



1

## Agency Call Volume by Response Zone

Response Zone	Incident Volume
<b>Swansboro Primary Response Zones</b>	<b>1,278</b>
17A – Swansboro Fire District (Incorporated Town)	991
17B – White Oak River Fire District (Unincorporated & ETJ)	287
Aid Received	51
<b>Swansboro Secondary Response Zones (Aid Given)</b>	<b>215</b>
Onslow County Fire-Rescue	86
Hubert Volunteer Fire	70
Western Carteret Fire & EMS	50
NC Emergency Management	2
Other Agencies	7
<b>Total</b>	<b>1,493</b>

2

## Agency Call Volume by Call Type Category (NERIS)

Call Type Category	Incident Volume
Aid Given – Mutual Aid (Outside Agency)	50
Fire	111
Hazardous Situations	23
Law Enforcement Support	2
Medical – Illness	527
Medical – Injury/Trauma	327
Medical – Other	145
No Emergency – Wrong Dispatch/No Incident Found	3
Public Service – General	2
Public Service – Alarm Activations	125
Public Service – Good Intent	64
Rescue	114
Total	1,493

3

## 2025 Agency Call Volume by Month

Month	Incident Volume
January	117
February	105
March	145
April	140
May	117
June	128
July	148
August	110
September	116
October	126
November	109
December	132
Total	1,493

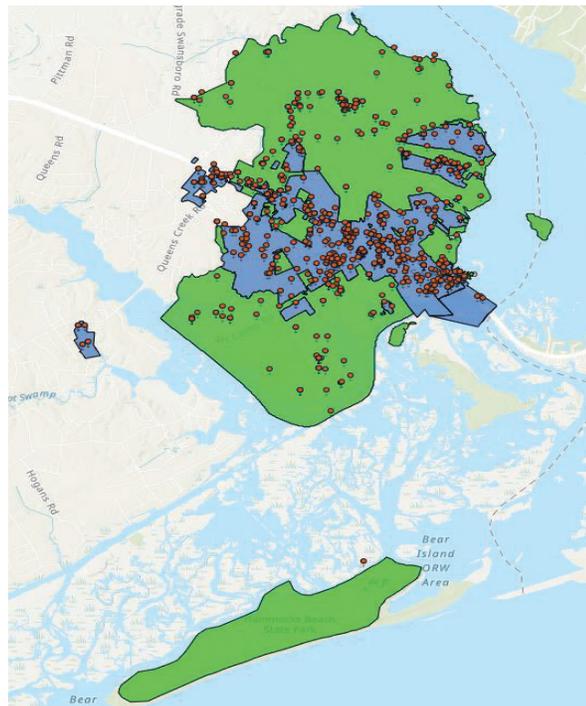
4

### Agency Call Volume by Day of Week

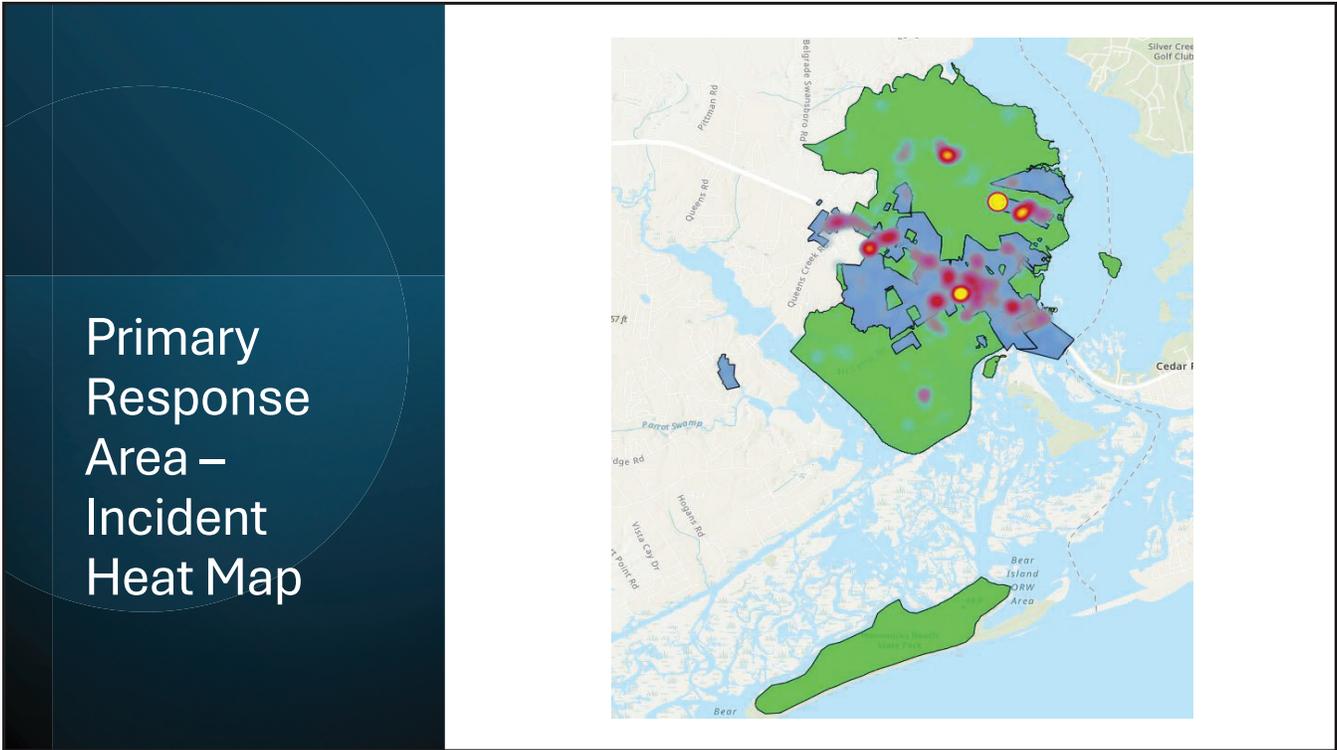
Day	Incident Volume
Monday	203
Tuesday	208
Wednesday	212
Thursday	230
Friday	226
Saturday	230
Sunday	184
<b>Total</b>	<b>1,493</b>

