2021

El Paso Fire Department

# Community Risk Assessment
# &
# Standards of Cover

## 2021

EL PASO FIRE

*ep*SOC

# El Paso Fire Department Standards of Cover 2021

Effective September 1, 2021

*Excellence is the gradual result of always striving to do better. - Pat Riley*

Supporting Dataset Last Refreshed: 3/1/2022 3:05:56 AM

epSOC

## Mission

The Mission of the Fire Department is to provide exceptional services for a safe, healthy, and resilient community.

## Vision

The El Paso Fire Department will be a premier public safety organization committed to the safety and welfare of our community.

## Values

Professionalism

Respect

Integrity

Duty

Excellence

# Table of Contents


Introduction

Executive Summary

Part 1: Community Risk Assessment

- Area Characteristics 1.1
- Agency Programs and Services 1.2
- All-Hazard Risk Community Assessment 1.3
- Community Feedback 1.4
- Program Goals and Objectives 1.5

Part 2: Standards of Cover

- Current Deployment and Performance 2.1
- Evaluation of Current Deployment and Performance 2.2
- Plan for Maintaining and Improving Response Capabilities 2.3
- Correlation of CRA/SOC to CFAI Accreditation Model 2.4

Part 3: Appendices

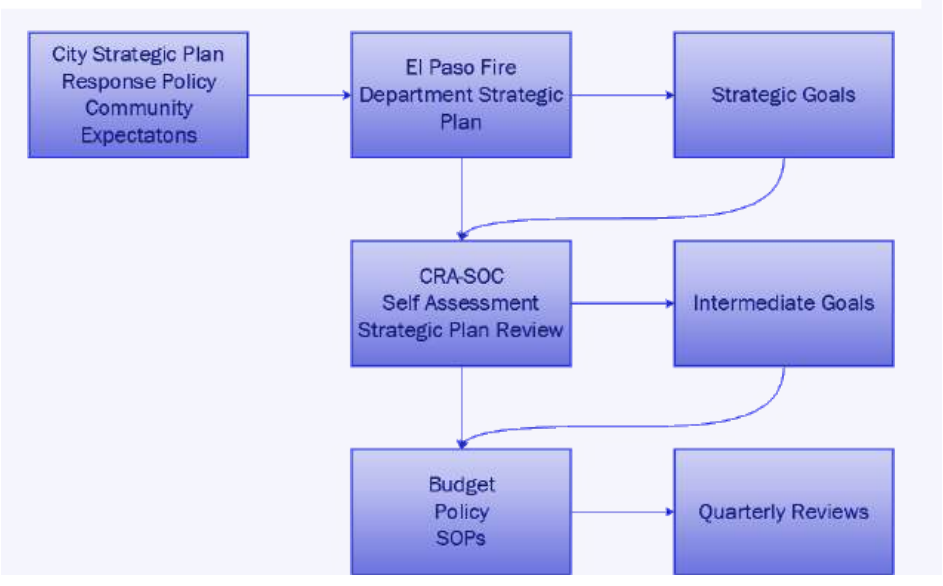
- Critical Task Tables 3.1
- Baseline Performance Tables 3.2
- Benchmark Performance Tables 3.3
- Maps 3.4

# Introduction

The El Paso Fire Department (*EPFD) Community Risk Assessment and Standards of Cover* is the result of comprehensive deployment analysis conducted by the EPFD in alignment with the Center for Public Safety Excellence's (CPSE) new 10th edition accreditation model. This process is a constant cycle of deployment monitoring, evaluation, and modification. The true value of this document lies in the process undertaken in creating it. The EPFD identified the boundaries and unique characteristics of its jurisdictional area, identified the types and levels of risk present within, and evaluated the service demand for each risk type. It then evaluated its ability to deliver the resources needed to handle these identified risks against best practice standards. Areas in need of improvement were identified and a plan made to improve the deployment characteristics of each.

The 2021 edition of this work is based on data from the 2017 to 2021 fiscal years of the City of El Paso (COEP), Texas, comprising the period from September 1, 2016 to August 31, 2021

## EPFD Strategic Improvement Model



# Executive Summary

In 2021 the El Paso Fire Department began the process of redesigning the Standard of Cover to align with the CPSE 10th edition accreditation model. This model provides the structure to the document and standardizes the process to help it remain unbiased and complete. The intent of this document is to facilitate the mission of the department.

The format has been changed from a primarily print document to an interactive web based one. This allows the viewer to filter the data by planning zone and hazard type rather than displaying a separate page for each. Selecting regions of many of the interactive visualizations make it easier to explore and interpret the data presented.

Another feature of this interactive format is that all the data presented is live and up to date. On the cover is a selector that allows the range of data to be set for a specific fiscal year and all the data in the document updates accordingly. After the close of each fiscal year the new date is added to the selector.

Automating the data in this document facilitates rather than replaces the research and review done in each yearly iteration of the standard of cover process. At the beginning of each fiscal year the are reviewed and documented:

- community characteristics and risk
- agency resources and deployment ability
- goals for matching deployment to risk
- measurement of performance
- identification of performance gaps
- a plan for continued improvement

The ultimate goal of the EPFD is to promote a high quality of life for the citizens and visitors of the City of El Paso (COEP). This can only be done by delivering a high level of service. The information provided within these pages will assist the department to provide better service to the citizens and visitors of COEP and help make it a safer and more hazard resilient community.

# Part 1: Community Risk Assessment

## Documentation of Area Characteristics

El Paso is located at the furthest western tip of Texas, where Texas, New Mexico and the Mexican state of Chihuahua meet. The total regional population exceeds more than 2.5 million within a 50-mile radius.  El Paso, Las Cruces, New Mexico, and Cuidad Juarez constitue the largest bilingual and binational workforce in the Western Hemisphere (New York Times, 2007). El Paso has been rated the safest city of its size and came in at the #3 spot as one of the nation's top cities to raise a family (AdvisorSmith study, 2021).

## El Paso History

The El Paso region was the home of indigenous populations for millennia when Spanish conquistadors crossed the Rio Grande in1581. On April 30, 1598, Juan de Onate took formal possession of the area for Spain, naming the area El Paso del Rio del Norte (the pass through the river of the north). In 1659, the first Spanish-Indian settlement was founded in the area that is now called Ciudad Juarez, Mexico.

A treaty between the US and Mexico in 1848 established the border  between the two nations at the Rio Grande. By late 1849, aided by the gold rush to California, five settlements had been founded along the northern bank of the Rio Grande.

With the arrival of the railroad in 1881, the population boomed to 10,000 by the 1890 census, with many Anglo-Americans, recent immigrants, old Hispanic settlers, and recent arrivals from Mexico. The location of El Paso and the arrival of these more wild newcomers caused the city to become a violent and wild boom town in the 1800's, known as the "Six-shooter Capital" because of its lawlessness. As the vice was cleaned up the city continued into developing as a premier manufacturing, transportation, and retail center in the U.S. Southwest.

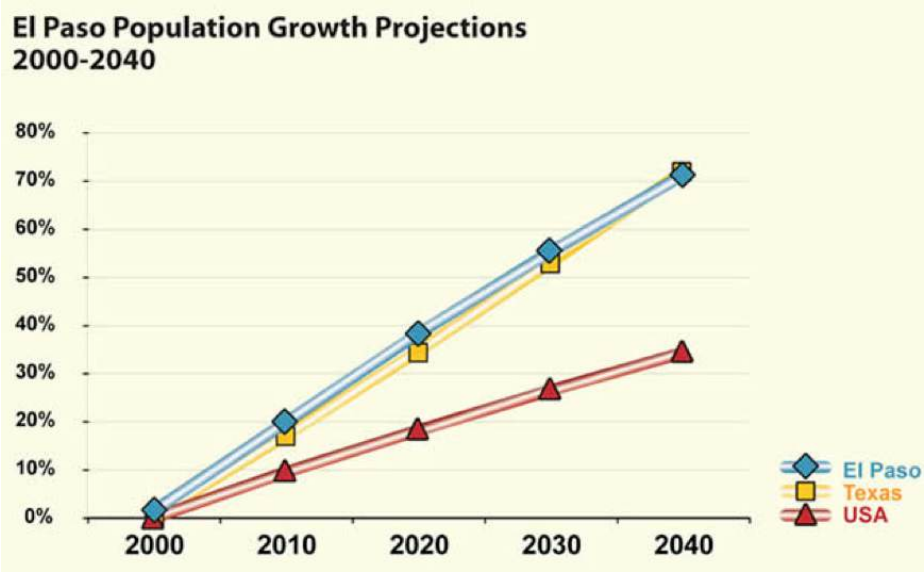
Established as a frontier military post in 1854, Fort Bliss has played a significant role in local, national, and international affairs and has maintained a close relationship with the city. Today Fort Bliss and the adjacent White Sands Missile Range are the United States Army's two largest facilities.

In 1967 the U.S. and Mexico rechanneled the  portion of the river between El Paso and Juarez to solve border disputes caused by its shifting. El Paso and its sister city of Ciudad Juarez across the U.S./Mexico border are inexorably joined by culture and economy.

# Documentation of Area Characteristics (cont.)

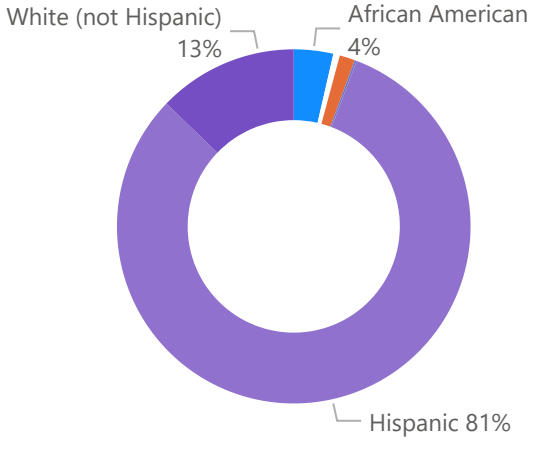
## Demographic Characteristics

El Paso has estimated population of 681,728 and covers approximately 260 square miles, yielding an average population density of approximately 2622 people per square mile. Census data also indicates that 81% of El Paso's population considers themselves Hispanic or Latino; 13% white; 4% black or African American; and 1% Asian. A Native American community (Ysleta Del Sur Pueblo) within El Paso is registered with the state and federal governments and makes up less than 1% of El Paso's population. Fort Bliss is a major contributor to the El Paso demographics, contributing an estimated 38,00 active duty soldiers, 40,000 military dependents, 13,000 civilians to the population.




**23%**
Born Outside United States

**$47,568**
Median Household Income




**69%**
Speak Language Other Than English at Home

**25%**
Bachelors or Higher College Degree

# Documentation of Area Characteristics (cont.)

## Area Geography

The City of El Paso is located in far west Texas at latitude and longitude 31 48′ 40″ N 106 22′ 33″ W. It lies at the intersection of three states (Texas, New Mexico, and Chihuahua) and two countries (the USA and Mexico). Located at an elevation of 3,800 feet (1,140 m) above sea level, The only major river in the region is the Rio Grande, which runs through the heart of El Paso and defines the border between El Paso and Ciudad Juárez, Mexico to the south. The Rio Grande river is also a natural border between Texas and Mexico to the South and Texas and New Mexico to the West. River flow is heavily restricted by damns in New Mexico and its normal depth is only a few feet by the time it reaches El Paso.

In terms of overall geography, the city is almost completely bisected north-south by the Franklin Mountain Range, stretching from Central El Paso 23 miles North and extending 3 miles at their widest. The Franklins' highest point is 7200 feet above sea level. At the Southern tip the Franklin Mountains pinch El Paso's downtown to only a few miles wide against the Mexican border.

The Franklins were formed from crustal extension related to the Cenozoic Rio Grande rift. The East Mount Franklin Fault, a Class-A Quaternary fault line, extends along the eastern edge of the range. There is no recorded earthquake activity from this fault though the potential for such exists. Geologists refer to the Franklins as tilted-block fault mountains and in them can be found 1.25 billion-year-old Precambrian rocks, the oldest in Texas.

## Transportation Networks

El Paso is served by the El Paso International Airport, Amtrak, Interstate 10, U.S. Highway 54, Spur 601, and numerous state highways. Because of its location the city is a major railway hub. It also shares 4 international bridges and one rail bridge with Ciudad Juárez, Mexico. Hazardous cargo routes have been established on all the major thoroughfares through and around the city. An electric streetcar system services the centrally located international bridges, downtown district and the University of Texas at El Paso. Refer to *Transportation Networks Map* in appendix .

# Documentation of Area Characteristics (cont.)

## Climate

El Paso's climate is characterized by an abundance of sunshine throughout the year, high daytime summer temperatures, very low humidity, low rainfall, and a relatively mild winter season. On average, the sun shines more than 300 days per year, earning El Paso its "Sun City" nickname.

Rainfall throughout the year is light, insufficient for any growth except desert vegetation. Irrigation is necessary for crops, gardens, and lawns. Dry periods lasting several months are not unusual. Almost half of the precipitation occurs in July through September from brief but often heavy thunderstorms. Average yearly precipitation is less than 10 inches.

Daytime summer temperatures are high, frequently above 90 degrees and occasionally above 100 degrees. Summer nights are usually comfortable, with temperatures in the 60's. Winter daytime temperatures are mild, mostly in the 50's. Winter nighttime temperatures often drop below freezing. The flat, irrigated land of the Rio Grande Valley in the vicinity of El Paso is noticeably cooler, particularly at night, than the airport or the city proper, both in summer and winter. This results in more comfortable temperatures in summer but increases the severity of freezes in winter. The cooler air in the Valley also causes marked short–period fluctuations of temperature and dew point at the airport with changes in wind direction, especially during the early morning hours.

Dust and sandstorms are a common feature of the weather in El Paso. While wind velocities are not excessively high, the soil surface is dry and loose and natural vegetation is sparse, so moderately strong winds raise considerable dust and sand. A tabulation of dust storms for a period of 20 years shows that they are most frequent in March and April, and comparatively rare in the period July through December; prevailing winds are from the north in winter and the south in summer.

| Month | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Year |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Record high °F | 80 | 86 | 93 | 98 | 105 | 114 | 112 | 108 | 104 | 96 | 87 | 80 | 114 |
| Average high °F | 57.7 | 63.1 | 70.3 | 78.6 | 87.8 | 95.5 | 94.7 | 92.4 | 87.6 | 78.2 | 66.2 | 57.1 | 77.4 |
| Average low °F | 32.5 | 37.1 | 42.9 | 50.7 | 60.0 | 68.0 | 70.9 | 69.7 | 63.3 | 52.0 | 40. | 32.5 | 51.6 |
| Record low °F | −8 | 1 | 14 | 23 | 31 | 46 | 56 | 52 | 41 | 25 | 1 | −5 | −8 |
| Average precipitation inches | 0.40 | 0.46 | 0.26 | 0.23 | 0.47 | 0.94 | 1.55 | 2.01 | 1.51 | 0.61 | 0.49 | 0.78 | 9.71 |
| Average snowfall inches | 1.3 | 0.6 | 0.3 | 0.8 | 0 | 0 | 0 | 0 | 0 | trace | 0.8 | 3.1 | 6.9 |
| Average precipitation days (≥ 0.01 in) | 3.8 | 3.4 | 2.4 | 1.9 | 2.7 | 3.9 | 8.3 | 8.7 | 6.3 | 4.7 | 3.1 | 3.9 | 53.1 |
| Average snowy days (≥ 0.1 in) | 1.0 | 0.4 | 0.1 | 0.2 | 0 | 0 | 0 | 0 | 0 | 0.1 | 0.3 | 1.1 | 3.2 |
| Average relative humidity (%) | 50.5 | 41.6 | 32.4 | 26.9 | 27.1 | 29.9 | 43.9 | 48.4 | 50.5 | 47.1 | 46.1 | 51.5 | 41.3 |
| Mean monthly sunshine hours | 254.5 | 263.0 | 326.0 | 348.0 | 384.7 | 384.1 | 360.2 | 335.4 | 304.1 | 298.6 | 257.6 | 246.3 | 3,762.5 |
| Percent possible sunshine | 80 | 85 | 88 | 89 | 90 | 90 | 83 | 81 | 82 | 85 | 82 | 79 | 85 |
| Measure at El Paso International Airport/ Source: NOAA | | | | | | | | | | | | | |

# Documentation of Area Characteristics (cont.)

## Local Government

The city of El Paso operates under a council-manager form of government. This system combines the strong political leadership of elected officials, in the form of eight council members, with the strong managerial experience of an appointed local government manager to carry out its directives and oversee the delivery of public services. The mayor and council members serve staggered four-year terms. El Paso is the largest U.S. city to adopt this government type.

The Commissioners Court is at the heart of the county government. Voters in each precinct elect a county commissioner every four years to represent them. By state statute, El Paso County has four electoral precincts. The county judge is elected countywide for the same term as commissioner and presides over the Commissioners Court, which meets every week.
The court conducts the general business of the county, including all financial matters. Refer to *El Paso County Precinct Map* in Appendix 4.

## Jurisdictional Area

The service area jurisdiction of the EPFD is the city limits of the City of El Paso, Texas. The City of El Paso has grown in area from approximately 2 square miles in 1873 to the current size of approximately 260 square miles. Annexations to city limits occur by adoption with approval by El Paso City Council and are identified by metes and bounds definitions. The Planning department maintains city limits data in electronic format through a geographic information system (GIS). EPFD uses this information to ensure accurate identification of city limits. Refer to *El Paso County Municipalities* and *Annexation History* maps in appendix.

## Planning Zones

The El Paso Fire Department (EPFD) uses several layers of geographical planning zones to facilitate risk assessment and resource allocation. These consist of battalion areas, station demand zones, and fire districts. The *battalion* areas are the largest of the geographical planning zones, serving as a management area for operations and field resources. The EPFD currently has 6 battalions within the municipal boundaries of the city of El Paso. Refer to *Battalions Map* in appendix.

*Station demand zones (SDZ)* use drive time analysis to create geographic demand zones around each station. The drive time analysis is based on driving distance from the station, using the street network's properties to include direction of travel and speed limits. This methodology ensures each demand zone is associated to its affiliated station. Refer to *Station Demand Zone Map* in appendix.

# Documentation of Area Characteristics (cont.)

## Planning Zones (Cont.)

Each station demand zone is broken into *fire districts*. These districts are used to administer line company hydrant and building inspections and identify more granular population characteristics, such as urban and rural area classification. Information from fire districts can be aggregated to the SDZ level for analysis. Refer to *Fire District Map* in appendix.

## Surrounding Jurisdictions

Although 80% of the population of El Paso County lies within the City of El Paso itself, the metropolitan area contains an estimated 2.5 million people. The El Paso–Juárez region is the largest bilingual, binational work force in the Western Hemisphere (NY Times, 2007). Because of the political and logistical problems of crossing the border, there has been no history of the two cities sharing emergency response resources. A Memorandum of Understanding (MOU) exists with Juarez to provide technical assistance and training for hazardous materials, but prohibits sending emergency response personnel across the border into Mexico.

The remaining population is spread between Fort Bliss Army Installation, several incorporated small towns, unincorporated county areas, and several communities within New Mexico. The communities in El Paso County fall under two Emergency Service Districts (ESDs), both of which have inter-local agreements with EPFD. These agreements are also in place with Sunland Park, New Mexico and Dona Ana County, New Mexico, as well as Ysleta del Sur Pueblo, a federally recognized Native American tribe and sovereign nation whose land lies within the City of El Paso.

The largest surrounding jurisdiction is Fort Bliss, lying to the Northeast of the city. Fort Bliss has its own fire and rescue department and runs its own ambulances. Within the El Paso city limits lies several areas of Fort Bliss land that are under their jurisdiction. An Automatic Aid Agreement exists between EPFD and Fort Bliss Fire and Rescue to respond resources to specified areas within the other's jurisdictions. Additionally, a MOU exists that both agencies will assist each other upon request. Areas identified for mutual aid, automatic aid, and contract areas are provided by the appropriate managing organizations to the EPFD. Response maps including areas identified for automatic aid, mutual aid, and contract areas are updated on an annual basis by EPFD Organizational Research and Development (ORD). Response maps are provided to each station when updates to jurisdictional boundaries occur.

EPFD, in coordination with the El Paso Office of Emergency Management (OEM), will continue to maintain and enhance existing relationships with partnering agencies and will actively seek relationships with new agency partners as the opportunity arises. This effort includes the timely annual renewal of all inter-local agreements. A report on agency participation is provided by the Emergency Management Coordinator to the Fire Chief and County Commissioner's Court each quarter detailing EPFD's relationship with outside agencies.

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

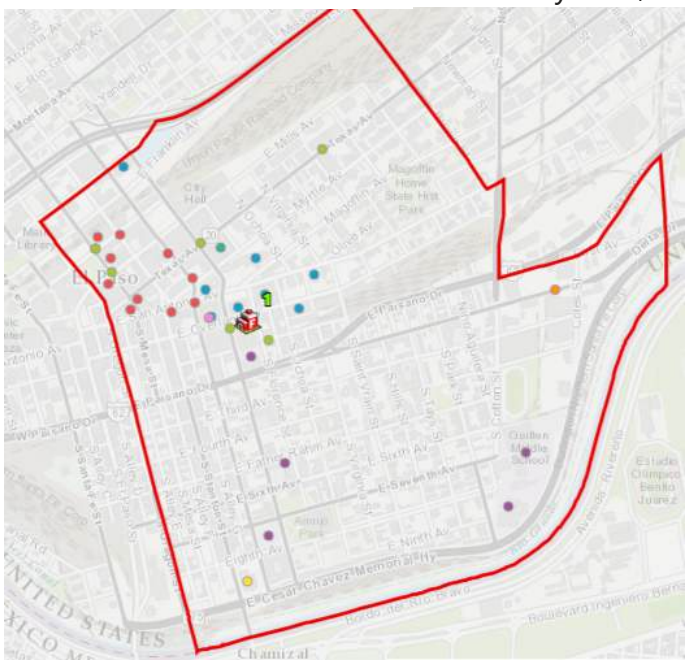
Fire station 1, otherwise known as Central Fire Station, was built in 1988 and is located at 201 S. Florence. The station has seven bays and services an area comprised of high rise buildings which include the El Paso County Jail, both Federal and County Courthouses, city government buildings, businesses that handle hazardous materials, schools and an international bridge.

**Typical Risk:** Mulit-story, commercial buildings

**Maximum Risk:** Mulit-story, commercial buildings

**Geographic Features:** US/MX border, Rio Grande and canals

**Transportation Features:** US I-10, international bridges, main railyard, TX Loop 375, electric streetcar system, oneway streets



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 553 |
| Fire | 28 |
| Hazmat | 17 |
| Medical | 1,552 |
| Other Emergency | 7 |
| Tech Rescue | 22 |
| **Total** | **2,179** |

### Area Characteristics

| 7,329 | 1.1 | 35.4 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 78.8% | 20.7% | 0.6% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 6,780 | 329 | 14,412 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

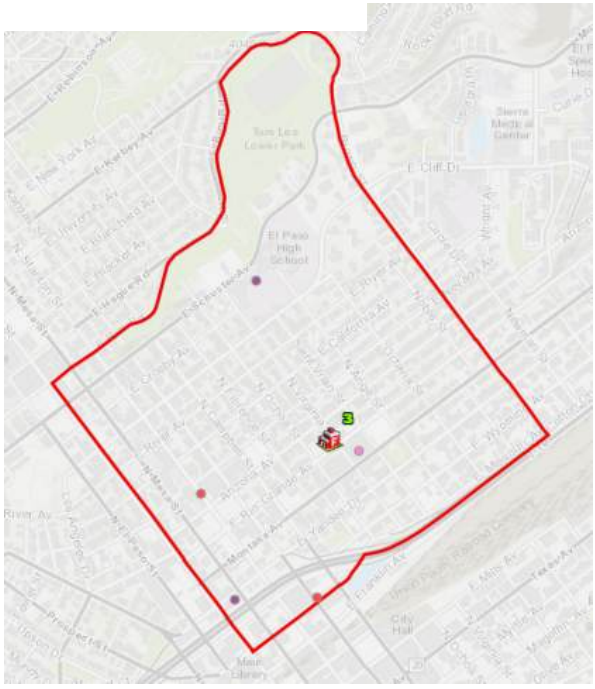
Fire Station 3 was built in 1930 and is located at 721 E. Rio Grande. The station has three bays and services mainly residential, recreational and some commercial areas including a hospital, schools and high rise buildings.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** Tom Lea Park and reservoir

**Transportation Features:** US I-10, Montana Ave.




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 301 |
| Fire | 16 |
| Hazmat | 17 |
| Medical | 777 |
| Other Emergency | 12 |
| Tech Rescue | 5 |
| **Total** | **1,128** |

### Area Characteristics

| 6,037 | 0.9 | 28.9 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 59.6% | 32.6% | 7.9% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 6,493 | 4,955 | 8,468 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

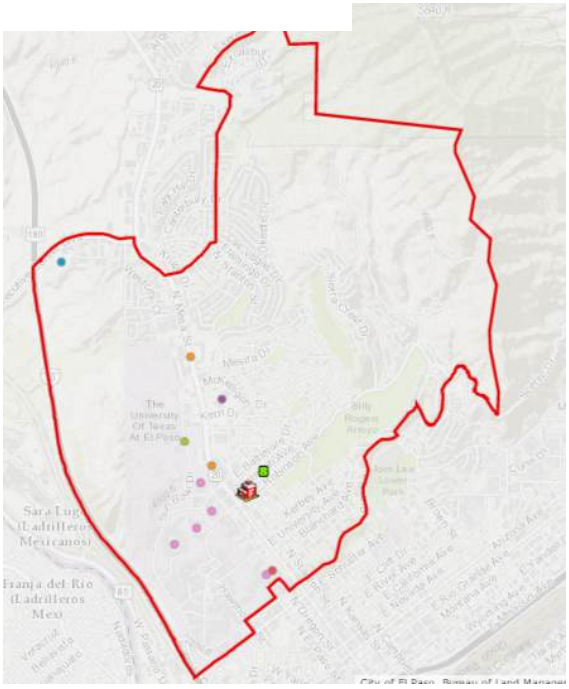
Fire station 8 was built in 1950 and is located at 301 E. Robinson. The station has one bay and services both residential and commercial areas such as shopping centers. High occupancy areas are also serviced including hospitals, nursing homes and University of Texas at El Paso (UTEP) as well as a building housing hazardous material.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes

**Transportation Features:** US I-10, TX Hwy 20 (Mesa Dr.), railroad lines



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 290 |
| Fire | 24 |
| Hazmat | 11 |
| Medical | 765 |
| Other Emergency | 18 |
| Tech Rescue | 6 |
| **Total** | **1,114** |

### Area Characteristics

| 8,300 | 4.2 | 54.9 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 19.4% | 16.1% | 64.5% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 1,992 | 413 | 4,185 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

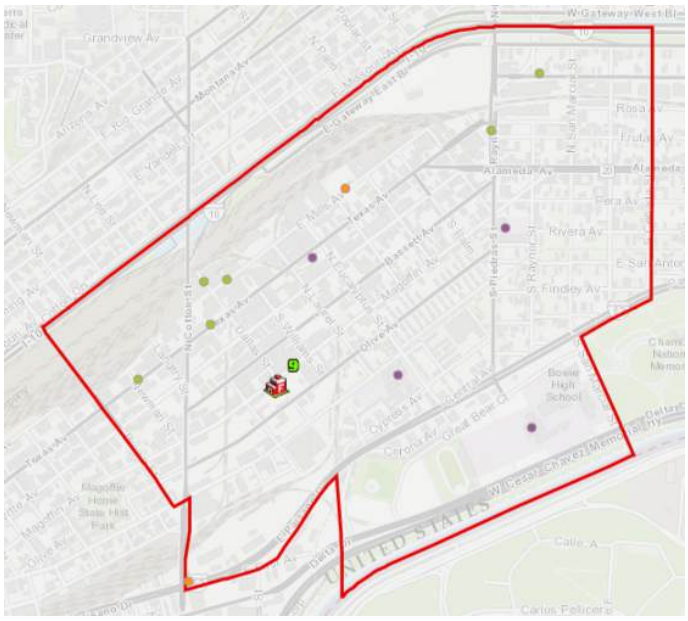
Fire station 9 was originally built in 1939, was redone in 2001, and is located at 47 Dallas. The station has 1 bay and services a heavily industrialized and commercial area consisting of buildings containing hazardous materials, several schools and a small residential area.

**Typical Risk:** Commercial warehouses

**Maximum Risk:** Commercial warehouses

**Geographic Features:** US/MX border, Rio Grande and canals

**Transportation Features:** US I-10, TX Loop 375, main railyard



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 223 |
| Fire | 22 |
| Hazmat | 15 |
| Medical | 726 |
| Other Emergency | 3 |
| Tech Rescue | 7 |
| **Total** | **996** |

### Area Characteristics

| 4,485 | 1.2 | 37.2 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 80.2% | 16.8% | 3.0% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,794 | 264 | 8,110 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

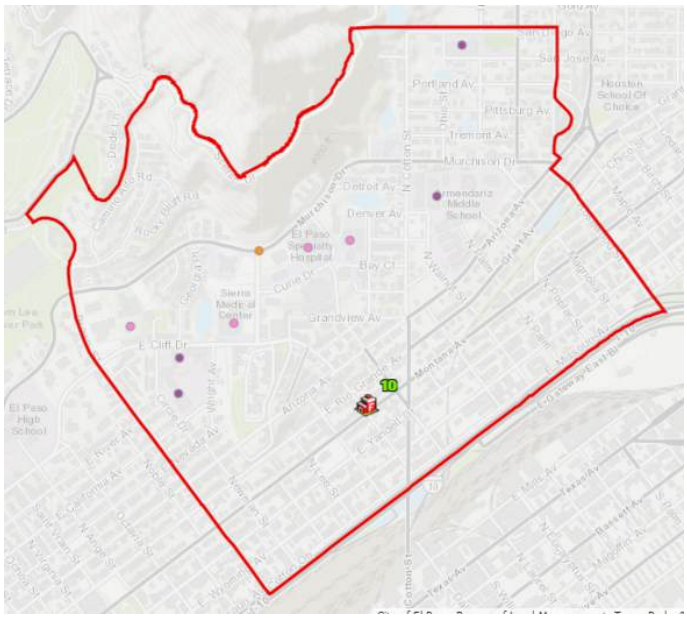
Fire station 10 was built in 1930 and is located at 1801 Montana. The station has 1 bay and services a mixture of residential, industrial and commercial areas that include strip malls, apartment complexes, warehouses and several hospitals.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** mountain foothills

**Transportation Features:** US I-10, Scenic Drive




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 257 |
| Fire | 22 |
| Hazmat | 15 |
| Medical | 1,148 |
| Other Emergency | 12 |
| Tech Rescue | 10 |
| **Total** | **1,464** |

### Area Characteristics

| 4,962 | 1.2 | 31.8 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 31.5% | 33.3% | 35.2% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 4,294 | 1,668 | 5,855 |
|---|---|---|
| Avg Density | Min Density | Max Density |


| Battalion 1 | Battalion 2 | Battalion 3 | Battalion 4 | Battalion 5 | Battalion 6 |
|---|---|---|---|---|---|
| Station 1 | Station 3 | Station 8 | Station 9 | Station 10 | Station 11 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

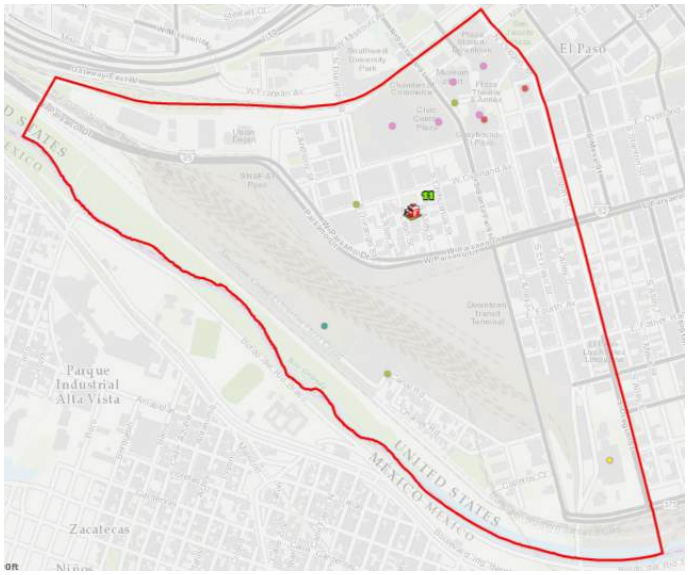
Fire station 11 was built in 1999 and is located at 314 S. Leon. The station has 3 bays and services residential, commercial and industrial areas. The areas include buildings that house hazardous materials, an international bridge, high rise, as well as government and major assembly buildings.

**Typical Risk:** Multistory commercial

**Maximum Risk:** Multistory commercial

**Geographic Features:** US/MX border, Rio Grande and canals

**Transportation Features:** US I-10, TX Loop 375, US Hwy 85 (Paisano), major railyard




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 334 |
| Fire | 18 |
| Hazmat | 16 |
| Medical | 1,419 |
| Other Emergency | 9 |
| Tech Rescue | 11 |
| **Total** | **1,807** |

### Area Characteristics

| 2,508 | 1.3 | 31.6 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Land Use

| 65.6% | 7.9% | 26.5% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 1,920 | 38 | 5,180 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

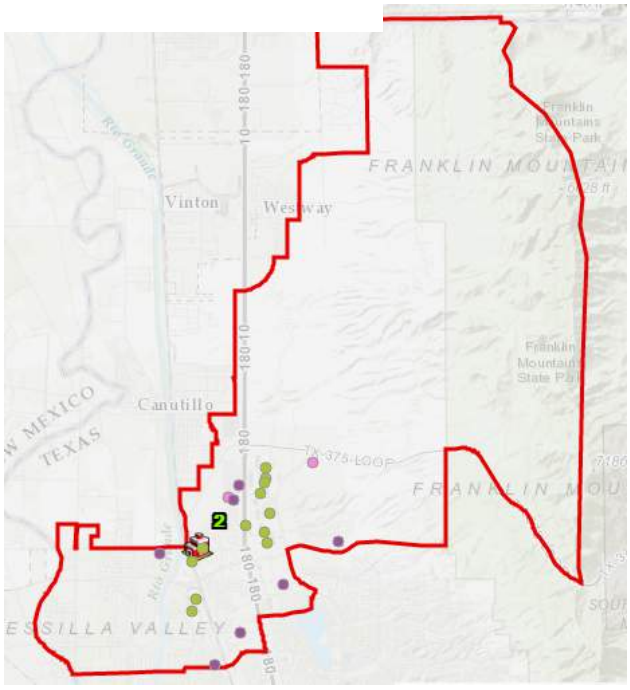
Fire station 2 was built in 1999 and is located at 111 E. Borderland. The station has 3 bays and services residential, commercial and industrial areas. The areas consist of schools, warehouses, an outdoor outlet mall, and several buildings housing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes, Rio Grande and canals, TX/NM Border, Franklin Mountains State Park

**Transportation Features:** US I-10, Artcraft (Hwy 178), TX Loop 375(Transmountain Dr.)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 283 |
| Fire | 50 |
| Hazmat | 30 |
| Medical | 1,329 |
| Other Emergency | 16 |
| Tech Rescue | 10 |
| **Total** | **1,718** |

### Area Characteristics

| 26,737 | 40.8 | 180.4 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 7.3% | 9.1% | 83.6% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 655 | 1 | 6,379 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

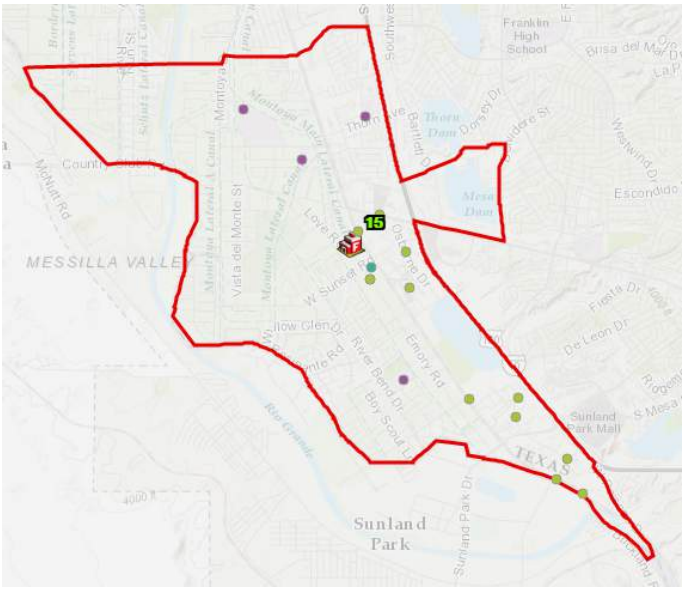
Fire Station 15 was built in 1960 and is located at 115 Shorty Lane. The station has 2 bays and services a vast residential area as well as an industrial one that makes up roughly 25% of their total coverage area. The industrial section introduces buildings containing hazardous materials, there are also several schools and a government building.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** TX/NM Border, Rio Grande and canals

**Transportation Features:** US I-10, TX Hwy 20 (Mesa Dr.), Doniphan Dr., railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 539 |
| Fire | 47 |
| Hazmat | 32 |
| Medical | 1,532 |
| Other Emergency | 24 |
| Tech Rescue | 5 |
| **Total** | **2,179** |

### Area Characteristics

| 18,653 | 8.2 | 122.5 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 23.1% | 59.3% | 17.5% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 2,289 | 149 | 5,432 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

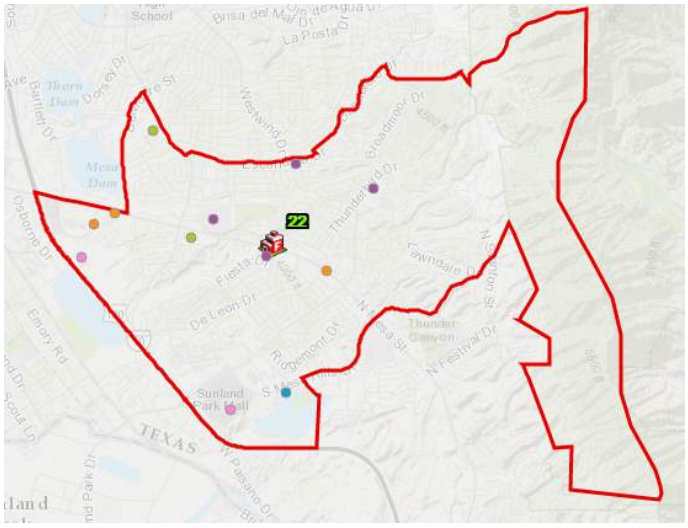
Fire Station 22 was built in 1960 and is located at 6500 N. Mesa. The station has 3 bays and services residential and commercial areas. The areas include a government building, several schools, major assembly buildings and buildings containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes, arroyos behind homes

**Transportation Features:** US I-10, TX Hwy 20 (Mesa Dr.), railroad lines




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 614 |
| Fire | 43 |
| Hazmat | 37 |
| Medical | 1,788 |
| Other Emergency | 21 |
| Tech Rescue | 15 |
| **Total** | **2,518** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 28,668 | 9.1 | 109.1 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 14.1% | 29.5% | 56.4% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 3,145 | 377 | 7,903 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

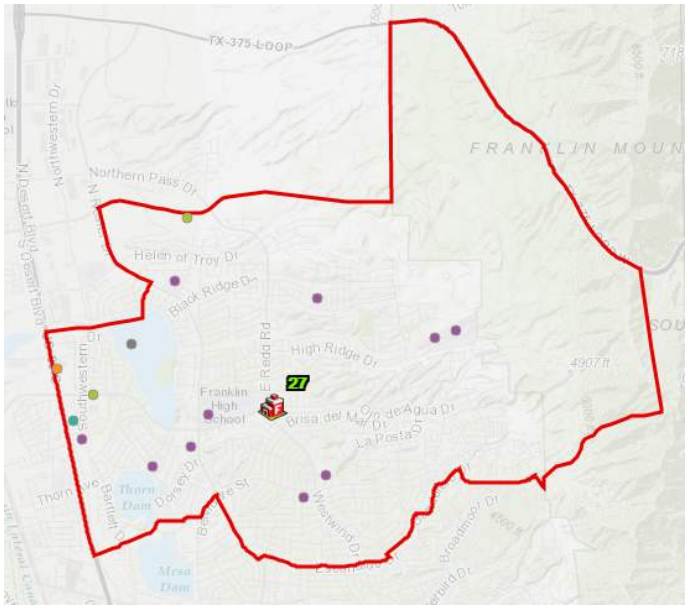
Fire Station 27 was built in 2000 and is located at 6767 Ojo de Agua. The station has 3 bays and services both residential and commerials areas that include several schools, government buildings, and nursing homes.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes

**Transportation Features:** US I-10, Redd Rd., Resler Dr.




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 538 |
| Fire | 32 |
| Hazmat | 21 |
| Medical | 1,403 |
| Other Emergency | 19 |
| Tech Rescue | 4 |
| **Total** | **2,017** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| 40,934 | 12.9 | 156.4 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 8.4% | 36.1% | 55.5% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,166 | 390 | 7,752 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Documentation of Area Characteristics (cont.)

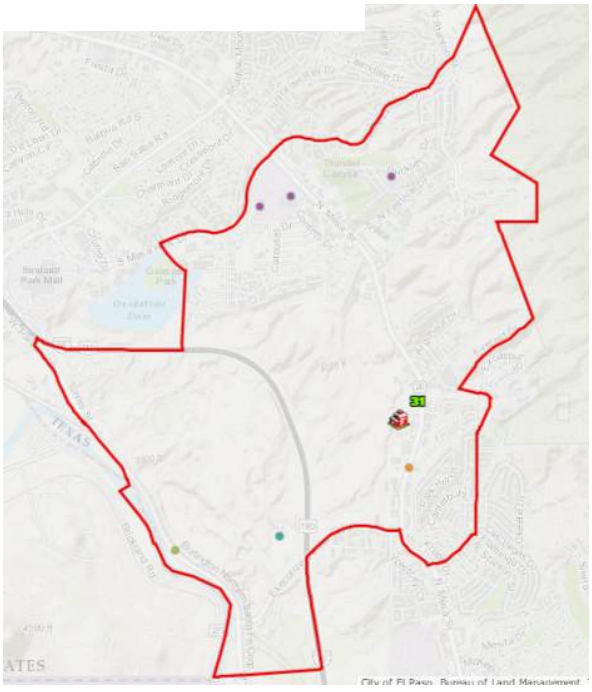
Fire Station 31 was built in 2012 and is located at 122 Mesa Park. The station has 2 bays with one large enough to fit two units and services both residential and commercial areas. There are several schools under their coverage, apartment complexes, government buildings, and at least one building containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** TX/NM Border, open desert, mountain slopes

**Transportation Features:** US I-10, TX Hwy 20 (Mesa Dr.), railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 250 |
| Fire | 26 |
| Hazmat | 22 |
| Medical | 934 |
| Other Emergency | 11 |
| Tech Rescue | 12 |
| **Total** | **1,255** |

## Area Characteristics

| 10,369 | 4.6 | 54.7 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

## Land Use

| 20.3% | 19.1% | 60.6% |
|---|---|---|
| Commercial | Residential | Open Land |

## Population Density (People per Square Miles)

| 2,246 | 164 | 6,115 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

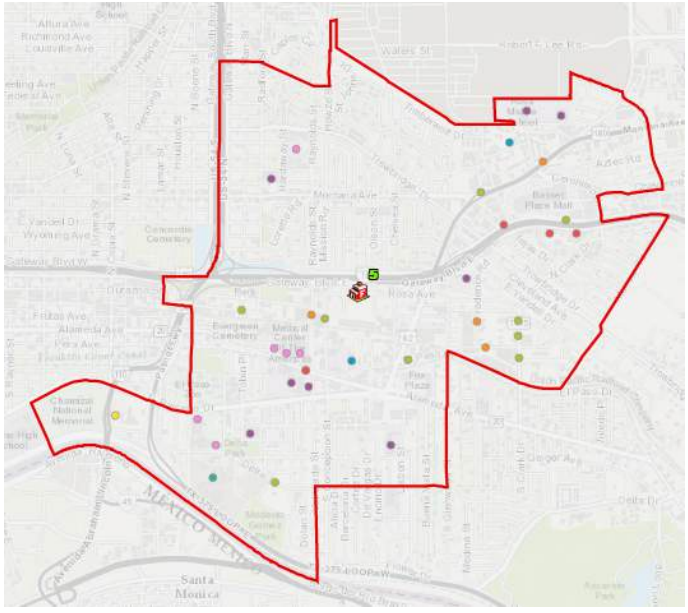
Fire Station 5's has been in location at 400 Revere St. since 2014. The station has 7 bays and services residential, commercial and industrial properties including University Medical Center, Western Refinery, a water treatment plant, Texas Tech Medical School, city government health department buildings, area schools and Bassett Place Mall. Station 5 is home to the hazardous materials response taskforce.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** US/MX border

**Transportation Features:** US I-10, US Hwy 62, TX Loop 375 , major freeway interchange (I-10/US-54), TX Hwy 20 (Alameda), railroad lines



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 722 |
| Fire | 49 |
| Hazmat | 63 |
| Medical | 2,804 |
| Other Emergency | 24 |
| Tech Rescue | 20 |
| **Total** | **3,682** |

### Area Characteristics

| 19,245 | 5.6 | 139.6 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 72.1% | 25.6% | 2.3% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,431 | 8 | 7,437 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

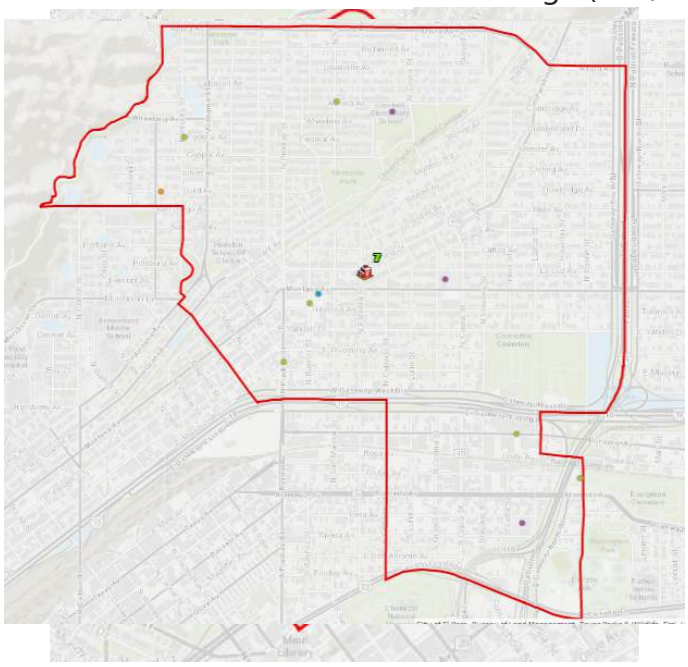
Fire Station 7 was built in 1950 and is located at 3200 Pershing. The station has 3 bays and services both industrial and residential areas that include the Manhattan Heights Historical District, in-home nursing homes, several schools, a government building and a few buildings containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, US Route 54 (Patriot Freeway), Alabama St., major freeway interchange (I-10/US-54), railroad lines



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 655 |
| Fire | 57 |
| Hazmat | 43 |
| Medical | 1,737 |
| Other Emergency | 17 |
| Tech Rescue | 18 |
| **Total** | **2,527** |

### Area Characteristics

| 12,893 | 2.5 | 82.6 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 25.6% | 34.7% | 39.7% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 5,203 | 1,875 | 7,124 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

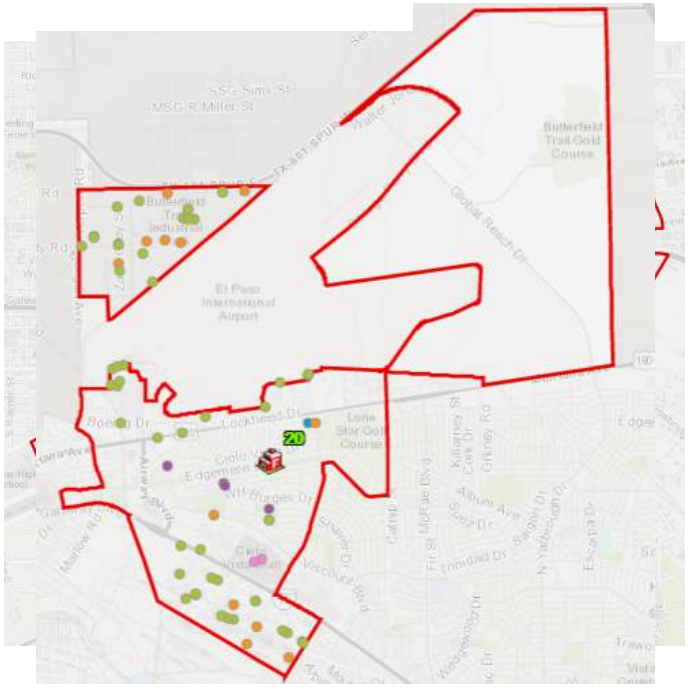
Fire Station 20 was built in 1960 and is located at 8301 Edgemere. The station has 2 bays and services residential, commercial and industrial areas that include several schools, government buildings, builidings containing hazardous materials. The coverage area also surrounds the Airport area.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** airport runways

**Transportation Features:** US I-10, US Hwy 62 (Montana dr.), Airway Blvd.




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 32 |
| Assistance | 456 |
| Fire | 38 |
| Hazmat | 34 |
| Medical | 1,571 |
| Other Emergency | 27 |
| Tech Rescue | 9 |
| **Total** | **2,167** |

### Area Characteristics

| 10,254 | 7.7 | 83.1 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 61.5% | 9.8% | 28.7% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 1,332 | 2 | 5,615 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

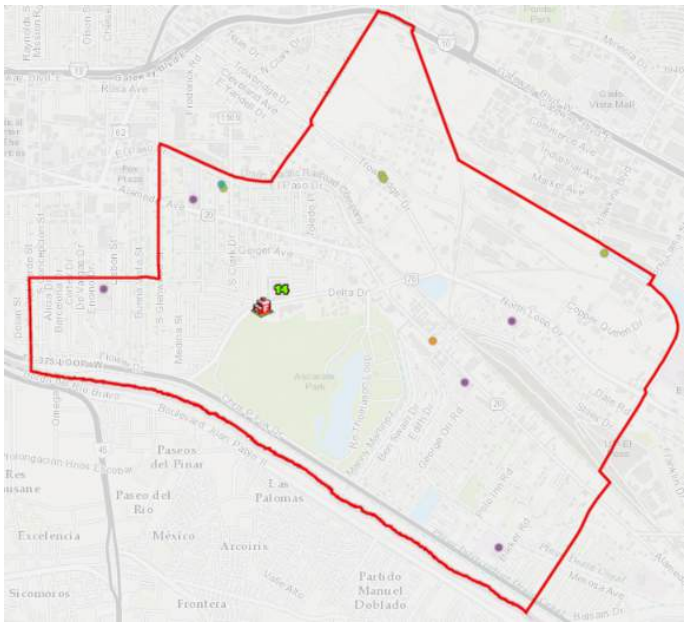
Fire Station 14 was built in 1955 and is located at 6300 Delta. The station has 2 bays and services residential, commercial and industrial areas that include schools, at least one government building, and hazardous materials facilities.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** US/MX border , Ascarate Lake, Rio Grande and canals

**Transportation Features:** US I-10, TX Loop 375, US Hwy 85 (Paisano), TX Hwy 20 (Alameda), railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 373 |
| Fire | 35 |
| Hazmat | 33 |
| Medical | 1,411 |
| Other Emergency | 21 |
| Tech Rescue | 2 |
| **Total** | **1,875** |

### Area Characteristics

| 16,521 | 5.3 | 82.3 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 60.5% | 31.8% | 7.7% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,136 | 245 | 7,813 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

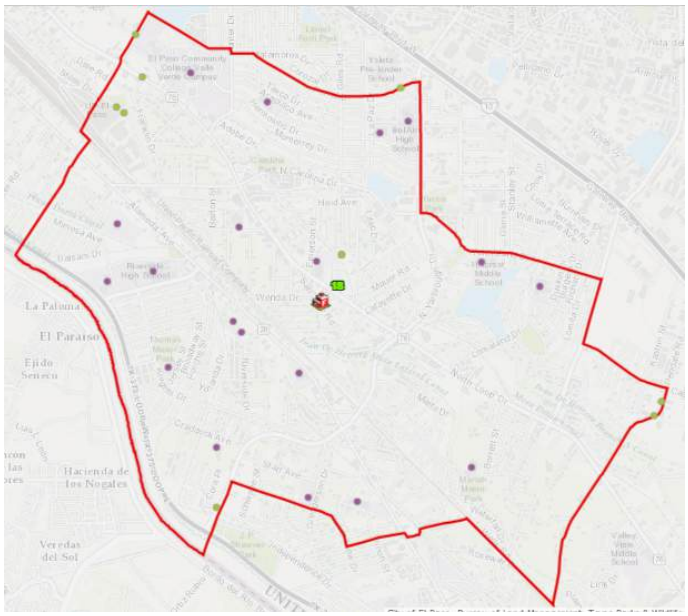
Fire Station 18 was built in 1958 and is located at 7901 San Jose. The station has 4 bays and services residential, commercial and industrial areas that include several elementary, middle and high schools as well as El Paso Community College. The station also services buildings in the Copper Queen area that house hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** US/MX border, Rio Grande and canals

**Transportation Features:** TX Loop 375, TX Hwy 20 (Alameda), TX FM 76 (North Loop), Yarbrough Dr., railroad lines



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 657 |
| Fire | 87 |
| Hazmat | 60 |
| Medical | 3,236 |
| Other Emergency | 48 |
| Tech Rescue | 8 |
| **Total** | **4,096** |

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 32,911 | 7.5 | 148.1 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 29.7% | 57.5% | 12.8% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 4,407 | 415 | 9,120 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

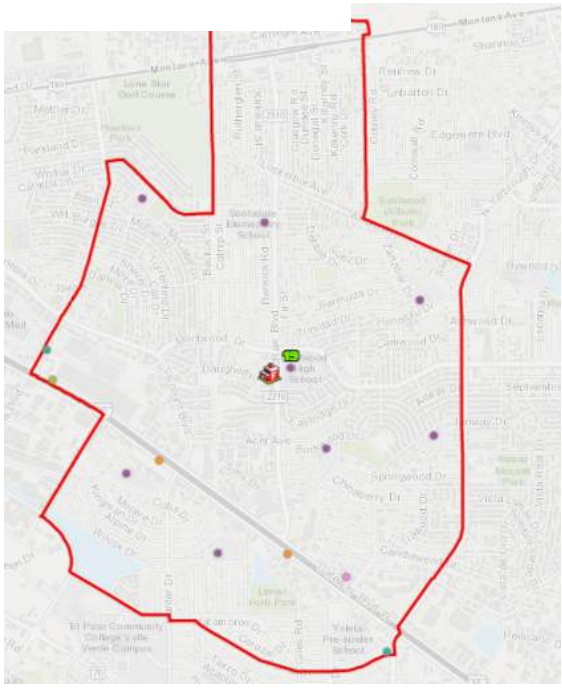
Fire Station 19 was built in 1960 and is located at 2405 McRae. The station has 1 bay and services a major residential area featuring a large elderly population and many adult foster homes. The station's coverage also includes several schools, a hospital, government buildings, buildings housing hazardous materials, and malls.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, US Hwy 62 (Montana dr.), TX 2316 (McRae Blvd.)



