

2024 Annual Report



Snohomish County Fire District #4

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A Message from Fire Chief Waller

As we reflect on the past year, I am proud of every member of our organization; they have demonstrated consistent dedication and professionalism to the fire and emergency medical services initiatives. From emergency medical calls for service to community education and wildfire deployments, our team shows their commitment to ensuring the preservation and safety of the Snohomish community that we serve.



Don Waller
Fire Chief

This year Snohomish County Fire District #4 made meaningful advancements in our internal development so that we can exemplify service industry standards. Our team strengthened our relationships with partnering agencies and expanded our public outreach and education efforts while investing in the training and well-being of all personnel. For example, we are committed to the health and well-being of our first responders and this year we were able to purchase Storm Sticks so that crews returning from a fire scene can decontaminate. To further focus on cancer prevention, our Operations Division now practices a Clean Cab protocol to keep contaminants at bay. As we continue to invest in the health and safety of our personnel and community we celebrate the hiring of our Fire Marshal, which is a role that will spearhead our long-term vision to have a proactive community safety involvement.

Our highly-trained personnel are the reason we are able to consistently deliver exemplary service. With the growing and evolving needs of our community and the subsequent increase in call volume, the District requires strategic planning. Our facilities, staffing models, and operational capabilities need to be structured to meet these needs and plan for future growth. We have taken key steps in 2024 to strengthen the foundation of our operations by investing in our capital facilities which will be developed with community growth in mind and be supported by the District.

Thank you to Snohomish and our Board of Fire Commissioners for their constant support in creating a stronger, more resilient community, you provide the guidance and vision for our steps forward.

Donald D. Waller

Organization Chart



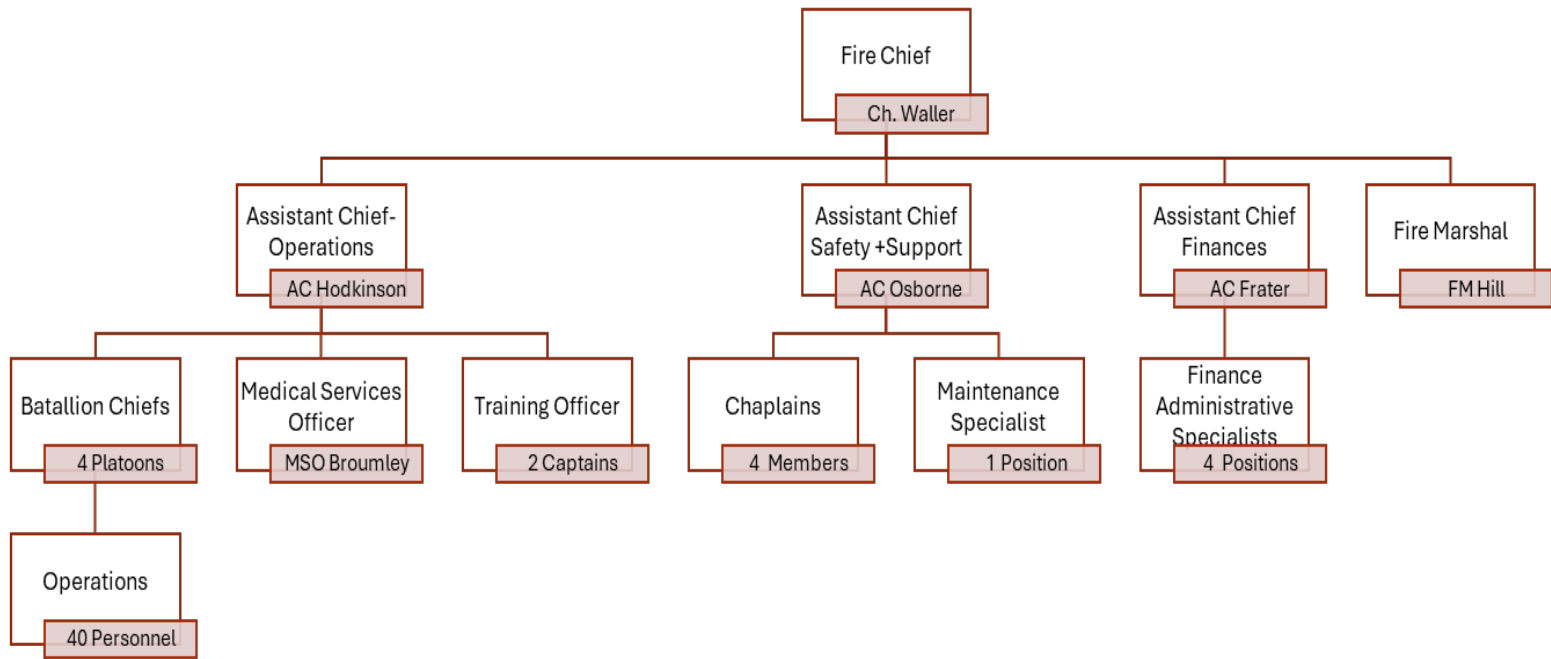
Commissioner - Chair
Brian Mills



Commissioner
Evan Merritt



Commissioner
Craig Erickson



State of the District

Snohomish County Fire District #4 follows four foundational Core Values which aligns our work within the community and agency.

BALANCE

Work to ensure productivity within a constructive work environment while delivering exceptional service across varied response types.



PROFICIENCY

Strengthen our skills through training in order to exemplify industry best practices.



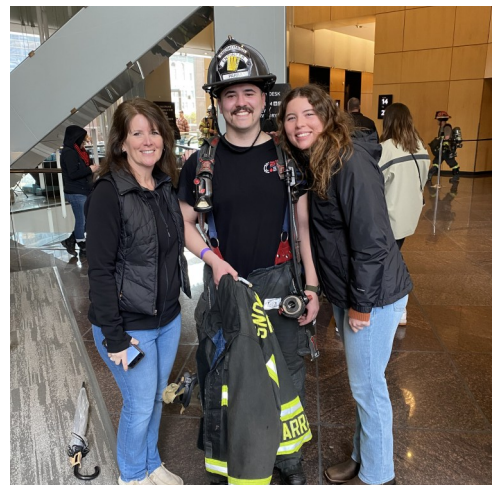
COLLABORATION

Accomplish goals and solve problem as a high-functioning collective.



