

WYLIE FIRE RESCUE UPDATE

Council Update
2025

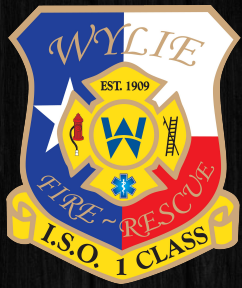


MISSION OF WYLIE FIRE RESCUE

"To dedicate ourselves to providing a progressive department of professionally trained and equipped personnel in order to protect the lives, property, and environment of our community."

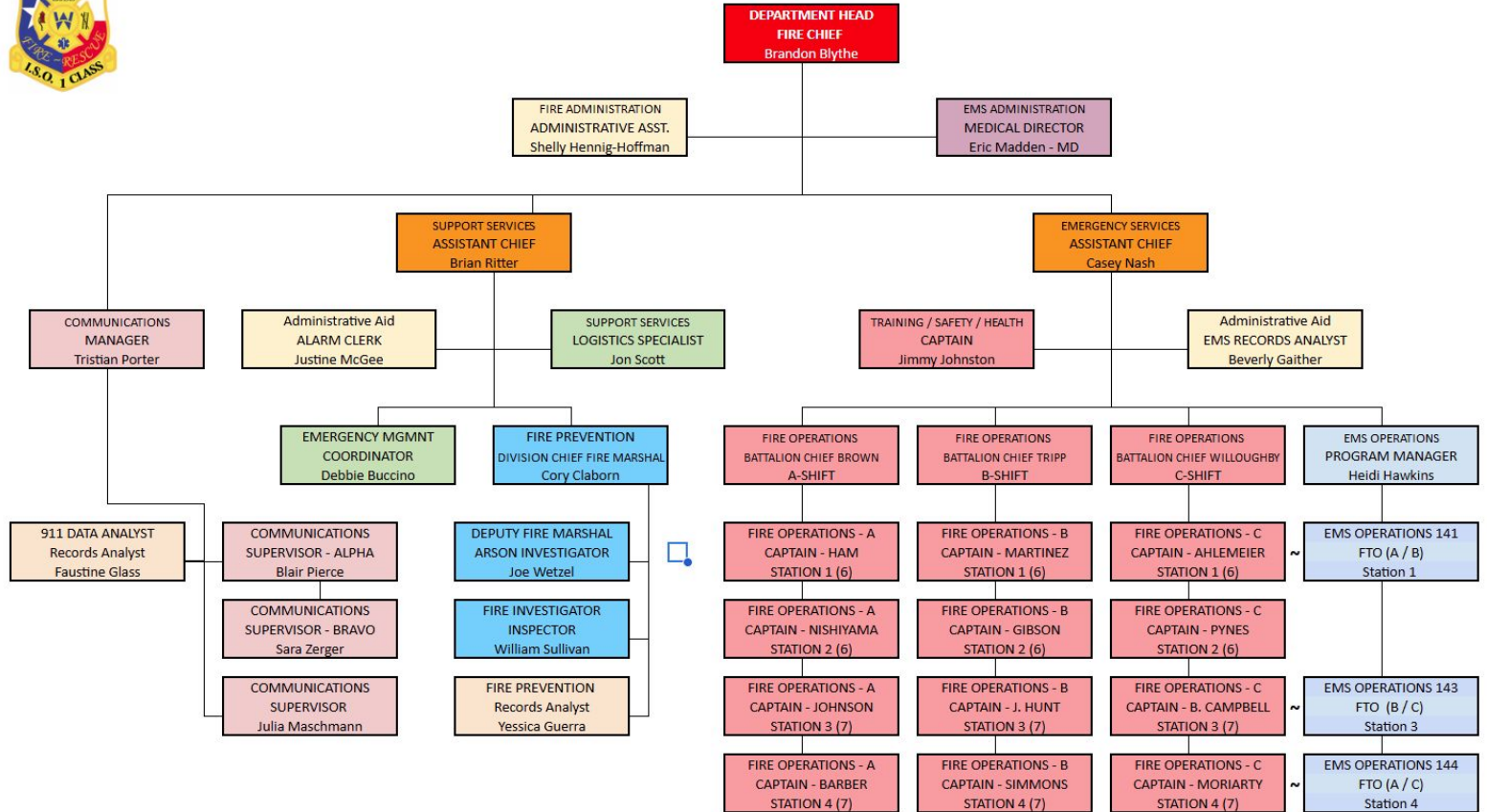
Our Vision: We, the Members of Wylie Fire-Rescue:

- Place safety as our first priority
- Take pride in meeting and exceeding the expectations of our community
- Encourage innovation and apply technologies that enhance the quality of our fire and life safety services
- Recognize the value and benefit in the diversity of every individual's background and experience
- Commit to the professional development of individual members as an investment in the future of our organization
- Depend upon the teamwork, with all individuals and divisions working together to ensure our success



