

STANDARDS OF COVERAGE FOR EMERGENCY RESPONSE



Sisters-Camp Sherman Fire District

2012

**This Standards of Coverage document approved by the
Sisters-Camp Sherman Rural Fire District Board of Directors**

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Standards of Coverage for Emergency Response

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1) INTRODUCTION:

Standards of Coverage for emergency response are intended to provide objective documentation of community risks that the citizens expect, based on the resources they provide, to be mitigated by their local fire and EMS services. Wherever possible, data related to emergency response, economic factors, population and demographics is used to create a risk profile for the community. Those data, in addition to data from comparable communities with similar risks are used to develop a comprehensive picture of community emergency events and Sisters-Camp Sherman Fire District's ability to respond to and mitigate such events.

Standards of Coverage for Emergency Response are used nation-wide for this purpose, and the intention of this document is to create a set of expectations for the citizens, elected officials, employees, and visitors in the Sisters-Camp Sherman Fire District. This Standards of Coverage document is intended to be a "living" document, regularly updated as more objective data becomes available and as trends in service, service objectives, or public expectations change.

2) A BRIEF HISTORY OF SISTERS-CAMP SHERMAN FIRE DISTRICT

On May 10th, 1937 the city of Sisters, Oregon held a special meeting which was focused on establishing a fire department. A vote was held and the Sisters Fire Department was created. In 1938, the Sisters Fire Department levied their first tax of \$1.00 per household and \$5.00 per "businessman" to help fund necessary fire suppression equipment and operations. The Camp Sherman Fire department was established in 1975 and at that time was not a part of the Sisters Fire Department. In 1991, the Camp Sherman Fire Department and the Sisters Fire Department merged into one organization to become the "Sisters - Camp Sherman Rural Fire Protection District."

Sisters-Camp Sherman Rural Fire Protection District is a combination career and volunteer department which serves an area of over 240 square miles with an ambulance service area of approximately 2,000 square miles, in mountainous and high desert terrain on the eastern flanks of the Cascade Mountains of Central Oregon. The District currently provides structural and wildland fire suppression along with fire prevention and education. The District also provides an ambulance service to the community with advanced life support emergency medical services and rescue services including vehicle extrication and first-responder hazardous materials response. The department serves two communities (Sisters and Camp Sherman) and adjacent rural areas with a combined population of approximately 8,490 permanent residents. Along with the resident population, the area is recognized nationally as a tourist destination and the City of Sisters hosts numerous statewide, regional and multi-national events that draw as many as 20,000 tourists at a given time. The location of the district along state highways 20, 126, and 242 (the only east-west arterials through Central Oregon), makes the area a prime economic region of the state. The intersection of these major highways near the

City of Sisters creates the risk of a major emergency due to the high volume of traffic passing through the district daily. Potential threats range from multi-vehicle accidents, chemical spills, terrorist attacks, or an attempt to disrupt the State's transportation network. Though a relatively small department in a rural district, the Sisters-Camp Sherman Fire District must be equipped and prepared to respond to a wide variety of incidents due to this risk.

The Fire District currently employs a Fire Chief, one Deputy Fire Chief, a Fire Marshal, three Shift Captain Paramedics, five Firefighter Paramedics, an Executive Assistant, Administrative Assistant, part-time Volunteer Coordinator and part-time Mechanic. The District also relies heavily on its volunteers which total thirty-eight at the present time, along with six resident college student volunteers. The volunteer staff consists of 23 firefighters (9 of which are also EMS certified), 10 Emergency Medical Technicians or First Responders, and 8 support personnel.

Sisters-Camp Sherman Fire District is located in Deschutes and Jefferson Counties. The east-west arterial connecting Central Oregon to the west valley passes through the Santiam Pass west of Sisters and has a popular ski resort at the pass. Driving times from an incident to the nearest hospital can total 90 minutes during the winter months. Three work shifts are staffed by a Captain/Paramedic and 2 career Paramedics. Minimum shift staffing is 1-2 career personnel. During the school year students work 24-hour shifts. Additional staffing needs are met by the volunteers.

