



HOOVER

2025-2030

STANDARDS OF COVER



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Excellence



CITY OF HOOVER

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Standards of Cover
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History of the Agency by Mayor Frank V. Brocato



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Executive Summary

The community serviced by the Hoover Fire Department (HFD) receives high levels of professionalism and efficiency from the agency's proactive approach to risk reduction and emergency mitigation. As such, the HFD contracted with the Center for Public Safety Excellence® (CPSE®) to facilitate a community-driven strategic plan. The process utilized by CPSE aligns with the Commission on Fire Accreditation International® (CFAI®) fire and emergency services accreditation model but also considers all parameters prescribed by the authority having jurisdiction.

The purpose of this Community Risk Assessment-Standards of Cover (CRA-SOC) document is to provide a comprehensive framework for the Hoover Fire Department to effectively identify, assess, and manage risks within the community. This document outlines the strategies and standards necessary to ensure optimal emergency response, resource allocation, and risk management, thereby enhancing public safety and operational efficiency.

This CRA-SOC encompasses the entire geographic area of the City of Hoover, including its urban, suburban, and rural regions. The scope includes a thorough evaluation of community risks, establishment of service standards, and development of strategic response and mitigation measures tailored to the specific needs of the city.

The Hoover Fire Department has provided emergency services for the past 60 years, operating under legal authority. Since its formal establishment in 1972, the department has grown into a comprehensive all-hazards mitigation agency, serving as a benchmark model for fire services in Alabama. The department consists of 11 fire stations strategically located throughout the city, organized into two battalions with 178 uniformed personnel.

Hoover Fire Department has grown into a comprehensive all-hazards mitigation agency, serving as a benchmark model for fire services in Alabama.

The department currently operates under a Battalion model. This structure was adopted in 2023 to provide better station-level supervision by assigning a Station Captain to each station, improving employee accountability, training and station level maintenance issues. Battalion Chiefs are able to focus on incident response and managing daily operational oversight. The department is equipped with nine engines, one truck, two quints, four frontline medical transport units, one hazardous materials unit, and one technical rescue unit.

Utilizing a risk assessment process developed by the Commission on Fire Accreditation International (CFAI), the department has evaluated and assigned risk levels to every property in the city for various emergencies. This approach has enabled precise tasking for tactical assignments and ensured that the department has the necessary capabilities to handle different incidents within the city.

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The Hoover Fire Department is committed to developing, implementing, and evaluating the policies, procedures, and guidelines needed to achieve continued international accreditation through CFAI. Despite efforts to establish common standards across the fire service industry, many departments struggle to comply with NFPA and ISO standards due to funding limitations and a lack of comprehensive risk understanding. The accreditation process provides a data-driven approach to evaluating risks and allocating appropriate resources.

We are honored to present our continued and revised Community Risk Assessment-Standards of Cover (CRA-SOC) for the Hoover Fire Department.

Community Overview

Introduction

Hoover is a thriving city known for its family-friendly atmosphere, excellent schools, and vibrant community life. The City of Hoover is a burgeoning economic hub located in the Birmingham- Hoover metropolitan area, which has a population of 1.11 million. The city has experienced significant growth since its founding in 1967 as a small residential community due to its strategic location, diverse economy, and business-friendly environment. It is now the second-largest city in the metro area with a population of 92,448. Hoover offers residents the perfect blend of suburban tranquility and urban convenience. The city boasts a variety of parks and recreational facilities, including the expansive Hoover Metropolitan Complex / Finley Center, which hosts numerous sporting events along with many other attractions. Shopping enthusiasts enjoy the Riverchase Galleria, one of the largest shopping centers in the Southeast. Hoover's commitment to safety and quality of life is evident in its well-maintained neighborhoods and low crime rates. Additionally, the city's diverse dining options and cultural events provide ample entertainment for all ages, making Hoover a very desirable place to live and visit.

Economic Hub

Hoover's economy is diversified across various sectors, including retail, healthcare, education, and technology. Major employers in the area contribute to a stable and growing job market. As a major retail and entertainment center for Central Alabama, Hoover hosts the headquarters or significant operations of several large companies:

- Riverchase Galleria, one of the largest shopping centers in the Southeast, serves as a significant retail and tourism anchor, attracting visitors and supporting numerous retail businesses.
- Several national and regional headquarters are based in Hoover, providing high-paying jobs and boosting the local economy, including:
 - Regions Bank: Employs more than 4,000 people
 - Blue Cross Blue Shield of Alabama: Employs 3,000 people
 - AT&T: Employs 1,500 people
 - DST Health Solutions: Employs 600 people

Approximately 47,440 people commute to Hoover daily for work, highlighting its role as a crucial employment hub.

Events and Attractions

The City of Hoover is a thriving community known for its rich blend of culture, recreation, and natural beauty. The city hosts a variety of events, such as the Hoover Hayride and Family Night, which brings the community together for fun-filled activities, and the annual Hoover Restaurant Week, showcasing the city's culinary diversity. The Hoover Library Theatre is a cultural hub, offering performances ranging from theater productions to musical concerts.

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For outdoor enthusiasts, the Moss Rock Preserve provides extensive hiking trails, rock climbing opportunities, and scenic views, making it a favorite spot for nature lovers. The Hoover Metropolitan Complex / Finley Center is a versatile venue, hosting everything from baseball, basketball, Tennis, soccer tournaments, and much more, to include trade shows and conventions. The city proudly hosts the Southeastern Conference (SEC) Baseball Tournament and the annual Regions Tradition golf tournament, which is part of the PGA Champions Tour. These events alone draw tens of thousands of visitors each year.

Hoover also places a strong emphasis on family-friendly activities, with excellent parks like Veterans Park, which feature playgrounds, picnic areas, and a walking trail. The city's commitment to providing a high quality of life is evident in its well-maintained public spaces and robust community programs. The city also houses the National Computer Forensics Institute, a federally funded facility that trains state and local officials in digital evidence and cybercrime investigations.



Community and Education

Hoover is a vibrant city known for its strong sense of community and high quality of life. It offers a diverse range of amenities, including extensive parks and recreational facilities, shopping centers, and dining options. The city prides itself on its safety, with well-maintained neighborhoods and a low crime rate. Residents benefit from a range of community events and activities that create a welcoming and inclusive atmosphere.

Hoover is highly regarded for its excellent educational system, which includes top-ranked public schools and several private institutions. The Hoover City Schools district is known for its commitment to academic excellence, innovative programs, and comprehensive support services. Schools in Hoover are equipped with modern facilities and provide a wide range of extracurricular activities, ensuring students receive a well-rounded education. Additionally, the city has access to higher education institutions in the nearby Birmingham metropolitan area.

The city is home to a highly educated and diverse population. Over 57% of residents hold a bachelor's degree or higher, and more than 50 languages are spoken in Hoover's nationally recognized public schools.

Community and Department Legal Basis

The City of Hoover, located in Central Alabama, stretches across the southern part of Jefferson County and the northern part of Shelby County. Incorporated in April 1967, Hoover has been functioning continuously since its establishment. It is currently governed by a council-mayor system and operates in accordance with its municipal code. According to Sec. 7-6 of the municipal code, The City of Hoover Department of Fire and Medical Services shall consist of a fire chief and such assistant fire chiefs and fire employees as may be authorized and employed by the city council (Ord. No. 11-2203, § 1, 4-4-11). The authority of the fire chief is also recognized under the Code of Alabama (1975) § 11-43-5. The responsibilities of the fire department are defined in Sec. 7-7 of the municipal code, which mandates the fire department shall be charged with the general duties and responsibilities of fire protection, fire prevention and emergency medical services and shall perform all lawful services, duties and responsibilities as required by law and as prescribed by the mayor and/or city council or other sections of this Code (Ord. No. 11-2203, § 1, 4-4-11). The department serves and protects the residents of Hoover and is governed by local regulations and state laws pertaining to fire safety and emergency response.

The legal basis for the Hoover Fire Department is responsible for fire suppression, emergency medical services, and disaster response, executing its duties within the framework of local ordinances and regulations. Its operations are designed to ensure public safety, property protection, and effective emergency management in accordance with both municipal and state legal requirements.

History of the Community

Hoover, Alabama, began as a rural area in the 1800s. Initially it was known as the town of Green Valley, but was later named after the influential William H. Hoover. The city's transformation started in the mid-20th century as it shifted from a small community to a flourishing suburb of Birmingham. This period of growth was marked by the incorporation of Hoover as a city in 1967, which allowed for structured development and governance. In 1968, its population was estimated at 410 and has grown to an estimated 92,448 today,

making it the sixth-largest city in the state based on population. Along with this continued population growth, the city today comprises approximately 49.12 square miles.

The 1970s and 1980s saw significant residential and commercial expansion, highlighted by the opening of the Riverchase Galleria in 1986, establishing Hoover as a key retail destination in the Southeast. The Riverchase Galleria is currently home to almost 200 specialty stores and is anchored by Macy's, Belk's, Von Maur, and JCPenney. The Galleria includes restaurants, a hotel, and a 17-story office tower.

The city receives approximately 20% of its sales tax revenue from the Riverchase Galleria. In addition to the Galleria, other retail redevelopment and commercial growth exists along adjoining corridors of the city, including U.S. Highway 31, Lorna Road, and Alabama Highway 150, which includes the Patton Creek commercial development. The Inverness/280 portion of the city also contains many shopping options for people who live and work in that area and beyond, including the Village of Lee Branch commercial center.

Furthermore, along the Interstate 459/AL Highway 150 corridor, The Grove development is anchored by a Target and includes several other businesses, as well as a new development called Stadium Trace Village that is currently developed and growing fast. The city has added two of the first freestanding emergency departments in the State of Alabama to each end of the city as well. In addition to natural growth within the city limits, the government also has the power by state statute to extend its corporate limits by annexation, which is done periodically when considered appropriate by the city council.

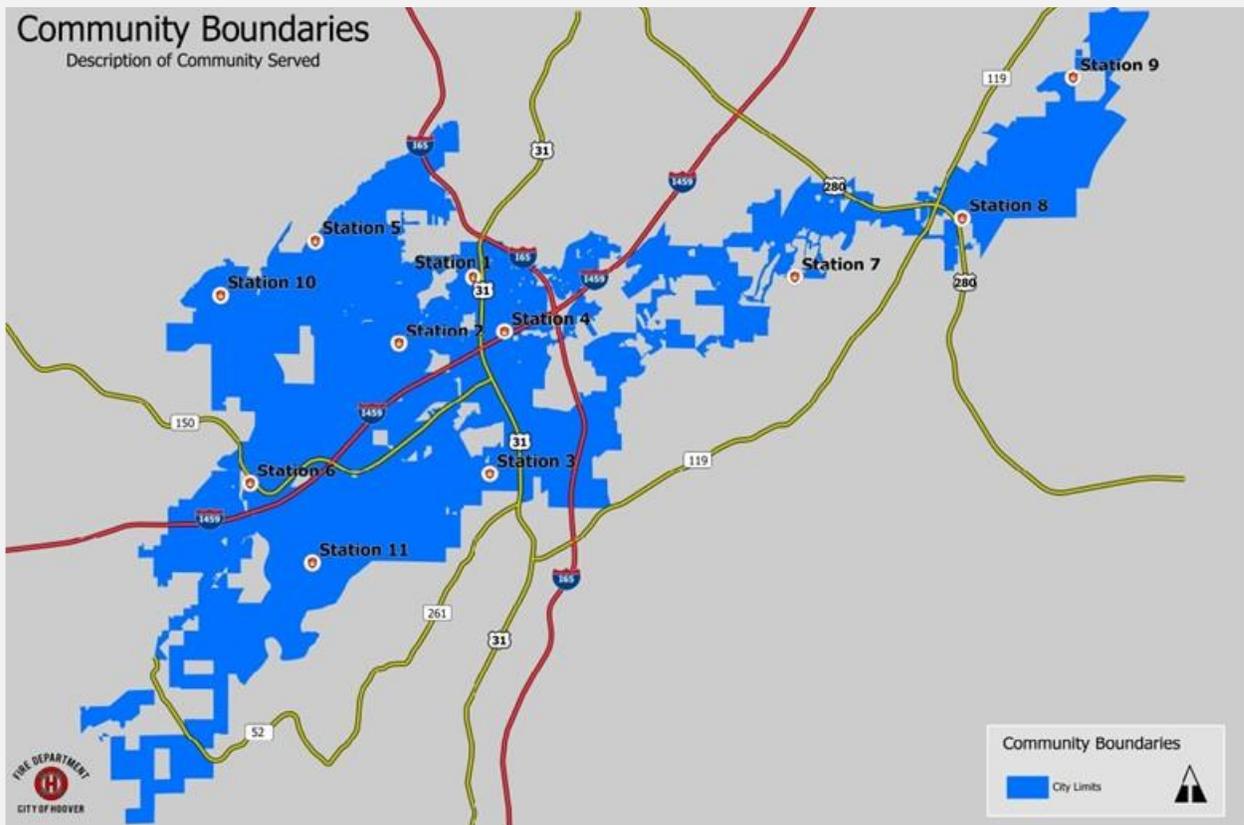
Community Financial Basis

The City of Hoover maintains a strong financial position; however, recent macroeconomic trends necessitate meticulous monitoring of revenue and expenditure activities. The city's revenue sources are multifaceted, including taxes (such as sales and use, property, gross receipts, and franchise taxes), licenses and permits, intergovernmental transfers, fines and forfeits, charges for services, investment income, rents and royalties, as well as contributions and reimbursements. Among these, the sales and use tax represents the largest revenue source, contributing \$102.6 million. For Fiscal Years 2021-2024, the Hoover Fire Department's yearly budget has remained stable at approximately \$24.9 million, and is still consistently rising from the preceding year's budgets.

Community Boundaries

The Hoover Fire Department's service area is delineated by the officially sanctioned municipal boundaries of Hoover, Alabama. These boundaries currently cover approximately 54.89 square miles in Central Alabama, extending into southern Jefferson and northern Shelby Counties. It is bordered by the following nearby cities – to the north by Vestavia Hills, Homewood, and Birmingham; to the east by Mountain Brook and the city of Leeds; to the south by Pelham and Alabaster; and to the west by Helena and Bessemer. Expansions of the City of Hoover are authorized through resolutions passed by the Hoover City Council. The City's planning department is responsible for updating and managing these boundaries using the jurisdiction's geographic information system (GIS). The fire department utilizes this GIS data to define its operational region. Within these limits, there are certain parcels that remain outside the city limits and are classified as part of the unincorporated regions of Jefferson and Shelby counties. These areas receive fire protection services either through payments made to the City of Hoover or through agreements with local fire districts that cover those areas.

MAP 1 - HFD Community Boundaries



Community Planning Areas

Hoover's layout consists of a blend of residential neighborhoods and commercial districts. The city is divided into several community planning areas to help manage growth and development that are designed to address specific needs and characteristics of different parts of the city, including:

- **Bluff Park** is a residential area known for its historic homes and scenic views
- **Riverchase** is a mix of residential, commercial, and recreational spaces
- **Trace Crossings/Stadium Trace** is a planned community that combines residential neighborhoods with commercial, recreational, and educational facilities
- **Ross Bridge** is a master-planned community with a mix of homes, a resort, golf course, and parks. It is known for its resort-style living and pedestrian-friendly environment
- **Inverness** is a mix of office parks, residential neighborhoods, and commercial areas. that offers a blend of suburban living with easy access to commercial amenities and office spaces.

The primary commercial activities are concentrated along key traffic routes, such as U.S. Highway 31, U.S. Highway 280, and AL Highway 150.

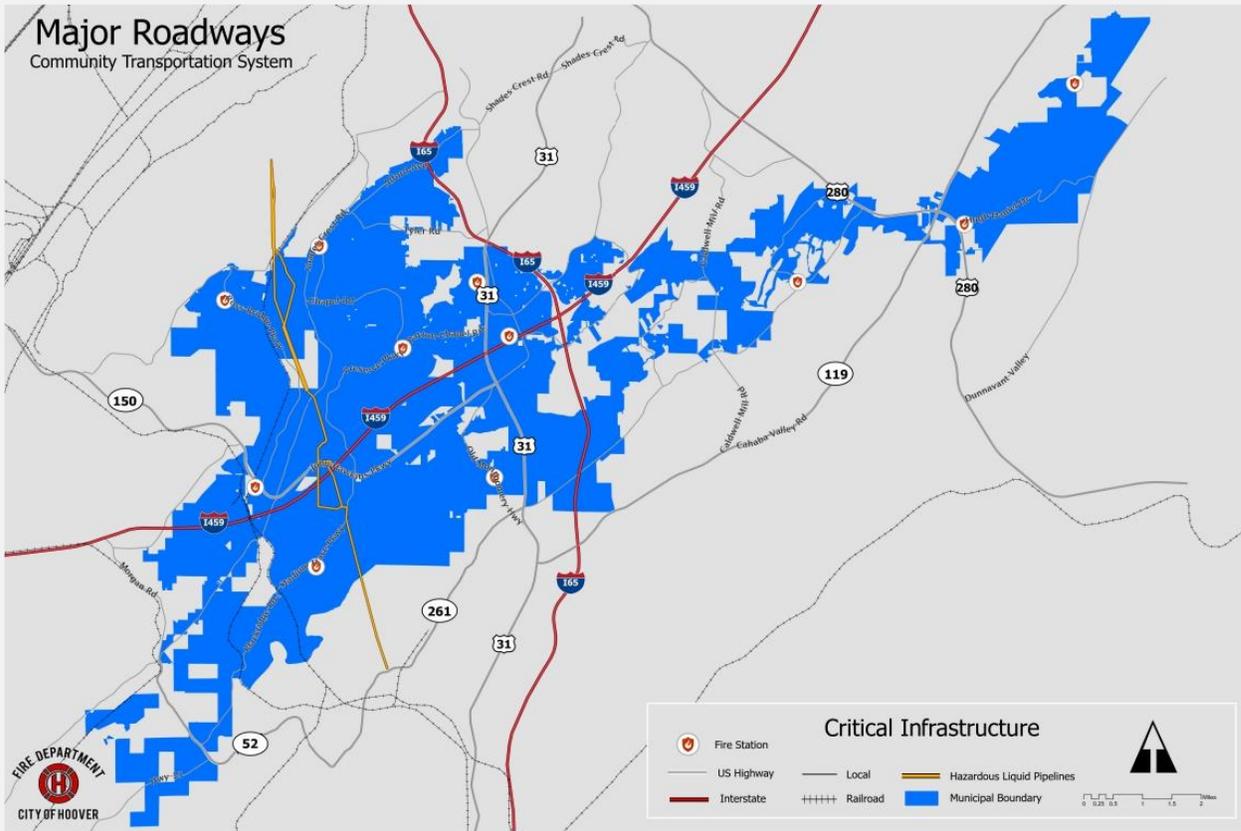


Community Transportation Systems

The core of the city is accessible through the interchanges of Interstates 65 and 459. Additionally, three primary routes, namely U.S. Highway 31, U.S. Highway 280, and AL Highway 150, run through the city. While private vehicles are the principal mode of transportation for most residents, the City of Hoover has established a contractual agreement to offer a restricted/limited bus service.



MAP 2 - Major Roadways



Community Critical Infrastructure

The Hoover Fire Department has pinpointed numerous critical infrastructure elements essential for delivering effective services to both residents and visitors. Community risk assessment encompasses key infrastructure components such as transportation systems, utilities, communication networks, energy distribution, major oil and gas storage and transmission facilities, and recreational amenities.

The City of Hoover is served by a comprehensive network of streets, roads, and highways. The city's Public Works Department oversees improved roadways not managed by Jefferson or Shelby Counties or the Alabama Department of Transportation. The transportation infrastructure is generally well-maintained, offering adequate access throughout the city, though congestion may occur during peak commute hours.

Utilities such as electrical power, water, sewer, surface and stormwater drainage, and natural gas are available across all geographic zones of Hoover. The city directly manages surface and stormwater drainage through the Public Works Department under the guidance of the City Engineering Department. However, other utility services are provided by external entities, which maintain these services effectively and ensure their adequacy.

The City of Hoover provides and maintains the communications infrastructure for the HFD, ensuring efficient public safety communications citywide. On October 21, 2017, the city upgraded to Project 25 (P25) digital trunked radio system developed by Motorola, which operates through five city-owned tower sites and is presently still in use. This system enabled interoperable communications with neighboring cities and counties and is part of the Alabama Interoperability Radio System (AIRS) initiative.

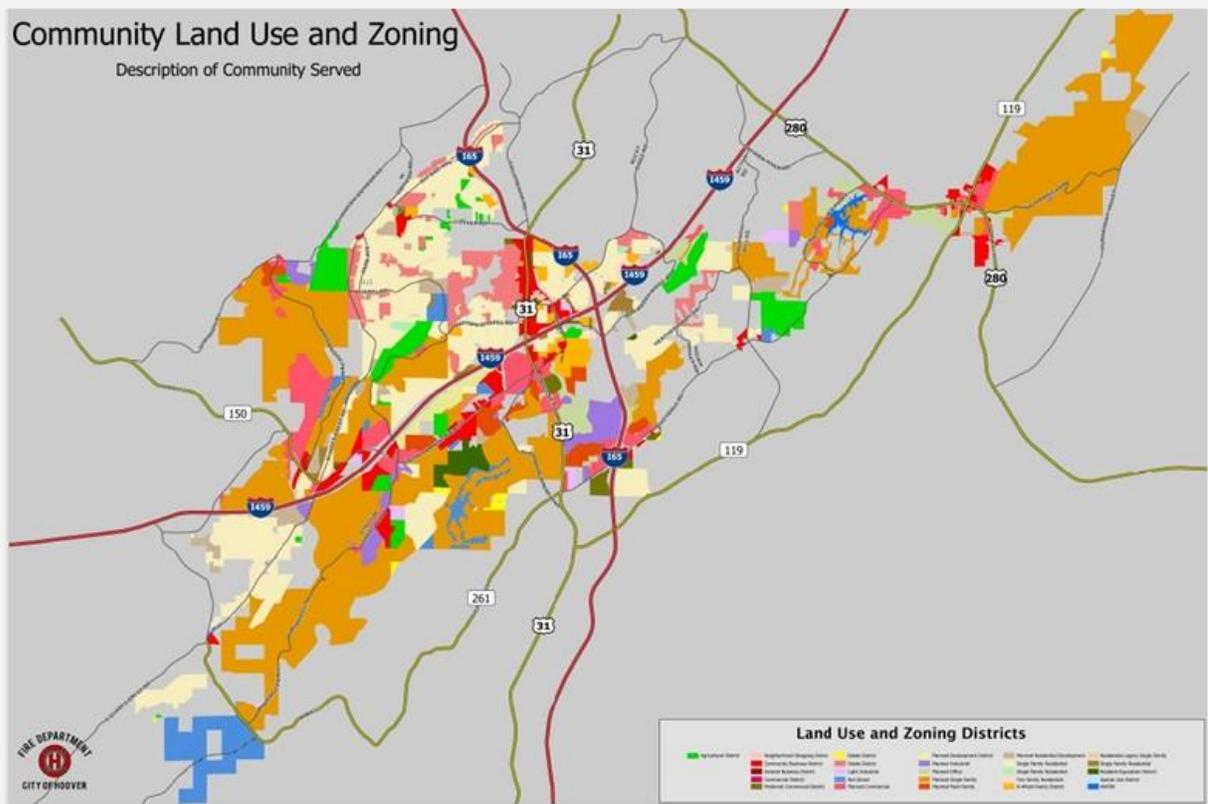
Additionally, two hazardous liquid pipelines traverse the community, facilitating oil and gas transmission. These pipelines are managed and serviced by a private entity, which also handles emergency response for pipeline-related incidents.

The local area boasts numerous parks and recreational spaces scattered throughout the region. The city oversees 14 serene green areas and four sports venues, including the Hoover Metropolitan Complex/Finley Center. These spots attract numerous locals and tourists, thanks to the region's pleasant weather. The Hoover Fire Department ensures fire protection and emergency medical services by utilizing both on-duty and off-duty staff along with primary and backup equipment to deliver sufficient support.

Community Land Use and Zoning

The City of Hoover exhibits a well-organized approach to community land use and zoning, reflecting its status as a prominent suburban area in the Birmingham metropolitan region. The city’s land use framework is characterized by a balance between residential, commercial, and recreational areas, supported by a comprehensive zoning plan that aims to promote orderly development and enhance quality of life. Residential zones primarily consist of single-family homes, with some areas designated for multi-family housing to accommodate diverse living preferences. Commercial zones are strategically located to facilitate business activities while minimizing disruption to residential neighborhoods. Additionally, city leadership places significant emphasis on preserving green spaces and providing recreational facilities, which are integrated into the zoning plan to support community well-being and environmental sustainability. The city’s zoning regulations are periodically reviewed and updated to address evolving needs and ensure alignment with long-term growth objectives. Retail, lodging, and commercial uses are located almost exclusively along major roadways, such as U.S. Highway 31, U.S. Highway 280, and AL Highway 150.

MAP 4 - Community Land Use and Zoning





Community Topography

The City of Hoover is situated immediately south of Birmingham and falls within the Birmingham-Hoover Metropolitan Region. This city spans across the southern portion of Jefferson County and the northern area of Shelby County. The community's topography is characterized by rolling hills and a mix of wooded areas and open spaces, reflecting its position within the Appalachian foothills. The topography supports a range of land uses, including residential neighborhoods, commercial districts, and recreational facilities. The varied elevation and natural scenery contribute to its attractiveness as a strategic location for both residential and commercial development.