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 680 |
| Fire | 37 |
| Hazmat | 31 |
| Medical | 2,097 |
| Other Emergency | 31 |
| Tech Rescue | 13 |
| **Total** | **2,889** |

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 25,575 | 4.9 | 113.0 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 38.3% | 57.8% | 4.0% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 5,183 | 3,484 | 6,765 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

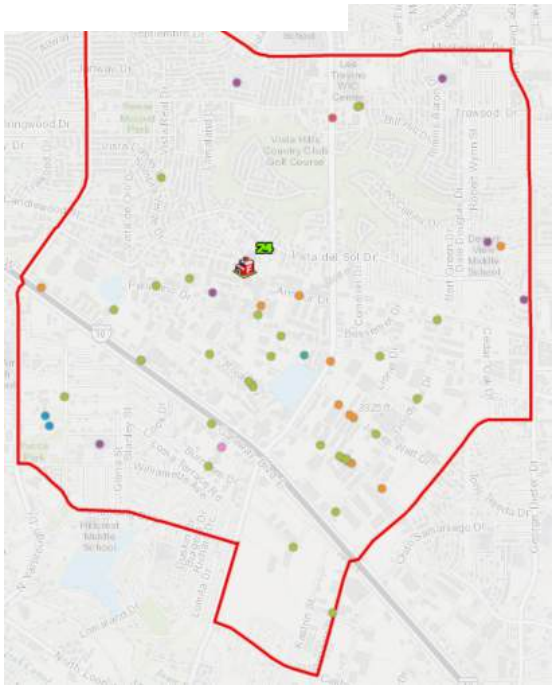
Fire Station 24 was built in 1975 and is located at 1498 Lomaland. The station has 3 bays and services residential, commercial and industrials areas that include a few schools, government buildings, warehouses and serveral buildings that house hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, Lee Trevino Dr.




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 580 |
| Fire | 54 |
| Hazmat | 24 |
| Medical | 2,175 |
| Other Emergency | 24 |
| Tech Rescue | 9 |
| **Total** | **2,866** |

### Area Characteristics

| 20,661 | 5.9 | 96.9 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 54.9% | 37.8% | 7.3% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,490 | 916 | 6,314 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

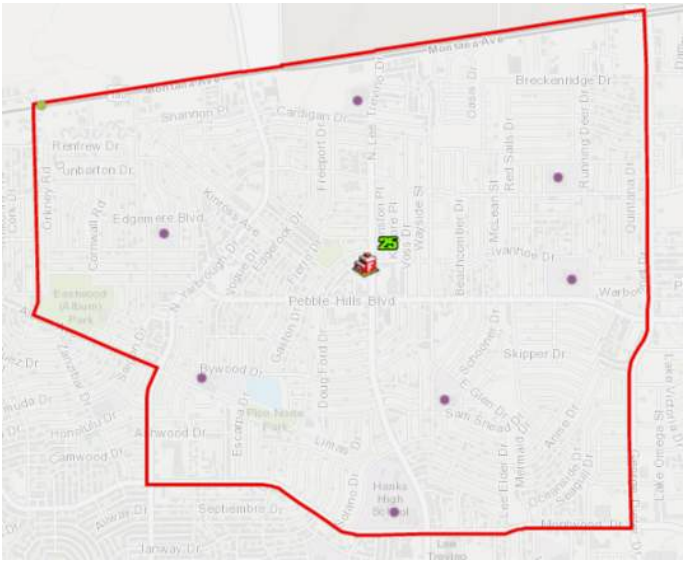
Fire Station 25 was built in 1978 and is located at 10834 Ivanhoe. The station has 2 bays and services largely residential areas populated by several schools and apartment complexes.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert

**Transportation Features:** US Hwy 62 (Montana dr.), Lee Trevino Dr., Pebble Hills Blvd.




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 702 |
| Fire | 31 |
| Hazmat | 23 |
| Medical | 2,247 |
| Other Emergency | 23 |
| Tech Rescue | 5 |
| **Total** | **3,031** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| 34,471 | 9.9 | 134.1 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 30.3% | 26.7% | 43.0% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 3,478 | 0 | 8,646 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

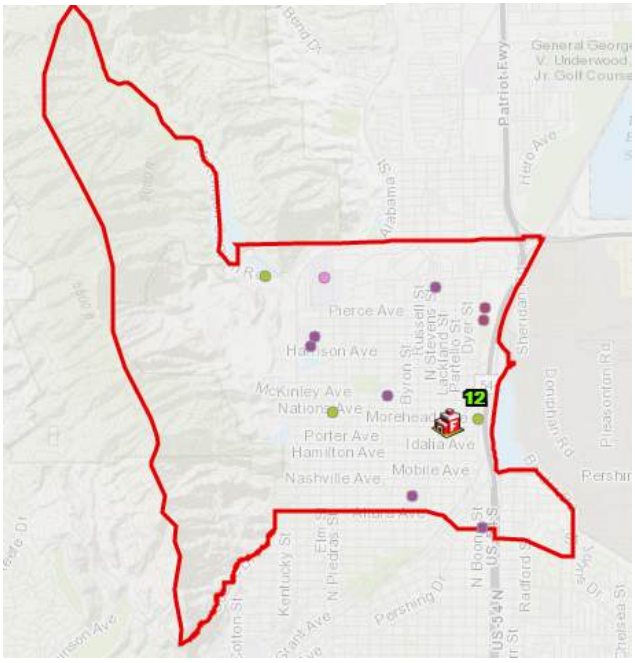
Fire Station 12 was built in 1947 and located at 3801 Fort Blvd. The station has 1 bay and services largely residential area with some commercial properties. The coverage area includes a hospital, several schools and a few buildings that house hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes, McKelligon Canyon park, military property

**Transportation Features:** US Route 54 (Patriot Freeway), Alabama St., TX 478 (Dyer St.), railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 520 |
| Fire | 26 |
| Hazmat | 88 |
| Medical | 1,740 |
| Other Emergency | 31 |
| Tech Rescue | 9 |
| **Total** | **2,414** |

### Area Characteristics

| 20,794 | 7.3 | 106.4 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 14.9% | 18.5% | 66.6% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 2,839 | 299 | 7,763 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

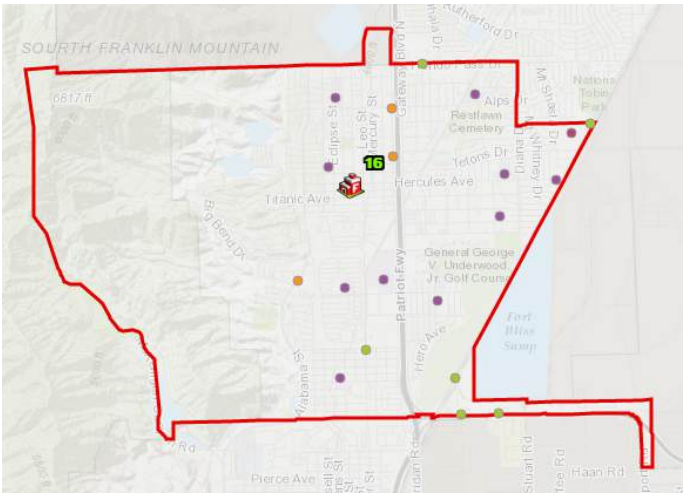
Fire Station 16 was built in 1969 and is located at 3823 Hercules. The station has 3 bays and services a primarily residential area with some commercial properties. The coverage area includes several schools, and a few buildings that house hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes, McKelligon Canyon park

**Transportation Features:** US Route 54 (Patriot Freeway), Alabama St., TX 478 (Dyer St.), Railroad Dr., railroad lines




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 932 |
| Fire | 70 |
| Hazmat | 44 |
| Medical | 2,583 |
| Other Emergency | 43 |
| Tech Rescue | 12 |
| **Total** | **3,684** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 29,435 | 11.8 | 159.8 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 11.3% | 32.4% | 56.4% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 2,489 | 129 | 7,169 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

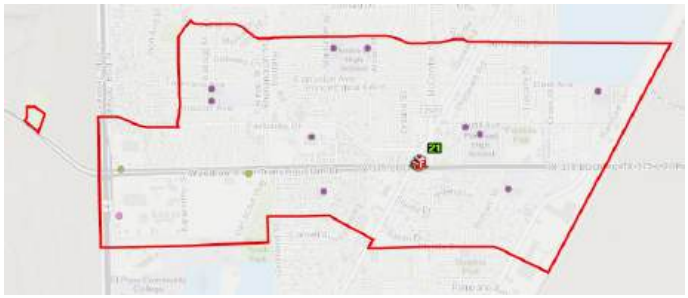
Fire Station 21 was built 1960 and is located at 10000 Dyer. The station has 2 bays and services residential, industrial and commercial areas that include Loop 375, Fort Bliss (eastbound), several schools and buildings containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert, mountain slopes

**Transportation Features:** US Route 54 (Patriot Freeway), TX 478 (Dyer St.), TX Loop 375(Transmountain Dr.), Railroad Dr., railroad lines



| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 647 |
| Fire | 48 |
| Hazmat | 18 |
| Medical | 1,664 |
| Other Emergency | 29 |
| Tech Rescue | 7 |
| **Total** | **2,413** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 20,048 | 3.8 | 91.5 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 40.9% | 42.5% | 16.6% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 5,215 | 3,208 | 7,091 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

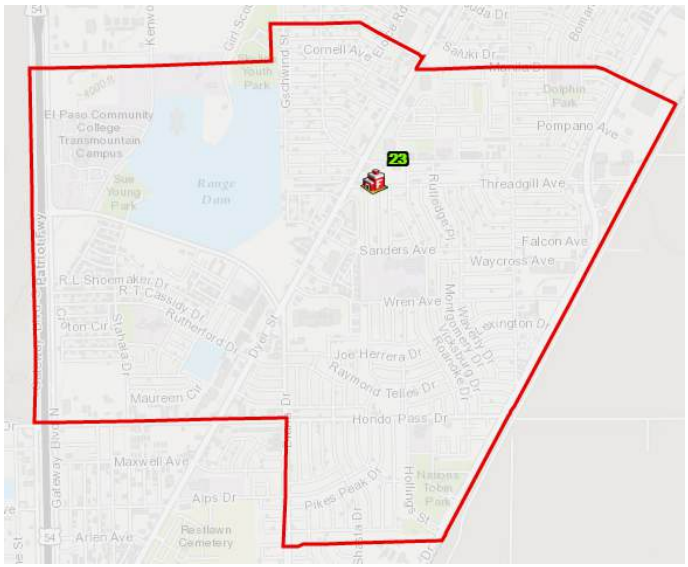
Fire Station 23 was built in 1967 and is located at 5315 Threadgill. The station has three bays and services residential, commercial and industrial areas that include schools, Newman Electrical, Kinder Morgan and Cohen Stadium.

**Typical Risk:** Single family home

**Maximum Risk:** Single family home

**Geographic Features:** Diana ponding area

**Transportation Features:** US Route 54 (Patriot Freeway), TX 478 (Dyer St.), Railroad Dr., railroad lines




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 674 |
| Fire | 45 |
| Hazmat | 35 |
| Medical | 1,747 |
| Other Emergency | 28 |
| Tech Rescue | 4 |
| **Total** | **2,533** |

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 19,060 | 4.2 | 80.9 |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 43.3% | 43.0% | 13.8% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 4,506 | 325 | 7,884 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

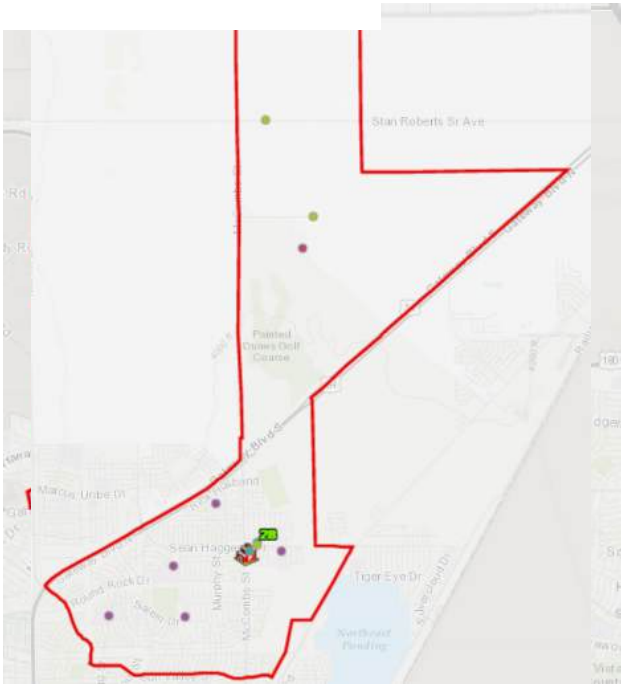
Fire Station 28 was built in 1986 and is located at 10820 McCombs. The station has 3 bays and services residential, commercial and industrial areas including several schools, Texas Gas, Sierra Providence Northeast, a water relay pump station and responds to incidents all the way up to the state line.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** TX/NM Border, open desert

**Transportation Features:** US Route 54 (Patriot Freeway), TX 2529(McCombs)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 275 |
| Fire | 25 |
| Hazmat | 12 |
| Medical | 1,280 |
| Other Emergency | 15 |
| Tech Rescue | 6 |
| **Total** | **1,613** |

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 21,050 | 10.0 | 80.1 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 30.5% | 15.0% | 54.5% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 2,110 | 0 | 8,718 |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

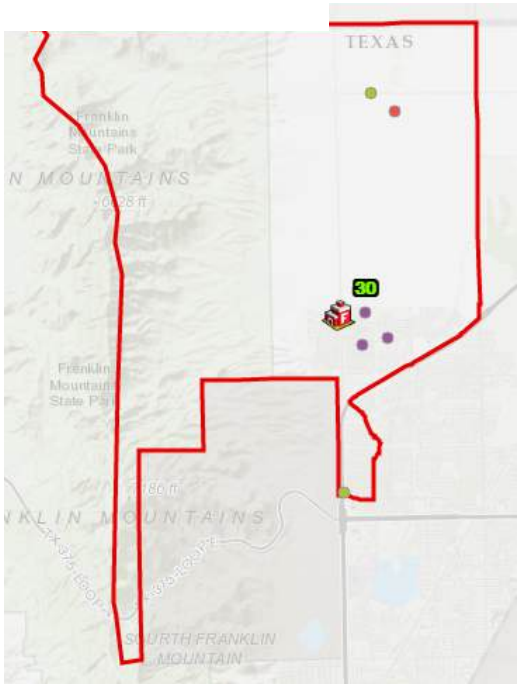
Fire Station 30 was built in 2001 and is located at 4451 Loma Clara. The station has 3 drive through bays and services residential and commercial areas including schools, strip malls, a nursing home and an electrical plant.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** TX/NM Border, open desert, mountain slopes, Franklin Mountains State Park

**Transportation Features:** US Route 54 (Patriot Freeway), TX 3255 (Martin Luther King Blvd.)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 193 |
| Fire | 21 |
| Hazmat | 14 |
| Medical | 797 |
| Other Emergency | 13 |
| Tech Rescue | 4 |
| **Total** | **1,042** |

### Area Characteristics

| 17,848 | 30.2 | 84.8 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 5.5% | 3.9% | 90.6% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 591 | 0 | 7,528 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

Fire Station 34 was built in 2006 and is located at 6565 S. Angora Loop. The station has 3 drive through bays, and services residential and industrial areas including schools, the city's largest apartment complex and several buildings housing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** TX/NM Border, open desert, major ponding area

**Transportation Features:** US Route 54 (Patriot Freeway), TX 478 (Dyer St.), Railroad Dr., railroad lines

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 182 |
| Fire | 29 |
| Hazmat | 15 |
| Medical | 541 |
| Other Emergency | 7 |
| Tech Rescue | 1 |
| **Total** | **775** |

### Area Characteristics

| 12,887 | 12.9 | 61.5 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 10.2% | 7.8% | 82.0% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 997 | 0 | 5,554 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

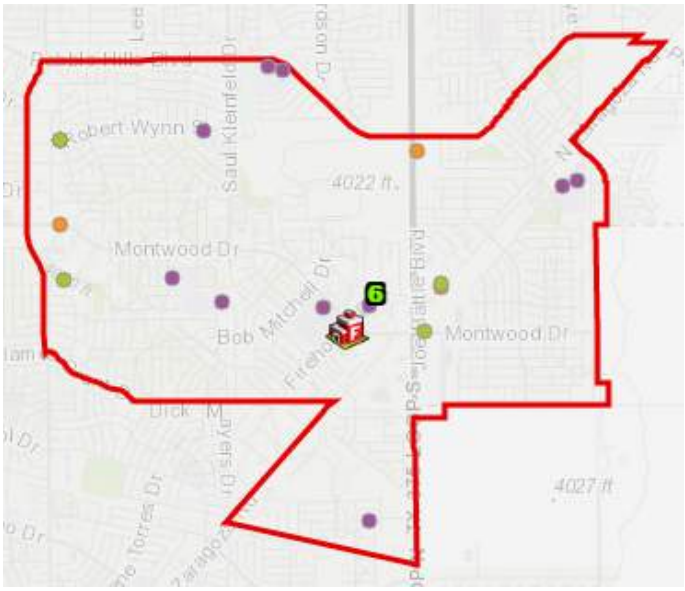
Fire Station 6 was built in 1992 and is located at 1850 Firehouse. The station has 3 bays and services residential, commercial and industrial areas that include several schools and buildings that house hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** TX Loop 375, TX FM 659 (Zaragoza), Montwood Drive




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 548 |
| Fire | 48 |
| Hazmat | 31 |
| Medical | 2,013 |
| Other Emergency | 24 |
| Tech Rescue | 18 |
| **Total** | **2,682** |

### Area Characteristics

| 37,268 | 6.0 | 130.0 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 27.2% | 58.4% | 14.4% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 6,210 | 3,837 | 7,837 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

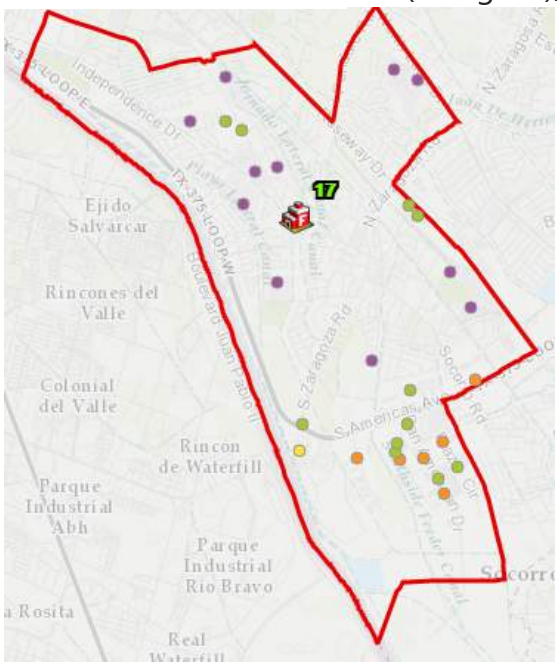
Fire Station 17 was built in 1958 and is located at 8803 Alameda. The station has 2 bays and services residential and some commercial areas including apartment complexes, several schools, a gas depot and the Ysleta Port of Entry.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** US/MX border, Rio Grande and canals

**Transportation Features:** TX Loop 375, TX Hwy 20 (Alameda), TX FM 76 (North Loop), TX FM 659 (Zaragoza), railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 648 |
| Fire | 63 |
| Hazmat | 44 |
| Medical | 2,203 |
| Other Emergency | 24 |
| Tech Rescue | 18 |
| **Total** | **3,000** |

### Area Characteristics

| 18,448 | 6.5 | 93.5 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 55.2% | 32.3% | 12.5% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 2,860 | 36 | 5,694 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

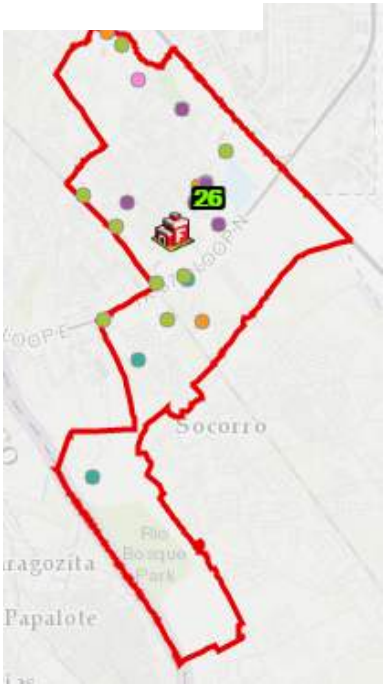
Fire Station 26 was built in 1980 and is located at 9418 North Loop. The station has 2 bays and services a largely residential area, as well as a commercial and industrial area including shopping centers, several schools, government buildings and buildings containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** US/MX border, open desert, Rio Grande and canals, Rio Bosque Wetlands

**Transportation Features:** major freeway interchange (Loop 375/I-10), railroad lines




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 352 |
| Fire | 34 |
| Hazmat | 17 |
| Medical | 1,332 |
| Other Emergency | 14 |
| Tech Rescue | 4 |
| **Total** | **1,753** |

### Area Characteristics

| 20,664 | 9.0 | 93.8 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 41.7% | 19.9% | 38.4% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 2,284 | 6 | 8,308 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

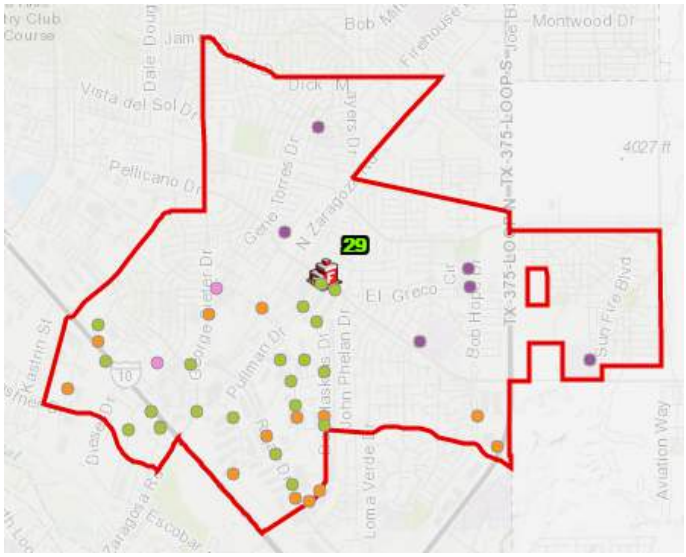
Fire Station 29 was built in 2001 and is located at 11977 Pelicano. The station has 3 bays and services residential, commercial and industrial areas including several schools, apartment complexes, adult foster and nursing homes, hospitals, strip malls and several warehouses that contain hazardous materials. The station is amongst the top five busiest stations.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, TX Loop 375, TX 659 (Zaragoza)




| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 538 |
| Fire | 39 |
| Hazmat | 38 |
| Medical | 1,909 |
| Other Emergency | 13 |
| Tech Rescue | 7 |
| **Total** | **2,544** |

- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

### Area Characteristics

| Population | Area (sq mi) | Streets (mi) |
|---|---|---|
| 32,602 | 6.7 | 128.0 |

### Land Use

| Commercial | Residential | Open Land |
|---|---|---|
| 42.7% | 43.4% | 13.9% |

### Population Density (People per Square Miles)

| Avg Density | Min Density | Max Density |
|---|---|---|
| 4,845 | 61 | 7,370 |


Battalion 1 | Battalion 2 | Battalion 3 | Battalion 4 | Battalion 5 | Battalion 6

Station 6 | Station 17 | Station 26 | Station 29 | Station 33 | Station 35 | Station 37

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

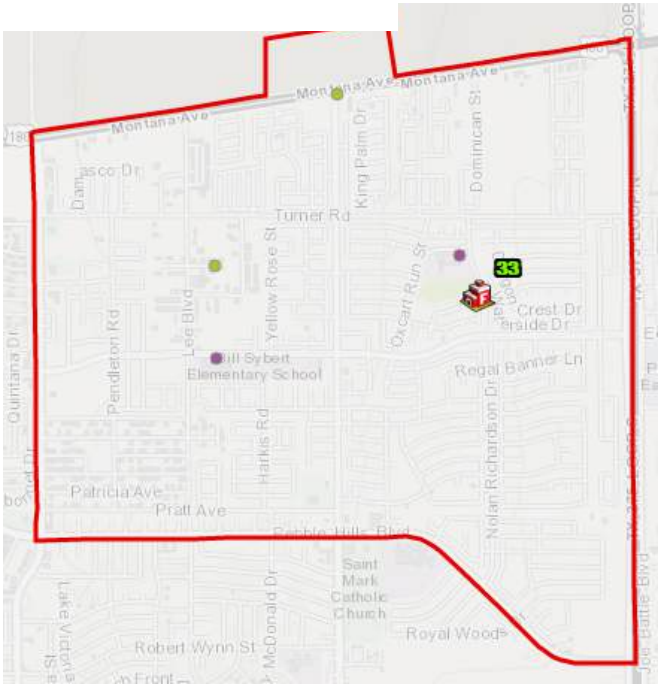
Fire Station 33 was built in 2005 and is located at 3475 Nolan Richardson. The station has 3 bays and services a large residential area and some industrial areas including schools, warehouses with hazardous material, and hospitals.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, TX Loop 375, US Hwy 62 (Montana)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 230 |
| Fire | 30 |
| Hazmat | 18 |
| Medical | 1,067 |
| Other Emergency | 8 |
| Tech Rescue | 7 |
| **Total** | **1,360** |

### Area Characteristics

| 25,584 | 3.4 | 84.3 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 23.0% | 62.8% | 14.2% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 7,598 | 6,539 | 9,407 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

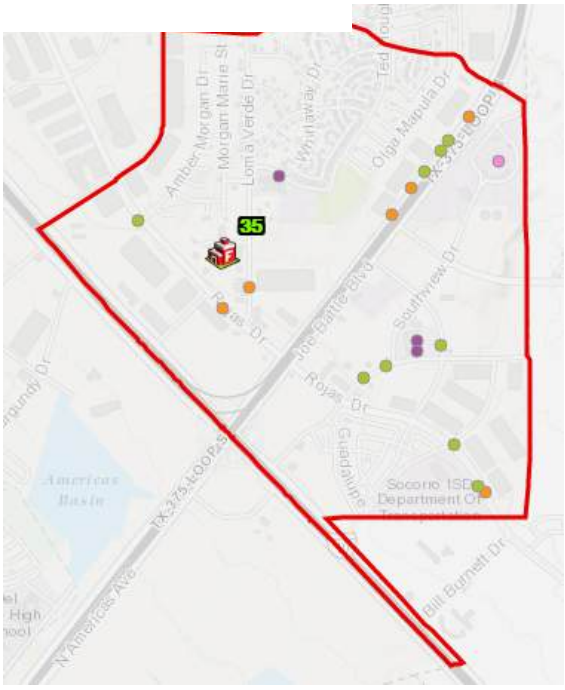
Fire Station 35 was built in 2006 and is located at 12230 Pine Springs. The station has 3 bays and services residential and industrial areas including schools, major assembly buildings and medical sterilization buildings containing hazardous materials.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** level developed land

**Transportation Features:** US I-10, TX Loop 375, major freeway interchange (Loop 375/I-10)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 49 |
| Fire | 10 |
| Hazmat | 2 |
| Medical | 266 |
| Other Emergency | 2 |
| Tech Rescue | 1 |
| **Total** | **330** |

### Area Characteristics

| 4,029 | 2.0 | 40.5 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 60.4% | 27.4% | 12.2% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 1,966 | 1,019 | 2,749 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Station Demand Zone Characteristics
## Documentation of Area Characteristics (cont.)

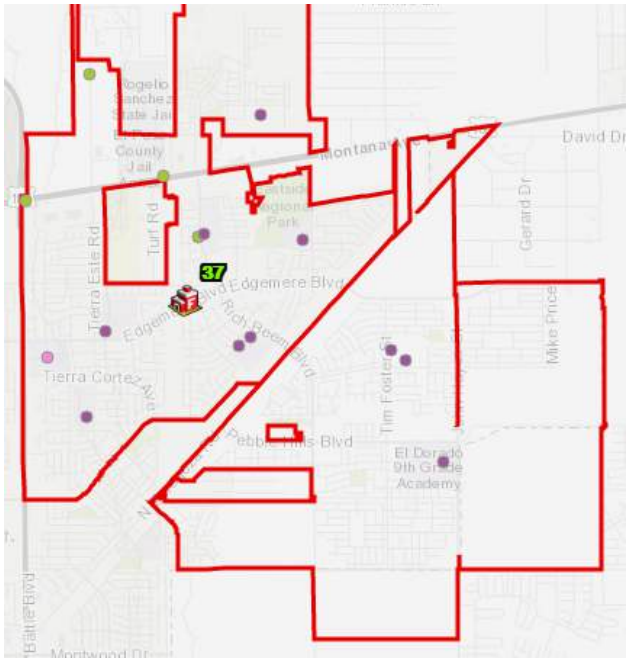
Fire Station 37 was built in 2013 and is located at 12950 R.C. Poe. The station has 3 bays and services a large residential, commercial and a few industrial areas containing hazardous materials. The coverage areas include a hospital, state penitentiary, several schools, apartment complexes, condo communities and strip malls.

**Typical Risk:** Single family homes

**Maximum Risk:** Single family homes

**Geographic Features:** open desert

**Transportation Features:** TX Loop 375, TX FM 659 (Zaragoza), Montwood Drive, US Hwy 62 (Montana)




- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

| Incident Type | Responses Within SDZ |
|---|---|
| ARFF | 0 |
| Assistance | 452 |
| Fire | 61 |
| Hazmat | 45 |
| Medical | 1,858 |
| Other Emergency | 17 |
| Tech Rescue | 11 |
| **Total** | **2,444** |

### Area Characteristics

| 67,314 | 10.8 | 194.0 |
|---|---|---|
| Population | Area (sq mi) | Streets (mi) |

### Land Use

| 15.6% | 57.6% | 26.8% |
|---|---|---|
| Commercial | Residential | Open Land |

### Population Density (People per Square Miles)

| 6,239 | 987 | 8,477 |
|---|---|---|
| Avg Density | Min Density | Max Density |

# Documentation of Area Characteristics

## Station Demand Zone Service Demand

| SDZ | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| 1 | 2,836 | 3,306 | 3,237 | 3,291 | 3,144 |
| 2 | 2,233 | 2,138 | 1,938 | 1,863 | 1,896 |
| 3 | 1,418 | 1,466 | 1,448 | 1,409 | 1,407 |
| 5 | 4,442 | 4,359 | 4,245 | 4,160 | 4,215 |
| 6 | 3,225 | 3,001 | 2,934 | 2,825 | 2,806 |
| 7 | 3,023 | 3,076 | 3,030 | 3,027 | 2,990 |
| 8 | 1,362 | 1,537 | 1,509 | 1,583 | 1,406 |
| 9 | 1,257 | 1,479 | 1,572 | 1,516 | 1,354 |
| 10 | 1,756 | 2,043 | 2,301 | 2,109 | 1,996 |
| 11 | 2,224 | 2,349 | 2,235 | 2,271 | 2,357 |
| 12 | 2,750 | 2,681 | 2,867 | 2,848 | 2,590 |
| 14 | 2,262 | 2,470 | 2,245 | 2,236 | 2,225 |
| 15 | 2,674 | 2,408 | 2,372 | 2,278 | 2,249 |
| 16 | 4,224 | 4,061 | 4,073 | 4,013 | 4,300 |
| 17 | 3,475 | 3,529 | 3,338 | 3,354 | 3,306 |
| 18 | 4,593 | 4,604 | 4,271 | 4,057 | 3,714 |
| 19 | 3,404 | 3,508 | 3,160 | 3,238 | 3,260 |
| 20 | 2,919 | 3,403 | 3,254 | 3,224 | 2,984 |
| 21 | 2,921 | 3,003 | 2,819 | 2,763 | 2,661 |
| 22 | 3,077 | 3,213 | 3,376 | 3,135 | 3,090 |
| 23 | 2,939 | 3,108 | 3,032 | 2,893 | 2,793 |
| 24 | 3,437 | 3,354 | 3,334 | 3,350 | 3,284 |
| 25 | 3,544 | 3,578 | 3,465 | 3,293 | 3,155 |
| 26 | 2,131 | 1,930 | 1,999 | 1,989 | 1,944 |
| 27 | 2,373 | 2,369 | 2,285 | 2,011 | 2,116 |
| 28 | 1,855 | 1,656 | 1,749 | 1,808 | 1,704 |
| 29 | 3,118 | 3,315 | 3,262 | 3,240 | 3,041 |
| 30 | 1,222 | 1,222 | 1,271 | 1,148 | 1,151 |
| 31 | 1,504 | 1,552 | 1,475 | 1,308 | 1,160 |
| 33 | 1,612 | 1,479 | 1,448 | 1,349 | 1,319 |
| 34 | 926 | 787 | 821 | 835 | 804 |
| 35 | 434 | 515 | 460 | 462 | 421 |
| 37 | 2,951 | 2,748 | 2,493 | 2,348 | 2,158 |
| **Total** | **84,121** | **85,247** | **83,318** | **81,234** | **79,000** |

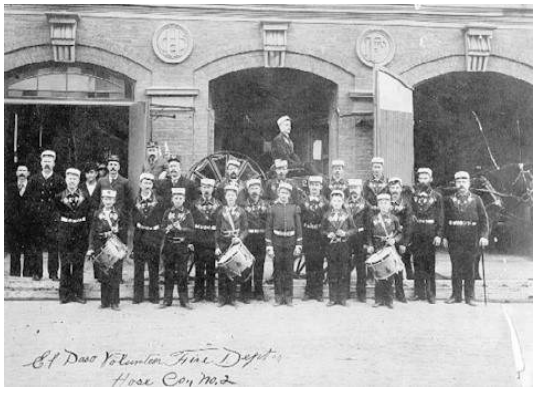
# Description of Agency Programs and Services

## Formation of the El Paso Fire Department

The City of El Paso, originally known as Franklin, was incorporated in 1873. It was not until January 18, 1882, that El Paso Fire Company No. 1, consisting of volunteer fire fighters, was formed. Lacking a water supply system, Fire Company No. 1 never saw active service. Despite the original company's quick demise, the city recognized the need to provide for fire protection and movement began early to provide the infrastructure to do so. In the early 1880's, city leaders granted a charter and contract to Mr. Sylvester Watts to build a water supply system for the city. On August 22, 1882, as the water system neared completion El Paso Hose Company No. 1 was formed. City council approved the elected fire company officers at its next official meeting.

The newly created fire department's first test came on November 11, 1882 when a pair of one-story, frame lodging houses was destroyed by fire. The infant department had only one-hundred (100) feet of hose and could do little more than splash water on the front doors of the buildings. Ironically, newly elected Assistant Fire Chief, W.H. Carter owned one of the buildings. The following week, a re-organization meeting was held and Hose Company No. 2 and Hook and Ladder No. 1 were formed. Later, in December 12, 1882, city council passed the Fire Department Ordinance that created and regulated the department. Three members of the council became the city's first fire commissioners.

The young volunteer department received its first permanent station in 1888. The department continued to grow and struggled to provide fire protection. The city experienced several destructive fires resulting in the purchase of the department's first steam fire engine in 1892. City council purchased a Silsby fire engine at a cost of $3,800, and it arrived in the city in November of 1892. With the arrival of the new fire engine came the need to purchase stronger, 3-ply fire hose, which was subsequently acquired.




The city also approved the hiring of its first engineer at a salary of $90 per month. Jimmy Greaves, an ex-firefighter from Waco, Texas, was the city's first paid firefighter. His fire protection duties included cleaning the city jail. The department continued to grow in size and equipment consistent with city growth and became a fully paid department February 1909.

The office of fire marshal was later created by city council in June 1910. In 1916, El Paso's Mayor, Tom Lea, pushed for many city charter changes. Notable among these changes was an effort to raise the employment protections of El Paso's public safety professionals by granting them civil service status. Employees of the fire department were already very active as labor advocates. In fact, a local chapter of the International Association of Firefighters (IAFF) had been established since 1918, the first year of the IAFF's existence. Local 51 continues to advocate for all EPFD firefighters with the exception of the fire chief.

# Description of Agency Programs and Services

## Recent Department Milestones

EPFD service milestones over the past ten years:

- 2012
  - Achieved International Accreditation by Commission Fire Accreditation International
  - Received a Public Protection Classification rating of 1/10 by the Insurance Services Office (ISO)
  - Fire Station 31 was completed with Quint 31 and Rescue 31 placed into service.
  - Placed Rescue 5 in service and three additional Rescue units as staffing permitted
- 2013
  - Fire Station 37 was completed with Quint 37 and Rescue 37 placed into service.
  - Quint 6 was moved to Station 35 and became Quint 35
  - Pumper 35 was moved to Station 6 and became Pumper 6
- 2014
  - Achieved NFPA compliant ALS travel time performance level
- 2015
  - New Station 5 opened
  - Station 5 and Station 13 units were moved to new location.
- 2016
  - Rescue 7 placed in service at Station 7.
- 2017
  - Renewed International Accreditation by Commission Fire Accreditation International
- 2019
  - Public safety bond election passed: $191 million for funding of 3 stations, new headquarters, new training facility, and logistics and vehicle replacements.
  - Office of Emergency Management accredited through Emergency Management Program Accreditation (EMAP) and becomes a recognized StormReady County through the National Weather Service.
- 2020
  - Renewed Public Protection Classification 1 rating by the ISO
  - Offices of Emergency Management Coordinator and Fire Marshal moved to Assistant Chief Positions
  - Fire Chief given administrative supervision over the Public Health Department as the fire department moves to major role in managing the COVID-19 pandemic in El Paso.
- 2021
  - Mobile Integrated Health team created.
  - Community Risk Reduction division created.
- 2022
  - Groundbreaking for new station 36.

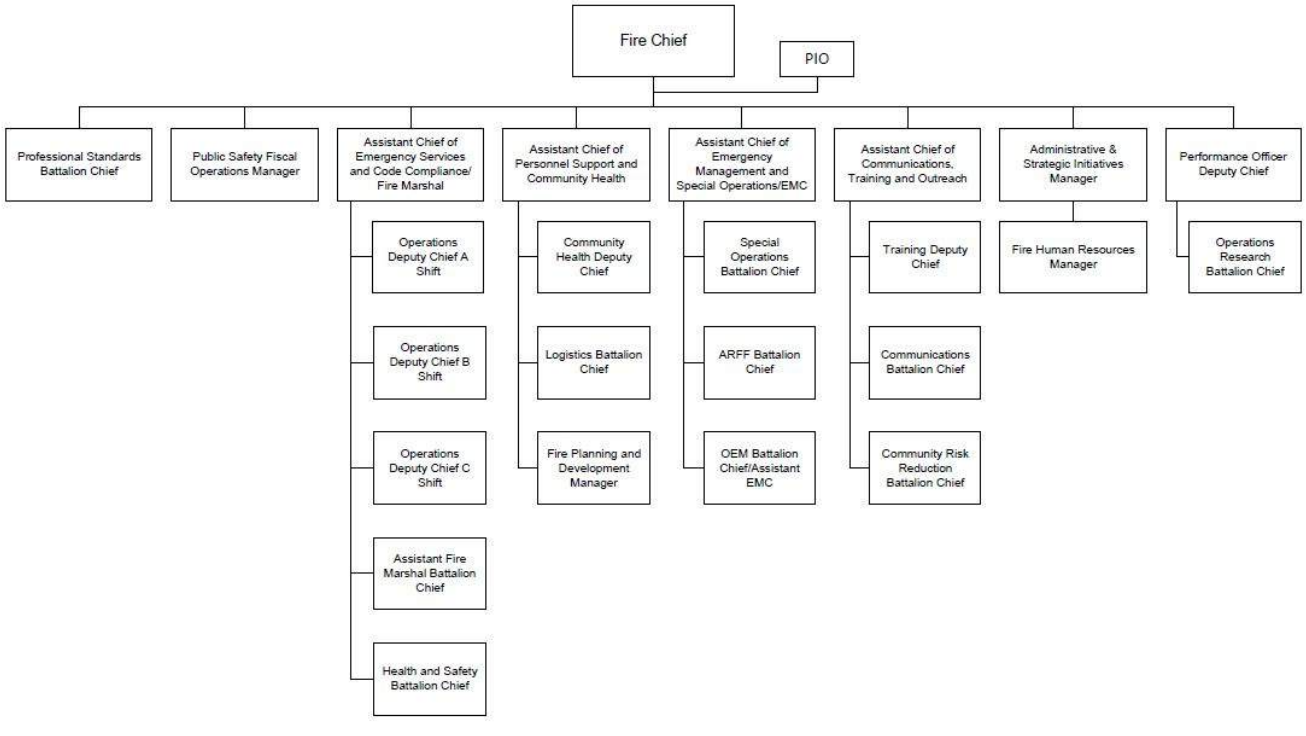
# Description of Agency Programs and Services

The El Paso Fire Department (EPFD) is legally established by local ordinance and the city charter by the city council of El Paso granted by the Texas Constitution. The Texas Local Government Code outlines the city of El Paso's power to direct public safety policy and organize the response force. Charter elections are held once every two years when the citizens of El Paso can alter the legal authority granted to the EPFD.

The City of El Paso ordinance establishing the EPFD on December 12, 1882 was to provide structural fire protection within the city. The scope of services to which the department is now tasked has expanded significantly over the years, including the acquisition of Emergency Medical Services and Aircraft Rescue and Firefighting. The EPFD derives its legal authority to provide emergency medical services (EMS) from local ordinance 8820, authorizing the creation of a separate department known as the Emergency Medical Services System (EMSS). In 2000 EMSS merged with the EPFD, making the EPFD the sole provider of EMS services for the city. All other services provided by the EPFD are approved by city council through annual budget resolution.

The EPFD establishes outcomes and performance measures to evaluate the effectiveness of the services provided to the community. These performance measures are reviewed quarterly with the EPFD program managers and senior staff and then submitted to the office of management and budget (OMB) for presentation to council. As part of the annual budget process they are also reviewed by the city to determine to what extent the EPFD is accomplishing its mission. The EPFD's budget is also used by city officials to direct fiscal responsibility, policy, and planning for service requirements. COEP's internal audit office ensures EPFD's compliance with governmental and agency policies.

**El Paso Fire Department Organizational Chart**



# Description of Agency Programs and Services

**Fire Suppression**

EPFD responds to all types of fire emergencies. Each fire station houses at least one fire suppression company (pumper or quint) equipped with a 1500 GPM pump, 500 gallon water supply tank, and a full compliment of hose and equipment to conduct initial fire attack. Fires of minor nature or intensity will get a single unit response, while higher risk fire responses will include multiple fire suppression units.

| Fire Type | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Passenger vehicle fire | 191 | 187 | 182 | 211 | 201 |
| Outside rubbish, trash or waste fire | 174 | 174 | 142 | 83 | 96 |
| Building fires | 162 | 160 | 160 | 159 | 176 |
| Cooking fire, confined to container | 115 | 129 | 121 | 159 | 158 |
| Brush, or brush and grass mixture fire | 108 | 116 | 166 | 145 | 139 |
| Dumpster or other outside trash receptacle fire | 102 | 100 | 69 | 76 | 75 |
| Outside rubbish fire, other | 93 | 64 | 53 | 39 | 63 |
| Fire, other | 59 | 59 | 40 | 33 | 9 |
| Grass fire | 49 | 36 | 54 | 56 | 76 |
| Trash or rubbish fire, contained | 46 | 50 | 97 | 212 | 239 |
| Mobile property (vehicle) fire, other | 36 | 43 | 47 | 37 | 43 |
| Natural vegetation fire, other | 28 | 28 | 19 | 39 | 29 |
| Fires in structures other than in a building | 27 | 17 | 24 | 28 | 24 |
| Road freight or transport vehicle fire | 23 | 27 | 19 | 17 | 16 |
| Outside equipment fire | 12 | 14 | 14 | 13 | 17 |
| Outside storage fire | 9 | 10 | 4 | 5 | 7 |
| Chimney or flue fire, confined to chimney or flue | 7 | 3 | 5 | 2 | 3 |
| Special outside fire, other | 7 | 6 | 9 | 7 | 8 |
| Fuel burner/boiler malfunction, fire confined | 4 | 4 | 2 | 4 | 3 |
| Garbage dump or sanitary landfill fire | 4 | 1 | 2 | 3 | 3 |
| Fire in mobile home used as fixed residence | 3 | 4 | 2 | 4 | 1 |
| Camper or recreational vehicle (RV) fire | 2 | 0 | 0 | 1 | 1 |
| Commercial Compactor fire, confined to rubbish | 2 | 2 | 3 | 0 | 1 |
| Construction or demolition landfill fire | 2 | 0 | 2 | 1 | 1 |
| Fire in motor home, camper, recreational vehicle | 2 | 2 | 2 | 1 | 1 |
| Off-road vehicle or heavy equipment fire | 2 | 4 | 4 | 3 | 1 |
| Outside stationary compactor/compacted trash fire | 2 | 1 | 0 | 1 | 1 |
| Cultivated grain or crop fire | 1 | 0 | 0 | 0 | 1 |
| Cultivated trees or nursery stock fire | 1 | 2 | 4 | 4 | 3 |
| Fire in mobile property used as a fixed structure, other | 1 | 3 | 1 | 1 | 1 |
| Fire in portable building, fixed location | 1 | 2 | 2 | 1 | 4 |
| Forest, woods or wildland fire | 1 | 0 | 3 | 3 | 0 |
| **Total** | **1,276** | **1,248** | **1,252** | **1,348** | **1,401** |

# Description of Agency Programs and Services

**Emergency Medical Services (EMS)**

EPFD responds to all types of medical emergencies. Incidents deemed high risk are assigned the nearest first-responder unit equipped with personnel trained for basic life support, usually a pumper, quint, or ladder company. Additionally the nearest ambulance will respond with advanced life support and transport capability. Mass casualty incidents will receive a larger assignment of units based on the scale or complexity or the incident.