3) PERFORMANCE MEASUREMENT, DATA, and GUIDELINES

Sisters-Camp Sherman Fire District, like many other small fire departments across the state, only recently began keeping comprehensive data associated with emergency responses. This is mainly due to the previously prohibitive cost associated with programs that allowed collection of response data from the 9-1-1 Dispatch Center's CAD and compiling combined 9-1-1 data with information generated after the incident by crew members of Sisters-Camp Sherman Fire District.

While with the past system, rough statistical information was available through the State Fire Marshal's Office, that data was mainly related to fire loss, and did not include response times. Additionally, the type of data collected in the past only allowed Sisters-Camp Sherman Fire District to determine "average" (or "mean") response times, and did not permit the calculation of fractile (or percentile analysis) times, which have become an industry standard for emergency services.

Within the past two years, the State of Oregon's Fire Marshal Office released a free program (Fire Bridge) that allows a more comprehensive view of response performance. Sisters-Camp Sherman Fire District was an early adopter of this software, and has now collected nine months of data using this new tool. Additionally, starting in January of 2011, detailed EMS data has been entered into the program as well.

Because Sisters-Camp Sherman Fire District has a relatively modest call volume, it will likely take 3-4 years of data collection to identify statistically objective trends in levels of service. Until then, the assumptions within this Standards of Coverage are made using the available data and the current trends. As stated in the introduction, this is intended to be a “living” document, regularly updated based on objective analysis of performance data.

Benchmark Number 1: Conduct a review of data collected by 01-31-2012. Refine data collection methods based on this initial review, which will allow a full year of EMS data collection within the Fire Bridge program.

Benchmark Number 2: Conduct another review of data within Fire Bridge by 07-31-2012. Review the deployment assumptions within this SOC based on an extraction and analysis of response data. (See Exhibit “A” for list of minimum data points for collection).

4) RISK ASSESSMENT:

A comprehensive risk assessment covering fires, emergency medical events, and other potential emergencies takes into consideration, at a minimum, the following factors:

- Past emergency response history – This takes into account the actual demand for emergency services, what types of emergencies impact the community daily, how often they occur, and the life safety and economic consequences of these emergencies.
- Life risk – Life risk evaluates how many people live in the region, travel through, visit, and work in the area. Determining when volunteer and career emergency crews are available, and what citizens are doing that might pose an extraordinary risk profile are also important factors.
- Community economic risk – This asks the question, “What is the risk to the community if certain commercial infrastructure is lost to fire?” For example, the downtown area of Sisters is well known for its ambience and tourist trade. While losing several structures to fire would remove them from the tax rolls and constitute a “pure dollar loss” (see below), the loss of the businesses would also impact the community’s economic position. One question that is always asked when considering this type of risk, “Would the business rebuild and return to the community?”
- Infrastructure risks – The risk analysis assesses factors associated with places where people live and work. For example, the predominant type of construction, general access requirements by fire and rescue equipment,

provisions for occupant egress, fire flow estimates for the community and areas with inadequate fire flow requiring water to be transported.

- Transportation risk – Road, rail, water, and air transportation are considered.
- Environmental or Historical risk – Any event that may cause severe or permanent damage to historical structures or areas is considered, along with any event that could cause significant damage or loss of life due to an environmental hazard (such as a spill).
- Pure dollar loss – The risk associated with losing a structure and its contents, particularly if uninsured or underinsured, along with the risk that the structure may never be rebuilt and return to the tax rolls.