RESILIENCE

Proactively protect the wellbeing of individuals and our team overall while adapting to the needs of the community.



Strategic Accomplishments



Improve emergency response performance

Decentralize and disperse supplies from headquarters

Additional staffing during weather events

Manage RLB to support SCFD4 and regional training priorities

Joint training calendar with partnering agencies

Training Consortium meeting

Continue to explore the most efficient and effective ways to provide service to District residents and businesses

New ambulances designed

High speed fiber internet connected

Communicate effectively with members of our community.

Community Advisory Board formed

Fire Marshal hired

Prioritize the physical, emotional, and mental well-being of the team

5 full-time firefighters hired

Nurture an inclusive and positive culture.

Design Station 41 with input from personnel and the public

Strategic Accomplishments



Embody learning as an organization and as individual members.

Multiple trainings and conferences attended

Ensure all personnel have the information they need to perform their jobs effectively

Various trainings and certifications completed.

Tech Rescue Manual, Ladder Manual, and Extrication Manual completed

Uphold an exemplary standard for the stewardship of public resources.

Three audit cycles completed with no findings.

Transport billing process updated

Strategic budget forecasting model completed.

Upgraded IT security.

Allocate resources to optimize advancement of the strategic goals

BR43 chassis upgraded

Training Tractor Drawn Aerial (TDA) purchased

Ladder truck ordered

Three medic units ordered

Use technology and other means to increase the efficient use of resources.

Training events held at the Pine Ave property prior to construction

Archive room inventoried and updated

District Overview

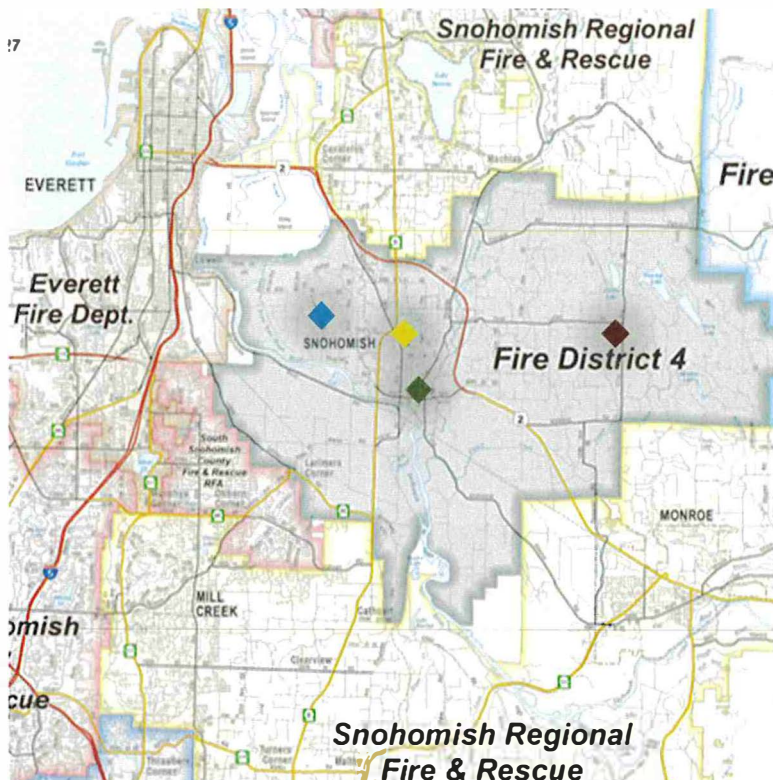
Snohomish County Fire District #4 (SCFD#4) proudly serves the City of Snohomish and the surrounding 60 square miles, providing vital fire protection and emergency medical services to residents, businesses, and visitors.

The District has strong ties to the community. The town of Snohomish installed its first fire pump on the riverbank in 1883 and formally organized a volunteer fire company in 1888. Today, SCFD#4 has grown into a modern fire district, staffed by roughly 44 line personnel, a training department, dedicated administrative staff, and volunteer chaplains. The District is overseen by a three-member elected Board of Fire Commissioners.

In addition to responding to fires, medical emergencies, and rescues, the District offers a wide range of public education and safety programs. These include burn permits, child car seat checks, CPR classes, school visits, and smoke alarm assistance—reflecting a strong commitment to prevention and community outreach.

The District operates three active fire stations, strategically located based on population and call volume. The District also maintains support facilities including Facility 40, used for vehicle storage, and the Ray Lee Brown Training Site for ongoing firefighter education and drills.

In 2024, SCFD#4 took a major step forward with the Capital Facilities Plan. This long-term investment will replace the District's current fire stations with safer, more efficient, and modern buildings to better serve the needs of the growing Snohomish community for decades to come.