EPFD is licensed to operate 31 ambulance units at the Mobile Intensive Care Unit (MICU) level. Staffing for the MICU consist of one Emergency Medical Technician (EMT)-Basic level and EMT-Paramedic level. Twenty-seven MICU are in operation at all times. In addition, four peak MICU are in operation Monday through Friday between 11:00 am and 7:00 pm. As staffing permits additional ambulances can be placed in operation, and structural apparatus are staffed with an EMT-Paramedic and are equipped to meet the definition of Advance Life Support (ALS) response level.

| Medical Emergency Type | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| EMS call, excluding vehicle accident with injury | 44,635 | 45,538 | 45,333 | 44,572 | 44,710 |
| Motor vehicle accident with no injuries. | 3,870 | 4,359 | 4,144 | 4,075 | 4,088 |
| Vehicle accident with injuries | 2,702 | 2,996 | 3,058 | 2,963 | 3,322 |
| Emergency medical service incident, other | 439 | 331 | 421 | 782 | 41 |
| Motor vehicle/pedestrian accident (MV Ped) | 201 | 256 | 243 | 247 | 283 |
| Rescue, emergency medical call (EMS) call, other | 142 | 106 | 96 | 213 | 8 |
| **Total** | **51,989** | **53,586** | **53,295** | **52,852** | **52,452** |

**Hazardous Materials (Hazmat)**

All members of the EPFD are trained to hazardous materials first responder level and potential hazards are initially sent at least one pumper or quint company for investigation and initial mitigating actions. In cases where specialized training and equipment are needed the EPFD has a dedicated hazardous materials task force that is comprised of a designated entry group, a decon group, and an ambulance. This task force has the capability to make protective responses in the event of an incident involving the transport, storage, usage, or manufacture of hazardous materials.

| Hazard Emergency Type ▲ | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Biological hazard, confirmed or suspected | 102 | 3 | 2 | 5 | 6 |
| Chemical hazard (no spill or leak) | 6 | 15 | 8 | 16 | 4 |
| Chemical spill or leak | 9 | 19 | 11 | 14 | 17 |
| Flammable gas or liquid condition, other | 8 | 6 | 9 | 6 | 7 |
| Gas leak (natural gas or LPG) | 679 | 661 | 686 | 557 | 592 |
| Gasoline or other flammable liquid spill | 70 | 59 | 81 | 85 | 95 |
| Oil or other combustible liquid spill | 90 | 94 | 106 | 92 | 95 |
| Refrigeration leak | 2 | 2 | 3 | 1 | 2 |
| Toxic condition, other | 2 | 5 | 4 | 5 | 1 |
| **Total** | **968** | **864** | **910** | **781** | **819** |

# Description of Agency Programs and Services

### Aircraft Rescue and Firefighting (ARFF)

The EPFD maintains dedicated resources at the El Paso International Airport to respond to all types of aircraft emergencies.

| ARFF Emergency Type | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Aircraft standby | 32 | 59 | 51 | 39 | 40 |
| **Total** | **32** | **59** | **51** | **39** | **40** |

### Technical Rescue

Technical rescue includes a wide array of circumstances where specialized knowledge or equipment may be needed to preserve life. All technical rescue incidents will be dispatched a single or complement of first-responder companies, depending on the scope and complexity of the incident. In cases where additional training and equipment is needed the EPFD maintains several specialized rescue teams:

- The **water rescue** team consists of members of the EPFD that are Professional Association of Diving Instructor (PADI) certified and trained for still-water and swift-water rescue. These members are gathered from on-duty units throughout the city and from off duty as needed. The majority of water related incidents occur in the canals near the Rio Grande.
- The **special rescue** team consist of on-duty members assigned to fire station 11 trained in high angle rescue, confined space rescue and urban search and rescue. This team has several specialized vehicles with rescue equipment.
- The **combined search and rescue (COMSAR)** team consists of members or the EPFD and El Paso Police Department trained in search and rescue, high angle rescue, and wilderness medicine. These members are gathered from on-duty units throughout the city and from off duty as needed. COMSAR responds to wilderness search and rescue emergencies, with the majority of calls within the Franklin mountain range within El Paso city limits.

| Technical Rescue Emergency Type | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Electrical rescue, other | 1 | 0 | 0 | 2 | 0 |
| Extrication of victim(s) from building/structure | 1 | 3 | 1 | 0 | 4 |
| Extrication of victim(s) from machinery | 1 | 0 | 2 | 1 | 3 |
| Extrication of victim(s) from vehicle | 24 | 16 | 20 | 13 | 22 |
| Extrication, rescue, other | 7 | 5 | 6 | 6 | 8 |
| High angle rescue | 3 | 3 | 2 | 1 | 3 |
| Lock-in (if lock out , use 511 ) | 132 | 185 | 174 | 165 | 167 |
| Removal of victim(s) from stalled elevator | 66 | 63 | 46 | 37 | 28 |
| Rescue or EMS standby | 12 | 13 | 4 | 10 | 6 |
| Search for person in water | 9 | 0 | 1 | 2 | 6 |
| Search for person on land | 17 | 11 | 16 | 13 | 14 |
| Search, other | 3 | 2 | 1 | 1 | 8 |
| Swift water rescue | 21 | 5 | 4 | 8 | 6 |
| Trench/below grade rescue | 1 | 0 | 0 | 2 | 3 |
| Water & ice related rescue, other | 6 | 4 | 1 | 12 | 0 |
| Watercraft rescue | 1 | 0 | 0 | 0 | 0 |
| **Total** | **305** | **310** | **278** | **273** | **278** |

# Description of Agency Programs and Services

| Other Emergency Types | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Electrical wiring/equipment problem, other | 167 | 158 | 126 | 129 | 133 |
| Arcing, shorted electrical equipment | 137 | 133 | 106 | 126 | 151 |
| Power line down | 56 | 102 | 78 | 129 | 100 |
| Hazardous condition, other | 51 | 64 | 43 | 70 | 9 |
| CO incident [Carbon Monoxide] | 48 | 50 | 44 | 38 | 43 |
| Vehicle accident, general cleanup | 46 | 60 | 47 | 20 | 29 |
| Heat from short circuit (wiring), defective/worn | 34 | 22 | 21 | 23 | 20 |
| Overheated motor | 28 | 31 | 43 | 42 | 35 |
| Accident, potential accident, other | 11 | 6 | 10 | 9 | 4 |
| Attempt to burn | 9 | 4 | 5 | 2 | 3 |
| Excessive heat, scorch burns with no ignition | 9 | 4 | 15 | 15 | 16 |
| Attempted burning, illegal action, other | 7 | 3 | 4 | 4 | 5 |
| Building or structure weakened or collapsed | 6 | 7 | 4 | 5 | 9 |
| Light ballast breakdown | 5 | 6 | 4 | 4 | 5 |
| Air or gas rupture of pressure or process vessel | 4 | 1 | 0 | 1 | 1 |
| Explosion (no fire), other | 4 | 3 | 5 | 2 | 6 |
| Flood assessment | 4 | 7 | 4 | 9 | 7 |
| Explosive, bomb removal (for bomb scare, use 721) | 2 | 2 | 1 | 4 | 2 |
| Overpressure rupture of air or gas pipe/pipeline | 2 | 2 | 3 | 4 | 8 |
| Wind storm, tornado/hurricane assessment | 2 | 11 | 4 | 6 | 6 |
| Fireworks explosion (no fire) | 1 | 3 | 0 | 2 | 2 |
| Lightning strike (no fire) | 1 | 2 | 3 | 6 | 4 |
| Overpressure rupture from air or gas, other | 1 | 1 | 2 | 1 | 2 |
| Overpressure rupture from steam, other | 1 | 1 | 1 | 0 | 0 |
| Threat to burn | 1 | 1 | 1 | 0 | 2 |
| **Total** | **637** | **684** | **574** | **651** | **602** |

| Other Calls for Service | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|
| Other | 43 | 27 | 20 | 37 | 23 |
| Good Intent | 11,475 | 11,163 | 10,659 | 10,373 | 9,451 |
| False Alarm | 2,639 | 2,838 | 2,593 | 2,536 | 2,504 |
| Assistance | 15,305 | 15,023 | 14,097 | 12,593 | 11,595 |
| **Total** | **29,462** | **29,051** | **27,369** | **25,539** | **23,573** |

# Description of Agency Programs and Services

## Department Support Services

**Office of Emergency Management (OEM)**
The OEM assesses regional risks and vulnerabilities and develops strategies to eliminate or reduce risk to life and property. OEM maintains strong partnerships with local, state, federal, nonprofit and private agencies to address those hazards in a collaborative way.

OEM maintains the City/County Emergency Management Basic Plan and its associated annexes as well as Continuity of Operation Plans (COOPs) for city and county departments. It maintains a training and exercise program to test these plans and regional capabilities.

OEM activates the Emergency Operation Center (EOC) during large-scale events/emergencies or disasters where decision-makers from multiple response agencies support response agencies in the field with resources. OEM also provides emergency alerts/notifications with vital information and instructions to the community through media, radio, and landline phones. Citizens and visitors can register to the Emergency Alert System to receive these messages on their cell phone and/or email. If there is a declared disaster, OEM coordinates to provide the community with critical supplies, damage assessments and assistance with federal reimbursement requirements.

**Communications**
The El Paso County Enhanced 911 System is a cooperative effort of the El Paso County 911 District, City of El Paso, and County of El Paso. The 911 call-takers, El Paso Fire Department call-takers/Dispatchers, El Paso County Sheriff call takers, and El Paso Police Department dispatchers are located in this facility.

The El Paso County 911 District provides the telephone switching equipment and computer aided dispatch (CAD) software and assists in funding other associated projects. COEP and the County of El Paso provide the staffing for the 911 Center, the radio equipment and some software.

**Professional Development**
The Training Academy is responsible for providing classroom instruction and practical training to all new firefighters, current firefighters and medics for the EPFD. This training includes firefighting tactics and strategy, emergency medical skills, hazardous material response, emergency vehicle driver training, rescue, and other types of training. The training academy also provides training for other departments in the surrounding area, outside agencies, and potential fire department applicants. The Academy is also involved in recruiting new firefighters for the department.

# Description of Agency Programs and Services

**Special Operations**

The Special Operations Division supports and manages the department's specialized rescue and hazardous materials teams and offers the expertise, technology, training, and equipment needed to perform major specialized hazardous materials and technical rescue incidents that arise within the city and neighboring communities. There are four teams: Technical Rescue, Hazardous Materials, Combined Search and Rescue and Water Rescue.

**Community Risk Reduction**

- The goal of the Community Risk Reduction (CRR) Section is to prepare and deliver life safety educational programs to the public that effectively reduce identified community risks. CRR provides a variety of age specific fire prevention programs to the public. These include safety presentations, evacuation plans and drills, Fire Prevention Week, the return to the scene program (to offer advice after a fire in the neighborhood), the car seat program, hands only CPR training, and Community Emergency Response Team (CERT) training.

**Safety and Health**

- Safety and Health identifies risks, provides training, establishes standard operating procedures, and provides for periodic review to ensure the safety and health of EPFD members. This is accomplished by planning, developing, coordinating and implementing the occupational safety and health program. Action items for the safety and health program include reviewing accident and injury reports to determine need for corrective actions, preventive measures, additional training or procedural changes, inspecting facilities, vehicles, equipment and protective clothing for compliance to national standards, and acting as scene safety officer during emergency operations and training exercises.

**Construction Code Compliance**

The Construction Code Compliance program minimizes the risk of life and property from fire through inspection and/or testing of new commercial construction, fire alarm systems, fire sprinkler systems, fire suppression systems and fire hydrant inspection program

**Fire Inspections**

The Fire Inspections program minimizes the risk of life and property from fire by enforcing the fire code and local ordinances through the inspection of existing buildings and businesses in our community. The inspections division also issues operational and special event permits.

**Fire/Arson Investigations**

Fire/Arson Investigators are responsible for investigating fires and explosions suspected to be of an incendiary nature, have high property loss, or involve severe bodily injury or death. Investigators respond to fire scenes at the request of fire or law enforcement agencies throughout the city and county of El Paso.

# Description of Agency Programs and Services

## Department Support Services

**Community Health**
Community Health Program supports emergency response, prevention, preparedness and education through medical protocols, procedures, infection control and mobile integrated health. Community Health Division develops and updates medical protocols and procedures by conducting industry research, imploring a robust quality assurance, quality improvement program and collaborating with internal and external stakeholders. In conjunction with the Department of Health, Community Health provides direction, vaccinations and education to the fire and police department on exposures to infectious diseases.

The Mobile Integrated Health (MIH) program is a proactive approach towards the reduction of medical emergencies and improvement of community health through collaborative partnerships with hospitals and community based resources. The MIH team provides appropriate education, health screening and vaccinations to vulnerable populations.

**Logistics**
All equipment, apparatus, and supply needs are handled by the Logistics Program personnel, to include acquisition and maintenance of apparatus, equipment, personal protective equipment, uniforms, and general supplies.

**Organization Research and Development (ORD)**
The Organizational Research and Development program supports EPFD software and other technology, conducts operational analysis, and conducts record management services. ORD manages department accreditation and ISO assessment.

**Professional Standards Office**
The Professional Standards program investigates all disciplinary issues within the department to ensure fair and consistent enforcement of rules and regulations. Personnel within the program conduct unbiased investigations and relay their findings to the fire chief, who makes the final determination of action to be taken. The professional standards office also administers the department awards program.

# All-Hazard Community Risk Assessment

## Risk Assessment Methodology

EPFD recognizes that there are hazards in the community that pose a risk to life and property. The primary hazards identified are emergency incidents involving fire, medical, hazardous materials, technical rescue, and aircraft. An incident refers to an active hazard requiring the intervention of public safety resources to minimize loss or harm. A hazard's level of risk is described by the probability of an incident occurring and the resulting impact. EPFD considers the impact on both the community and the agency.

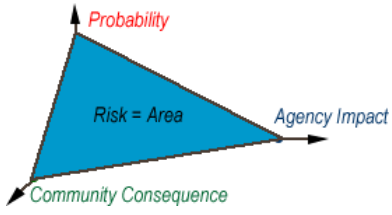
EPFD utilizes three risk factors in the calculation of risk:

- The probablily of an incident occurring
- The impact of an incident on the community
- The impact of an incident on the EPFD resources to mitigate that incident and provide consistent coverage across the service area

The EPFD jurisdiction is assessed for the risk of these five hazards using a standardized methodology:

- Risk assessment is planning zone based
- In the EPFD risk model a score in each of the three risk factors is represented as a point on the corresponding axis of a Cartesian coordinate system. The function in the figure below is derived from the area of the tetrahedron resulting from connecting these three points.
- Given that $p$ = probability, $i$ = agency impact and $c$ = community consequence, the formula used to calculate the risk score is:

$$Risk = \sqrt{\frac{(pc)^2}{2} + \frac{(ci)^2}{2} + \frac{(ip)^2}{2}}$$

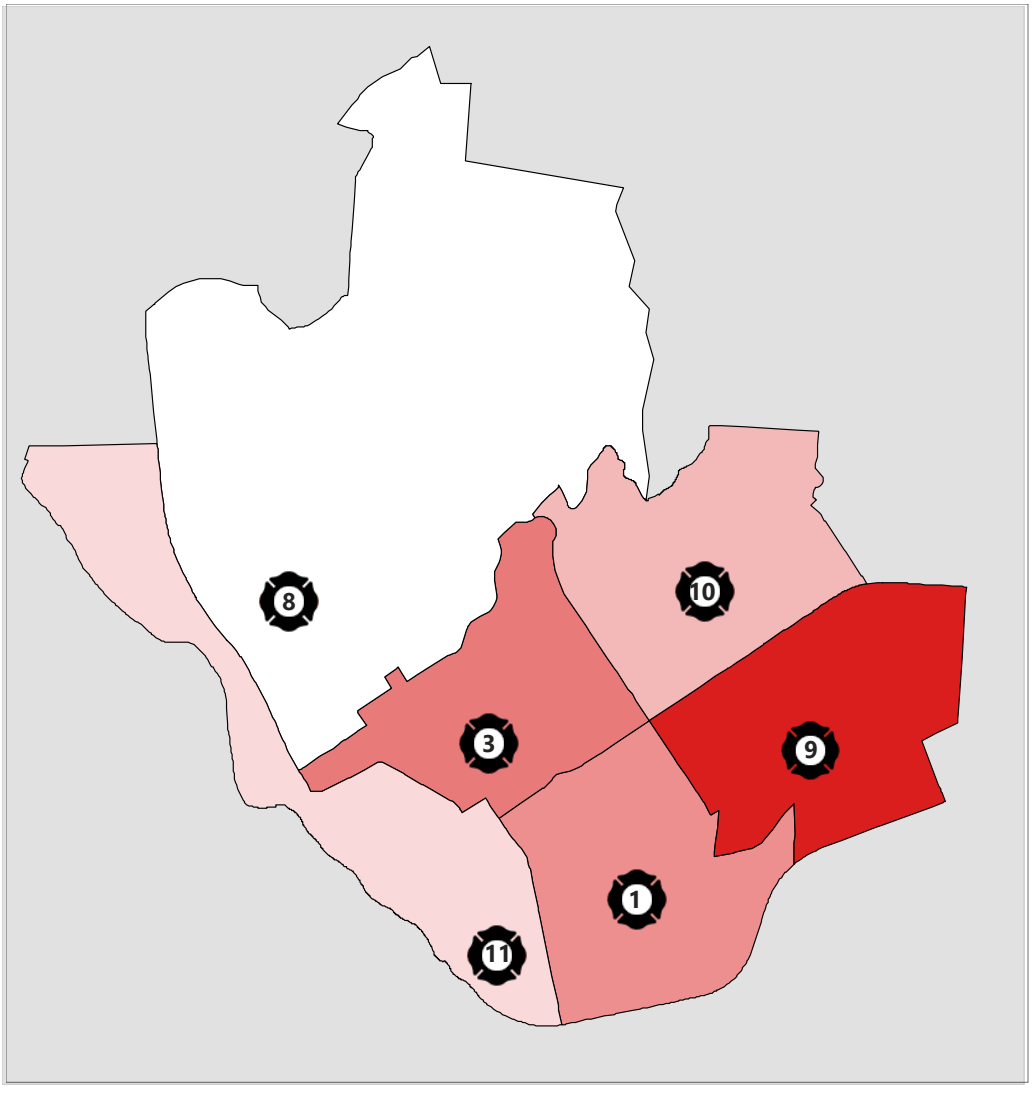



- The risk score of each planning area is classified into a risk level using the goodness of variance fit method to group similar values most efficiently and maximize the differences between classes.

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 1 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 9 | 1.13 | 1.14 | 0.85 | 1.32 | 1.08 |
| 1 | 0.83 | 0.90 | 0.74 | 0.83 | 0.67 |
| 3 | 0.80 | 1.14 | 0.66 | 0.92 | 0.75 |
| 10 | 1.03 | 0.59 | 0.57 | 0.64 | 0.53 |
| 11 | 0.75 | 0.62 | 0.54 | 0.50 | 0.41 |
| 8 | 0.81 | 0.24 | 0.50 | 0.33 | 0.27 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**3.79**

Elderly Population
**1.77**

**Community Consequence Factors**

Infrastructure
**0.04**

Cultural Impact
**0.67**

Poverty Level
**3.79**

**Agency Impact Factors**

High Rise
**0.06**

Congregational Facilities
**0.04**

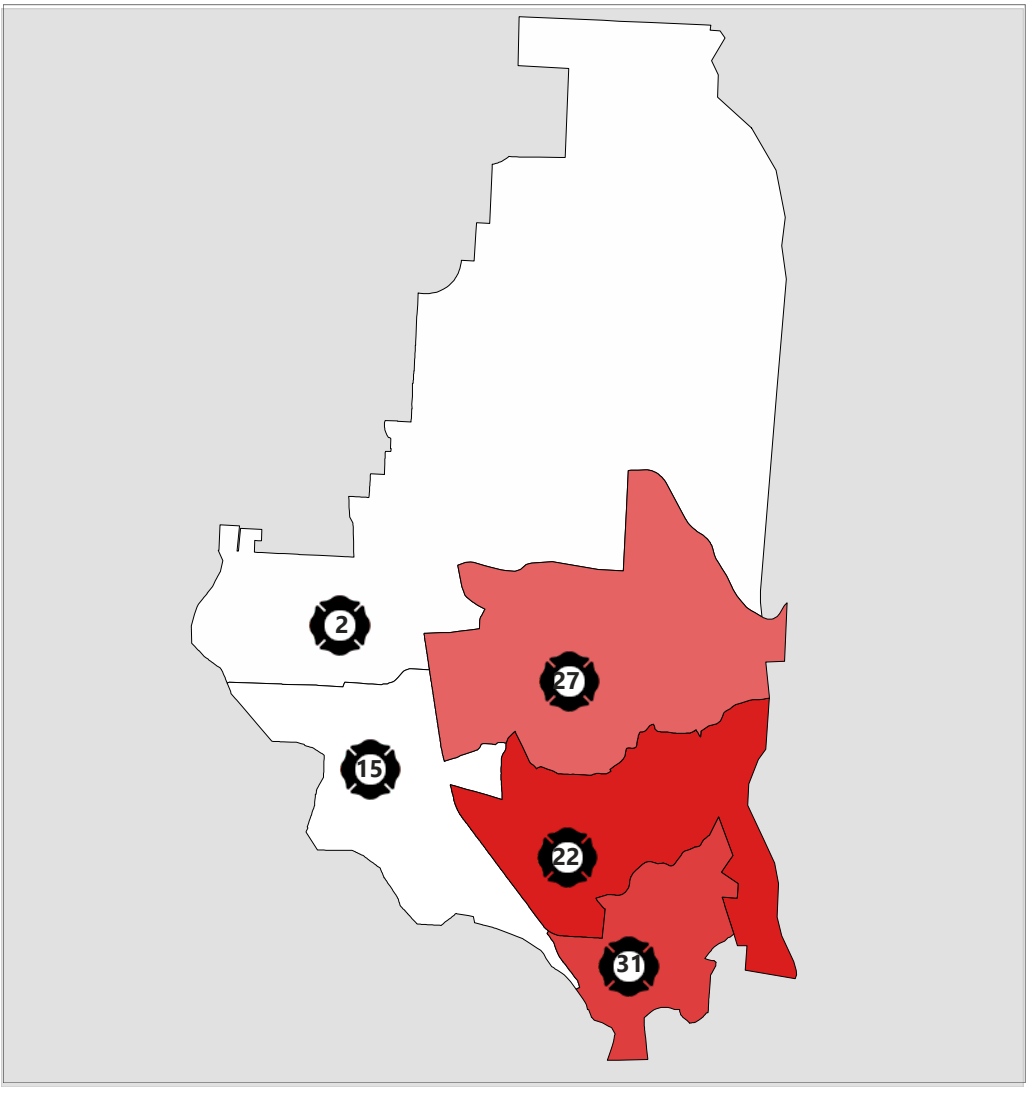
Resource Concentration
**0.28**

| 7.18 | 33,623 | 37.95% | 15,862 | 1943 | 12.58% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 2 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 2 | 0.05 | 0.27 | 0.91 | 0.17 | 0.14 |
| 31 | 0.75 | 0.30 | 0.72 | 0.44 | 0.36 |
| 27 | 0.51 | 0.50 | 0.68 | 0.39 | 0.32 |
| 22 | 0.74 | 0.47 | 0.68 | 0.49 | 0.40 |
| 15 | 0.21 | 0.31 | 0.64 | 0.17 | 0.14 |




**Probability Factors**

Incident History
**0.01**

Under Poverty Level
**1.46**

Elderly Population
**1.18**

**Community Consequence Factors**

Infrastructure
**0.02**

Cultural Impact
**0.01**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

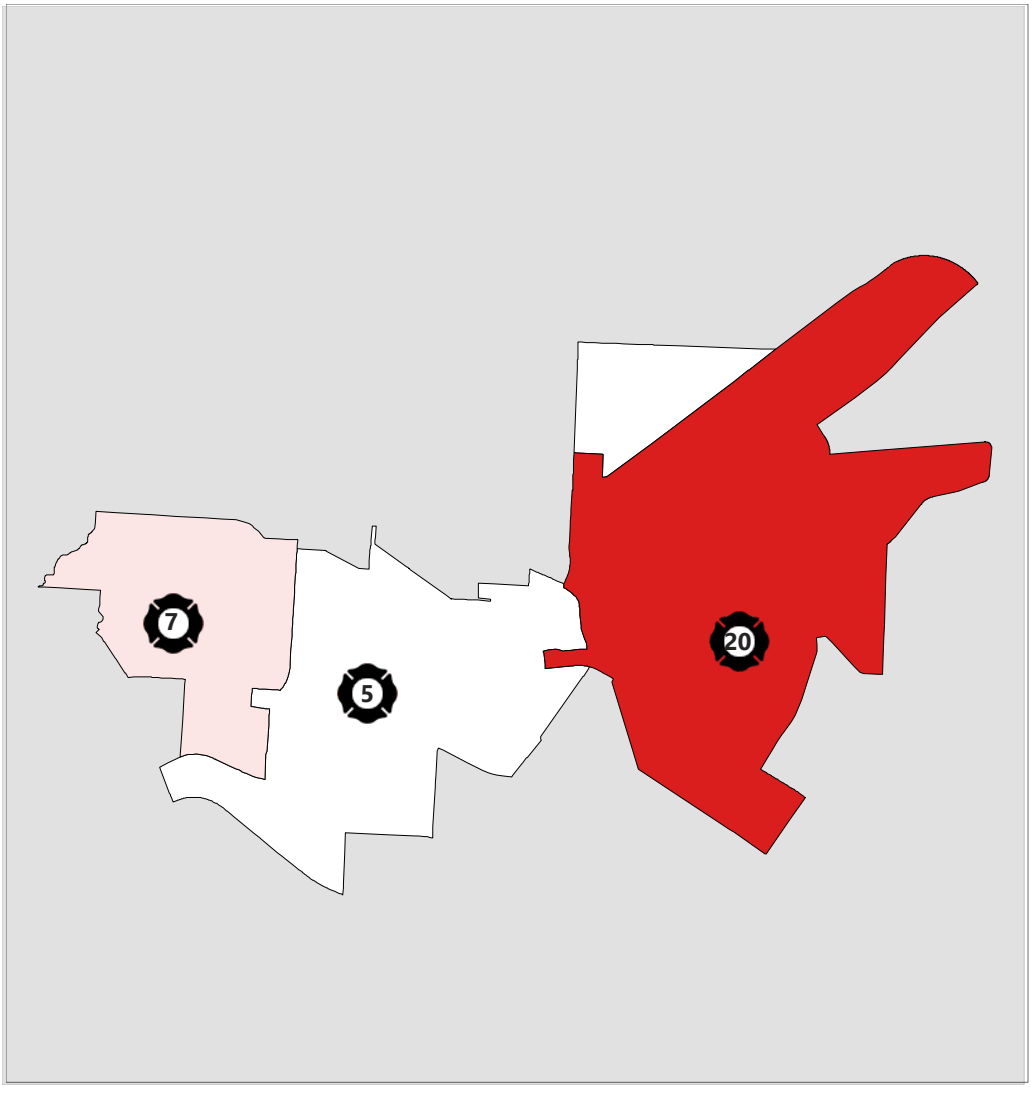
Resource Concentration
**3.21**

| 71.36 | 125,363 | 15.08% | 50,767 | 1976 | 7.29% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 3 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **20** | 2.14 | 0.43 | 0.80 | 1.40 | 1.14 |
| **7** | 1.13 | 0.72 | 0.61 | 0.81 | 0.66 |
| **5** | 1.18 | 0.59 | 0.58 | 0.73 | 0.60 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.61**

Elderly Population
**1.83**

**Community Consequence Factors**

Infrastructure
**0.24**

Cultural Impact
**0.25**

Poverty Level
**2.61**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.05**

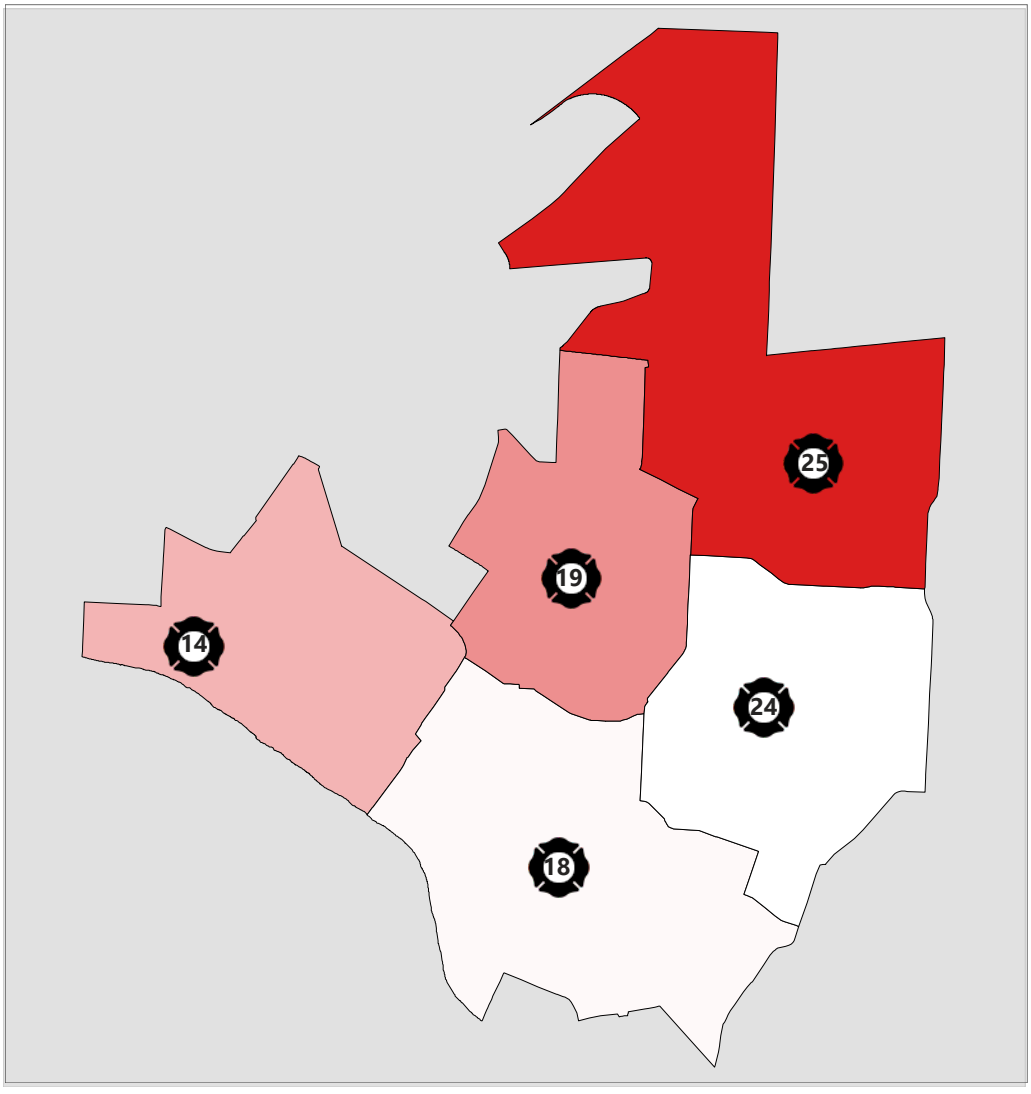
Resource Concentration
**0.70**

| 17.57 | 42,394 | 24.08% | 18,513 | 1958 | 9.98% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 4 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **14** | 1.14 | 0.50 | 0.64 | 0.69 | 0.56 |
| **25** | 1.16 | 0.78 | 0.63 | 0.89 | 0.72 |
| **18** | 0.96 | 0.54 | 0.61 | 0.60 | 0.49 |
| **19** | 1.18 | 0.63 | 0.55 | 0.74 | 0.60 |
| **24** | 1.10 | 0.51 | 0.51 | 0.59 | 0.48 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.22**

Elderly Population
**1.85**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.22**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

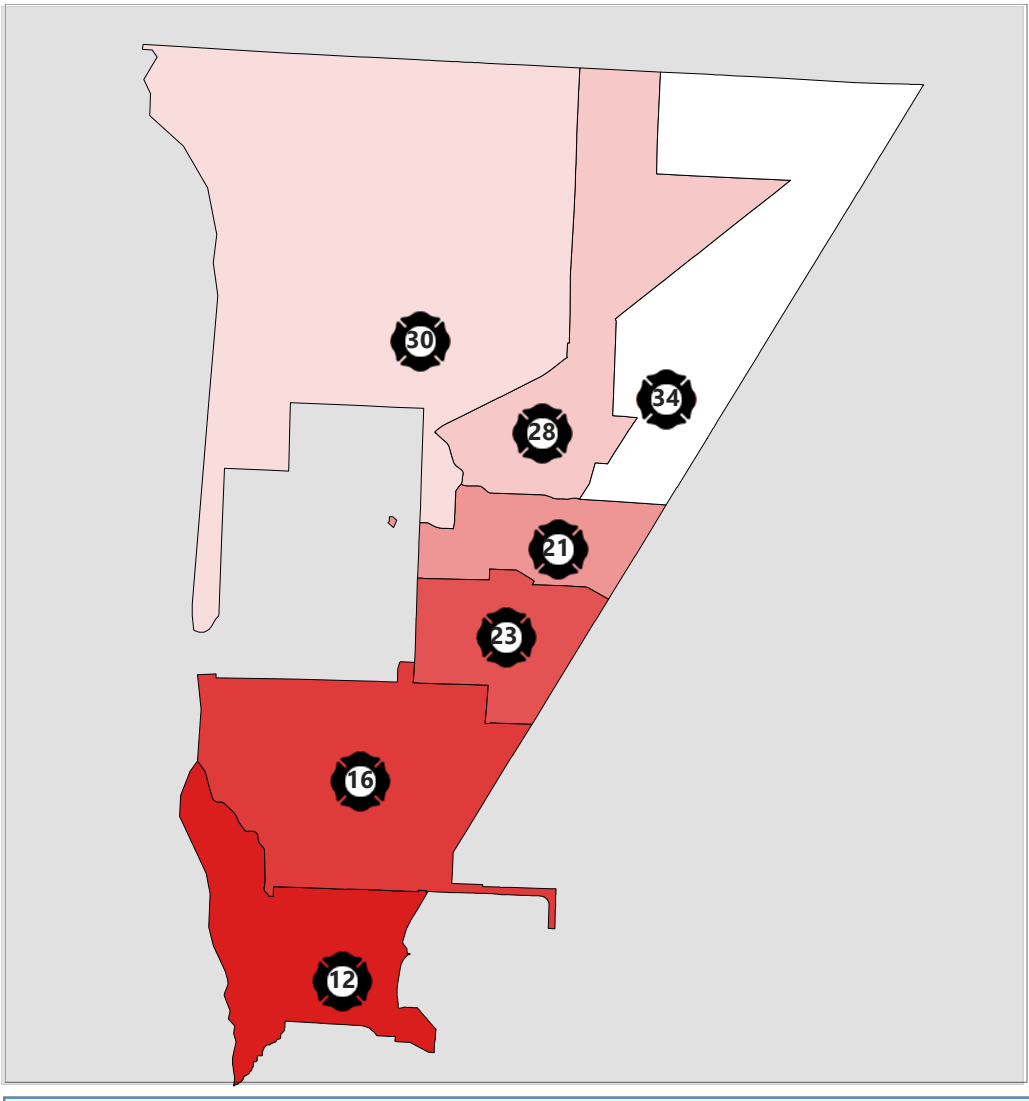
Resource Concentration
**0.41**

| 22.60 | 130,144 | 21.16% | 51,635 | 1963 | 5.64% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 5 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **30** | 0.43 | 0.23 | 0.94 | 0.33 | 0.27 |
| **34** | 0.35 | 0.18 | 0.84 | 0.24 | 0.19 |
| **16** | 1.08 | 0.54 | 0.72 | 0.74 | 0.61 |
| **12** | 1.11 | 0.68 | 0.68 | 0.82 | 0.67 |
| **28** | 0.58 | 0.43 | 0.65 | 0.38 | 0.31 |
| **23** | 1.03 | 0.64 | 0.58 | 0.68 | 0.56 |
| **21** | 0.80 | 0.64 | 0.50 | 0.51 | 0.42 |




**Probability Factors**

Incident History
**0.02**

Under Poverty Level
**1.46**

Elderly Population
**1.00**

**Community Consequence Factors**

Infrastructure
**0.11**

Cultural Impact
**0.04**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

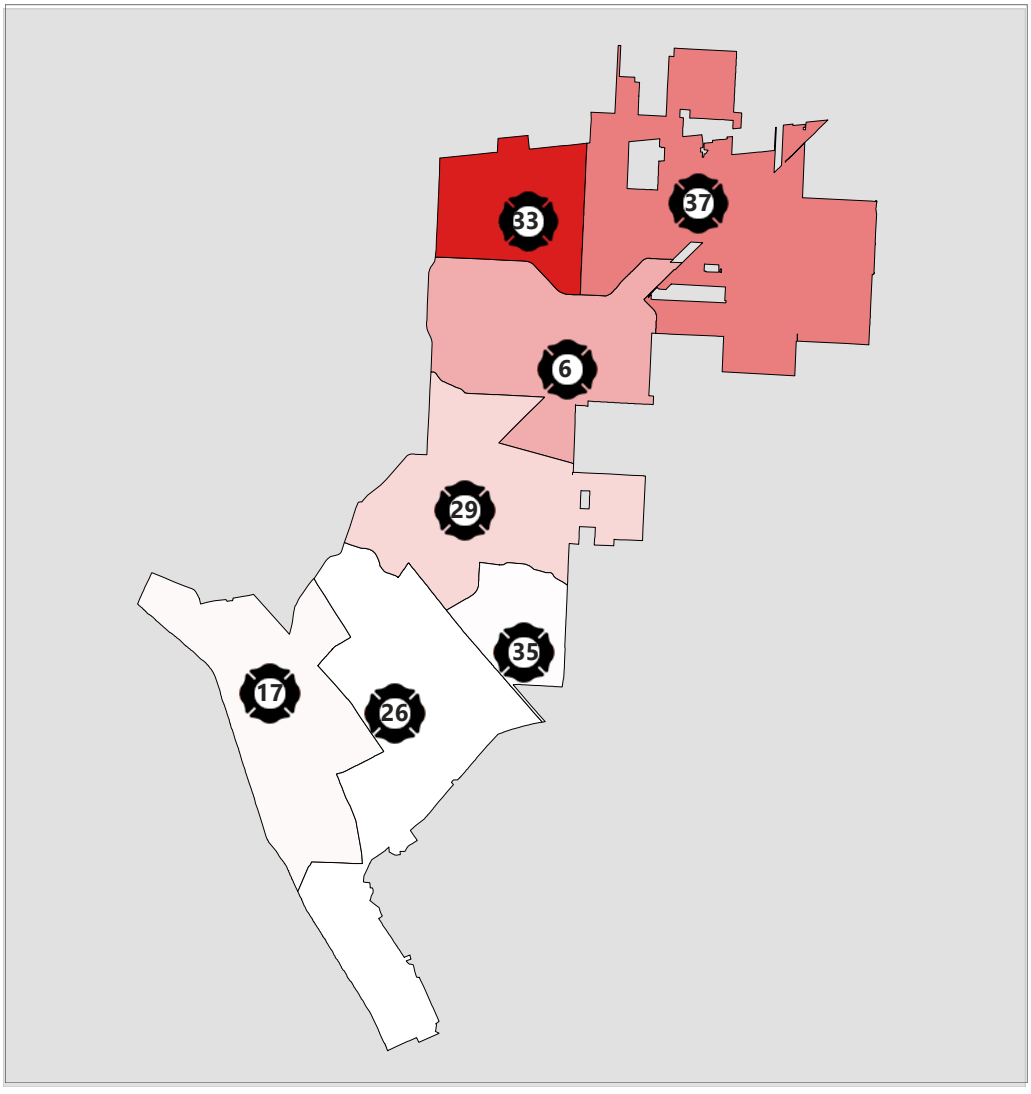
Resource Concentration
**2.03**

| 72.50 | 145,768 | 19.35% | 57,502 | 1966 | 7.30% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 6 ARFF Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **37** | 0.81 | 0.65 | 1.03 | 0.84 | 0.69 |
| **33** | 1.08 | 1.07 | 0.81 | 1.19 | 0.98 |
| **6** | 0.91 | 0.74 | 0.56 | 0.67 | 0.55 |
| **17** | 0.69 | 0.44 | 0.56 | 0.39 | 0.32 |
| **26** | 0.72 | 0.38 | 0.55 | 0.37 | 0.30 |
| **29** | 0.80 | 0.65 | 0.51 | 0.52 | 0.42 |
| **35** | 0.75 | 0.46 | 0.48 | 0.38 | 0.31 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**2.16**

Elderly Population
**1.02**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.16**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

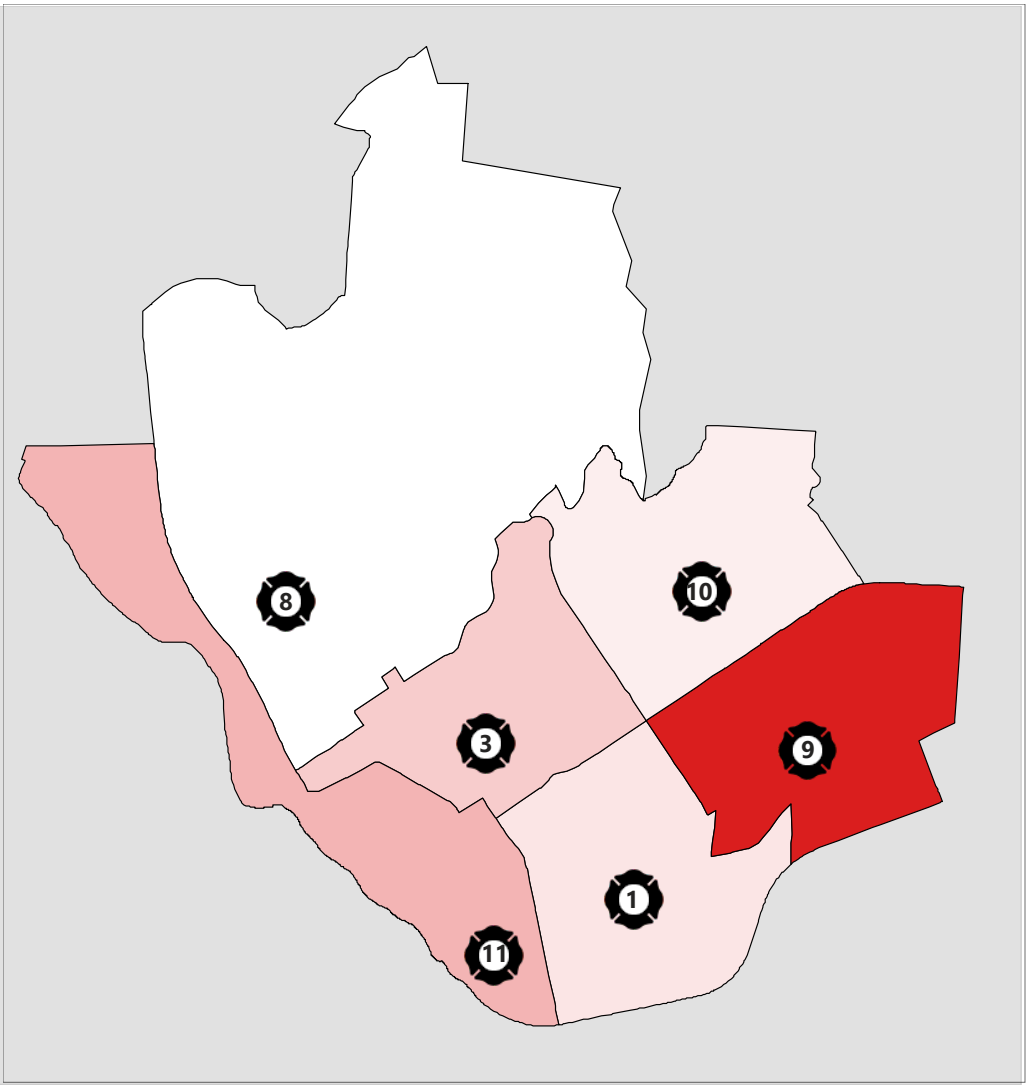
Resource Concentration
**1.59**

| 36.83 | 211,965 | 16.13% | 70,823 | 1987 | 4.52% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 1 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 9 | 0.14 | 0.74 | 0.57 | 0.31 | 0.26 |
| 11 | 0.07 | 0.38 | 0.40 | 0.11 | 0.09 |
| 8 | 0.03 | 0.03 | 0.35 | 0.01 | 0.01 |
| 1 | 0.13 | 0.12 | 0.34 | 0.04 | 0.04 |
| 10 | 0.06 | 0.13 | 0.32 | 0.03 | 0.03 |
| 3 | 0.06 | 0.39 | 0.28 | 0.08 | 0.06 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**3.79**

Elderly Population
**1.77**

**Community Consequence Factors**

Infrastructure
**0.04**

Cultural Impact
**0.67**

Poverty Level
**3.79**

**Agency Impact Factors**

High Rise
**0.06**

Congregational Facilities
**0.04**

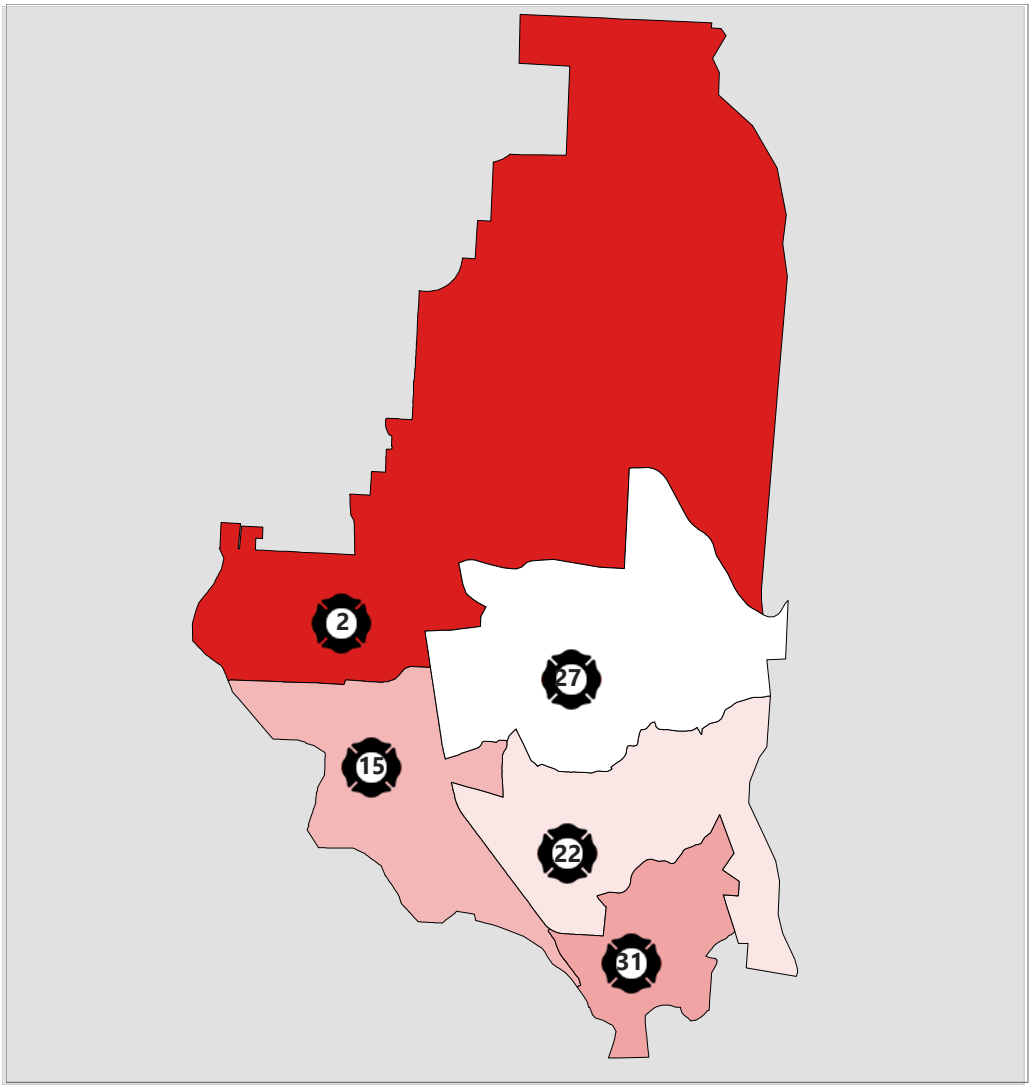
Resource Concentration
**0.28**

| 7.18 | 33,623 | 37.95% | 15,862 | 1943 | 12.58% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 2 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 2 | 0.01 | 0.09 | 0.69 | 0.04 | 0.03 |
| 31 | 0.03 | 0.05 | 0.52 | 0.02 | 0.02 |
| 15 | 0.02 | 0.05 | 0.44 | 0.02 | 0.01 |
| 22 | 0.02 | 0.02 | 0.40 | 0.01 | 0.01 |
| 27 | 0.01 | 0.01 | 0.39 | 0.01 | 0.00 |