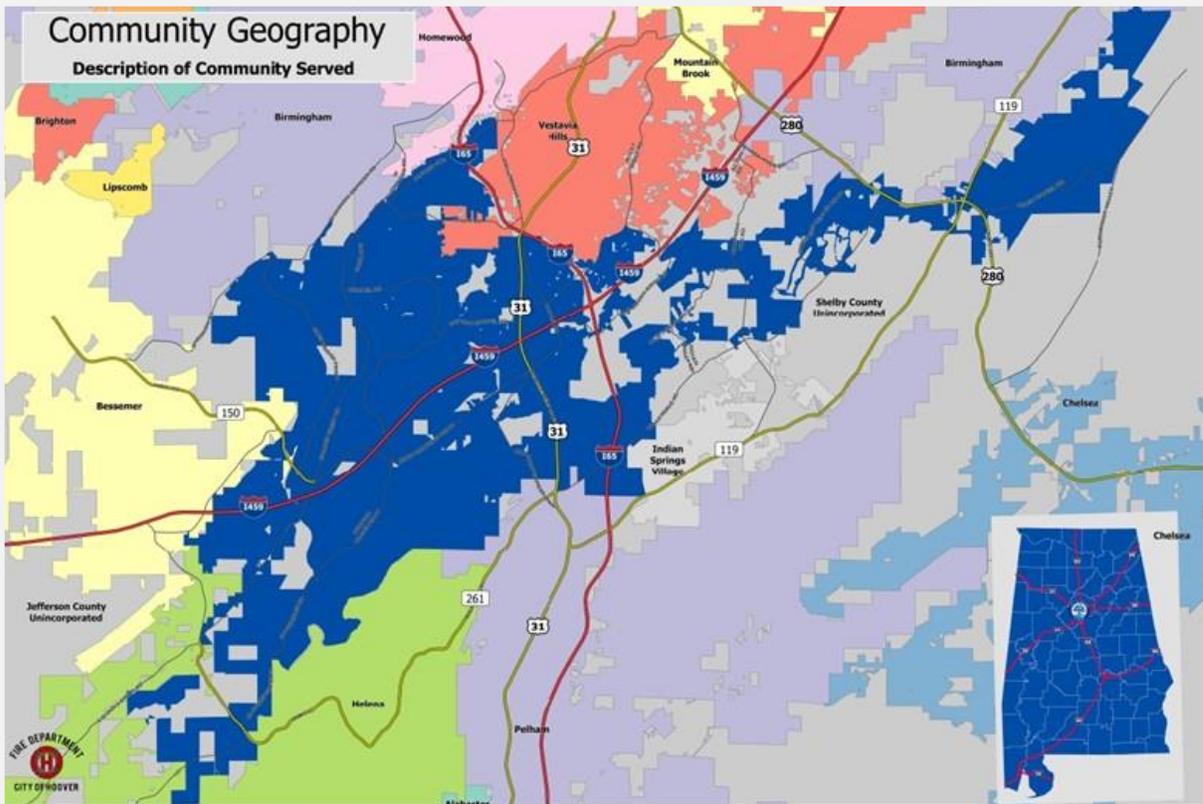
MAP 5 - Topography



Community Geography

The City of Hoover's terrain is characterized by rolling hills, wooded areas, and scenic valleys, with portions of the Appalachian foothills extending into the area. The Cahaba River, one of the longest free-flowing rivers in Alabama, runs through parts of Hoover, contributing to its natural beauty and ecological diversity. Major roadways such as Interstate 459 and U.S. Highway 31 pass through the city, providing easy access to neighboring communities and downtown Birmingham

MAP 6 - Community Geography



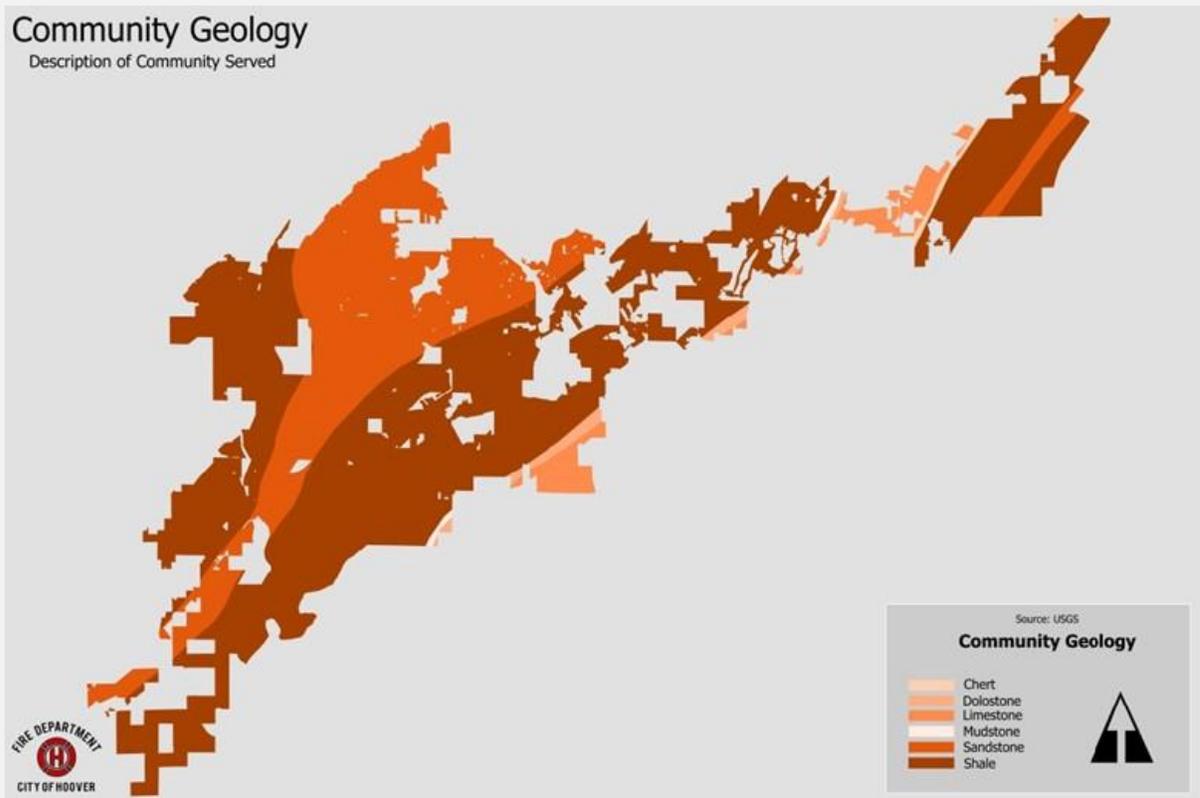


Community Geology

The City of Hoover features a diverse geological landscape primarily characterized by its upland terrain and proximity to the Appalachian Plateau. The city's community geology is influenced by the underlying geological formations, which include sedimentary rocks such as coal, iron ore, sandstone, shale, and limestone. These formations contribute to the region's rich mineral resources. These materials are crucial as they serve as the main components in steel production. The steel manufacturing sector was the main driver of economic expansion in the region during the industrial era.

Geologically, Hoover is situated on a gently sloping landscape with varying topography, including ridges and valleys. The sedimentary rocks contribute to the rich valleys that support diverse farming activities. The area's ridges are mainly formed from durable sandstones. These geological features are responsible for the distinctive ridges and valleys characteristic of the region. The area is subject to both erosion and sediment deposition processes, which have shaped its current landforms. Additionally, the region experiences karst phenomena due to the dissolution of soluble rocks, which can impact groundwater flow and local infrastructure. The community's development and land use are guided by geological considerations to manage natural resources and mitigate geological hazards.

MAP 7 - Community Geology



Community Physiography

The City of Hoover is situated within the Tennessee Valley and Ridges physiographic region of Alabama. The community's boundaries are specifically located in the Cahaba Ridges and Cahaba Valley section. The city's physiography is distinguished by its undulating hills, verdant landscapes, and an intricate network of waterways, most notably the Cahaba River. This area of Alabama features a 15-mile expanse of rugged ridges and deep valleys. The landscape is characterized by steep-sided, thrust-faulted, zigzag ridges that extend in a general southwest to northeast direction.

Community Climate

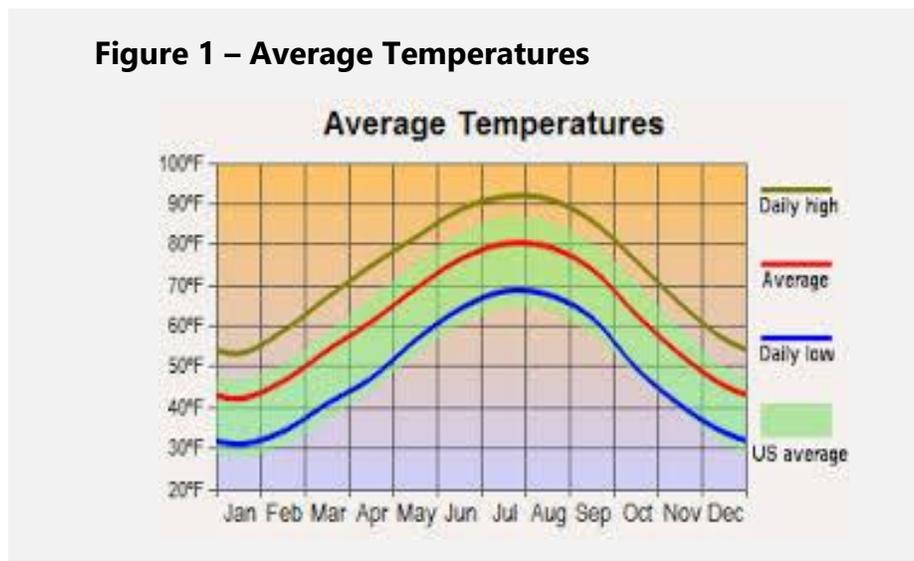
Annual Averages

- **Temperature:** The annual average temperature ranges from 54.7°F to 74.3°F.
- **Monthly Precipitation:** The average monthly precipitation is 5.08 inches.
- **Annual Snowfall:** The average annual snowfall is approximately 0.04 inches.

Seasonal Weather

- **Winter:** Hoover experiences mild winters with negligible snowfall. The low temperatures typically range between 30°F and 50°F, while daytime highs can exhibit significant variability.
- **Spring:** Spring temperatures increase rapidly, with daytime highs ranging from 60°F to 75°F. March is generally characterized by the highest rainfall of the year.
- **Summer:** During summer, temperatures frequently reach the mid to high 90s, and afternoon thunderstorms are common.
- **Fall:** Hoover enjoys an extended and aesthetically pleasing fall season, with daily highs ranging from 65°F to 70°F.
- **Severe Weather:** The primary severe weather threats include tornadoes and potent straight-line winds. Prolonged periods of rainfall can result in flash flooding in certain areas. Snow and ice can cause travel disruptions and impede the timely delivery of emergency services.

Figure 1 – Average Temperatures





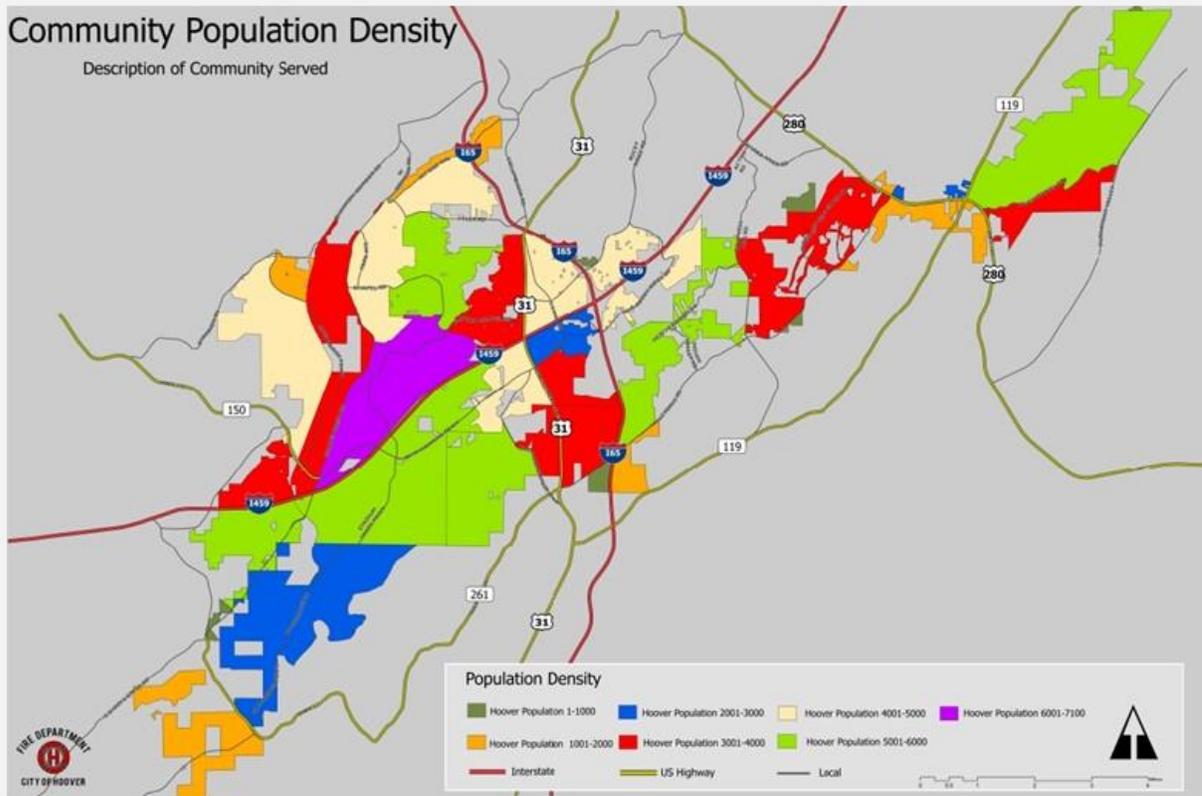
Community Population / Population Densities

As of the latest census data, Hoover boasts a population of approximately 92,448 residents. Spanning an area of approximately 54.89 square miles, the city has a population density of roughly 1,882 people per square mile. The community of Hoover is known for its well-planned residential neighborhoods, diverse housing options, and high-quality public and private schools. Residents enjoy a high quality of life, with access to numerous amenities, services, and employment opportunities.

The city's strategic location near Birmingham allows for convenient access to the larger metropolitan area's cultural, educational, and economic offerings while maintaining a suburban atmosphere. Hoover's local government is dedicated to maintaining public safety, supporting economic development, and ensuring a high standard of living for all residents.

Hoover's connectivity is enhanced by two interstate highways and two U.S. highways, offering seamless access to employment opportunities in Birmingham's corporate and medical sectors. The city is also ideally positioned between two significant automotive manufacturing plants. The highest population densities are found in areas featuring numerous multi-family and multi-story residential buildings. In contrast, the eastern and western regions of Hoover, which are less densely populated, are predominantly composed of single-family homes.

MAP 8 - Community Population Density



Community Demographic Features

The City of Hoover's demographic diversity is influenced by multiple factors. Primarily, the distinguished reputation of the Hoover City Schools system attracts young professional parents in search of high-quality education for their children. Additionally, the abundance of skilled labor opportunities in the residential construction trades appeals to a distinct demographic. Hoover's numerous corporate and service sector employment options further enhance the city's demographic diversity in terms of ethnicity, age, and median household income. As of 2024, Hoover's total population was 92,448.

Hoover is a diverse and vibrant community with residents of all ages. About 7.2% of the population is under 5 years old, 24.2% are under 18, and 16.1% are 65 or older. Women make up just over half the population at 51.7%. The city is primarily White (68.9%); Black or African American residents making up 19.6%, Asians 5.8%, and people identifying with two or more races 3.8%. Hispanic or Latino residents account for 5.1%, and 7.7% of the city's population were born outside the United States.

Hoover has a strong homeownership rate of 71.2%, with the median home value around \$391,300. Homeowners with a mortgage pay about \$2,176 per month on average, while those without a mortgage pay around \$647. Renters pay a median of \$1,404 per month.

Household incomes in Hoover vary widely. This mix of incomes reflects Hoover's economic diversity and overall financial strength.

City of Hoover Household Income Distribution

Annual HHI (2024)	% of Population
Less than \$15,000	5.6%
\$15,000 to \$34,999	8.1%
\$35,000 to \$49,999	9.3%
\$50,000 to \$74,999	16%
\$75,000 to \$99,999	10%
\$100,000 to \$149,999	20.6%
\$150,000 to \$199,999	12.4%
\$200,000 or more	18%

History of the Agency

Major Historical Milestones of the Department

The Hoover Volunteer Fire Department was established in 1962 to better serve the rapid development of what would become the City of Hoover. The growth was spurred by an expansion of the road infrastructure that serviced the area. The department was led by Chief Ralph Sheppard.

The first Hoover Volunteer Fire Department station was located behind the Green Valley Shopping Center on property that was donated by Mr. William Hoover, Sr. The structure was located across the street from the location of the first permanent fire station, which is the current location of Hoover Fire Station 1. The structure was a tin building that was constructed by the volunteer membership.

The building was built to house the department's first fire engine, a 1944 Mack, that was purchased from the City of Birmingham. The deal was negotiated between Chief Sheppard and Chief John Swindall of the Birmingham Fire Department. This apparatus is still owned by the City of Hoover and has been refurbished to use as a parade vehicle and static display at community events.

The newly formed Hoover Volunteer Fire Department made its first recorded fire call on December 3, 1962. The call was documented at 3117 Spruce Drive, and the cause was listed as a motor on a furnace that had overheated. There were two additional fire calls answered by the newly formed department in their first year of existence.

In 1963, the number of calls for service increased to 13 and, in 1964, the number of calls increased again to a total of 18. To lower the department's Insurance Services Office (ISO) rating, in 1968, the department purchased its first new fire apparatus, a 1967 750 gallon per minute (GPM) International pumper at the cost of \$8,000. Under the leadership of Chief Ralph Sheppard, the department also purchased 16 other vital pieces of equipment such as fire hose and nozzles, and improved the ISO rating to Class 6. The department's second new apparatus was a 1970 Ford 1000 gallon per minute pumping apparatus.

During the years from 1972 to 1974, the department began hiring the first full-time firefighters to upgrade the level of service and began responding to calls for first aid in the area. The City of Hoover entered into an agreement with the neighboring Vestavia Hills Fire Department to provide paramedic services to the citizens of Hoover. In 1974, Hoover purchased a van-style vehicle that department members refurbished into Hoover's first rescue unit. It was supplied with advanced life support equipment, much of which was donated to the department by local service clubs.



The HFD hired its first full-time paramedics in 1974, staffed the newly refurbished unit, and began to provide advanced life support services to the citizens of Hoover. As Hoover continued its rapid growth, the department opened a second fire station in 1976. The station was located on Patton Chapel Road across the street from the current Hoover Fire Station 2 and purchased the department's first ladder truck. The year 1976 was a pivotal point in the history of the HFD; up until this point, the department operated partly on dues and was supplemented by the City of Hoover.

In 1976, the City of Hoover assumed all financial responsibility for the department and appointed retired City of Birmingham fire captain Thomas E. Bradley as the city's first full-time fire chief.

The 1980s provided the most substantial growth of the developing city and the fire department, with the annexation of the Riverchase Fire District. The annexation established the fire district as Hoover Fire Station 3 near the Cahaba River bridge. The station was moved to its current location on Riverchase Parkway West in 1981.

During the 1980s, the department worked continually to improve its ISO rating and by 1989 the department was rated Class 2. One of the economic catalysts for the rapid growth of the city and the department was the Riverchase Galleria Mall with its multi-story hotel and office tower complex. This

The successful management of the department's first-ever multi-story fire set the tone for the high level of service the Hoover Fire Department strives to deliver.

was the site of the first high rise fire for the growing Hoover Fire Department. On the morning of June 6, 1985, while under construction, a fire ignited on the top three floors of the office tower building. This was the first true test of the growing department. The fire was effectively controlled and extinguished by firefighters from all three Hoover fire stations. The successful management of the department's first-ever multi-story fire sets the tone for the high level of service the department strives to deliver.

In December 1985, the HFD had exponential growth with the annexation of the Bluff Park Fire District in the northwest section of the growing city. The district was the oldest in Alabama and was staffed with experienced firefighters and emergency medical personnel, who were all retained as Hoover Fire Department employees. This annexation added an additional engine company and rescue company to the department's apparatus fleet, and the district was designated as Hoover Fire Station 5. This annexation made Hoover the second largest city in Jefferson County, and the fire department grew to 76 total employees.

In 1988, the department opened two new fire stations to keep up with the growth of the city. Hoover Fire Station 4 was located along the developing commercial corridor along U.S. Highway 31 and Interstate 459 to accommodate the rapid commercial growth in the area. This station became the home for one of the two rescue units currently staffed by the city. Hoover Fire Station 6 was also opened that year to accommodate rapidly developing residential communities to the west of the city along AL Highway 150 in the area near Shades Crest Road. Engine Company 4 was already in service at a temporary location at Station 3. Eleven personnel were hired to staff the new Station 6. The city began to grow to the east with the annexation of the Inverness community along U. S. Highway 280. To accommodate this area, Engine Company 7 was put into service in a temporary location along Inverness Parkway until the current Hoover Fire Station 7 was completed in 1994 at the intersection of Inverness Parkway and Valleydale Road.

As the city continued to grow east along the U. S. Highway 280 corridor, the city agreed to accept and provide service to the Greystone community, a commercial, residential, and country club community just east of Highway 280. In 1997, the city opened Hoover Fire Station 8 with an engine company and the city's third rescue unit. The Greystone Golf and Country Club hosted the Bruno's Memorial Classic golf tournament event for the Senior Professional Golfers' Association (PGA) Tour. This tournament is now known as the Regions Tradition and is one of the major tournaments on the tour's schedule. The Greystone residential development continued to steadily grow, and, with the development of the Greystone Legacy, it was obvious that another fire station would be required to deliver the standard of service the department strives for.

In 2009, the department opened Hoover Fire Station 9 with Engine Company 9 and the department's firefighter rehab unit. After 33 years of service in the City of Hoover, Fire Chief Tom Bradley retired, and Battalion Chief John C. Wingate was appointed as Chief of the Department by the city council.

The city once again expanded to the west with the development of the Renaissance Ross Bridge hotel, spa, and golf course. The Retirement Systems of Alabama developed the project as part of the popular Robert Trent Jones Golf Trail. The project was completed and opened to the public in 2005. Developers worked to quickly develop residential and commercial projects near the popular destination. In response to the rapid development of the area around the Renaissance resort, the city built and staffed Hoover Fire Station 10. The station housed one of the two 75-foot Quint apparatuses. and opened in 2016.



In 2017, the department requested grading from ISO. After going through the evaluation process, the department was awarded an ISO Public Protection Class rating of 1. In September 2017, the department had a change in leadership with the retirement of Chief John C. Wingate. On September 5, the city council appointed Battalion Chief Kevin C. Bentley as the Chief of the Department.

In 2018, in response to an ever-increasing number of calls for service, the city increased the department's staffing by eight personnel, and an additional apparatus was placed in service. The 75-foot Quint designated as Quint 10 was re-assigned as Truck 11 and was placed in service with Engine 6 at Hoover Fire Station 6. Truck

11 was staffed with newly acquired personnel. A new fire engine replaced the quint previously housed at Hoover Fire Station 10 and was designated as Engine 10. The new Engine 10 was staffed by the existing personnel that had previously operated Quint 10.

In 2019, in response to the significant residential and commercial growth in the Stadium Trace/Brocks Gap community, located in the westernmost part of the city. Leadership recognized the importance of having an additional fire station strategically located to serve this area effectively. The planning process involved site selection, architectural design, and community input to ensure that the station would meet the needs of the local population.

Fire Station 11 officially opened its doors in 2021. The opening ceremony was attended by city officials, community leaders, and residents, reflecting the community's support and involvement. Truck 11 was re-assigned from Fire Station 6 and was placed in service along with a rescue unit with the designation Rescue 11. In February 2023, Truck 11 was replaced by a 75-foot Sutphen Quint that was designated as Quint 11. The old Truck 11 was placed as a reserve unit at Station 11. In August of the same year, a new rescue unit was purchased to replace the old Rescue 11. This is the current layout of the station today.

Also in 2021, the City of Hoover Fire Department proudly achieved accreditation status through the Commission on Fire Accreditation International (CFAI), with the aid of the Center for Public Safety Excellence (CPSE). Accreditation is a comprehensive evaluation process that assesses a fire department's performance against a set of rigorous standards. It involves a detailed self-assessment, a community risk analysis, and an external peer review to ensure that the department meets or exceeds the industry's best practices. This prestigious recognition reflected the department's commitment to excellence, continuous improvement, and dedication to providing the highest level of service to the community.

The history of the Hoover Fire Department is a testament to the city's commitment to public safety, community service, and progressive development. From its humble beginnings in 1962 as a small volunteer force, the department has evolved into a professional and highly respected organization, reflecting the growth and initiative of Hoover itself.

As Hoover continues to grow, the Hoover Fire Department stands as a pillar of safety and service, ready to face future challenges with the same spirit of innovation and commitment that has defined its history. The evolution of the Hoover Fire Department is not just a story of a city's firefighting capabilities, but a narrative of community resilience, adaptability, and dedication to safeguarding its citizens. Looking ahead, the fire department plans to ensure it can meet future challenges and continue to reflect the growth and development of Hoover itself, embodying the city's commitment to safety, community, and progress.



Current Legal Boundary of Service Area

The community boundaries of the Hoover Fire Department are defined by the legally adopted city limits of the City of Hoover, Alabama. Currently, these city limits encompass approximately 54.89 square miles in North Central Alabama, extending into parts of southern Jefferson County and northern Shelby County. Modifications to the city limits are effectuated through resolutions and approvals by the Hoover City Council, with the boundaries being updated and maintained by the City of Hoover Planning Department utilizing the jurisdiction's Geographic Information System (GIS). The Hoover Fire Department relies on the GIS-defined boundaries to determine its service area.

It should be noted that certain parcels of land within the broader community boundaries are not included within the city limits and are classified as being within the unincorporated areas of Jefferson and Shelby Counties. These unincorporated areas receive fire protection services through either payment of fire dues to the City of Hoover or through various agreements with local fire districts servicing those regions.

