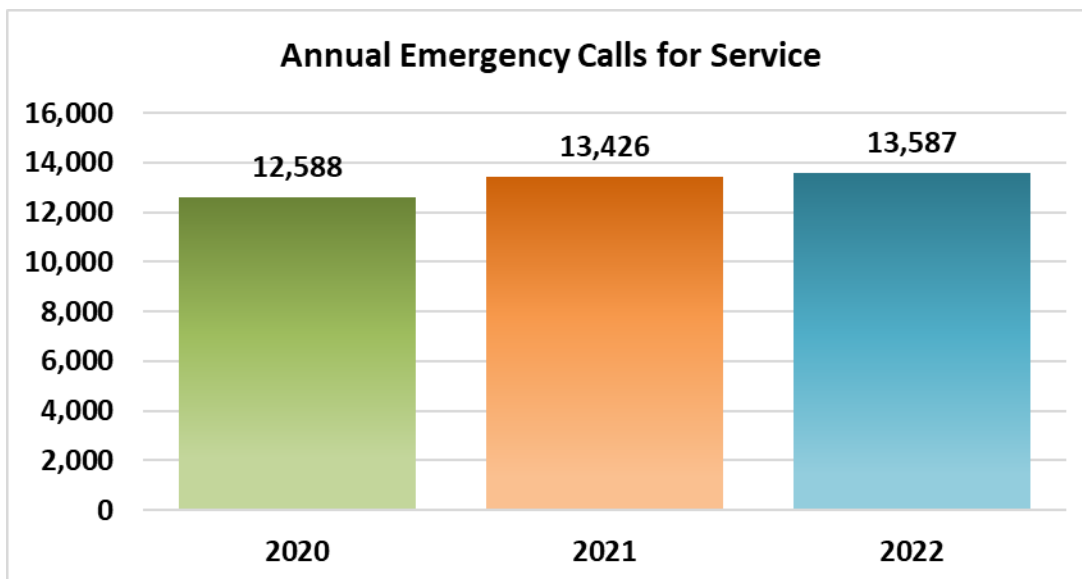
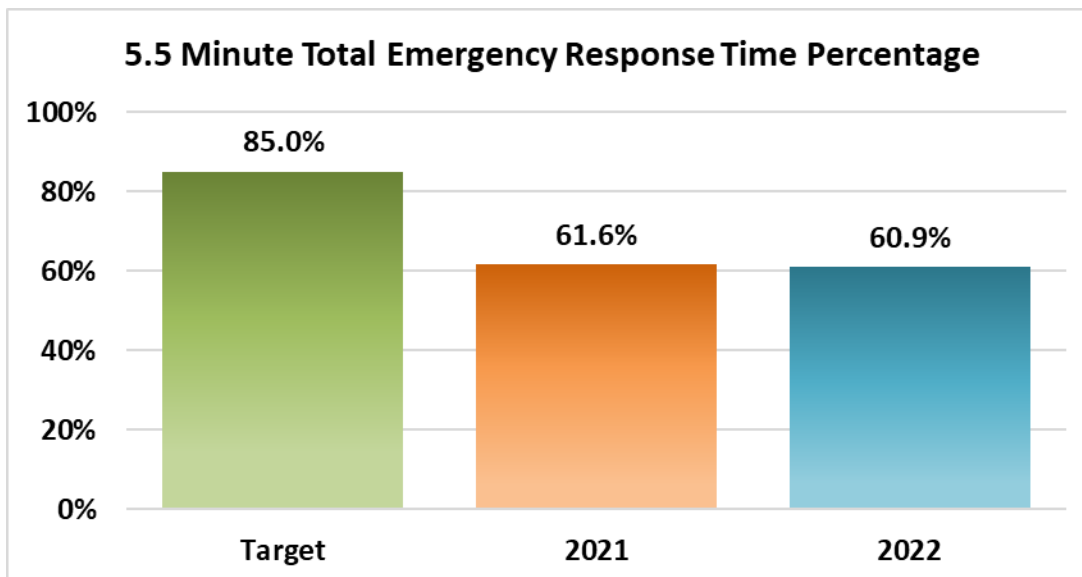


Annual Call Load includes all calls for service, both emergency and non-emergency, in the Salem city limits, and the Salem Suburban Rural Fire Protection District #1 (SSRFPD#1). The SSRFPD#1 district contracts with Salem Fire to provide fire department response to areas outside the city limits to the Northwest and South. This call load also includes calls in neighboring jurisdictions to which Salem Fire Department vehicles were dispatched as mutual aid. In 2020, during the initial months of the Covid-19 Pandemic shutdown, the department saw a 15% decrease in average daily call load. This average daily call load increased to normal levels as “stay at home” restrictions lifted but the result was a slightly lower call load by 1.4% as compared with 2019. Average call load increase since 2016 was 6.3%. 2016 and 2018 each saw increases of around 10% over previous years. 2021 saw an increase of 16.5% over the previous year. The 10-year average increase is 6.7% a year. In 2022, annual call load increase has normalized at 3.7%



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 Total Response Time Percentage 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.