Fires:

Structure Fire: In the Sisters-Camp Sherman Fire District, the statistical incidence of structural fires is relatively low. The risk presented by an out of control fire, however, is disproportionately high based on the predominantly dry weather conditions, topography, and landscape. Few buildings in the Sisters-Camp Sherman Fire District have fire sprinklers. The exceptions are some recently constructed commercial space, and a few buildings that have been retrofitted. New construction must meet building code requirements set by the State or Oregon. No local efforts have been successful at improving sprinkler coverage. Sisters-Camp Sherman Fire District responded to 47 fires in 2009, of which six (6) were structure fires, and 43 fires in 2010, of which five (5) were structure fires. In the Goals Section, the Fire District has stated it will pursue the development of a sprinkler ordinance that improves protection associated with economic loss.

The time temperature curve standard, based on objective fire data from the NFPA and the Insurance Services Organization (ISO) have established that a typical point of ignition in a structure fire will “flash over” within three (3) to thirty (30) minutes, turning a simple room and contents fire into a structure fire of significant magnitude.

Therefore, for structural fires, Sisters-Camp Sherman Fire District is primarily concerned with providing life rescue and in confining the fire to the structure of origin. When staffing and resources allow, Sisters-Camp Sherman Fire District will engage in more aggressive tactics that might allow confinement to the area of origin within a structure (for example, the room of origin, the garage, etc).

Wildland Urban Interface Fire: A wildland urban interface fire (WUI fire) is the term used to define a fire that occurs in areas where human built structures are in close proximity to wild, non-landscaped areas of natural growth. The growth is typically brush, “ladder fuels” undergrowth, and trees. Fires of this nature are particularly difficult to control for

several reasons. First, many of the interface areas have inadequate water supply for firefighting, which allows for fire to gain significant ground once started. Second, most structures that are in close proximity to natural areas are made of combustible material, and many owners of these structures enjoy the natural landscape and have not made their property “defensible”. Third, and probably most importantly, natural cover fires that become “Interface” fires are often wind-driven and take place during the driest part of the year.

Most of the infrastructure within the Sisters-Camp Sherman Fire District is built in or adjacent to natural areas that are susceptible to a wildfire. Sisters-Camp Sherman Fire District has developed a WUI map that indicates areas that are particularly susceptible to these types of fire, and where citizens should provide defensible space around their buildings (WUI Map, Exhibit “B”, is also on file at Station 701 for viewing). Sisters-Camp Sherman Fire District believes the most significant fire risks in the District are life, property, and economic losses that may occur if an urban interface fire damages significant amounts of infrastructure.

In addition, wildfires that occur in natural areas surrounding the town of Sisters and Camp Sherman and bordering the main highway through town have occurred several times in the recent past. These fires, while often under the jurisdiction of the Forest Service and not Sisters-Camp Sherman Fire District, significantly affect trade and transportation through the District, particularly when the highway is shut down.

Sisters-Camp Sherman Fire District responded to twelve (12) natural cover and/or wildfires in 2009, and to twenty-three (23) natural cover or wildfires in 2010.

Other Fires: The remaining fires that Sisters-Camp Sherman Fire District responds to are grouped into much smaller categories. Examples of fires in 2009 and 2010 that did not involve structures or wildland included vehicle fires, trash fires, chimney fires, fires in dumpsters and cooking containers, and other miscellaneous fires. None of these fires presented a trend indicating that Sisters-Camp Sherman Fire District has high risk with any fire type other than structural or wildland.

Emergency Medical Services (EMS) Incidents:

Medical emergency incidents account for between 72% and 78% of Sisters-Camp Sherman Fire District’s call volume. Over 20% of all reported EMS incidents are motor vehicle crashes (MVC’s), either with or without injuries. In the last full year of data collection (2010), Sisters-Camp Sherman Fire District responded to nine (9) MVC’s on the Highway 20 pass where significant heavy extrication of entrapped passengers was required. These incidents tax local resources simply because of the number of units and personnel it takes to properly manage them, including multiple patient treatment, extrication, establishing a safe working area, time on task, and transport.