WFR ORG CHART

WYLIE FIRE RESCUE - ORGANIZATIONAL CHART FY2025





CURRENT DEPLOYMENT

Minimum Staffing - 25 Personnel
Current total staffing is 28 per shift

CURRENT DEPLOYMENT



- **Station 1**
 - 6 Personnel
 - 4 on Quint 141
 - 2 on Medic 141
- **Station 2**
 - 6 Personnel
 - 4 on Quint 142
 - 2 on Squad 142
- **Station 3**
 - 7 Personnel
 - 4 on Quint 143
 - 2 on Medic 143
 - 1 on Battalion 140 (Shift Commander)
- **Station 4**
 - 6 Personnel
 - 4 on Quint 144
 - 2 on Medic 144

* +3 Relief Personnel assigned to each shift



CALLS FOR SERVICE BREAKDOWN

7,614 Calls for Service
1.42% Increase Over 2023

Total Unit Responses - 14,060 Unit Responses
(Average of 38 responses per day)

Average Response Time
4 min : 33 sec (2024)
4 min : 47 sec (2023)

\$1,612,977 Property Lost to Fire in 2024
\$12,082,813 Property Saved from Fire in 2024

	2024	2023
Total Calls for Dept. Services	7614	7506
MAJOR INCIDENT TYPE	# INCIDENTS	# INCIDENTS
Fires	130	124
Overpressure rupture, explosion, overhear	14	7
Rescue & Emergency Medical Service	3898	3978
Hazardous Condition (No Fire)	265	204
Service Call	821	647
Good Intent Call	415	353
False Alarm & False Call	560	486
Severe Weather & Natural Disaster	7	6
Special Incident Type	0	3
TOTAL STATE FIRE REPORTABLE INCIDENTS (NFIRS)	6110	5808
Command Unit Calls	3	1
Non-Emergency Hospital Transfers	272	574
Emergency Hospital Transfers	18	35
Medic Calls - Lavon	583	737
Medic Calls - Parker	258	
Mutual Aid Medic Calls	221	226
Public Relations Calls	149	125
Total CALLS FOR SERVICE (WVED/WFMS)	7614	7506



Call Volume 2024

- **Total Calls for Service**

- **2024 - 7614**
 - 2023 - 7506
 - 2022 - 7333
 - 2021 - 7336 (should have been 6900)
 - 2020 - 5953
- Call Volume was slightly up in 2024

- **Busiest Fire Unit - Quint 141 (1401 S. Ballard - Station 1)**

- Quint 141 - 1,834 responses (Covers district 1 & 5)
- Quint 142 - 1,268 responses (Covers district 2)
- Quint 143 - 1,561 responses (Covers district 3)
- Quint 144 - 1,123 responses (Covers district 4)
- Squad 142 - 483 responses



Total Unit Responses - 14,060 Unit Responses (Average of 38 responses per day)



CALLS BY DISTRICT

• **Fire District 1** – Covered by Station 1 on South Ballard Ave

- 2022 - 1423
- 2023 - 1374
- **2024 - 1511**

• **Fire District 2** – Covered by Station 2 on Country Club Rd

- 2022 - 2136
- 2023 - 2228
- **2024 - 1917**

• **Fire District 3** – Covered by Station 3 on East Brown St

- 2022 - 1301
- 2023 - 1291
- **2024 - 1390**

• **Fire District 4** – Covered by Station 4 on McMillen Rd

- 2022 - 1088
- 2023 - 1038
- **2024 - 1067**

• **Fire District 5** – Covered by Station 1 on South Ballard Ave

- 2022 - 468
- 2023 - 492
- **2024 - 565**

• **Mutual Aid Fire & EMS**

- **2024 - 358**



EMS Division Calls for Service

AMBULANCE CALLS FOR SERVICE OCT 24 - MAR 25

Location of Call	Count
City of Lavon	235
City of Parker	97
City of Wylie	1513
Collin County	110
Inspiration	48
Town of Saint Paul	40
Mutual Aid	347
Total Oct - Mar	2390
Averaging	430 per month



EMS Division Calls for Service

Total Transports

October 1, 2024 - March 1, 2025

1,484

TOP 10 PATIENT TRANSPORT DESTINATIONS

721	METHODIST RICHARDSON - RENNER
178	LAKE POINTE ROWLETT
99	MEDICAL CENTER OF PLANO
98	CHILDRENS LEGACY
96	MEDICAL CITY SACHSE
84	BAYLOR SCOTT & WHITE - WYLIE
65	BAYLOR PLANO
33	MEDICAL CENTER MCKINNEY
26	BAYLOR PLANO - HEART HOSPITAL
15	PRESBY ALLEN
13	MEDICAL CITY DALLAS