MAP 9 - Community Boundaries

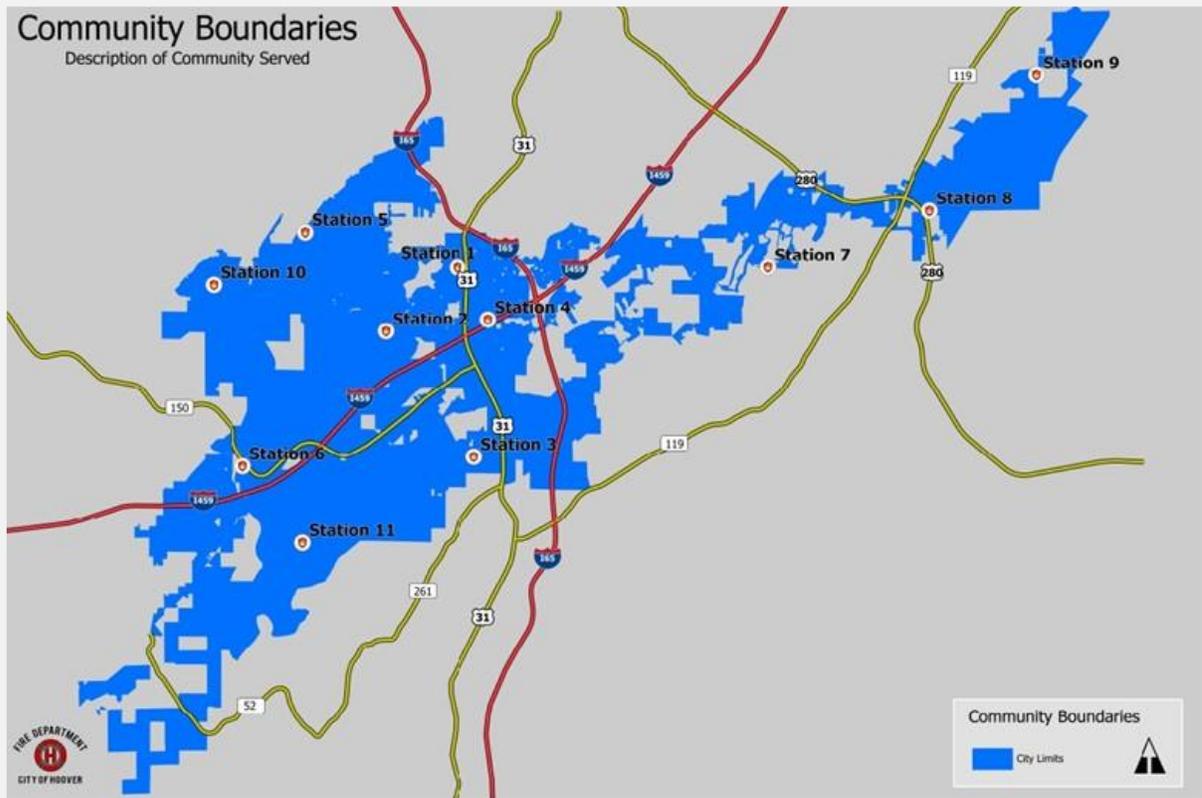
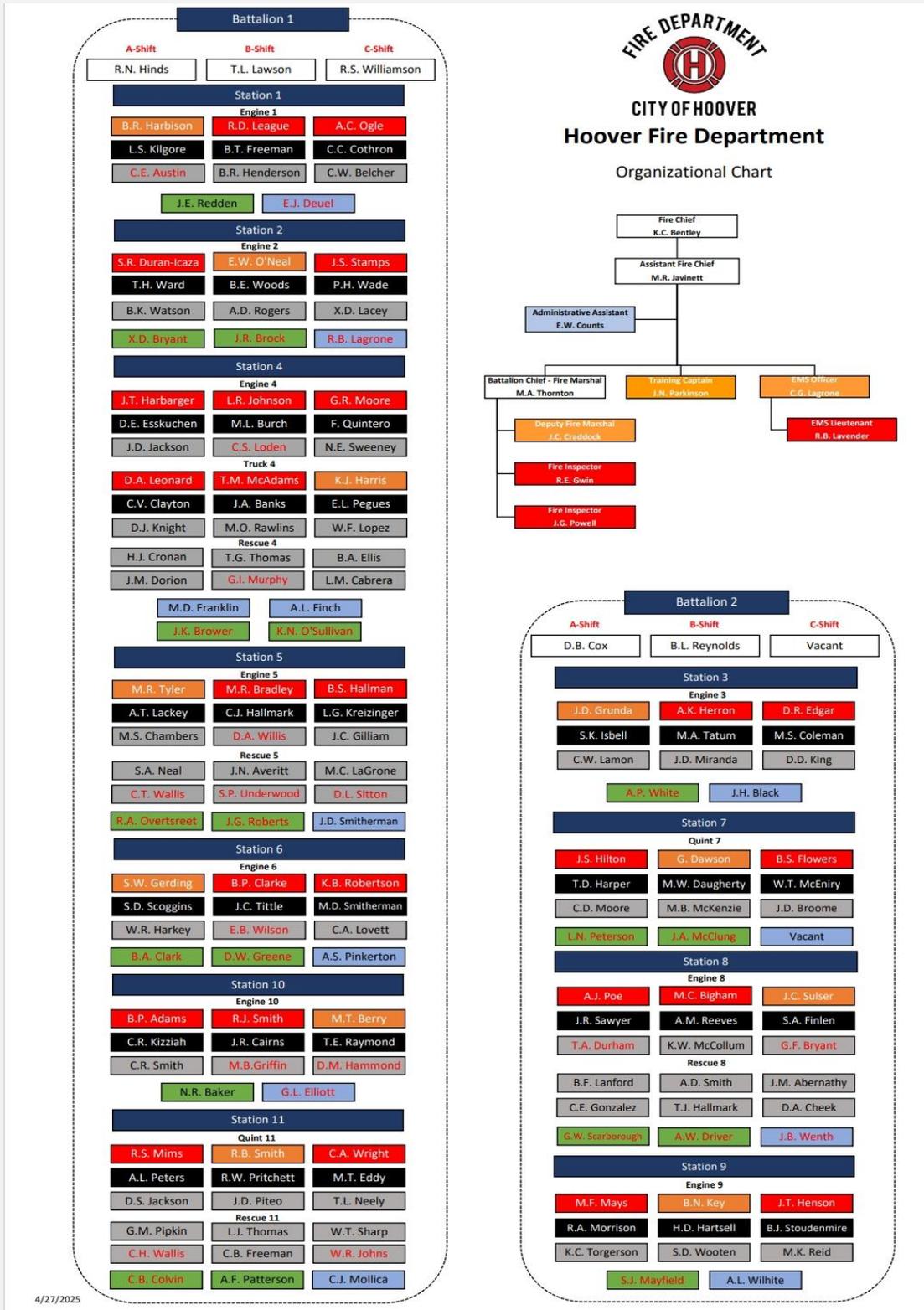


FIGURE 5 – Organizational Chart



Administration/ Operations Division

The Fire Chief holds the ultimate responsibility for overseeing and managing the entire fire department, ensuring effective leadership and operational efficiency. The Fire Chief is appointed by the mayor and is responsible for reporting directly to the mayor. This reporting structure ensures that the Fire Chief's activities and departmental operations are aligned with the mayor's directives and administrative objectives.

The Chief and Assistant Chief jointly oversee the Operations and Administration Division, which is tasked with managing the delivery of administrative functions, and both emergency and non-emergency services. This division encompasses a range of critical functions, including budgeting and financial management, strategic planning and policy development, fire suppression, emergency medical services, technical rescue, and hazardous materials response. Within the Operations Division, the Fire Chief and Assistant Fire Chief play a pivotal role in supervision, supported by six Battalion Chiefs who act as shift commanders for their respective shifts and battalions. In addition to the chief's role, the fire department employs one civilian staff member who provides crucial administrative support, contributing to the smooth functioning of the department's operations.

Training Division

Hoover Fire Department's Training Division is led by a Training Captain, who oversees a wide range of responsibilities critical to the effective operation of the department. These responsibilities encompass safety protocols, physical fitness, health and wellness initiatives, equipment procurement, and personal protective gear management. Additionally, the division is involved in officer development, ISO-required training, and state certification programs.

The department adheres to an annual training plan that includes collaborative exercises with mutual aid departments and follows the National Fire Protection Association (NFPA) 1410 standards for fireground operations. The Training Division facilitates several state certification courses annually through the Alabama Fire College, certifying both Hoover firefighters and those from other regions.

Personnel safety and wellness are paramount, and the department has designed health and wellness programs to complement safety measures. The department operates under the NFPA 1500 Fire Department Occupational Safety and Health Program, which guides the implementation of a comprehensive physical fitness program. This program includes elements of stretching, mobility, strength, and endurance. To support this initiative, all personnel have access to a mobile application that offers department-developed workouts and progress tracking features. Additionally, access to free dietary publications is available to employees seeking healthy eating options and meal recipes.

Mental health and wellness are also prioritized through the establishment of a peer assistance program developed by the International Association of Fire Fighters. This program equips trained assistants with the skills to guide employees seeking support towards appropriate resources available through both the fire department and the City of Hoover.

EMS Division

Hoover Fire Department's EMS Division is integral to the operational efficacy and effectiveness of its medical services. This division is tasked with a range of responsibilities, including administration of scheduling emergency medical service events, coordination of training programs, processing of reports and documentation, and enforcement of regulatory compliance. It oversees the administrative functions related to personnel management, which encompasses the maintenance of certifications and continuing education records, as well as the oversight of budgeting and resource allocation.

Furthermore, the EMS Division is charged with the critical management of documentation and compliance issues, such as overseeing patient care reports and ensuring conformity with health regulations and departmental policies. It also manages equipment, medications, and supplies, ensuring that rescue units are sufficiently stocked, and that all equipment is maintained in optimal working order. The coordination of EMS training is conducted through an EMS Captain and EMS Lieutenant. Additional duties include documenting on-duty accidents and injuries and serving as the Fire Department's Public Information Officer (PIO).

Fire Prevention Division

The Fire Prevention Division of the Department serves as the primary conduit for public fire education, safety, prevention, investigation, and code compliance. Its principal objectives include equitable and consistent application of fire codes, provision of contemporary and practical fire education, and utilization of professional fire investigation methods to promote a fire-safe community in Hoover. The division is comprised of the Fire Marshal and three full-time Fire Inspectors, all dedicated to advancing fire safety and ensuring rigorous adherence to fire regulations.

Additionally, the Fire Prevention Division oversees hydrant maintenance and pre-incident planning, ensuring that fire hydrants are in optimal working condition and that detailed plans are developed for efficient response to potential emergencies.



Fire Stations, Training Facilities, Apparatus, Equipment, and Staffing

HOOVER FIRE STATION 1

Hoover Fire Station 1, located in the Green Valley neighborhood, serves a mixture of residential and commercial areas as well as several miles of Interstates 65 and 459. Station 1 covers several multi-family apartment complexes, nursing and assisted living homes, shopping centers, and automotive dealerships. In addition, Green Valley Elementary School is in Station 1's coverage area.



BAYS

2 bays

DAILY STAFFING

3 personnel

STATION ADDRESS

1953 Braddock Circle

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 1	2016 KME 1250 GPM Pumper 500-gallon tank	3
Engine 1 Reserve	2004 KME 1250 GPM Pumper 500-gallon tank	Reserve Apparatus

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Nursing Homes and Physical Rehabilitation Facilities
Road Miles	56
Square Miles	2.72
Incidents (2024)	
Fire	9
EMS	1182
HazMat	1
Technical Rescue	1
Other	295
Grand Total	1488

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
1488	1238	83.20%

HOOVER FIRE STATION 2

Hoover Fire Station 2 is located near Moss Rock Preserve. Station 2 covers a mixture of residential and commercial. Station 2 is first-in to Gwin Elementary School and Simmons Middle School, as well as several large multi-family apartment complexes, churches, and one of the city's largest nursing and assisted living homes. Station 2 covers several large commercial areas, including Patton Creek Shopping Center and the Walmart Shopping Center on AL Highway 150. HazMat 2 runs out of Station 2 and is cross staffed with personnel from Engine 2.

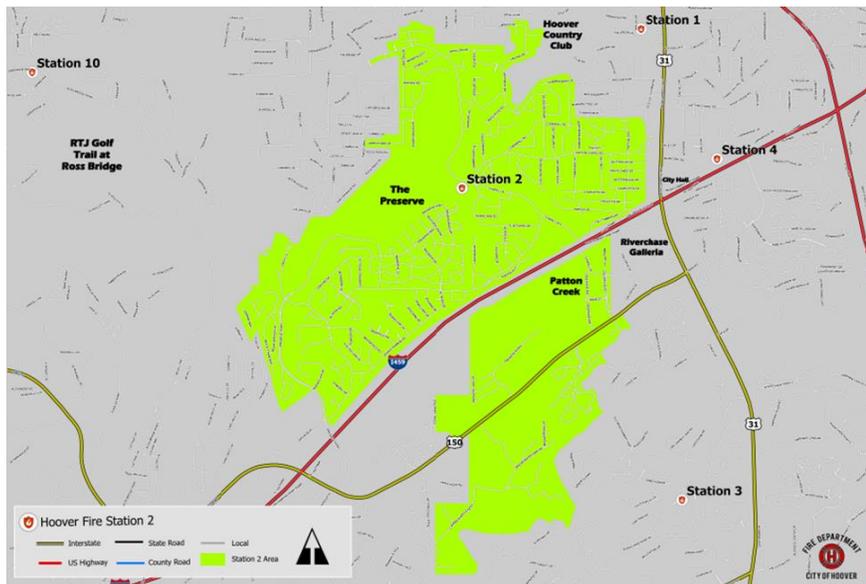


BAYS	DAILY STAFFING	STATION ADDRESS
3 bays	3 personnel	1591 Patton Chapel Rd

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 2	2023 Sutphen 1250 GPM Pumper 500-gallon tank	3
Battalion Reserve	2016 Chevrolet Tahoe	Reserve Apparatus
Engine 2 Reserve	2013 KME 1250 GPM Pumper 500-gallon tank	Reserve Apparatus
HazMat 2	2019 Freightliner Tractor with Custom Built Hackney HazMat Trailer	Cross Staffed
ATV 2	2004 Kawasaki Mule	Support

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Schools and Nursing Homes
Road Miles	60
Square Miles	5.56
Incidents (2024)	
Fire	6
EMS	812
HazMat	0
Technical Rescue	3
Other	508
Grand Total	1329
Station Reliability (2024)	
SDZ Incidents	Station Responses
1329	1085
Reliability	
81.60%	

HOOVER FIRE STATION 3

Hoover Fire Station 3 is in the Riverchase community of Hoover. Riverchase is a multi-use development that consists of a mixture of single-family residential homes along with several large multi-family residential developments and several large, high occupancy, office, and light industrial occupancies. Station 3 is first-in to Riverchase Elementary School and the Riverchase Career Connection Center operated by Hoover City Schools. Station 3 also has several large religious occupancies in its first-in response area.



BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	3 personnel	803 Riverchase Pkwy West

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 3	2021 Sutphen 1250 GPM Pumper 500-gallon tank	3
Engine 3 Reserve	1989 Pierce 1250 GPM Pumper 1250-gallon tank	Reserve Apparatus

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	High Occupancy Office and Nursing Home
Road Miles	71
Square Miles	6.33
Incidents (2024)	
Fire	9
EMS	1042
HazMat	1
Technical Rescue	2
Other	475
Grand Total	1529

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
1529	1157	75.70%

HOOVER FIRE STATION 4

Hoover Fire Station 4 is near the Hoover City Hall, Hoover Recreation Center, and the Hoover City Library. Station 4 is first arriving for two large high-rise developments that are associated with the Riverchase Galleria Mall. Station 4 covers many ordinary construction commercial/retail developments as well as numerous multi-family residential developments. The HFD Technical Rescue Team operates Technical Rescue 4 from this station, and the unit is cross staffed with Truck 4 personnel.

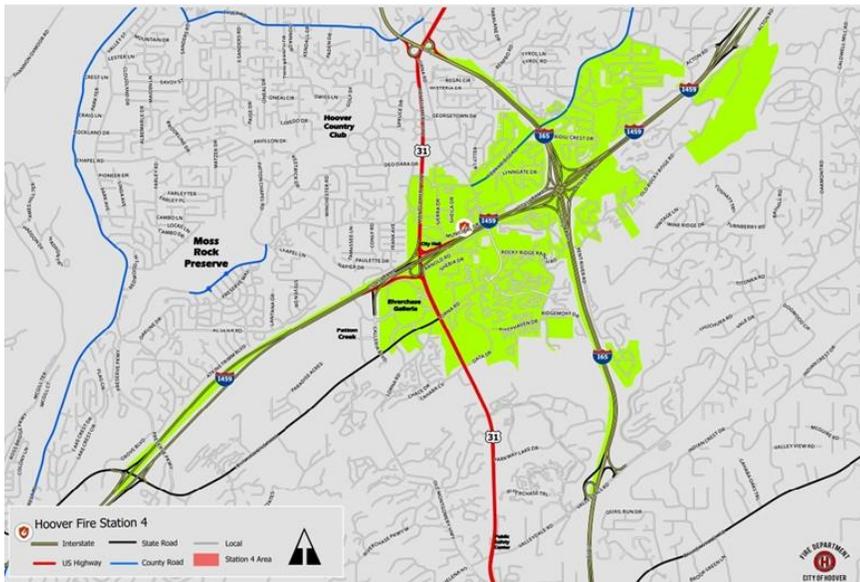


BAYS	DAILY STAFFING	STATION ADDRESS
5 bays	9 personnel	800 Municipal Drive

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 4	2019 KME 1250 GPM Pumper 500-gallon tank	3
Rescue 4	2023 Ford F-450 Rescue	2
Truck 4	2017 E-One 100' Aerial Platform 300-gallon tank	3
Battalion 1	2023 Ford F-150 Crew Cab	1
Technical Rescue 4	2005 KME Heavy Rescue	Cross Staffed

Demand Zone Information



Typical Risk	Single Family Residential and Multi-Family Apartments
Max Risk	Multi-story Hotel
Road Miles	60
Square Miles	4.38
Incidents (2024)	
Fire	32
EMS	1416
HazMat	1
Technical Rescue	3
Other	302
Grand Total	1754

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
1754	1599	91.20%

HOOVER FIRE STATION 5

Hoover Fire Station 5 is in the historic Bluff Park community of Hoover and provides services to numerous single-family residential structures. Station 5 covers several multi-family residential occupancies, as well as a few large religious occupancies. Station 5 provides services to Bluff Park Elementary School. Station 5 occupies some of the most challenging terrain in all of Hoover being located at the highest elevation of all Hoover fire stations.

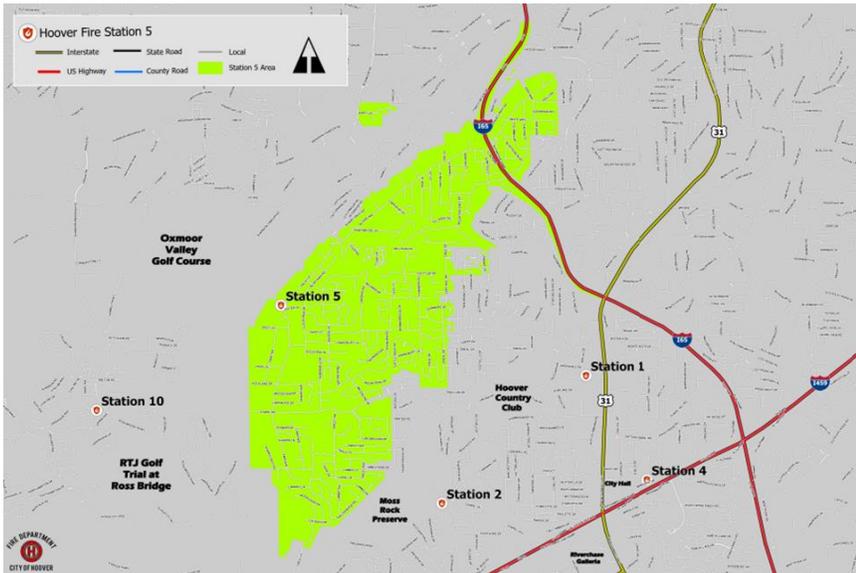


BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	5 personnel	588 Park Avenue

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 5	2018 KME 1250 GPM Pumper 525-gallon tank	3
Rescue 5	2023 Ford F-450 Rescue	2
Rescue 41	2013 Ford F-450 Rescue	Reserve Apparatus
Brush Truck	1999 Ford F-550	Support Apparatus

Demand Zone Information



Typical Risk	Single Family Homes
Max Risk	Schools and Multi-Family Apartments
Road Miles	57
Square Miles	4.42
Incidents (2024)	
Fire	12
EMS	599
HazMat	0
Technical Rescue	1
Other	396
Grand Total	1008
Station Reliability (2024)	
SDZ Incidents	Station Responses
1008	911
Reliability	
90.40%	

HOOVER FIRE STATION 6

Hoover Fire Station 6, located between the South Shades Crest and Lake Cyrus communities. Station 6 is situated strategically to serve the growing communities in its vicinity, Station 6 covers a varied mix of single-family residential neighborhoods, commercial school zones, as well as numerous commercial developments and limited access roadways. The coverage extends to parts of the Ross Bridge community and the western regions of the city. The response area also has the most freight railroad line in all the Hoover city limit boundaries. Hoover Station 6 also houses the Hoover Fire Training Center with a four-story drill tower and an adjacent three-story live burn facility as well as an apparatus pump testing station.

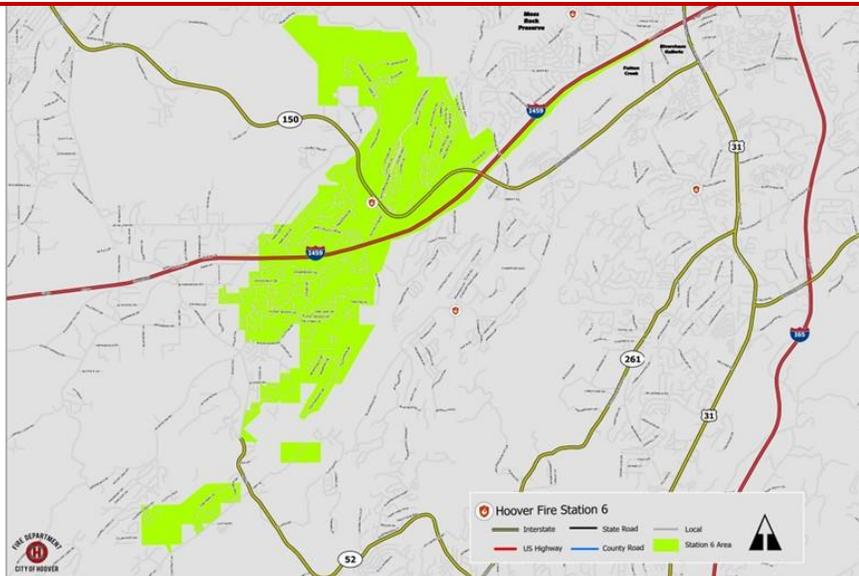


BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	3 personnel	310 Edna Road

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 6	2017 KME 1250 GPM Pumper 525-gallon tank	3
Engine 6 Reserve	2002 KME 1250 GPM Pumper 525-gallon tank	Reserve Apparatus

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Schools
Road Miles	76
Square Miles	9.36

Incidents (2024)

Fire	12
EMS	509
HazMat	1
Technical Rescue	0
Other	346
Grand Total	868

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
868	721	83.10%

HOOVER FIRE STATION 7

Hoover Fire Station 7 is in the Inverness community of Hoover. Fire Station 7 provides services for a mix of single-family, multi-story residential structures, large multi-story office complexes, a large multi-story assisted living/nursing care facility, and a multi-story hotel occupancy. Station 7 covers numerous commercial/retail occupancies along U.S. Highway 280.

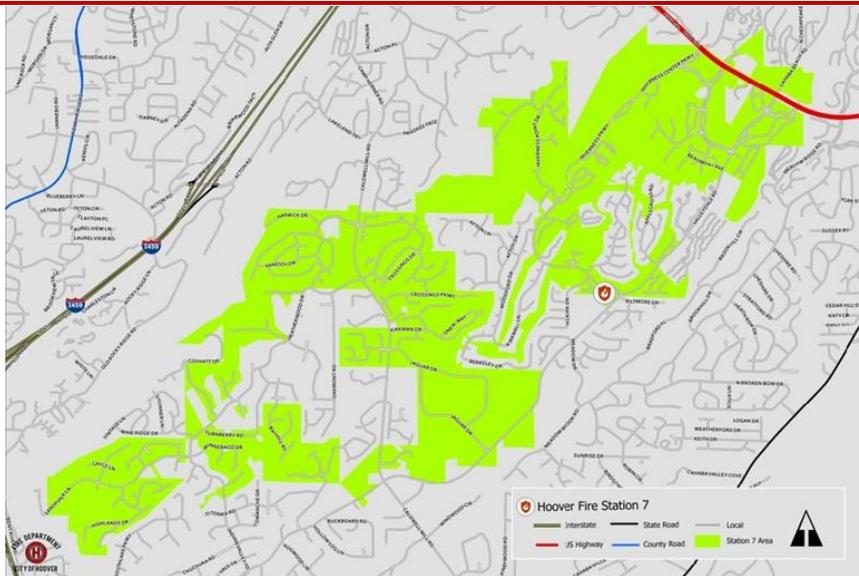


BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	4 personnel	100 Inverness Parkway

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Quint 7	2022 Sutphen 75 FT Aerial Ladder 1500 GPM pump 500-gallon tank	3
Engine 7 Reserve	2002 KME 1250 GPM Pumper 525-gallon tank	Reserve Apparatus
Battalion 2	2023 Ford F-150 Crew cab	1

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Multi-Story Hotel, Multi-Story Office
Road Miles	42
Square Miles	4.48
Incidents (2024)	
Fire	1
EMS	617
HazMat	0
Technical Rescue	1
Other	76
Grand Total	695

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
695	564	81.20%

HOOVER FIRE STATION 8

Hoover Fire Station 8 is in the Greystone community of Hoover, located adjacent to U.S. Highway 280. Station 8 provides service to many large multi-story estate-style residential occupancies of Type 5 construction. Station 8 covers a small number of commercial/retail developments and the Walmart supercenter occupancy as part of its first due response area.



BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	5 personnel	121 Village Street

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 8	2021 Sutphen 1250 GPM Pumper 500-gallon tank	3
Rescue 8	2022 Ford F-450 Rescue	2
Rescue 40	2008 Ford F-350 Rescue	Reserve Apparatus

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Multi-Story Hotel
Road Miles	41
Square Miles	4.27

Incidents (2024)

Fire	8
EMS	906
HazMat	2
Technical Rescue	2
Other	16
Grand Total	934

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
934	852	91.20%

HOOVER FIRE STATION 9

Hoover Fire Station 9 is in the Greystone Legacy community of Hoover. Station 9’s first-in coverage includes many large multi-story single family estate homes with a mix of smaller garden/townhome style single-family residential structures. Station 9 maintains the Hoover Fire Department firefighter rehabilitation unit and staffs it with cross-trained personnel from Station 9 when needed at large scale incidents.