Other medical incidents that Sisters-Camp Sherman Fire District responded to over the past two years include strokes, cardiac arrest, heart conditions, heat exhaustion, diabetic emergencies, breathing difficulties, and a wide range of traumatic injuries. While the rate of MVC's remains relatively steady throughout the year, traumatic injuries spike in the middle of winter when cold-weather recreation is at its peak, and during the summer months when biking, hiking, and other outdoor activities bring people out-of-doors.

Sisters-Camp Sherman Fire District provides ambulance transport to a State approved Ambulance Service Area (ASA) and automatic aid agreement area that is significantly larger than the Fire District's boundaries. Of 637 medical calls in 2010, Sisters-Camp Sherman Fire District Medic Units transported 321 times to Bend (St. Charles Medical Center), and 16 times to St. Charles Redmond. The average time on task (out of service time) for transport calls in 2010 was 120 minutes (2 hours).

The average time on task for all EMS incidents (including transports) was 115.8 minutes in 2010. While this average is slightly affected by some very long task times (a few calls into frontier areas take as long as four hours), it still equates to roughly 3.3 hours per day where first-due companies are unavailable and responding to incidents.

When first-due units are unavailable to respond to EMS events, the career Captain in the Main Station is the primary source of contact. The Captain immediately initiates a Volunteer "call-back", bringing on-call personnel to the station to cover (and/or respond, depending on the situation). These on-call Volunteers provide secondary staffing, on average, within seven (7) minutes, while the career Captain may respond with other available personnel (students, Chief Officers, or whomever else is qualified and available to respond).

Additionally, off-duty career personnel may be called back to staff units when demand depletes on-duty resources. This call-back of personnel is initiated by the Shift Commander.

Because the use of "averages" doesn't give the most accurate representation of performance, a goal for Sisters-Camp Sherman Fire District is to have these data represented as percentages of 80% and 90% in future versions of the SOC.

Other Emergency Incident Types:

- Hazmat risk:
 - Highway 20 is a major East-West thoroughfare in Central Oregon and goes directly through downtown Sisters. Gasoline and other petroleum products are the primary hazardous materials transported through the District. However, the speed limit of 20 MPH in town through populated

areas significantly reduces the risk of hazardous material spill or fire from a transport accident.

- There are no commercial railroad lines in the District and no rail HazMat transported within Sisters-Camp Sherman Fire District.
- There are no natural gas lines or underground fuel lines.
- Sisters Airport has no commercial traffic. HazMat spill from private planes is limited based on fuel and cargo capacities.

➤ Flood risks:

- Significant portions of the town are in a flood plain. Whychus Creek and several dry creek beds run through town. Whychus Creek has flooded in the past causing property damage. Increased development since the last flood poses additional property and life risk.

➤ Water and Back Country rescue:

- There are multiple lakes within the Sisters-Camp Sherman Fire District ASA. Deschutes County SAR and Jefferson County Hasty Team currently provide SAR including water rescue and recovery. Unfortunately, especially during winter cold months when road access is limited (and water rescue from cold submersion requires rapid intervention), response times are prolonged. In the Goals Section, Sisters-Camp Sherman Fire District has stated its long-term goal/intent to develop a specialty rescue “first response” team with skills in low-angle rescue, initial water rescue, and other back country rescue techniques.

➤ Earthquake:

- An earthquake, tsunami, or other catastrophic emergency that causes Willamette Valley and coastal community evacuation has been recognized in the county disaster planning process. While there would be limited warning after such an emergency, pre-planning will be crucial.

➤ Weather Events:

- Response times increase when roads are impacted by snow and ice. With elevations ranging from 3,000 feet above sea level to 11,000 feet ASL, increased response times are to be expected during winter months when road surfaces are impacted. Because the impact of weather on response times has not been measured in the past, Sisters-Camp Sherman Fire District has developed a goal to collect data on responses during hazardous weather in order to provide more accurate predictions of expected response time performance.