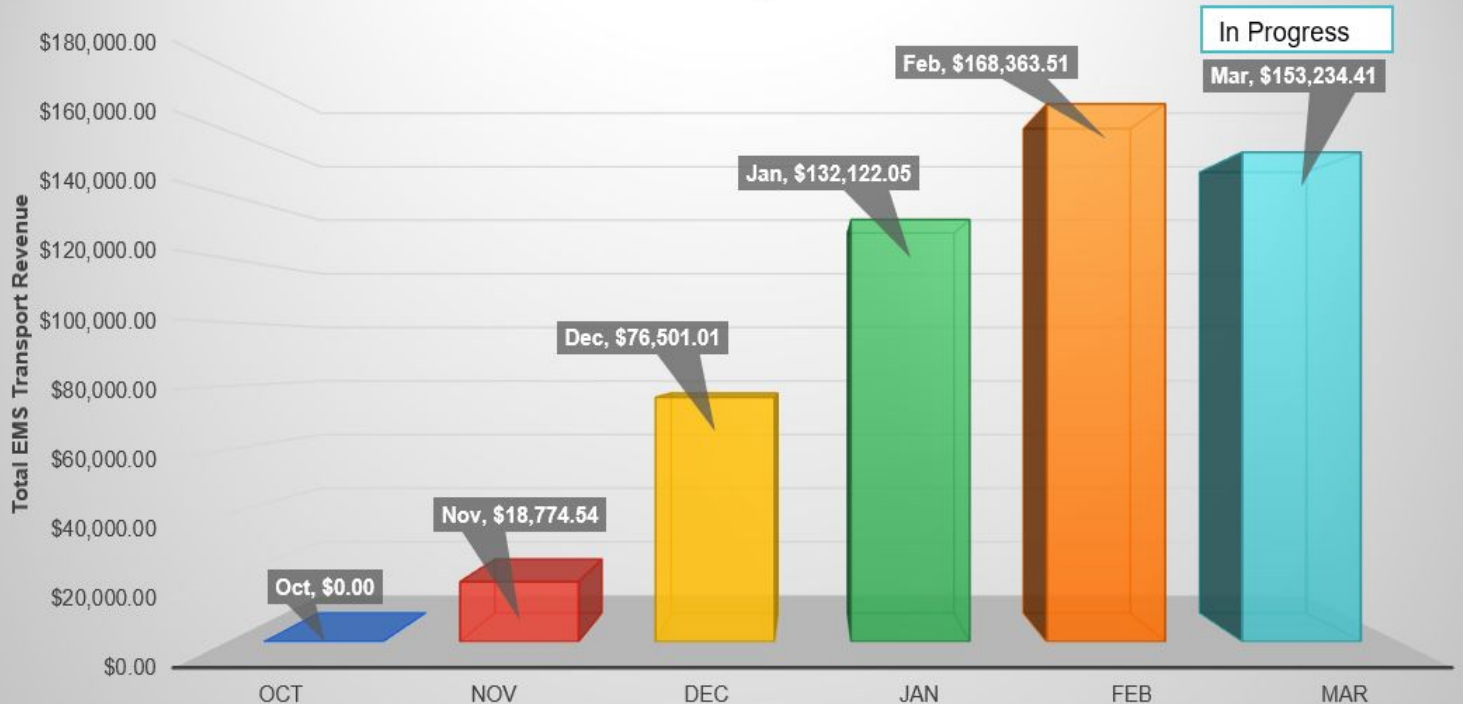


EMS Transport Revenue

FY 24-25
Projected:
\$1,478,995.

To Meet
Revenue
Projections
We Must
Average:
\$155,000
Per Month

Total EMS Transport Revenue





911 Communications Division





2024 Communications Statistics

- Personnel Worked 28,294 hours
 - 1,878 Overtime
- Personnel Completed 790 Training Hours
- Phone Calls
 - 73,241 Total Calls
 - Average 200 per day
 - 99.54% answered in less than 10 seconds
- 911 Calls
 - 17,613
 - Average 48 per day
 - 3.05 seconds average answer time
- Calls for Service
 - 36,875
 - Received to queue - 30 seconds
 - Queue to Dispatch - 1:13





