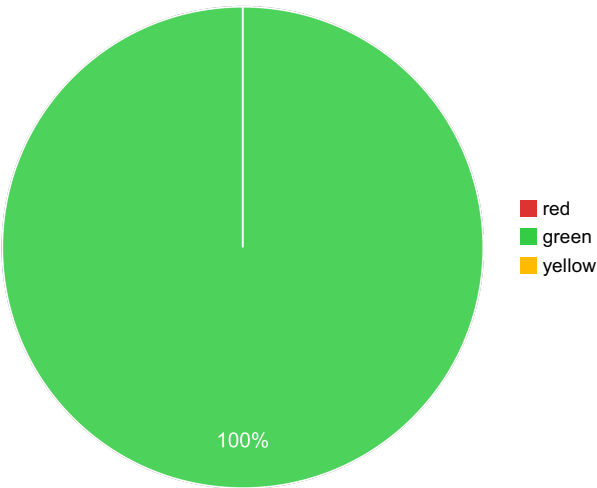
Department of the State Fire Marshal

Annual Performance Progress Report

Reporting Year 2025

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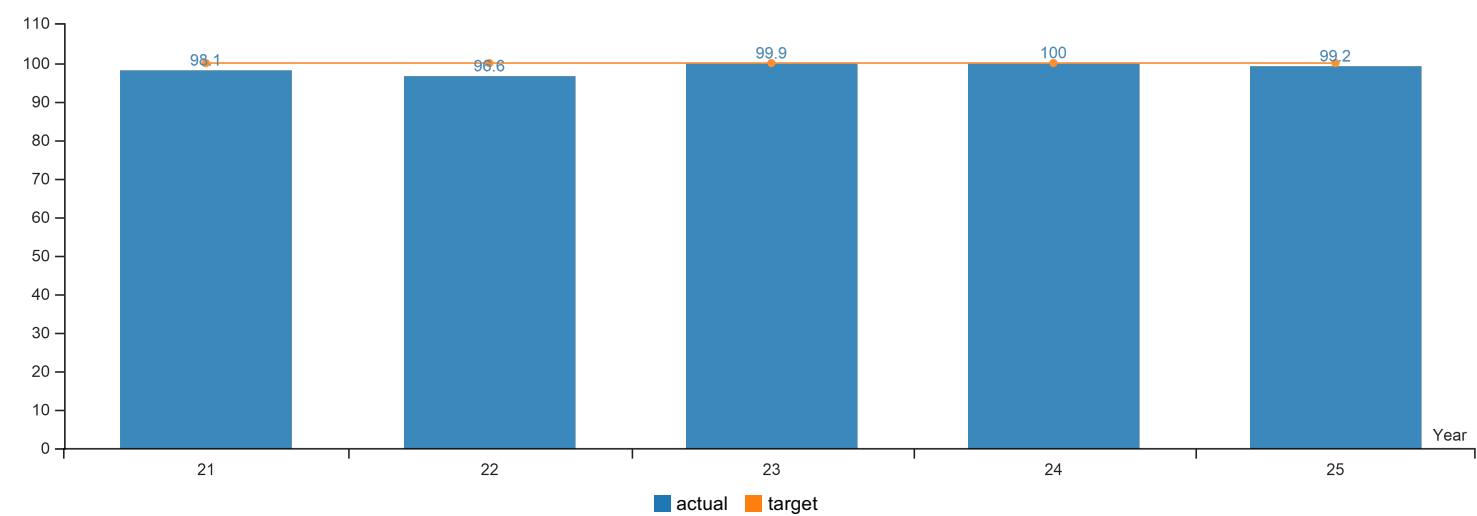
KPM #	Approved Key Performance Measures (KPMs)
1	AVERAGE PERCENTAGE OF STRUCTURES SAVED AFTER DECLARED CONFLAGRATION - based on the number of residential and commercial properties "at risk" or "threatened" during wildland fires as compared to those lost to fire.
2	OREGON RESIDENTIAL FIRE DEATH RATE - Per 1 million population, with a target to position Oregon among the twelve lowest fire death rates in the nation.
3	CUSTOMER SERVICE SATISFACTION SURVEY - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	100%	0%	0%

KPM #1	AVERAGE PERCENTAGE OF STRUCTURES SAVED AFTER DECLARED CONFLAGRATION - based on the number of residential and commercial properties “at risk” or “threatened” during wildland fires as compared to those lost to fire.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Average percentage of structures saved after declared conflagration					
Actual	98.10%	96.60%	99.90%	100%	99.20%
Target	100%	100%	100%	100%	100%

How Are We Doing

For the last complete year of data, which is 2024, OSFM responded to seventeen declared conflagrations. Resources from 133 Oregon response agencies were mobilized to protect threatened structures during the 2024 fire season at an estimated cost of \$28.9 million to protect 17,006 structures with an estimated value of more than \$3.7 billion. The success rate of protecting the structures threatened by the seventeen conflagration fires during 2024 was 99.2 percent.