➤ Glacial Moraine Lake Failure:

- Possibility that on the East Side of South Sister, Carver Lake, could fail and send flood water and materials down Whychus Creek Canyon.

Contingencies are covered in the flood plans for Deschutes County and in the Greater Sisters Emergency Operations Plan (available through Sisters-Camp Sherman Fire Administration).

5) DISTRIBUTION AND CONCENTRATION OF RESOURCES

Current Deployment and Points of Service Delivery

Sisters-Camp Sherman Fire District provides emergency services from four (4) fire stations within the Fire District:

Station #1

Located at 301 South Elm Street Sisters, Oregon, this station serves as the main station and houses Fire Administration and support staff including medical billing representatives. This location is where the majority of responses are initiated and where all career staff are located.



Staffing

- Fire Chief
- Deputy Chief
- Fire Marshal
- 2 administrative staff (Non-response)
- Part-time paid mechanic (Non-response)
- Part-time paid Volunteer coordinator (Non-response)
- 3 Career Shift Commanders
- 5 career Firemedics
- 3 Volunteer Captains
- 4 Volunteer EMS
- 11 Volunteer Fire/EMS
- 6 Volunteer Firefighters

- 6 Student Firefighter/EMT's (October – June)

Equipment

- 3 staff vehicles
- 3 ALS ambulances
- 1 structural engine type 1
- 1 interface engine type 1
- 1 heavy rescue
- 2 water tenders type 2
- 2 light brush type 6
- 1 heavy brush type 4
- 1 service truck

Station #2

Located at 69351 Lariat Street Sisters, Oregon, this station is within the Tollgate subdivision.

Staffing

- No staffing

Equipment

- 1 structural engine type 1 engine



Station #3

Located at 17233 Buffalo Drive Sisters, Oregon, this station is within the Squaw Creek Estates Subdivision.



Staffing

- 2 Volunteer Captains
- 2 Volunteer EMS
- 4 Volunteer Fire

Equipment

- 1 Interface Engine type 1
- 1 Water tender type 2
- 1 light brush type 6

Station #4

Located at 3033 SW Forest Service Rd 1419 Camp Sherman, Oregon.



Staffing

- 1 Volunteer Captain
- 2 Volunteer Fire

- 2 Volunteer EMS

Equipment

- 1 ALS ambulance
- 1 Light Brush type 6
- 1 Heavy Brush type 5
- 1 Structural engine type 1

6) ON-SCENE OPERATIONS, CRITICAL TASKS, and BASIC RESPONSE EXPECTATIONS

Sisters-Camp Sherman Fire District provides, whenever resources allow, IDLH (immediately dangerous to life and health) offensive firefighting interventions on structure fires. These interventions, while recognized as the most dangerous to firefighters, provide the highest level of performance for the citizens of the District and allow firefighters to assertively intervene at a structure fire by entering a burning building under specific circumstances to search for, and rescue occupants. Within the fire service, it is recognized that a significant amount of training and equipment must be committed to maintain these intervention capabilities.

Sisters-Camp Sherman Fire District personnel are required to know, understand, and follow the safety guidelines of “2-in, 2-out” when fighting fires in structures, and fire officers are required to understand the importance of establishing a “Rapid Intervention Team (RIT) capability early in the incident.

In addition, Sisters-Camp Sherman Fire District provides first-due advanced life support (ALS) interventions for its customers. This means a Paramedic level response, allowing crews to implement advanced cardiac, medical, and trauma lifesaving procedures on scene and during transport to the hospital.

Sisters has adopted a Safety Motto designed to simply and elegantly communicate expectations to our emergency response staff. This is a motto commonly used in fire and emergency services and it provides the most basic of instructions to our firefighters and EMTs:

- Within a structured plan, we will risk a lot to save a lot;
- Within a structured plan, we will risk little to save little;
- We will risk nothing to save what has already been lost.