All Departmental Revenues

DEPARTMENTAL REVENUES	FY24 Projected	FY24 Final	% Collected	FY25 Projected	FY24-25 YTD (3/18)	% Collected YTD
100-4000-43512 - FIRE GRANTS	\$ -	\$ (29,668.80)	100.00%	\$ -	\$ -	
100-4000-43530 - FIRE SERVICES	\$ (1,173,556.00)	\$ (1,699,126.62)	144.78%	\$ (1,445,000.00)	\$ (773,206.90)	53.51%
100-4000-43532 - FIRE DISPATCHER SERVICES	\$ (276,331.00)	\$ (276,331.56)	100.00%	\$ (300,000.00)	\$ (287,666.46)	95.89%
100-4000-43533 - FIRE AMBULANCE SERVICES	\$ -	\$ -	0.00%	\$ (322,000.00)	\$ (167,430.72)	52.00%
100-4000-43535 - FIRE SERVICE/ BLDG INSPECTIONS	\$ (5,000.00)	\$ (9,000.00)	180.00%	\$ (5,000.00)	\$ (9,000.00)	180.00%
100-4000-43537 - FIRE SERVICE/ PLAN REVIEW FEES	\$ (8,000.00)	\$ (7,517.27)	93.97%	\$ (7,000.00)	\$ (2,865.00)	40.93%
100-4000-43540 - EMERGENCY COMM GRANTS	\$ -	\$ -	0.00%	\$ (1,693,796.00)	\$ -	0.00%
100-4000-44121 - 911 FEES	\$ (450,000.00)	\$ (484,132.69)	107.59%	\$ (450,000.00)	\$ (162,459.13)	36.10%
100-4000-44122 - ALARM PERMITS	\$ (250,000.00)	\$ (293,652.19)	117.46%	\$ (270,000.00)	\$ (124,019.38)	45.93%
100-4000-44126 - TRANSPORT/ MEDICAL FEES	\$ -	\$ -	0.00%	\$ (1,500,000.00)	\$ (311,170.90)	20.74%
132-4000-42110 - FIRST RESPONDER FEES*	\$ (47,162.42)	\$ (47,162.42)	100.00%	\$ (40,000.00)	\$ (51,825.81)	129.56%
133-4000-44127 - FIRE DEVELOPMENT REVENUE**	\$ (36,480.00)	\$ (36,480.00)	100.00%	\$ (150,000.00)	\$ (36,480.40)	24.32%
TOTAL REVENUE	\$ (2,246,529.42)	\$ (2,883,071.55)	128.33%	\$ (6,182,796.00)	\$ (1,926,124.70)	31.15%

*Note on Fire Training Fund - Current Value is \$507,420.10

**Note on Fire Development - Current Value is \$1,267,670.88




5 Year Plan Highlights

Focused on top 3 items

- Personnel
 - Succession Planning
 - Development
 - New Positions
- Fleet
 - Apparatus Replacement Schedule
 - Ambulance Rotation Plan
 - Fleet Grading
 - Apparatus Cost/Delivery Times
- Facilities
 - New Station
 - Station Replacement/Relocation
 - Fire Administration/Fleet/Logistics/Training

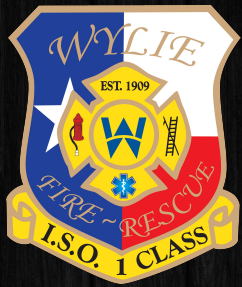


Managing Life Cycles



Product
End of Life
Notification

- Equipment and Products End of Life
- More Vendors Utilizing this Approach
- Requires More Planning and Forecasting
- Cost and Delivery Times are Highlighting the Effects
- Limited Repair and Service Options
- Higher Costs and Less Productivity



98.5 Authorized Positions

WFR PERSONNEL SUMMARY

Current Service to Wylie

5 Years or Less	54
6-10 Years of Service	9
11-15 Years of Service	7
16-20 Years of Service	14
21-25 Years of Service	3
25+ Years of Service	4

Average Tenure

7.26 Years of Service
726 Combined Years of Service

FIREFIGHTER CERTIFICATIONS	
Basic Firefighter	39
Intermediate Firefighter	10
Advanced Firefighter	12
Master Firefighter	16
SPECIALIZED CERTIFICATIONS	
Hazardous Materials Technicians	30
Hazardous Materials Specialists	10
Wildland Firefighters	20
Rope Rescue Technicians	24
Marine Operator	26
Swiftwater Technicians	27
FAST Boat Operators	17
Rescue Divers	30
Confined Space Technician	13
Driver~Pump Operator	42
Driver~Aerial Operator	23
Fire Officer 1	3
Fire Officer 2	14
Fire Officer 3	1
Fire Officer 4	10

Position	Authorized
Chief	1.00
Assistant Chief	2.00
Fire Marshal - Div Chief	1.00
Battalion Chief	3.00
EMS Program Manager	1.00
Captain (Operations)	12.00
Captain (Administration)	1.00
Deputy Fire Marshal	1.00
Fire Inspector	1.00
Drivers	12.00
Firefighter	39.00
Single Role Paramedic	9.00
Single Role EMT	9.00
Emergency Management	1.00
Support Services	1.00
Admin 2 - Chief	1.00
Fire Prev Analyst - FM	1.00
EMS Records Analyst - AC	1.00
Alarm Clerk - AC Ritter	1.00
Part Time Inspector	0.5
	98.50