Station 41



Station 42



Station 43

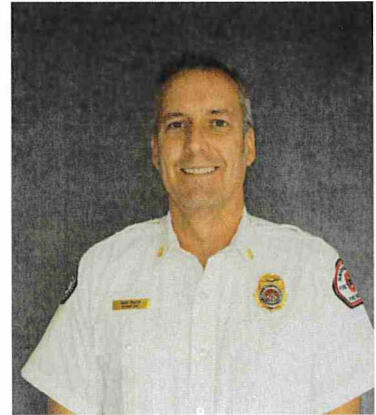


Facility 40

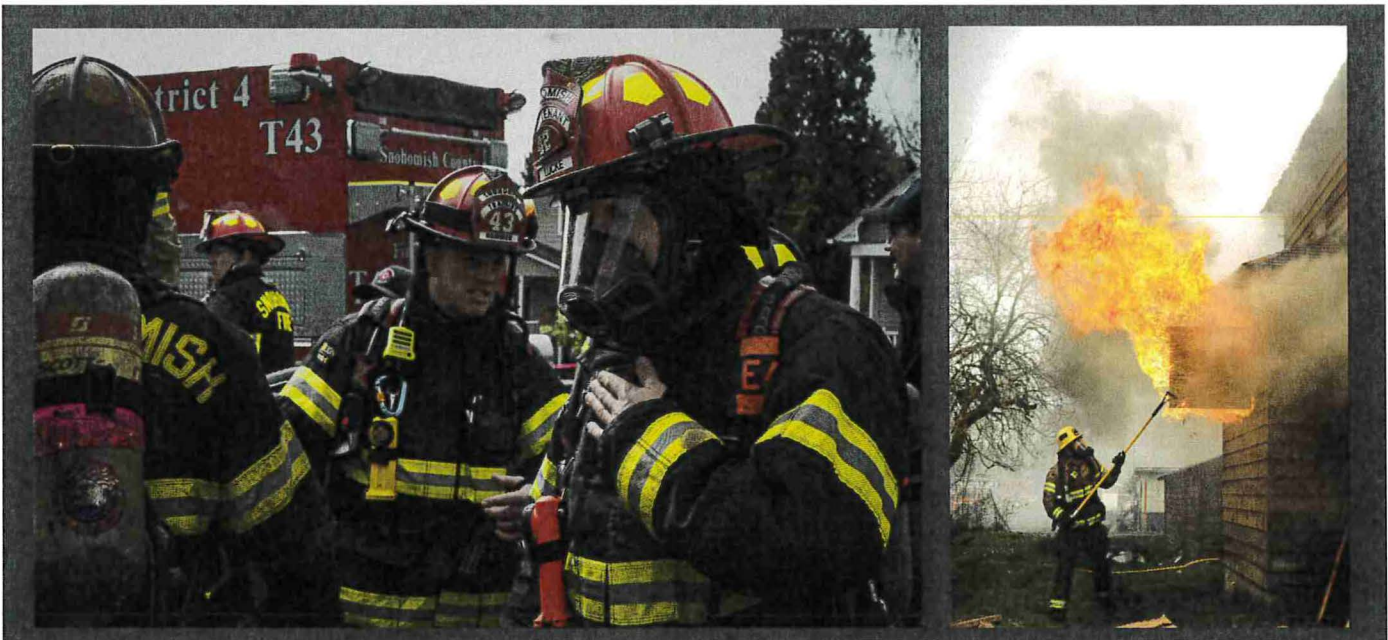
FINANCE

Snohomish County Fire District 4 is a special purpose local government and provides fire protection and protection of life and property to the City of Snohomish and surrounding areas. The District utilizes a zero based budget and reports financial activity in accordance with the cash basis Budgeting Accounting and Reporting System (BARS) Manual by the State Auditor's Office (SAO) under the authority of Washington State Law, Chapter 4309 RCW. The District undergoes annual SAO audits and has a history of positive results.

The District aims to deliver high levels of service at cost effective rates. Notable accomplishments this year were financial software reconfiguration for improved data generation, fund mergers to allow simplicity while maintaining excellent tracking of all revenue and expense activity. We also hired and began training additional administrative personnel and executed capital outlays for a new fire station, a tractor drawn aerial (TDA) and three medic units to replace aging vehicles with increased upkeep costs.