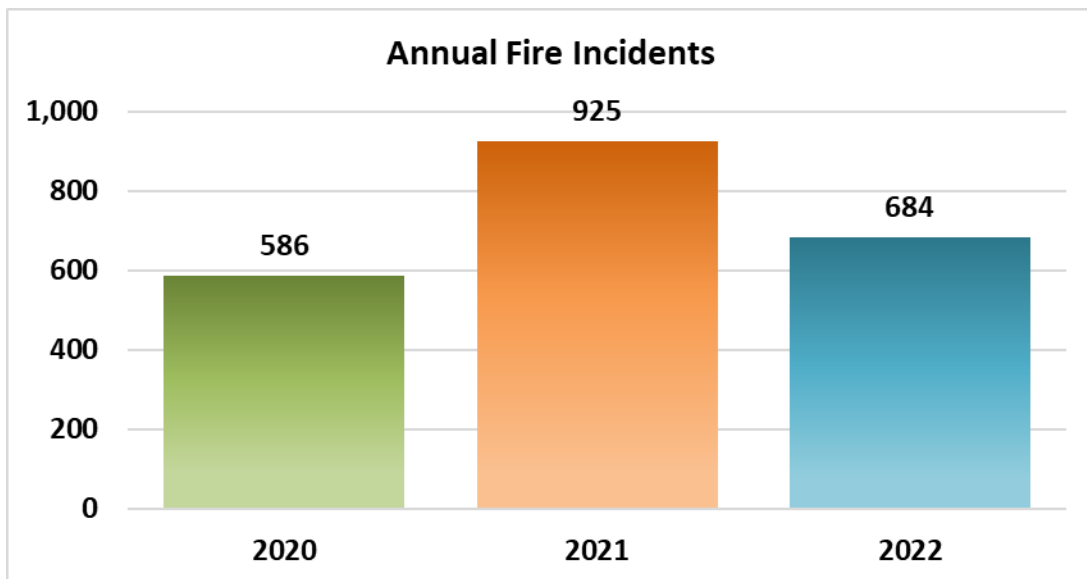


Total Response Time is a measure of the time it takes the first emergency vehicle to arrive on scene after the 911 call is received at the dispatch center. The City Council mandated target for the Salem Fire Department is to arrive to emergency calls within the Salem city limits, in 5 minutes, 30 seconds, 85% of the time. This five and a half minutes is broken down into three components.

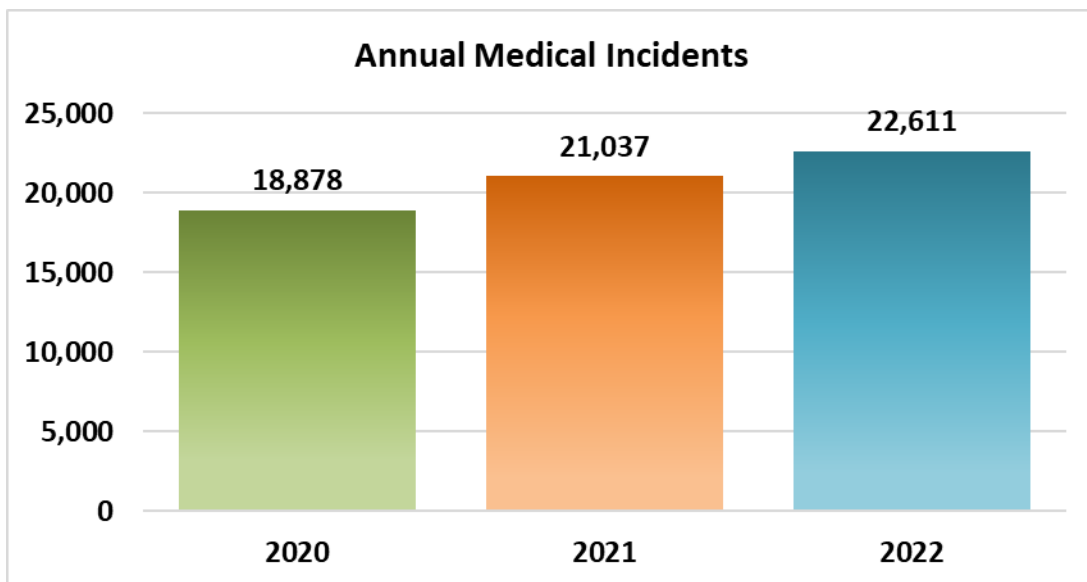
- Call processing time is the time it takes for the call to be dispatched by the 911 center after the call is received. The first 30 seconds is allotted for call processing.
- Turnout Time is the time it takes the first unit to go enroute after the initial dispatch. One minute is allotted for turnout 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.