**Probability Factors**

Incident History
**0.01**

Under Poverty Level
**1.46**

Elderly Population
**1.18**

**Community Consequence Factors**

Infrastructure
**0.02**

Cultural Impact
**0.01**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

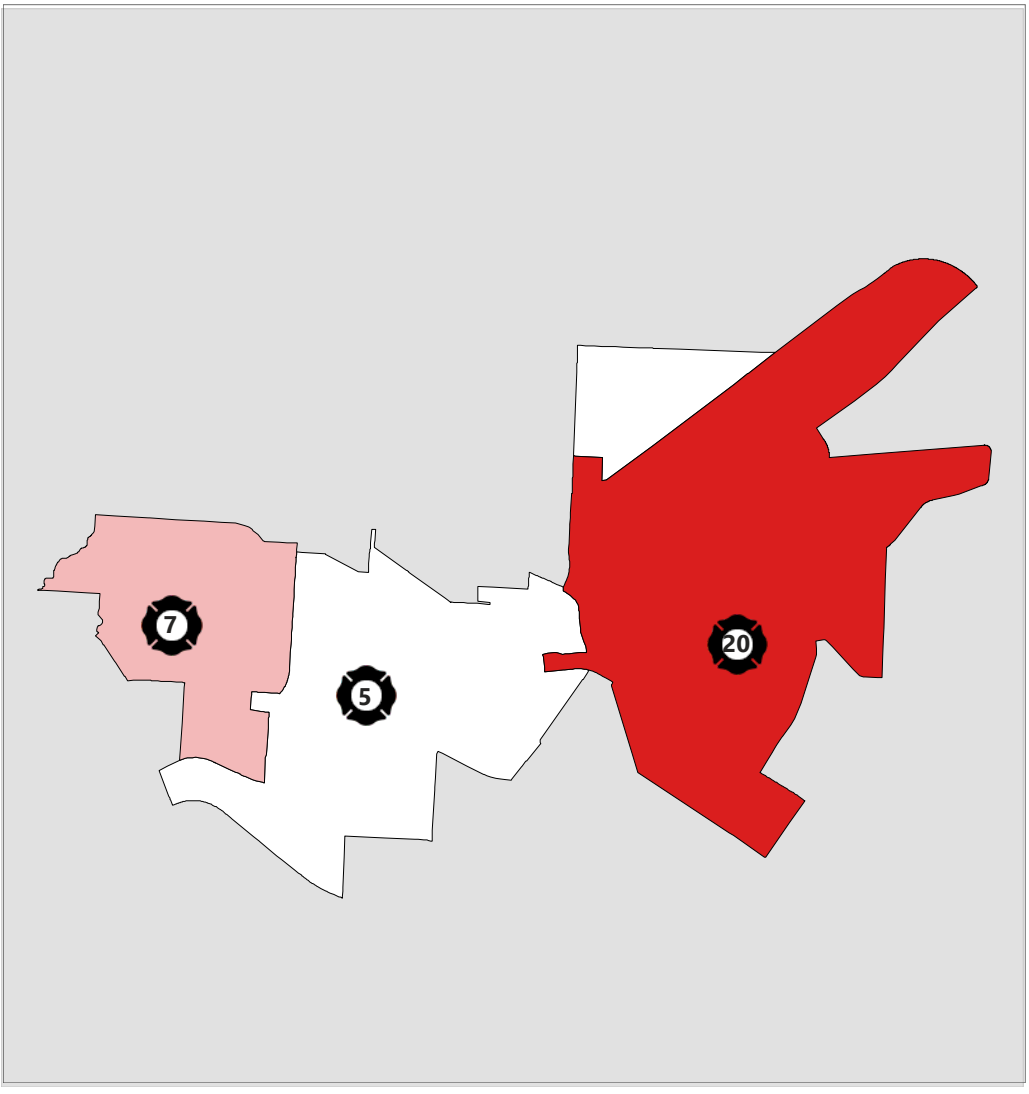
Resource Concentration
**3.21**

| 71.36 | 125,363 | 15.08% | 50,767 | 1976 | 7.29% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 3 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **20** | 0.03 | 0.22 | 0.63 | 0.10 | 0.08 |
| **7** | 0.07 | 0.19 | 0.32 | 0.05 | 0.04 |
| **5** | 0.04 | 0.10 | 0.31 | 0.02 | 0.02 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.61**

Elderly Population
**1.83**

**Community Consequence Factors**

Infrastructure
**0.24**

Cultural Impact
**0.25**

Poverty Level
**2.61**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.05**

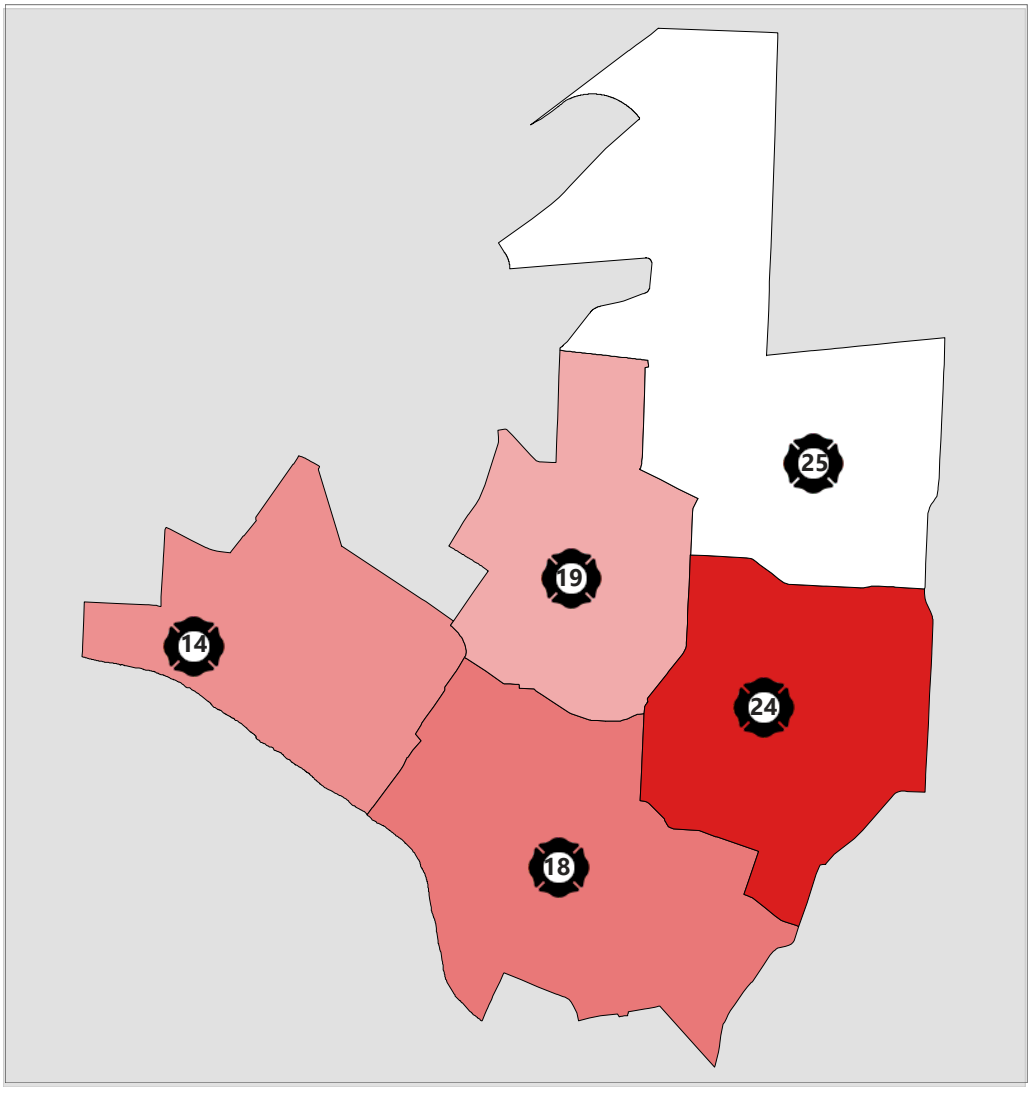
Resource Concentration
**0.70**

| 17.57 | 42,394 | 24.08% | 18,513 | 1958 | 9.98% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 4 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **14** | 0.04 | 0.03 | 0.39 | 0.01 | 0.01 |
| **18** | 0.05 | 0.04 | 0.32 | 0.02 | 0.01 |
| **24** | 0.04 | 0.10 | 0.28 | 0.02 | 0.02 |
| **19** | 0.03 | 0.06 | 0.25 | 0.01 | 0.01 |
| **25** | 0.03 | 0.01 | 0.25 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.22**

Elderly Population
**1.85**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.22**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

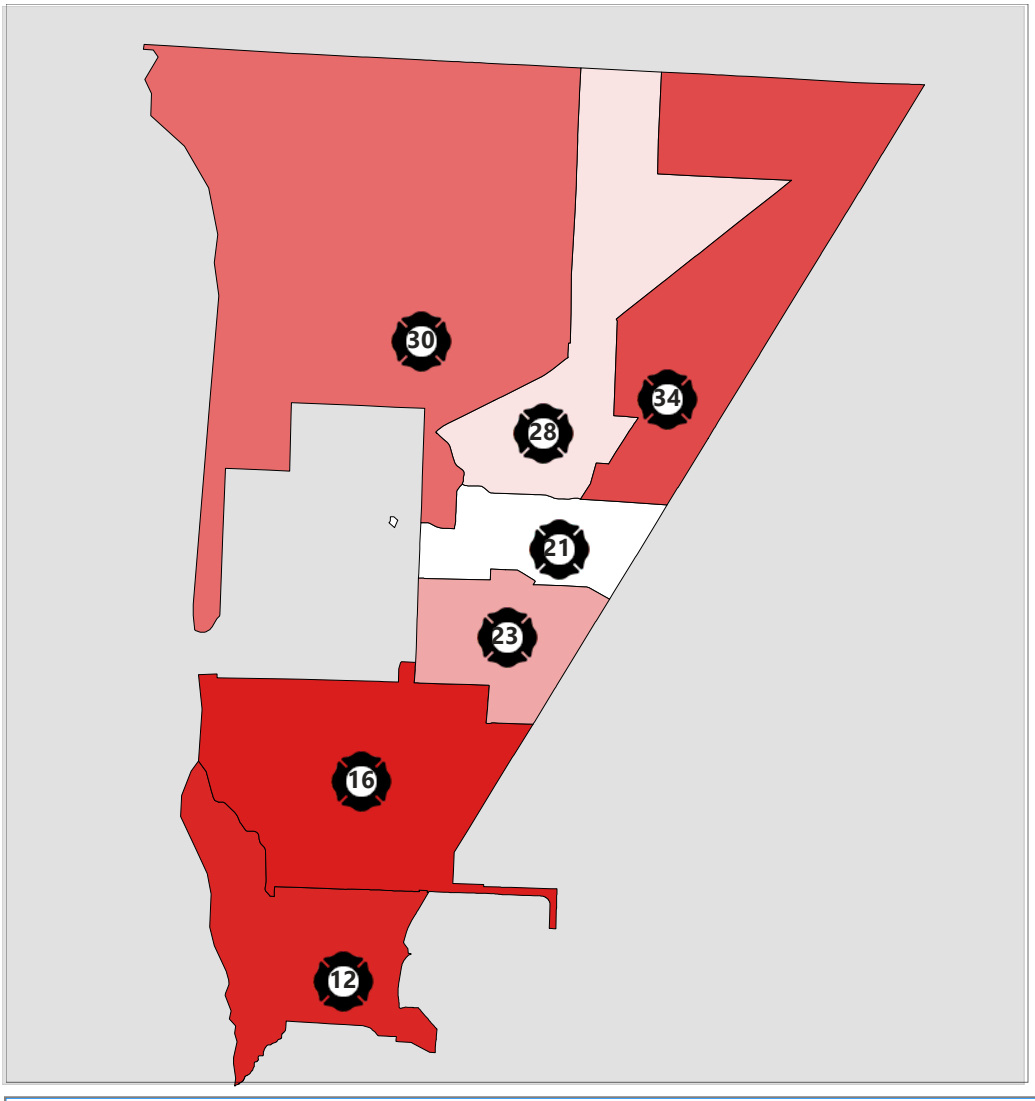
Resource Concentration
**0.41**

| 22.60 | 130,144 | 21.16% | 51,635 | 1963 | 5.64% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 5 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 30 | 0.04 | 0.05 | 0.76 | 0.03 | 0.03 |
| 34 | 0.02 | 0.08 | 0.69 | 0.04 | 0.03 |
| 16 | 0.06 | 0.13 | 0.45 | 0.05 | 0.04 |
| 28 | 0.03 | 0.03 | 0.40 | 0.01 | 0.01 |
| 12 | 0.05 | 0.16 | 0.38 | 0.05 | 0.04 |
| 23 | 0.04 | 0.10 | 0.31 | 0.02 | 0.02 |
| 21 | 0.05 | 0.03 | 0.20 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.02**

Under Poverty Level
**1.46**

Elderly Population
**1.00**

**Community Consequence Factors**

Infrastructure
**0.11**

Cultural Impact
**0.04**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

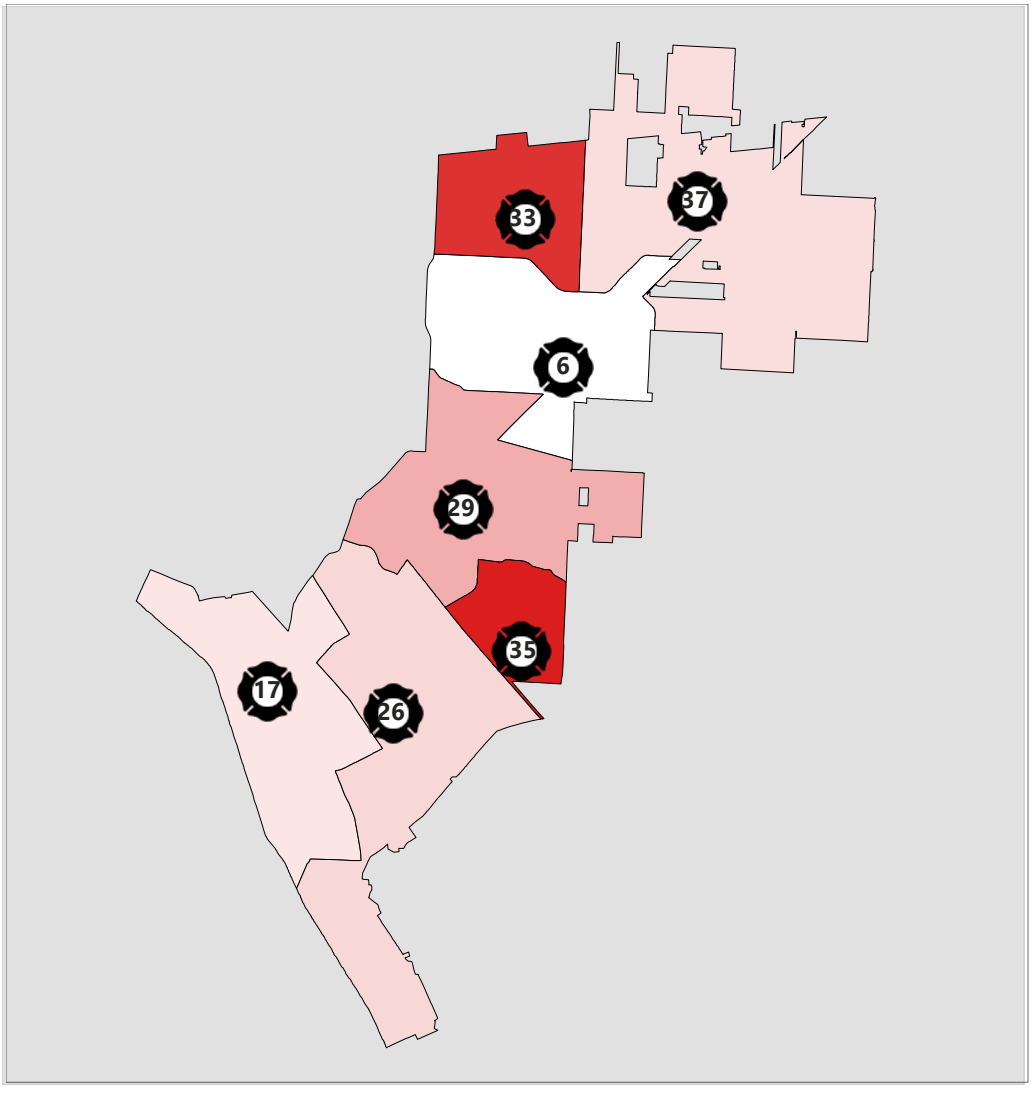
Resource Concentration
**2.03**

| 72.50 | 145,768 | 19.35% | 57,502 | 1966 | 7.30% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 6 Fire Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **37** | 0.04 | 0.01 | 0.62 | 0.02 | 0.01 |
| **26** | 0.02 | 0.07 | 0.38 | 0.02 | 0.02 |
| **35** | 0.02 | 0.26 | 0.37 | 0.07 | 0.05 |
| **33** | 0.04 | 0.23 | 0.37 | 0.06 | 0.05 |
| **17** | 0.03 | 0.06 | 0.33 | 0.02 | 0.01 |
| **29** | 0.03 | 0.15 | 0.27 | 0.03 | 0.02 |
| **6** | 0.03 | 0.04 | 0.22 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**2.16**

Elderly Population
**1.02**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.16**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

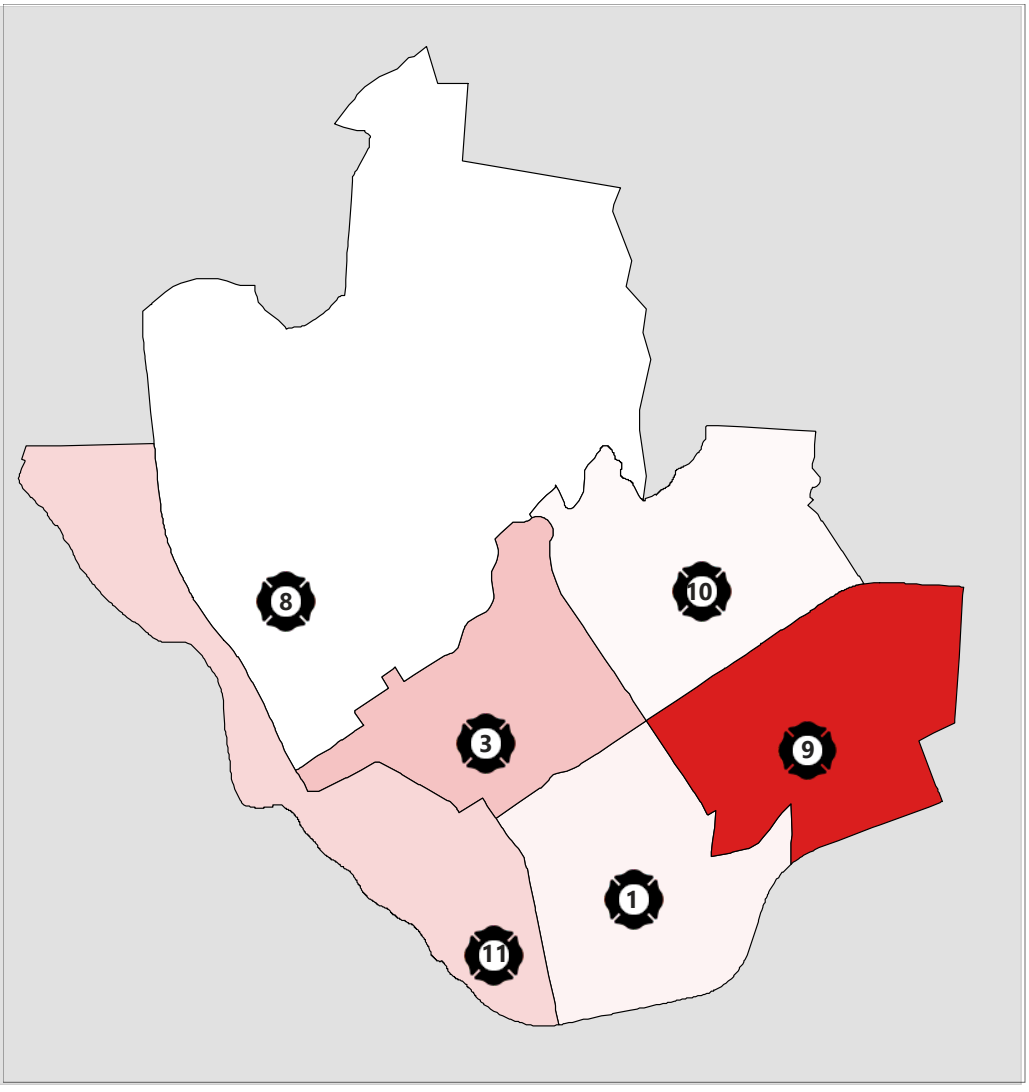
Resource Concentration
**1.59**

| 36.83 | 211,965 | 16.13% | 70,823 | 1987 | 4.52% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 1 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 9 | 0.79 | 0.88 | 0.42 | 0.60 | 0.49 |
| 8 | 0.16 | 0.02 | 0.25 | 0.03 | 0.02 |
| 11 | 0.31 | 0.45 | 0.22 | 0.13 | 0.11 |
| 10 | 0.37 | 0.15 | 0.06 | 0.04 | 0.04 |
| 1 | 0.56 | 0.14 | 0.05 | 0.06 | 0.05 |
| 3 | 0.55 | 0.47 | 0.02 | 0.18 | 0.15 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**3.79**

Elderly Population
**1.77**

**Community Consequence Factors**

Infrastructure
**0.04**

Cultural Impact
**0.67**

Poverty Level
**3.79**

**Agency Impact Factors**

High Rise
**0.06**

Congregational Facilities
**0.04**

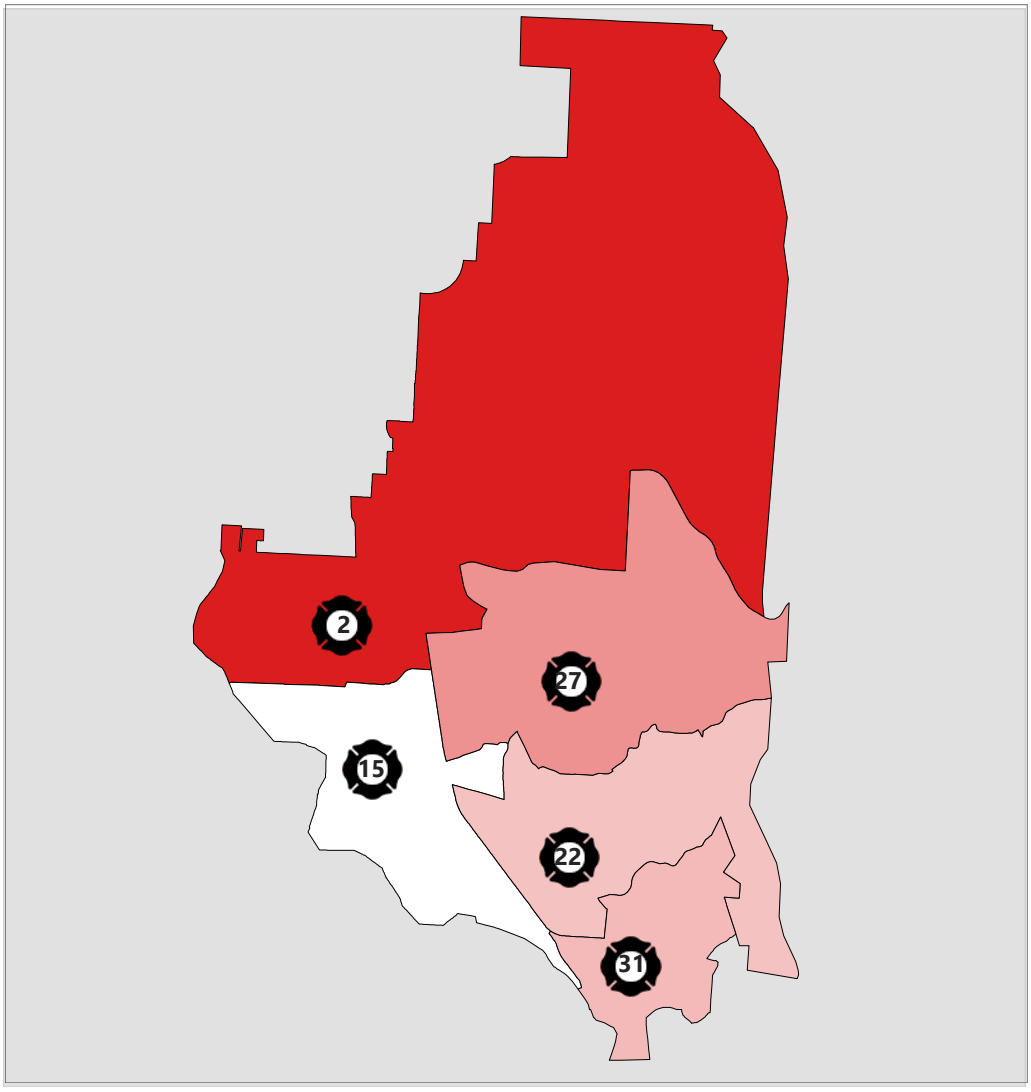
Resource Concentration
**0.28**

| 7.18 | 33,623 | 37.95% | 15,862 | 1943 | 12.58% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 2 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 2 | 0.19 | 0.10 | 0.91 | 0.14 | 0.11 |
| 31 | 0.20 | 0.06 | 0.57 | 0.09 | 0.07 |
| 27 | 0.34 | 0.02 | 0.41 | 0.10 | 0.08 |
| 15 | 0.21 | 0.06 | 0.41 | 0.06 | 0.05 |
| 22 | 0.32 | 0.03 | 0.36 | 0.08 | 0.07 |




**Probability Factors**

Incident History
**0.01**

Under Poverty Level
**1.46**

Elderly Population
**1.18**

**Community Consequence Factors**

Infrastructure
**0.02**

Cultural Impact
**0.01**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

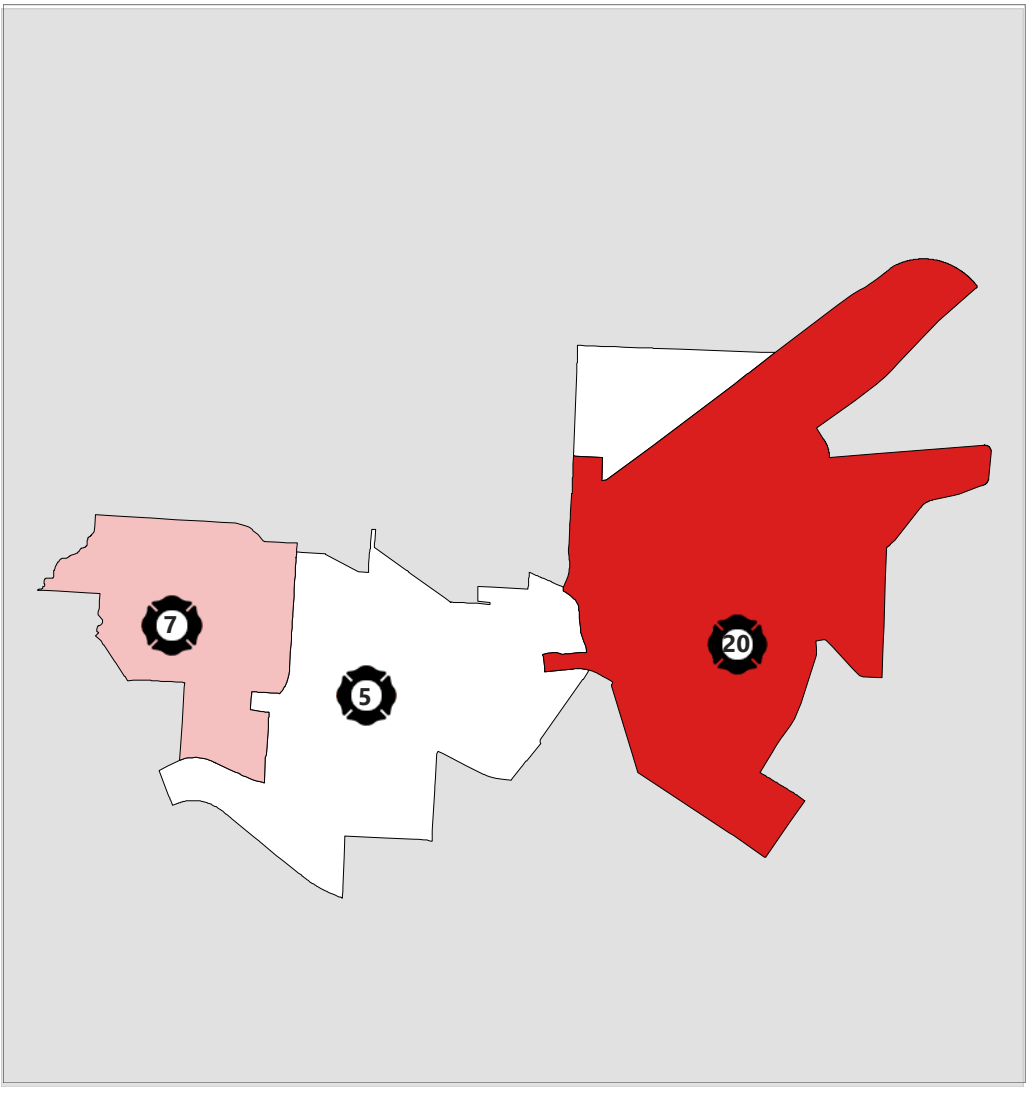
Resource Concentration
**3.21**

| 71.36 | 125,363 | 15.08% | 50,767 | 1976 | 7.29% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 3 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **20** | 0.25 | 0.26 | 0.72 | 0.19 | 0.15 |
| **7** | 0.45 | 0.23 | 0.07 | 0.08 | 0.06 |
| **5** | 0.37 | 0.12 | 0.05 | 0.03 | 0.03 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.61**

Elderly Population
**1.83**

**Community Consequence Factors**

Infrastructure
**0.24**

Cultural Impact
**0.25**

Poverty Level
**2.61**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.05**

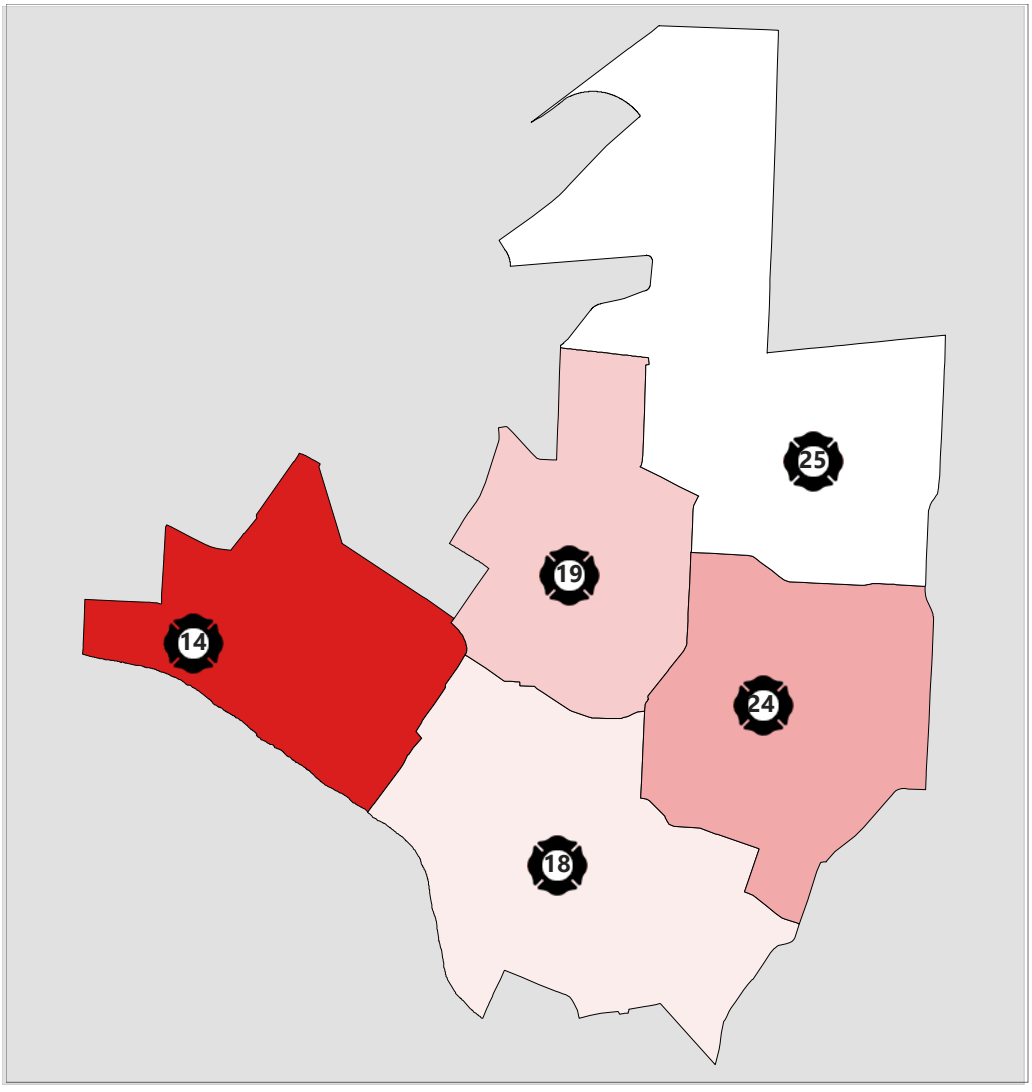
Resource Concentration
**0.70**

| 17.57 | 42,394 | 24.08% | 18,513 | 1958 | 9.98% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 4 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **14** | 0.39 | 0.03 | 0.21 | 0.06 | 0.05 |
| **18** | 0.38 | 0.05 | 0.09 | 0.03 | 0.02 |
| **24** | 0.36 | 0.12 | 0.08 | 0.04 | 0.03 |
| **19** | 0.44 | 0.07 | 0.07 | 0.03 | 0.03 |
| **25** | 0.53 | 0.01 | 0.06 | 0.02 | 0.02 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.22**

Elderly Population
**1.85**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.22**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

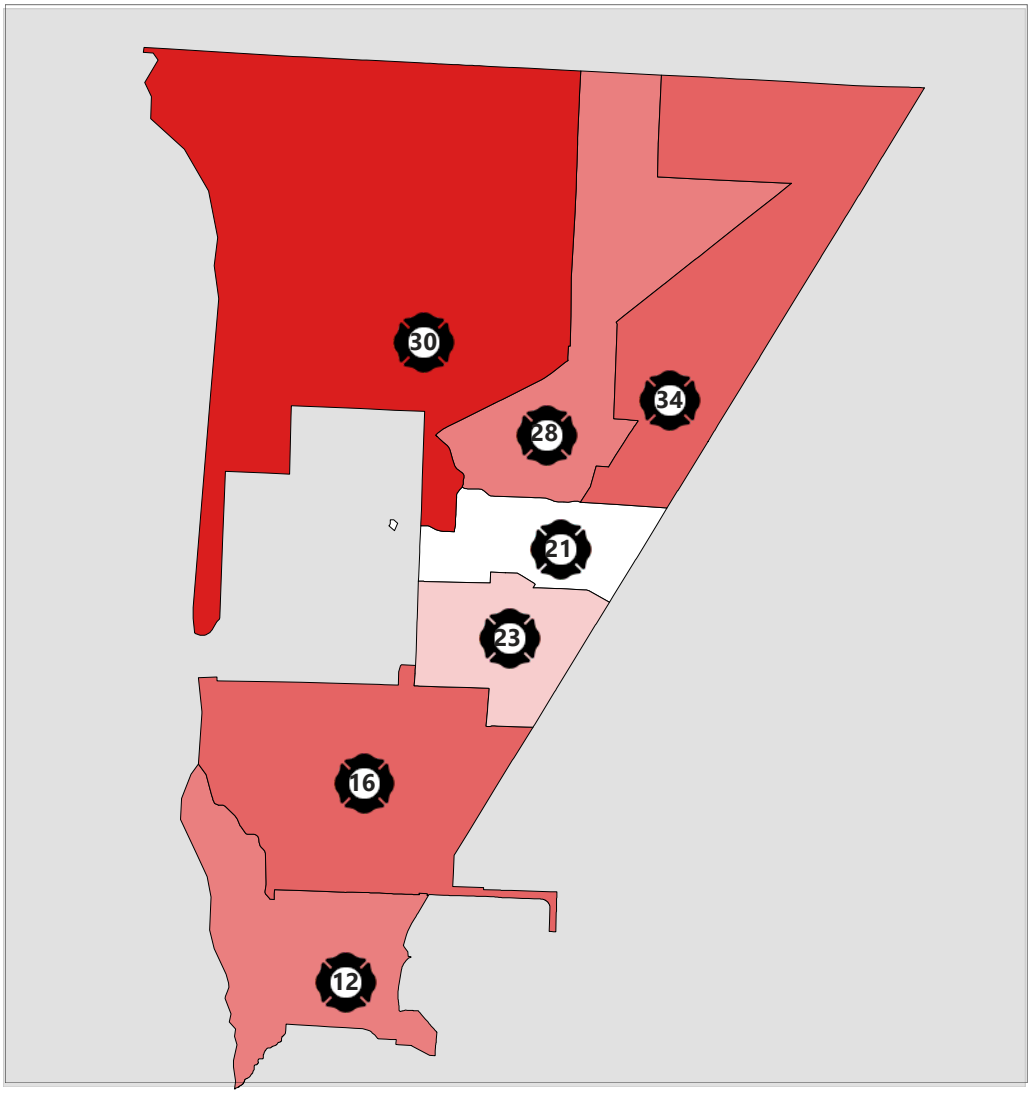
Resource Concentration
**0.41**

| 22.60 | 130,144 | 21.16% | 51,635 | 1963 | 5.64% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 5 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **30** | 0.21 | 0.06 | 1.00 | 0.16 | 0.13 |
| **34** | 0.13 | 0.09 | 0.98 | 0.11 | 0.09 |
| **28** | 0.30 | 0.04 | 0.44 | 0.09 | 0.08 |
| **16** | 0.31 | 0.16 | 0.43 | 0.11 | 0.09 |
| **12** | 0.39 | 0.19 | 0.25 | 0.09 | 0.08 |
| **23** | 0.43 | 0.12 | 0.08 | 0.04 | 0.04 |
| **21** | 0.44 | 0.03 | 0.03 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.02**

Under Poverty Level
**1.46**

Elderly Population
**1.00**

**Community Consequence Factors**

Infrastructure
**0.11**

Cultural Impact
**0.04**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

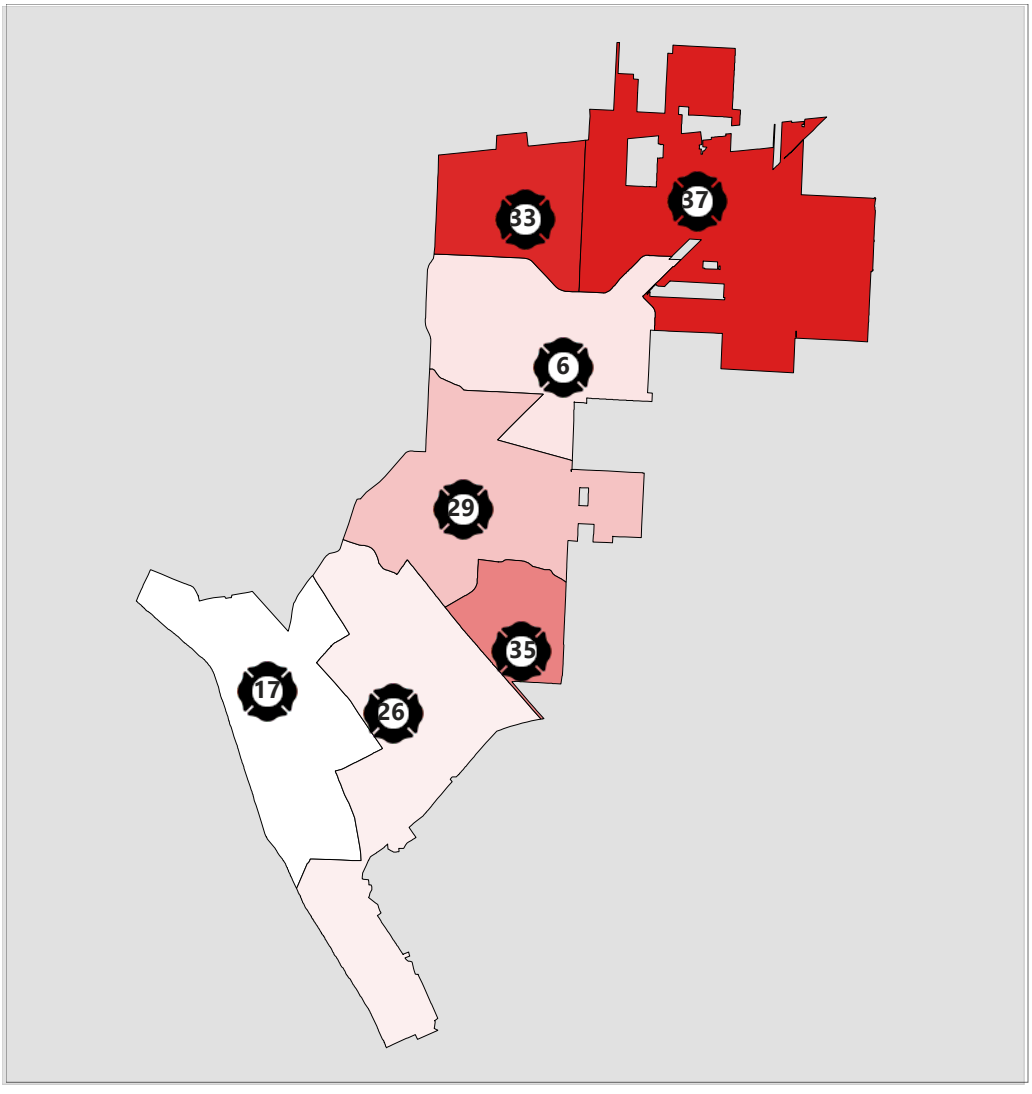
Resource Concentration
**2.03**

| 72.50 | 145,768 | 19.35% | 57,502 | 1966 | 7.30% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 6 Hazmat Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **37** | 0.47 | 0.01 | 0.83 | 0.28 | 0.23 |
| **35** | 0.42 | 0.30 | 0.40 | 0.17 | 0.14 |
| **33** | 0.75 | 0.28 | 0.39 | 0.27 | 0.22 |
| **26** | 0.27 | 0.08 | 0.25 | 0.05 | 0.04 |
| **29** | 0.50 | 0.18 | 0.21 | 0.10 | 0.08 |
| **6** | 0.53 | 0.05 | 0.16 | 0.06 | 0.05 |
| **17** | 0.30 | 0.07 | 0.15 | 0.04 | 0.03 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**2.16**

Elderly Population
**1.02**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.16**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

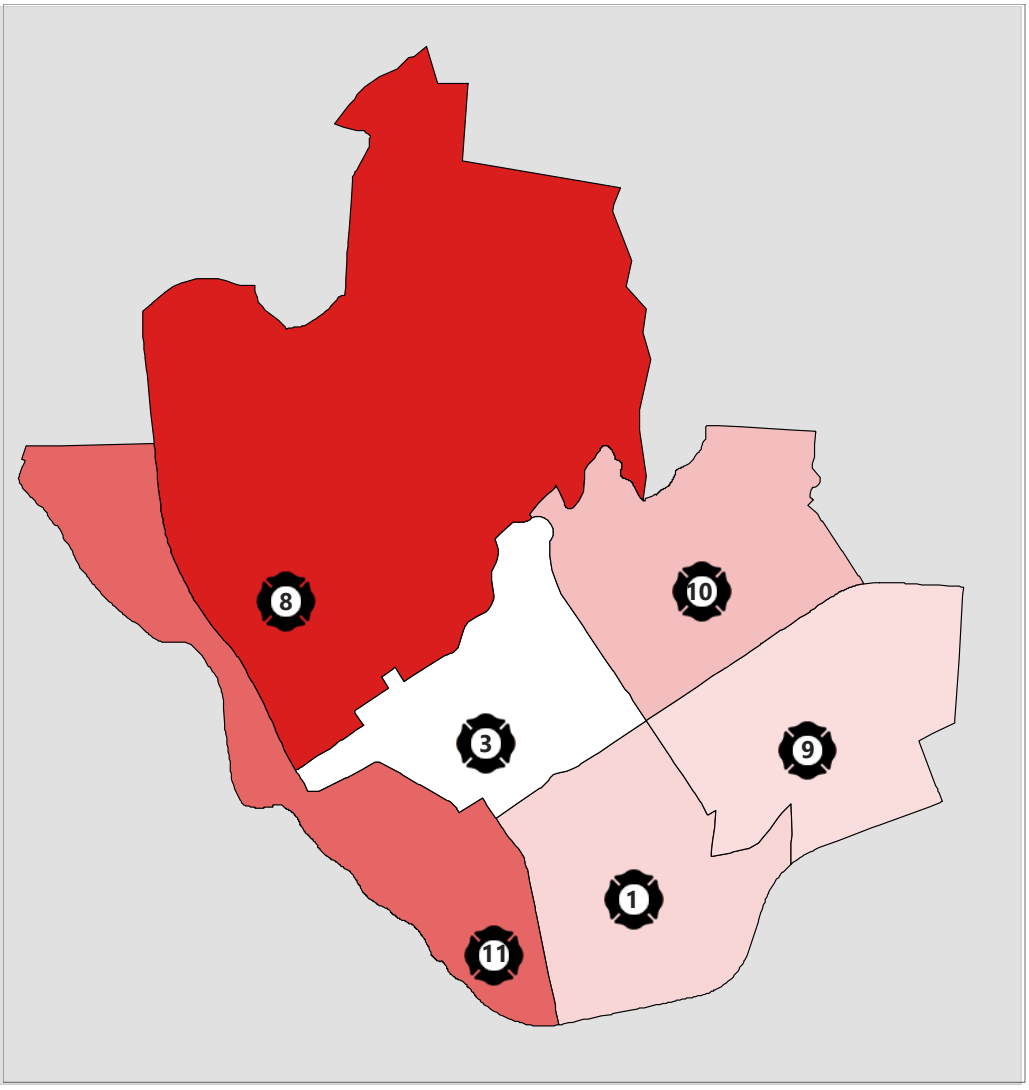
Resource Concentration
**1.59**

| 36.83 | 211,965 | 16.13% | 70,823 | 1987 | 4.52% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 1 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 8 | 0.49 | 0.09 | 0.65 | 0.23 | 0.19 |
| 11 | 0.76 | 0.02 | 0.30 | 0.16 | 0.13 |
| 10 | 0.76 | 0.13 | 0.06 | 0.08 | 0.06 |
| 1 | 1.14 | 0.04 | 0.06 | 0.05 | 0.04 |
| 9 | 0.93 | 0.07 | 0.03 | 0.05 | 0.04 |
| 3 | 0.89 | 0.02 | 0.01 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**3.79**

Elderly Population
**1.77**

**Community Consequence Factors**

Infrastructure
**0.04**

Cultural Impact
**0.67**

Poverty Level
**3.79**

**Agency Impact Factors**

High Rise
**0.06**

Congregational Facilities
**0.04**

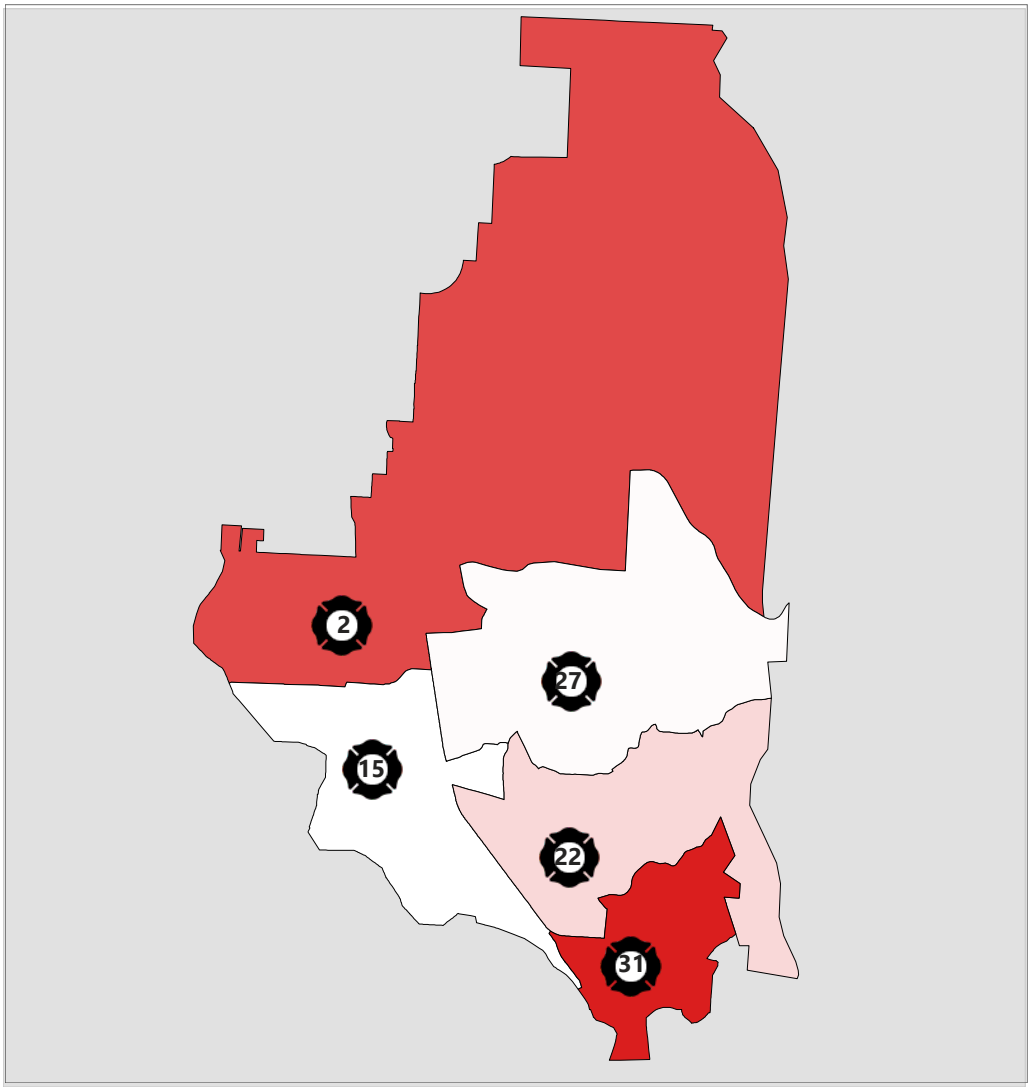
Resource Concentration
**0.28**

| 7.18 | 33,623 | 37.95% | 15,862 | 1943 | 12.58% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 2 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 2 | 0.30 | 0.02 | 2.34 | 0.51 | 0.41 |
| 31 | 0.53 | 0.02 | 1.46 | 0.55 | 0.45 |
| 27 | 0.42 | 0.04 | 1.11 | 0.33 | 0.27 |
| 15 | 0.45 | 0.03 | 1.02 | 0.32 | 0.27 |
| 22 | 0.54 | 0.03 | 0.95 | 0.36 | 0.30 |