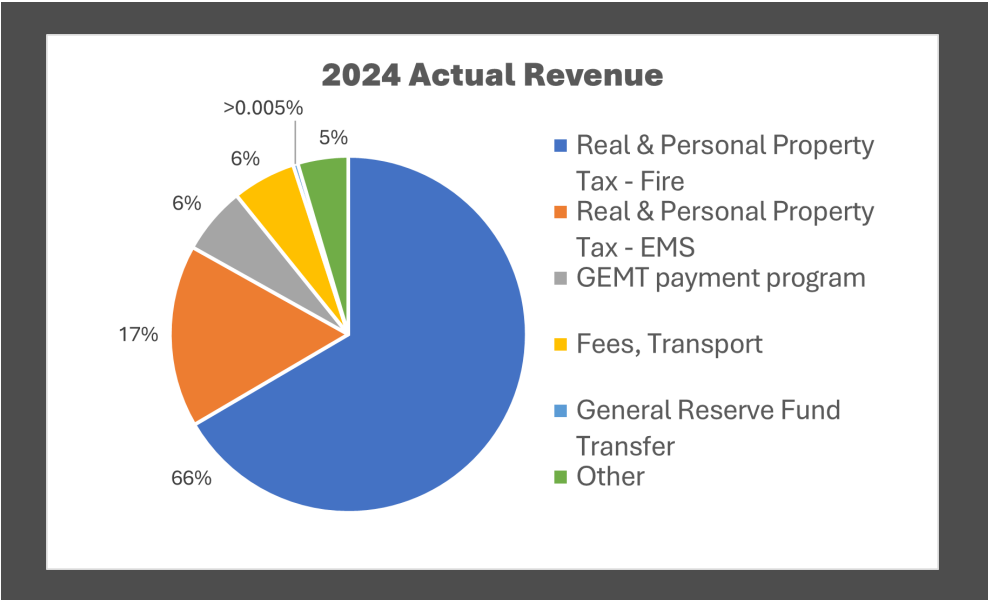
Thad Frater
Assistant Chief - Finance



FINANCE

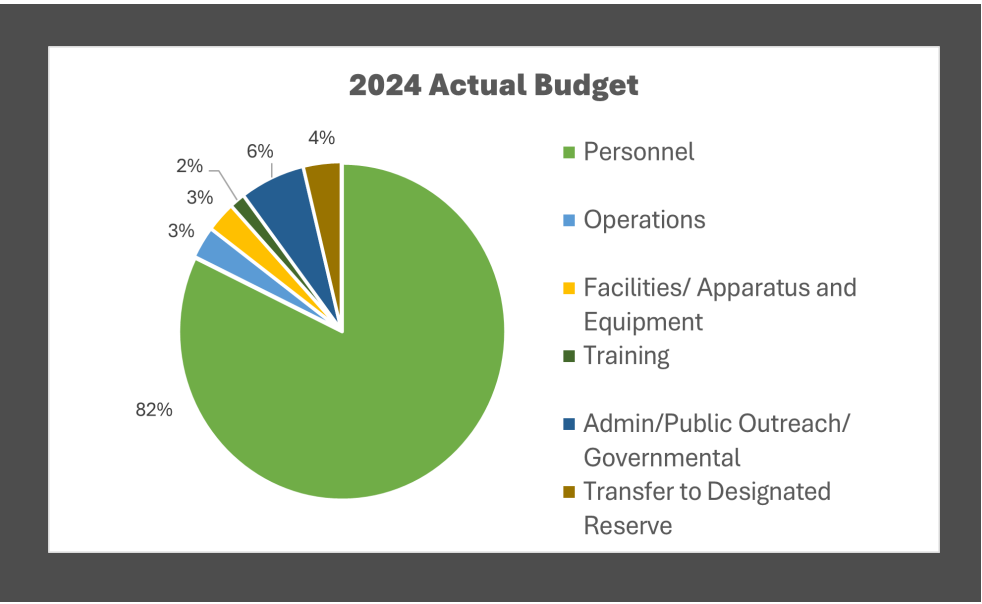
2024 GENERAL FUND REVENUE

Snohomish County Fire District #4 primarily receives funding from property taxes in which taxpayers within the jurisdiction pay a **General Fire Levy** and a separate Emergency Medical Services (**EMS**) **Levy**. Other sources of revenue include grants, interest, miscellaneous taxes and transport fees. In 2024, the District elected to waive any direct transport fees to its citizens, after coverage by insurance. The total revenue for 2024 was \$17,904,650.



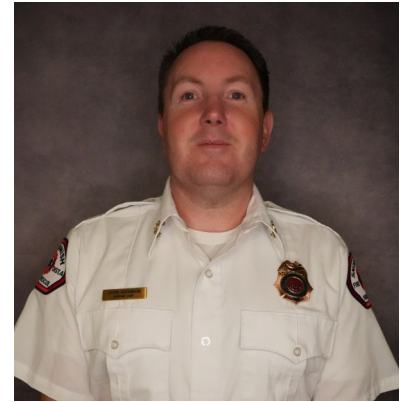
2024 OPERATING BUDGET

The District adopts annual appropriated budgets. To increase the District’s service to the community, SCFD#4 prioritized hiring of additional personnel and staffing additional emergency response vehicles.



Operations

As the Assistant Chief of Operations of Snohomish County Fire District #4, I oversee the Operational Division, including the training department. Collaboration is a cornerstone of my approach; I work closely with neighboring agencies to coordinate advanced training opportunities that strengthen our operational readiness and service delivery. The training department is comprised of two Training Captains and one Medical Services Officer (MSO). I provide strategic oversight of all training programs, including the Snohomish County Fire Academy, our Emergency Medical Services (EMS) and fire training initiatives. These programs are designed to ensure our personnel are well-prepared to meet the changing needs of the community.



Jason Hodkinson
Assistant Chief - Operations

The Operations Division consists of 47 operational personnel, organized into four platoons to ensure continuous, around-the-clock coverage across our three staffed stations. In 2024, we responded to approximately 4,300 calls for service, encompassing a wide range of Emergency Medical Services (EMS) calls, fire suppression incidents and rescue scenarios.

SCFD#4 also maintains several specialized teams, such as Technical Rescue, Water Rescue, and a Wildland Team. Notably, in 2024, our Wildland Team actively mobilized to address nearly a dozen wildland incidents within Washington State and provided mutual aid in Oregon and California, demonstrating our commitment to regional and national emergency response.

To support continuous improvement and operational excellence, Snohomish Fire District #4 actively solicits employee input through various operational committees. These committees play a vital role in guiding our organization, ensuring we provide the highest level of service while fostering seamless 911 operations in collaboration with neighboring departments throughout Snohomish County. Our commitment to community safety and inter-agency cooperation remains at the forefront of our mission.



In 2024 ,
SCFD#4 teams
responded to
wildland fires
regionally.

Operations Division: New Hires in 2024



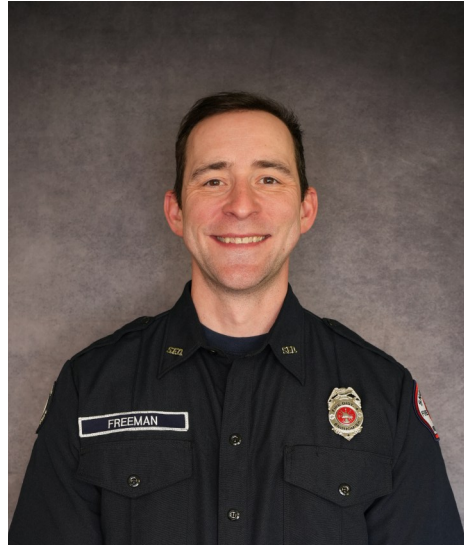
Part time Firefighter EMT
Foti



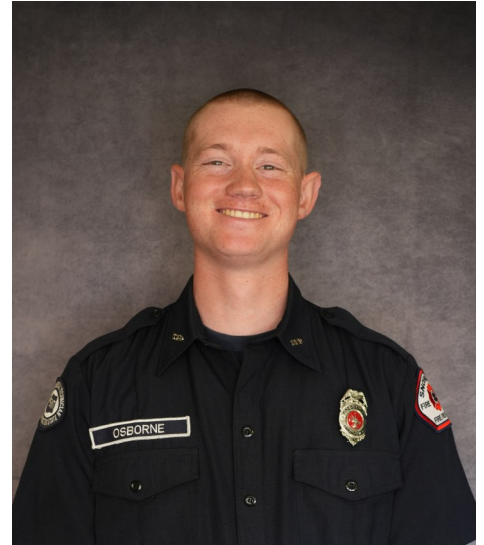
Part time Firefighter EMT
McCleod



Part time Firefighter EMT
Soucy



Firefighter Paramedic
Freeman



Firefighter EMT
Osborne

In addition, Casey Rugg, Bailey Welch, Edwin Westerinen transitioned from part time to full time firefighters.