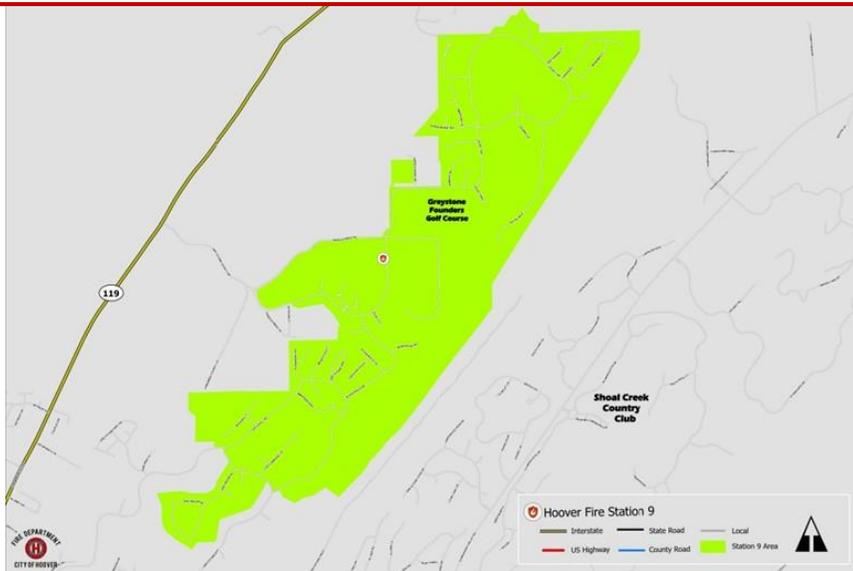


BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	3 personnel	1150 Legacy Drive

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 9	2011 KME 1250 GPM Pumper 500-gallon tank	3
Rescue 9	2018 Ford F-450 Rescue	Cross Staffed

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Large Single Family Residential Homes
Road Miles	14
Square Miles	2.10
Incidents (2024)	
Fire	7
EMS	52
HazMat	0
Technical Rescue	2
Other	59
Grand Total	120

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
120	110	91.70%

HOOVER FIRE STATION 10

Fire Station 10 opened in November 2015 and is in the Ross Bridge Community. The station houses Engine 10 and Brush Truck 10 with three personnel. Station 10 is first due to the Renaissance Ross Bridge Hotel and Spa, which is a mid-rise high occupancy hotel structure, as well as several multi-story, multi-family residential structures, and numerous single family residential structures. Station 10's primary coverage has a section of underground pipeline and several miles of freight railroad line.

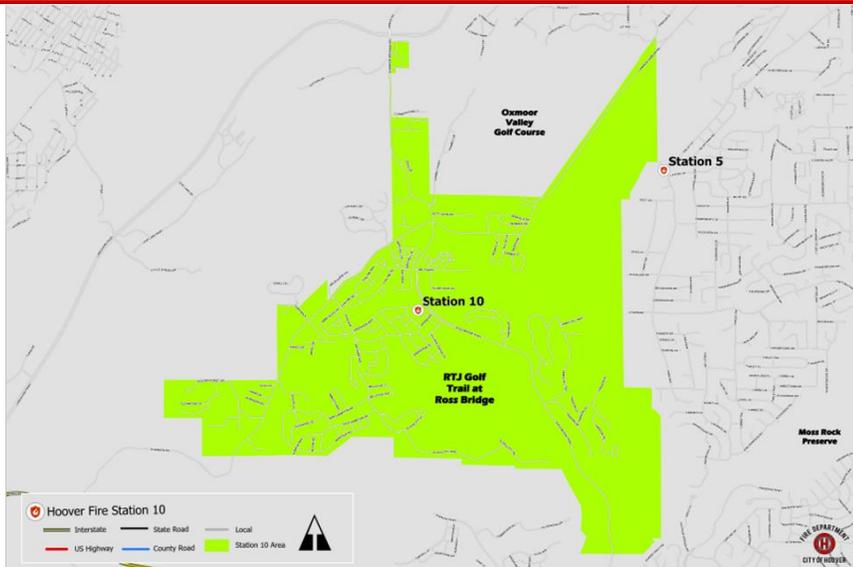


BAYS	DAILY STAFFING	STATION ADDRESS
2 bays	3 personnel	3537 Market Street

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Engine 10	2012 KME 1250 GPM Pumper 500-gallon tank	3
Rescue 10	2020 Ford F-450 Rescue	Cross Staffed

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Multi-Story Hotel, Rail, Pipeline
Road Miles	43
Square Miles	4.43
Incidents (2024)	
Fire	6
EMS	145
HazMat	1
Technical Rescue	0
Other	221
Grand Total	373

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
373	343	92.00%

HOOVER FIRE STATION 11

Fire Station 11 is in the Stadium Trace/ Brocks Gap Communities and houses Quint 11, Rescue 11, and Truck 11. Station 11 covers medium and large single-family residential structures with a mix of smaller garden/townhome style single-family residential structures, along with commercial developments, including large retail and culinary businesses. Station 11 covers the Hoover Metropolitan Complex and Finley Center, which hosts high occupancy sporting and convention-style events. This coverage area also has large multifamily apartments currently under construction for 55 and older citizens.

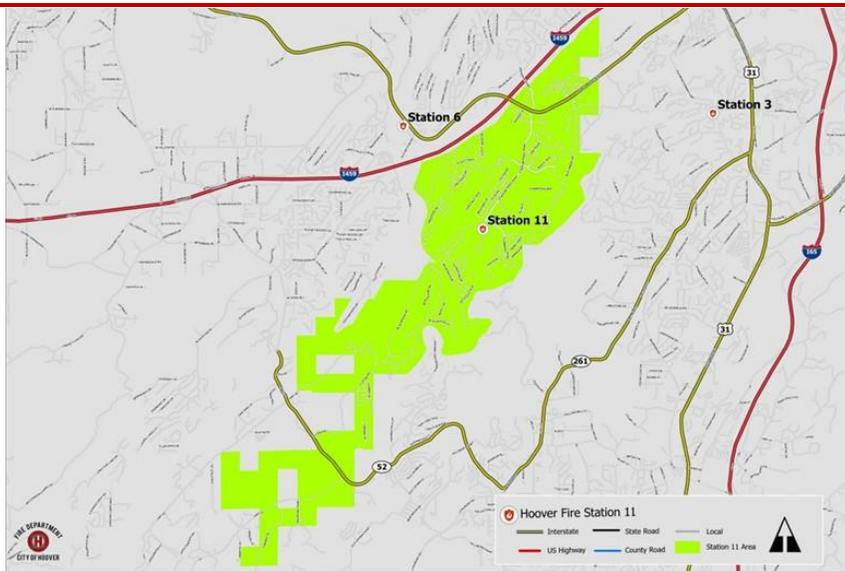


BAYS	DAILY STAFFING	STATION ADDRESS
3 bays	5 personnel	4000 Langston Ford Drive

Apparatus Daily Staffing

UNIT	EQUIPMENT DETAILS	DAILY & MIN. STAFFING
Quint 11	2022 Sutphen 75 FT Aerial Ladder 1500 GPM pump 500-gallon tank	3
Rescue 11	2022 Ford F-450 Rescue	2
Truck 11	2006 KME 75ft Aerial Ladder	Reserve Apparatus

Demand Zone Information



Typical Risk	Single Family Residential Homes
Max Risk	Schools, Multi-Family Apartments, Commercial Structures, Single Family Residential Homes
Road Miles	56
Square Miles	6.84
Incidents (2024)	
Fire	14
EMS	465
HazMat	1
Technical Rescue	2
Other	299
Grand Total	781

Station Reliability (2024)

SDZ Incidents	Station Responses	Reliability
781	676	86.60%

Current Descriptions of Levels of Service with Delivery Programs

Fire Suppression

Hoover Fire Department handles all types of fire suppression, including structural, vehicle, vegetation, combustible metals, and flammable liquids. The department's fire suppression program operates out of 11 fire stations, housing nine pumpers, two 75-foot quints, one 100-foot platform truck company and several reserve pumpers and aerials. Its purpose is to provide high-quality, professional fire protection with the goal of preserving life and property. All vehicles are equipped with foam systems for dealing with fires involving flammable liquids. The City of Hoover's fleet department ensures all equipment is well-maintained and is staffed with personnel trained specifically for servicing and repairing fire apparatus.

Firefighters and officers undergo regular training to keep their skills sharp. The department frequently uses its drills and training facility, which offers variety of scenarios for practicing emergency responses. To ensure effective and efficient fire suppression, the department stays current with the latest technology, equipment, research, and techniques.

The City of Hoover boasts a high-pressure water system with ample flow capacity, sufficient for handling even the largest of fires. Besides relying on its own resources, the department has automatic and mutual aid agreements with neighboring fire departments. These agreements facilitate quicker responses, resource sharing, and enhanced emergency response capabilities.

Emergency Medical Services

Hoover Fire Department was among the pioneers in offering EMS services in the Jefferson and Shelby County areas. Over time, the role of EMS within the fire department has expanded significantly, now representing a core community offering alongside traditional fire services. EMS calls constitute the majority of the department's service calls. In 2024, the department handled 8,635 emergency medical and trauma calls, comprising 62.26% of total call volume for the year.

Every frontline unit, including engines and ladder trucks, is equipped with paramedics and comprehensive advanced life support equipment. Additionally, four frontline and two support advanced life support rescue units deliver sophisticated medical care and have the capability to transport patients directly to local hospitals, providing up to six available transport units. The department participates in automatic aid agreements that not only help surrounding areas but also increase our transport capabilities beyond what it can provide alone.

The department deploys seven tactical medics who work alongside the Hoover Police Special Response Team (SRT). These medics are trained in Tactical Emergency Casualty Care and engage in monthly drills covering advanced EMS trauma techniques, tactical operations, firearms, and less-lethal weapons.

Hoover Fire Department is also responsible for providing EMS standby at numerous city events, ranging from sports events to community festivals and other civic activities.

The Birmingham Regional Emergency Medical Services System (BREMSS) oversees the coordination of EMS agencies and hospitals across a seven-county area, as mandated by the Alabama Department of Public Health Office of EMS and Trauma. Regular meetings are held to ensure communication among all participating agencies, and the Hoover Fire Department actively participates in many of these committees, including the Medical Direction Accountability Committee (MDAC).

In addition to emergency response and transport, Hoover Fire Department coordinates EMS coverage for special events throughout the City of Hoover. The department provides this coverage utilizing three reserve/event transport units, multiple support units, and four UTV's. This requires a substantial effort from the department as the Hoover Met Complex holds sporting and community events every weekend. The department also covers several large annual events such as the Regions Tradition Golf Tournament, SEC Baseball Tournament, Firefighter Challenge Championship, BHM 26.2 marathon, World Police and Fire Games, Hartford Nationals and many others. The department also provides EMS coverage for 5 local schools throughout the football season.

The EMS Division coordinates the American Heart Association Heart Saver CPR program and hosts a training class for the public twice a month. Additionally, the EMS Division provides CPR training for all the employees of the City of Hoover, including the 911 Emergency Dispatch Center, school employees, bus drivers, and others. Hoover Fire Department's EMS Division inspects and maintains 45 automated external defibrillators (AEDs) strategically located across the City of Hoover in various community facilities.

EMS Division coordinates all the EMS training for department personnel. The department provides ACLS, BLS, PALS and PEARS certification classes to all personnel. The department provides over 20 Continuing Medical Education (CME) hours per year through hands-on training in-house hosted in recurring weekly EMS training; large, multi-day classes, and virtual training courses.

Technical Rescue

Hoover Fire Department is equipped to handle a wide range of specialized rescue emergencies, including trench rescues, structural collapses, high-angle rope rescues, confined space incidents, vehicle extrications, and water rescues. Fire Station 4, centrally located within the city on Municipal Drive, serves as the primary station for technical rescue operations. The personnel stationed at Station 4 are trained and certified at the technician level in a multitude of specialized rescue techniques. Additionally, many other members of the department have technician-level training in one or more technical rescue areas. Fire Station 4 also houses Technical Rescue 4, along with a full set of specialized rescue equipment.

Hoover Fire Department also supports Alabama Task Force 2, a FEMA type 4 USAR team of 22-members. This team is part of the Alabama Mutual Aid System (AMAS). This team is available to respond to major disasters across the state or region. In 2024 Alabama Task Force 2 was deployed to Florida following Hurricane Debby and to North Carolina following Hurricane Helene. The task force actively participated in search and rescue operations in both locations. Alabama Task Force 2 has been dispatched on multiple occasions to various communities within the state of Alabama to support search and rescue efforts in the wake of tornadoes.

Hazardous Materials

The department's hazardous materials response program was established in the late 1980s and has since evolved to include advanced response capabilities. Currently, approximately 90% of the City of Hoover's firefighters are trained to at least the hazardous materials technician level, with many having received additional advanced training. All of the department's fire apparatus are equipped with a basic set of hazardous materials equipment, enabling the responding personnel to manage minor incidents such as small spills and leaks.

Fire Station 2, situated at 1591 Patton Chapel Road, is the primary location for hazardous materials equipment, including a specialized response unit. This equipment is versatile enough to address a wide range of situations, from minor fuel spills to major incidents involving railroad and tractor-trailer accidents, fixed facility chemical leaks, and advanced biological or chemical terrorist attacks. The department collaborates with the Jefferson and Shelby County Emergency Management Agencies to ensure a coordinated county-wide response in these scenarios.

Community Risk Reduction and Public Education

The Fire Prevention Division administers the Community Risk Reduction Program for the department. Fire Prevention is led by a Division Chief who serves as the Fire Marshal and three fire inspector/investigator positions. The group provides plan review and inspections to confirm compliance with duly adopted codes and ordinances of the jurisdiction.

Each year, the department provides comprehensive and current fire education and prevention programs to the residents of Hoover. These initiatives begin early with school children learning about fire prevention and safety both at home and at school. Prevention education is delivered to all third, fourth and fifth grade students in the City of Hoover School System. Fire prevention education and code compliance are delivered to all grade levels and staff through the school liaison program. The department is eager to engage with various groups to discuss fire prevention and safety strategies.

The department conducts thorough investigations of all fire incidents within the City of Hoover, collaborating closely with the Hoover Police Department. All department fire investigators are extensively trained in fire and arson investigations and are members of the International Association of Arson Investigators. Additionally, the department maintains strong partnerships with the State of Alabama Fire Marshals and often supports fire investigations beyond Hoover's jurisdiction.

The department is also committed to public health and safety by offering cardiopulmonary resuscitation (CPR) courses to both the community and healthcare providers. These classes, held at Fire Station 7 on the first and third Saturdays of each month, are certified by the American Heart Association and have consistently proven to be life-saving.

To enhance child safety, the department provides a child safety seat installation and inspection program. This initiative aims to educate parents and caregivers on the correct installation of child safety seats. The program focuses on offering hands-on training rather than installation services, ensuring that participants can confidently install and secure child safety seats in their vehicles. The chief of the Fire Prevention Division provides quality control oversight of the child safety seat inspection program.

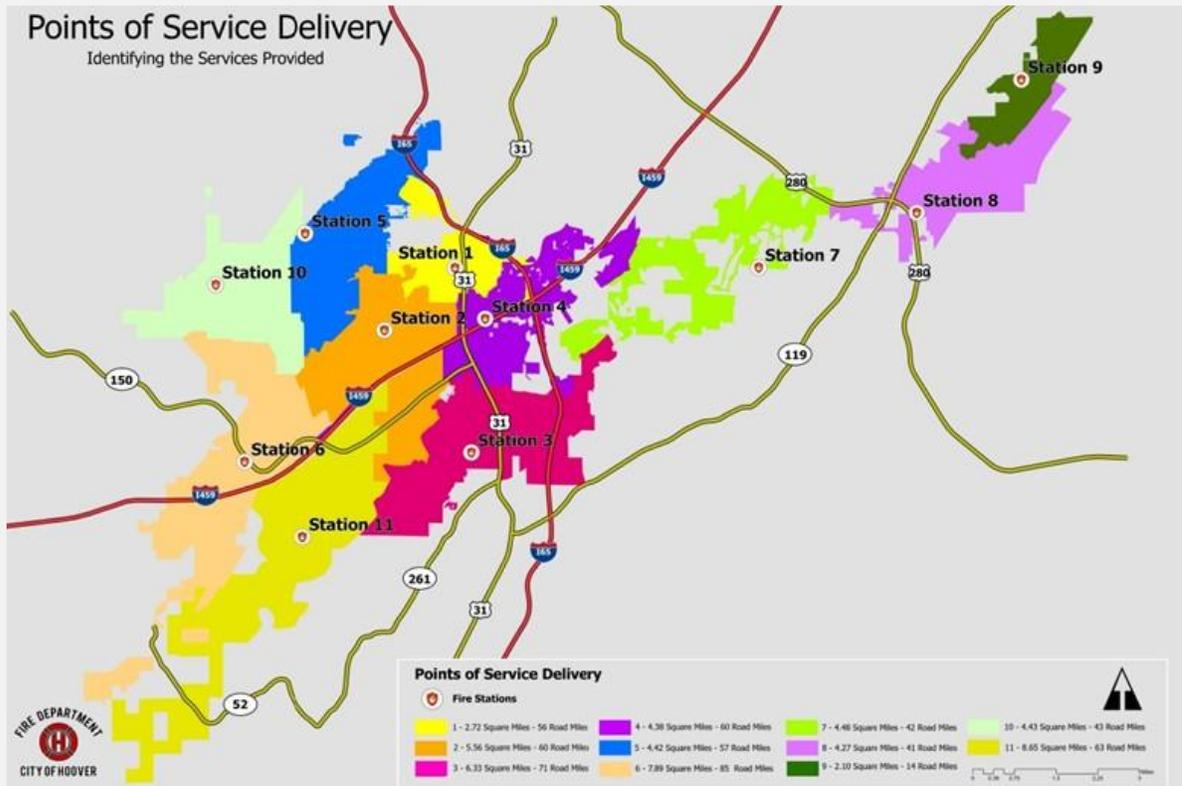
Current Deployment and Coverage Areas

Minimum Deployment Resources

Station 1 - Engine 1 (3)	Station 7 - Quint 7 (3)
Station 2 - Engine 2 (3)	Station 8 - Engine 8 (3) - Rescue 8 (2)
Station 3 - Engine 3 (3)	Station 9 - Engine 9 (3) - Rescue 9 (0)
Station 4 - Engine 4 (3) - Truck 4 (3) - Rescue 4 (2)	Station 10 - Engine 10 (3) - Rescue 10 (0)
Station 5 - Engine 5 (3) - Rescue 5 (2)	Station 11 - Quint 11 (3) - Rescue 11 (2)
Station 6 - Engine 6 (3)	Battalion Units - Battalion 1 (1) - Battalion 2 (1)

Total Line Personnel on Duty- 46

MAP 11 – Points of Service Delivery



Station	Coverage – Square Miles	Coverage – Road Miles
Station 1	2.72 square miles	56 road miles
Station 2	5.56 square miles	60 road miles
Station 3	6.33 square miles	71 road miles
Station 4	4.38 square miles	60 road miles
Station 5	4.42 square miles	57 road miles
Station 6	9.36 square miles	76 road miles
Station 7	4.48 square miles	42 road miles
Station 8	4.27 square miles	41 road miles
Station 9	2.10 square miles	14 road miles
Station 10	4.43 square miles	43 road miles
Station 11	6.84 square miles	56 road miles

Summary of Community Response History

Table 1: Responses by Type (2020-2024)

Call Type	2020	2021	2022	2023	2024	5 Year Total
1-Fire	201	222	186	190	192	991
2-Overpressure Rupture, Explosion, Overheat (no fire)	18	24	10	9	7	68
3-Rescue & Emergency Medical Service Incident	7,070	8,002	9,401	9,470	9,405	43,348
4-Hazardous Condition (No Fire)	172	218	298	244	319	1,251
5-Service Call	2,139	2,265	1,440	1,235	1,525	8,604
6-Good Intent Call	511	634	766	788	820	3,519
7-False Alarm & False Call	1,075	1,121	1,112	1,182	1,344	5,834
8-Severe Weather & Natural Disaster	237	153	26	45	25	486
9-Special Incident Type	0	1	10	10	13	34
Grand Total:	11,423	12,640	13,249	13,173	13,650	64,135



Community Priorities, Expectations, and Performance Goals

Hoover Fire Department Mission Statement

Faithful dedication to excellent service

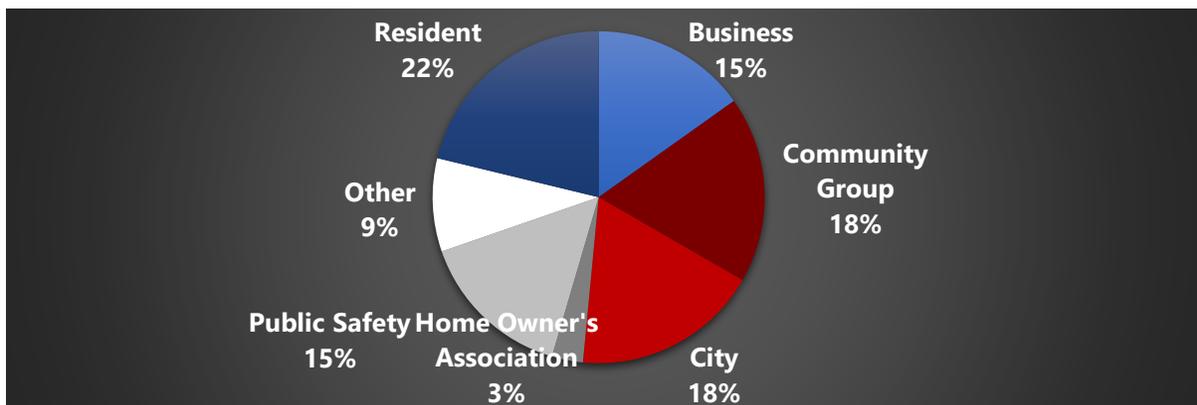
Community Service Priorities

Purpose and Scope

The objective of soliciting feedback from the community aligns with a business’s practice of collecting customer input. Similarly, a governmental entity, akin to a business, cannot function optimally without a comprehensive understanding of the expectations, concerns, and strengths of its constituents. In the context of government, the constituents represent the analogous customer base.

The scope of the feedback gathering process is based on the development of the department’s community risk assessment and standards of cover (CRA - SOC) as prescribed by the Commission on Fire Accreditation International (CFAI). The CFAI rests on the premise of continuous improvement and the importance of linking departmental operations to the community served.

The department solicited feedback and input from a diverse demographic representation of its population that was invited by the department. Respondents were asked to list, in priority order, up to three subjects relating to expectations, concerns, and strengths or positives for the department. Expectations and concerns were then analyzed for themes and weighed. The results are from the responses of 33 respondents. The following describes the methodology employed and the findings from the responses provided by the community participants.



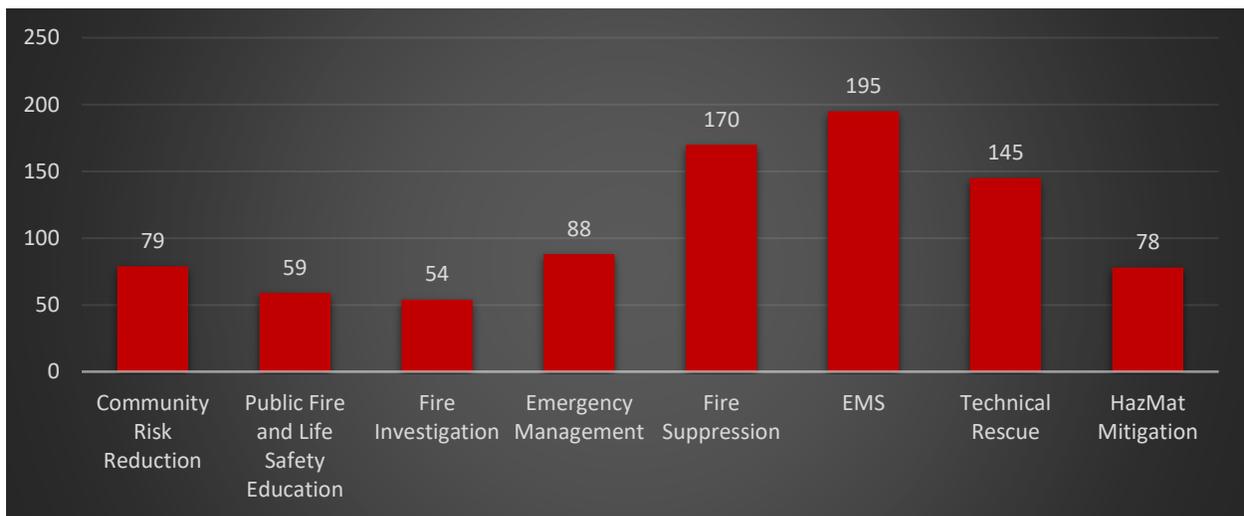
In evaluating the feedback received, priority and thematic analysis methodologies were employed to identify the most critical concerns expressed by community respondents. Although all raw data responses are valuable, the analysis prioritizes and highlights key insights that are essential for the department's focus and understanding. It is crucial to acknowledge that every piece of community feedback holds significance and pertains to various aspects of the department's operations. To effectively address these concerns and develop future objectives and strategies for ongoing improvement, the department undertakes a thorough internal analysis of the feedback provided. For the desired, measurable results to be realized, the process and the plan focused on substance, not form. By doing this the department truly benefited from the process and realized the ultimate vision.

Program and Service Prioritization

Participants were provided with an assessment tool designed to evaluate the prioritization of the eight core programs and services offered by the department. This tool required participants to perform a "direct comparison" between pairs of services to determine which service should be prioritized in each comparison. Each service was compared with every other service in this manner, and the responses were subsequently aggregated to produce a consolidated stakeholder result, as detailed in the accompanying table. This quantitative and cumulative methodology yields a numerical prioritization ranking for the department. It is acknowledged that this data may exhibit some degree of bias reflective of the specific respondents. Furthermore, it is recognized that employing the prioritization matrix enhances statistical significance by necessitating 28 distinct decisions from each respondent.

Furthermore, the data may be influenced by cognitive dissonance, which can alter response priorities due to shifting personal biases or external influences. For example, a region recently affected by a natural disaster might exhibit an increased emphasis on Emergency Management. Determining the extent to which cognitive dissonance affects prioritization in an atypical manner requires further analysis into the external factors and experiences affecting respondents. Consequently, it was essential for the department to account for cognitive dissonance and its potential effects on prioritization when evaluating the overall feedback.

The rankings of the programs and services provided by the community respondents are as follows:



Community Service Expectations

Understanding community expectations of its fire service organization is essential for formulating a long-term strategic vision. Armed with this insight, internal priorities may need to be adjusted or enhanced to better address the community's needs.