Factors Affecting Results

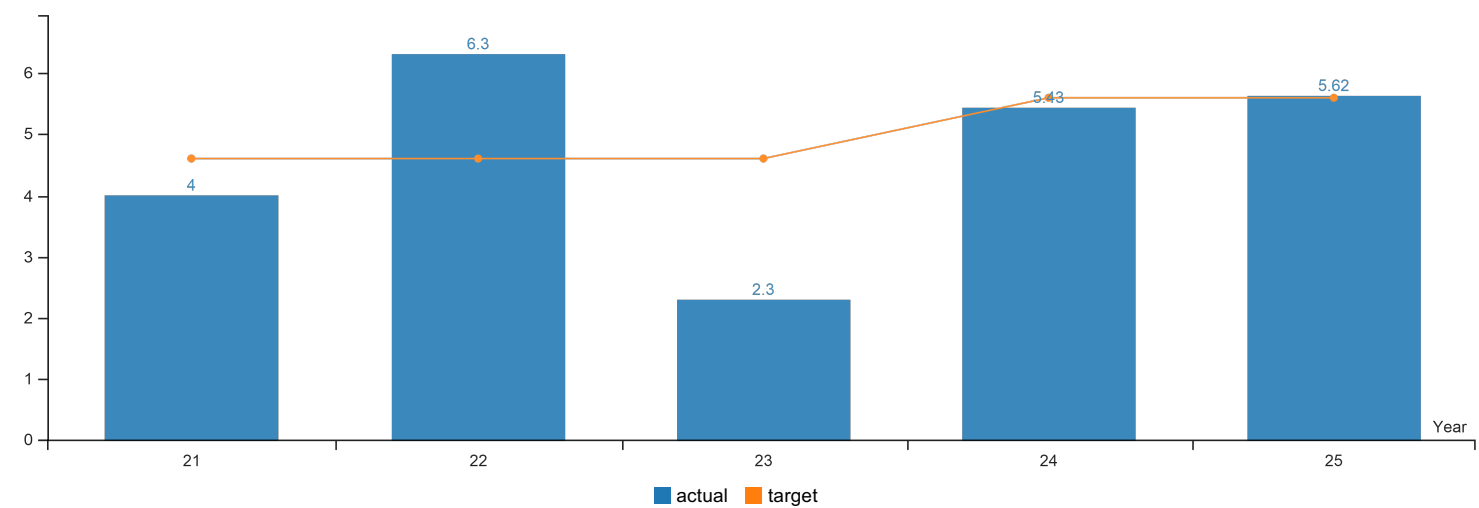
The primary factors affecting the results of this measure are the location of fire, the weather conditions of the area, the speed and effectiveness of the initial fire responses, and the determinations made by the involved county’s Fire Defense Board Chief and local Incident Commander. Ultimately, a variety of factors including the size and rate of advancement of the fire will be the determining factors affecting the need for a conflagration request and therefore the results of this key performance measure. Recent fires in California, Washington, Idaho, and Montana have resulted in catastrophic losses in the number of residences destroyed by fast-moving wildland fires. The hazards and vulnerabilities faced in these other states are similar to those in Oregon.

The target of saving 100 percent of threatened structures after the invocation of the conflagration act is an honorable and lofty goal. There are many variables beyond the control of OSFM when confronting wildland fires. Establishing and achieving results that approach or meet this target requires bold and aggressive actions by the responding resources. This is possible as a result of training, and the implementation of effective planning and tactical operations. However, mitigating the impact of wildland fires in the areas surrounding structures across Oregon is often beyond the control of OSFM.

Recent investments into local fire agency capacity as well as the introduction of new response tools contributed to the success in protecting structures during the 2024 fire season.

KPM #2	OREGON RESIDENTIAL FIRE DEATH RATE - Per 1 million population, with a target to position Oregon among the twelve lowest fire death rates in the nation.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2021	2022	2023	2024	2025
Oregon residential fire death rate per million population					
Actual	4	6.30	2.30	5.43	5.62
Target	4.60	4.60	4.60	5.59	5.59

How Are We Doing

OSFM has been measuring the Oregon Residential Fire Death Rate Per Million Population since 2008.