Operations Division: 2024

Total Responses
4283

Of those total responses, 3684 incidents occurred within SCFD#4's geographical jurisdiction. Below is a break down of the incidents:

EMS Incidents

Emergency Medical Service (EMS) responses accounted for 79.47% of the total number of incidents.

Basic life support (BLS): 1758 calls

Advanced Life Support: 936 calls

EMS Service Calls: 233

Appendix B: Section V

Fire Incidents

Fire incidents accounted for 10.43% of the total number of incidents.

Structure Fires: 21 calls

Fire Other: 363 calls

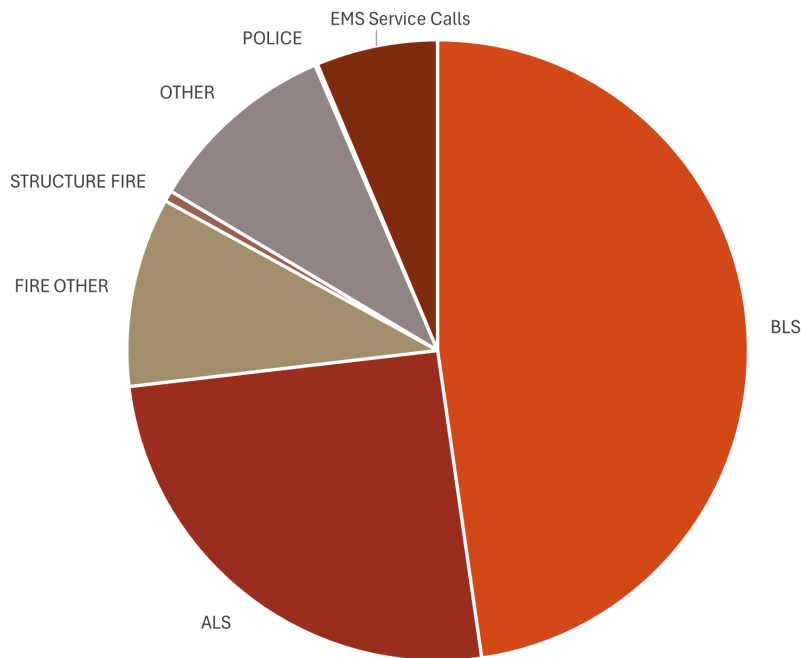
'Fire Other' calls incorporate incident types such as hazmat and gas leak

Other Incidents

The District also assists and has awareness of calls for service that are categorized as Other or Police. These incidents include traffic hazards and poison control.

Other: 367 calls

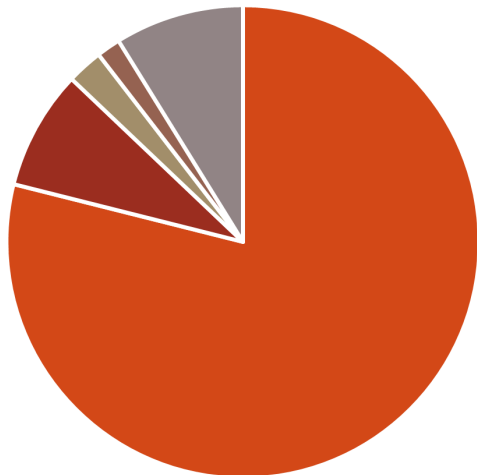
Police: 5 calls



Operations Division: 2024

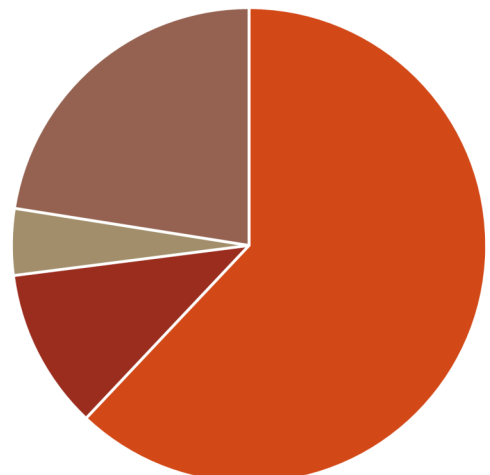
In collaboration with Snohomish County fire agencies, the District provides automatic aid to surrounding areas within the region. Auto aid given refers to the number of incidents in which SCFD#4 responded to incidents outside of the District's geographical jurisdiction at the request of another agency. This does not include wildfire or mobilization incidents. Auto aid received refers to the number of incidents within SCFD#4 jurisdiction in which another agency assisted in providing service.

Auto Aid Given 599 Incidents



- Snohomish Regional Fire and Rescue
- Snohomish County Fire District #16
- Everett Fire Department
- Snohomish County Fire District #17
- Other

Auto Aid Received 833 Incidents



- Snohomish Regional Fire and Rescue
- Snohomish County Fire District #16
- Everett Fire Department
- Other

Operations Division: 2024 Objectives

Call Process Time

36.0 Sec

A measurement of the period of time from when the request for service is created at the dispatch center to when the incident is transmitted to the stations via the radio. SCFD#4's objective is to have the calls processed by the dispatch center within 90 seconds. During 2024, 98% of the requests for service met this goal.

Turn-out Time

2 Min 25 Sec

The period of time recorded by the dispatch center from the time when the call is transmitted to the stations via the radio to the first responding unit transmits that they are enroute to the incident. SCFD#4's objective is to have a turnout time of two minutes. During 2024, 77.7% of the requests for service met this goal.

Urban First Due Travel Time - EMS

5 Min 05 Sec

A measurement of the period of time from when a BLS or higher capable unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within four minutes. In 2024, 76.5% of the requests for service met this goal.

Suburban First Due Travel Time - EMS

9 Min 15 Sec

A measurement of the period of time from when BLS or higher capable unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within eight minutes. In 2024, 80.2% of the requests for service met this goal.

Urban First Due Travel Time - ALS

4 Min 58 Sec

A measurement of the period of time from when an ALS unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within six minutes. During 2024, 95.5% of the requests for service met this goal.