Personnel Status

12% of the Department Workforce is Eligible to Retire
4 Personnel have greater than 25 years of service

Average Age of Personnel

49 - Chief Officers
42 - Captains
37 - Drivers
30 - Firefighters
32 - Paramedics
31 - EMT

Operations Personnel
Average Age = 33

Average Tenure of Personnel in Years

22.8 - Chief Officers
13.9 - Captains
11.1 - Drivers
3.7- Firefighters
1 - Paramedics
2.7 - EMT

Vacation Accrual "Avg Hours Available"

592 - Chief Officers
393 - Captains
371 - Drivers
212- Firefighters



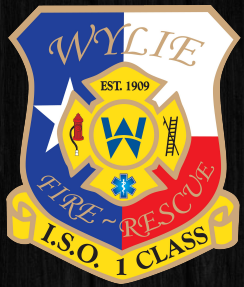
Personnel Needs

Personnel Needs				
DIVISION / YEAR	2025-2026	2026-2027	2027-2028	2028-2029
FIRE	3 Relief Firefighters			
EMS	Mental Health Paramedic	Mental Health Paramedic	Mental Health Paramedic	3 Paramedics / 3 EMT's
COMMUNITY RISK REDUCTION	Fire Inspector	Community Life Safety Educator		
ADMIN / SUPPORT	Fleet Maintenance Technician			
COMMUNICATIONS	Communications Supervisor	Dispatcher	Dispatcher	Dispatcher



3 Relief Firefighters

- Daily Staffing - 28 personnel per shift
- Minimum Daily Staffing 25 personnel per shift
- Staffing Ratio is 1.12 and Would Increase to 1.16 adding 1 Firefighter Per Shift
- Challenges
 - 3 Personnel are assigned to Paramedic School for 9 months each year (15 EMT's)
 - 3 Daily Vacation Slots - 3,487 Hours Used through February this year
 - Workers Comp, Open Positions, Light Duty
- Sick time is Normal - 1,657 Hours



Fire Inspector

Fire Prevention Call Summary	2024	2023
Annual Safety Inspections	848	1697
Miscellaneous	287	278
Fire Suppression System Inspections	236	310
Solar Inspections	138	181
New Business Inspections	125	202
Commercial Alarm System Inspections	101	79
Code Violation Responses	75	11
Working Fires	21	26
Assisted FD	85	68
Assisted PD	35	28
Total	1951	2880

Current Utilization Evaluation
 2 Field Personnel = 152.89%
 3 Field Personnel = 99.97%

Increased Inspection Capacity: Have not added an Inspector since 2015.

Improved Fire Safety Compliance: The new Inspector will help identify hazards earlier reducing the risk of fire-related incidents.

Faster Response Time: An additional Inspector will mean a quicker turnaround for scheduling and conducting inspections.

Enhanced Community Safety: Completing all inspections and reinspections ensures compliance, helping to minimize the risk of fire accidents and improving overall safety for the community.

Support for Fire Prevention Programs: The new position will support educational and preventive outreach efforts encouraging safe practices across the city.



Fire Inspector Utilization

2024

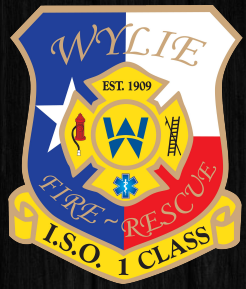
Inspector Job Task Utilization	% of Task	Hours Per Week
Annual Inspections (70%)	39.38%	18.4
Annual Re-Inspections	18.17%	8.49
Administrative	8.65%	4.04
Fire Training	4.04%	1.89
Time Off (Holiday / Vacation / Sick)	14.20%	-
Lunch	8.65.%	4.04
	93.32%	36.87

Inspection Category	Count
Alarm	84
Annual Inspection	498
Annual Reinspection	126
Fire & Life Safety	117
Fire & Life Safety Reinspection	32
Gate Acces	3
Other	164
Solar	116
System Inspection	317
Total	1457

Utilization Evaluation

2 Field Personnel = 152.89%

3 Field Personnel = 99.97%



Fleet





Fleet

Heavy Duty

- Fleet in great shape
- Challenges
 - Cost Increases
 - Delivery Times

Medium Duty

- Overall in great shape
- Ambulance Replacement Plan
- Delivery Times

Light Duty

- Overall in great shape
- The most flexible

Equipment Needs				
DIVISION / YEAR	2025-2026	2026-2027	2027-2028	2028-2029
FIRE	Battalion Chief Vehicle & Order Quint 142		Brush Truck	Order Quint 144
SPECIAL RESCUE	Replacement Small Boat			Replace Marine 143
EMS	Ambulance	Ambulance	Ambulance	Ambulance & EMS Manager Vehicle
ADMIN / SUPPORT	New Inspector Vehicle / New Fleet Maint Technician	Replace Prevention Trailer	Support 140 - Chief 141 & 142	
COMMUNICATIONS		Replace Support Vehicle		



