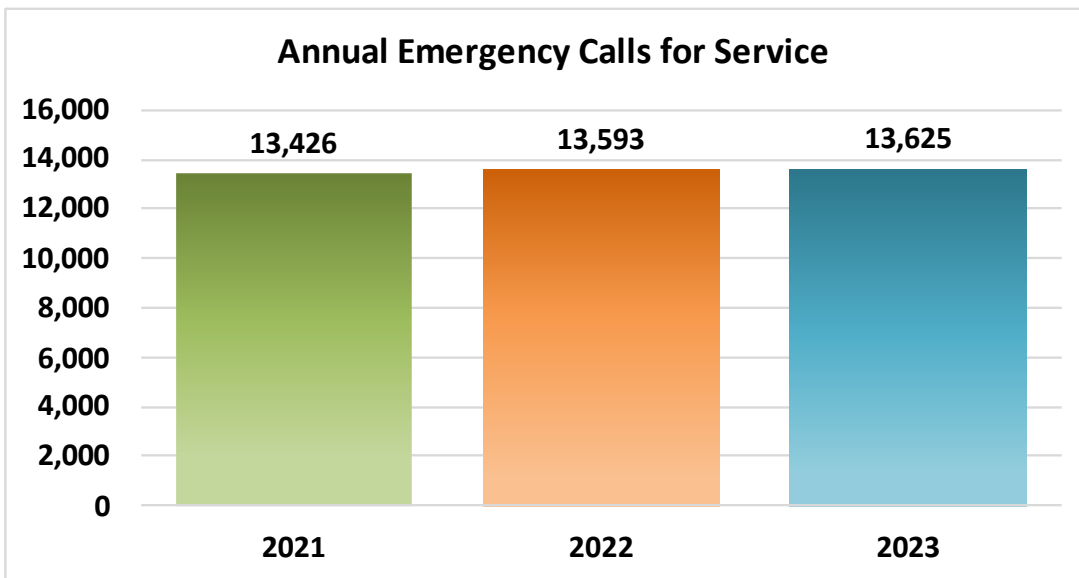
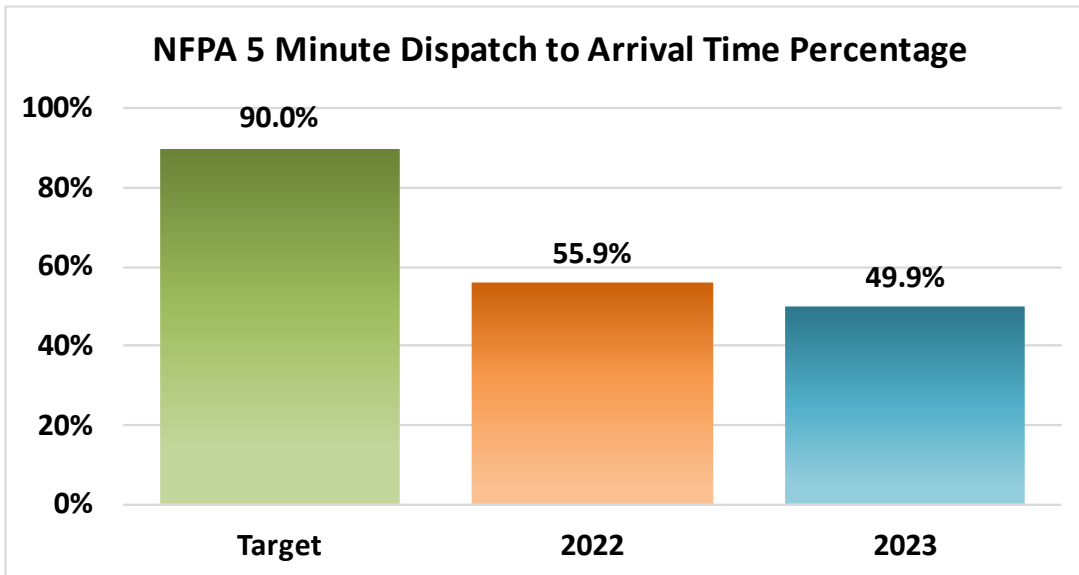


Annual Call Load includes all calls for service, both emergency and non-emergency, in the Salem city limits, and the Salem Suburban Rural Fire Protection District #1 (SSRFPD#1). The SSRFPD#1 district contracts with Salem Fire to provide fire department response to areas outside the city limits to the Northwest and South. This call load also includes calls in neighboring jurisdictions to which Salem Fire Department vehicles were dispatched as mutual aid. Average call load increase since 2019 was 5.2%. 2021 saw an increase of 16.5% over the previous year. The 10-year average increase is 6.1% a year. In 2022, annual call load increase was 2.9%



The chart above shows the annual breakdown of emergency calls, also referred to as priority 1, within the Salem city limits. An emergency call is defined as an incident where at least one response unit responds code-3, lights and sirens, from dispatch to arrival on scene. These calls form the basis for the NFPA Dispatch to Arrival calculation in the next chart. Emergency calls represent roughly half of the Salem Fire Department's annual call load and often require more than one emergency response vehicle.