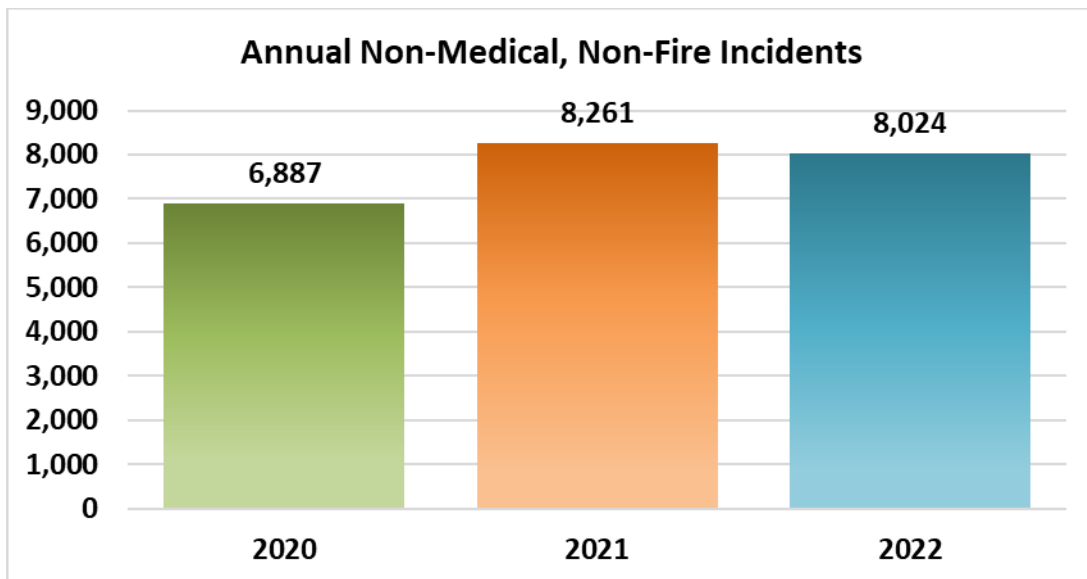
The Annual Emergency Calls Not Meeting Response Time Goal show the number of incidents where crews did not arrive in the desired 5 minutes 30 seconds. Most of these calls are medical in nature so these numbers closely relate to the number of people affected by long response times annually.



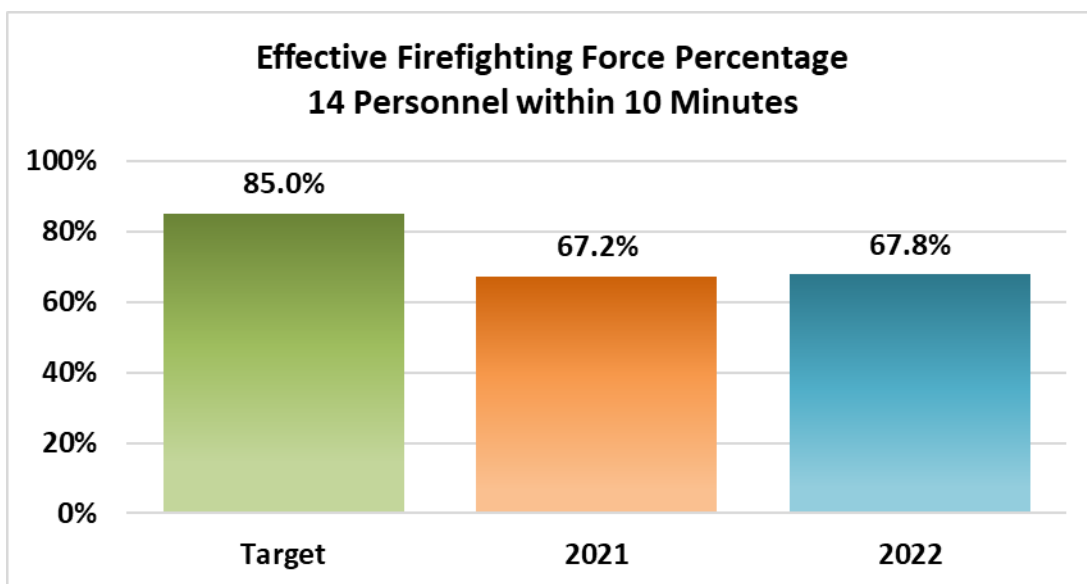
Fire incidents includes all types of fire incidents. Some examples of fire incidents are structure fires, vehicle fires, grass or brush fires, and dumpster or garbage fires. Not included are fires that are unauthorized burning, such as yard debris or garbage burned for the purpose of disposal and the fire is not out of control. 2022 saw a decrease of 26.1% fire incidents over the previous year. Since 2017, the number of fire incidents per year has grown an average of 4.6% annually.