Respondents were requested to identify, in order of priority, three subjects relating to expectations, concerns, and strengths or positives for the department. The responses were subsequently analyzed for recurring themes and assigned weighted values. Expectations and concerns were then analyzed for themes and weighed. The numbers in the parentheses below are the cumulative weighted value that correlate with the themes identified. While the themes are listed in prioritized, weighted order, all responses were important in the planning process. Strengths or positives are listed verbatim and may be repeated based on different respondents.

The following are the expectations of the community stakeholders:

- Fast response. They respond in a timely manner. Quick response. Respond quickly when needed. Fast response time to calls. To respond to emergency calls in a timely manner. HFD will respond quickly and professionally. A 5-minute or less response time. Deliver fast/excellent service. Timeliness/efficiency. (94)
- Knowledgeable service / trained. Be well trained, visible, be nice! Well trained. Quality and knowledgeable responders with attention to patient care. Keep up with training of all personnel. When HFD arrives, they should be experienced, reliable, and competent. Well-trained EMS and firefighters. (40)
- Respond to fires. Respond to life-threatening situations. Respond to health-related medical emergencies. Public Safety. To be available if I ever need them. To be prepared to address my fire related issue. Respond to medical, fire, or accident emergencies. (30)
- Fully staffed at stations appropriately located throughout the city. To receive support from city leaders to fully staff and equip fire stations. They have adequate staffing when responding to calls for service. Increase staffing to former levels for truck and certain engine companies. (20)
- Prevention/Education. Visibility in the community. To provide training upon request from stakeholders (i.e., emergency evacuations from public buildings). Community involvement. Perform community services, blood pressure checks, smoke alarm checks, and demonstrations for young people. Communication. Ability to speak with all non- or semi-English-speaking citizens. (19)
- Represent city with professionalism. Compassionate. Kind/professional team members. Customer service. Courteous to the community. I expect HFD personnel to be the best of the best. HFD is dependable and approachable. Continue to be the professional organization they are. (19)
- That they have the adequate equipment when responding to calls for service. Updated equipment. Equipment to handle emergencies. To have the resources to handle fire and EMS throughout the city. Have up to date, working equipment. Modern equipment. (14)
- When I call 911, the call should be answered within 30 seconds. Speed in answering calls. (10)

- All areas of the city are equally important in handling needs. Emergency response in all areas. Adequate coverage for growing community area to cover (as well as equipment). (7)
- HFD will always come for the citizens of our city. (5)
- Personnel preparedness. (5)
- There are no charges for service. (3)
- Understanding the needs of customers. (3)
- Wise employment of resources - both city assets and personnel. (3)
- On-site capabilities. (3)
- Place two additional rescue/transport vehicles in service full-time. (3)
- Final decision to recommend what should be done. (1)
- Ongoing pursuit of excellence by each station within the overall department. (1)
- Structured leadership. (1)
- Maintain all apparatus, including updating as necessary. (1)
- Risk reduction. (1)
- Due diligence. (1)
- Willingness to help other districts with emergency responses. (1)
- Provide great compensation and benefits to personnel to keep the best in Hoover. (1)
- Look to the future for additional station placement needs - at least two. (1)

Historical Performance Goals

Hoover Fire Department takes great pride in achieving accreditation status through the Commission on Fire Accreditation International (CFAI) with the help of the Center for Public Safety Excellence (CPSE). The department continually maintains compliance with these standards by conducting regular assessments and internal evaluations, implementing ongoing training programs for our staff, and engaging in community feedback initiatives. These efforts ensure that the department consistently meets the expectations set forth by these accrediting bodies while striving to enhance the safety and well-being of the city we serve.

The department is very proud of achieving an Insurance Services Organization (ISO) fire suppression rating of Class 1. The performance goals established for the department were in accordance with maintaining this prestigious Class 1 rating. Historically, the standard was to have an average response time of 5 minutes or less for any call for emergency service in each unit's first-in territory. The goals and objectives of the department were aligned with the performance goals established by ISO in the areas of emergency communications, water supply, apparatus, and personnel deployment and community risk reduction efforts.

The department monitors and budgets to maintain the most effective emergency communications system possible. The department annually evaluates all aspects of the emergency communications process from call taking to processing to dispatch of appropriate units to ensure that all aspects are in accordance with NFPA 1221 and the ISO fire suppression rating schedule section 400. This process has led to several major upgrades to both the dispatch center and field-level emergency communications using computer aided dispatch with interoperability to GIS mapping of resources and assets.

The department strives to maintain a fleet of apparatus and equipment that complies with NFPA apparatus standards for pumping and aerial equipment. The apparatus and equipment are also periodically evaluated for compliance with the ISO fire protection rating schedule, section 500, for the number of apparatus available and equipment that is carried.

The department evaluates the deployment of both apparatus and personnel resources using historical data and a quality assurance/quality improvement (QA/QI) program to ensure that resource deployment is in accordance with all applicable NFPA standards and section 500 of the fire suppression rating schedule. The QA/QI program is used to ensure that all personnel receive the minimum required training to meet all applicable NFPA standards as well as the personnel training required by section 500 of the fire suppression rating schedule in the areas of company training, officer training, new and existing driver/operator training, and hazardous materials training. All training data is compiled, recorded, and reviewed monthly to ensure compliance.

The department has various automatic and mutual aid agreements in place to provide the level of service required to achieve and maintain the Class 1 suppression rating. These various agreements are reviewed annually to ensure that all parties comply with all applicable NFPA requirements as well as the fire suppression rating schedule regarding apparatus, personnel, and training. This is performed in accordance with section 500 of the fire suppression rating schedule.

The department diligently monitors an established program of testing and maintenance procedures for fire hydrants, in accordance with the requirements of the fire suppression rating schedule established by ISO. This program evaluates the adequacy of all aspects of fire suppression water delivery, including the location

and maintenance of the mains, valves, and other related equipment. The program tests and records delivery pressures in accordance with ISO schedule section 600.

The department maintains a community risk reduction program using applicable fire code adoption and enforcement, construction plan review, field inspection program for both occupied and structures under construction, and public fire safety education program. Data from all aspects of the community risk reduction program are evaluated through a QA/QI program to ensure compliance with Section 1000 of the fire suppression rating schedule.

Community Risk Assessment and Risk Levels

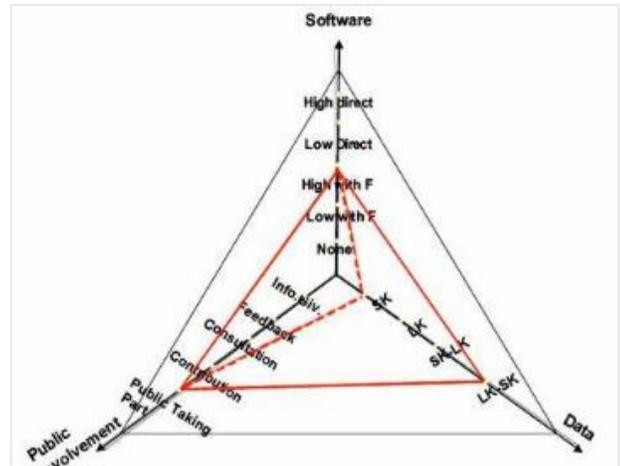
Risk Assessment Methodology

Methodology (Probability/Consequence/Impact of Event Risk)

Hoover Fire Department chose to categorize risk using the three-axis risk calculator model. This model takes into consideration the probability of an event, the city-wide consequence of an event, and the event's impact on the department.

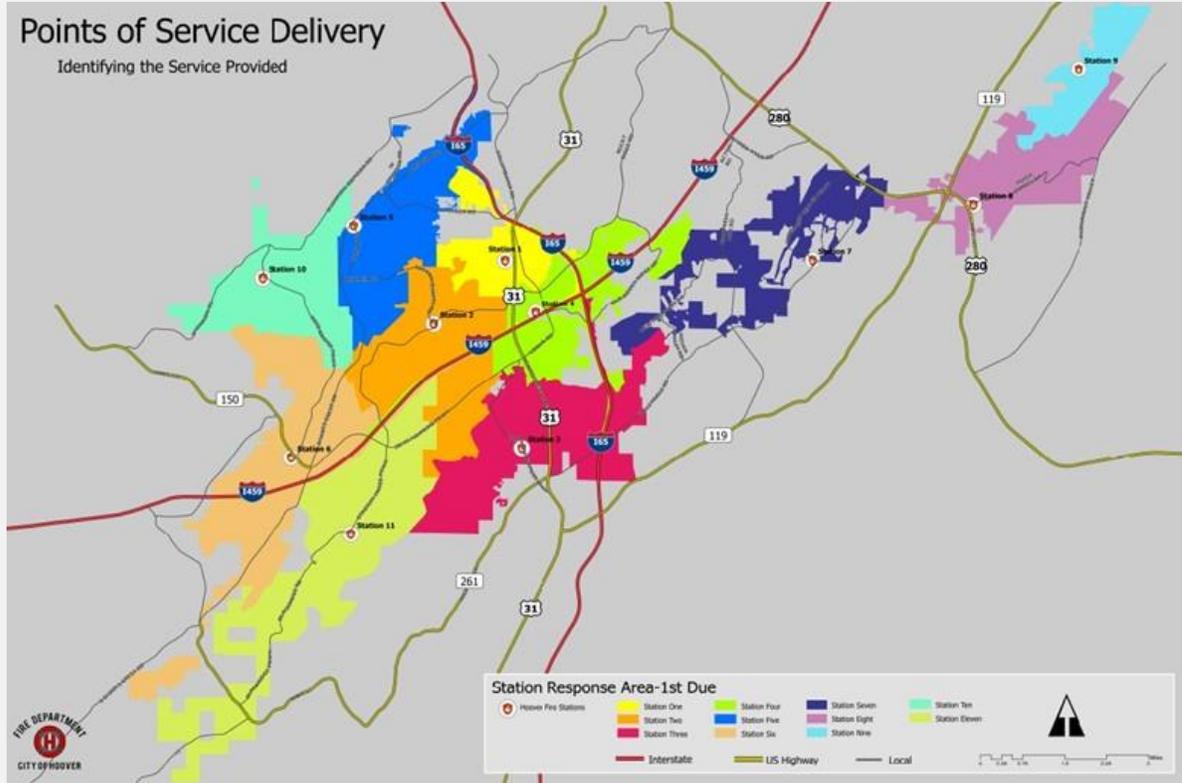
To determine the overall impact of an incident, various factors are considered such as the specific conditions and characteristics of the response area, the unique hazards associated with the risk, critical elements triggered by the incident, and the resources needed for effective mitigation.

For the department, this means assessing and classifying risks based on how likely an emergency is to occur, how severe its consequences could be, and how it would impact operations. This helps the Hoover Fire Department prioritize planning, allocate resources effectively, and ensure the department is prepared to respond efficiently to various types of incidents within the service areas.



Planning Areas/Zones

MAP 11 – Points of Service Delivery Response Area-1st Due



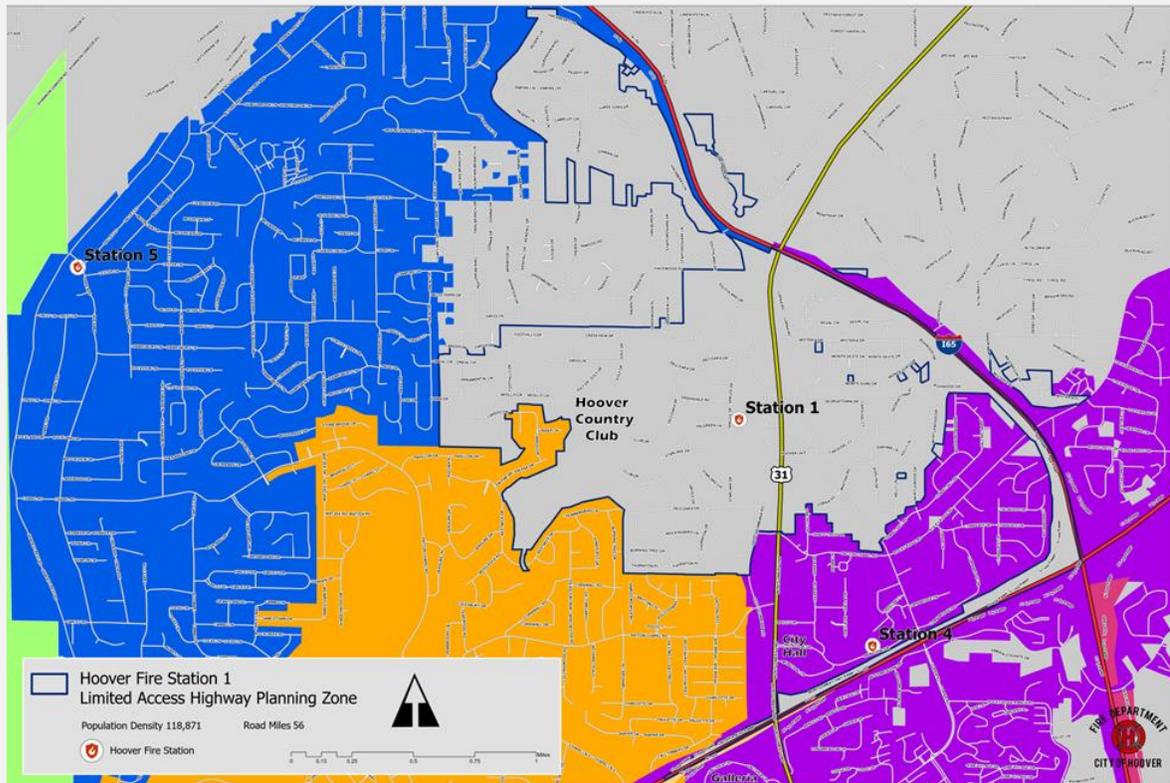


Limited Access Roadway Planning Zones

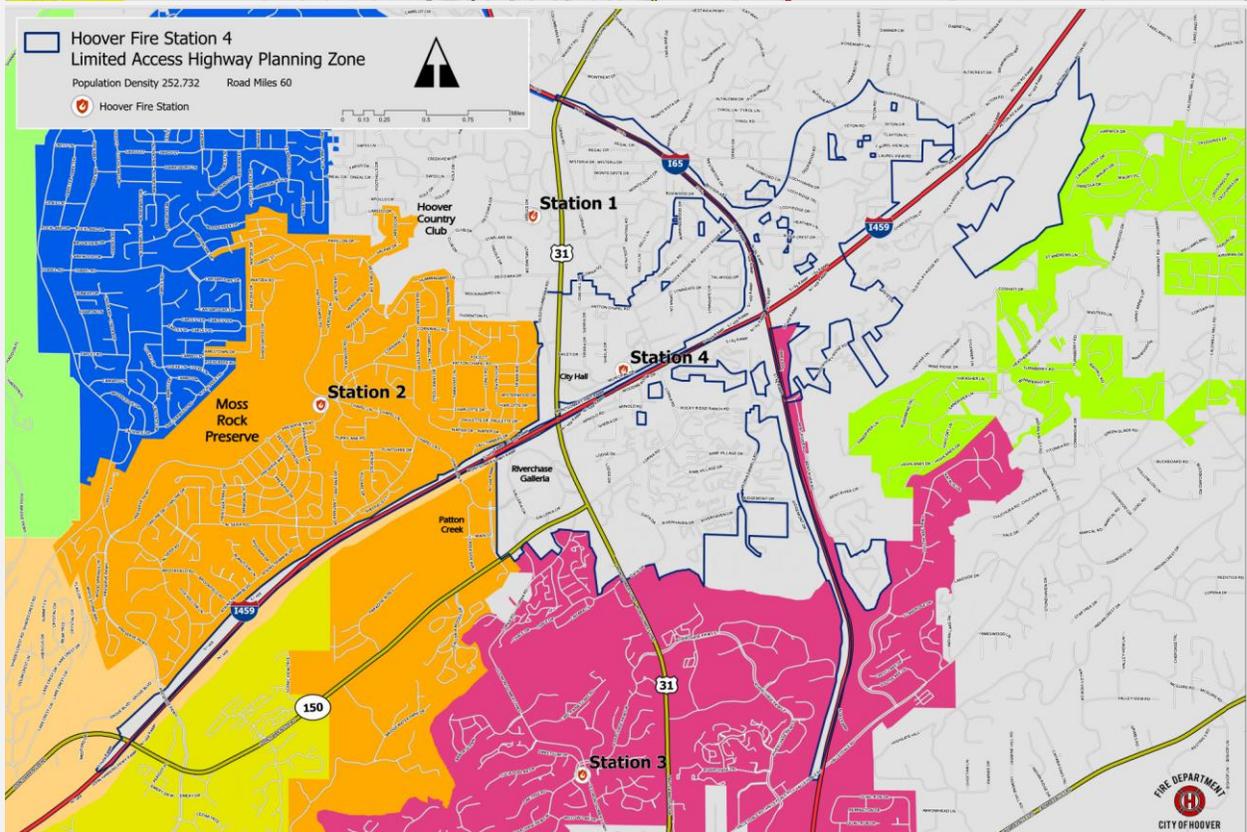
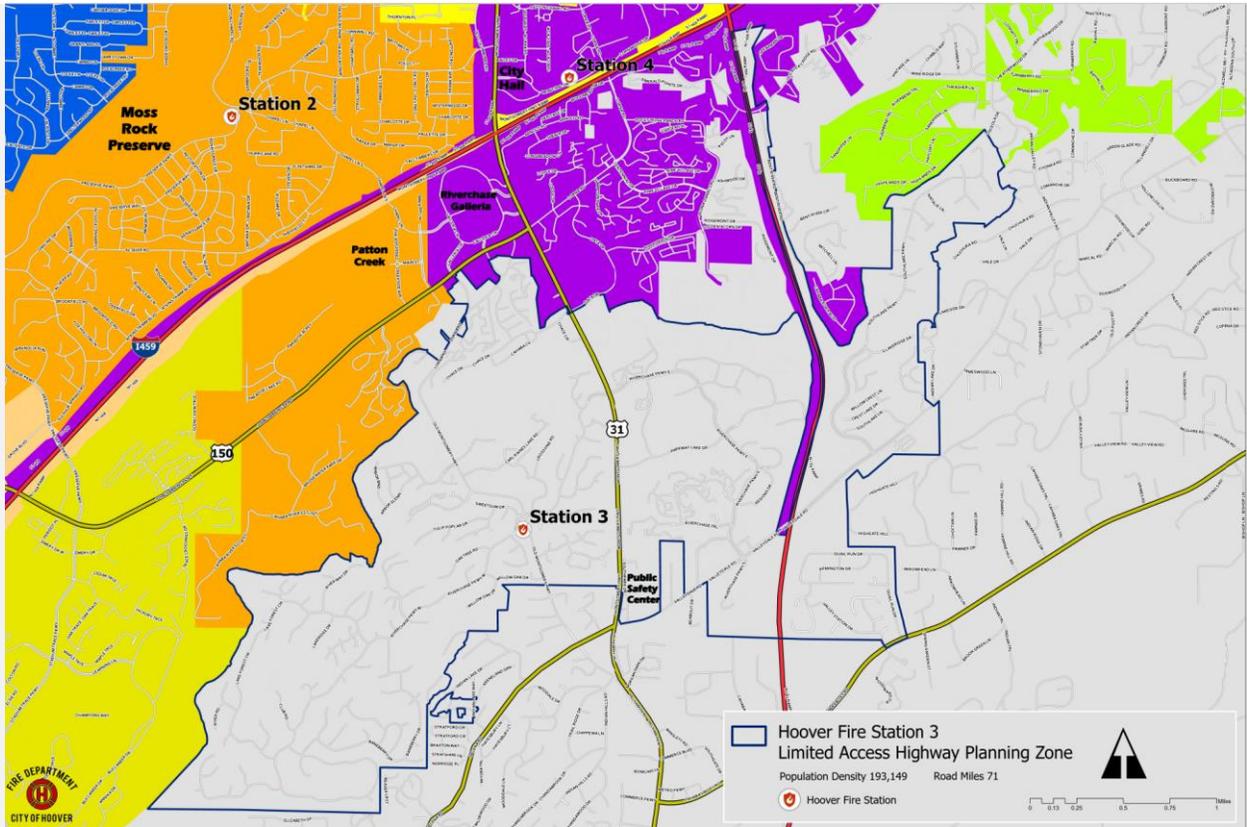
Hoover Fire Department implemented planning zones for limited access roadways, specifically along Interstates 65 and 459. This initiative is aimed at improving response efficiency and better managing service demands on the interstate system. By reviewing incident responses and evaluating current station reassignments, the department determined that the addition of planning zones would enhance operational effectiveness and ensure more timely emergency response on these high-traffic corridors.

To support this effort, the Apparatus Operator Manual has been updated to provide clear procedures for responding to and operating on interstates and limited access roadways. Additionally, specific apparatus response assignments have been designated for each planning zone to ensure consistency and coordination during incidents. These planning zones are defined in the maps below.

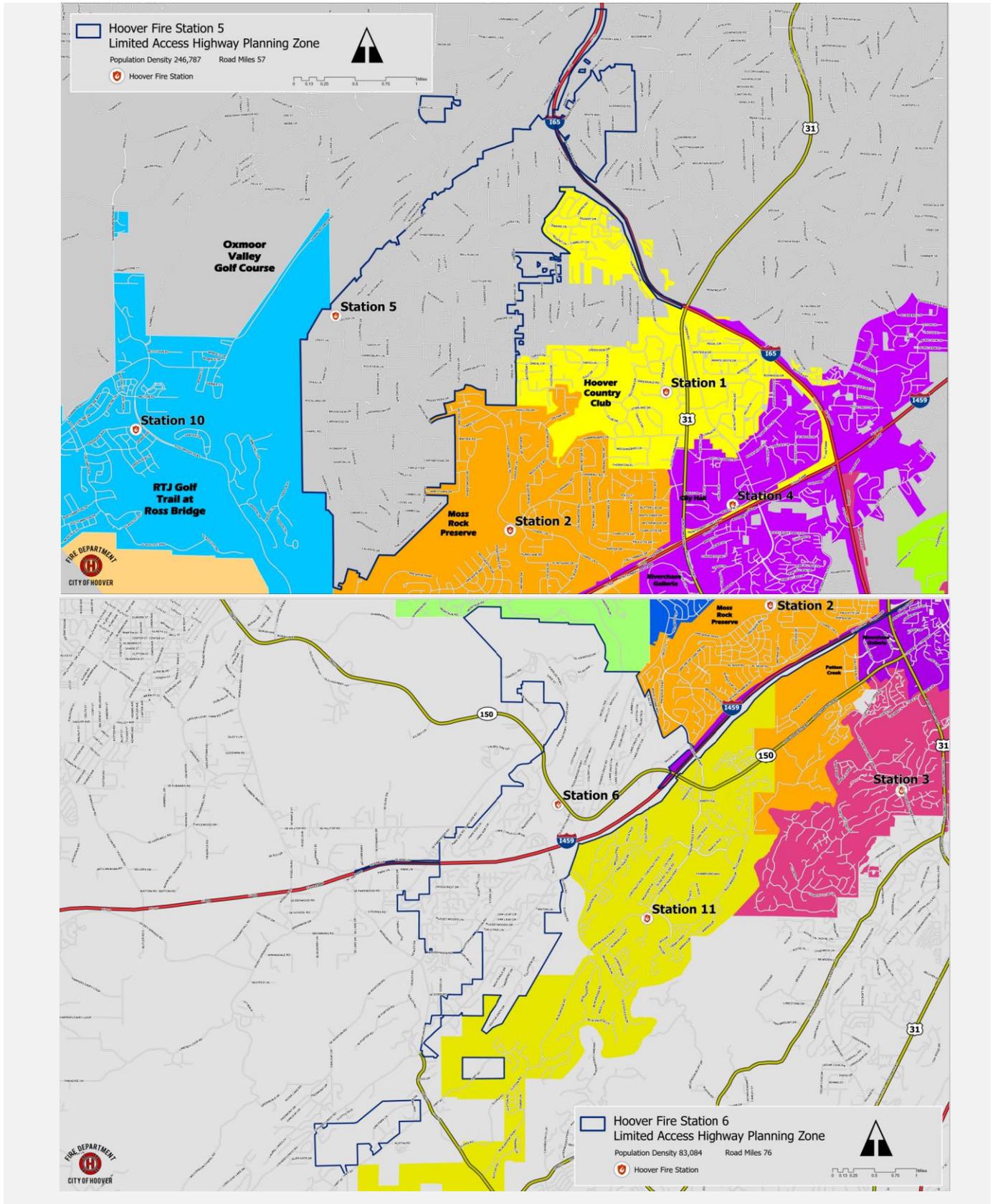
MAP 12 – Limited Access Roadway Planning Zones for Stations 1, 2, 4, 5, 6



2025-2030 STANDARDS OF COVER



HOOVER FIRE DEPARTMENT



Risk Assessment

The initial risk assessment is divided into low, moderate, and high-risk fire. Moderate hazards account for most of the fire suppression demands and require a response of three engines, one ladder truck, one rescue unit, and two battalion chiefs. The high classifications require one additional engine from the moderate level. The assessment includes occupancy classification, fire protection systems, and other special hazards to establish a building/structure risk score. The building risk score is then weighted with community consequence, department impact, and probability to assess the level and type of risk associated with each structure within the service area.