Suburban First Due Travel Time - ALS

10 Min 07 Sec

A measurement of the period of time from when an ALS unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within ten minutes. During 2024, 89.6% of the requests for service met this goal.

Operations Division: 2024 Objectives

Urban First Due Travel Time - Fire

6 Min 13 Sec

A measurement of the period of time from when a firefighting-capable unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within four minutes. In 2024, 60.8% of the requests for service met this goal.

Appendix B: Section VII

Suburban First Due Travel Time - Fire

10 Min 57 Sec

A measurement of the period of time from when a firefighting-capable unit transmits that they are enroute to when the unit notified the dispatch center that they are on scene. SCFD#4's objective is to have units arrive to urban– designated incidents within eight minutes. In 2024, 68.4% of the requests for service met this goal.

Appendix B: Section VII

Call Concurrency

56.99%

This calculation refers to the percentage of the District's responses that occurred simultaneously throughout the year. This is a measurement from when the incident initially starts and when the last apparatus clears the incident compared to other incidents.

Concurrent Calls



Operations Division: 2024 Objectives

Effective Response Force (ERF)

The effective response force (ERF) is the set number of responders, including the incident commander, needed to effectively mitigate a specific incident type. For all of these incidents the District strives to have an 8 minute response time in urban settings and a 16 minute response time for suburban settings.



Residential Fire ERF

Urban: 13:50-19:59 mm:ss

Suburban: 6:28 mm:ss

Commercial Fire ERF

Urban: 27:47 mm:ss

Suburban: No incidents met criteria.

Brush Fire ERF

12:47-13:15 mm:ss

Fire Wildland Interface ERF

No incidents occurred.

Safety and Support

Supporting the health, safety and well-being of all employees at Snohomish County Fire District #4 (SCFD#4) is the top priority in my role as the Assistant Chief of Safety and Support. This position is responsible for overseeing the District's Maintenance Division as well as the Chaplain Support group. Both of these teams are critical components that ensure seamless support to all other divisions within the District.

A major aspect of the District's responsibilities is the management and maintenance the District's facilities and emergency apparatus. Ensuring that the District's fire stations, facilities, vehicles, and equipment are properly maintained and ready for service is essential to enabling a safe and rapid response to emergencies.

Snohomish County Fire District #4 is very proud of our Chaplain Program, which consists of four dedicated chaplains who respond and provide compassionate support during times of crisis. They respond to a variety of scenarios ranging from our citizens experiencing emergency situations to taking the time to debrief with our personnel and partnering first responders. In 2024, our SCFD#4 Chaplain Team responded to 116 calls for service. They respond to an array of situations including CPR in progress, deaths, structure fires, and as mutual aid to our auto-aid partner fire departments. Additionally, our Chaplains respond to mental health emergencies alongside local law enforcement. Our Chaplain Team maintains strong relationships with other regional support agencies, including Support 7, Fire District 5, Fire District 17, North Snohomish County Chaplains, and Marysville Crisis Support Services.



Gregory Osborne
Assistant Chief - Support & Safety



2024 notable events for the Safety and Support Division:

- Managed Annex water damage repairs
- Placed new Engine 41 in service
- Placed new Brush 43 in service
- Outfitted and placed two new staff vehicles in service
- Assisted with the acquisition of Training Tractor Drawn Aerial (TDA)
- Received LUCAS Device and StormSticks via grants
- Completed another year in the FIIRE program
- SCFD4 had a huge presence in our community events

Fire Prevention and Risk Reduction

As the Fire Marshal for Snohomish County Fire District #4 I have established both Fire Marshal and Emergency Management functions within the organization to better serve our wonderful community. This role is responsible for overseeing the emergency preparedness of the organization, upholding building compliance with fire safety regulations and promoting fire prevention through public education. Fire codes and safety standards are provided and guided by the International Code Council (ICC) and National Fire Protection Association (NFPA) .

Although this is a newly created position within the District, we have accomplished many goals this year. In close partnership with the City of Snohomish, we have built partnerships with their Building Department, collaborated on emergency management systems, and coordinated plan review to ensure consistent and effective service delivery.

To enhance our readiness for emergencies and disasters, we have bolstered our internal emergency operations plans and preparedness. A part of this preparedness planning is coordinating with law enforcement, public works, Department of Emergency Management and city officials . Our team has focused our communications and tactical planning with these agencies.

A large portion of the Fire Marshal's duties is public outreach and education; the District has prioritized public outreach as a method to fulfil this. During 2024, SCFD#4 attended various community events, coordinated education events such as First Aid and CPR classes. These efforts are essential to empower residents with the knowledge and skills to respond effectively to emergencies before first responders arrive.



DJ Hill
Fire Marshal

The Fire Marshal's focus:

- Fire Prevention
- Community Risk Reduction
- Public Education



Snohomish Fire within the Community

All employees from the commissioners and chief officers to our newest members have participated in our community engagement efforts in 2024. Being engaged in the Snohomish community is at the heart of our mission. Our executive staff, administrative staff, line employees, Chaplains, and Fire Explorers participate in our local community events all year long. SCFD4 is involved in the local service groups, city projects, and many employees participate in the local service clubs and organizations. The Snohomish Fire Explorers participated in nearly every community event held in 2024, volunteering their time and service for the community.

2024



HIGHLIGHTS

- Snohomish Sportsman's Club fishing derby
- Snohomish High School annual Serpentine
- National Night Out
- Kla Ha Ya Days Parade
- Snohomish Library "Read with a Firefighter"
- Touch a Truck events
- Snohomish Chamber of Commerce Car Display
- Pre-School playground dedication
- Annual Fire Prevention at elementary schools
- CPR/First aid training
- Monthly Snohomish Senior Center community breakfast
- Snohomish Pride Parade
- Snohomish Easter parade



- Historic Downtown Snohomish Association Zombie Walk and Winter Solstice
- Pilchuck District community gathering
- Snohomish High School football games
- Snohomish Farmers Market
- Halloween Trunk or Treat
- Lions Club White Cane Days
- Snohomish Education Foundation events
- Snohomish Senior Center First Responder lunch
- Engine 41 wet down/push in ceremony
- The Snohomish Fire Explorers Certifications



Appendix A

In 2025, the District refined its approach to data interpretation to more accurately track key indicators such as code responses and travel times. Over the years, multiple vendors have supported the interpretation of CAD-driven data; however, this process has now been brought in-house by District staff with assistance from the South County Regional Fire Authority. Appendix A provides the historical recalculations generated through the updated method. These figures may differ from previously published data and will serve as the official dataset moving forward. The additional time required to reconcile discrepancies and reprocess historical data resulted in a delay in the release of the 2024 Annual Report.