**Probability Factors**

Incident History
**0.01**

Under Poverty Level
**1.46**

Elderly Population
**1.18**

**Community Consequence Factors**

Infrastructure
**0.02**

Cultural Impact
**0.01**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

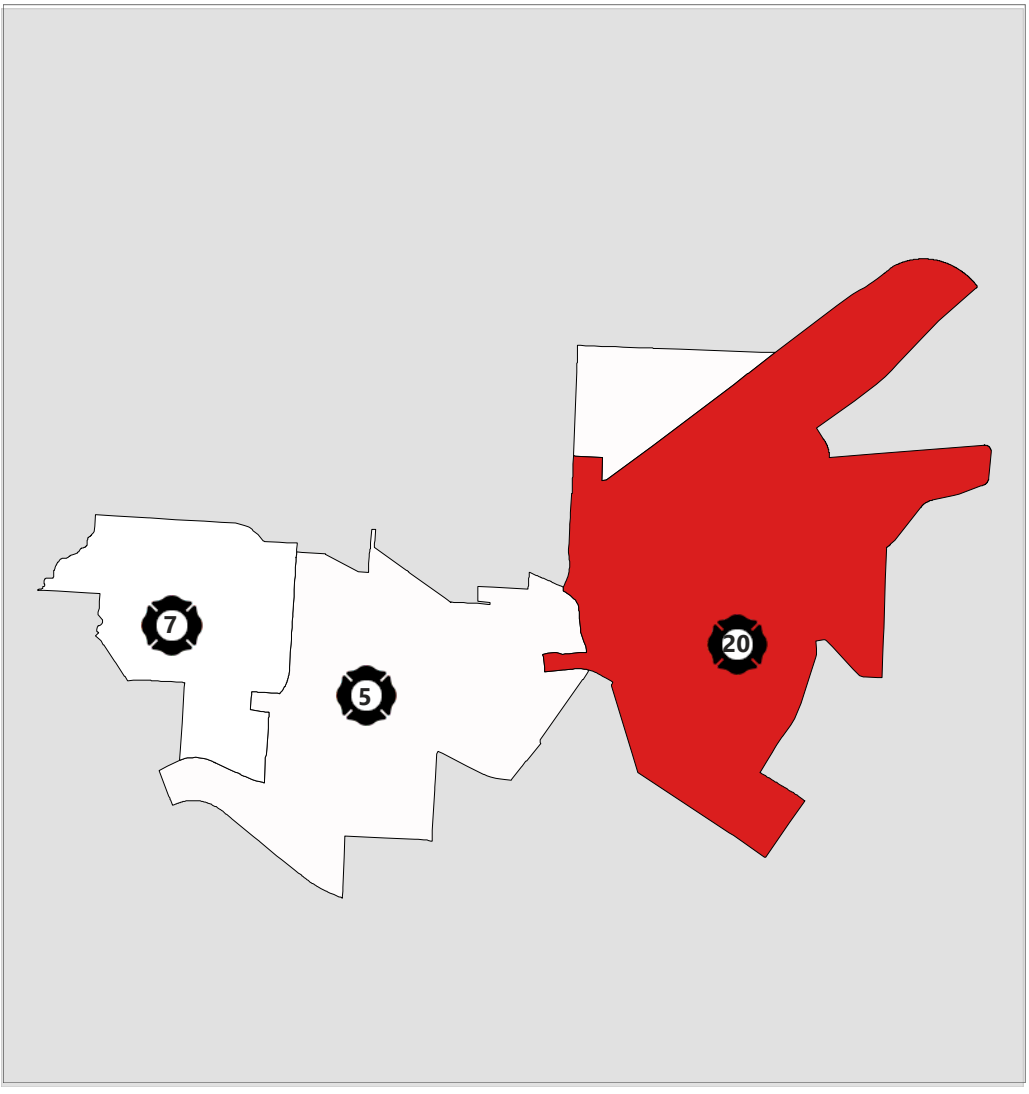
Resource Concentration
**3.21**

| 71.36 | 125,363 | 15.08% | 50,767 | 1976 | 7.29% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 3 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 20 | 0.46 | 0.02 | 1.44 | 0.47 | 0.38 |
| 5 | 0.78 | 0.03 | 0.02 | 0.02 | 0.01 |
| 7 | 0.76 | 0.02 | 0.01 | 0.01 | 0.01 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.61**

Elderly Population
**1.83**

**Community Consequence Factors**

Infrastructure
**0.24**

Cultural Impact
**0.25**

Poverty Level
**2.61**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.05**

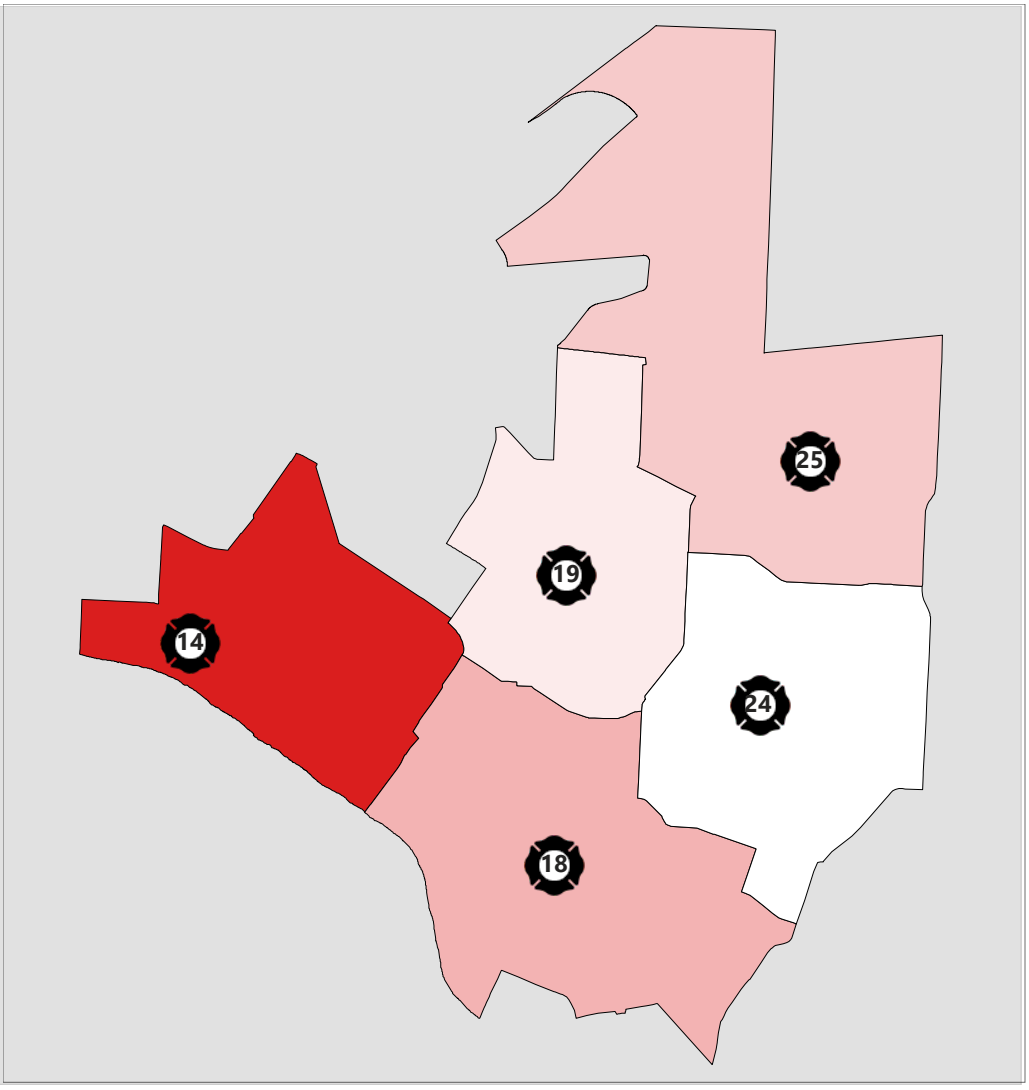
Resource Concentration
**0.70**

| 17.57 | 42,394 | 24.08% | 18,513 | 1958 | 9.98% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 4 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **14** | 0.74 | 0.02 | 0.41 | 0.22 | 0.18 |
| **18** | 0.76 | 0.02 | 0.17 | 0.09 | 0.08 |
| **25** | 0.72 | 0.03 | 0.14 | 0.07 | 0.06 |
| **19** | 0.63 | 0.02 | 0.10 | 0.05 | 0.04 |
| **24** | 0.58 | 0.04 | 0.06 | 0.03 | 0.03 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.22**

Elderly Population
**1.85**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.22**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

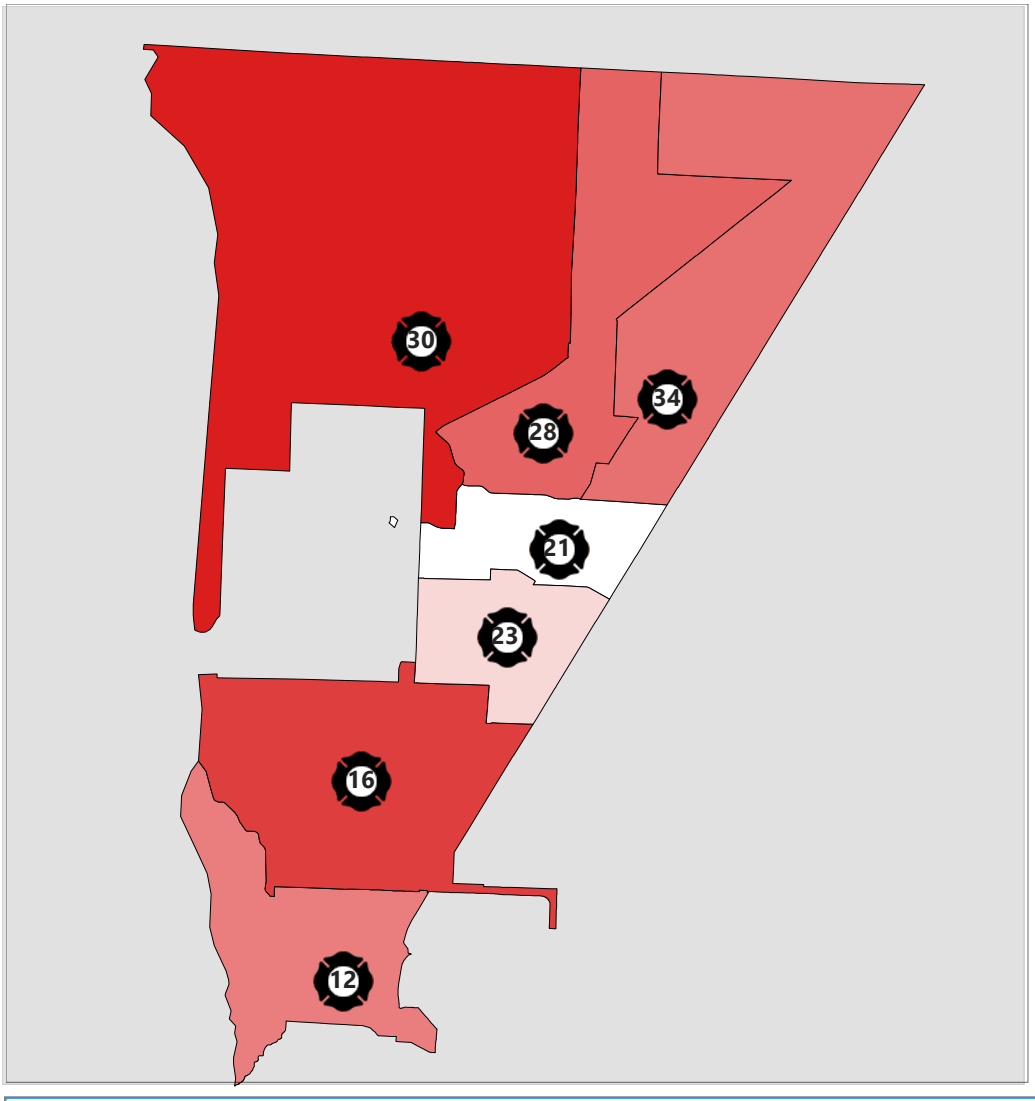
Resource Concentration
**0.41**

| 22.60 | 130,144 | 21.16% | 51,635 | 1963 | 5.64% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 5 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **30** | 0.26 | 0.02 | 2.48 | 0.45 | 0.37 |
| **34** | 0.17 | 0.02 | 2.43 | 0.29 | 0.24 |
| **28** | 0.39 | 0.02 | 1.15 | 0.32 | 0.26 |
| **16** | 0.56 | 0.11 | 0.97 | 0.39 | 0.32 |
| **12** | 0.68 | 0.21 | 0.49 | 0.27 | 0.22 |
| **23** | 0.75 | 0.16 | 0.07 | 0.09 | 0.08 |
| **21** | 0.66 | 0.02 | 0.03 | 0.02 | 0.01 |




**Probability Factors**

Incident History
**0.02**

Under Poverty Level
**1.46**

Elderly Population
**1.00**

**Community Consequence Factors**

Infrastructure
**0.11**

Cultural Impact
**0.04**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

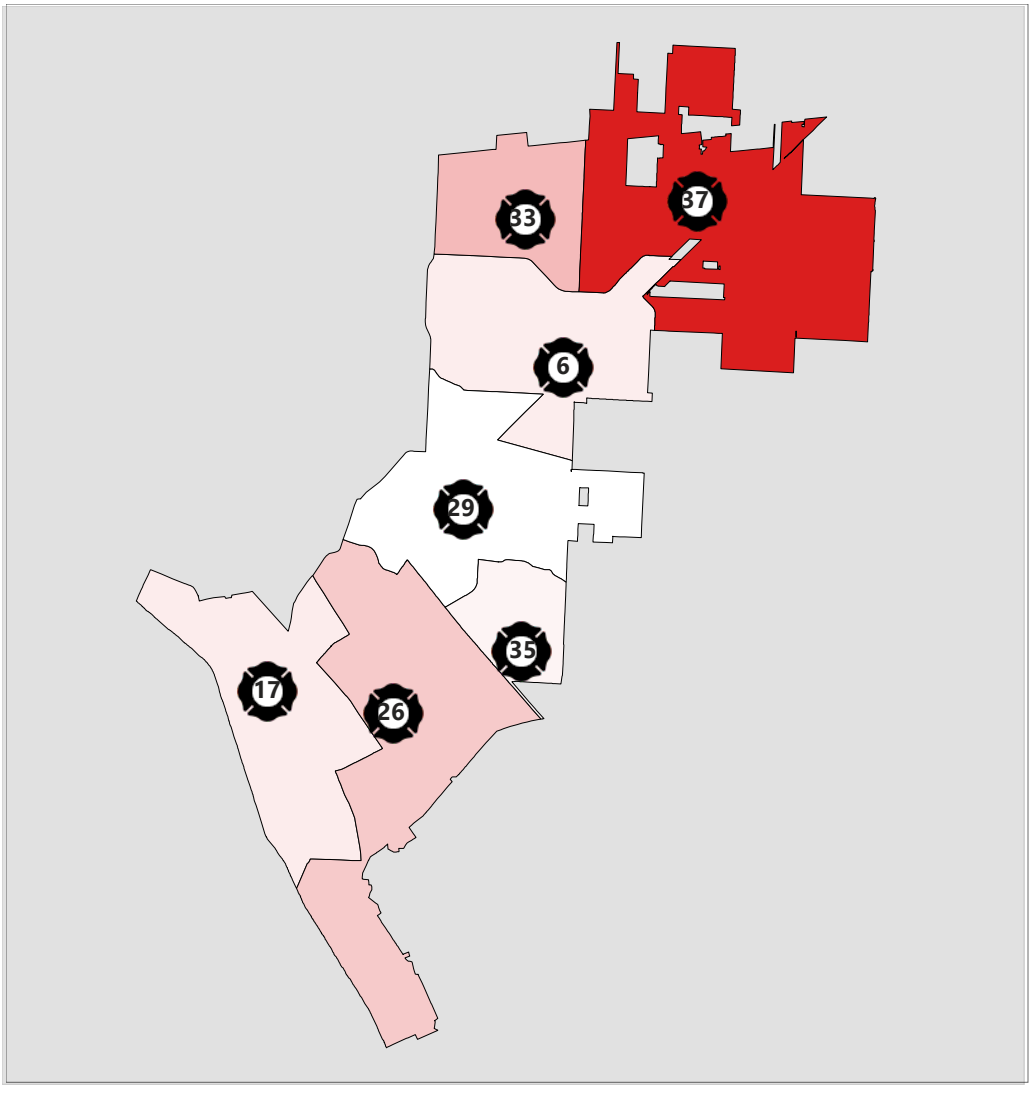
Resource Concentration
**2.03**

| 72.50 | 145,768 | 19.35% | 57,502 | 1966 | 7.30% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 6 Medical Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **37** | 0.50 | 0.02 | 2.27 | 0.80 | 0.65 |
| **33** | 0.61 | 0.02 | 0.72 | 0.31 | 0.25 |
| **26** | 0.60 | 0.17 | 0.56 | 0.26 | 0.21 |
| **35** | 0.35 | 0.04 | 0.50 | 0.13 | 0.10 |
| **6** | 0.56 | 0.02 | 0.37 | 0.15 | 0.12 |
| **17** | 0.70 | 0.02 | 0.31 | 0.15 | 0.12 |
| **29** | 0.53 | 0.03 | 0.24 | 0.09 | 0.08 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**2.16**

Elderly Population
**1.02**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.16**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

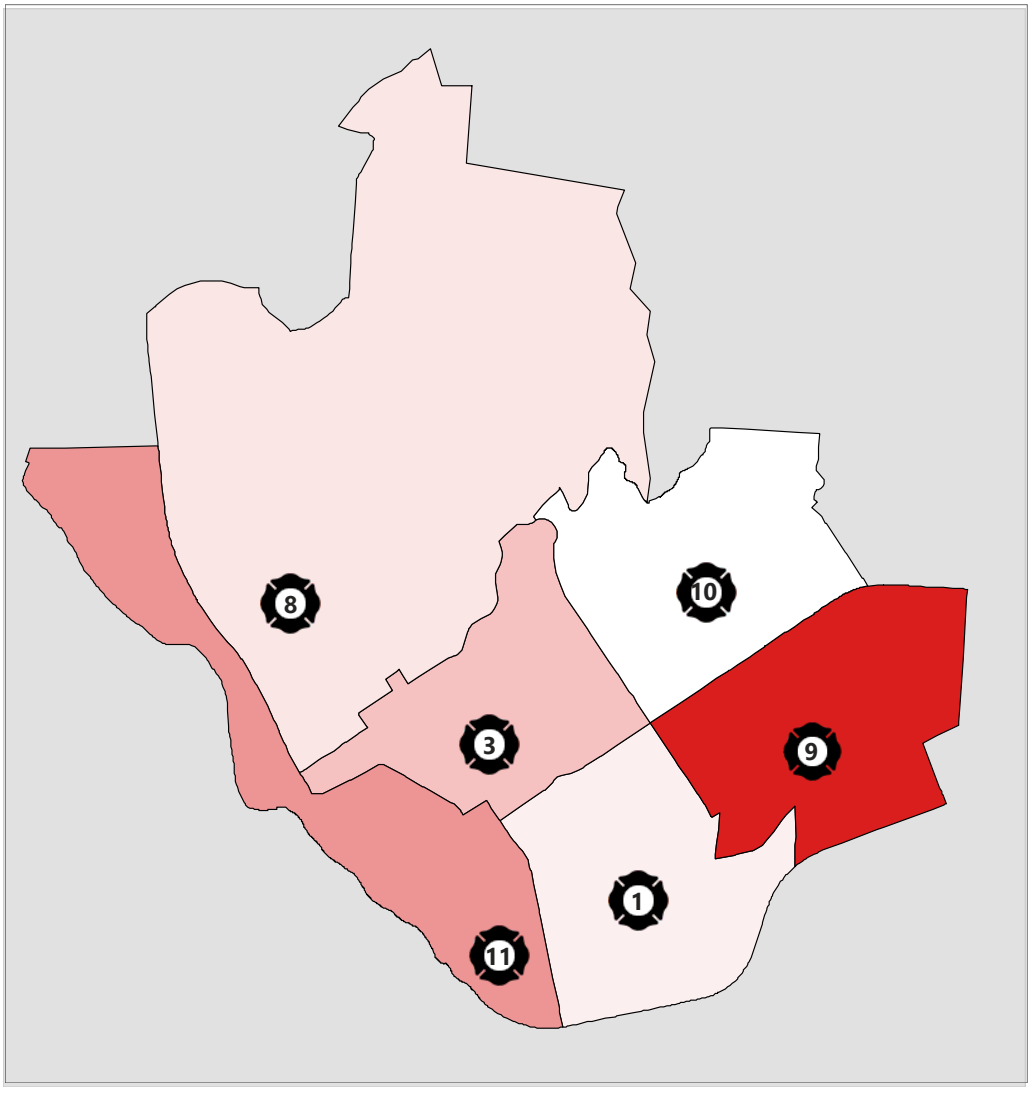
Resource Concentration
**1.59**

| 36.83 | 211,965 | 16.13% | 70,823 | 1987 | 4.52% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 1 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 9 | 0.95 | 0.48 | 0.63 | 0.57 | 0.47 |
| 8 | 0.26 | 0.19 | 0.36 | 0.09 | 0.07 |
| 11 | 0.66 | 0.53 | 0.24 | 0.29 | 0.23 |
| 10 | 0.38 | 0.08 | 0.07 | 0.03 | 0.02 |
| 1 | 0.56 | 0.17 | 0.05 | 0.07 | 0.06 |
| 3 | 0.53 | 0.47 | 0.02 | 0.18 | 0.15 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**3.79**

Elderly Population
**1.77**

**Community Consequence Factors**

Infrastructure
**0.04**

Cultural Impact
**0.67**

Poverty Level
**3.79**

**Agency Impact Factors**

High Rise
**0.06**

Congregational Facilities
**0.04**

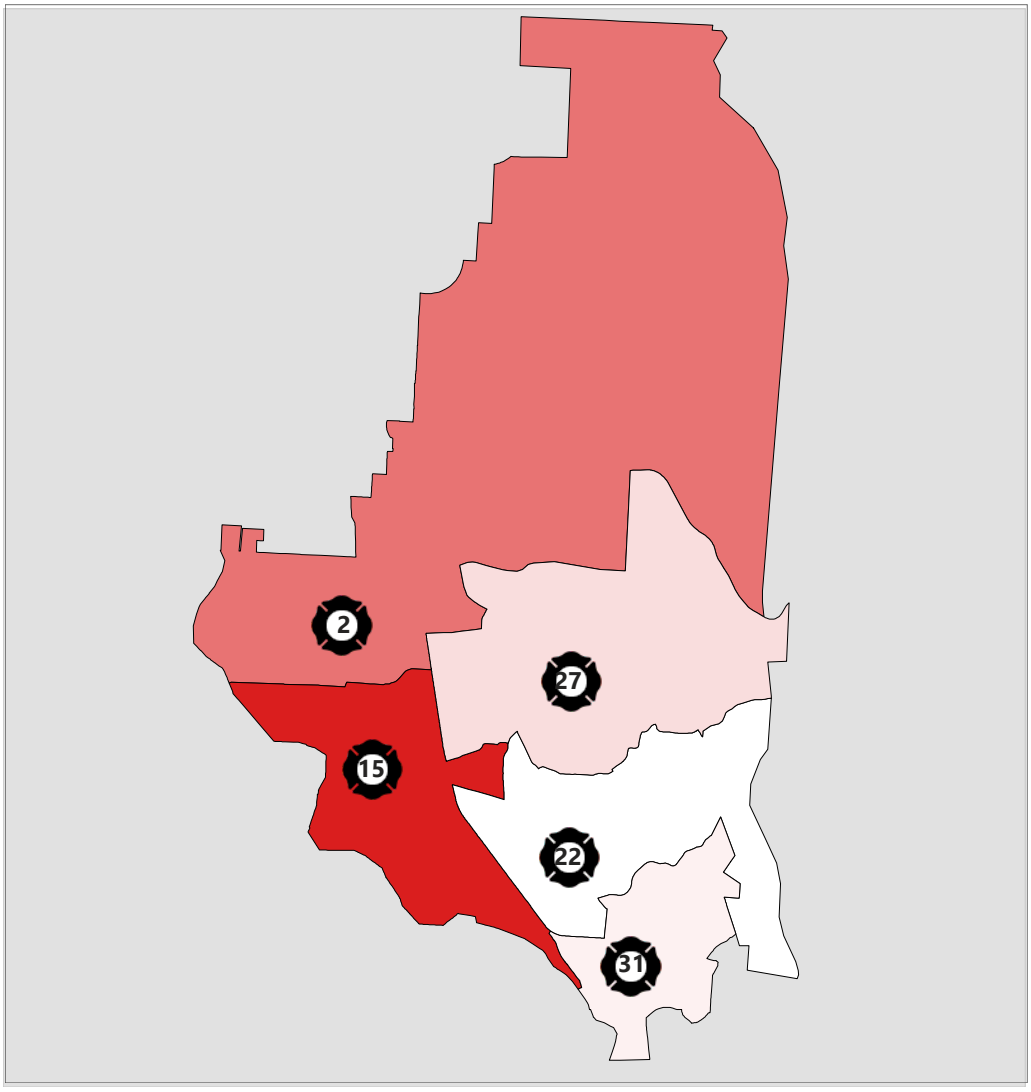
Resource Concentration
**0.28**

| 7.18 | 33,623 | 37.95% | 15,862 | 1943 | 12.58% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 2 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| 2 | 0.32 | 0.28 | 1.12 | 0.35 | 0.28 |
| 15 | 0.53 | 0.60 | 0.73 | 0.48 | 0.39 |
| 31 | 0.27 | 0.19 | 0.67 | 0.16 | 0.13 |
| 27 | 0.43 | 0.19 | 0.54 | 0.19 | 0.15 |
| 22 | 0.39 | 0.14 | 0.46 | 0.14 | 0.11 |




**Probability Factors**

Incident History
**0.01**

Under Poverty Level
**1.46**

Elderly Population
**1.18**

**Community Consequence Factors**

Infrastructure
**0.02**

Cultural Impact
**0.01**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

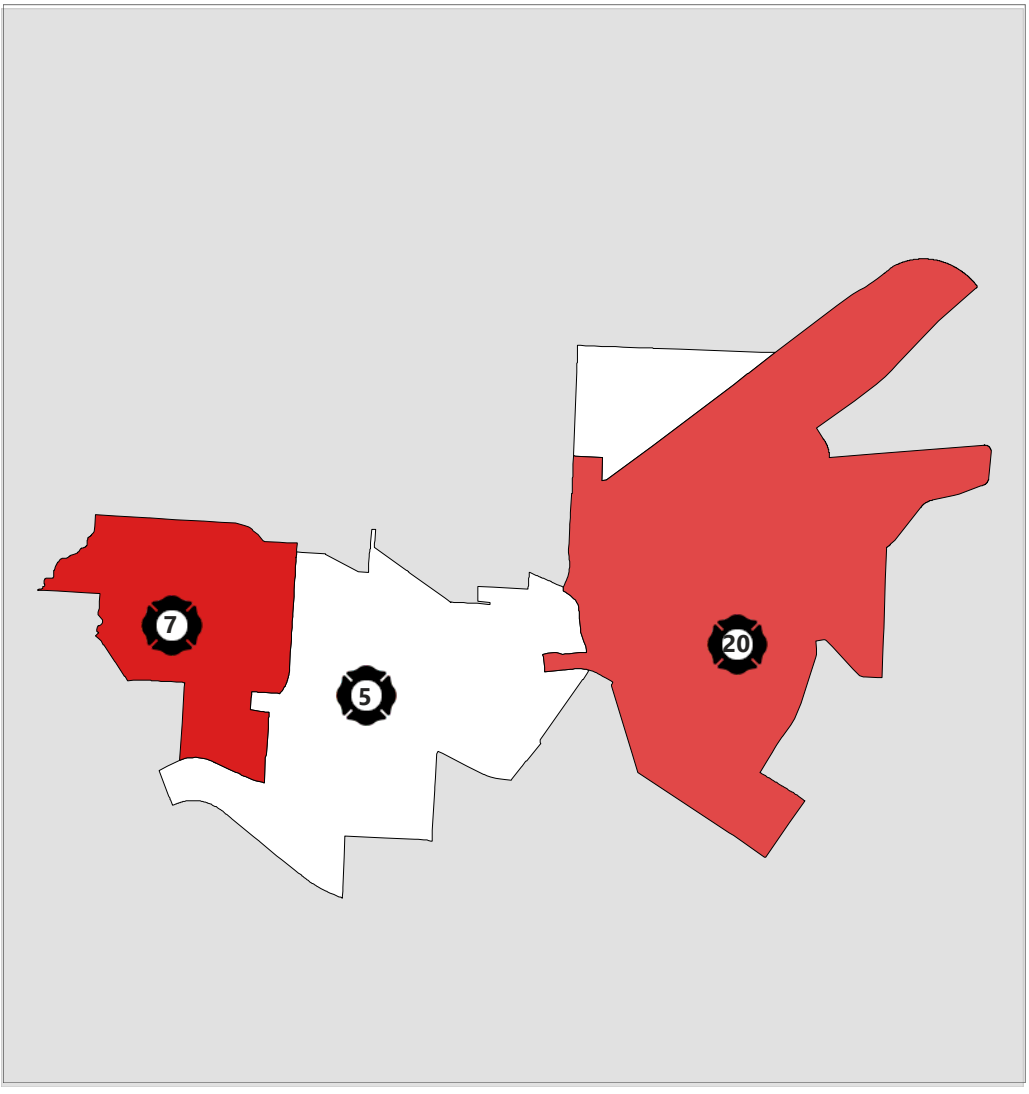
Resource Concentration
**3.21**

| 71.36 | 125,363 | 15.08% | 50,767 | 1976 | 7.29% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 3 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **20** | 0.23 | 0.19 | 0.65 | 0.14 | 0.12 |
| **7** | 0.58 | 0.34 | 0.19 | 0.17 | 0.14 |
| **5** | 0.37 | 0.09 | 0.05 | 0.03 | 0.02 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.61**

Elderly Population
**1.83**

**Community Consequence Factors**

Infrastructure
**0.24**

Cultural Impact
**0.25**

Poverty Level
**2.61**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.05**

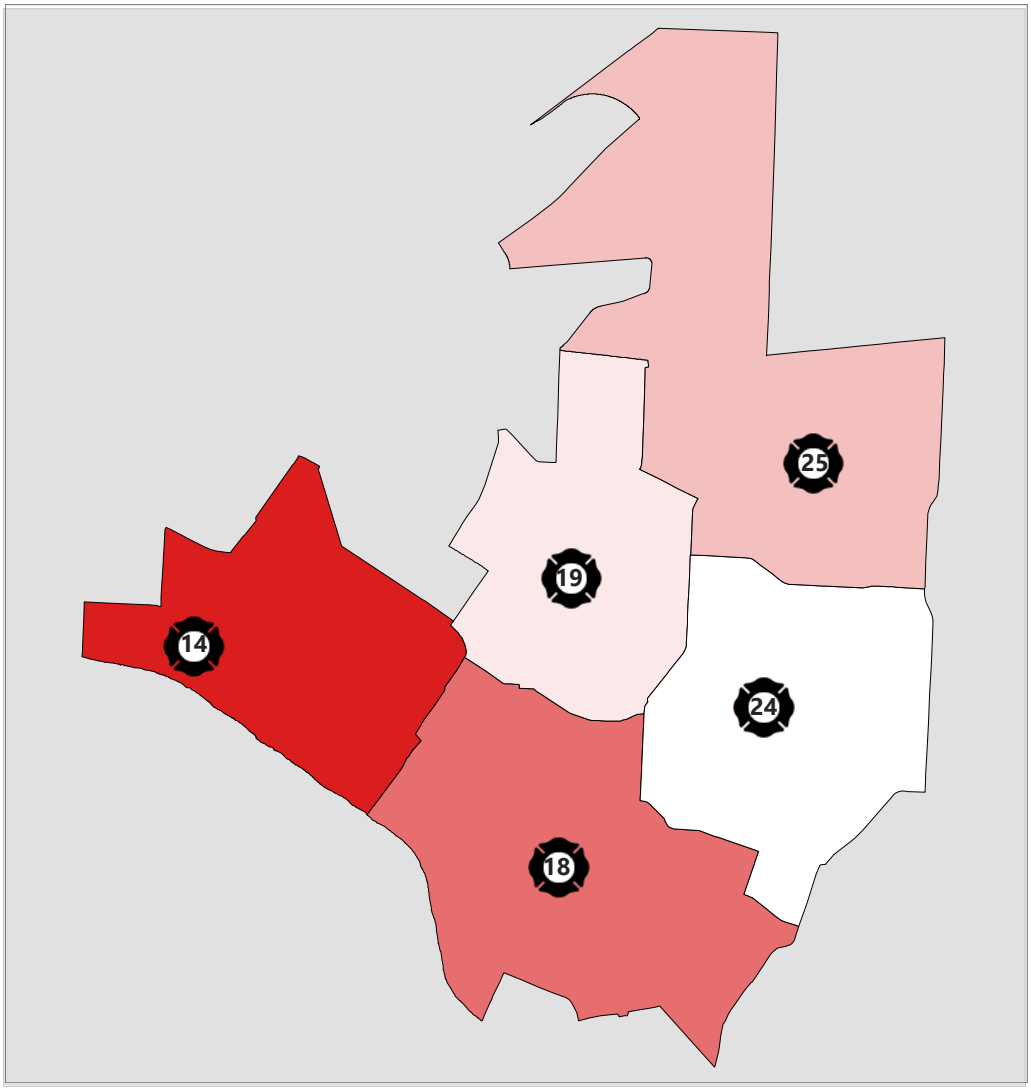
Resource Concentration
**0.70**

| 17.57 | 42,394 | 24.08% | 18,513 | 1958 | 9.98% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 4 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **14** | 0.52 | 0.37 | 0.35 | 0.21 | 0.17 |
| **18** | 0.51 | 0.29 | 0.23 | 0.14 | 0.12 |
| **25** | 0.60 | 0.13 | 0.12 | 0.08 | 0.06 |
| **19** | 0.47 | 0.07 | 0.11 | 0.04 | 0.04 |
| **24** | 0.36 | 0.03 | 0.09 | 0.02 | 0.02 |




**Probability Factors**

Incident History
**0.03**

Under Poverty Level
**2.22**

Elderly Population
**1.85**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.22**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

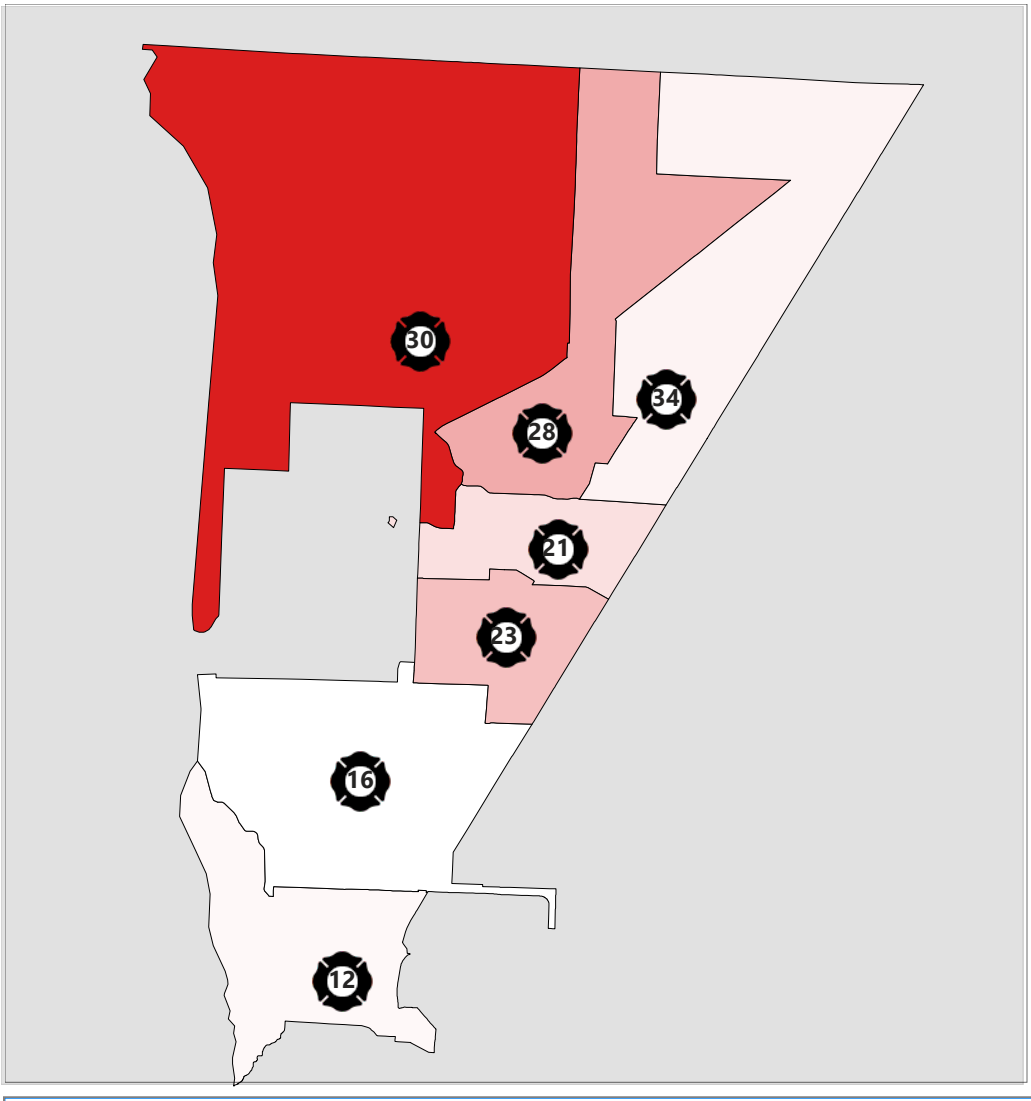
Resource Concentration
**0.41**

| 22.60 | 130,144 | 21.16% | 51,635 | 1963 | 5.64% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 5 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **30** | 0.28 | 0.31 | 1.14 | 0.34 | 0.28 |
| **34** | 0.17 | 0.12 | 1.07 | 0.16 | 0.13 |
| **28** | 0.42 | 0.25 | 0.60 | 0.22 | 0.18 |
| **16** | 0.34 | 0.21 | 0.48 | 0.15 | 0.12 |
| **12** | 0.43 | 0.30 | 0.33 | 0.15 | 0.12 |
| **23** | 0.61 | 0.36 | 0.26 | 0.20 | 0.16 |
| **21** | 0.62 | 0.33 | 0.19 | 0.17 | 0.14 |




**Probability Factors**

Incident History
**0.02**

Under Poverty Level
**1.46**

Elderly Population
**1.00**

**Community Consequence Factors**

Infrastructure
**0.11**

Cultural Impact
**0.04**

Poverty Level
**1.46**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

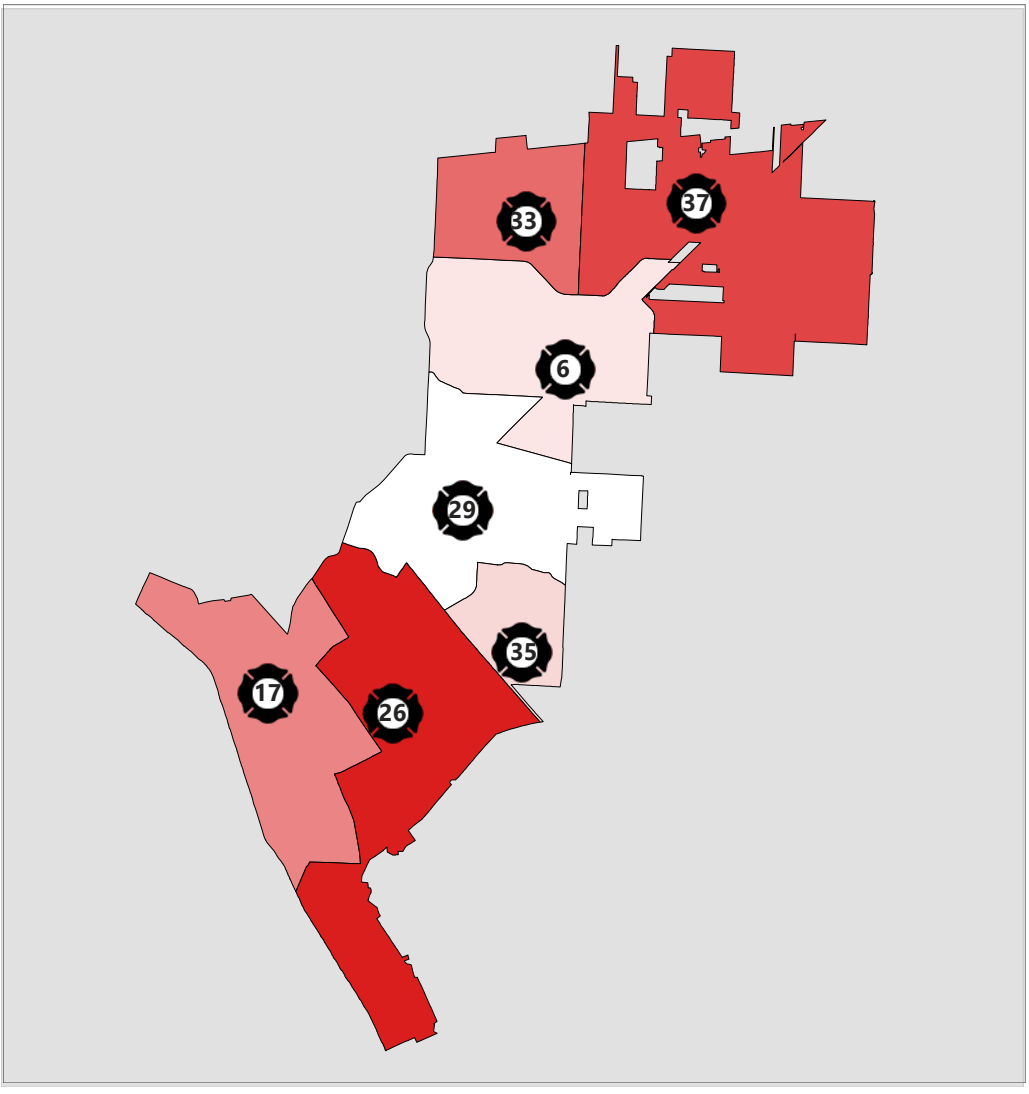
Resource Concentration
**2.03**

| 72.50 | 145,768 | 19.35% | 57,502 | 1966 | 7.30% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Risk by Planning Zones - Battalion 6 Tech Rescue Incidents

| Station Demand Zone | Probability Score | Community Consequence Score | Agency Impact Score | Risk Raw Score | Risk Scaled Score |
|---|---|---|---|---|---|
| **37** | 0.44 | 0.01 | 0.92 | 0.29 | 0.23 |
| **26** | 0.53 | 0.52 | 0.52 | 0.33 | 0.27 |
| **33** | 0.74 | 0.05 | 0.45 | 0.24 | 0.20 |
| **35** | 0.35 | 0.12 | 0.39 | 0.11 | 0.09 |
| **17** | 0.51 | 0.39 | 0.34 | 0.21 | 0.17 |
| **6** | 0.56 | 0.08 | 0.21 | 0.09 | 0.07 |
| **29** | 0.43 | 0.01 | 0.19 | 0.06 | 0.05 |




**Probability Factors**

Incident History
**0.04**

Under Poverty Level
**2.16**

Elderly Population
**1.02**

**Community Consequence Factors**

Infrastructure
**0.01**

Cultural Impact
**0.01**

Poverty Level
**2.16**

**Agency Impact Factors**

High Rise
**0.01**

Congregational Facilities
**0.03**

Resource Concentration
**1.59**

| 36.83 | 211,965 | 16.13% | 70,823 | 1987 | 4.52% |
|---|---|---|---|---|---|
| Area (Sq. Mi.) | Population | Below Poverty | Housing Units | Avg Housing Built | Vacant Housing |

# All-Hazard Community Risk Assessment

## Community Wide Risk

**Wind**

In December 2016 wind gusts were reported in El Paso at over 70 miles per hour, with 110 miles per hour at nearby St. Augustine Pass. Two semi-trucks reportedly rolled over from the wind. Such gusty wind storms are a fairly common occurrence, with corresponding damage to vehicles, structures, and infrastructure. Because of the dry climate and sparse vegetation such winds often lead to sand storms and low visibility.

**Hail**

On September 16, 2009, two large supercell thunderstorms developed over El Paso County. Both of these storms produced golf ball-sized hail. The second of the two storms moved across the heart of El Paso's east side, and then moved to the southeast along Interstate 10. Damage from the storm was estimated to be over $150 million, making it the costliest hail storm in the history of El Paso.

In November 2014 a homeless woman died when caught in an arroyo during a hail storm which buried her under three feet of hail.

**Drought**

El Paso has faced serious water shortages, and has effected measured to be drought resistant. El Paso has the largest inland desalination plant in the world, which allows the city access to an enormous underground aquifer. It is estimated to contain enough water underground to last it at least a hundred years if the plant is run at full capacity, and it is normally run at less than 20% capacity.

**Flooding**

El Paso gets an average 9.69" of rainfall per year. In 2006, El Paso registered an annual rainfall of 17.51”, with over 15” falling in one week. July 31 – August 1 that year the city received 3.52”,estimated to be a 100-year flood for the city. El Paso suffered approximately $100 million in damages and as many as 300 homes were destroyed. The city was declared a disaster area by the federal govorment.

**Winter Storms**

Because winters in El Paso are commonly very mild, the city is not well equipped to handle extreme winter weather. Weather systems have produced over a foot of snow on several occasions. In the 1982–1983 winter season, three major snowstorms produced record seasonal snowfall. On December 25–26, 1982, 6.0 inches of snow fell. This was followed by another 7.0 inches on December 30–31, 1982. On April 4–7, 1983, 16.5 inches of snow fell on El Paso, bringing the seasonal total to nearly 30 inches. On December 13–14, 1987, a record storm dumped over 22 inches of snow on El Paso, and two weeks later (December 25–26), another three inches fell, bringing the monthly total for December 1987 to an all-time record high of 25.9 inches.

El Paso experienced a severe freeze February 2011 which caused municipal utilities to go into a crisis. The daily high temperature on February 2, 2011 was 15 °F (−9 °C), the lowest daily maximum on record. In addition, the low temperature on February 3 was 1 °F (−17 °C), breaking the 5 °F (−15 °C) monthly record low set during the cold wave of 1899. Two local power plants failed and electric wires were downed, causing localized blackouts and forcing El Paso Electric to institute rolling blackouts over several days. The temperatures also caused damage to the water distribution system and many businesses and as many as 20,000 homes went without water for several days.

**Earthquake**

El Paso lies on a fault line and there is, on average, a felt earthquake in the magnitude 3.0 to 4.0 range occurs every 10 years. The last earthquake to be felt in El Paso was March 2020 with a 5.0 earthquake near Pecos, Texas. Although we do not feel earthquakes frequently in El Paso, the seismic observatory on the UTEP campus records about one local earthquake every month. A large fault located at the base of the east side of the Franklin Mountains shows evidence of about 9 feet of vertical movement during the last earthquake that occurred along it, about 5000 years ago. Researchers do not know when the next movement of this fault will occur.

Historically larger earthquakes have also affected the city. On May 3, 1887 a major earthquake (magnitude 7.2) occurred near Bavispe, Sonora, Mexico. The surface fault was over 30 miles long with an average vertical displacement of 9 feet. Even though it was over 200 miles away a number of El Paso buildings were severely damaged. On August 16, 1931, an earthquake of magnitude 6.5 occurred about 100 miles southeast of El Paso in Valentine, Texas. Although felt in El Paso no damage was reported.

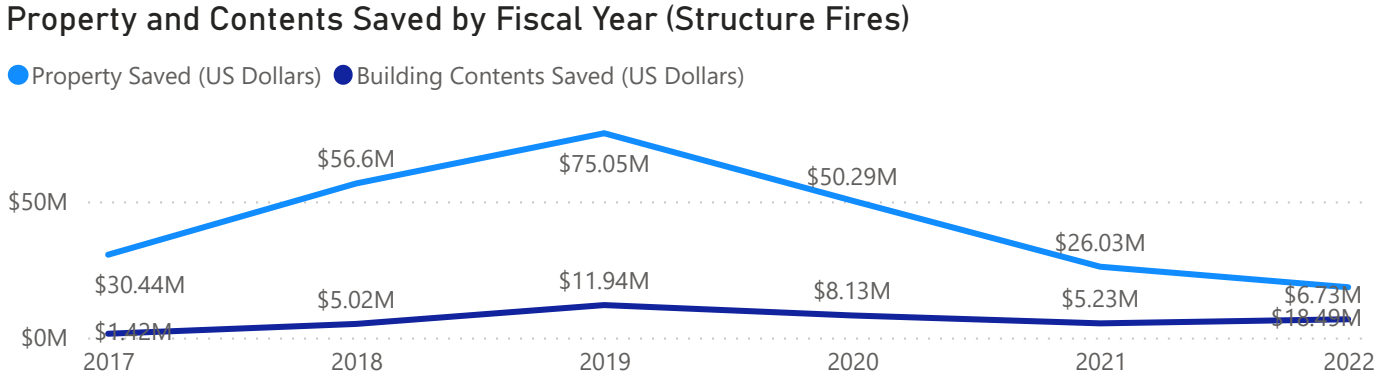
**Community Safety and Remediation Programs**

- EPFD Line Company Inspections – EPFD, operations personnel, conduct yearly inspections and walk-throughs at each commercial location in the City of El Paso. The information gathered therein help EPFD keep apprised of the building occupancies, construction types and conditions.
- Permitting Inspections - Each permit required by the International Fire Code requires an inspection by an EPFD certified inspector. The information gathered helps EPFD track specific risks present in buildings.
- Community Outreach Programs – The EPFD distributes and installs smoke detectors as well as conducts free vaccination clinics.
- Community Education – EPFD conducts fire safety education to sites within the community.
- Community risk reduction – EPFD targets communities where fires have occurred for intensive door to door public education and smoke detector inspection/installation.

**Community Fire Protection and Detection Systems**
Information about each commercial location is assessed yearly by a walk through inspection conducted by operations personnel. During this inspection information about fire protection and detection systems is collected and kept in the company's building record book. Additionally, this information is entered in the EPFD inspection data management system.

**Community Loss and Save Information**
Data related to property, life, injury, environmental, and other associated losses, as well as the human and physical assets preserved are currently stored in our ImageTrend Elite data-mart since October 31, 2016. EPFD Community Risk Reduction division also uses the city of El Paso Accela Automation permitting and inspection information system to document code enforcement activities and iLeads to document fire investigations.

| Year | Civilian Fire Deaths | Firefighter Deaths |
|---|---|---|
| 2017 | 1 | 0 |
| 2018 | 3 | 0 |
| 2019 | 1 | 0 |
| 2020 | 2 | 0 |
| 2021 | 11 | 0 |



# Community Feedback

The El Paso Fire Department held an external stakeholder's meeting as part of it's strategic planning process. The meeting consisted of members from utilities, architects, colleges, schools, and neighborhood associations, each representing their respective organizations as well as the community. The external stakeholders were polled on departmental processes, procedures and issues they felt needed to be addressed in order to maintain a high level of customer service.  They concentrated on the opportunities and threats of the SWOT analysis and provided input on critical issues currently impacting the department.