Fleet Replacement Grading

Fleet Replacement Criteria

- Excellent Condition (1-20)
- Good Condition (21-30)
- Ready for Replacement (31-40)
- Needs Immediate Replacement (41 and above)

Age - 1 point per year

Miles - 1 point for every 20K miles

Engine Hours - 1 point for every 1K hours

Repair Cost - 1 point for every \$10k

Condition - Body, Interior, Upcoming Repairs, etc

Reliability (Tickets per year) - 1 point for every 5 tickets





Fleet Summary

Heavy Duty Equipment

Fleet ID	Work Load	Feb 2025 Fleet Score	Yr	Assignment	Notes
108	Heavy	43.70	06	OOS Quint	Headed to Auction 2025
116	Heavy	42.83	07	OOS Quint	Headed to Auction 2025
302	Heavy	42.54	13	Reserve Quint	
301	Heavy	42.14	13	Ready Reserve Quint	
424	Heavy	28.95	19	Quint 142	
393	Heavy	25.18	04	Command 140	
454	Heavy	12.85	22	Quint 144	
460	Heavy	4.22	22	Quint 141	
459	Heavy	2.91	22	Quint 143	
458	Heavy	1.60	22	Utility 143	



Fleet Summary

Medium Duty Equipment

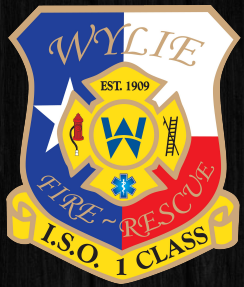
Fleet ID	Work Load	Feb 2025 Fleet Score	Yr	Assignment	Notes
485	Medium	50.80	16	Reserve Ambulance	<i>Replacement on Order</i>
486	Medium	44.32	16	Medic 144	
262	Medium	41.61	08	Medic 142	<i>Replacement on Order</i>
376	Medium	32.41	16	Medic 143	
377	Medium	27.27	16	Squad 142	<i>Replacement on Order</i>
432	Medium	24.24	20	Battalion 140	
455	Medium	13.33	24	Medic 141	
397	Medium	12.79	18	Brush 141	
380	Medium	12.32	17	Rescue 143	



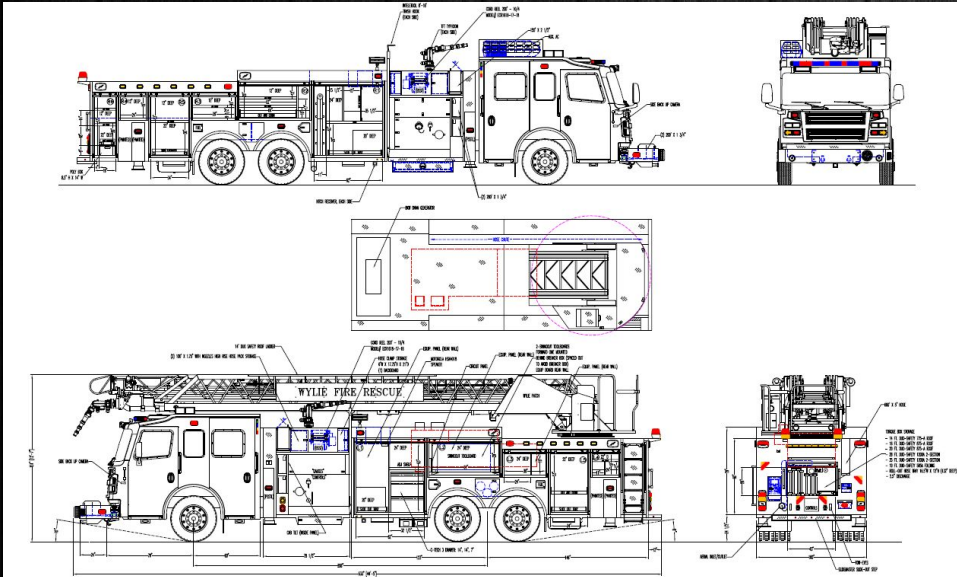
Fleet Summary

Light Duty Equipment

Fleet ID	Work Load	Feb 2025 Fleet Score	Yr	Assignment	Notes
276	Light	45.17	12	Support Station 3	<i>Just moved to support</i>
355	Light	42.13	16	Support Station 1	<i>Just moved to support</i>
346	Light	40.19	15	Dispatch 140	
285	Light	35.27	13	Support Station 2	
417	Light	27.66	13	Prevention 142	<i>Replacement on Order</i>
413	Light	21.53	18	Fleet Support 140	
467	Light	12.10	22	Prevention 143	
451	Light	11.84	21	Chief 142 (Admin Chief)	
450	Light	10.52	21	Chief 141 (Fire Chief)	
457	Light	7.46	22	EMS Supervisor	
506	Light	6.77	24	Chief 143 (Ops Chief)	
507	Light	6.58	24	Chief 144 Prevention	
508	Light	6.33	24	Training Captain	