Review of the data points highlights the series of operational, staffing, and technological improvements the District has introduced to strengthen system performance and service delivery. In 2020, the District began implementing changes aimed at reducing overall response times. This effort became more focused and coordinated in 2021 following the adoption of the Standards of Coverage (SOC) and the Strategic Plan. Since then the following key initiatives have been implemented:

- Establishing full automatic aid agreements with neighboring agencies to ensure the closest unit responds, regardless of jurisdiction.
- Updating response plans to better match unit type and number to call type.
- Eliminating staffing brownouts by hiring additional full-time personnel.
- Restructuring the part-time firefighter program.
- Hiring additional paramedics to expand the number of fully staffed ALS units.
- Introducing enhanced alerting systems, apps, and devices to speed notification and response.
- Implementing quick-dispatch protocols.
- Providing two full sets of PPE per crew to eliminate delays from cross-staffing between apparatus.
- Increasing data tracking and reporting, including crew-level analysis, daily logs of response-time metrics, and targeted performance feedback.
- Expanding leadership capacity by adding an executive chief-level officer and additional administrative staff to oversee and sustain these initiatives.

These advancements were made possible through the ongoing support of District residents and the elected Board of Fire Commissioners. Looking forward, the most significant structural changes are planned for implementation between Q4 2025 and 2030. The District will continue to monitor system performance closely, adjusting strategies to sustain positive trends and deliver the highest level of service to the community.



Appendix A: Continued

Call Volume

Year	Total Responses	Incidents in District
2024	4283	3684
2023	4444	3730
2022	4587	3854
2021	4230	3559
2020	3917	3300
2019	3901	3431
2018	3951	3386

Automatic Aid

Year	Provided (Incidents)	Received (incidents)
2024	599	833
2023	714	787
2022	733	789
2021	671	790
2020	617	456
2019	470	464
2018	565	508

Call Process Time

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	00:36	98%
2023	00:37	98%
2022	01:13	95%
2021	01:47	82%
2020	03:01	52%
2019	03:07	31%
2018	03:15	29%

Appendix B: Section I, VI

Turn Out Time

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	02:25	77.70%
2023	02:19	82.40%
2022	02:36	77.80%
2021	02:57	63.90%
2020	02:57	60.40%
2019	02:57	61.60%
2018	03:04	59.20%

Appendix B: Section I

Call Concurrency

Year	% of Calls that are concurrent
2024	56.99%
2023	58.52%
2022	58.66%
2021	58.70%
2020	54.29%
2019	54.73%
2018	53.60%

Appendix B: Section V



Appendix A: Continued

Travel Time - Urban Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	05:14	75.60%
2023	05:24	75.40%
2022	05:38	69.60%
2021	06:13	63.70%
2020	06:14	58.40%
2019	06:01	66.90%
2018	06:17	65.00%

Appendix B: Section I

Travel Time - Suburban Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	09:34	78.60%
2023	09:46	77.30%
2022	10:17	72.70%
2021	10:48	70.80%
2020	11:13	63.90%
2019	11:21	64.30%
2018	10:58	69.40%

Appendix B: Section I

Response Time - Urban Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	07:46	88.40%
2023	07:56	88.80%
2022	08:35	84.10%
2021	09:46	71.20%
2020	10:47	58.40%
2019	10:06	59.00%
2018	10:35	54.60%

Appendix B: Section I

Response Time - Suburban Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	12:17	85.80%
2023	12:33	87.90%
2022	13:30	82.20%
2021	14:40	72.90%
2020	15:48	57.00%
2019	16:29	58.20%
2018	15:49	58.60%

Appendix B: Section I



Appendix A: Continued

Travel Time- Urban EMS Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	05:05	76.50%
2023	05:26	74.20%
2022	05:53	69.30%
2021	06:11	63.90%
2020	06:17	56.80%
2019	06:04	66.10%
2018	06:29	64.60%

Appendix B: Section I

Travel Time- Suburban EMS Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	09:15	80.20%
2023	09:46	77.20%
2022	09:54	73.60%
2021	10:16	71.70%
2020	10:22	77.80%
2019	10:23	77.60%
2018	09:42	81.80%

Appendix B: Section I

Travel Time - Urban ALS Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	04:58	95.50%
2023	05:22	92.20%
2022	05:22	92.70%
2021	07:21	83.10%
2020	06:42	87.10%
2019	05:56	90.40%
2018	06:39	87.40%

Appendix B: Section I,VIII, X

Travel Time - Suburban ALS Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	10:07	89.60%
2023	10:06	89.10%
2022	10:34	87.70%
2021	10:43	87.10%
2020	10:37	84.60%
2019	10:38	84.60%
2018	11:13	85.00%

Appendix B: Section I,VIII, X

Travel Time - Urban Fire Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	06:13	60.80%
2023	06:02	76.30%
2022	05:39	73.70%
2021	05:27	61.90%
2020	07:17	53.10%
2019	05:50	63.90%
2018	06:33	53.60%

Appendix B: Section I

Travel Time - Suburban Fire Incidents

Year	90th Percentile (mm:ss)	% of incidents that met the goal
2024	10:57	68.40%
2023	10:10	69.30%
2022	11:07	69.50%
2021	13:36	58.50%
2020	11:13	61.00%
2019	10:05	70.30%
2018	10:02	70.70%

Appendix B: Section I



Appendix A: Continued

ERF - Urban Residential Fire

Year	Travel Time (mm:ss)	# of incidents
2024	13:50-19:59	3
2023	10:04-12:57	3
2022	NA	0
2021	11:54-16:37	2
2020	14:32	1
2019	13:44-20:55	3
2018	14:57-16:03	3