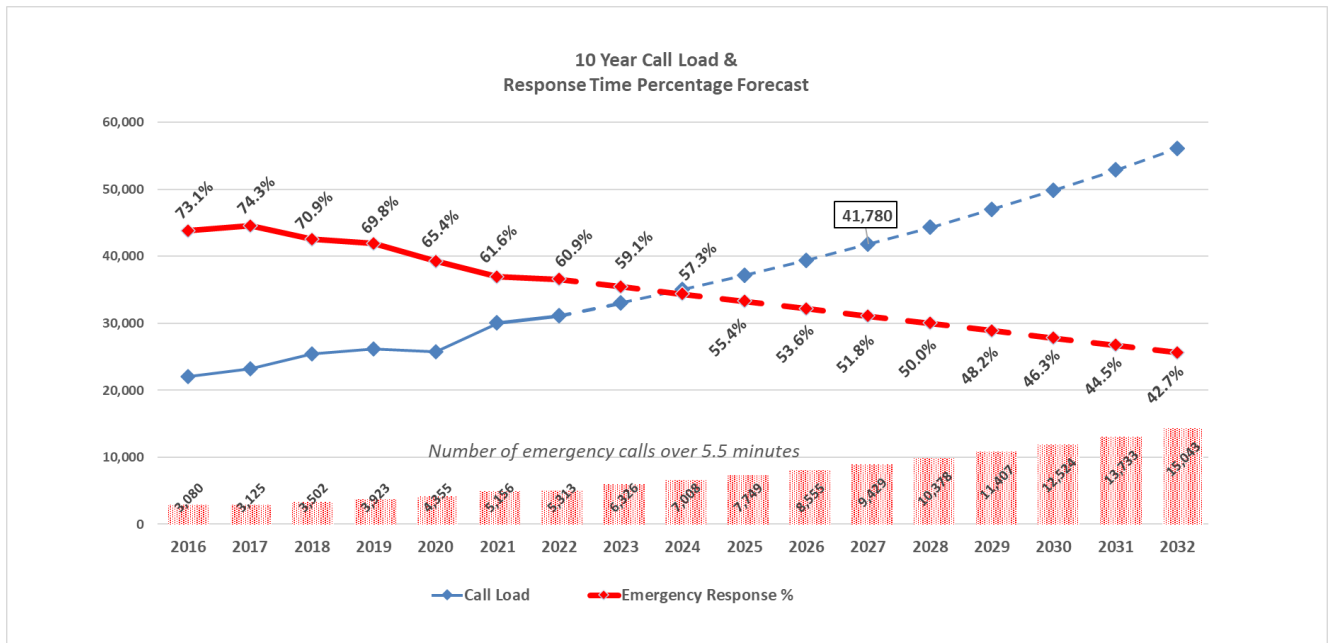
Medical incident encompasses all responses that are primarily medical in nature. This would include both emergency and non-emergency incidents. Some examples are cardiac issues, breathing difficulties, diabetic problems, injury motor vehicle accidents, trauma, medical evaluations, and patient transports. Medical incidents comprise the largest category of Salem Fire Department responses. Over the last three years, 71.1% of responses in Salem Fire Department's jurisdiction have been medical in nature. Since 2017 the number of medical incidents has grown an average of 5.3% per 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. Since 2017 these types of calls have increased and average of 8.0% per 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.



Total Response Time is a measure of the time it takes the first emergency vehicle to arrive on scene after the 911 call is received at the dispatch center. The City Council mandated standard for the Salem Fire Department is to arrive to emergency calls within the Salem city limits, in 5 minutes, 30 seconds, 85% of the time.

The chart above is based on an annual call volume growth of 6.1%. This increase equates to the annual average over the last 5 years. The department has experienced an average annual call growth of 6.4% over the last 10 years.