With those service expectations and Safety Motto comes a responsibility to understand, and follow, the Rules of Engagement that have been created by the National Fire Service and are intended to provide guidelines for all Sisters-Camp Sherman Fire District personnel:

RULES OF ENGAGEMENT FOR FIREFIGHTER SURVIVAL

1. Size up your tactical area of operation.
2. Determine the occupant survival profile.
3. DO NOT risk your life for lives or property that cannot be saved.
4. Extend LIMITED risk to protect SAVABLE property.
5. Extend VIGILANT and MEASURED risk to protect and rescue SAVABLE lives.
6. Go in together, stay together, come out together.
7. Maintain continuous awareness of your air supply, situation, location and fire conditions.
8. Constantly monitor fire ground communications for critical radio reports.
9. You are required to report unsafe practices or conditions that can harm you. Stop, evaluate and decide.
10. You are required to abandon your position and retreat before deteriorating conditions can harm you.
11. Declare a Mayday as soon as you THINK you are in danger.

For emergency incident response, the Fire District currently employs a Fire Chief, one Deputy Fire Chief, a Fire Marshal, three career Shift Captain Paramedics, and five career Firefighter Paramedics. The District also relies heavily on its dedicated volunteers which total thirty-eight at the present time, along with six resident college student volunteers. The volunteer staff consists of 23 firefighters (8 of which are also EMS certified), 10 Emergency Medical Technicians or First Responders, and 7 support personnel. For safety reasons, Volunteer responders at Sisters-Camp Sherman Fire District are required to report to a Fire Station and respond from that location, and are not allowed to respond from home directly to the emergency scene unless specifically exempted by the Fire Chief.

When setting safe staffing levels for emergency intervention, Standards of Coverage require the identification of “*critical tasks*” that must be performed in a timely manner on every major type of emergency. These tasks include State and Federally mandated interventions and assignments to ensure the safest, most coordinated response. While the tasks are similar between all fire agencies, the number of personnel committed to each task may differ between departments depending on the community expectations, speed of intervention required by the SOC, life risk, and other factors (such as high-rise infrastructure, etc). Like all agencies, Sisters-Camp Sherman Fire District set Critical Tasks after discussing performance expectations, safety standards, and the above “Rules of Engagement” with firefighters, EMS staff, administrative staff, and professional resources.

Once critical tasks are identified, the number of personnel that are needed to accomplish the task(s) in a safe and effective manner is established. The total number of personnel that are required to safely and effectively manage and mitigate an incident is listed. It is important to note that on many scenes, some of the less urgent tasks can be accomplished by “recycling” personnel who were assigned a task that they already accomplished (for example, on a simple structure fire with room and contents involved, the two firefighters who pull the back-up line may also serve as primary RIT). Sisters-Camp Sherman Fire District understands this is less than desirable due to the extra physical demands it places on firefighters, and works to minimize the practice.

Generally, within the Sisters-Camp Sherman Fire District, the establishment of a full effective firefighting force can take anywhere from 10 to 20 minutes depending on availability of volunteers and the distance of the incident from fire stations. This means that on a typical structure fire, if there is no immediate rescue profile on arrival (e.g., witnesses or residents stating someone is trapped, Dispatch reporting a trapped person, or highly reliable indicators such as cars in the driveway with a night-time fire), offensive attack will only commence when there are enough personnel on scene to safely conduct operations described in the task analysis below.

A non-IDLH entry structure fire (or wildfire) will generally need fewer firefighters because a “defensive attack” does not require immediate search and rescue or RIT. For IDLH entry, as previously stated, Sisters-Camp Sherman Fire District must have “2-in, 2-out” unless there is a known or highly suspected rescue situation. Any time a “rescue” entry is made without the required “2-in, 2-out”, Sisters-Camp Sherman Fire District will require a MANDATORY debriefing and analysis of actions and decisions on the incident.