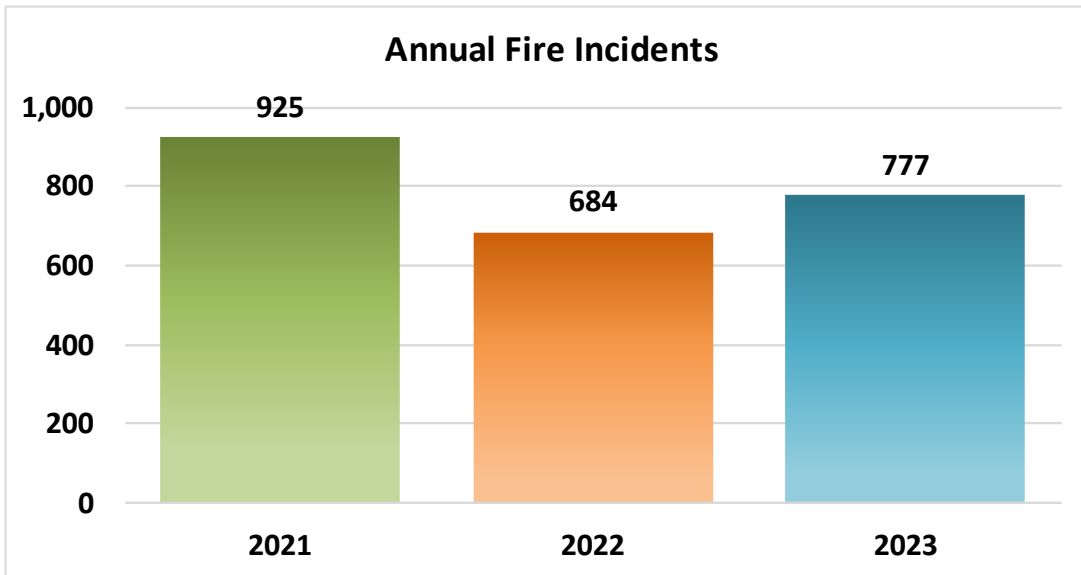


NFPA Dispatch to Arrival Time is a measure of the time it takes the first emergency vehicle to arrive on scene after the being notified by the dispatch center. The NFPA target is to arrive to emergency calls within the Salem city limits, in 5 minutes, 90% of the time. This five-minute time frame is broken down into two components.

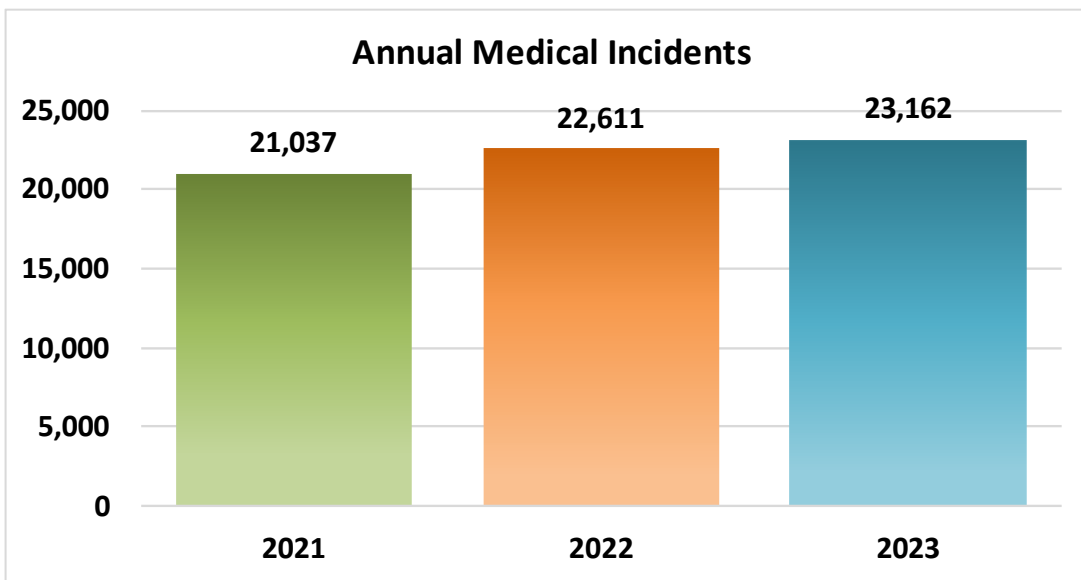
- Turnout Time is the time it takes the first unit to go enroute after the initial dispatch. One minute is allotted for turnout time.
- Drive Time is the time it takes from the first unit enroute to the first unit arriving on scene. Industry standards suggest that 4 minutes is the target for drive time.