Table 3: Probability, Consequence, and Impact Scores and Definitions

Probability Score

Score	Threat Definition
2	Occurs rarely (annual basis or longer)
4	Occurs somewhat rarely or has low potential (occurs quarterly)
6	Occurs often or has potential to occur (monthly)
8	Occurs frequently or has frequent potential (weekly)
10	Occurs very often or has great potential (daily)

Consequence Score

Score	Threat Definition
2	Impact (1) Individual / Business
4	Impact Multiple People/ Businesses
8	Impact Multiple People/ Businesses/ Financial Impact to City
10	Impact City Wide – Regional

Impact Score

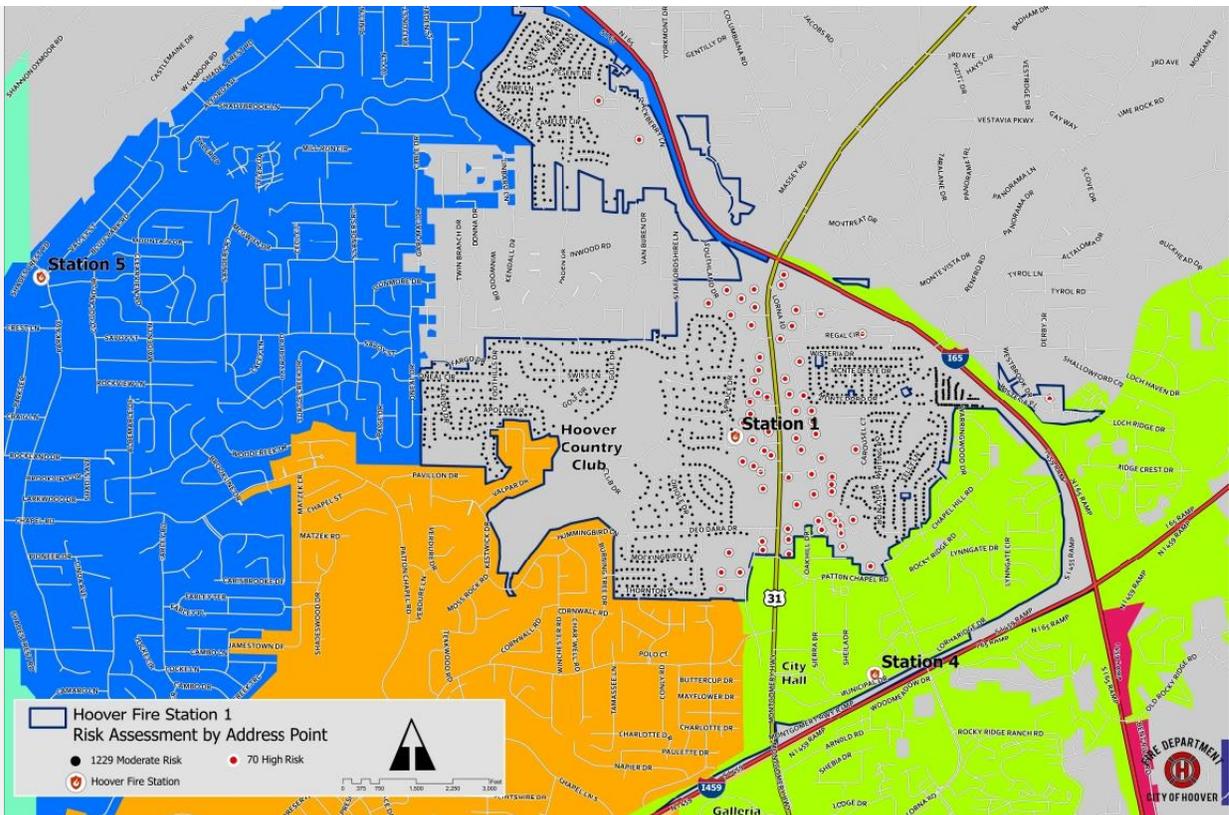
Score	Threat Definition
2	Minimal Impact – Less than 3 Personnel
4	Minor Impact – 4 to 9 Personnel
6	Moderate Impact – 10 to 16 Personnel
8	Severe Impact - 17 to 24 Personnel
10	Maximum Impact – 30 to 40 Personnel

Fire Suppression Services

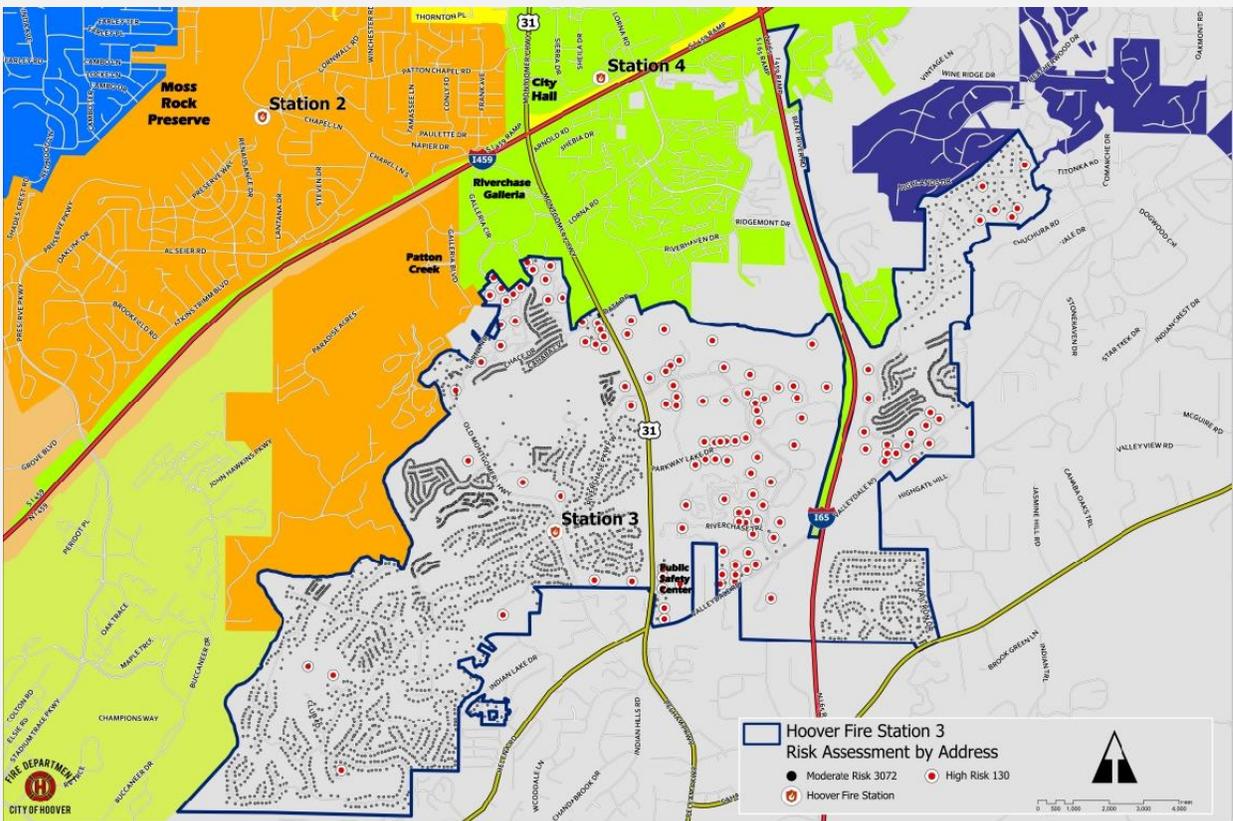
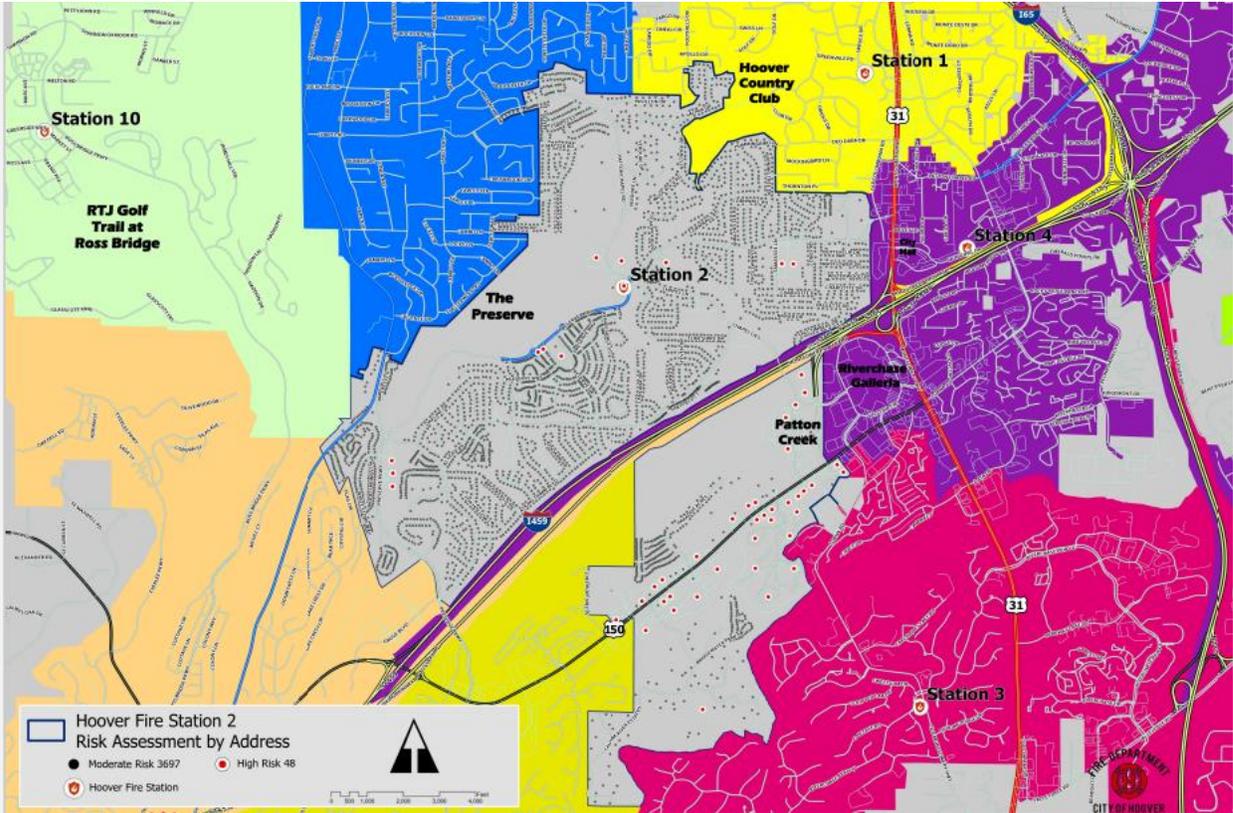
Fire suppression response can be divided into three categories – low, moderate, and high-risk.

- Low-risk fires would include vehicle fires, vegetation fires, dumpsters, and rubbish fires.
- Moderate-risk fires would include a single-family home under 8,000 square feet or a single-story commercial occupancy less than 5,000 square feet
- High-risk fires would include a single-family home over 8,000 square feet, a multi-family occupancy, a multi-story commercial structure, or a single-story commercial over 5,000 square feet. Fires in an educational, assembly, or assisted living/ nursing facility would also be considered high-risk, regardless of the size.

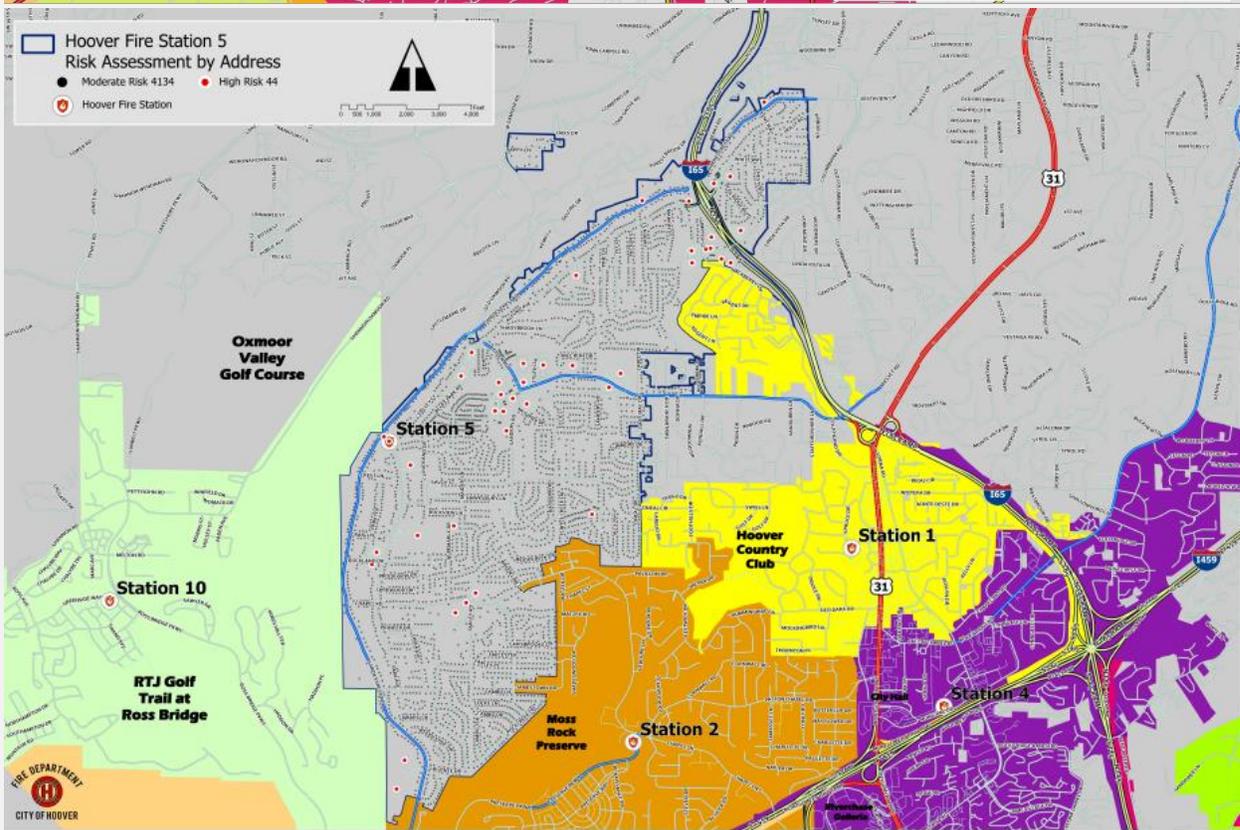
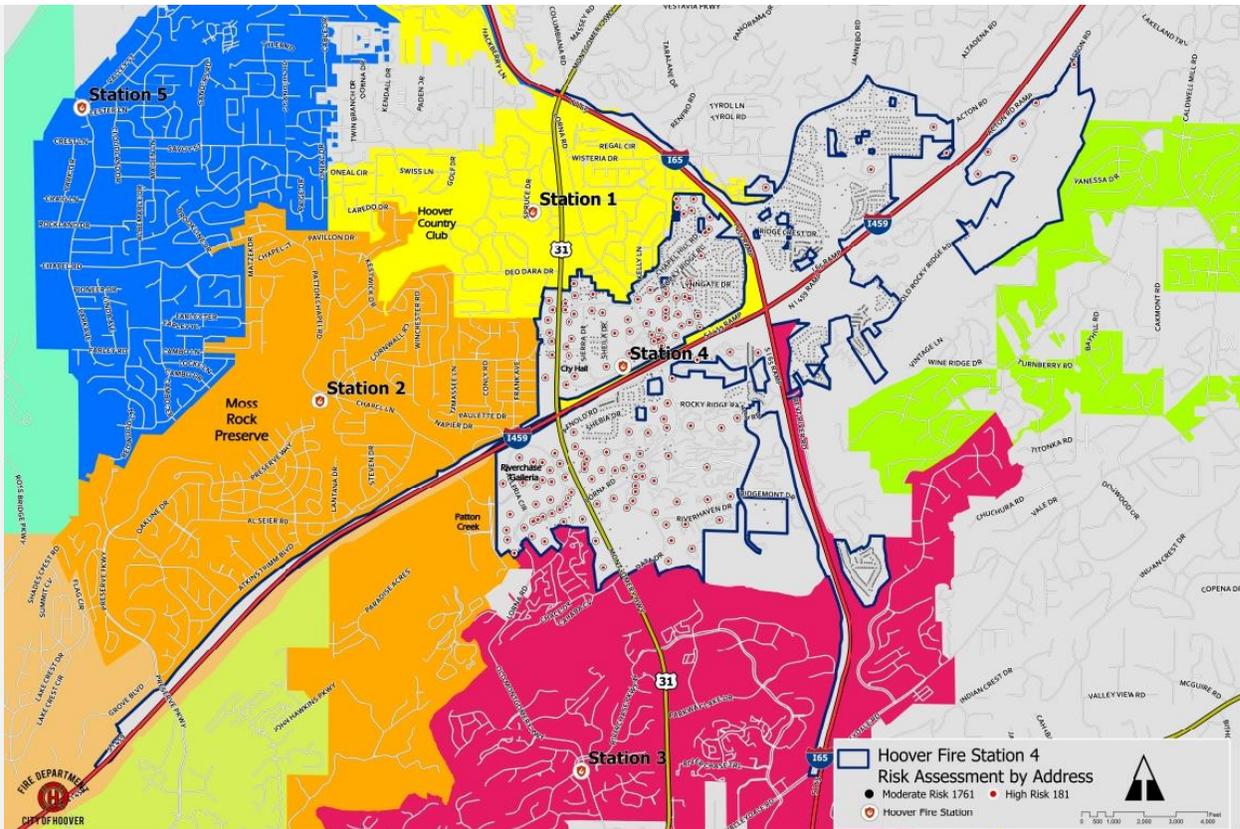
Risk Assessment by Address by Station - Summary – Fire Suppression

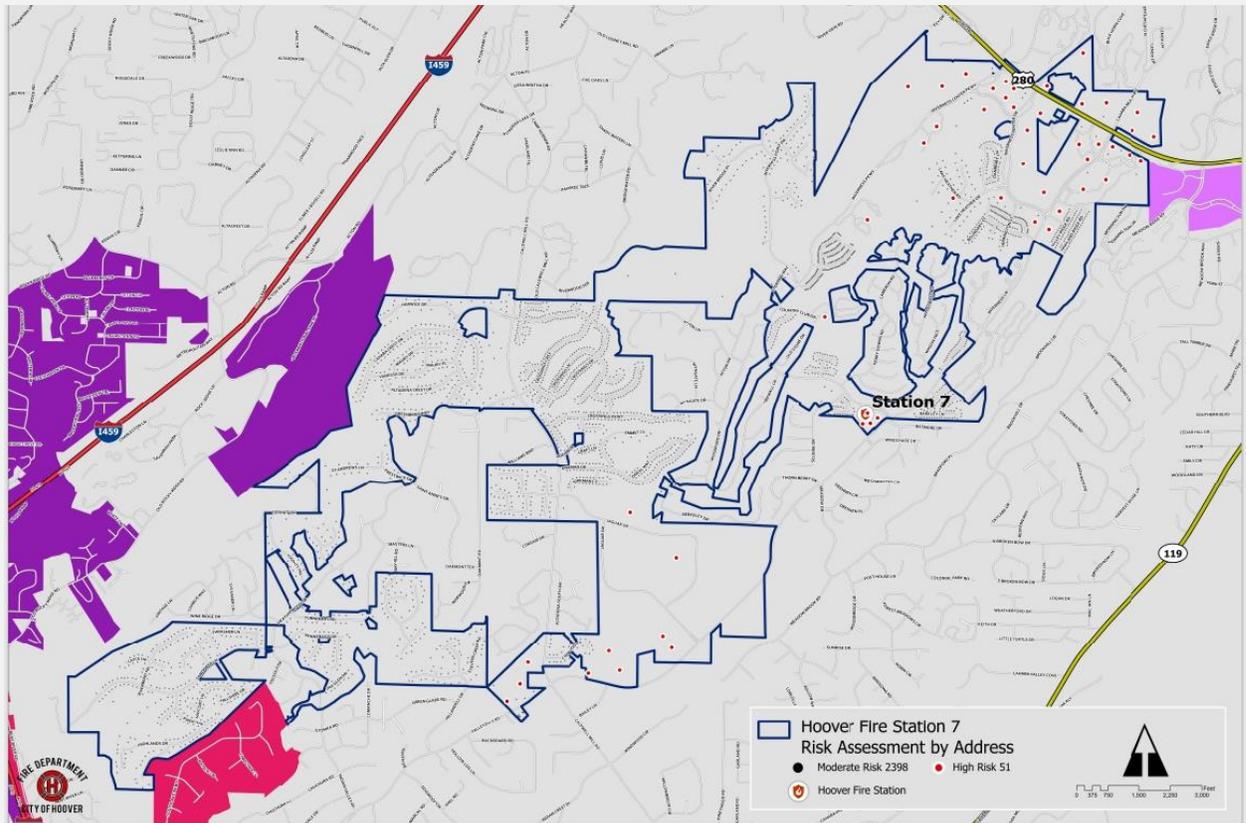
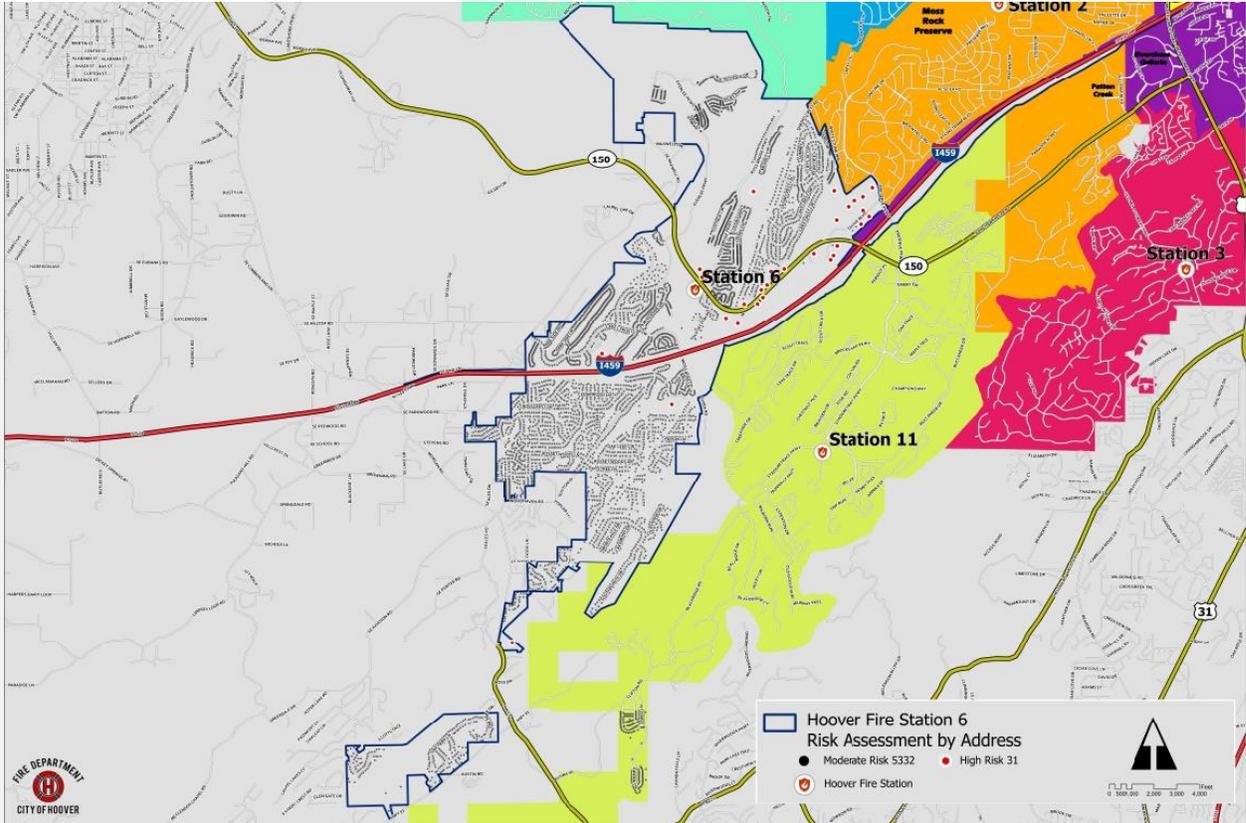


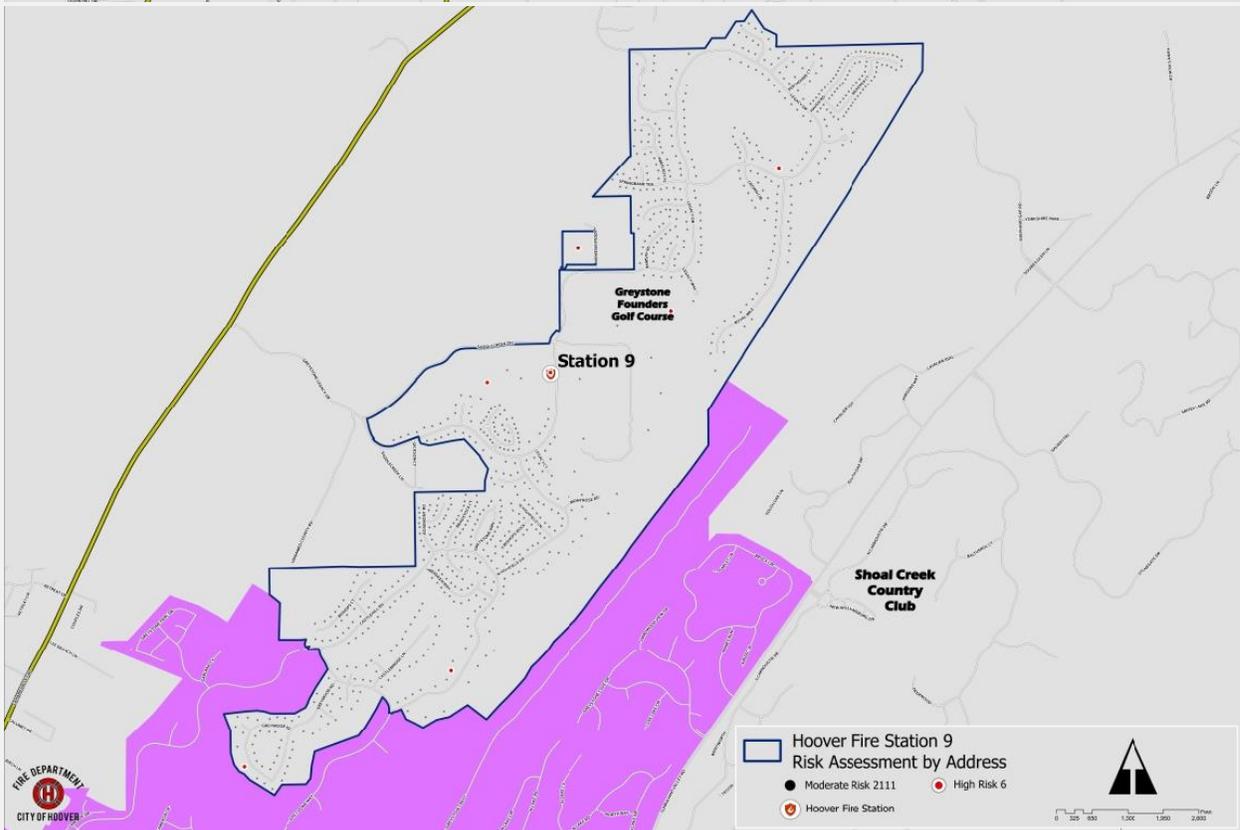
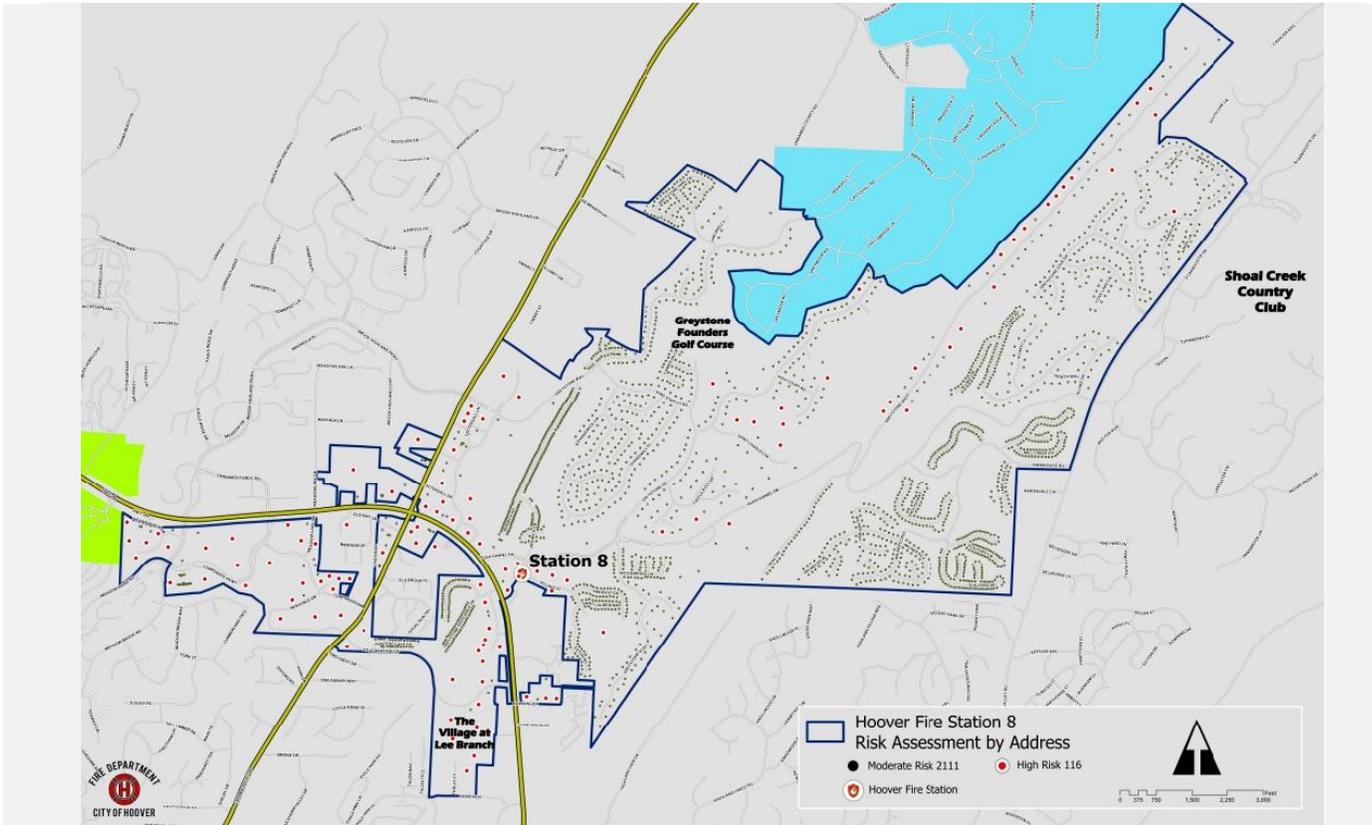
HOOVER FIRE DEPARTMENT