**Positive Feedback:**
- Professionalism within the department
- Excellent customer service
- Highly trained personnel
- Smoke detector installation program
- Community health and wellness program
- Return to the scene program
- Fast and efficient response
- Positive image within the community
- Technology
- Data driven resource deployment analysis

**Concerns:**
- Border proximity
- Housing of ambulances
- Lightweight building construction
- Over-specialization of personnel
- Application of fire code
- Staffing shortages
- Training  and partnerships with outside agencies
- Departmental growth matching city growth
- Need for Community Para-Medicine
- Departmental branding to the community

**S.W.O.T Analysis**

As part of the strategic planning process the EPFD conducted a S.W.O.T. (strengths, weaknesses, opportunities and threats) analysis. The external stakeholders present helped in identifying possible opportunities and threats to the citizens of El Paso. This information is presented in the Strategic Plan.

# Community Feedback

**Opportunities:**
The identification of opportunities recognizes external options that provide for favorable situations, resulting in positive impacts to an organization. These opportunities provide avenues of continuous improvement within an organization to grow and foster a positive work environment. The following opportunities were identified by the external stakeholders:

- Private industry collaboration with Fire Prevention
- Alternative funding sources (grants)
- Socioeconomic growth projections
- Medical network partnerships
- Interagency interaction and training
- Social media public relations platforms
- Community Para-Medicine
- Local industry training/resource allocation
- Technological advances

**Threats**:
Threats are external factors that can negatively impact the efficiency and effectiveness of an organization. By recognizing possible threats, an organization can greatly reduce the potential for loss. Fundamental to the success of any strategic plan is the understanding that threats are not completely or directly controlled by the organization. The following threats were identified by the external stakeholders:

- Lack of multi-agency mock drills
- Lack of gauging city growth through city planning
- Budgetary constraints
- Keeping up with medical innovation
- Ambulances stored outside
- Inadequate building access
- Border proximity/refugees
- EPFD under staffing in multiple areas
- Inconsistency in fire code application
- Specialty response units not exclusively trained in one area
- Re-emergence of epidemic diseases
- Constant turnover of new/different EPFD representatives
- Lightweight building components
- Political agendas

# Program Goals and Objectives

Goals and objectives for agency continuous improvement are specified in the department's strategic plan as well as the criterion addressed in the CFAI Self-Assessment prepared by the department program managers. All goals are set with the intent of achieving the mission of the El Paso Fire Department, which is to provide exceptional services for a safe, healthy, and resilient community.

Performance measures for the following goals are specified in the EPFD 2022-2026 Strategic Business Plan (SBP) with the correlated measure indicated after each objective.

Goal 1: Provide exceptional emergency services

- Ensure proper placement of field resources in relation to the potential risk and demands placed on them (SBP 1.1.1)
- Maintain an Effective Response Force to efficiently handle fire and medical emergency calls (SBP 1.1.1.1)
- Increase 911 Communication Center operational efficiency (SBP 1.1.2)

Goal 2: Provide a professional and capable workforce

- Identify deficiencies in physical fitness for all EPFD personnel, and increase optimal physical fitness levels (SBP 2.1.2)
- Improve the safety and reliability of vehicles and equipment (SBP 2.1.3.4)
- Increase professional development education in supervisory personnel (SBP 2.3.1)

Goal 3: Enhance community preparedness, resiliency and health

- Increase the percentage of public performing CPR prior to arrival of first responders (SBP 3.1.2)
- Increase quality of life through disease and injury prevention (SBP 3.1.2.1)
- Reduce fire related casualties in residences by increasing smoke alarm installations (SBP 3.2.1.1)

Goal 4: Cultivate a learning organization with a well informed and engaged workforce

- Improve 911 customer service through customer feedback (SBP 4.2.1)
- Implement quality assurance to provide confident, compassionate, and personalized care in a timely and accurate manner (SBP 4.2.1.1)

# Current Deployment and Performance

## Unit Staffing and Capabilities

All El Paso Fire Department operations personnel are Texas certified structural firefighters with the exception of a small number or medics that were grandfathered from the El Paso Fire and Emergency Medical Services Departments merged in 2000. All uniformed members are state or nationally certified as Emergency Medical Technicians or higher.

- On a three person fire company (*pumpers, ladders, quints, squad*, and *hazmat*) the position of *firefighter* is filled by the rank of firefighter, the position of *driver/operator* is filled by the rank of fire suppression technician (or firefighter working out of class) and the position of *officer* is filled by the ranks of captain or fire lieutenant (or a fire suppression technician working out of class.)
- On a Battalion Chief unit, the position *driver* is filled by the rank of fire suppression technician (or firefighter working out of class) and the position of *battalion chief* is filled by the rank of battalion chief (or captain working out of class.)
- On a *rescue* company there are 2 members, one of whom is a paramedic, which can be filled from any structurally certified member. Medic units are filled by 2 non-structurally certified members, at least one being a paramedic.
- The *Deputy Chief* unit is staffed with the rank of deputy chief (or a battalion chief working out of class).

| Unit Type | Full Time Staffed | Unit Minimum Staffing | Unit Type Total | Staffing Requirements | Capability |
|---|---|---|---|---|---|
| Medic* | 4 | 2 | 8 | At least one paramedic, other member / not certified firefighters | Mobile intensive care unit |
| Rescue | 27 | 2 | 54 | At least one paramedic, other member / certified firefighters | Mobile intensive care unit |
| Quint | 9 | 3 | 27 | Officer, driver, and firefighter | 1500 GPM pump, 75-100 foot aerial, and a full complement of NFPA 1901 compliant ground ladders |
| Pumper | 31 | 3 | 93 | Officer, driver, and firefighter | 1500 GPM pump, 500 gallon booster tank, 40 gallon foam tank |
| Ladder | 5 | 3 | 15 | Officer, driver, and firefighter | 100 foot aerial and a full complement of NFPA 1901 compliant ground ladders |
| Battalion Chief | 6 | 2 | 12 | Battalion chief, driver | |
| Crash Truck | 2 | 1 | 2 | 1 ARFF Technicians | |
| Deputy Chief | 1 | 1 | 1 | Shift deputy chief | |
| Hazmat Unit | 1 | 3 | 3 | Officer, driver, and firefighter | |
| Squad Unit | 1 | 3 | 3 | Officer, driver, and firefighter | |

*Medic units are placed in service as staffing permits

# Current Deployment and Performance

## Deployment Considerations

The 911 Communications Center uses Intergraph iCAD software to receive emergency calls, create events, route to the appropriate agencies, recommend units to respond, and dispatch those units. This software uses unit location and shortest travel time routing to recommend the best units to respond. Unit and personnel capabilities are tracked by the CAD system and are also considered in the recommendation process.

Response Levels

- Single Response: Dispatched to an incident that is minor in intensity, magnitude or scope and may be effectively handled by one company.
- Double Response: Dispatched to an incident similar in nature to a single response, but where the presence of a Battalion unit or another unit is necessary due to the need of specialized equipment or the complexity of the situation. A double response is generally a combination of any two Fire Department units.
- Primary Response: Dispatched to an incident that would require resources or equipment beyond the capabilities of a double response, such as a report of a structure fire. A primary response may be upgraded to a full response by an officer or dispatcher based upon additional information, their judgment of the nature, or relative seriousness of the incident or occupancy. This is the next due assignment or line of companies, including backup companies to replace companies out-of-service, according to the run cards. All fire suppression primary responses are assigned a minimum of 3 pumpers, 2 aerials, 1 rescue unit, and 1 battalion unit.
- Full Response: Dispatched to an incident that is significant in intensity, magnitude or scope and will require resources or equipment beyond the capabilities of the primary response, such as condition 3 or 4 incidents. This will upgrade a primary response so that the next due pumper, ambulance, and two battalion units will be dispatched and assigned to the incident. All full responses are assigned, at a minimum, 4 pumpers, 2 aerials, 2 ambulances (1 of which shall be a rescue), and 3 battalion units.
- Multiple Alarm:  Additional assignments of companies, according to the CAD system or the run card, are dispatched to the same location as a previous full response. Transmittal of a multiple alarm will automatically upgrade the primary response to a full response, if not already upgraded. A second alarm and each subsequent alarm assignment will include an additional three pumpers and one aerial.

# Current Deployment and Performance

## Performance Monitoring Methodology

Response Metrics

- *First-in* measures the time of the first unit to arrive on the scene of an emergency incident. This unit will be able to assume incident command, perform a scene size-up, give an initial report and make assignments to other responding companies.
- *Effective Response Force (ERF)* measures the time of the accumulation of personal and resources to meet the effective response force defined in the critical task analysis documented in this Standards of Cover. The ERF time is the arrival time of the unit that completes this ERF requirement.

Total Response Time Components

EPFD measures baseline performance in terms of total response time, which is the time it takes from the call to be received at the 911 Communications Center until the first unit arrives on the scene of the emergency incident. Total response time is measured for all first-in and ERF responses. Total response time is composed of call-processing time, turnout time, and travel time.

- *Call-processing (alarm handling) time* is the time from the call being received at the 911 Communication Center to the dispatching of the first EPFD unit. This time is measured for all emergency incidents.
- *Turnout time* is the elapsed time from when a unit is dispatched until that unit changes their status to 'responding'. Per EPFD policy, this is when the unit begins moving out of the station. This time is measured for all first-in units that are dispatched to an emergency incident.
- *Travel time* is the elapsed time from when a unit begins to respond to its arrival on the scene. This time is measured for all first-in and ERF responses.

# Current Deployment and Performance

## Performance Monitoring Methodology (cont.)

### Population Categories

During the community risk assessment all areas of the jurisdiction were designated as urban or rural. A majority of the jurisdiction is urban and are relatively densely populated and close to EPFD resources. Rural areas generally have a lower population density, fewer emergency incidents, and greater travel distances than urban areas. For these reasons separate measures are considered. This two tier baseline evaluation resulted in benchmark objectives being set for each population category.

### Hazard Types

On recommendation of CPSE, EPFD evaluates emergency response performance in five service types: fire suppression, emergency medical, hazardous materials, technical rescue, and airport rescue and firefighting (ARFF). The remainder of the calls made by EPFD have been categorized as other emergency or non-emergency calls. This was done on a 'type found' rather than a 'type dispatched' basis and used the NFIRS 5 incident type codes from each incident.

### Risk Levels

Risks for each type of incident are expressed in terms of low, moderate, high, and maximum risk.

### Fire Emergencies

- *Low risk fires* usually involve the response of single fire unit with pump capabilities. These types of fire incidents should normally be minor in intensity, magnitude or scope and may be effectively handled by one company. Low risk fires usually involve brush, dumpster, and vehicle fires with no exposure threats to structures. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned to low risk fires.
- *Moderate risk fires* will typically involve the response of a primary first alarm assignment. These types of fire incidents are usually confined to a single room or involve only contents. Moderate risk fires usually involve a single family home or residence with little risk of extension to surrounding exposures.
- Like moderate risk fires, *high risk fires* also involve an initial primary alarm assignment, but with the addition of one pumper, one ambulance and two battalion units. Additionally, either Hazmat 1 or Squad 1 responds for manpower. High risk fires have the potential to involve not only an entire structure, but exposures as well. Often high risk fires will involve the request for additional alarm assignments, though those additional resources are not reflected in the critical task analysis.
- *Special risk fire* incidents involve a high risk fire incident response with additional alarm assignments. This may also include off-duty personnel recall and manning of reserve apparatus as additional companies to maintain sufficient coverage across the jurisdiction.

# Current Deployment and Performance

## Performance Monitoring Methodology (cont.)

Medical Emergencies

- *Low risk medical* emergencies typically will involve minimal intervention on the part of response resources. One crew of two or three personnel is often sufficient to establish contact, assess and treat the patient.
- *Moderate risk medical* emergencies will involve more intervention on the part of response personnel. Two crews with four or five personnel is often sufficient to assess and treat the patient.
- *High risk medical* emergency incidents include a larger number of patients and would require an upgrade to a primary response.
- *Special risk medical* emergencies are those events that would require the presence of enough personnel to handle multiple patients or tasks associated with complex rescues. In many situations, this would necessitate a full response in accordance with EPFD dispatch procedures.

Hazardous Materials Emergencies

- *Low risk hazmat* emergencies are limited emergency conditions which can be controlled by a single unit response. The incident is confined to a small area, and does not require evacuation of areas other than the involved structure or the immediate outdoor area. This incident will not require the use of specialized chemical protective clothing.
- *Moderate risk hazmat* emergencies are conditions which can be controlled by a primary response. The incident is confined to a small area and may require limited evacuation beyond the involved structure or the immediate outdoor area. This incident may require specialized knowledge and equipment but not the assembly of a specialized team or the use of chemical protective clothing.
- *High risk hazmat* emergencies involve a greater hazard or larger area which poses a potential threat to life or property and may require an extended evacuation or protection in place of the surrounding area requiring a full response. This incident may require specialized knowledge and equipment, the assembly of a specialized team and the use of chemical protective clothing.
- *Special risk hazmat* emergencies involve a severe hazard or large area which poses an extreme threat to life and property and will probably require a large scale evacuation and requiring a full response with possible additional alarms. This incident will require specialized knowledge and equipment, the assembly of a specialized team and the use of chemical protective clothing.

# Current Deployment and Performance

## Performance Monitoring Methodology (cont.)

Technical Rescue Emergencies

- *Low risk technical rescue* incidents are limited rescue conditions which can be handled by a single or double unit response.
- *Moderate risk technical rescue* incidents are rescue conditions which can be controlled by a primary response. The incident may require specialized knowledge and equipment but not the assembly of a specialized team.
- *High risk technical rescue* incidents are complex rescue condition that will likely be extended in duration and require the use of specialized knowledge and resources with the assembly of a specialized team. A full response may be required.
- *Special risk rescue* incidents are conditions involving a severe hazard which poses an extreme threat to life and property and will probably require a large scale rescue effort. These incidents will require the use of technical knowledge and resources with the assembly of a specialized team. A maximum risk technical incident adds an additional alarm response.

Aircraft Rescue and Firefighting (ARFF) Emergencies

- *Low risk ARFF* incidents are standby events for potential aircraft emergencies with units remaining in station.
- *Moderate risk ARFF* incidents are standby events for potential aircraft emergencies with units responding to the runway.
- High risk ARFF incidents are actual aircraft emergencies requiring use of emergency resources and may include a primary response.
- Special risk ARFF incidents are serious aircraft emergencies requiring a substantial use of emergency resources, usually a full response with additional alarm assignments.

# Current Deployment and Performance

## Performance Monitoring Methodology (cont.)

Resiliency

Resiliency is the ability of a public safety response system to maintain normal operations during major incidents. This includes the continuation of training and other planned events without negative impact on response time performance.

As defined by the CPSE in its 10th Edition accreditation model, resiliency consists of three components:

- Resistance: The ability to deploy only the resources necessary to safely mitigate an incident
- Absorption: The ability to quickly add resources to the city at times of heavy call volume or incidents of high magnitude
- Restoration: The ability to quickly return resources to normalcy and units back in service.

The EPFD manages all elements of its system resiliency through a combination of response policy and the CAD system. Resistance is managed through the stepped use of resources, based on the information reported by the caller and then by oncoming companies. Depending on the information received about the level of risk for the particular hazard, the initial dispatch can be a single, double or primary response. In cases of maximum risk, the appropriate action may be to send a full or multi-alarm response initially.

Absorption is accomplished by upgrading responses as additional information is achieved, initially by the dispatcher and then by the incident commander. The system has the ability to add a full or partial off duty call-out to increase the resources at the scene or to strengthen areas of the jurisdiction that may be lacking resources. Reserve apparatus are kept in an operational state with at least minimum equipment for being placed in service if staffed as a reserve company. Mutual aid agreements and the agreement with private ambulance services are also in place to supplement resources as needed.

The timing and order of restoration is done at the discretion of the incident commander for resources at the scene and the deputy chief for city wide coverage. Relocated companies are tracked by the communications center and sent back to their own station once coverage is restored. For those units returned from the scene of an emergency the first priority is to put the crew, apparatus and equipment back in condition to resume an in-service status.

# Current Deployment and Performance (5 Year Aggregate)

## ARFF Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 32 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 1 minutes and 25 seconds in all areas;

---

For 90 percent of all ARFF incidents, the travel time for the arrival of the first unit, staffed with a minimum of 4 personnel, is: 5 minutes and 21 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all moderate risk ARFF incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 4 personnel, is: 7 minutes and 49 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all high risk ARFF incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 22 fire personnel, is: not enough data to calculate in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all ARFF incidents, the total response time for the arrival of the first unit, staffed with a minimum of 4 fire personnel, is: 7 minutes and 39 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all moderate risk ARFF incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 4 fire personnel, is: 8 minutes and 53 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all high risk ARFF incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 22 fire personnel, is: 10 minutes and 24 seconds in urban areas; and not enough data to calculate in rural areas.

# Current Deployment and Performance (5 Year Aggregate)

## Fire Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 33 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 1 minutes and 22 seconds in all areas;

---

For 90 percent of all Fire incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 7 minutes and 40 seconds in urban areas; and 9 minutes and 42 seconds in rural areas.

---

For 90 percent of all moderate risk Fire incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 15 personnel, is: 9 minutes and 24 seconds in urban areas; and  not enough data to calculate in rural areas.

---

For 90 percent of all high risk Fire incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 10 minutes and 37 seconds in urban areas; and  not enough data to calculate in rural areas.

---

For 90 percent of all Fire incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 8 minutes and 21 seconds in urban areas; and 11 minutes and 56 seconds in rural areas.

---

For 90 percent of all moderate risk Fire incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 15 fire personnel, is: 11 minutes and 51 seconds in urban areas; and  not enough data to calculate in rural areas.

---

For 90 percent of all high risk Fire incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 10 minutes and 29 seconds in urban areas; and  not enough data to calculate in rural areas.

# Current Deployment and Performance (5 Year Aggregate)

## Hazmat Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 35 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 1 minutes and 22 seconds in all areas;

---

For 90 percent of all Hazmat incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 7 minutes and 13 seconds in urban areas; and 10 minutes and 34 seconds in rural areas.

---

For 90 percent of all moderate risk Hazmat incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 16 personnel, is: 10 minutes and 34 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all high risk Hazmat incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 28 fire personnel, is: not enough data to calculate in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all Hazmat incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 9 minutes and 50 seconds in urban areas; and 11 minutes and 13 seconds in rural areas.

---

For 90 percent of all moderate risk Hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 16 fire personnel, is: 11 minutes and 13 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all high risk Hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 28 fire personnel, is: not enough data to calculate in urban areas; and not enough data to calculate in rural areas.

# Current Deployment and Performance (5 Year Aggregate)

## Medical Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 33 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 1 minutes and 29 seconds in all areas;

---

For 90 percent of all Medical incidents, the travel time for the arrival of the first unit, staffed with a minimum of 2 personnel, is: 6 minutes and 28 seconds in urban areas; and 9 minutes and 3 seconds in rural areas.

---

For 90 percent of all moderate risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 4 personnel, is: 8 minutes and 52 seconds in urban areas; and 10 minutes and 31 seconds in rural areas.

---

For 90 percent of all high risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 9 minutes and 18 seconds in urban areas; and  not enough data to calculate in rural areas.

---

For 90 percent of all Medical incidents, the total response time for the arrival of the first unit, staffed with a minimum of 2 fire personnel, is: 8 minutes and 22 seconds in urban areas; and 11 minutes and 47 seconds in rural areas.

---

For 90 percent of all moderate risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 4 fire personnel, is: 10 minutes and 37 seconds in urban areas; and 11 minutes and 55 seconds in rural areas.

---

For 90 percent of all high risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 11 minutes and 34 seconds in urban areas; and  not enough data to calculate in rural areas.

# Current Deployment and Performance (5 Year Aggregate)

## Tech Rescue Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 38 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 2 minutes and 30 seconds in all areas;

---

For 90 percent of all Tech Rescue incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 7 minutes and 15 seconds in urban areas; and 9 minutes and 26 seconds in rural areas.

---

For 90 percent of all moderate risk Tech Rescue incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 17 personnel, is: 10 minutes and 51 seconds in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all high risk Tech Rescue incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: not enough data to calculate in urban areas; and not enough data to calculate in rural areas.

---

For 90 percent of all Tech Rescue incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 9 minutes and 46 seconds in urban areas; and 11 minutes and 33 seconds in rural areas.

---

For 90 percent of all moderate risk Tech Rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 10 minutes and 49 seconds in urban areas; and 3 minutes and 48 seconds in rural areas.

---

For 90 percent of all high risk Tech Rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 9 minutes and 58 seconds in urban areas; and not enough data to calculate in rural areas.

# Current Deployment and Performance

## Monthly First Unit Responses Within Station Demand Zones

| | Station Demand Zone | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Fire Station ▲ | 1 | 2 | 3 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 14 | 15 | 16 | 17 | 18 | 19 |
| 1 | 647 | 0 | 22 | 0 | 0 | 1 | 6 | 86 | 2 | 54 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 2 | 0 | 495 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 0 | 0 | 0 | 0 |
| 3 | 14 | 0 | 296 | 0 | 0 | 2 | 34 | 1 | 49 | 25 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 5 | 3 | 1 | 1 | 1014 | 17 | 66 | 1 | 111 | 3 | 1 | 15 | 146 | 1 | 2 | 1 | 2 | 8 |
| 6 | 0 | 0 | 0 | 0 | 612 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 7 | 1 | 0 | 1 | 20 | 0 | 643 | 0 | 41 | 30 | 0 | 123 | 2 | 0 | 1 | 0 | 0 | 1 |
| 8 | 2 | 1 | 13 | 0 | 0 | 1 | 324 | 0 | 1 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 9 | 25 | 0 | 4 | 2 | 0 | 8 | 0 | 503 | 15 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 |
| 10 | 5 | 0 | 59 | 2 | 0 | 15 | 1 | 19 | 437 | 2 | 3 | 0 | 0 | 1 | 0 | 0 | 0 |
| 11 | 55 | 0 | 17 | 1 | 0 | 0 | 11 | 2 | 1 | 560 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 12 | 0 | 0 | 0 | 16 | 0 | 21 | 0 | 1 | 0 | 0 | 729 | 0 | 0 | 17 | 0 | 0 | 0 |
| 14 | 3 | 0 | 0 | 20 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 534 | 0 | 0 | 0 | 22 | 1 |
| 15 | 0 | 60 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 623 | 0 | 0 | 0 | 0 |
| 16 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 71 | 0 | 0 | 882 | 0 | 0 | 0 |
| 17 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 761 | 32 | 0 |
| 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26 | 0 | 0 | 26 | 1154 | 36 |
| 19 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 715 |
| 20 | 0 | 0 | 0 | 92 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 4 | 97 |
| 21 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 0 | 0 |
| 22 | 1 | 4 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 32 | 0 | 0 | 0 | 0 |
| 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 24 | 0 | 0 | 0 |
| 24 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 24 | 88 |
| 25 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 29 |
| 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 2 | 0 |
| 27 | 0 | 68 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 |
| 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 29 | 0 | 0 | 0 | 0 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| 30 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 31 | 0 | 1 | 0 | 0 | 0 | 0 | 24 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 33 | 0 | 0 | 0 | 0 | 69 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 34 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 35 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 37 | 0 | 0 | 0 | 0 | 21 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# Current Deployment and Performance

## Monthly First Unit Responses Within Station Demand Zones

| | Station Demand Zone | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Fire Station ▲ | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 33 | 34 | 35 | 37 |
| 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| 5 | 27 | 1 | 1 | 2 | 3 | 3 | 1 | 0 | 0 | 87 | 0 | 1 | 18 | 0 | 3 | 128 |
| 6 | 0 | 0 | 0 | 0 | 1 | 12 | 0 | 0 | 0 | 62 | 0 | 0 | 21 | 0 | 1 | 24 |
| 7 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 35 | 0 | 0 | 0 | 0 |
| 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | 0 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 51 | 0 | 4 | 3 | 0 | 1 | 0 | 0 |
| 12 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | 0 | 0 | 71 | 0 | 0 | 0 | 0 | 22 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 16 | 1 | 11 | 0 | 91 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 0 |
| 17 | 0 | 0 | 0 | 0 | 1 | 0 | 108 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 |
| 18 | 1 | 0 | 0 | 0 | 32 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | 22 | 0 | 0 | 0 | 63 | 42 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | 710 | 0 | 0 | 0 | 1 | 31 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 21 | 0 | 780 | 0 | 87 | 0 | 0 | 0 | 0 | 26 | 0 | 11 | 0 | 6 | 12 | 0 | 0 |
| 22 | 0 | 0 | 943 | 0 | 0 | 0 | 0 | 61 | 0 | 0 | 0 | 43 | 0 | 0 | 0 | 0 |
| 23 | 0 | 120 | 0 | 679 | 0 | 0 | 0 | 0 | 4 | 0 | 2 | 0 | 1 | 1 | 0 | 0 |
| 24 | 2 | 0 | 0 | 0 | 767 | 100 | 1 | 0 | 0 | 75 | 0 | 0 | 1 | 0 | 1 | 0 |
| 25 | 3 | 0 | 0 | 0 | 18 | 849 | 0 | 0 | 0 | 2 | 0 | 0 | 19 | 0 | 0 | 1 |
| 26 | 0 | 0 | 0 | 0 | 2 | 0 | 527 | 0 | 0 | 20 | 0 | 0 | 0 | 0 | 13 | 0 |
| 27 | 0 | 0 | 20 | 0 | 0 | 0 | 0 | 533 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28 | 0 | 61 | 0 | 9 | 0 | 0 | 0 | 0 | 292 | 0 | 32 | 0 | 0 | 4 | 0 | 0 |
| 29 | 0 | 0 | 0 | 0 | 18 | 4 | 17 | 0 | 0 | 627 | 0 | 0 | 1 | 0 | 22 | 4 |
| 30 | 0 | 22 | 0 | 2 | 0 | 0 | 0 | 0 | 27 | 0 | 305 | 0 | 0 | 1 | 0 | 0 |
| 31 | 0 | 0 | 31 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 390 | 0 | 0 | 0 | 0 |
| 33 | 0 | 1 | 0 | 0 | 1 | 52 | 0 | 0 | 0 | 2 | 0 | 0 | 421 | 0 | 0 | 58 |
| 34 | 0 | 18 | 0 | 4 | 0 | 0 | 0 | 0 | 13 | 0 | 1 | 0 | 0 | 201 | 0 | 0 |
| 35 | 0 | 0 | 0 | 0 | 1 | 0 | 30 | 0 | 0 | 55 | 0 | 0 | 0 | 0 | 157 | 1 |
| 37 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 55 | 0 | 0 | 430 |

# Current Deployment and Performance

## Unit Availability Within Demand Zone

The emergency response units in a fire station are only able to handle emergencies when they are available to respond. Many factors can take a unit out of service and make them unavailable for response, such as already being on another incident, training, and mechanical issues.

| Station | Station Availability | Average Monthly Calls |
|---|---|---|
| 37 | 81% | 749 |
| 35 | 78% | 242 |
| 34 | 90% | 263 |
| 33 | 83% | 638 |
| 31 | 87% | 567 |
| 30 | 83% | 427 |
| 29 | 77% | 1137 |
| 28 | 84% | 504 |
| 27 | 87% | 760 |
| 26 | 82% | 826 |
| 25 | 81% | 1305 |
| 24 | 87% | 1103 |
| 23 | 82% | 1046 |
| 22 | 91% | 1285 |
| 21 | 82% | 1240 |
| 20 | 88% | 918 |
| 19 | 78% | 1165 |
| 18 | 93% | 1493 |
| 17 | 95% | 965 |
| 16 | 95% | 1112 |
| 15 | 91% | 804 |
| 14 | 82% | 839 |
| 12 | 83% | 1143 |
| 11 | 85% | 792 |
| 10 | 80% | 664 |
| 9 | 67% | 937 |
| 8 | 80% | 494 |
| 7 | 88% | 916 |
| 6 | 79% | 980 |
| 5 | 88% | 1416 |
| 3 | 79% | 491 |
| 2 | 85% | 737 |
| 1 | 90% | 906 |

The El Paso Fire Department expresses availability by the percent of incidents within their station demand zone that at least one first-responder unit from that station responded to. To understand availability, the following factors must be taken into consideration:

- The actual location of a station's units: this method supposes that all units are in quarters. The reality is that they are available while driving and that the CAD software that recommends units for dispatch uses their actual location. This means that units driving may be closer to incidents and respond into other station demand zones, even when that zone's units are in their station.
- The station's call volume: the more calls units from a station make, the more often they are out of service and the lower their availability tends to be.
- Neighboring station's call volume: units will get pulled into neighboring demand zones more often for stations with busy neighbors and be unavailable for calls within their own demand zone.
- The number of units in a station: the more units there are in a station the more likely a unit from that station will be available to respond within its demand zone.

# Current Deployment and Performance

## Benchmark Goals - ARFF Incidents

For 90 percent of all incidents, the alarm handling time for all emergency dispatches shall be: 1 minutes and 4 seconds

---

For 90 percent of all emergency incidents, the turnout for all units shall be: 1 minutes and 0 seconds

---

For 90 percent of all ARFF incidents, the travel time for the arrival of the first unit, staffed with a minimum of 4 personnel, is: 2 minutes and 0 seconds in urban areas; and 2 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering transport services.

---

For 90 percent of all moderate risk ARFF incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 4 personnel, is: 3 minutes and 0 seconds in urban areas; and 3 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering transport services.

---

For 90 percent of all high risk ARFF incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 22 fire personnel, is: 12 minutes and 0 seconds in urban areas; and 12 minutes and 0 seconds in rural areas.The ERF shall be capable of delivering command, safety, transport, transport, transport services.

---

For 90 percent of all ARFF incidents, the total response time for the arrival of the first unit, staffed with a minimum of 4 fire personnel, is: 3 minutes and 0 seconds in urban areas; and 3 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering transport services.

---

For 90 percent of all moderate risk ARFF incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 4 fire personnel, is: 4 minutes and 0 seconds in urban areas; and 4 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering transport services.

---

For 90 percent of all high risk ARFF incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 22 fire personnel, is: 14 minutes and 24 seconds in urban areas; and 14 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command, safety, transport, transport, transport services.

# Current Deployment and Performance

## Benchmark Goals - Fire Incidents

For 90 percent of all incidents, the alarm handling time for all emergency dispatches shall be: 1 minutes and 4 seconds

For 90 percent of all emergency incidents, the turnout for all units shall be: 1 minutes and 0 seconds

For 90 percent of all Fire incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 4 minutes and 0 seconds in urban areas; and 10 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering command, pump operations, fire attack services.

For 90 percent of all moderate risk Fire incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 15 personnel, is: 8 minutes and 0 seconds in urban areas; and 12 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering command,accountability, safety, atmospheric monitoring, fire attach, water supply, utilities, ventilation, ground ladders, search and rescue, forcible entry, back-up line, rescue intervention crew services.

For 90 percent of all high risk Fire incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 12 minutes and 0 seconds in urban areas; and 16 minutes and 0 seconds in rural areas.The ERF shall be capable of delivering command, fire attack, utilities, ventilation, ground ladders, search and rescue, forcible entry, back-up line, rescue intervention crew, accountability, safety, water supply, medical surveillance services.

For 90 percent of all Fire incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 6 minutes and 24 seconds in urban areas; and 12 minutes and 24 seconds in rural areas. The first arriving unit shall be capable of delivering command,accountability, safety, atmospheric monitoring, fire attach, water supply, utilities, ventilation, ground ladders, search and rescue, forcible entry, back-up line, rescue intervention crew services.

For 90 percent of all moderate risk Fire incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 15 fire personnel, is: 10 minutes and 24 seconds in urban areas; and 14 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command,accountability, safety, atmospheric monitoring, fire attach, water supply, utilities, ventilation, ground ladders, search and rescue, forcible entry, back-up line, rescue intervention crew services.

For 90 percent of all high risk Fire incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 14 minutes and 24 seconds in urban areas; and 18 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command, fire attack, utilities, ventilation, ground ladders, search and rescue, forcible entry, back-up line, rescue intervention crew, accountability, safety, water supply, medical surveillance services.

# Current Deployment and Performance

## Benchmark Goals - Hazmat Incidents

For 90 percent of all incidents, the alarm handling time for all emergency dispatches shall be: 1 minutes and 4 seconds

---

For 90 percent of all emergency incidents, the turnout for all units shall be: 1 minutes and 0 seconds

---

For 90 percent of all Hazmat incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 4 minutes and 0 seconds in urban areas; and 10 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering command, safety, hazard mitigation services.

---

For 90 percent of all moderate risk Hazmat incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 16 personnel, is: 10 minutes and 0 seconds in urban areas; and 14 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering command,accountability, safety, water supply, rehab, hazard mitigation, decon, air monitoring services.

---

For 90 percent of all high risk Hazmat incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 28 fire personnel, is: 25 minutes and 0 seconds in urban areas; and 34 minutes and 0 seconds in rural areas.The ERF shall be capable of delivering command, accountability, safety, water supply, rehab, evacuation, hazard mitigation, decon, air monitoring, research services.

---

For 90 percent of all Hazmat incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 6 minutes and 24 seconds in urban areas; and 12 minutes and 24 seconds in rural areas. The first arriving unit shall be capable of delivering command,accountability, safety, water supply, rehab, hazard mitigation, decon, air monitoring services.

---

For 90 percent of all moderate risk Hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 16 fire personnel, is: 12 minutes and 24 seconds in urban areas; and 16 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command,accountability, safety, water supply, rehab, hazard mitigation, decon, air monitoring services.

---

For 90 percent of all high risk Hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 28 fire personnel, is: 27 minutes and 24 seconds in urban areas; and 36 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command, accountability, safety, water supply, rehab, evacuation, hazard mitigation, decon, air monitoring, research services.

# Current Deployment and Performance

## Benchmark Goals - Medical Incidents

For 90 percent of all incidents, the alarm handling time for all emergency dispatches shall be: 2 minutes and 30 seconds

---

For 90 percent of all emergency incidents, the turnout for all units shall be: 1 minutes and 0 seconds

---

For 90 percent of all Medical incidents, the travel time for the arrival of the first unit, staffed with a minimum of 2 personnel, is: 4 minutes and 0 seconds in urban areas; and 10 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering command, treatment services.

---

For 90 percent of all moderate risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 4 personnel, is: 8 minutes and 0 seconds in urban areas; and 12 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering command, ALS treatment, BLS treatment, transport services.

---

For 90 percent of all high risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 12 minutes and 0 seconds in urban areas; and 16 minutes and 0 seconds in rural areas.The ERF shall be capable of delivering command, safety, ALS treatment, BLS treatment, transport, triage services.

---

For 90 percent of all Medical incidents, the total response time for the arrival of the first unit, staffed with a minimum of 2 fire personnel, is: 7 minutes and 30 seconds in urban areas; and 13 minutes and 30 seconds in rural areas. The first arriving unit shall be capable of delivering command, ALS treatment, BLS treatment, transport services.

---

For 90 percent of all moderate risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 4 fire personnel, is: 11 minutes and 30 seconds in urban areas; and 15 minutes and 30 seconds in rural areas. The ERF shall be capable of delivering command, ALS treatment, BLS treatment, transport services.

---

For 90 percent of all high risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 15 minutes and 30 seconds in urban areas; and 19 minutes and 30 seconds in rural areas. The ERF shall be capable of delivering command, safety, ALS treatment, BLS treatment, transport, triage services.

# Current Deployment and Performance

## Benchmark Goals - Tech Rescue Incidents

For 90 percent of all incidents, the alarm handling time for all emergency dispatches shall be: 1 minutes and 4 seconds

---

For 90 percent of all emergency incidents, the turnout for all units shall be: 1 minutes and 0 seconds

---

For 90 percent of all Tech Rescue incidents, the travel time for the arrival of the first unit, staffed with a minimum of 3 personnel, is: 4 minutes and 0 seconds in urban areas; and 10 minutes and 0 seconds in rural areas. The first arriving unit shall be capable of delivering transport, command, safety services.

---

For 90 percent of all moderate risk Tech Rescue incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 17 personnel, is: 10 minutes and 0 seconds in urban areas; and 14 minutes and 0 seconds in rural areas. The ERF shall be capable of delivering command, safety, ALS treatment, BLS treatment, transport, triage services.

---

For 90 percent of all high risk Tech Rescue incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 25 minutes and 0 seconds in urban areas; and 34 minutes and 0 seconds in rural areas.The ERF shall be capable of delivering , , command, accountability, safety, ALS treatment, BLS treatment, transport, transport, transport, transport, transport, transport, decon, entry team, medical evaluation services.

---

For 90 percent of all Tech Rescue incidents, the total response time for the arrival of the first unit, staffed with a minimum of 3 fire personnel, is: 6 minutes and 24 seconds in urban areas; and 12 minutes and 24 seconds in rural areas. The first arriving unit shall be capable of delivering command, safety, ALS treatment, BLS treatment, transport, triage services.

---

For 90 percent of all moderate risk Tech Rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 12 minutes and 24 seconds in urban areas; and 16 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering command, safety, ALS treatment, BLS treatment, transport, triage services.

---

For 90 percent of all high risk Tech Rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 25 fire personnel, is: 27 minutes and 24 seconds in urban areas; and 36 minutes and 24 seconds in rural areas. The ERF shall be capable of delivering , , command, accountability, safety, ALS treatment, BLS treatment, transport, transport, transport, transport, transport, transport, decon, entry team, medical evaluation services.

# Evaluation of Current Deployment and Performance

## Evaluation Methodology

The department is an organization of committed personnel working with modern and well maintained apparatus and equipment. It provides a full range of emergency and life safety services, has a dedicated fire training academy, good labor/ management relations, and an overall positive public image. Additionally, the department has been able to achieve an ISO public protection classification (PPC) rating of 1, the best available.

The department is committed to a process of continuous improvement and to embedding this policy in its culture. The standards of cover developed herein are an effort to quantify current performance and establish concrete levels for future improvement. These standards will be evaluated continually and will be updated each year. Moreover, as previously indicated, the SOC will be a permanent part of the department's budget development and community-driven strategic planning processes.

Once all SOC analysis and studies are completed, an overall system wide evaluation is conducted to identify system effectiveness in accomplishing outcomes identified in the department strategic plan. This is first accomplished by conducting a SWOT analysis (strengths, weaknesses, opportunities, and threats). The evaluation of system performance completed in the SOC process is used to determine the system's strengths and weaknesses. Performance gaps are identified as issues with possible solutions; the combination of a performance issue with a proposed solution is referred to in this document as a scenario. Scenarios were identified with the sole purpose to improve system efficiency and effectiveness. Additionally, opportunities and threats were analyzed to identify external forces for which the department has limited control. Again scenarios were developed to address system threats.

Once all scenarios have been identified, a four step review is conducted on each to determine its feasibility:
1) Technical review – What are the changes to the system and what are the probable results? How will it be accomplished?
2) Operational review – Is the scenario safe, and will it work in the field with available resources? What will the impact be to overall operations?
3) Fiscal review – Is the benefit worth the cost, and is it sustainable? What will the overall financial impact be to the department and the city?
4) Policy review – Does the scenario fit within the mission and values of the department? Will there be any negative community impact or reaction, and if so is the benefit worth it?

Based on this analysis, the scenarios that have the greatest likelihood for effective and efficient positive change will be presented as recommendations in a final report.

# Evaluation of Current Deployment and Performance

## Baseline Performance Gaps

| Low/Moderate Risk Aircraft Rescue- 90th Percentile Baseline Performance | | | Benchmark Target | Baseline Performance | Performance Gap | Evaluation |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:32 | 00:28 | 43% Over Target |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:25 | 00:25 | 41.7% Over Target |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 02:00 | 05:21 | 03:21 | 167.3% Over Target |
| | | Rural | 02:00 | NA | NA | Insufficient Data |
| | Travel Time Moderate Risk ERF Concentration | Urban | 03:00 | 06:49 | 03:49 | 127.1% Over Target |
| | | Rural | 03:00 | NA | NA | Insufficient Data |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | Insufficient Data |
| | | Rural | 12:00 | NA | NA | Insufficient Data |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 03:00 | 06:39 | 03:39 | 121.7% Over Target |
| | | Rural | 03:00 | NA | NA | Insufficient Data |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 04:00 | 07:53 | 03:53 | 97.1% Over Target |
| | | Rural | 04:00 | NA | NA | Insufficient Data |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:24 | -04:01 | Meets Target |
| | | Rural | 14:24 | NA | NA | Insufficient Data |

# Evaluation of Current Deployment and Performance

## Baseline Performance Gaps

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Benchmark Target | Baseline Performance | Performance Gap | Evaluation |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:33 | 00:29 | 45.3% Over Target |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 00:02 | 2.5% Over Target |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:40 | 02:40 | 66.7% Over Target |
| | | Rural | 10:00 | 08:42 | -01:18 | Meets Target |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:24 | 01:24 | 17.5% Over Target |
| | | Rural | 12:00 | NA | NA | Insufficient Data |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:37 | -02:23 | Meets Target |
| | | Rural | 16:00 | NA | NA | Insufficient Data |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:21 | 01:57 | 30.5% Over Target |
| | | Rural | 12:24 | 10:56 | -01:28 | Meets Target |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 10:51 | 00:27 | 4.3% Over Target |
| | | Rural | 14:24 | NA | NA | Insufficient Data |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:29 | -03:55 | Meets Target |
| | | Rural | 18:24 | NA | NA | Insufficient Data |

# Evaluation of Current Deployment and Performance

## Baseline Performance Gaps

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Benchmark Target | Baseline Performance | Performance Gap | Evaluation |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:35 | 00:31 | 48.4% Over Target |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 00:02 | 2.5% Over Target |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:13 | 03:13 | 80.4% Over Target |
| | | Rural | 10:00 | 09:34 | -00:26 | Meets Target |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:34 | -00:26 | Meets Target |
| | | Rural | 14:00 | NA | NA | Insufficient Data |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | Insufficient Data |
| | | Rural | 34:00 | NA | NA | Insufficient Data |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:50 | 02:26 | 38% Over Target |
| | | Rural | 12:24 | 11:13 | -01:11 | Meets Target |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:13 | -01:11 | Meets Target |
| | | Rural | 16:24 | NA | NA | Insufficient Data |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | Insufficient Data |
| | | Rural | 36:24 | NA | NA | Insufficient Data |

# Evaluation of Current Deployment and Performance

## Baseline Performance Gaps

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Benchmark Target | Baseline Performance | Performance Gap | Evaluation |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:33 | 00:03 | 3.3% Over Target |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:29 | 00:29 | 48.3% Over Target |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:28 | 02:28 | 61.7% Over Target |
| | | Rural | 10:00 | 09:03 | -00:57 | Meets Target |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:52 | -00:08 | Meets Target |
| | | Rural | 12:00 | 09:31 | -02:29 | Meets Target |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:18 | -02:42 | Meets Target |
| | | Rural | 16:00 | NA | NA | Insufficient Data |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:22 | 01:52 | 28.7% Over Target |
| | | Rural | 12:30 | 10:47 | -01:43 | Meets Target |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:37 | -00:53 | Meets Target |
| | | Rural | 14:30 | 10:55 | -03:35 | Meets Target |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | 10:34 | -03:56 | Meets Target |
| | | Rural | 18:30 | NA | NA | Insufficient Data |

# Evaluation of Current Deployment and Performance

## Baseline Performance Gaps

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Benchmark Target | Baseline Performance | Performance Gap | Evaluation |
|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:37 | 00:33 | 51.6% Over Target |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:30 | 00:10 | 12.5% Over Target |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:15 | 03:15 | 81.1% Over Target |
| | | Rural | 10:00 | 09:26 | -00:34 | Meets Target |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:51 | -00:09 | Meets Target |
| | | Rural | 14:00 | NA | NA | Insufficient Data |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | Insufficient Data |
| | | Rural | 34:00 | NA | NA | Insufficient Data |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:46 | 02:22 | 37% Over Target |
| | | Rural | 12:24 | 10:33 | -01:51 | Meets Target |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 09:49 | -02:35 | Meets Target |
| | | Rural | 16:24 | 02:48 | -13:36 | Meets Target |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | 08:58 | -18:26 | Meets Target |
| | | Rural | 36:24 | NA | NA | Insufficient Data |

# Plan for Maintaining and Improving Response Capabilities

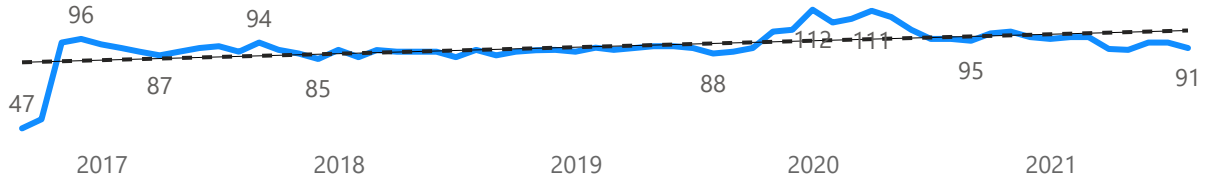
## Areas of Concern

The following areas of concern were identified in the evaluation of performance conducted as part of the standards of cover analysis:

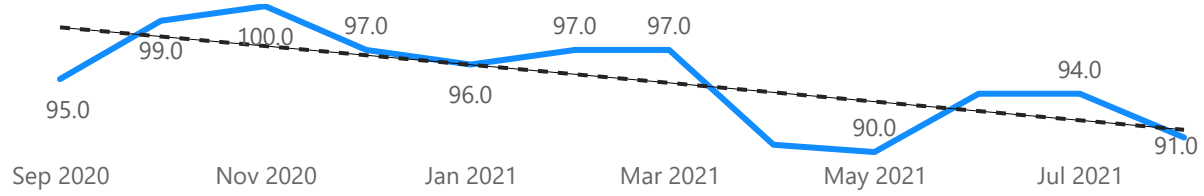
**Alarm Handling Time (5 year aggregate):**

- *Fire incident* performance gap of 29 seconds, 45.3% over target.
- *Hazardous materials incident* performance gap of 29 seconds, 48.4% over target.
- *Technical rescue incident* performance gap of 33 seconds, 51.6% over target.
- *Aircraft rescue and firefighting incident* performance gap of 28 seconds, 43% over target.

Over the last 5 years alarm handling times for all incidents have been steadily rising:

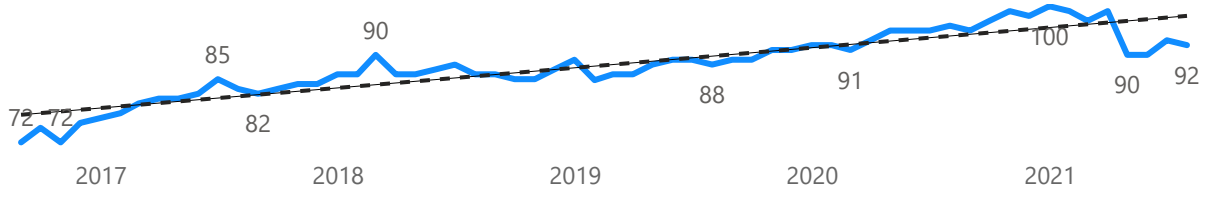



Since April 2020 the upward trend has been reversed and times have been decreasing. The following graph shows the trend for the last fiscal year:




**Turnout Time (5 year aggregate):**

Turnout times for medical incidents have been steadily increasing over the last 5 years, with a performance gap of 29 seconds, 48.3% over target:

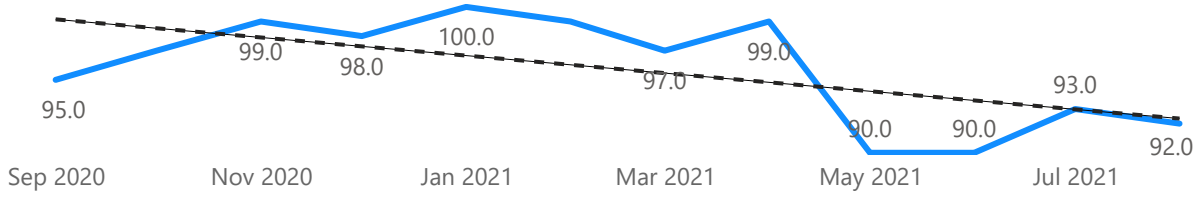



One of the scenarios identified in generating inflated turnout times is when a unit is dispatched to an emergency scene, cancelled, and then called back to the scene. This often happens at motor vehicle accidents when involved persons changed their mind about being transported to the hospital. The CAD system adds the unit to the original call, using the original dispatch time and the new en route time.

# Plan for Maintaining and Improving Response Capabilities

## Areas of Concern

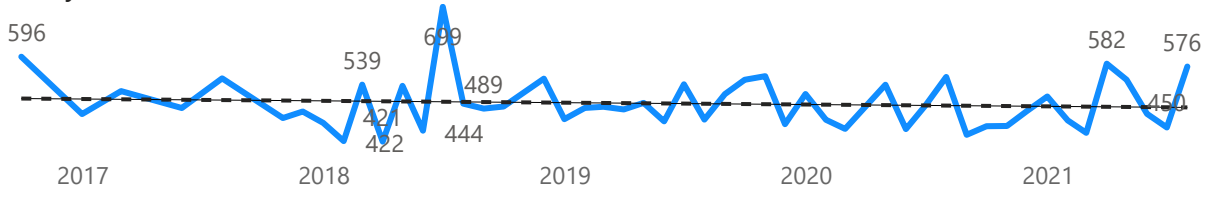
Identifying these outlier turnout times have led to better turnout time evaluation. Additionally, directed efforts at training and making performance data available to line managers and personnel have begun to improve turnout times for medical incidents over the last fiscal year:



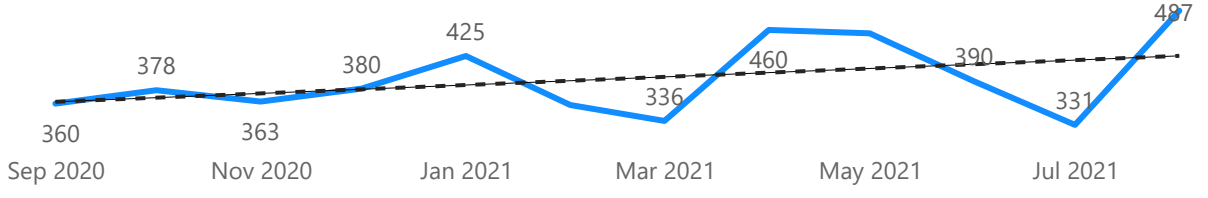

**Travel Time (5 year aggregate):**

- *Fire incident* performance gap of 2 minutes and 40 seconds, 66.7% over target.
- *Medical incident* performance gap of 2 minutes and 28 seconds, 61.7% over target.
- *Hazardous materials incident* performance gap of 3 minutes and 13 seconds, 80.4% over target.
- *Technical rescue incident* performance gap of 3 minutes and 15 seconds, 81.1% over target.