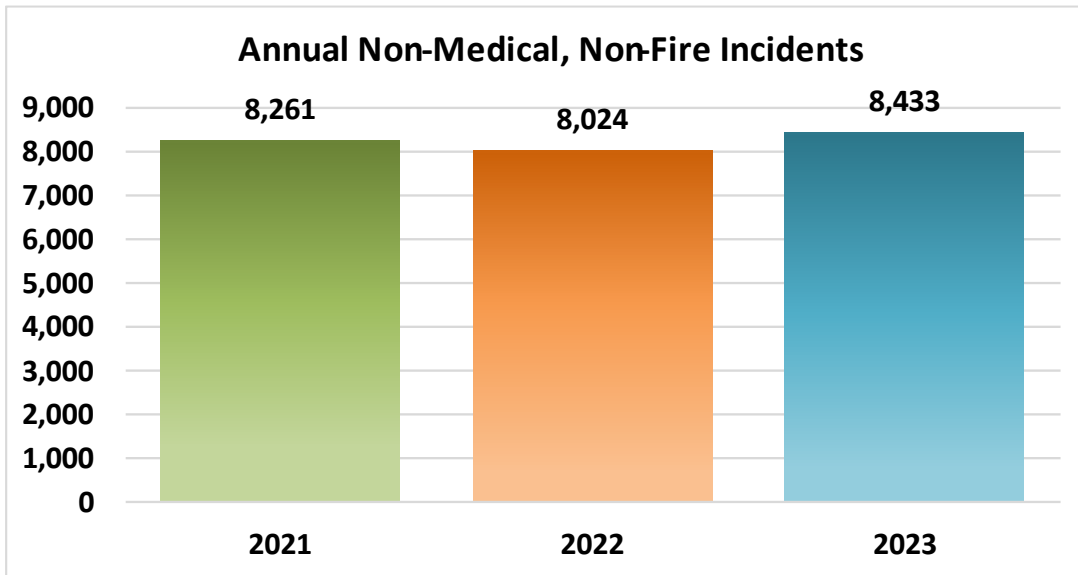
The Annual Emergency Calls Not Meeting Response Time Goal show the number of incidents where crews did not arrive in the desired 5 minutes. Most of these calls are medical in nature so these numbers closely relate to the number of people affected by long response times annually.



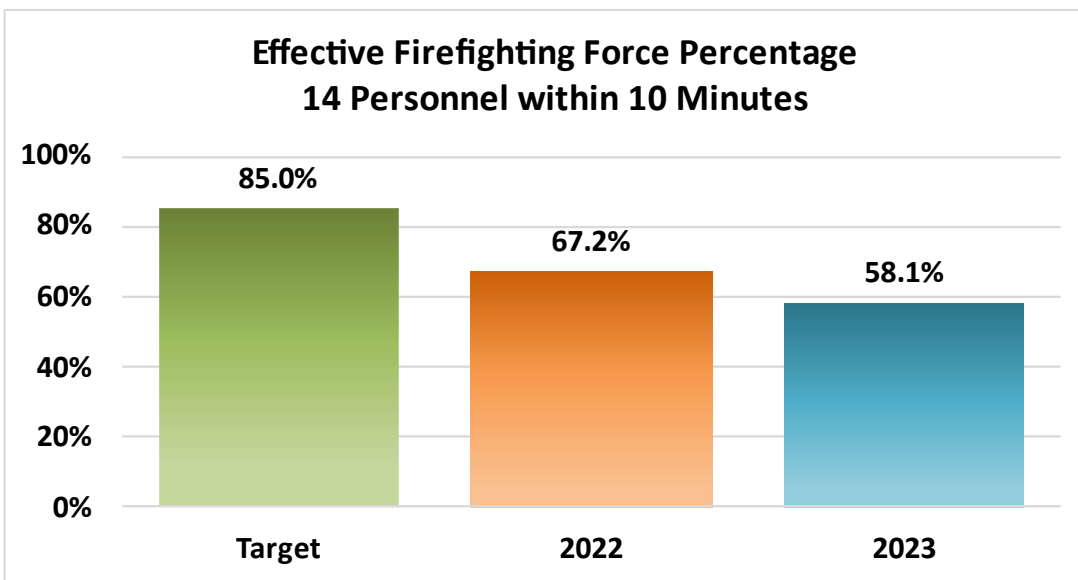
Fire incidents includes all types of fire incidents. Some examples of fire incidents are structure fires, vehicle fires, grass or brush fires, and dumpster or garbage fires. Not included are fires that are unauthorized burning, such as yard debris or garbage burned for the purpose of disposal and the fire is not out of control. 2023 saw an increase of 13.6% fire incidents over the previous year.