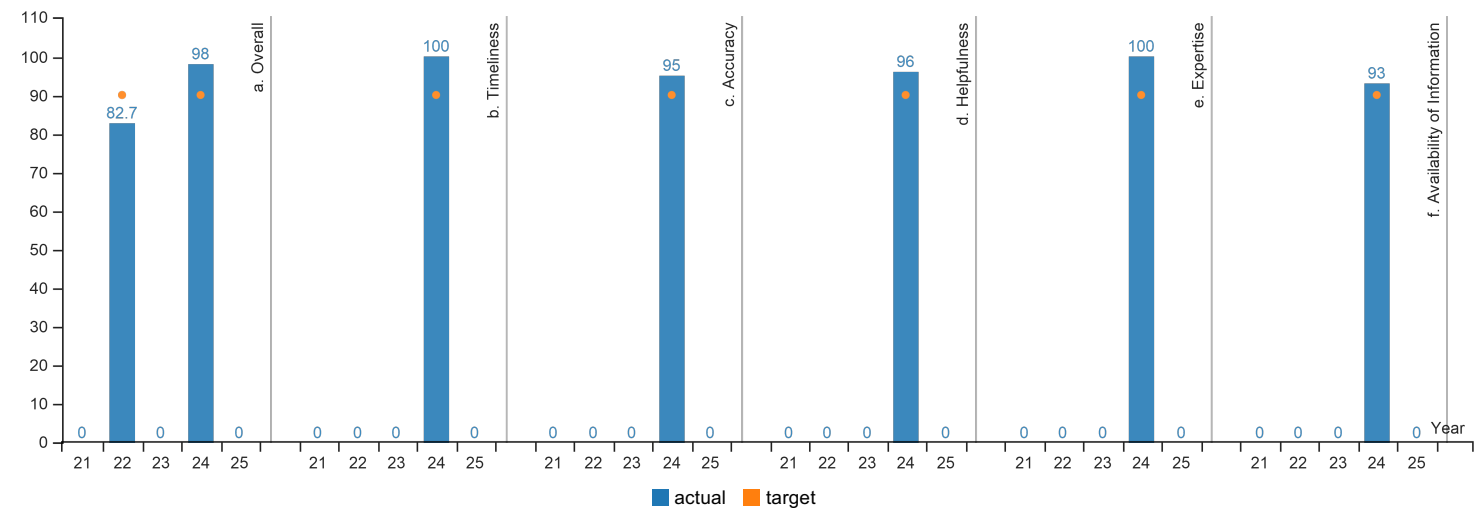
In the 2024 calendar year, there were 24 total qualifying deaths from residential fires in Oregon. This is an increase in 1 fatality from the prior calendar year. When compared to the average annual residential fire deaths for the previous 10 years (19), 2024 was above the average by 26 percent.

Although OSFM strives to ensure there are no residential fatalities as the result of fire, the target for this KPM is based on how Oregon compares to other states in the nation in terms of the residential fire death rate per million people. More specifically, the target is set to be amongst the lowest 's quartile of states across the nation for this measurement each year. This is based on data obtained from the most recent state statistics available on the CDC's WISQARS database. As of August 2025, the most recent nationally available state statistics are from the 2023 calendar year, which when used as a projection for 2024, puts the target for this KPM at 5.59 residential fire deaths per million people. When compared to this target, Oregon's residential fire death rate for 2024 was near the lowest quartile of states that have data available in the CDC's WISQARS database, missing the target by less than 1 percent.

Factors Affecting Results

Factors influencing the residential death rate from fire vary and can be influenced though social changes, property characteristics, victim demographics and socioeconomics, human factors, smoke alarm presence, and sprinkler presence. OSFM works to reduce residential fire deaths through comprehensive fire prevention and life safety programs and services. OSFM education activities reduce risk to individuals by encouraging better safety choices. Education empowers Oregonians to participate in fire prevention and increases the likelihood of surviving a fire at home.

KPM #3	CUSTOMER SERVICE SATISFACTION SURVEY - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2021	2022	2023	2024	2025
a. Overall					
Actual		82.70%		98%	
Target		90%		90%	
b. Timeliness					
Actual				100%	
Target				90%	
c. Accuracy					
Actual				95%	
Target				90%	
d. Helpfulness					
Actual				96%	
Target				90%	
e. Expertise					
Actual				100%	
Target				90%	
f. Availability of Information					
Actual				93%	
Target				90%	

How Are We Doing

The Department of the State Fire Marshal's Customer Satisfaction Survey is conducted every 2 years (even years). The next time the survey will be conducted and the results published will be 2026.

Factors Affecting Results

See above.