Travel time is the largest gap in performance and has remained fairly consistent over the last 5 years.




Increasing travel times over the last fiscal year are indicative of a need to increase availability and distribution of resources across the jurisdiction:




**Availability:**

Availability at station 9 is under 70%, the lowest in the city. Additionally stations 29, 19, 35, 3, and 6 are all under 80%. Areas of low availability may indicate the need to add additional resources.

# Plan for Maintaining and Improving Response Capabilities

The department is committed to a process of continuous improvement and to embedding this policy in its culture. The standards of cover developed herein are an effort to quantify current performance and establish concrete levels for future improvement. These standards will be evaluated continually and will be updated each year. Moreover, as previously indicated, the SOC will be a permanent part of the department's budget development and community-driven strategic planning processes.

To ensure the agency is meeting or approaching current service level objectives, continuous monitoring of service level baselines must be conducted in a regular basis. EPFD begins the review process by conducting a community risk assessment, including the response demands within each zone and the identified risks within. Changes in community demographics and growth over the previous twelve-month period are reviewed. The team determines if there have been any changes within planning zones, changes to service demands, or changes in standards or operations that impact the service level objectives or the Standard of Cover document.

The team also reviews service level baselines and system performance. Included in the review are a summary of the results of the service level objectives, a comparison of current results to previous results and calculations of the difference in results between time periods. To aid in the collection and presentation of this information, the team works as a group to assemble all required information and assist the EPFD administration in the interpretation of data and considerations for improvement towards achieving benchmarks objectives. The service level objectives are incorporated for fire and other emergencies, in self-assessment manual revision. Findings of the self-assessment review are translated, where needed, into budgetary requests for the coming fiscal year budget preparation.

# Plan for Maintaining and Improving Response Capabilities

Plan to improve alarm-handling time:
EPFD Communications Division will continue to monitor dispatcher procedure to prevent call-stacking. An intermediate goal of one minute and twenty seconds for non-medical incidents in all population category areas will be monitored until the performance gap falls below 20%. A monthly review of alarm-handling times will be conducted by senior staff to ensure that alarm-handling times continue to improve.

Plan to improve turnout time:
EPFD operations deputy chiefs will monitor turnout times for all emergency medical responses. An intermediate goal of one minute and twenty seconds for medical incidents in all population category areas will be monitored until the performance gap falls below 20%. A monthly review of alarm-handling times will be conducted by senior staff to ensure that turnout times continue to improve.

Plan to improve travel time/ availability:
A resource allocation analysis will be conducted by the EPFD Organization Research and Development division to be completed by December 31, 2022 to determine resource distribution needed to improve travel time and availability.

# Correlation to CFAI Accreditation Model

| PI/CC | PI/CC Text | CRA/SOC Page |
|---|---|---|
| 2A.1 | Service area boundaries for the agency are identified, documented and legally adopted by the authority having jurisdiction. | 1.1.5 |
| 2A.2 | Boundaries for other service responsibility areas, such as automatic aid, mutual aid and contract areas, are identified, documented and appropriately approved by the authority having jurisdiction. | 1.1.6 |
| CC 2A.3 | The agency has a documented and adopted methodology for organizing the response area(s) into geographical planning zones. | 1.1.5 |
| CC 2A.4 | The agency assesses the community by planning zone and considers the population density within planning zones and population areas, as applicable, for the purpose of developing total response time standards. | 1.1.7 |
| 2A.5 | Data that include property. life, injury. environmental and other associated losses, as well as the human and physical assets preserved and/or saved, are recorded for a minimum of three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years. | 1.3.5 |
| 2A.6 | The agency utilizes its adopted planning zone methodology to identify response area characteristics such as population, transportation systems, area land use, topography, geography, geology, physiography, climate, hazards, risks, and service provision capability demands. | 1.1.7 |
| 2A.7 | Significant socioeconomic and demographic characteristics for the response area are identified, such as key employment types and centers, assessed values, blighted areas, and population earning characteristics. | 1.1.7 |
| 2A.8 | The agency identifies and documents all safety and remediation programs, such as fire prevention, public education, injury prevention, public health, and other similar programs, currently active within the response area. | 1.2.9 |
| 2A.9 | The agency defines and identifies infrastructure that is considered critical within each planning zone. | 1.1.7 |
| CC 2B.1 | The agency has a documented and adopted methodology for identifying, assessing, categorizing and classifying all risks (fire and non-fire) throughout the community or area of responsibility. | 1.3.1 |
| 2B.2 | The historical emergency and nonemergency service demands freguency for a minimum of three immediately previous years and the future probability of emergency and nonemergency service demands, by service type, have been identified and documented by planning zone. | 1.1.8 |
| 2B.3 | Event outputs and outcomes are assessed for three (initial accrediting agencies) to five (currently accredited agencies) immediately previous years. | 1.3.5 |
| CC 2B.4 | The agency's risk identification, analysis, categorization, and classification methodology has been utilized to determine and document the different categories and classes of risks within each planning zone. | 1.3.3 |
| 2B.5 | Fire protection and detection systems are incorporated into the risk analysis. | 1.3.5 |
| 2B.6 | The agency assesses critical infrastructure within the planning zones for capabilities and capacities to meet the demands posed by the risks. | 1.3.2<br>1.4.1 |
| 2B.7 | The agency engages other disciplines or groups within its community to compare and contrast risk assessments in order to identify gaps or future threats and risks. | |

# Correlation to CFAI Accreditation Model

| PI/CC | PI/CC Text | CRA/SOC Page |
|---|---|---|
| CC 2C.1 | Given the levels of risks, area of responsibility, demographics, and socioeconomic factors, the agency has determined, documented and adopted a methodology for the consistent provision of service levels in all service program areas through response coverage strategies. | 2.1.2 |
| CC 2C.2 | The agency has a documented and adopted methodology for monitoring its quality of emergency response performance for each service type within each planning zone and the total response area. | 2.2.1 |
| 2C.3 | Fire protection systems and detection systems are identified and considered in the development of appropriate response strategies. | 1.3.5 |
| CC 2C.4 | A critical task analysis of each risk category and risk class has been conducted to determine the first due and effective response force capabilities and a process is in place to validate and document the results. | 1.3.2 |
| CC 2C.5 | The agency has Identified the total response time components for delivery of services in each service program area and found those services consistent and reliable within the entire response area. | 2.1.8 |
| 2C.6 | The agency identifies outcomes for its programs and ties them to the community risk assessment during updates and adjustments of its programs, as needed. | 1.5.1 |
| 2C.7 | The agency has identified the total response time components for delivery of services in each service program area and assessed those services in each planning zone. | 2.1.8 |
| CC 2C.8 | The agency has Identified efforts to maintain and improve its performance In the delivery of its emergency services for the past three {initial accreditation agencies) to five {currently accredited agencies) immediately previous years. | 2.1.1 |
| 2C.9 | The agency's resiliency has been assessed through its deployment policies. procedures and practices. | 2.1.7 |
| CC 2D.1 | The agency has a documented and adopted methodology for assessing performance adequacy, consistency, reliability, resiliency and opportunities for improvement for the total response area. | 2.2.1 |
| 2D.2 | The agency continuously monitors, assesses and internally reports. at least quarterly. on the ability of the existing delivery system to meet expected outcomes and identifies and prioritizes remedial actions. | 2.1.8 |
| CC 2D.3 | The performance monitoring methodology identifies, at least annually, future external Influences, altering conditions, growth and development trends, and new or evolving risks, for purposes of analyzing the balance of service capabilities with new conditions or demands. | 1.4.2 |
| 2D.4 | The performance monitoring methodology supports the assessment of the efficiency and effectiveness of each service program at least annually in relation to industry research. | 2.2.1 |
| 2D.5 | Impacts of incident mitigation program efforts, such as community risk reduction. public education. and community service programs. are considered and assessed in the monitoring process. | 1.2.9 |
| CC 2D.6 | Performance gaps for the total response area. such as Inadequacies, Inconsistencies, and negative trends, are determined at least annually. | 2.2.2 |
| CC 2D.7 | The agency has systematically developed a continuous Improvement plan that details actions to be taken within an Identified timeframe to address existing gaps and variations. | 2.3.1 |
| 2D.8 | The agency seeks approval of its standards of cover by the authority having jurisdiction (AHJ). | 2.3.1 |

# Correlation to CFAI Accreditation Model

| PI/CC | PI/CC Text | CRA/SOC Page |
|---|---|---|
| CC 3B.3 | The agency solicits feedback and direct participation from internal and external stakeholders in the development, implementation and evaluation of the agency's goals and objectives. | 1.4.1 |
| 2D.10 | The agency interacts with external stakeholders and the AHJ at least once every three years to determine the stake holders' and AHJ's expectations for types and levels of services provided by the agency. | 1.4.1 |
| CC 8B.6 | The agency conducts a formal and documented program appraisal. at least annually. to determine the program's effectiveness and compliance with meeting the needs of the organization. | 2.3.1 |
| CC 5E.3 | The agency conducts a formal and documented program appraisal. at least annually, to determine the impacts, outcomes, and effectiveness of the program, and to measure its performance toward meeting the agency's goals and objectives. | 2.3.1 |
| CC 5A.7 | The agency conducts a formal and documented program appraisal, at least annually, to determine the program's impacts and outcomes, and to measure performance and progress in reducing risk based on the community risk assessment/standards of cover. | 2.3.1 |
| CC 2D.9 | On at least an annual basis, the agency formally notifies the AHJ of any gaps In current capabilities, capacity and the level of service provided within its delivery system to mitigate the identified risks within Its service area. as identified in its community risk assessment /standards of cover. | 2.3.1 |

# Appendix 1 - Critical Task Analysis Tables

## Critical Task Analysis Tables

### Low Risk Medical Incidents

| Task | Personnel |
|---|---|
| Command | 1 |
| Treatment | 1 |
| **Total** | **2** |

### Special Risk Medical Incidents

| Task | Personnel |
|---|---|
| BLS | 12 |
| Evacuation | 3 |
| Triage | 3 |
| ALS | 2 |
| Command | 2 |
| Safety | 1 |
| Staging | 1 |
| Transport | 1 |
| **Total** | **25** |

### Moderate Risk Medical Incidents

| Task | Personnel |
|---|---|
| Transport | 1 |
| Command | 1 |
| BLS | 1 |
| ALS | 1 |
| **Total** | **4** |

### High Risk Medical Incidents

| Task | Personnel |
|---|---|
| Command | 1 |
| Safety | 1 |
| Transport Officer | 1 |
| ALS | 2 |
| Triage | 3 |
| BLS | 9 |
| **Total** | **17** |

# Appendix 1 - Critical Task Analysis Tables

## Critical Task Analysis Tables

### Low Risk Tech Rescue Incidents

| Task | Personnel |
|---|---|
| Command/ Safety | 1 |
| Rescue | 2 |
| **Total** | **3** |

### Moderate Risk Tech Rescue Incidents

| Task | Personnel |
|---|---|
| Triage | 3 |
| Transport Officer | 1 |
| Safety | 1 |
| Command | 1 |
| BLS | 9 |
| ALS | 2 |
| **Total** | **17** |

### High Risk Tech Rescue Incidents

| Task | Personnel |
|---|---|
| Accountability | 1 |
| ALS | 1 |
| Attendant | 1 |
| BLS | 1 |
| Command | 1 |
| COMMS System | 1 |
| Entry Team Officer | 1 |
| Safety | 1 |
| Task Force Leader | 1 |
| Air Monitoring/Ventilation | 2 |
| Air Supply Team | 2 |
| Backup Team | 2 |
| Decon | 2 |
| Entry Team | 2 |
| Medical Evaluation | 2 |
| Rope System Team | 4 |
| **Total** | **25** |

### Special Risk Tech Rescue Incidents

| Task | Personnel |
|---|---|
| Search/ Triage | 8 |
| BLS | 5 |
| Rope System Team | 4 |
| Air Monitoring/Ventilation | 2 |
| Air Supply Team | 2 |
| Backup Team | 2 |
| Decon | 2 |
| Entry Team | 2 |
| Medical Evaluation | 2 |
| Accountability | 1 |
| ALS | 1 |
| Attendant | 1 |
| Command | 1 |
| COMMS System | 1 |
| Entry Team Officer | 1 |
| Safety | 1 |
| Task Force Leader | 1 |
| **Total** | **37** |

# Appendix 1 - Critical Task Analysis Tables

## Critical Task Analysis Tables

### Low Risk ARFF Incidents

| Task | Personnel |
|---|---|
| Station Standby | 4 |
| **Total** | **4** |

### Special Risk ARFF Incidents

| Task | Personnel |
|---|---|
| Medical/ Support | 28 |
| Extinguishment | 2 |
| Rescue Standby | 2 |
| Command | 1 |
| Safety | 1 |
| **Total** | **34** |

### Moderate Risk ARFF Incidents

| Task | Personnel |
|---|---|
| Runway Standby | 4 |
| **Total** | **4** |

### High Risk ARFF Incidents

| Task | Personnel |
|---|---|
| Command | 1 |
| Safety | 1 |
| Extinguishment | 2 |
| Rescue Standby | 2 |
| Medical/ Support | 16 |
| **Total** | **22** |

# Appendix 1 - Critical Task Analysis Tables

## Critical Task Analysis Tables

### Low Risk Fire Incidents

| Task | Personnel |
|---|---|
| Attack Line | 1 |
| Command | 1 |
| Pump Operator | 1 |
| **Total** | **3** |

### Moderate Risk Fire Incidents

| Task | Personnel |
|---|---|
| Utilities/Ventilation/Ground Ladders | 3 |
| Search & Rescue/Forcible Entry | 2 |
| Safety/Atmospheric Monitoring | 1 |
| RIC | 3 |
| Fire Attack w/ water supply | 3 |
| Command/Accountability | 1 |
| Back-up Line | 2 |
| **Total** | **15** |

### High Risk Fire Incidents

| Task | Personnel |
|---|---|
| Accountability | 1 |
| Command | 1 |
| Safety | 1 |
| Back-up | 2 |
| Medical | 2 |
| Water Supply | 2 |
| Fire Attack | 4 |
| RIC | 4 |
| Search & Rescue/Forcible Entry | 4 |
| Utilities/Vent./Ground Ladder | 4 |
| **Total** | **25** |

### Special Risk Fire Incidents

| Task | Personnel |
|---|---|
| Fire Attack | 6 |
| Evacuation Team | 4 |
| Medical | 4 |
| RIC | 4 |
| Search & Rescue/Forcible Entry | 4 |
| Utilities/Ventilation/Ground Ladders | 4 |
| Command | 2 |
| Equipment Transport | 2 |
| Interior Operations Command | 2 |
| Rehab | 2 |
| Water Supply | 2 |
| Elevator Support | 1 |
| External Base | 1 |
| Interior Staging | 1 |
| Lobby Control | 1 |
| Safety Officer | 1 |
| **Total** | **41** |

# Appendix 1 - Critical Task Analysis Tables

## Critical Task Analysis Tables

### Low Risk Hazmat Incidents

| Task | Personnel |
|---|---|
| Command/ Safety | 1 |
| Mitigation | 2 |
| **Total** | **3** |

### Moderate Risk Hazmat Incidents

| Task | Personnel |
|---|---|
| Water Supply | 3 |
| Safety | 1 |
| Rehab | 2 |
| Mitigation | 6 |
| Decon | 2 |
| Command/Accountability | 1 |
| Air Monitoring | 1 |
| **Total** | **16** |

### High Risk Hazmat Incidents

| Task | Personnel |
|---|---|
| Accountability | 1 |
| Air Monitoring | 1 |
| Command | 1 |
| Safety | 1 |
| Decon Team | 2 |
| Rehab | 2 |
| Research | 2 |
| Evacuation | 6 |
| Mitigation Support | 6 |
| Water Supply | 6 |
| **Total** | **28** |

### Special Risk Hazmat Incidents

| Task | Personnel |
|---|---|
| Evacuation Team | 6 |
| Water Supply | 6 |
| Decon Support | 3 |
| Decon Team | 3 |
| Mitigation Support | 3 |
| Rehab | 3 |
| Back Up Team | 2 |
| Back Up Team Support | 2 |
| Entry Team | 2 |
| Entry Team Support | 2 |
| Medical Evaluation | 2 |
| Research | 2 |
| Accountability | 1 |
| Air Monitoring | 1 |
| Command | 1 |
| Entry Team Officer | 1 |
| Safety | 1 |
| Task Force Leader | 1 |
| **Total** | **42** |

# Current Deployment and Performance (5 Year Aggregate)

## Medical Incidents

For 90 percent of all emergency incidents, the alarm handling time is: 2 minutes and 33 seconds in all areas.

---

For 90 percent of all emergency incidents, the turnout for all units is: 1 minutes and 29 seconds in all areas;

---

For 90 percent of all Medical incidents, the travel time for the arrival of the first unit, staffed with a minimum of 2 personnel, is: 6 minutes and 28 seconds in urban areas; and 9 minutes and 3 seconds in rural areas.

---

For 90 percent of all moderate risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 4 personnel, is: 8 minutes and 52 seconds in urban areas; and 10 minutes and 31 seconds in rural areas.

---

For 90 percent of all high risk Medical incidents, the travel time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 9 minutes and 18 seconds in urban areas; and  not enough data to calculate in rural areas.

---

For 90 percent of all Medical incidents, the total response time for the arrival of the first unit, staffed with a minimum of 2 fire personnel, is: 8 minutes and 22 seconds in urban areas; and 11 minutes and 47 seconds in rural areas.

---

For 90 percent of all moderate risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 4 fire personnel, is: 10 minutes and 37 seconds in urban areas; and 11 minutes and 55 seconds in rural areas.

---

For 90 percent of all high risk Medical incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 17 fire personnel, is: 11 minutes and 34 seconds in urban areas; and  not enough data to calculate in rural areas.

# Appendix 2 - Baseline Performance Table

## Tech Rescue Incidents - All Areas

| Low/Moderate Risk Technical Rescue-90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:38 | 01:36 | 01:45 | 01:35 | 01:43 | 01:34 |
| | | | n= | 1408 | 344 | 256 | 287 | 266 | 255 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:30 | 01:33 | 01:38 | 01:27 | 01:26 | 01:24 |
| | | | n= | 3301 | 789 | 794 | 576 | 600 | 542 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:15 | 07:41 | 07:10 | 07:14 | 07:13 | 06:52 |
| | | | n= | 1353 | 301 | 271 | 284 | 253 | 244 |
| | | Rural | 10:00 | 09:26 | NA | NA | NA | NA | NA |
| | | | n= | 56 | 8 | 7 | 8 | 5 | 6 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:51 | NA | NA | NA | NA | NA |
| | | | n= | 20 | 2 | 6 | 6 | 4 | 2 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 1 | 3 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:46 | 08:41 | 08:57 | 08:56 | 09:13 | 08:15 |
| | | | n= | 1475 | 372 | 285 | 294 | 263 | 261 |
| | | Rural | 12:24 | 10:33 | 10:28 | 00:00 | 10:38 | 10:03 | 10:10 |
| | | | n= | 56 | 11 | 10 | 12 | 12 | 11 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 09:49 | 06:27 | 10:14 | 10:27 | 10:33 | 09:57 |
| | | | n= | 79 | 19 | 24 | 12 | 13 | 11 |
| | | Rural | 16:24 | 02:48 | NA | NA | NA | NA | NA |
| | | | n= | 12 | 3 | 1 | 2 | 4 | 2 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | 08:58 | NA | NA | NA | NA | NA |
| | | | n= | 19 | 7 | 4 | 4 | 3 | 1 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 1 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Medical Incidents - All Areas

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:33 | 01:35 | 01:43 | 01:30 | 01:29 | 01:27 |
| | | | n= | 169270 | 28952 | 33060 | 35473 | 36901 | 34884 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:29 | 01:36 | 01:33 | 01:27 | 01:26 | 01:19 |
| | | | n= | 495631 | 101243 | 95692 | 100827 | 100259 | 97610 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:28 | 06:39 | 06:38 | 06:25 | 06:20 | 06:17 |
| | | | n= | 264323 | 53758 | 50552 | 52168 | 52033 | 55812 |
| | | Rural | 10:00 | 09:03 | 09:27 | 08:57 | 08:24 | 09:10 | 09:20 |
| | | | n= | 416 | 82 | 65 | 75 | 78 | 61 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:52 | 08:12 | 07:59 | 07:45 | 07:42 | 07:34 |
| | | | n= | 208751 | 43101 | 40288 | 42969 | 42598 | 39795 |
| | | Rural | 12:00 | 09:31 | 09:39 | 09:26 | 09:51 | 09:25 | 09:34 |
| | | | n= | 221 | 56 | 41 | 48 | 38 | 38 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:18 | NA | NA | 00:00 | NA | 09:49 |
| | | | n= | 44 | 9 | 8 | 10 | 6 | 11 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:22 | 08:38 | 08:37 | 08:17 | 08:10 | 08:01 |
| | | | n= | 268990 | 54774 | 51474 | 53052 | 52922 | 56768 |
| | | Rural | 12:30 | 10:47 | 11:03 | 10:24 | 10:26 | 11:08 | 10:41 |
| | | | n= | 416 | 97 | 79 | 82 | 88 | 70 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:37 | 09:59 | 09:49 | 09:32 | 09:26 | 09:09 |
| | | | n= | 226316 | 47551 | 43978 | 46118 | 45879 | 42790 |
| | | Rural | 14:30 | 10:55 | 11:13 | 10:49 | 11:29 | 10:47 | 11:02 |
| | | | n= | 313 | 80 | 63 | 64 | 58 | 48 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | 10:34 | 11:08 | 00:00 | 10:31 | 09:35 | 10:45 |
| | | | n= | 71 | 11 | 10 | 16 | 15 | 19 |
| | | Rural | 18:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 1 | 0 | 0 | 1 |

# Appendix 2 - Baseline Performance Table

## Hazmat Incidents - All Areas

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:35 | 01:36 | 01:41 | 01:33 | 01:36 | 01:30 |
| | | | n= | 3995 | 762 | 909 | 783 | 851 | 690 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 01:29 | 01:25 | 01:21 | 01:19 | 01:15 |
| | | | n= | 11371 | 1804 | 2417 | 2473 | 2518 | 2159 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:13 | 07:21 | 07:22 | 07:15 | 07:04 | 07:12 |
| | | | n= | 4038 | 746 | 862 | 822 | 865 | 743 |
| | | Rural | 10:00 | 09:34 | NA | NA | NA | NA | NA |
| | | | n= | 15 | 3 | 2 | 3 | 1 | 3 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:34 | 09:14 | 09:34 | 09:32 | 09:42 | 09:49 |
| | | | n= | 596 | 76 | 110 | 147 | 139 | 124 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 2 | 1 | 0 | 1 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:50 | 09:00 | 08:57 | 08:46 | 08:36 | 08:48 |
| | | | n= | 4273 | 801 | 955 | 855 | 895 | 767 |
| | | Rural | 12:24 | 11:13 | NA | NA | NA | NA | NA |
| | | | n= | 15 | 3 | 3 | 3 | 1 | 5 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:13 | 10:49 | 11:06 | 11:20 | 11:22 | 11:18 |
| | | | n= | 789 | 113 | 161 | 176 | 176 | 163 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 2 | 1 | 0 | 0 | 0 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 2 | 0 | 2 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Fire Incidents - All Areas

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:33 | 01:36 | 01:40 | 01:31 | 01:32 | 01:29 |
| | | | n= | 5983 | 1162 | 1177 | 1169 | 1200 | 1275 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 01:28 | 01:25 | 01:21 | 01:19 | 01:14 |
| | | | n= | 23558 | 4899 | 4667 | 4875 | 4433 | 4684 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:40 | 06:36 | 06:46 | 06:45 | 06:40 | 06:39 |
| | | | n= | 6062 | 1278 | 1205 | 1155 | 1168 | 1256 |
| | | Rural | 10:00 | 08:42 | NA | NA | NA | NA | 00:00 |
| | | | n= | 39 | 2 | 8 | 8 | 7 | 10 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:24 | 09:12 | 09:37 | 09:23 | 09:38 | 09:33 |
| | | | n= | 759 | 187 | 153 | 139 | 115 | 165 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:37 | 09:35 | 10:04 | 09:35 | 09:10 | 09:60 |
| | | | n= | 140 | 34 | 19 | 30 | 27 | 30 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:21 | 08:16 | 08:33 | 08:26 | 08:24 | 08:10 |
| | | | n= | 6353 | 1359 | 1243 | 1211 | 1222 | 1318 |
| | | Rural | 12:24 | 10:56 | NA | NA | NA | NA | 10:54 |
| | | | n= | 39 | 4 | 8 | 8 | 8 | 11 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 10:51 | 10:50 | 10:55 | 10:53 | 10:51 | 11:00 |
| | | | n= | 939 | 220 | 193 | 175 | 154 | 197 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 3 | 0 | 0 | 1 | 1 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:29 | 10:38 | 10:49 | 10:03 | 10:36 | 10:20 |
| | | | n= | 256 | 65 | 43 | 46 | 50 | 52 |
| | | Rural | 18:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## ARFF Incidents - All Areas

| Low/Moderate Risk Aircraft Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:32 | 01:13 | 01:52 | 01:28 | 01:44 | 01:30 |
| | | | n= | 204 | 45 | 27 | 52 | 46 | 34 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:25 | 01:21 | 01:39 | 01:26 | 01:23 | 01:22 |
| | | | n= | 1040 | 183 | 125 | 279 | 296 | 157 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 02:00 | 05:21 | 04:44 | 04:51 | 05:51 | 05:52 | 06:50 |
| | | | n= | 217 | 59 | 32 | 47 | 44 | 35 |
| | | Rural | 02:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 03:00 | 06:49 | 06:48 | 06:49 | 06:45 | 07:11 | 06:48 |
| | | | n= | 140 | 36 | 24 | 34 | 30 | 16 |
| | | Rural | 03:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 0 | 1 | 3 | 1 | 1 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 03:00 | 06:39 | 05:24 | 06:08 | 07:12 | 06:47 | 07:28 |
| | | | n= | 224 | 59 | 32 | 49 | 45 | 39 |
| | | Rural | 03:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 04:00 | 07:53 | 07:46 | 08:22 | 08:08 | 08:50 | 07:04 |
| | | | n= | 146 | 40 | 24 | 34 | 31 | 17 |
| | | Rural | 04:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:24 | NA | NA | NA | NA | NA |
| | | | n= | 14 | 1 | 1 | 8 | 3 | 1 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 3 ARFF Incidents

| # Aircraft Rescue Incidents In Battalion 3 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 5 Demand Zone | | 0 | 0 | 0 | 0 | 0 |
| Station 7 Demand Zone | | 0 | 0 | 0 | 0 | 0 |
| Station 20 Demand Zone | 234 | 32 | 51 | 59 | 39 | 40 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Aircraft Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:32 | 01:13 | 01:52 | 01:28 | 01:44 | 01:30 |
| | | | n= | 204 | 45 | 27 | 52 | 46 | 34 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:25 | 01:21 | 01:39 | 01:26 | 01:23 | 01:22 |
| | | | n= | 1040 | 183 | 125 | 279 | 296 | 157 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 02:00 | 05:21 | 04:44 | 04:51 | 05:51 | 05:52 | 06:50 |
| | | | n= | 217 | 59 | 32 | 47 | 44 | 35 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 03:00 | 06:49 | 06:48 | 06:49 | 06:45 | 07:11 | 06:48 |
| | | | n= | 140 | 36 | 24 | 34 | 30 | 16 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 0 | 1 | 3 | 1 | 1 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 03:00 | 06:39 | 05:24 | 06:08 | 07:12 | 06:47 | 07:28 |
| | | | n= | 224 | 59 | 32 | 49 | 45 | 39 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 04:00 | 07:53 | 07:46 | 08:22 | 08:08 | 08:50 | 07:04 |
| | | | n= | 146 | 40 | 24 | 34 | 31 | 17 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:24 | NA | NA | NA | NA | NA |
| | | | n= | 14 | 1 | 1 | 8 | 3 | 1 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 1 Fire Incidents

| # Fire Suppression Incidents In Battalion 1 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 3 Demand Zone | 87 | 16 | 20 | 15 | 12 | 17 |
| Station 10 Demand Zone | 82 | 22 | 13 | 21 | 15 | 16 |
| Station 8 Demand Zone | 114 | 24 | 16 | 22 | 23 | 16 |
| Station 11 Demand Zone | 110 | 18 | 27 | 19 | 25 | 53 |
| Station 9 Demand Zone | 171 | 22 | 24 | 40 | 37 | 48 |
| Station 1 Demand Zone | 171 | 28 | 20 | 34 | 42 | 43 |
| | | | | | | |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:33 | 01:35 | 01:46 | 01:26 | 01:33 | 01:29 |
| | | | n= | 686 | 160 | 118 | 143 | 118 | 147 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:27 | 01:31 | 01:32 | 01:25 | 01:20 | 01:25 |
| | | | n= | 2733 | 675 | 500 | 623 | 396 | 539 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 05:42 | 05:46 | 05:40 | 05:08 | 06:19 | 05:54 |
| | | | n= | 708 | 182 | 124 | 140 | 114 | 148 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:58 | 07:52 | 08:52 | 08:26 | NA | 07:55 |
| | | | n= | 91 | 25 | 19 | 15 | 8 | 24 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:07 | 08:44 | NA | 09:11 | NA | NA |
| | | | n= | 47 | 14 | 7 | 14 | 6 | 6 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 07:29 | 07:32 | 07:36 | 06:45 | 07:58 | 07:35 |
| | | | n= | 730 | 186 | 127 | 148 | 119 | 150 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 09:50 | 09:57 | 10:23 | 10:42 | NA | 08:57 |
| | | | n= | 99 | 28 | 22 | 15 | 8 | 26 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:41 | 10:54 | 10:18 | 11:34 | NA | NA |
| | | | n= | 60 | 17 | 11 | 16 | 8 | 8 |
| | | Rural | 18:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 2 Fire Incidents

| # Fire Suppression Incidents In Battalion 2 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 31 Demand Zone | 135 | 26 | 30 | 24 | 25 | 33 |
| Station 27 Demand Zone | 183 | 32 | 47 | 44 | 34 | 48 |
| Station 22 Demand Zone | 212 | 43 | 46 | 47 | 39 | 43 |
| Station 15 Demand Zone | 194 | 47 | 36 | 34 | 41 | 46 |
| Station 2 Demand Zone | 241 | 50 | 54 | 49 | 46 | 46 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:37 | 01:47 | 01:38 | 01:32 | 01:36 | 01:31 |
| | | | n= | 897 | 153 | 183 | 183 | 204 | 174 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:25 | 01:31 | 01:32 | 01:20 | 01:25 | 01:17 |
| | | | n= | 3342 | 559 | 733 | 816 | 639 | 595 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:38 | 07:02 | 07:55 | 07:49 | 07:39 | 07:24 |
| | | | n= | 886 | 158 | 185 | 183 | 194 | 166 |
| | | Rural | 10:00 | 00:00 | NA | NA | NA | NA | NA |
| | | | n= | 13 | 0 | 3 | 1 | 4 | 2 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:47 | 09:44 | 09:39 | 09:47 | 10:03 | 09:41 |
| | | | n= | 75 | 12 | 16 | 15 | 11 | 21 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 1 | 1 | 1 | 0 | 1 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 09:09 | 08:40 | 09:36 | 09:29 | 09:15 | 08:40 |
| | | | n= | 937 | 163 | 192 | 194 | 205 | 183 |
| | | Rural | 12:24 | 10:54 | NA | NA | NA | NA | NA |
| | | | n= | 13 | 2 | 3 | 1 | 4 | 3 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 11:03 | 11:08 | 10:41 | 11:19 | 11:27 | 11:07 |
| | | | n= | 132 | 24 | 24 | 30 | 25 | 29 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:05 | NA | NA | NA | NA | NA |
| | | | n= | 18 | 3 | 6 | 5 | 2 | 2 |
| | | Rural | 18:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 3 Fire Incidents

| # Fire Suppression Incidents In Battalion 3 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 20 Demand Zone | 192 | 38 | 34 | 42 | 42 | 33 |
| Station 7 Demand Zone | 242 | 57 | 45 | 47 | 42 | 42 |
| Station 5 Demand Zone | 240 | 49 | 43 | 49 | 53 | 79 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:35 | 01:42 | 01:37 | 01:35 | 01:39 | 01:18 |
| | | | n= | 632 | 114 | 138 | 130 | 116 | 134 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:15 | 01:19 | 01:17 | 01:13 | 01:17 | 01:10 |
| | | | n= | 2635 | 528 | 539 | 601 | 444 | 523 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:07 | 06:35 | 06:10 | 05:47 | 05:39 | 06:20 |
| | | | n= | 646 | 128 | 139 | 133 | 116 | 130 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:36 | 08:05 | 07:49 | 07:07 | 08:39 | 07:15 |
| | | | n= | 92 | 21 | 27 | 18 | 14 | 12 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 08:56 | NA | NA | NA | NA | NA |
| | | | n= | 34 | 5 | 4 | 8 | 8 | 9 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 07:36 | 07:55 | 07:51 | 07:29 | 07:32 | 07:13 |
| | | | n= | 670 | 131 | 143 | 138 | 122 | 136 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 09:34 | 10:18 | 10:16 | 08:38 | 10:41 | 08:43 |
| | | | n= | 94 | 22 | 27 | 19 | 14 | 12 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:09 | 00:00 | NA | NA | NA | 09:35 |
| | | | n= | 45 | 10 | 6 | 9 | 9 | 11 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 4 Fire Incidents

| # Fire Suppression Incidents In Battalion 4 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 25 Demand Zone | 191 | 31 | 52 | 28 | 44 | 56 |
| Station 14 Demand Zone | 185 | 35 | 25 | 32 | 51 | 34 |
| Station 19 Demand Zone | 207 | 37 | 36 | 42 | 53 | 55 |
| Station 24 Demand Zone | 253 | 54 | 40 | 44 | 56 | 57 |
| Station 18 Demand Zone | 443 | 87 | 82 | 74 | 89 | 90 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:35 | 01:32 | 01:44 | 01:33 | 01:33 | 01:33 |
| | | | n= | 1178 | 243 | 223 | 210 | 229 | 273 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:21 | 01:25 | 01:22 | 01:22 | 01:21 | 01:12 |
| | | | n= | 4659 | 1098 | 872 | 811 | 862 | 1016 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:18 | 06:36 | 06:20 | 06:06 | 06:15 | 06:39 |
| | | | n= | 1228 | 282 | 236 | 206 | 226 | 278 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:12 | 08:48 | 09:33 | 09:35 | 09:40 | 09:12 |
| | | | n= | 207 | 60 | 38 | 30 | 31 | 48 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 10:01 | NA | NA | NA | NA | 10:03 |
| | | | n= | 25 | 3 | 4 | 2 | 5 | 11 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:02 | 08:15 | 07:54 | 08:05 | 07:55 | 08:06 |
| | | | n= | 1304 | 315 | 245 | 218 | 235 | 291 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 10:51 | 10:36 | 11:20 | 11:04 | 10:48 | 10:55 |
| | | | n= | 224 | 64 | 42 | 31 | 35 | 52 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:36 | 00:00 | NA | NA | NA | 11:42 |
| | | | n= | 43 | 10 | 9 | 4 | 7 | 13 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 5 Fire Incidents

| # Fire Suppression Incidents In Battalion 5 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 30 Demand Zone | 106 | 21 | 18 | 31 | 18 | 28 |
| Station 34 Demand Zone | 139 | 29 | 27 | 25 | 29 | 16 |
| Station 23 Demand Zone | 192 | 45 | 42 | 32 | 30 | 47 |
| Station 28 Demand Zone | 160 | 25 | 36 | 31 | 36 | 49 |
| Station 21 Demand Zone | 231 | 48 | 40 | 42 | 54 | 44 |
| Station 12 Demand Zone | 230 | 26 | 47 | 39 | 57 | 51 |
| Station 16 Demand Zone | 373 | 70 | 74 | 79 | 72 | 88 |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:32 | 01:37 | 01:40 | 01:28 | 01:26 | 01:26 |
| | | | n= | 1302 | 254 | 241 | 258 | 267 | 282 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 01:32 | 01:27 | 01:20 | 01:17 | 01:10 |
| | | | n= | 5381 | 1172 | 992 | 1042 | 1164 | 1011 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:21 | 06:29 | 06:32 | 06:22 | 05:57 | 06:24 |
| | | | n= | 1329 | 288 | 244 | 256 | 267 | 274 |
| | | Rural | 10:00 | 08:07 | NA | NA | NA | NA | NA |
| | | | n= | 22 | 2 | 4 | 7 | 3 | 5 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:24 | 09:38 | 09:45 | 09:10 | 09:12 | 08:57 |
| | | | n= | 162 | 38 | 32 | 33 | 28 | 31 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:03 | NA | NA | NA | NA | NA |
| | | | n= | 19 | 9 | 0 | 3 | 5 | 2 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 07:59 | 08:08 | 08:24 | 07:54 | 07:51 | 07:53 |
| | | | n= | 1396 | 313 | 252 | 266 | 275 | 290 |
| | | Rural | 12:24 | 10:52 | NA | NA | NA | NA | NA |
| | | | n= | 22 | 2 | 4 | 7 | 4 | 5 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 10:44 | 11:25 | 11:41 | 10:40 | 10:10 | 10:44 |
| | | | n= | 197 | 45 | 38 | 40 | 35 | 39 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 3 | 0 | 0 | 1 | 1 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 09:53 | 10:45 | NA | NA | 10:36 | NA |
| | | | n= | 51 | 17 | 5 | 7 | 13 | 9 |
| | | Rural | 18:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 6 Fire Incidents

| # Fire Suppression Incidents In Battalion 6 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 35 Demand Zone | 57 | 10 | 12 | 11 | 12 | 5 |
| Station 33 Demand Zone | 151 | 30 | 32 | 28 | 28 | 24 |
| Station 26 Demand Zone | 168 | 34 | 37 | 28 | 34 | 25 |
| Station 37 Demand Zone | 237 | 61 | 47 | 39 | 44 | 37 |
| Station 6 Demand Zone | 205 | 48 | 35 | 41 | 46 | 52 |
| Station 29 Demand Zone | 233 | 39 | 48 | 47 | 54 | 39 |
| Station 17 Demand Zone | 279 | 63 | 59 | 53 | 56 | 38 |

| Low/Moderate Risk Fire Suppression- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:33 | 01:27 | 01:39 | 01:34 | 01:32 | 01:32 |
| | | | n= | 1226 | 224 | 264 | 228 | 256 | 254 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:21 | 01:28 | 01:23 | 01:20 | 01:16 | 01:15 |
| | | | n= | 4669 | 820 | 1007 | 969 | 891 | 982 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:58 | 06:50 | 06:56 | 07:04 | 07:07 | 06:59 |
| | | | n= | 1265 | 240 | 277 | 237 | 251 | 260 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 0 | 1 | 0 | 0 | 3 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 09:55 | 09:31 | 10:07 | 09:44 | 09:55 | 10:01 |
| | | | n= | 132 | 31 | 21 | 28 | 23 | 29 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 10:06 | NA | NA | NA | NA | NA |
| | | | n= | 11 | 2 | 3 | 2 | 3 | 1 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:50 | 08:49 | 08:45 | 08:53 | 09:07 | 08:45 |
| | | | n= | 1316 | 251 | 284 | 247 | 266 | 268 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 0 | 1 | 0 | 0 | 3 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:24 | 11:18 | 11:33 | 11:05 | 11:07 | 10:60 | 11:31 |
| | | | n= | 193 | 37 | 40 | 40 | 37 | 39 |
| | | Rural | 14:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:24 | 10:40 | NA | NA | NA | 10:25 | NA |
| | | | n= | 39 | 8 | 6 | 5 | 11 | 9 |
| | | Rural | 18:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 1 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 1 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 11 Demand Zone | 57 | 16 | 10 | 10 | 7 | 15 |
| Station 8 Demand Zone | 81 | 11 | 25 | 19 | 8 | 13 |
| Station 10 Demand Zone | 75 | 15 | 10 | 28 | 13 | 12 |
| Station 3 Demand Zone | 97 | 17 | 20 | 19 | 17 | 22 |
| Station 9 Demand Zone | 84 | 15 | 16 | 19 | 17 | 15 |
| Station 1 Demand Zone | 90 | 17 | 17 | 12 | 25 | 21 |
| | | | | | | |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:36 | 01:39 | 01:41 | 01:26 | 01:48 | 01:26 |
| | | | n= | 445 | 96 | 85 | 98 | 91 | 75 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:25 | 01:34 | 01:30 | 01:21 | 01:19 | 01:21 |
| | | | n= | 1634 | 308 | 306 | 405 | 338 | 277 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 05:46 | 06:43 | 06:13 | 06:52 | 05:31 | 05:37 |
| | | | n= | 459 | 98 | 84 | 102 | 92 | 83 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:01 | 07:32 | 08:59 | 09:40 | 08:34 | 09:07 |
| | | | n= | 135 | 19 | 23 | 38 | 29 | 26 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 07:34 | 08:26 | 07:54 | 07:51 | 07:26 | 07:04 |
| | | | n= | 480 | 101 | 90 | 106 | 96 | 87 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 10:38 | 10:17 | 11:12 | 10:42 | 10:46 | 10:46 |
| | | | n= | 142 | 21 | 25 | 38 | 30 | 28 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 0 | 0 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 2 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 2 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 27 Demand Zone | 132 | 21 | 37 | 29 | 14 | 28 |
| Station 31 Demand Zone | 92 | 22 | 25 | 9 | 17 | 17 |
| Station 15 Demand Zone | 127 | 32 | 35 | 20 | 22 | 32 |
| Station 2 Demand Zone | 131 | 30 | 23 | 34 | 24 | 23 |
| Station 22 Demand Zone | 170 | 37 | 33 | 28 | 29 | 50 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:36 | 01:38 | 01:43 | 01:34 | 01:41 | 01:27 |
| | | | n= | 598 | 120 | 133 | 100 | 149 | 96 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:27 | 01:29 | 01:28 | 01:23 | 01:25 | 01:21 |
| | | | n= | 1667 | 302 | 362 | 303 | 407 | 293 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:54 | 08:16 | 07:01 | 08:21 | 07:56 | 07:58 |
| | | | n= | 599 | 116 | 130 | 109 | 145 | 99 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 11 | 3 | 2 | 3 | 0 | 1 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:45 | 09:41 | 09:20 | 09:56 | 10:09 | NA |
| | | | n= | 62 | 13 | 11 | 11 | 20 | 7 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 09:17 | 09:47 | 08:58 | 09:31 | 09:34 | 09:01 |
| | | | n= | 635 | 126 | 138 | 116 | 152 | 103 |
| | | Rural | 12:24 | 11:36 | NA | NA | NA | NA | NA |
| | | | n= | 11 | 3 | 3 | 3 | 0 | 2 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:10 | 11:38 | 09:47 | 11:39 | 11:41 | 09:54 |
| | | | n= | 107 | 20 | 23 | 18 | 31 | 15 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 3 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 3 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 7 Demand Zone | 199 | 43 | 53 | 49 | 19 | 47 |
| Station 20 Demand Zone | 167 | 34 | 27 | 33 | 36 | 41 |
| Station 5 Demand Zone | 210 | 63 | 38 | 43 | 37 | 37 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:34 | 01:36 | 01:39 | 01:38 | 01:27 | 01:31 |
| | | | n= | 508 | 93 | 122 | 112 | 101 | 80 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:19 | 01:23 | 01:24 | 01:17 | 01:16 | 01:18 |
| | | | n= | 1675 | 227 | 382 | 403 | 383 | 280 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:58 | 06:40 | 06:43 | 07:25 | 06:07 | 08:03 |
| | | | n= | 544 | 91 | 134 | 117 | 115 | 87 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:17 | 09:22 | 09:36 | 08:54 | 08:17 | 09:36 |
| | | | n= | 125 | 14 | 28 | 34 | 28 | 21 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:46 | 08:32 | 08:38 | 08:45 | 07:35 | 09:28 |
| | | | n= | 571 | 102 | 141 | 122 | 115 | 91 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 10:43 | 10:58 | 11:02 | 10:20 | 10:41 | 10:59 |
| | | | n= | 146 | 20 | 32 | 38 | 32 | 24 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 4 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 4 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 14 Demand Zone | 152 | 33 | 43 | 35 | 22 | 29 |
| Station 19 Demand Zone | 159 | 31 | 22 | 38 | 31 | 27 |
| Station 24 Demand Zone | 145 | 24 | 41 | 25 | 31 | 25 |
| Station 25 Demand Zone | 131 | 23 | 21 | 25 | 33 | 21 |
| Station 18 Demand Zone | 250 | 60 | 53 | 56 | 39 | 53 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:33 | 01:28 | 01:44 | 01:27 | 01:30 | 01:33 |
| | | | n= | 760 | 138 | 164 | 162 | 163 | 133 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:21 | 01:35 | 01:22 | 01:27 | 01:15 | 01:07 |
| | | | n= | 2221 | 307 | 404 | 530 | 510 | 470 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:35 | 06:28 | 07:21 | 06:35 | 06:33 | 06:22 |
| | | | n= | 796 | 143 | 152 | 174 | 173 | 154 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:37 | 09:12 | 09:36 | 09:36 | 09:51 | 09:58 |
| | | | n= | 133 | 13 | 21 | 34 | 31 | 34 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:18 | 08:25 | 08:59 | 08:14 | 08:04 | 07:35 |
| | | | n= | 831 | 149 | 171 | 178 | 179 | 154 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:19 | 11:19 | 11:32 | 11:21 | 11:07 | 11:29 |
| | | | n= | 160 | 16 | 25 | 39 | 39 | 41 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 1 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 5 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 5 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 30 Demand Zone | 81 | 14 | 18 | 23 | 11 | 14 |
| Station 34 Demand Zone | 61 | 15 | 10 | 11 | 16 | 12 |
| Station 21 Demand Zone | 101 | 18 | 22 | 25 | 17 | 19 |
| Station 23 Demand Zone | 121 | 35 | 27 | 21 | 18 | 30 |
| Station 28 Demand Zone | 79 | 12 | 15 | 16 | 21 | 8 |
| Station 16 Demand Zone | 175 | 44 | 23 | 38 | 34 | 39 |
| Station 12 Demand Zone | 255 | 88 | 38 | 35 | 40 | 21 |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:36 | 01:36 | 01:38 | 01:41 | 01:37 | 01:25 |
| | | | n= | 826 | 160 | 216 | 161 | 148 | 141 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:22 | 01:30 | 01:24 | 01:18 | 01:19 | 01:14 |
| | | | n= | 1999 | 305 | 494 | 415 | 379 | 406 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:46 | 07:18 | 07:21 | 06:42 | 06:22 | 06:26 |
| | | | n= | 796 | 150 | 190 | 166 | 144 | 146 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 0 | 0 | 0 | 1 | 2 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:56 | 00:00 | 10:03 | 09:44 | 09:52 | 10:06 |
| | | | n= | 69 | 10 | 15 | 13 | 12 | 19 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 1 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:24 | 08:32 | 08:38 | 08:23 | 08:00 | 08:04 |
| | | | n= | 859 | 166 | 223 | 168 | 150 | 152 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 0 | 0 | 0 | 1 | 3 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:46 | 10:44 | 11:25 | 12:00 | 12:05 | 11:54 |
| | | | n= | 98 | 16 | 24 | 15 | 16 | 27 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 0 | 0 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 1 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 6 Hazmat Incidents

| # Hazardous Materials Incidents In Battalion 6 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 35 Demand Zone | 33 | 2 | 5 | 8 | 11 | 5 |
| Station 26 Demand Zone | 84 | 17 | 23 | 12 | 15 | 15 |
| Station 33 Demand Zone | 94 | 18 | 20 | 21 | 19 | 22 |
| Station 17 Demand Zone | 166 | 44 | 37 | 35 | 29 | 23 |
| Station 37 Demand Zone | 189 | 45 | 36 | 32 | 30 | 22 |
| Station 6 Demand Zone | 160 | 31 | 43 | 22 | 35 | 21 |
| Station 29 Demand Zone | 179 | 38 | 41 | 34 | 41 | 40 |

| Low/Moderate Risk Hazardous Materials- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:37 | 01:38 | 01:40 | 01:40 | 01:34 | 01:35 |
| | | | n= | 844 | 150 | 186 | 149 | 195 | 164 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:21 | 01:27 | 01:20 | 01:22 | 01:18 | 01:16 |
| | | | n= | 2136 | 344 | 467 | 413 | 492 | 420 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:38 | 07:36 | 08:03 | 07:29 | 07:27 | 07:53 |
| | | | n= | 844 | 148 | 172 | 154 | 196 | 174 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | 09:48 | NA | 09:37 | 10:03 | 09:50 | 09:53 |
| | | | n= | 72 | 7 | 12 | 17 | 19 | 17 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 09:22 | 09:26 | 09:49 | 09:20 | 08:59 | 09:22 |
| | | | n= | 897 | 157 | 192 | 165 | 203 | 180 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:26 | 10:41 | 10:34 | 11:35 | 11:37 | 11:46 |
| | | | n= | 136 | 20 | 32 | 28 | 28 | 28 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 0 | 0 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 1 Medical Incidents

| # Emergency Medical Incidents In Battalion 1 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 3 Demand Zone | 4,106 | 777 | 885 | 816 | 855 | 854 |
| Station 8 Demand Zone | 4,204 | 765 | 850 | 821 | 938 | 876 |
| Station 9 Demand Zone | 4,297 | 726 | 1,002 | 892 | 1,017 | 887 |
| Station 11 Demand Zone | 7,616 | 1,419 | 1,486 | 1,644 | 1,547 | 1,652 |
| Station 10 Demand Zone | 6,780 | 1,148 | 1,589 | 1,401 | 1,553 | 1,502 |
| Station 1 Demand Zone | 9,336 | 1,552 | 2,092 | 2,040 | 2,144 | 2,073 |
| | | | | | | |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:33 | 01:37 | 01:42 | 01:33 | 01:29 | 01:27 |
| | | | n= | 23059 | 3407 | 3962 | 4972 | 5416 | 5302 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:31 | 01:39 | 01:36 | 01:31 | 01:29 | 01:20 |
| | | | n= | 67081 | 11326 | 11740 | 14274 | 14944 | 14797 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 05:21 | 05:39 | 05:23 | 05:13 | 05:16 | 05:18 |
| | | | n= | 36399 | 6213 | 6303 | 7508 | 7765 | 8610 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:09 | 07:36 | 07:11 | 07:03 | 06:54 | 07:00 |
| | | | n= | 29782 | 5180 | 5288 | 6443 | 6625 | 6246 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 5 | 0 | 1 | 1 | 2 | 1 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 07:20 | 07:43 | 07:30 | 07:13 | 07:11 | 07:04 |
| | | | n= | 36898 | 6324 | 6371 | 7596 | 7869 | 8738 |
| | | Rural | 12:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 08:59 | 09:28 | 09:08 | 08:54 | 08:45 | 08:39 |
| | | | n= | 31732 | 5597 | 5655 | 6798 | 7032 | 6650 |
| | | Rural | 14:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 0 | 1 | 2 | 2 | 1 |
| | | Rural | 18:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 2 Medical Incidents