Medical incident encompasses all responses that are primarily medical in nature. This would include both emergency and non-emergency incidents. Some examples are cardiac issues, breathing difficulties, diabetic problems, injury motor vehicle accidents, trauma, medical evaluations, and patient transports. Medical incidents comprise the largest category of Salem Fire Department responses. Over the last three years, 71.7% of responses in Salem Fire Department's jurisdiction have been medical in nature. 2023 saw an increase of 2.4% over the previous year. Medical incidents constitute the largest portion of call load increases from year to year.

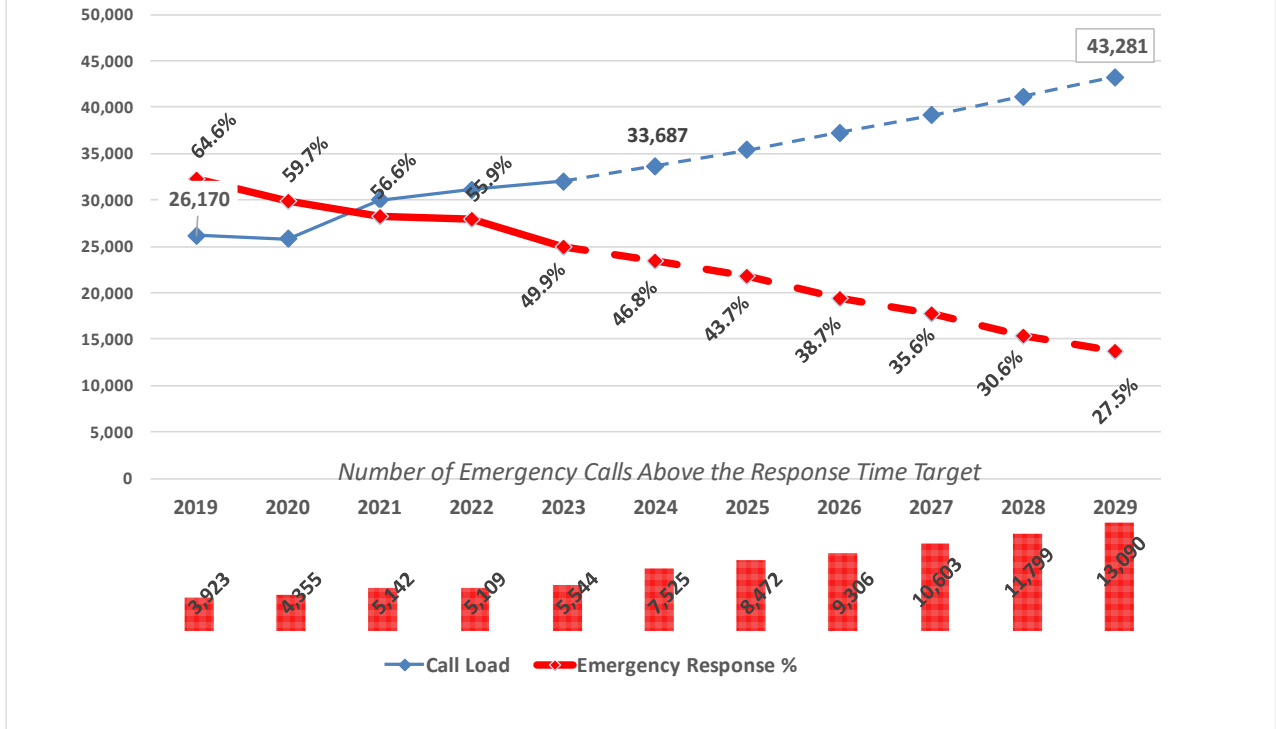


For reference this chart shows the balance of all other types of Salem Fire Department responses. This includes false alarms, calls canceled enroute, hazardous materials, natural gas and carbon monoxide leaks, non-injury motor vehicle accidents, service calls, and severe weather-related responses and mutual aid into neighboring jurisdictions. These types of calls saw an increase of 5.1% over the previous year.



Effective Firefighting Force (EFF) is the amount of personnel needed to perform all necessary fire suppression tasks during the initial first alarm response. The Salem Fire Department's target for EFF is to have 14 personnel on scene to all first alarm or greater structure fires within 10 minutes 85% of the time.

5 Year Call Load and NFPA Response Time Forecast



NFPA Response Time is a measure of the time it takes the first emergency vehicle to arrive on scene after being notified by the dispatch center. The NFPA standard is to arrive to emergency calls within the Salem city limits in 5 minutes 90% of the time.

The chart above is based on an annual call volume growth of 5.2%. This increase equates to the annual average over the last 5 years. The department has experienced an average annual call growth of 6.1% over the last 10 years.