



SPRING HILL FIRE DEPARTMENT

2025

PERFORMANCE METRICS



The statistics and department benchmarks below are the nationally recognized fire service standards expected to be achieved at 90% of the time. Average times do not account for outliers and is less accurate than the 90th percentile figure. In all cases, the average will be less than the benchmark and can only be expected to be achieved half of the time. *Note* Statistics are updated and current as of 1/20/2025.

Department Statistics

Year	Responses	Fire	EMS	Other
2022	3561	106	2052	1403
2023	3829	89	2244	1496
2024*	3958	69	1967	1922
Turn Out Time (< 80 sec)		Response Time Benchmark (5:20 min - 90% of calls)		
Year	90th Percentile	Average Response Time		90th Percentile
2022	38%	6:45 min		11:50 min
2023	59%	6:31 min		12:33 min
2024*	62%	6:53 min*		10:49 min

*Updated to reflect corrected report data through QA/QI process.

Benchmarks (NFPA 1710)

Description	Benchmark	2024 – 90th Percentile	2025 Goal – 90th Percentile
Turn Out Time	< 80 seconds	62%	70%
First Arriving Apparatus	5 min 20 sec	26%	40%
4 Person Staffing	100%	85% est.	100%

On-Going Accomplishments

- Reserve Apparatus has been equipped to meet and/or exceed ISO requirements.
- All fire hoses across the department were standardized; non-compatible fire hoses were removed from service, and each station was provided with identical hose for spare replacements.
- Awarded FY22 Department of Homeland Security Staffing for Adequate Fire and Emergency Response (SAFER) Grant (\$3.1M).
- Added a Fire Inspector and Community Risk Reduction Manager positions in the FY23/FY24 Budget.
- Implemented expanded health and wellness initiatives for staff to include NFPA 1582 Physicals, Mobility Assessments, Fitness Programming, annual Job Functionality Assessments, Cancer Screenings, and Mental Health Peer Support program.
- Ladder 69 (Reserve) refurbished to extend reserve service-life past 25yr NFPA recommendation.
- Rescue 69 (Reserve) had a six-bottle cascade system installed for on-scene bottle re-fills.
- Received delivery of a 2023 Pierce Impel Heavy Rescue.
- Station 1 kitchen and living space remodel.
- New heavy duty epoxy apparatus bay floor installed at Fire Station 3.
- Second set of turnout gear provided to staff for proactive cancer prevention.
- Fast Truck placed in service, reducing call volume for heavy apparatus.
- Additional hydraulic tools (Spreader/Ram) added to Rescue 64.
- Bridge Program approval and implementation on January 1, 2025 with mandatory retirement implementation beginning on July 1, 2026.



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- New 2025 Fire Engine/Pumper on order for Station 4 – Summer 2025 Delivery
- New 2026 Fire Engine/Pumper on order for Station 1 – Spring 2026 Delivery
 - Station 1 current Engine moves to Primary Reserve
- New 2026 100ft Aerial Ladder Truck for Reserve/Station 5 – Late Summer 2026 Delivery

Goals

- Complete a 2025 MTAS Comprehensive Management Review of the Department
- Hold strategic planning sessions, moderated by MTAS, with internal and external stakeholders to solidify short- and long-term goals which can be adopted by BOMA as an overall Strategic Plan. This is required to obtain accreditation.
- Continue to expand FTE positions to meet service demands and compliance with NFPA 1710.
- Continue to expand training props at the Public Works Facility to enhance firefighter training.
- Work with Human Resources, BOMA, and City Leadership to evaluate and design a retiree healthcare option.
- Begin re-evaluation process for ISO re-accreditation in early 2026. Review has been delayed to allow Station 4 to open and for data to be included in the overall metrics.

Needs

- New Battalion Chief Vehicle (FY25)
 - Repurpose current vehicle to Deputy Chief
 - Provides for a reserve Incident Command Vehicle
- Fire Station 5 (Kedron Rd. and Saturn Pkwy) (2 years)
 - Needed to improve response times at current void space in the city
 - USTA/Legacy Pointe development will create an increase in call volume
 - New Assisted Living complex on Reserve will create an increase in call volume
 - Propose a smaller footprint station for a single company; estimated at \$3.75m-\$4m
 - The ideal location would be near the Tri-Star property or adjoining properties on Reserve Blvd. (Tri-Star owns a large area at 3001 Reserve – possible partner)
 - Permit the department to budget for and begin the planning phase with the hiring of an architect to design the station.
- Re-locate Training Site to the Community Service Annex (3-4 years)
- Construct Fire Headquarters / Station 1 on CSA Property (4-5 years)
- Construct Fire Station 6 on Spring Hill Commerce Center dedicated property (5-7 years)