Quint 142 - 2019



- 109' Heavyweight Aerial
- 1750 Pump
- 500 Gallon Water
- 4 Preconnected Hose Lines
- 1 2 ½ " Hose Line
- 137' of Ground Ladders
- Compresses Air Foam
- Aerial Rescue Capabilities

52% of the buildings 32' or taller are in Fire District #2

Collapse zone must be considered

Runs out of a Station with a Paramedic Squad to reduce run volume

To receive the highest points in an ISO evaluation for ladder service, the ladder unit must reach the roof of the tallest building in its service area or be 100' long, whichever is less.



Quint 142 Replacement

- Current Fleet Score 28.95
 - Good Condition (21-30)
- Cost \$2.5 million
- Delivery Time 36-48 months
- Spec and Processing Time 6-8 months
- 2029 - 10 Years Frontline Service





Ambulance Replacement Plan

- Anticipated this would be a Challenge
- Existing Fleet Prior to Wylie EMS Division
- Will Require an Annual Purchase
- Life Cycle - 7 Years
(Accounts for 4th Unit)
- Purchase with all Major Equipment





Facilities

Considerations for the Future:

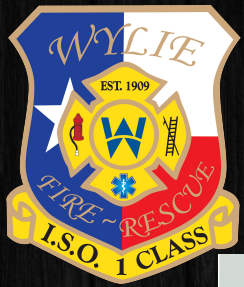
Station 2/Fire Administration
Fleet/Logistics/Communications

Training

Station 1

Station 5





Wylie Fire Rescue Public Safety Campus



- | | |
|----------------------------|-----------------------------|
| 1 CENTRAL FIRE STATION | 5 CITY OF WYLIE FACILITIES |
| 2 FIRE ADMINISTRATION | 6 LOGISTICS & FLEET SERVICE |
| 3 JOINT TRAINING FACILITY | 7 FUTURE POLICE & JAIL |
| 4 FIRE TRAINING BURN TOWER | 8 COURT |
| FTP FIRE TRAINING PROPS | 9 POTENTIAL RETAIL |



Wylie Fire Rescue Station 2 & Fire Administration

- **New Space Includes**
 - Fire Station 2
 - Fire Administration
 - 911 Communications/EOC
 - Fleet/Logistics
- **Addresses Several WFR Operational Challenges**
- **Improves Efficiency**
- **Includes Shared Space for other City Departments**





City of Wylie Shared Space

- **Building 3 - Joint Training Facility**
 - Large Classroom
 - Breakout Classrooms
 - Indoor/Outdoor Spaces
- **Buildings 5 & 6 - Logistics/Fleet**
 - Receiving Area for City of Wylie
 - Warehousing Space for WFR/WPD/Facilities Department
 - Office & Work Space for City of Wylie Facilities Department

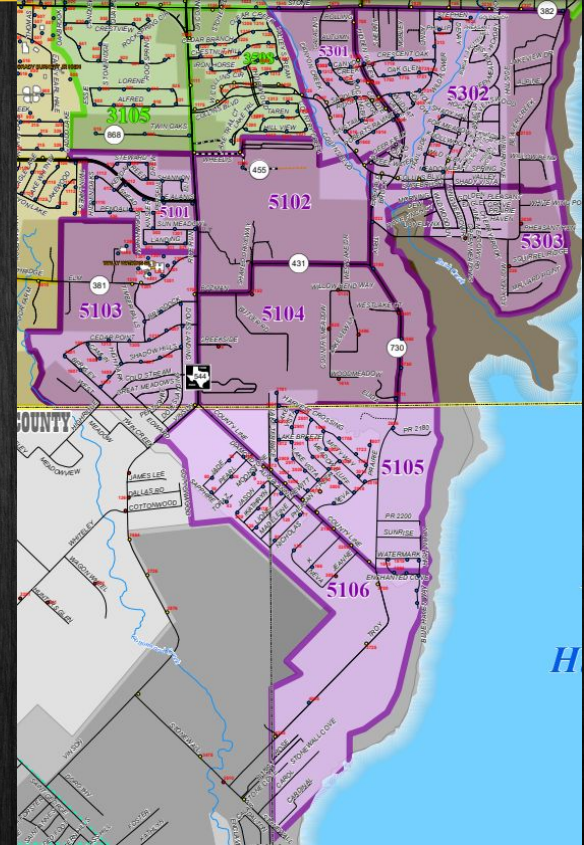


1	CENTRAL FIRE STATION	5	CITY OF WYLIE FACILITIES
2	FIRE ADMINISTRATION	6	LOGISTICS & FLEET SERVICE
3	JOINT TRAINING FACILITY	7	FUTURE POLICE & JAIL
4	FIRE TRAINING BURN TOWER	8	COURT
FTP	FIRE TRAINING PROPS	9	POTENTIAL RETAIL