5

### Primary Response Area Incidents



6



7

## Operational Performance (90<sup>th</sup> Percentile)

Primary Response Area	All Incidents	All Incidents (Less Outliers)	1 <sup>st</sup> Arriving Unit	Day	Night
Call Handling Time (911 – Dispatch)	1:34	1:32	1:30	1:24	1:41
Turnout Time (Dispatch – Enroute)	2:14	2:11	2:04	1:47	2:28
Travel Time (Enroute – Arrived)	6:38	6:06	5:45	5:33	6:11
Total Response Time (911 – Arrived)	8:37	8:19	8:09	7:31	8:46

8

# Operational Performance (2025 vs 2024)

	Alarm Handling			Turnout Time			Travel Time			Total Response Time		
	2025	2024	+/-	2025	2024	+/-	2025	2024	+/-	2025	2024	+/-
SFD (All)	1:32	2:22	0:50	2:11	3:42	1:31	6:06	6:53	0:47	8:19	10:23	2:04
Day	1:24	2:54	1:30	1:47	2:20	0:33	5:33	4:30	(1:03)	7:31	9:44	2:13
Night	1:41	2:32	0:51	2:28	2:56	0:28	6:11	4:09	(2:02)	8:46	8:15	(0:31)

9

## Shortfalls & Gaps

### Overlapping Incidents

- Increase Turnout Times Greater Than 5:00
- 32:47 - Longest Delay In Unit Response {Canceled by EMS}
- Incidents Delayed Response – Off-Duty Chief Officer Response

### System & Communications

- System Status – Time Entry Delayed Multiple Agencies
- Unit Diverted – Higher Priority Incidents
- Data Entry Error – CAD System/Multiple Incidents

### Day versus Night

- Station Design – Proximity of Sleeping Quarters to Apparatus Bay
- Station Design – Station Alerting System

### Travel Time

- Station Location – Decentralized from Primary Response Area

10

## Operational Action Items (Improvements)

### Alarm Handling

- Worked with Onslow Communications to Identify Areas of Improvement

### Turnout Times

- Apparatus Equipped with Dispatch Software – Unit (Manual Time Stamps)
- Obtained Computer Aided Dispatch Software – Station (Early Notification)

### Benchmarking & Data Analytics

- FirstWatch Software Implementation – Accurate Capture of Incident Times & Unit Response (Measure Time from 911 to Call Closure)
- Radio Timestamps

11

## Community Risk Reduction (Inspections)

Inspection Types	Volume
Standard Fire Inspection	203
New Business Fire Inspection	7
Fire Suppression (Commercial Hood Inspections)	114
Special Event Inspections (Tents)	4
Code Violation/Fire Code Violation	2
Business/Construction Plan Reviews	21
<b>Total Inspections</b>	<b>351</b>

12

## Community Risk Reduction (Programs)

- Phase II – Hammocks Beach Trail Marker Signs (Eagle Scout)
- ICW Waterway Markers
- High-Hazard Occupancy Training (Fire Extinguishers)
- Wildland Urban Interface (WUI) – Hamrick Farms & Hammocks Beach



13

## Significant Agency Accomplishments

- Built a Partnership with Coastal Carolina Community College to Pilot a PSA Contract Program (Revenue for Training)
- 5 Personnel Completed the Fire Academy
- 4 Personnel Completed EMT Basic
- 1 Member Graduated from the Fire Rescue Management Institute @ UNC Charlotte
- Completed Three Acquired Structure Burns
- Maxed Facility Training Hours for ISO (All Full-Time) – In Partnership with Camp Lejeune

14