| # Emergency Medical Incidents In Battalion 2 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 31 Demand Zone | 4,562 | 934 | 897 | 932 | 812 | 731 |
| Station 27 Demand Zone | 6,733 | 1,403 | 1,258 | 1,357 | 1,150 | 1,284 |
| Station 2 Demand Zone | 6,489 | 1,329 | 1,253 | 1,264 | 1,210 | 1,201 |
| Station 15 Demand Zone | 7,438 | 1,532 | 1,381 | 1,470 | 1,403 | 1,393 |
| Station 22 Demand Zone | 9,794 | 1,788 | 2,098 | 1,940 | 2,001 | 1,883 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:35 | 01:36 | 01:46 | 01:31 | 01:30 | 01:30 |
| | | | n= | 22031 | 3929 | 4366 | 4521 | 4838 | 4377 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:29 | 01:37 | 01:32 | 01:24 | 01:25 | 01:19 |
| | | | n= | 64398 | 13836 | 12770 | 12987 | 12797 | 12008 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:07 | 07:29 | 07:08 | 06:57 | 07:02 | 06:49 |
| | | | n= | 34108 | 7229 | 6656 | 6725 | 6643 | 6855 |
| | | Rural | 10:00 | 09:04 | 09:38 | 08:20 | 08:14 | 09:09 | 09:25 |
| | | | n= | 193 | 46 | 32 | 34 | 32 | 15 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 08:31 | 08:46 | 08:41 | 08:19 | 08:23 | 08:17 |
| | | | n= | 25394 | 5408 | 5044 | 5237 | 5157 | 4548 |
| | | Rural | 12:00 | 09:38 | 09:56 | 09:10 | 09:53 | 09:34 | 09:43 |
| | | | n= | 110 | 34 | 24 | 25 | 14 | 13 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 3 | 1 | 0 | 2 | 0 | 0 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:59 | 09:22 | 09:07 | 08:45 | 08:54 | 08:33 |
| | | | n= | 35227 | 7474 | 6903 | 6918 | 6857 | 7075 |
| | | Rural | 12:30 | 10:45 | 11:07 | 10:10 | 10:39 | 11:06 | 10:54 |
| | | | n= | 193 | 56 | 39 | 38 | 35 | 25 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 10:08 | 10:31 | 10:16 | 09:56 | 09:57 | 09:47 |
| | | | n= | 29105 | 6447 | 5862 | 5882 | 5810 | 5104 |
| | | Rural | 14:30 | 10:54 | 11:21 | 10:46 | 10:55 | 10:50 | 11:07 |
| | | | n= | 151 | 46 | 34 | 30 | 22 | 19 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 8 | 1 | 1 | 3 | 2 | 1 |
| | | Rural | 18:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 3 Medical Incidents

| # Emergency Medical Incidents In Battalion 3 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 7 Demand Zone | 9,169 | 1,737 | 1,883 | 1,816 | 1,898 | 1,916 |
| Station 20 Demand Zone | 9,097 | 1,571 | 1,933 | 1,928 | 1,935 | 1,752 |
| Station 5 Demand Zone | 13,909 | 2,804 | 2,703 | 2,727 | 2,630 | 2,728 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:34 | 01:36 | 01:43 | 01:32 | 01:30 | 01:27 |
| | | | n= | 20990 | 3649 | 4078 | 4407 | 4560 | 4296 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:26 | 01:31 | 01:28 | 01:24 | 01:27 | 01:18 |
| | | | n= | 60436 | 12266 | 11376 | 12346 | 12327 | 12121 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:08 | 06:21 | 06:18 | 06:06 | 05:59 | 06:00 |
| | | | n= | 32028 | 6430 | 6004 | 6360 | 6409 | 6825 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:49 | 08:16 | 07:51 | 07:43 | 07:37 | 07:25 |
| | | | n= | 25509 | 5139 | 4795 | 5290 | 5266 | 5019 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 7 | 2 | 1 | 1 | 1 | 2 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:05 | 08:22 | 08:19 | 08:00 | 07:55 | 07:47 |
| | | | n= | 32519 | 6564 | 6095 | 6456 | 6504 | 6900 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:34 | 10:05 | 09:43 | 09:26 | 09:22 | 09:03 |
| | | | n= | 27408 | 5644 | 5186 | 5611 | 5608 | 5359 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | 00:00 | NA | NA | NA | NA | NA |
| | | | n= | 10 | 2 | 1 | 1 | 3 | 3 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 4 Medical Incidents

| # Emergency Medical Incidents In Battalion 4 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 14 Demand Zone | 7,537 | 1,411 | 1,481 | 1,503 | 1,428 | 1,528 |
| Station 19 Demand Zone | 10,607 | 2,097 | 2,002 | 2,203 | 2,112 | 2,185 |
| Station 24 Demand Zone | 10,714 | 2,175 | 2,057 | 2,086 | 2,154 | 2,142 |
| Station 25 Demand Zone | 11,477 | 2,247 | 2,184 | 2,243 | 2,163 | 2,117 |
| Station 18 Demand Zone | 15,422 | 3,236 | 2,957 | 3,150 | 2,870 | 2,655 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:32 | 01:35 | 01:42 | 01:28 | 01:26 | 01:27 |
| | | | n= | 35526 | 6281 | 7219 | 7515 | 7440 | 7071 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:30 | 01:38 | 01:33 | 01:28 | 01:27 | 01:18 |
| | | | n= | 103054 | 21923 | 20478 | 20965 | 20069 | 19619 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:20 | 06:27 | 06:31 | 06:19 | 06:08 | 06:11 |
| | | | n= | 56063 | 11840 | 11025 | 11040 | 10565 | 11593 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:39 | 08:02 | 07:45 | 07:34 | 07:28 | 07:19 |
| | | | n= | 44791 | 9739 | 8835 | 9158 | 8901 | 8158 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 2 | 0 | 1 | 1 | 2 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:15 | 08:32 | 08:31 | 08:11 | 07:58 | 07:59 |
| | | | n= | 56733 | 11974 | 11169 | 11175 | 10686 | 11729 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:29 | 09:54 | 09:39 | 09:23 | 09:14 | 08:58 |
| | | | n= | 47809 | 10539 | 9526 | 9696 | 9405 | 8643 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 8 | 2 | 0 | 1 | 1 | 4 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 5 Medical Incidents

| # Emergency Medical Incidents In Battalion 5 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 34 Demand Zone | 2,489 | 541 | 467 | 474 | 478 | 472 |
| Station 30 Demand Zone | 4,204 | 797 | 911 | 832 | 798 | 798 |
| Station 28 Demand Zone | 6,105 | 1,280 | 1,167 | 1,106 | 1,189 | 1,150 |
| Station 21 Demand Zone | 8,520 | 1,664 | 1,660 | 1,843 | 1,770 | 1,705 |
| Station 23 Demand Zone | 9,497 | 1,747 | 1,951 | 1,981 | 1,926 | 1,883 |
| Station 12 Demand Zone | 9,295 | 1,740 | 1,875 | 1,726 | 1,938 | 1,803 |
| Station 16 Demand Zone | 13,166 | 2,583 | 2,688 | 2,492 | 2,727 | 2,977 |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:33 | 01:36 | 01:42 | 01:30 | 01:28 | 01:27 |
| | | | n= | 34073 | 5736 | 6669 | 7009 | 7459 | 7200 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:27 | 01:34 | 01:31 | 01:24 | 01:23 | 01:16 |
| | | | n= | 100596 | 20374 | 19275 | 20093 | 20441 | 20413 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:11 | 06:17 | 06:19 | 06:12 | 06:05 | 06:03 |
| | | | n= | 52941 | 10755 | 10137 | 10230 | 10479 | 11340 |
| | | Rural | 10:00 | 09:00 | 09:01 | 09:07 | 08:33 | 09:13 | 09:25 |
| | | | n= | 209 | 31 | 33 | 41 | 45 | 45 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 07:43 | 07:53 | 07:45 | 07:42 | 07:44 | 07:30 |
| | | | n= | 42598 | 8786 | 8238 | 8575 | 8613 | 8386 |
| | | Rural | 12:00 | 09:21 | 09:28 | 09:28 | 09:44 | 09:18 | 09:23 |
| | | | n= | 109 | 22 | 17 | 23 | 23 | 24 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | 09:49 | NA | NA | NA | NA | NA |
| | | | n= | 15 | 3 | 4 | 4 | 1 | 3 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:05 | 08:17 | 08:21 | 08:01 | 07:54 | 07:46 |
| | | | n= | 53725 | 10911 | 10290 | 10372 | 10638 | 11514 |
| | | Rural | 12:30 | 10:48 | 10:58 | 10:50 | 10:20 | 11:11 | 10:41 |
| | | | n= | 209 | 34 | 36 | 44 | 52 | 43 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:27 | 09:41 | 09:34 | 09:28 | 09:26 | 09:04 |
| | | | n= | 45983 | 9539 | 8876 | 9189 | 9317 | 9062 |
| | | Rural | 14:30 | 11:01 | 11:31 | 11:24 | 11:41 | 10:39 | 10:46 |
| | | | n= | 150 | 27 | 26 | 34 | 35 | 28 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | 10:43 | NA | NA | NA | NA | NA |
| | | | n= | 23 | 4 | 5 | 5 | 3 | 6 |
| | | Rural | 18:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 1 | 0 | 0 | 1 |

# Appendix 2 - Baseline Performance Table

## Battalion 6 Medical Incidents

| # Emergency Medical Incidents In Battalion 6 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 35 Demand Zone | 1,432 | 266 | 294 | 289 | 288 | 280 |
| Station 33 Demand Zone | 5,130 | 1,067 | 978 | 980 | 876 | 871 |
| Station 26 Demand Zone | 6,753 | 1,332 | 1,406 | 1,269 | 1,379 | 1,425 |
| Station 37 Demand Zone | 8,698 | 1,858 | 1,583 | 1,663 | 1,497 | 1,453 |
| Station 6 Demand Zone | 9,562 | 2,013 | 1,782 | 1,885 | 1,779 | 1,846 |
| Station 29 Demand Zone | 10,147 | 1,909 | 2,076 | 2,088 | 1,986 | 1,974 |
| Station 17 Demand Zone | 11,465 | 2,203 | 2,237 | 2,359 | 2,288 | 2,365 |

| Low/Moderate Risk Emergency Medical- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:30 | 01:33 | 01:34 | 01:43 | 01:31 | 01:30 | 01:27 |
| | | | n= | 32905 | 5820 | 6589 | 6875 | 7063 | 6558 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:00 | 01:29 | 01:35 | 01:33 | 01:28 | 01:26 | 01:21 |
| | | | n= | 97521 | 20911 | 19438 | 19482 | 19248 | 18442 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:00 | 07:03 | 07:12 | 07:03 | 06:54 | 06:49 |
| | | | n= | 52783 | 11291 | 10427 | 10304 | 10172 | 10589 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 14 | 5 | 0 | 0 | 1 | 1 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 08:00 | 08:07 | 08:17 | 08:16 | 08:06 | 07:57 | 07:50 |
| | | | n= | 40677 | 8849 | 8088 | 8266 | 8036 | 7438 |
| | | Rural | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 2 | 0 | 0 | 0 | 1 | 1 |
| | Travel Time High Risk ERF Concentration | Urban | 12:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 8 | 1 | 2 | 1 | 1 | 3 |
| | | Rural | 16:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:30 | 08:53 | 09:01 | 09:12 | 08:53 | 08:42 | 08:32 |
| | | | n= | 53886 | 11527 | 10646 | 10534 | 10367 | 10812 |
| | | Rural | 12:30 | 11:31 | NA | NA | NA | NA | NA |
| | | | n= | 14 | 7 | 4 | 0 | 1 | 2 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 10:30 | 09:51 | 10:05 | 10:05 | 09:50 | 09:40 | 09:25 |
| | | | n= | 44279 | 9785 | 8873 | 8942 | 8707 | 7972 |
| | | Rural | 14:30 | 11:49 | NA | NA | NA | NA | NA |
| | | | n= | 12 | 7 | 3 | 0 | 1 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 14:30 | 10:09 | NA | NA | NA | NA | NA |
| | | | n= | 15 | 2 | 2 | 4 | 3 | 4 |
| | | Rural | 18:30 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 1 Tech Rescue Incidents

| # Technical Rescue Incidents In Battalion 1 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 9 Demand Zone | 18 | 7 | 3 | 2 | 1 | 2 |
| Station 3 Demand Zone | 21 | 5 | 4 | 5 | 3 | 7 |
| Station 11 Demand Zone | 123 | 11 | 8 | 6 | 9 | 8 |
| Station 1 Demand Zone | 72 | 22 | 14 | 15 | 11 | 9 |
| Station 8 Demand Zone | 40 | 6 | 9 | 6 | 11 | 5 |
| Station 10 Demand Zone | 53 | 10 | 7 | 10 | 14 | 9 |
| | | | | | | |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:41 | 01:15 | 01:51 | 01:43 | 01:57 | 01:51 |
| | | | n= | 304 | 124 | 52 | 42 | 43 | 43 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:36 | 01:31 | 01:41 | 01:24 | 01:38 | 01:29 |
| | | | n= | 607 | 170 | 174 | 67 | 97 | 99 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:57 | 07:44 | 06:57 | 08:32 | 05:41 | 06:13 |
| | | | n= | 254 | 72 | 55 | 38 | 43 | 46 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 0 | 1 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 3 | 1 | 1 | 0 | 1 | 0 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:22 | 08:31 | 08:29 | 09:11 | 07:58 | 07:59 |
| | | | n= | 320 | 127 | 58 | 42 | 44 | 49 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 0 | 1 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 06:38 | NA | NA | NA | NA | NA |
| | | | n= | 18 | 3 | 8 | 2 | 2 | 3 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 1 | 1 | 0 | 2 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 3 Tech Rescue Incidents

| # Technical Rescue Incidents In Battalion 3 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 20 Demand Zone | 48 | 9 | 8 | 17 | 3 | 9 |
| Station 7 Demand Zone | 61 | 18 | 13 | 9 | 5 | 8 |
| Station 5 Demand Zone | 87 | 20 | 12 | 27 | 16 | 17 |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:39 | 01:52 | 01:44 | 01:39 | 01:38 | 01:32 |
| | | | n= | 179 | 36 | 40 | 49 | 33 | 21 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:28 | 01:33 | 01:41 | 01:27 | 01:08 | 01:14 |
| | | | n= | 385 | 78 | 103 | 99 | 50 | 55 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 06:40 | 08:43 | 06:27 | 06:26 | 07:12 | 06:58 |
| | | | n= | 191 | 38 | 47 | 51 | 32 | 23 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 2 | 0 | 0 | 1 | 1 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 2 | 1 | 1 | 0 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:36 | 08:50 | 08:46 | 08:32 | 08:44 | 08:18 |
| | | | n= | 193 | 38 | 47 | 52 | 33 | 23 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 1 | 2 | 1 | 2 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 1 | 1 | 3 | 0 | 1 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 2 Tech Rescue Incidents

| # Technical Rescue Incidents In Battalion 2 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 31 Demand Zone | 44 | 12 | 7 | 9 | 4 | 5 |
| Station 15 Demand Zone | 38 | 5 | 5 | 7 | 6 | 5 |
| Station 2 Demand Zone | 66 | 10 | 16 | 17 | 9 | 21 |
| Station 22 Demand Zone | 65 | 15 | 9 | 16 | 11 | 18 |
| Station 27 Demand Zone | 31 | 4 | 7 | 4 | 11 | 10 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:44 | 01:47 | 01:57 | 01:35 | 01:55 | 01:35 |
| | | | n= | 198 | 47 | 31 | 44 | 37 | 39 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:29 | 01:30 | 01:29 | 01:38 | 01:27 | 01:25 |
| | | | n= | 622 | 157 | 134 | 90 | 134 | 107 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:36 | 07:47 | 07:35 | 06:58 | 08:33 | 08:08 |
| | | | n= | 198 | 49 | 39 | 44 | 34 | 32 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 22 | 2 | 2 | 0 | 2 | 1 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 09:14 | 09:15 | 09:25 | 08:19 | 09:56 | 09:54 |
| | | | n= | 212 | 51 | 41 | 50 | 36 | 34 |
| | | Rural | 12:24 | 10:18 | NA | NA | NA | NA | NA |
| | | | n= | 22 | 4 | 5 | 1 | 6 | 6 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 06:32 | NA | NA | NA | NA | NA |
| | | | n= | 14 | 3 | 5 | 1 | 3 | 2 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 5 | 2 | 0 | 0 | 2 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 3 | 0 | 0 | 1 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 4 Tech Rescue Incidents

| # Technical Rescue Incidents In Battalion 4 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 25 Demand Zone | 31 | 5 | 7 | 6 | 2 | 3 |
| Station 14 Demand Zone | 22 | 2 | 4 | 7 | 3 | 3 |
| Station 18 Demand Zone | 38 | 8 | 5 | 6 | 6 | 1 |
| Station 19 Demand Zone | 57 | 13 | 15 | 10 | 6 | 5 |
| Station 24 Demand Zone | 67 | 9 | 11 | 19 | 20 | 17 |
| | | | | | | |
| | | | | | | |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:43 | 01:54 | 01:59 | 01:34 | 01:43 | 01:39 |
| | | | n= | 195 | 39 | 35 | 46 | 41 | 34 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:36 | 01:35 | 01:45 | 01:43 | 01:19 | 01:48 |
| | | | n= | 423 | 130 | 81 | 90 | 60 | 62 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:17 | 07:47 | 07:45 | 06:36 | 07:19 | 06:36 |
| | | | n= | 200 | 45 | 35 | 47 | 40 | 33 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 3 | 0 | 1 | 2 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:38 | 09:18 | 08:40 | 08:46 | 09:09 | 07:54 |
| | | | n= | 214 | 50 | 37 | 47 | 42 | 38 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 08:25 | NA | NA | NA | NA | NA |
| | | | n= | 14 | 4 | 2 | 4 | 2 | 2 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 4 | 2 | 1 | 1 | 0 | 0 |
| | | Rural | : | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 5 Tech Rescue Incidents

| # Technical Rescue Incidents In Battalion 5 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 28 Demand Zone | 22 | 6 | 6 | 1 | 0 | 8 |
| Station 34 Demand Zone | 12 | 1 | 4 | 2 | 2 | 2 |
| Station 21 Demand Zone | 46 | 7 | 6 | 16 | 6 | 12 |
| Station 16 Demand Zone | 43 | 12 | 6 | 7 | 7 | 13 |
| Station 23 Demand Zone | 41 | 4 | 11 | 9 | 7 | 11 |
| Station 30 Demand Zone | 44 | 4 | 7 | 11 | 10 | 7 |
| Station 12 Demand Zone | 49 | 9 | 9 | 8 | 11 | 12 |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:30 | 01:31 | 01:37 | 01:34 | 01:31 | 01:22 |
| | | | n= | 227 | 58 | 37 | 48 | 44 | 40 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:28 | 01:39 | 01:32 | 01:26 | 01:28 | 01:14 |
| | | | n= | 651 | 159 | 144 | 134 | 129 | 85 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:07 | 06:55 | 07:14 | 07:14 | 08:04 | 06:49 |
| | | | n= | 225 | 59 | 35 | 48 | 44 | 39 |
| | | Rural | 10:00 | 09:12 | NA | NA | NA | NA | NA |
| | | | n= | 27 | 4 | 4 | 8 | 2 | 3 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 5 | 1 | 1 | 2 | 1 | 0 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 08:44 | 08:47 | 08:11 | 08:45 | 09:33 | 07:49 |
| | | | n= | 232 | 63 | 37 | 48 | 45 | 39 |
| | | Rural | 12:24 | 10:53 | NA | NA | 00:00 | NA | NA |
| | | | n= | 27 | 5 | 4 | 10 | 4 | 4 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 09:42 | NA | NA | NA | NA | NA |
| | | | n= | 16 | 6 | 2 | 3 | 3 | 2 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 1 | 1 | 2 | 1 | 1 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 1 | 0 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 1 | 1 | 0 | 0 | 0 |

# Appendix 2 - Baseline Performance Table

## Battalion 6 Tech Rescue Incidents

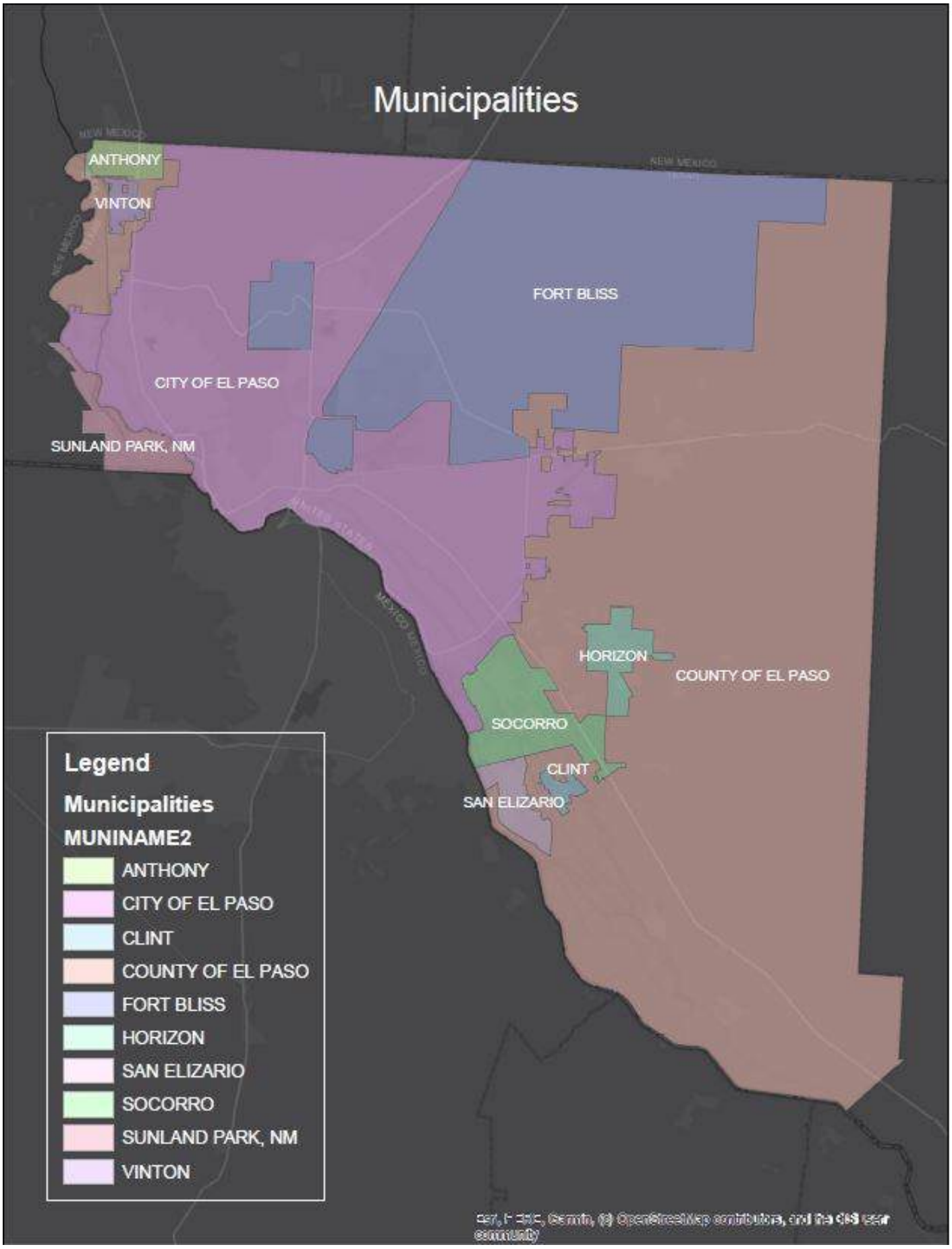
| # Technical Rescue Incidents In Battalion 6 SDZs | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|
| Station 35 Demand Zone | 9 | 1 | 3 | 1 | 3 | 0 |
| Station 17 Demand Zone | 51 | 18 | 9 | 9 | 9 | 13 |
| Station 33 Demand Zone | 28 | 7 | 0 | 6 | 10 | 2 |
| Station 37 Demand Zone | 52 | 11 | 13 | 9 | 11 | 7 |
| Station 26 Demand Zone | 35 | 4 | 5 | 6 | 12 | 11 |
| Station 29 Demand Zone | 58 | 7 | 13 | 19 | 14 | 5 |
| Station 6 Demand Zone | 85 | 18 | 22 | 12 | 22 | 12 |

| Low/Moderate Risk Technical Rescue- 90th Percentile Baseline Performance | | | Target | 2017 - 2021 | 2021 | 2020 | 2019 | 2018 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| Alarm Handling | Pick-Up to Dispatch | All Areas | 01:04 | 01:36 | 01:47 | 01:36 | 01:43 | 01:33 | 01:32 |
| | | | n= | 295 | 38 | 58 | 57 | 64 | 78 |
| Turnout Time | Turnout Time 1st Unit on Scene | All Areas | 01:20 | 01:25 | 01:36 | 01:35 | 01:15 | 01:26 | 01:16 |
| | | | n= | 575 | 85 | 149 | 95 | 119 | 127 |
| Travel Time | Travel Time 1st Unit on Scene Distribution | Urban | 04:00 | 07:29 | 07:18 | 07:52 | 07:57 | 08:08 | 07:24 |
| | | | n= | 285 | 38 | 60 | 56 | 60 | 71 |
| | | Rural | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 2 | 1 | 0 | 0 | 2 |
| | Travel Time Moderate Risk ERF Concentration | Urban | 10:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 0 | 2 | 1 | 1 | 2 |
| | | Rural | 14:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | Travel Time High Risk ERF Concentration | Urban | 25:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 34:00 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Response Time | Total Response Time 1st Arriving Unit Distribution | Urban | 06:24 | 09:08 | 08:53 | 09:20 | 09:50 | 09:57 | 08:46 |
| | | | n= | 304 | 43 | 65 | 55 | 63 | 78 |
| | | Rural | 12:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 6 | 2 | 1 | 1 | 1 | 1 |
| | Total Response Time Moderate Risk ERF Concentration | Urban | 12:24 | 11:13 | NA | NA | NA | NA | NA |
| | | | n= | 11 | 2 | 5 | 1 | 1 | 2 |
| | | Rural | 16:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 1 | 0 | 0 | 0 | 1 | 0 |
| | Total Response Time High Risk ERF Concentration | Urban | 27:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Rural | 36:24 | NA | NA | NA | NA | NA | NA |
| | | | n= | 0 | 0 | 0 | 0 | 0 | 0 |

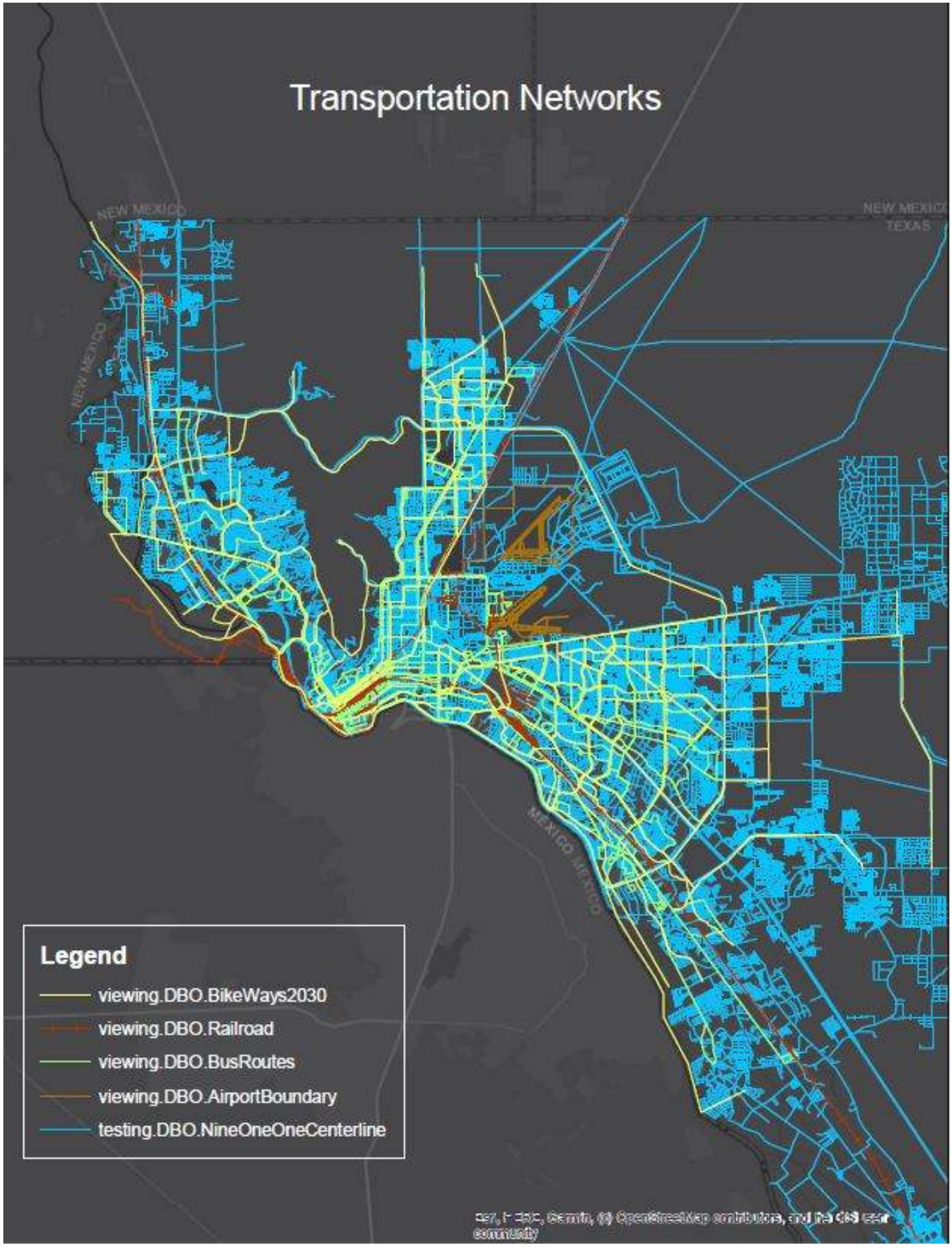
# Appendix 3 - Benchmark Goal Table

| Incident Type | Risk Level | Area | Alarm Handling | Turnout | Travel 1st Unit | Travel ERF Arrival | Total Response 1st Unit | Total Response ERF Arrival |
|---|---|---|---|---|---|---|---|---|
| ARFF | High | Rural | 1:04 | 1:00 | 2:00 | 12:00 | 3:00 | 14:24 |
| ARFF | High | Urban | 1:04 | 1:00 | 2:00 | 12:00 | 3:00 | 14:24 |
| ARFF | Low | Rural | 1:04 | 1:00 | 2:00 | 2:00 | 3:00 | 3:00 |
| ARFF | Low | Urban | 1:04 | 1:00 | 2:00 | 2:00 | 3:00 | 3:00 |
| ARFF | Moderate | Rural | 1:04 | 1:00 | 2:00 | 3:00 | 3:00 | 4:00 |
| ARFF | Moderate | Urban | 1:04 | 1:00 | 2:00 | 3:00 | 3:00 | 4:00 |
| ARFF | Special | Rural | 1:04 | 1:00 | 2:00 | 22:00 | 3:00 | 24:24 |
| ARFF | Special | Urban | 1:04 | 1:00 | 2:00 | 22:00 | 3:00 | 24:24 |
| Fire | High | Rural | 1:04 | 1:20 | 10:00 | 16:00 | 12:24 | 18:24 |
| Fire | High | Urban | 1:04 | 1:20 | 4:00 | 12:00 | 6:24 | 14:24 |
| Fire | Low | Rural | 1:04 | 1:20 | 10:00 | 10:00 | 12:24 | 12:24 |
| Fire | Low | Urban | 1:04 | 1:20 | 4:00 | 4:00 | 6:24 | 6:24 |
| Fire | Moderate | Rural | 1:04 | 1:20 | 10:00 | 12:00 | 12:24 | 14:24 |
| Fire | Moderate | Urban | 1:04 | 1:20 | 4:00 | 8:00 | 6:24 | 10:24 |
| Fire | Special | Rural | 1:04 | 1:20 | 10:00 | 26:00 | 12:24 | 28:24 |
| Fire | Special | Urban | 1:04 | 1:20 | 4:00 | 22:00 | 6:24 | 24:24 |
| Hazmat | High | Rural | 1:04 | 1:20 | 10:00 | 34:00 | 12:24 | 36:24 |
| Hazmat | High | Urban | 1:04 | 1:20 | 4:00 | 25:00 | 6:24 | 27:24 |
| Hazmat | Low | Rural | 1:04 | 1:20 | 10:00 | 10:00 | 12:24 | 12:24 |
| Hazmat | Low | Urban | 1:04 | 1:20 | 4:00 | 4:00 | 6:24 | 6:24 |
| Hazmat | Moderate | Rural | 1:04 | 1:20 | 10:00 | 14:00 | 12:24 | 16:24 |
| Hazmat | Moderate | Urban | 1:04 | 1:20 | 4:00 | 10:00 | 6:24 | 12:24 |
| Hazmat | Special | Rural | 1:04 | 1:20 | 10:00 | 38:00 | 12:24 | 40:24 |
| Hazmat | Special | Urban | 1:04 | 1:20 | 4:00 | 34:00 | 6:24 | 36:24 |
| Medical | High | Rural | 1:30 | 1:00 | 10:00 | 16:00 | 12:30 | 18:30 |
| Medical | High | Urban | 1:30 | 1:00 | 4:00 | 12:00 | 6:30 | 14:30 |
| Medical | Low | Rural | 1:30 | 1:00 | 10:00 | 10:00 | 12:30 | 12:30 |
| Medical | Low | Urban | 1:30 | 1:00 | 4:00 | 4:00 | 6:30 | 6:30 |
| Medical | Moderate | Rural | 1:30 | 1:00 | 10:00 | 12:00 | 12:30 | 14:30 |
| Medical | Moderate | Urban | 1:30 | 1:00 | 4:00 | 8:00 | 6:30 | 10:30 |
| Medical | Special | Rural | 1:30 | 1:00 | 10:00 | 22:30 | 12:30 | 24:30 |
| Medical | Special | Urban | 1:30 | 1:00 | 4:00 | 18:00 | 6:30 | 20:30 |
| Tech Rescue | High | Rural | 1:04 | 1:20 | 10:00 | 34:00 | 12:24 | 36:24 |
| Tech Rescue | High | Urban | 1:04 | 1:20 | 4:00 | 25:00 | 6:24 | 27:24 |
| Tech Rescue | Low | Rural | 1:04 | 1:20 | 10:00 | 10:00 | 12:24 | 12:24 |
| Tech Rescue | Low | Urban | 1:04 | 1:20 | 4:00 | 4:00 | 6:24 | 6:24 |
| Tech Rescue | Moderate | Rural | 1:04 | 1:20 | 10:00 | 14:00 | 12:24 | 16:24 |
| Tech Rescue | Moderate | Urban | 1:04 | 1:20 | 4:00 | 10:00 | 6:24 | 12:24 |
| Tech Rescue | Special | Rural | 1:04 | 1:20 | 10:00 | 38:00 | 12:24 | 40:24 |
| Tech Rescue | Special | Urban | 1:04 | 1:20 | 4:00 | 34:00 | 6:24 | 36:24 |

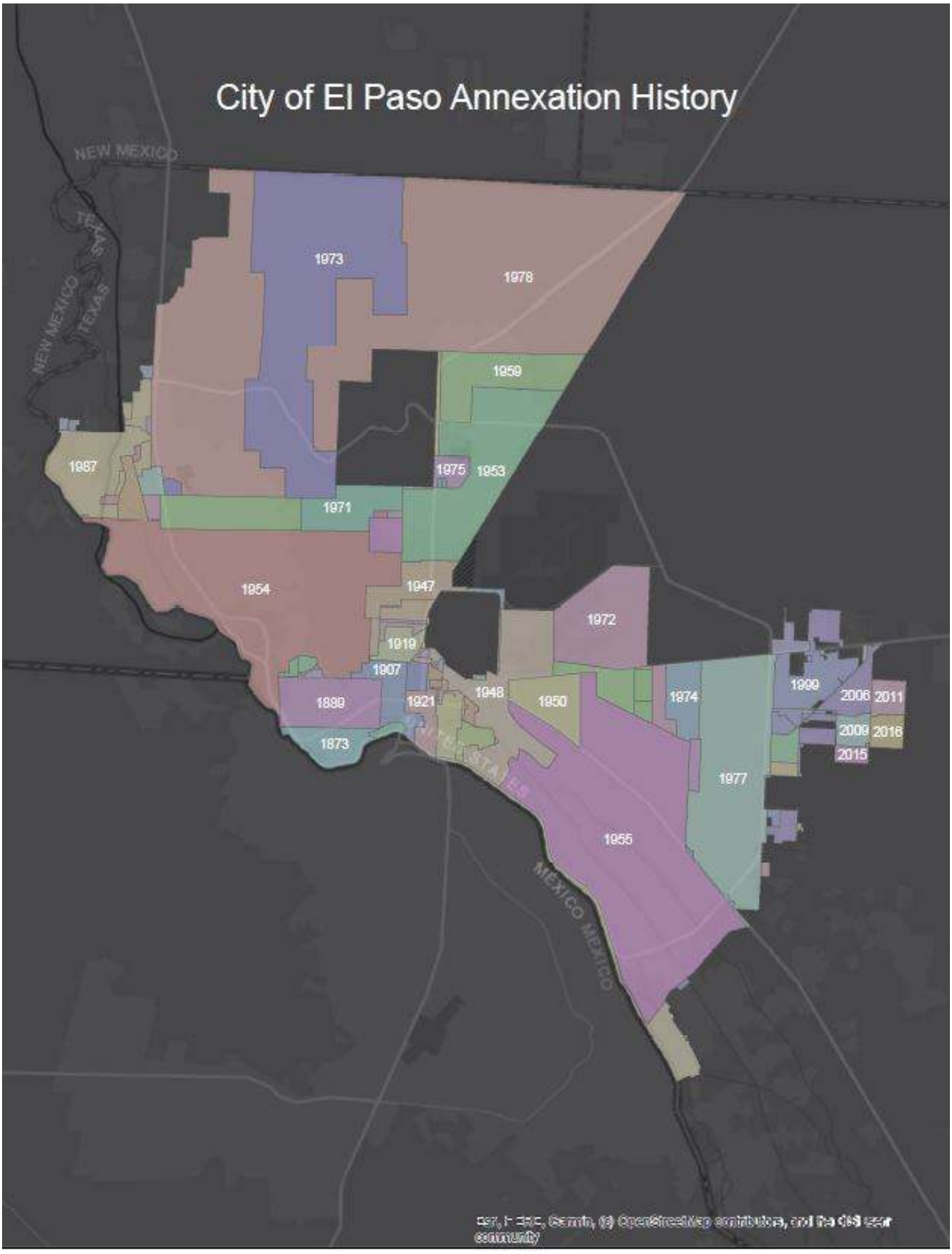
# Appendix 4 - Maps



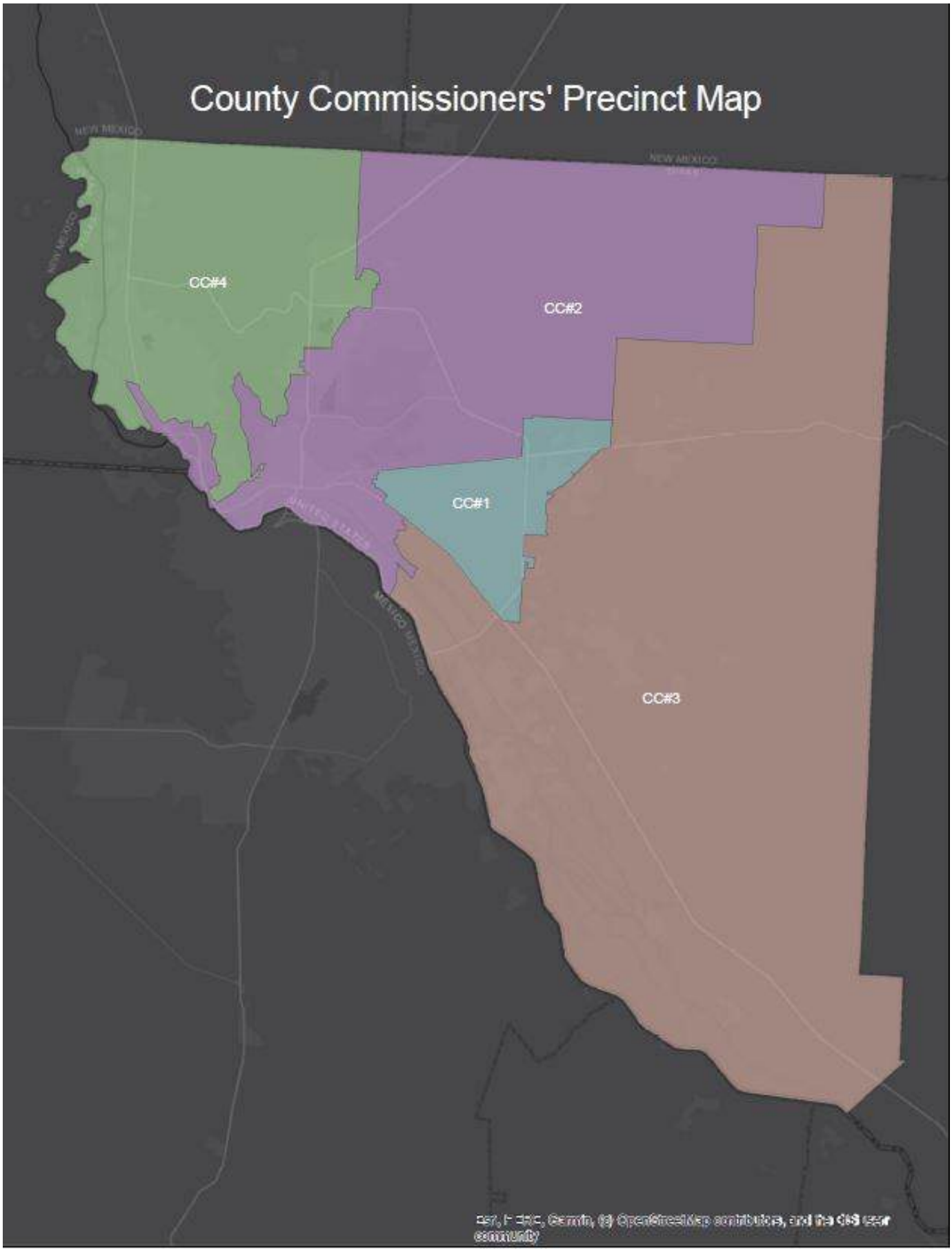
# Appendix 4 - Maps



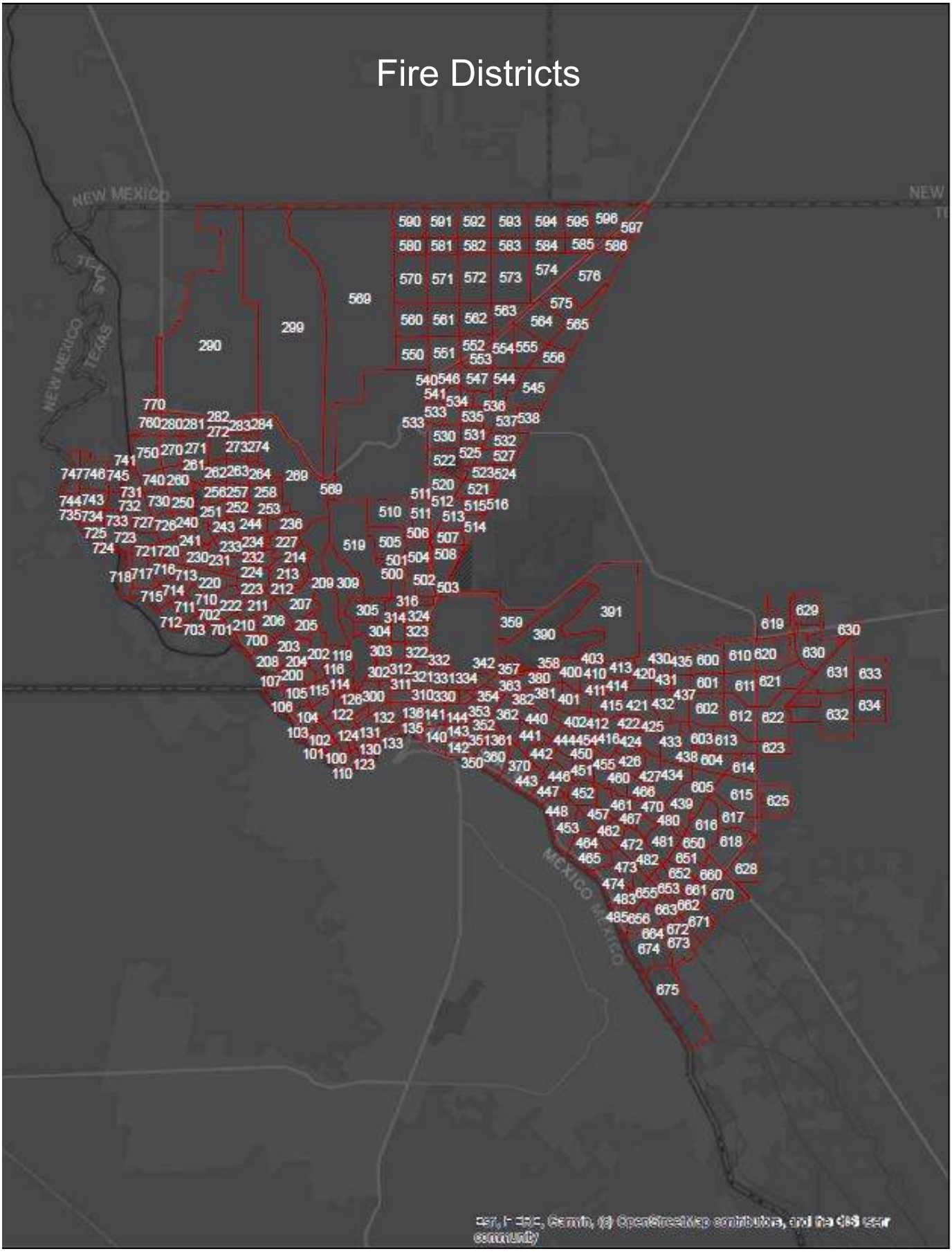
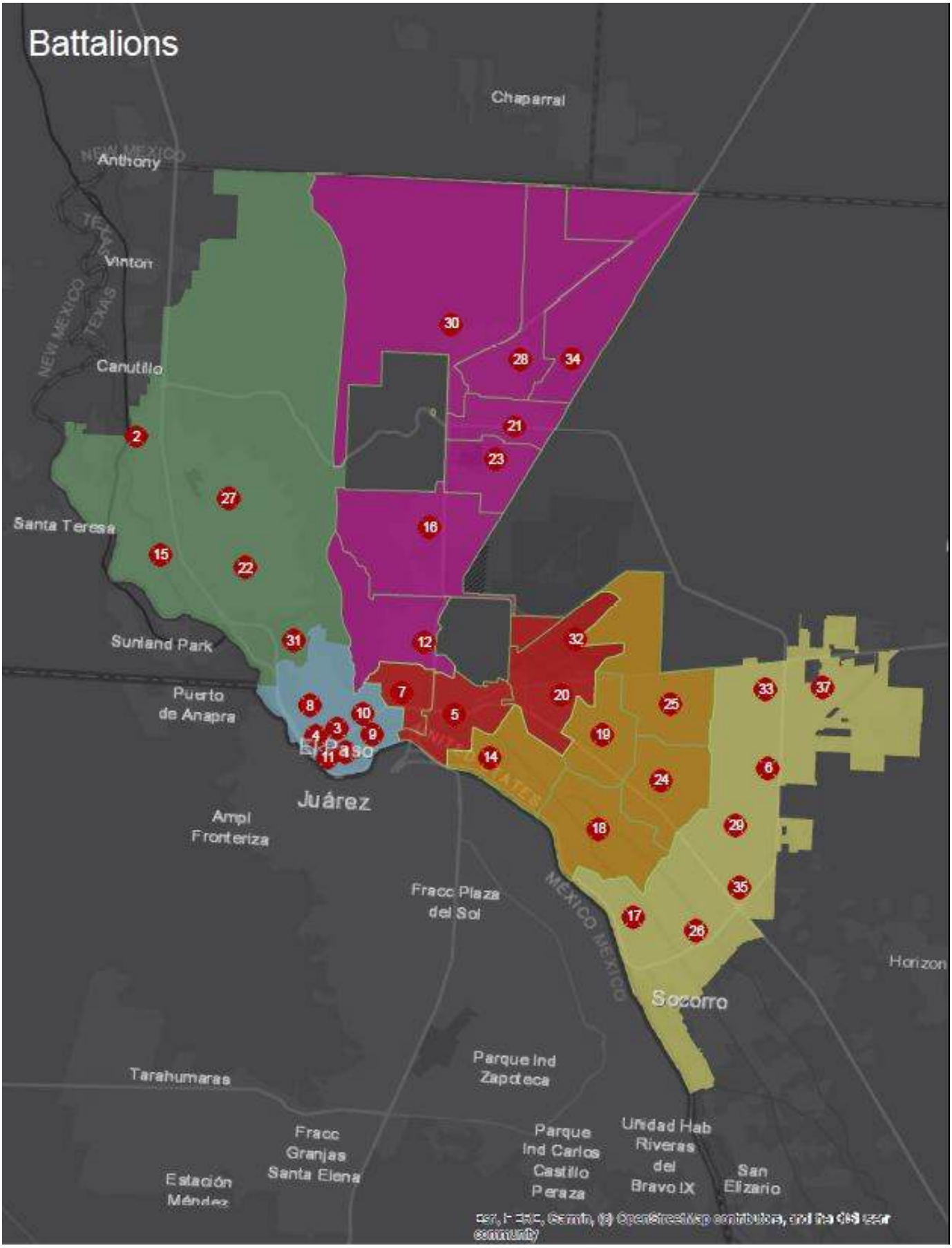
# Appendix 4 - Maps



# Appendix 4 - Maps



# Appendix 4 - Maps



# Appendix 4 - Maps