Appendix B: Section IX

ERF - Suburban Residential Fire

Year	Travel Time (mm:ss)	# of incidents
2024	06:28	1
2023	11:01-21:30	11
2022	11:27-18:31	10
2021	11:35-2:52:12	6
2020	13:42-51:24	7
2019	09:20-41:20	6
2018	15:30-26:21	5

Appendix B: Section IX

ERF - Urban Commercial Fire

Year	Travel Time (mm:ss)	# of incidents
2024	27:47	1
2023	11:53-37:10	2
2022	NA	0
2021	16:27-20:36	3
2020	16:11	1
2019	NA	0
2018	NA	0

Appendix B: Section IX

ERF - Suburban Commercial Fire

Year	Travel Time (mm:ss)	# of incidents
2024	NA	0
2023	11:39	1
2022	NA	0
2021	NA	0
2020	NA	0
2019	26:12	1
2018	NA	0

Appendix B: Section IX

ERF - Brush Fire

Year	Travel Time (mm:ss)	# of incidents
2024	12:47-13:15	2
2023	12:43-38:22	5
2022	11:59-29:19	3
2021	09:39-17:49	4
2020	10:13-41:30	5
2019	10:53-29:09	7
2018	04:14-16:04	2

Appendix B: Section IX

ERF - Wildland Fire Urban Interface

Year	Travel Time (mm:ss)	# of incidents
2024	NA	0
2023	21:25	1
2022	21:36	1
2021	NA	0
2020	NA	NA
2019	NA	NA
2018	NA	NA

Appendix B: Section IX



Appendix B

- I. Travel times are a reliable indicator of system health and reliability, although influencing travel times is difficult to achieve since it is primarily determined by station location and the road infrastructure. Reducing long travel times is done by ensuring the closest units/apparatus are available to respond. Since 2018, FD4 Travel Times demonstrated an improvement between 00:45 (mm:ss) and 01:00 for EMS calls. Breaking that data down further, ALS incidents saw an improvement between 01:00 and 01:30. This is a reflection of expanding the District's operations to have all stations ALS designated. Fire-related travel times in both urban and suburban areas remain statistically consistent across the same timeframe. However, significant variation is observed—especially in suburban areas—making trends harder to identify. This variation is largely due to the lower call volume in suburban zones, where individual incidents can disproportionately influence results. Contributing factors include extended drive times and concurrent calls when nearby units are already committed.
- II. Call process times during the six-year interval showed a 02:30 (mm:ss) reduction and transformed from a 29% compliance to a 98% compliance. The District worked with SNO911 updating the District's protocols to be a "quick-dispatch" which streamlines the time from when the reporting party requests medical or fire to the time the call is dispatched.
- III. Turnout times during the six-year interval decreased 21%. Although this is a significant drop, there are additional changes to be made to increase this efficiency. District staff have worked to develop modern station alerting, secondary PPE for all personnel, and additional steps that will aid in decreasing this metric. Current station designs and capacity limit the ability to effect change on this time; the new modernized stations should assist in decreasing this time.
- IV. Response times during the six-year interval showed a 02:45-03:30 (mm:ss) reduction. This was accomplished without additional daily staffing, new stations, or new units. This decrease in response time was due to the operational efficiencies related to call processing and turn out. To note, during this same time period, the District had an increase in call volumes which generally results in decreased performance instead of the increased performance that the data reflects. To further improve the system the District added a unit and two additional firefighters per day in Q4 2025 with the aim to reduce response times.
- V. Incident break down calculations are based off of Final Call Type for an incident within the District's jurisdiction, which is categorized by Program, Subprograms, Specialty Programs and Emergency Medical Determinant (EMD) codes. Basic Life Support (BLS) Service Calls are comprised of the following EMD Codes: 7A2, 7A2E, 7A2F, 7A2W, 8O1, 8O2, 17A4, 17A4A, 17A4E, 17A4G, 17A4J, 17A4P, 22A1, 22A1A, 22A1B, 22A1M, 22A1X, 22A1Y, 25A1, 25A1V, 25A1W, 25A1B, 26O4, 26O4C, 26O9, 26O9C, 26O13, 26O13C, 26O19, 26O19C, 26A1, 26A1C, 26A9, 26A9C, 26B1, 26B1C, 29O1, 29O1V, 29O1U, 29O1Y, 29O1X, 31D1, 32B1, 32B2, 32B3, 32B4, 34O1.



Appendix B: Continued

- VI. SNO911 has clarified that prior to March 8th, 2022 the measurement for the call process time was based off the creation date and time of the initial call for service, not necessarily the request for Fire/EMS. This was corrected via a software upgrade on March 8th, 2022 in which the measurement is now based off the time in which the request for Fire/EMS is first added.
- VII. There are several factors that inhibit travel times for the District; responses are affected by the sparse distribution of existing fire stations and the suburban road network of the region. These structural challenges are compounded during periods of high call volume or when multiple incidents occur simultaneously. While some improvements are planned, such as adding a unit at a central station and increasing staffing, significant long-term solutions—like building additional stations or improving roads—are very costly and not feasible in the near term. The District will continue to monitor and evaluate other cost effective solutions and non-standard approaches.
- VIII. These calculations do not funnel down to determining the ALS Travel Times for calls in which a BLS unit was first on scene and then a MSO arrived.
- IX. Due to statistically low volumes, data for ERF calculations are reported as a range with the number of calls shown. Additionally, FRC and FR call types are combined due to the response plans being the same as the full alarm response. Prior to June 2019 call types FCC and FRC did not exist. Prior to 2021 the Fire Wildland Interface (FWI) call type did not exist.
- X. During Spring 2023 the MED call type was replaced with MED1-3 and was included in the ALS Travel Time calculations.
- XI. Operational personnel for the purpose of this report includes line personnel , training, and executive staff. Line personnel is defined as full time and part time employees with ranks from firefighter to battalion chief.