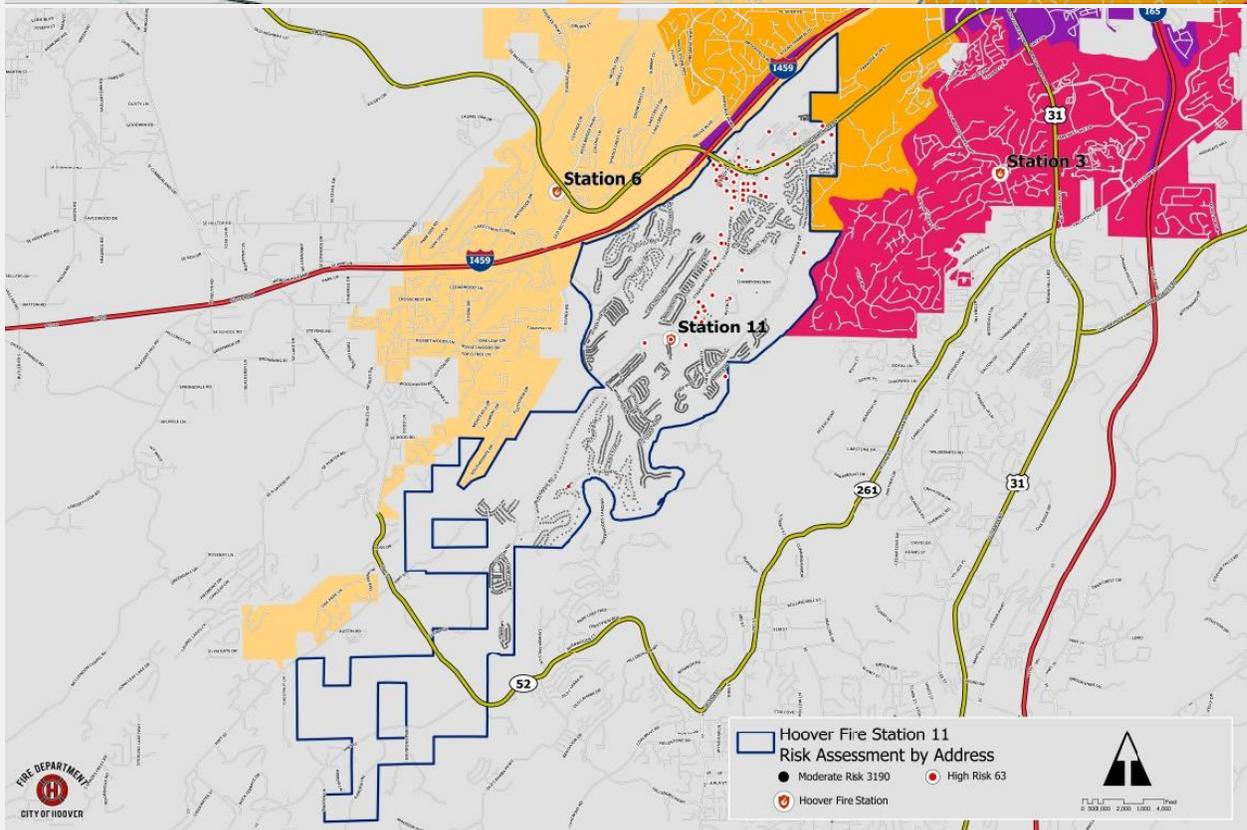
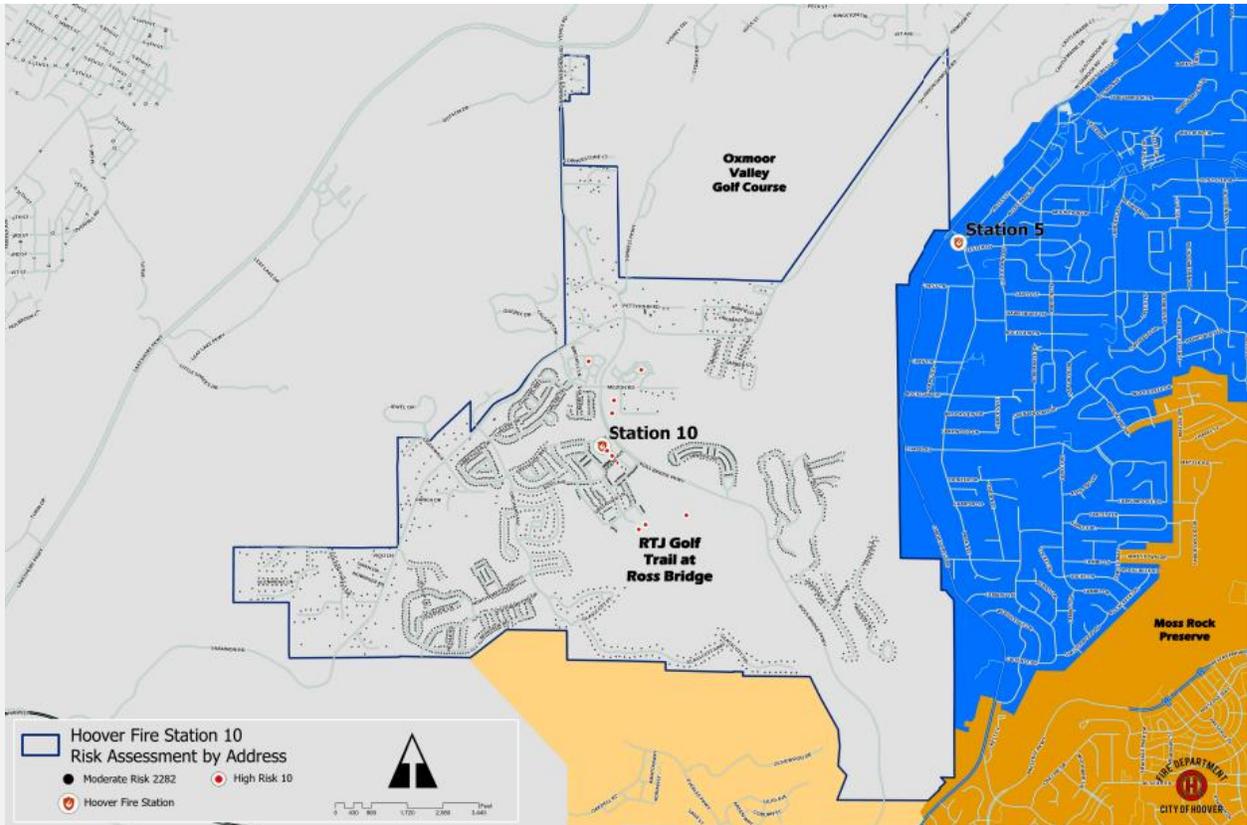


2025-2030 STANDARDS OF COVER









Emergency Medical Services

Calls for emergency medical services can be divided into three categories: low, moderate, and high-risk.

- Low-risk EMS calls would include basic life support (BLS) such as general sickness or a non-life-threatening traumatic injury and can be effectively mitigated with a minimum of two trained personnel.
- Moderate-risk EMS call would include advanced life support (ALS) such as cardiac arrest, stroke or life-threatening traumatic injury and can be effectively mitigated with a minimum of three trained personnel.
- High-risk EMS response would be a mass casualty incident (MCI). Mass casualty incidents can vary widely as to the total number of patients and resources required, and therefore it is impossible to determine an effective response force for every incident of this type. The department has determined that the initial response for a reported MCI is 11 trained personnel.

Technical Rescue Services

Call for rescue services can be divided into three categories: low, medium, and high-risk.

- Low-risk rescue would be a simple vehicle extrication that can be mitigated with a minimum of three trained personnel.
- Moderate-risk rescues require a minimum of eight trained personnel.
- High-risk rescues require a minimum of 12 trained personnel.

Hazardous Materials Services

Calls for hazardous materials response can be divided into three categories: low, moderate, and high-risk.

- Low-risk hazardous materials response would be a fuel spill or leak of less than five gallons and can be mitigated by a minimum of three personnel. All front-line suppression apparatus carries the equipment needed, and no formal decontamination is required.
- Moderate-risk hazardous materials response would be a spill, leak, or chemical release that warrants entry into the hot zone and requires setting up of formal decontamination. A moderate-risk hazardous materials response would require a minimum of 12 trained personnel along with the department's hazardous materials unit.
- High-risk response would be any hazardous materials incident requiring hot zone entry and formal decontamination as described in a moderate-risk response but would also require three additional personnel and specialized mitigation resources from outside agencies. Examples would include incidents involving nuclear, radiological, or explosive materials.

Critical Task Analysis

The critical tasking for all emergency services provided by the department was established following extensive consultations with members at all ranks within the department. Based on this collaborative assessment, it was determined that the following specific number of personnel is required to safely and effectively execute the tasks outlined in the accompanying tables for each service provided. This strategic approach ensures that our operations maintain the highest standards of safety and efficiency.



Fire Suppression Services

Table 4: Critical Tasking - Fire

Low Risk (3)		Moderate Risk (16)		High Risk (18)	
Command	1	Command	1	Command	1
Pump Operation	1	Safety	1	Safety	1
Fire Attack	1	Pump Operation	1	Pump Operation	1
		Water Supply	1	Water Supply	1
		Initial Fire Attack	2	Initial Fire Attack	2
		Secondary Fire Attack	2	Secondary Fire Attack	2
		Search/ Rescue	4	Master Stream	2
		Ventilation	2	Search/ Rescue	4
		RIC Team	2	Ventilation	2
				RIC Team	2

Emergency Medical Services

Table 5: Critical Tasking – EMS

Low Risk (2)		Moderate Risk (3)		High Risk (11)	
Documentation	1	Documentation / Safety / Communications	1	Command	1
Patient Care	1	ECG Monitoring / Defibrillation / IV & Medications	1	Triage / Transport	1
		Airway Management	1	Patient Care	5
				Transport	4

Technical Rescue Services

Table 6: Critical Tasking - Technical Rescue

Low Risk (3)		Moderate Risk (8)		High Risk (12)	
Command	1	Command	1	Command	1
Rescue	1	Safety	1	Safety	1
		Rescue	2	Rescue	4
		Support	2	Support	4
		RIC	2	RIC	2

Hazardous Materials Services

Table 7: Critical Tasking – HazMat

Low Risk (3)		Moderate Risk (12)		High Risk (18)	
Command	1	Command	1	Command	1
Mitigation	2	Safety	1	Entry Officer	1
		Decon	4	Safety	1
		Entry	2	Decon	4
		RIC	2	Primary Entry	2
		Atmospheric Monitoring	1	Secondary Entry	2
		Medical/ Rehab	1	RIC	4
				Atmospheric Monitoring	1
				Medical/ Rehab	2



Risk Classification and Categories

Table 8: Risk Scores and Classifications

Score	Rating
0-15	Low
15-20	Moderate
20 and above	High

Fire Suppression Services

Table 9: Risk Classification – Fire

Fire	Probability	Consequence	Impact	Risk Score	Risk Level
Dumpster, Vehicle, Grass Fire	8	2	2	12	Low
Structure Fire (Single Family)	6	4	6	16	Moderate
Structure Fire (Multi-Family Unit)	6	8	8	22	High
Structure Fire (Commercial)	4	8	10	22	High

Emergency Medical Services

Table 10: Risk Classification – EMS

EMS	Probability	Consequence	Impact	Risk Score	Risk Level
BLS	10	2	2	14	Low
ALS	10	2	4	16	Moderate
MCI	2	10	8	20	High

Technical Rescue Services

Table 11: Risk Classification – Technical Rescue

Technical	Probability	Consequence	Impact	Risk Score	Risk Level
Vehicle Extrication	6	4	4	14	Low
High Angle	2	4	8	14	Low
Trench and Collapse	2	4	10	16	Moderate
Swift Water	2	4	10	16	Moderate
Confined Space	2	6	10	18	Moderate

Hazardous Materials Services

Table 12: Risk Classification – HazMat

HazMat	Probability	Consequence	Impact	Risk Score	Risk Level
Small Fuel Spill	4	2	2	8	Low
Moderate Spill or Chemical Release	2	8	6	16	Moderate
Nuclear, Radiological or Explosive	2	10	10	22	High



Historical Perspective and Summary of System Performance

This section provides an analysis of the current distribution of fire stations and the concentration of resources in relation to call volume, call density, and station reliability. It also examines alarm handling times, turnout times, travel times, and total response times for each core service category: fire suppression, emergency medical services, technical rescue, and hazardous materials. The data utilized for the subsequent tables spans from 2020 to 2024. Additionally, planning zones were further analyzed, and station response areas were mapped to illustrate the types and locations of incidents, with a particular emphasis on geographic areas exhibiting a high concentration of emergency service calls.

Distribution Factors

Over the years, various factors have influenced the distribution of fire stations in The City of Hoover. Key considerations include population density, travel distances, response times, annexation, anticipated future development, and land availability. Additionally, the accessibility of interstates and major thoroughfares, along with the presence of target hazards such as schools, hotels, and large commercial establishments, have also played a role in determining fire station locations, albeit to a lesser degree.

Table 13: Station Distribution

Station Area	Square Miles	Road Miles	Max. Travel Distance (within Station Area)
Station 1	2.72	56	4.65 Miles
Station 2	5.56	60	4.87 Miles
Station 3	6.33	71	5.40 Miles
Station 4	4.38	60	4.90 Miles
Station 5	4.46	57	4.10 Miles
Station 6	9.36	76	13.53 Miles
Station 7	4.48	42	5.40 Miles
Station 8	4.27	41	4.28 Miles
Station 9	2.10	14	2.15 Miles
Station 10	3.10	43	2.56 Miles
Station 11	6.84	56	8.48 Miles

Concentration Factors

The department considers multiple factors when determining the optimal allocation of resources across the city’s eleven fire stations. Key elements in this assessment include call volume and types of incidents within specific geographic planning zones, as well as call density. Additionally, the total number of fire engines and specialized units, such as rescue transport units, aerial apparatus, hazardous materials teams, and technical rescue units, significantly influence resource distribution. These factors are critical for determining the strategic placement of apparatus and resources.

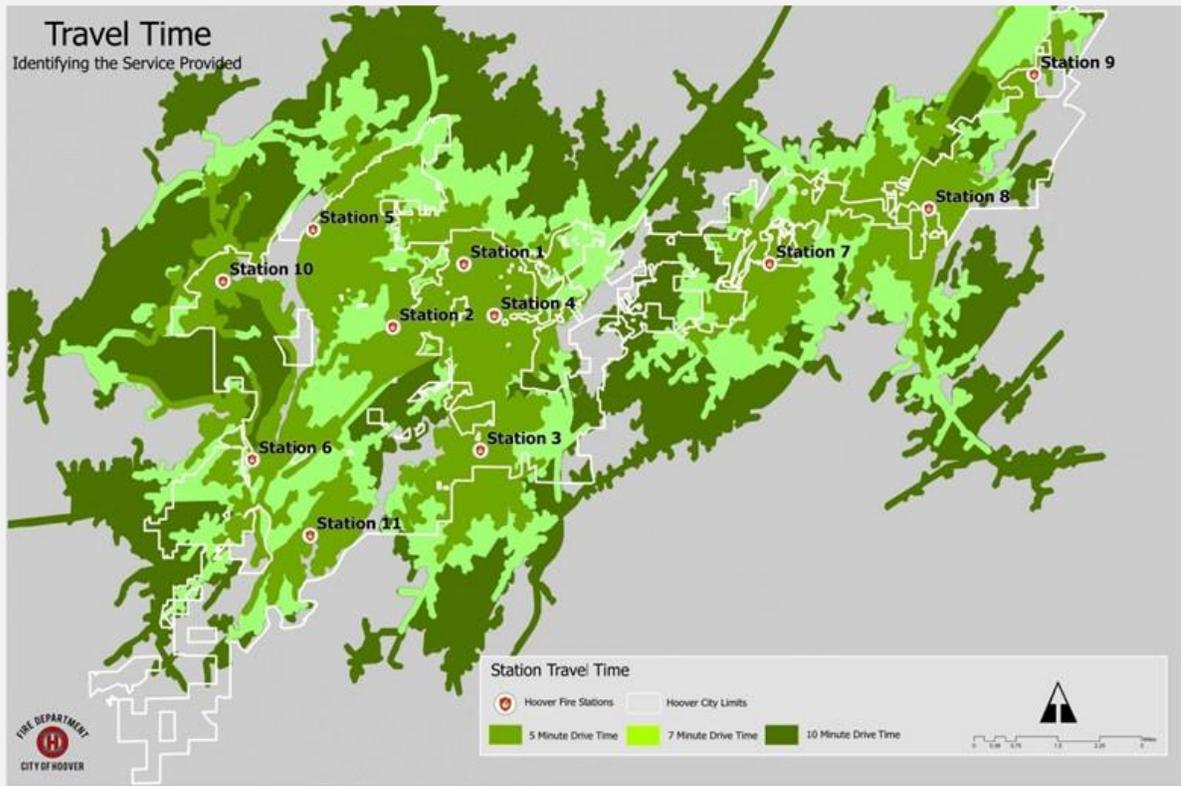
Another crucial consideration is the time required to assemble an effective response force (ERF) on-site for various emergency scenarios.

The table below outlines the current resources available within each planning zone or station area. The accompanying maps provide further insights into call volume and types of incidents across the eleven planning zones. Importantly, these maps also highlight call density for emergencies in relation to the locations of fire stations. It is noteworthy that areas experiencing higher call volume and density have fire stations situated closer together, thereby facilitating a quicker response time for initial units and ensuring an efficient overall response from the effective response force (ERF).

Table 14: Resource Availability by Station Area

Station 1	Engine 1
Station 2	Engine 2, HazMat 2 (Cross-Staffed)
Station 3	Engine 3
Station 4	Engine 4, Truck 4, Rescue 4, Technical Rescue 4 (Cross-Staffed), Battalion 1
Station 5	Engine 5, Rescue 5
Station 6	Engine 6
Station 7	Quint 7, Battalion 2
Station 8	Engine 8, Rescue 8
Station 9	Engine 9, Rescue 9 (Cross-Staffed)
Station 10	Engine 10, Rescue 10 (Cross-Staffed)
Station 11	Quint 11, Rescue 11

MAP 12 – Travel Time

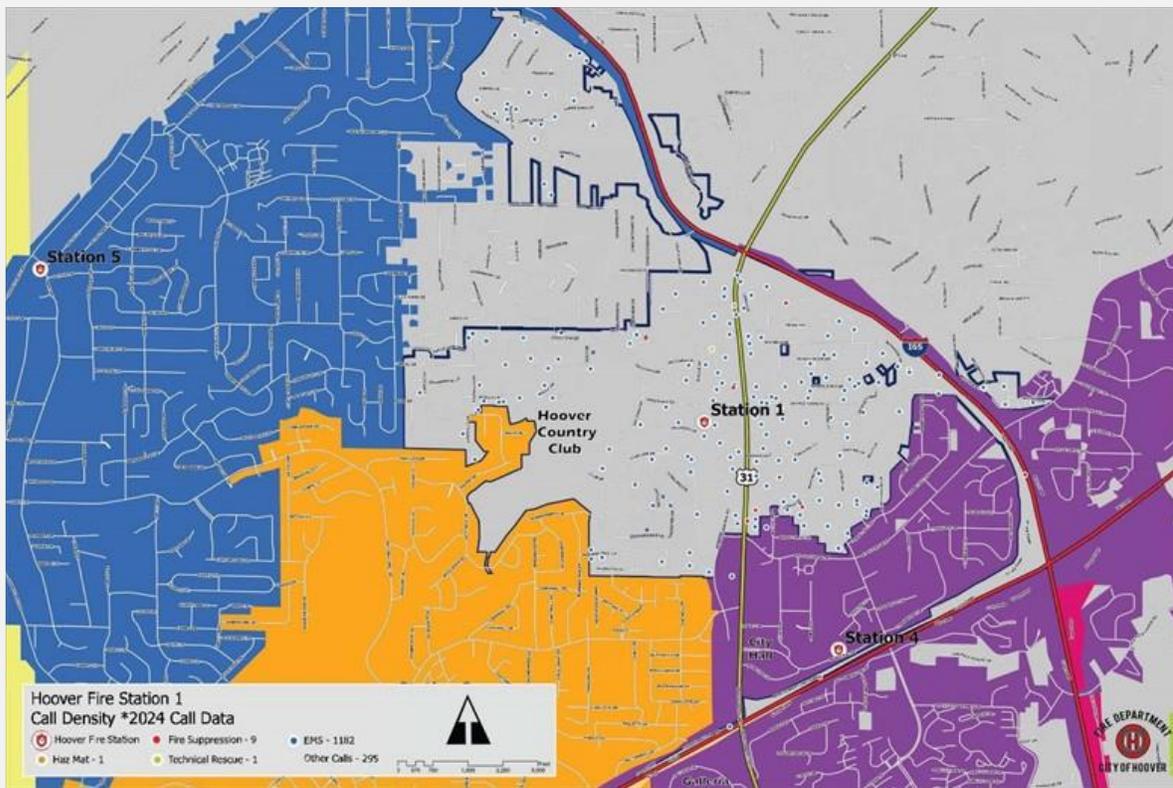


The map above displays travel times to various locations throughout the city, calculated based on the nearest fire station and assuming that all units are in service.

To provide the most accurate and relevant data for analysis, the subsequent call density maps utilize emergency response data from 2024. These calls are categorized into five distinct types: fire suppression, emergency medical services (EMS), technical rescue, hazardous materials incidents, and miscellaneous service calls. Each category is color-coded, and the maps are designed to illustrate nearby planning zones and the locations of fire stations.

Calls classified as miscellaneous service are not represented on the density maps, as they fall outside the primary emergency service framework. However, data on these miscellaneous service calls are included for each station area, since they still require department resources for resolution. Highlighting these calls is essential, as they can impact station reliability and resource allocation. Examples of miscellaneous service calls include false alarms, public assistance requests, and weather-related emergencies such as downed trees and power lines.