Fire Station 5

- 565 Calls for Service in 2024
- Up 73 Calls from 2023
- Much of the District Remains in the County
- Large Tracts/Undeveloped Areas
- No Clear Best Location for the Station
- City Limits at the South End of the District
- Will Continue to Monitor, Station Need will be Driven by Development and Increased Call Volume





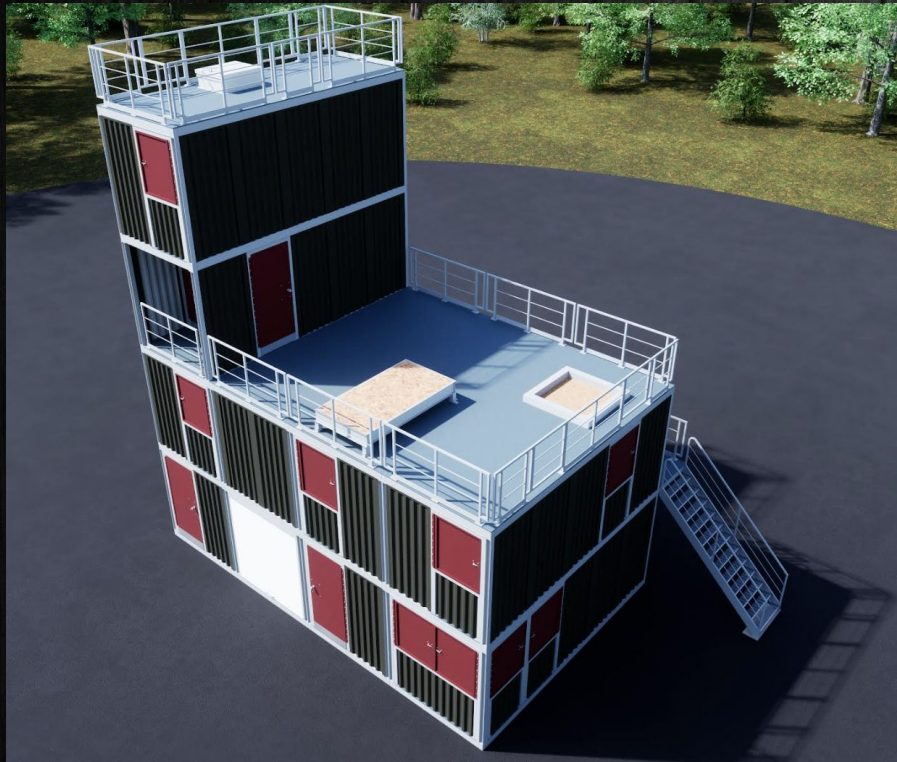
Station 1 Replacement/Relocation

- Original Construction 1984
- Living Quarters Constructed in 1998
- Bays Restrict Apparatus
- 2 Beds per Bedroom
- If Relocated, needs to be in Conjunction with Station 5





Training Tower Update





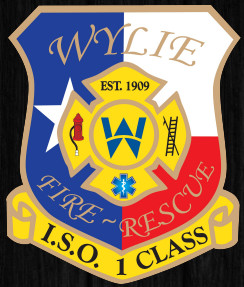
Training Tower Update - Summer 2025





Financing Capital Equipment

Equipment	City Owns	Replacement Quantity	Life Span	Annual Maintenance	Next Purchase
109' Quint	7	1	20 Years	Yes	Quint 4 in 2032
Ambulance	7	3	7 Years	Yes	Annual Purchase
SCBA	48	All	10-15 Years	Yes	Annual Rotation
Heart Monitors	11	4	10 Years	Yes, 4 years included with purchase	2032
911 Communication Consoles	7	7	10 Years	Yes	2036
Radios	Fire - 173 Police - 178	Multiple between Police, Fire, and Communications	7-10	Yes	2035
Rescue Tools	5	3	10-15 Years	Yes	2035
Sirens	9	2-4	Unknown	Yes	Unknown
Opticom - GPS					



Looking Ahead to 2025/2026

- **ESD ETJ (60 Days Beginning 2-25-25)**
- **ESD Agreement**
- **Inspiration Contract Transfer from HOA to Collin County Water and Control Improvement District NO. 3**
- **Mutual Aid Agreements**
- **Fire & Emergency Services Analysis**
- **Providing Dispatch Services for Additional Cities**



Thank You for This Opportunity

Questions Or Feedback