Critical Tasks and Staffing Assignments:

Structure Fire Hydrants (With IDLH entry): Total = 17

Attack line 2
Pump Operator 1
Water Supply 1
Back-up line 2
Rapid Intervention Team (RIT) 2
Command/Safety 1
Search & Rescue 2
Ventilation 2
Utilities/Exposures 2
Rehab 2

Structure Fire Non-Hydrant (With IDLH entry): Total = 20

Attack line 2
Pump Operator 1
Water Supply 4

Back-up line 2
Rapid Intervention Team (RIT) 2
Command/Safety 1
Search & Rescue 2
Ventilation 2
Utilities/Exposures 2
Rehab 2

Structure Fire Commercial (IDLH entry): Total = 31

Attack line 4
Pump Operator 4
Water Supply 1
Back-up line 2
Rapid Intervention Team (RIT) 4
Command/Safety 2
Search & Rescue 2
Ventilation 2
Utilities/Exposures 4
Salvage 4
Rehab 2

Wildland Fire (Standard response): Total = 18

Attack line 8
Pump Operator 3
Water Supply 4
Command/Safety 1
Rehab 2

MVC-Extrication: Total = 12

Attack line 2
Pump Operator 1
Command/Safety 1
Extrication Officer 1
Paramedics 2
EMT'S 2
Rescue Tech 3

Cardiac Arrest: Total = 6

Scribe 1
CPR 2
Airway 1
ALS Drugs 1
Lead Medic Assistant 1

Basic Response Expectations:

The following are the primary service delivery expectations for Sisters-Camp Sherman Fire District. As more data becomes available, response time performance expectations will be expressed as a percentile (fractile) analysis (i.e., 80% and 90% performance) and will also be categorized into “Response Zones”. For example, there are likely to be three (3) primary “Response Zones” within Sisters-Camp Sherman Fire District for measuring percentile performance. These would be urban, suburban, and frontier, with each successive zone having a longer response performance profile due to the location of Sisters-Camp Sherman Fire District stations and personnel.

Fire Suppression

Sisters-Camp Sherman Fire District provides structural fire response as follows:

- Urban: First due units will arrive within eight minutes of the emergency call 80% of the time. An effective firefighting force will arrive within 15 minutes 80% of the time.
- Suburban: First due units will arrive within twelve minutes of the call 80% of the time. An effective firefighting force will arrive within 22 minutes 80% of the time.
- Frontier: First due units will arrive within 30 minutes of the call 80% of the time. An effective firefighting force will arrive within 60 minutes 80% of the time.

Medical

Sisters-Camp Sherman Fire District provides medical/EMS response as follows:

- Urban: First due units will arrive within six minutes of the emergency call 80% of the time. A full medical force will arrive within 15 minutes 80% of the time on cardiac arrest and extrication incidents.
- Suburban: First due units will arrive within twelve minutes of the call 80% of the time. A full medical force will arrive within 22 minutes 80% of the time on cardiac arrest and extrication incidents.
- Frontier: First due units will arrive within 30 minutes of the call 80% of the time. A full medical force will arrive within 60 minutes for extrication or other critical needs 80% of the time.

GOALS:

- 1) Staffing:
 - a) Have three personnel on each shift with a minimum staffing of two without using overtime to hire back.
- 2) Continue to pursue development of a sprinkler ordinance for new construction that will help mitigate the risk of fire in commercial and residential occupancies.

- 3) In the long-term, develop a multi-discipline (water rescue/low angle/technically skilled) “Reach, Treat, and Extricate” team.
- 4) Response zones: Adjust response zones on a two-year basis as more response data times become available.
- 5) Collect data on the time it takes to provide secondary staffing, represent staffing data in the future as a percentage and not as an “average”.
- 6) Collect data related to response times on inclement weather days (where chains or traction devices are required) to better determine response performance during severe weather events.
- 7) Improve data analysis and collection techniques
- 8) Develop plan for staffing the Camp Sherman station with volunteers and/or career staff.
- 9) Enhance auto-aid agreements with all cooperators.