MAP 13 – Call Density | Station 1

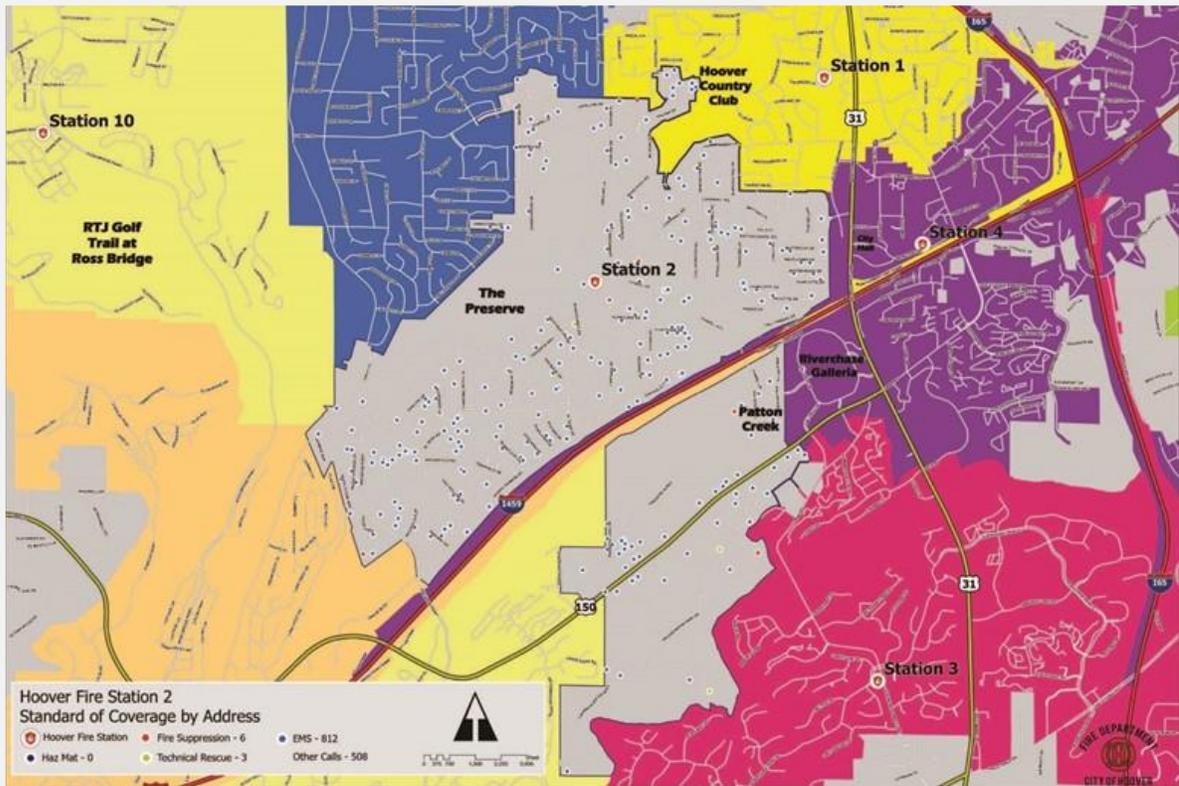


Station 1 Call Density

Fire Suppression	9
EMS	1182
Technical Rescue	1
HazMat	1
Other Calls for Service	295

*2024 Call Data

MAP 14 – Call Density | Station 2

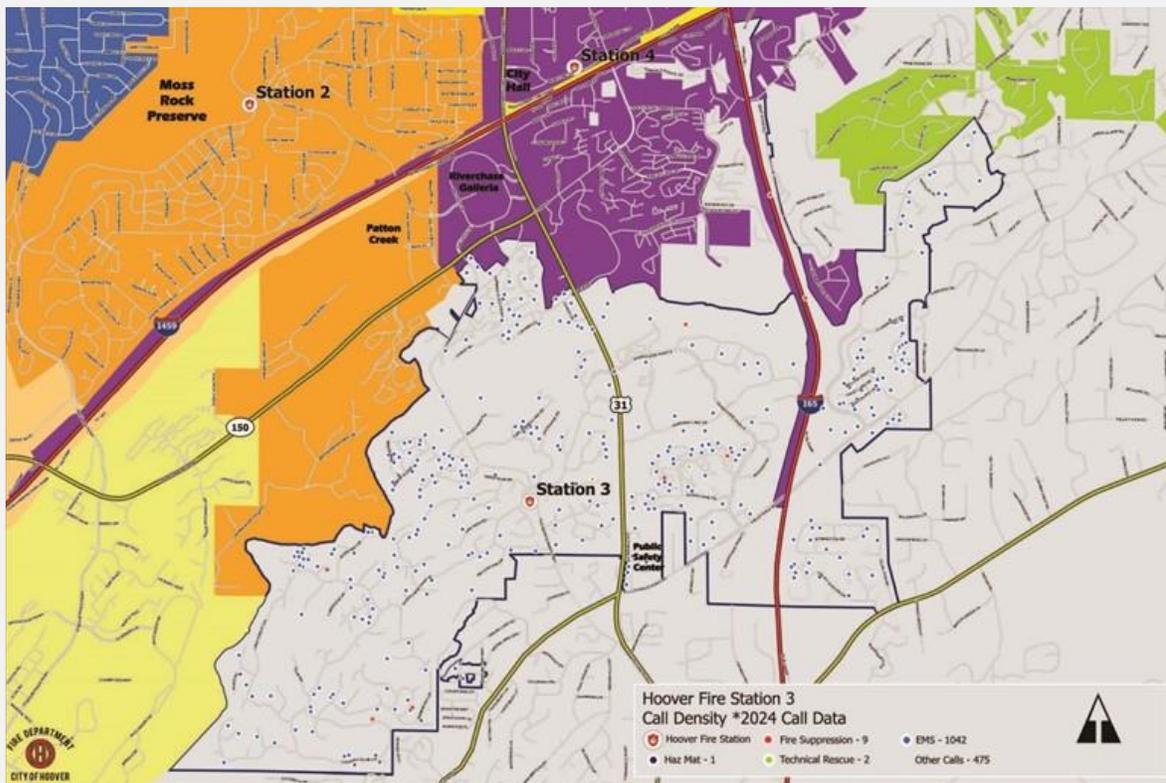


Station 2 Call Density

Fire Suppression	6
EMS	812
Technical Rescue	3
HazMat	0
Other Calls for Service	508

**2024 Call Data*

MAP 15 – Call Density | Station 3

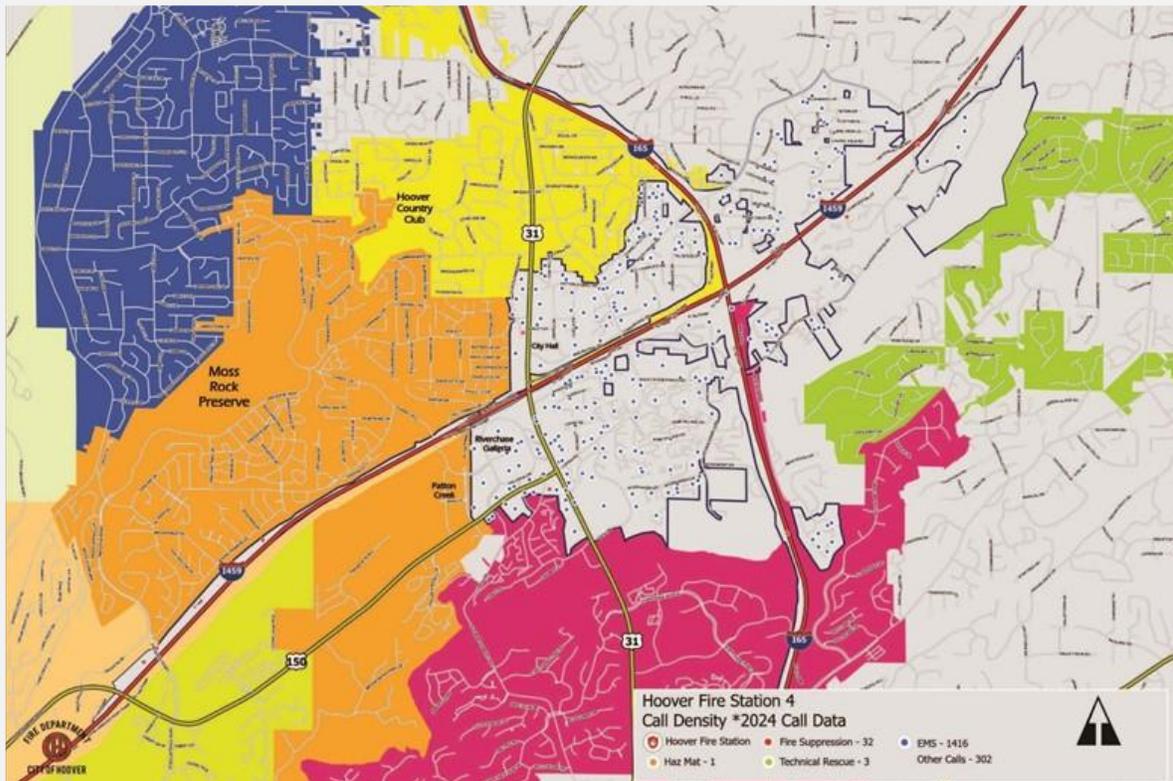


Station 3 Call Density

Fire Suppression	9
EMS	1042
Technical Rescue	2
HazMat	1
Other Calls for Service	475

**2024 Call Data*

MAP 16 – Call Density | Station 4

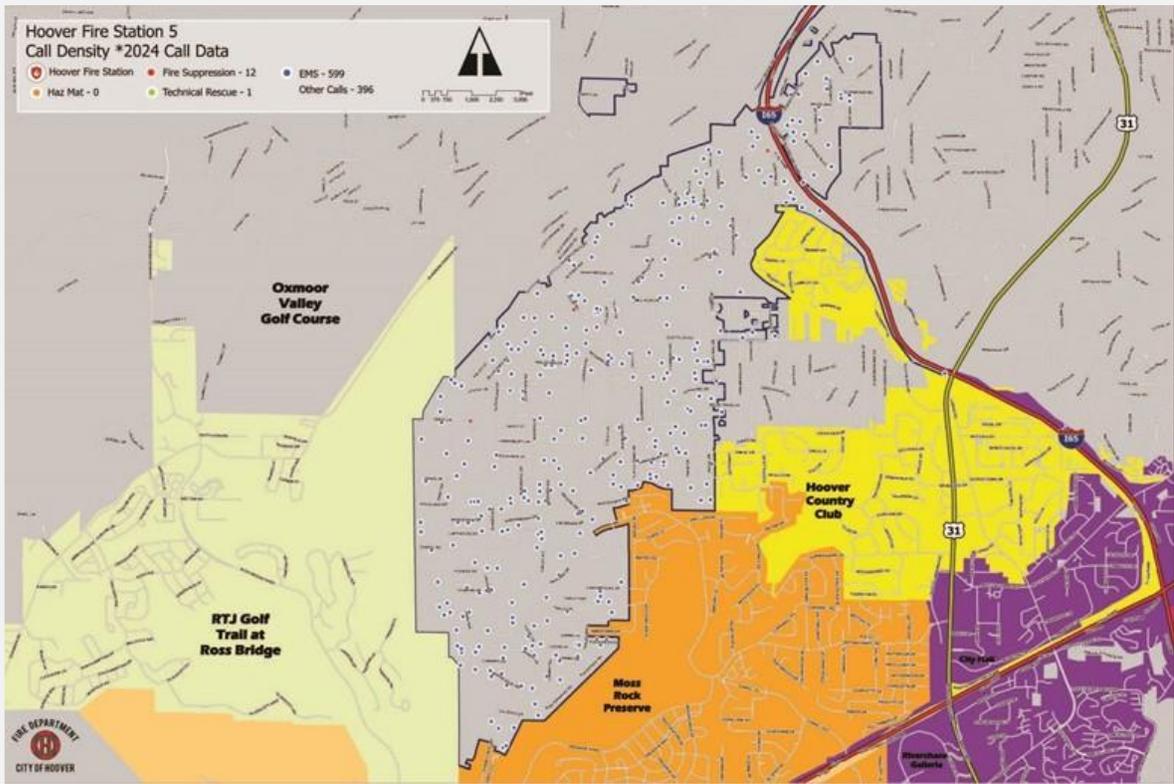


Station 4 Call Density

Fire Suppression	32
EMS	1416
Technical Rescue	3
HazMat	1
Other Calls for Service	302

**2024 Call Data*

MAP 17 – Call Density | Station 5

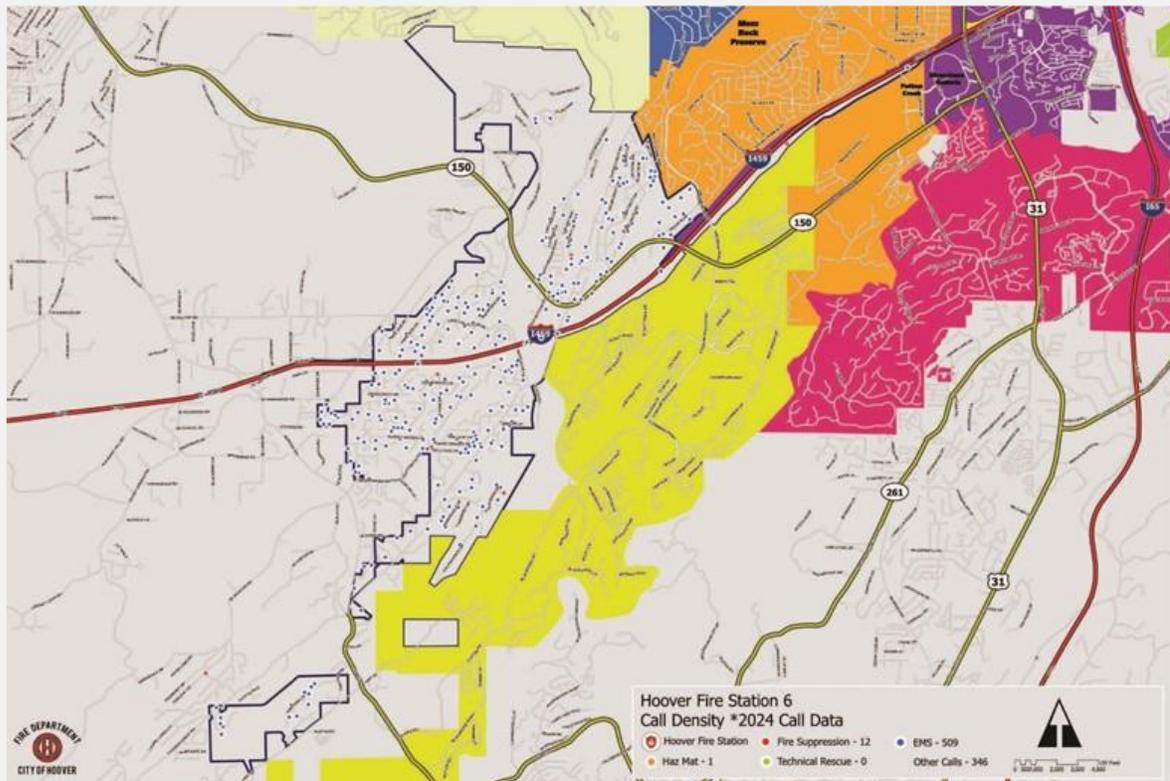


Station 5 Call Density

Fire Suppression	12
EMS	599
Technical Rescue	1
HazMat	0
Other Calls for Service	396

**2024 Call Data*

MAP 18 – Call Density | Station 6

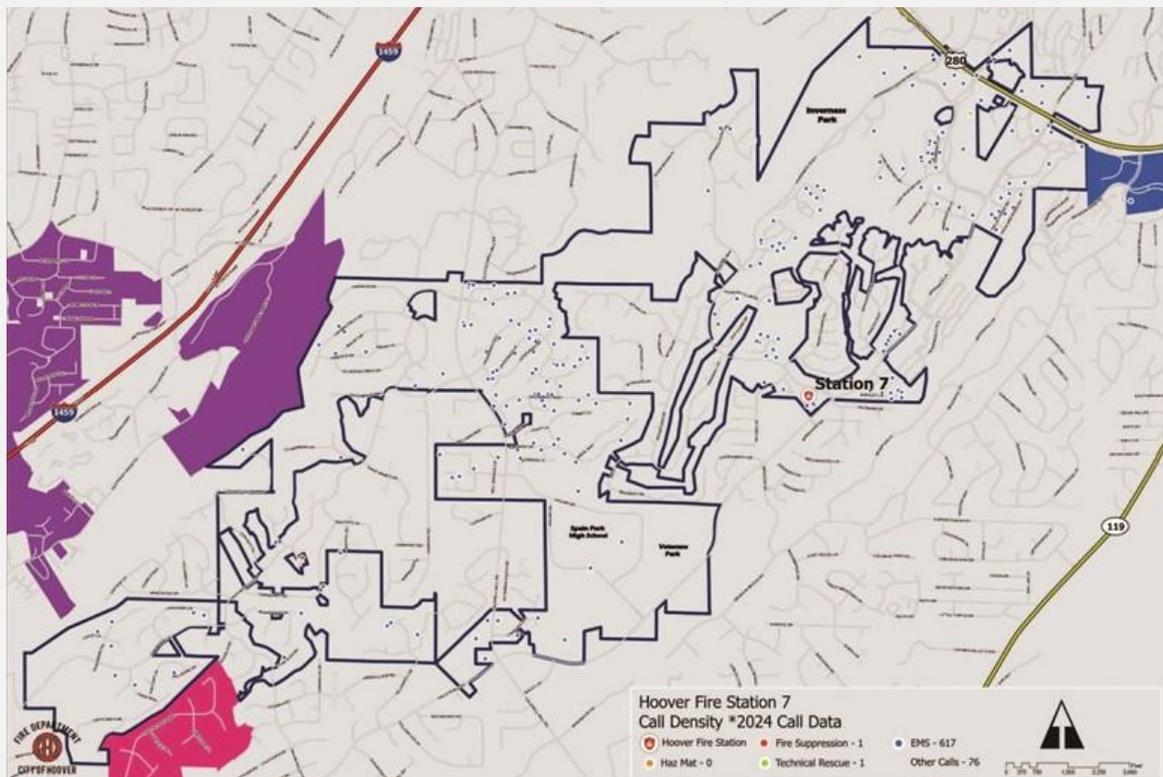


Station 6 Call Density

Fire Suppression	12
EMS	509
Technical Rescue	0
HazMat	1
Other Calls for Service	346

**2024 Call Data*

MAP 19 – Call Density | Station 7

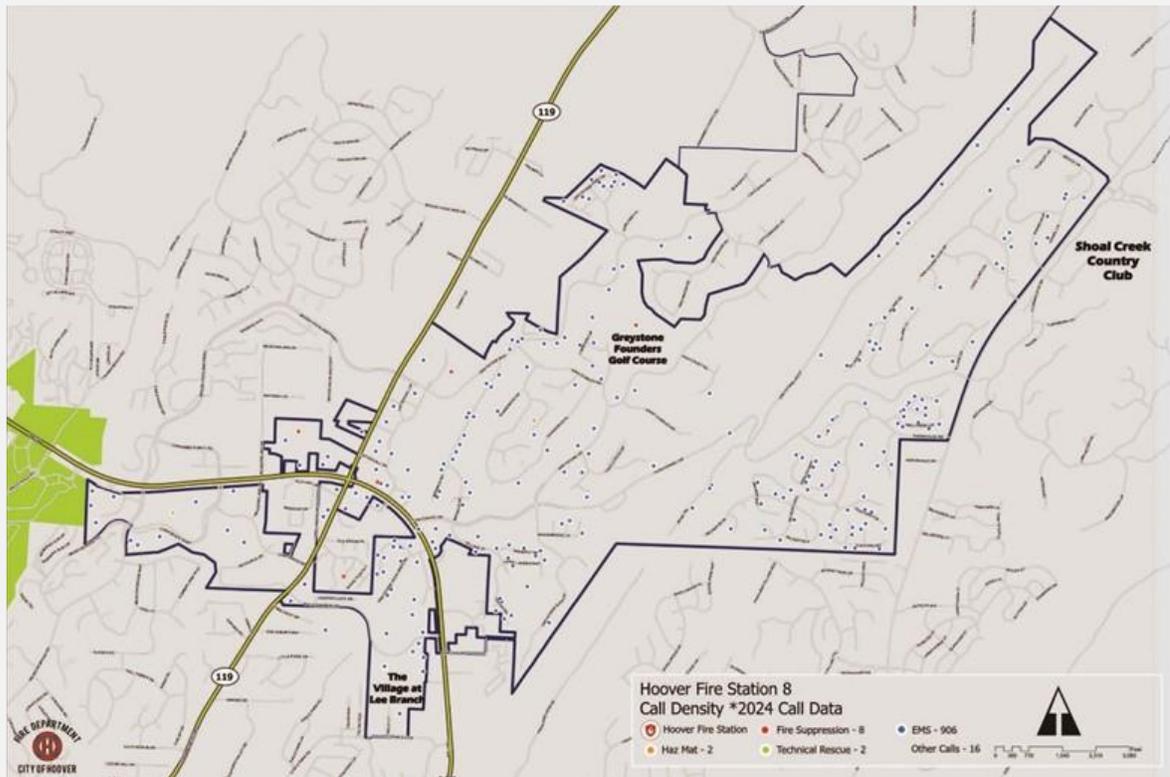


Station 7 Call Density

Fire Suppression	1
EMS	617
Technical Rescue	1
HazMat	0
Other Calls for Service	76

**2024 Call Data*

MAP 20 – Call Density | Station 8

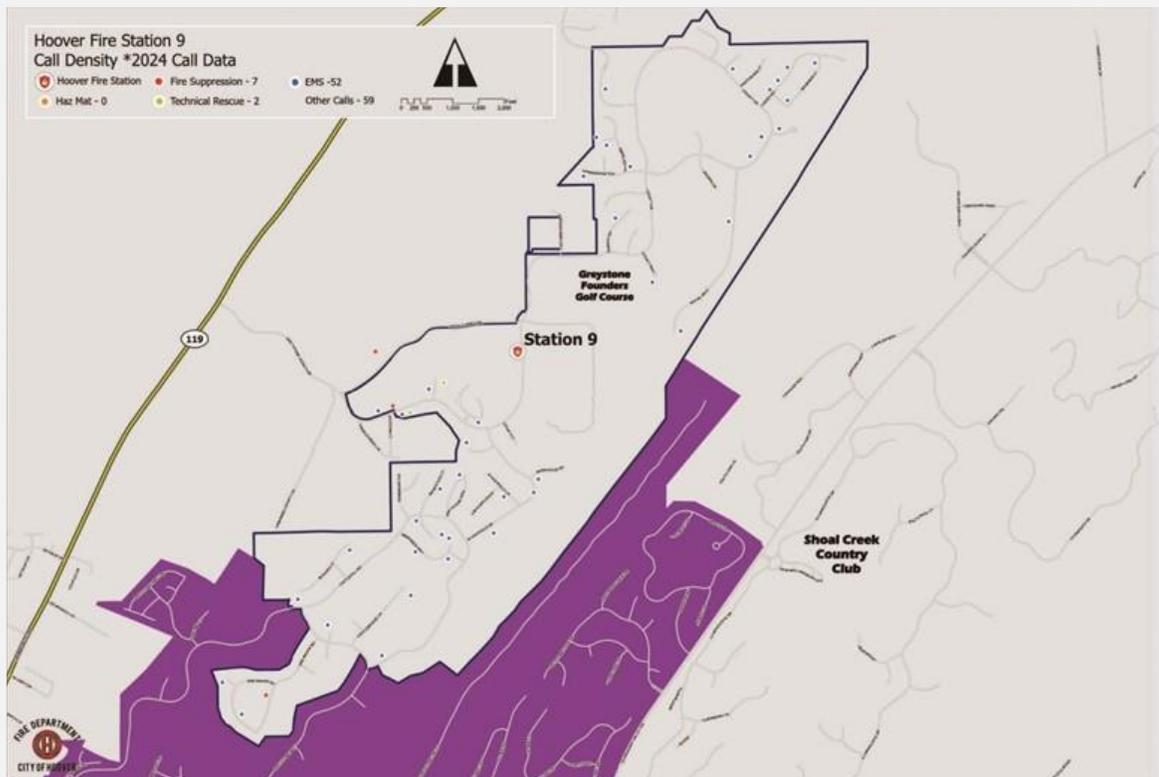


Station 8 Call Density

Fire Suppression	8
EMS	906
Technical Rescue	2
HazMat	2
Other Calls for Service	16

**2024 Call Data*

MAP 20 – Call Density | Station 9

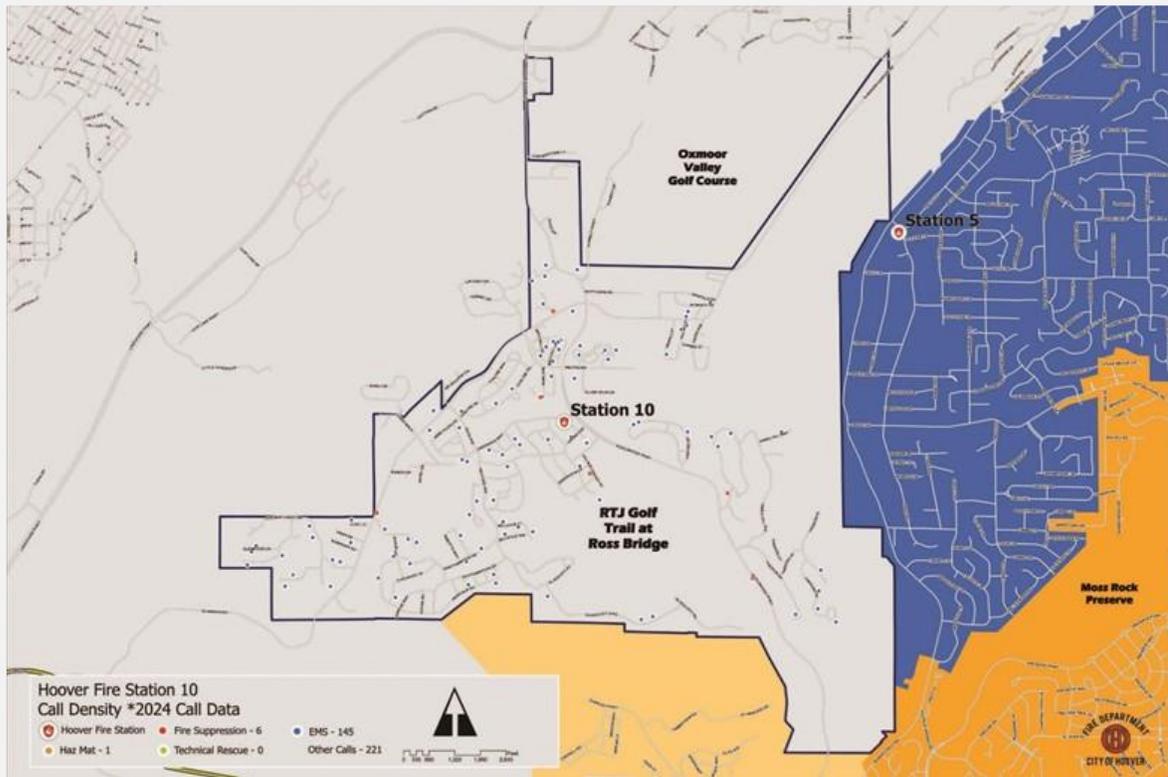


Station 9 Call Density

Fire Suppression	7
EMS	52
Technical Rescue	2
HazMat	0
Other Calls for Service	59

**2024 Call Data*

MAP 20 – Call Density | Station 10

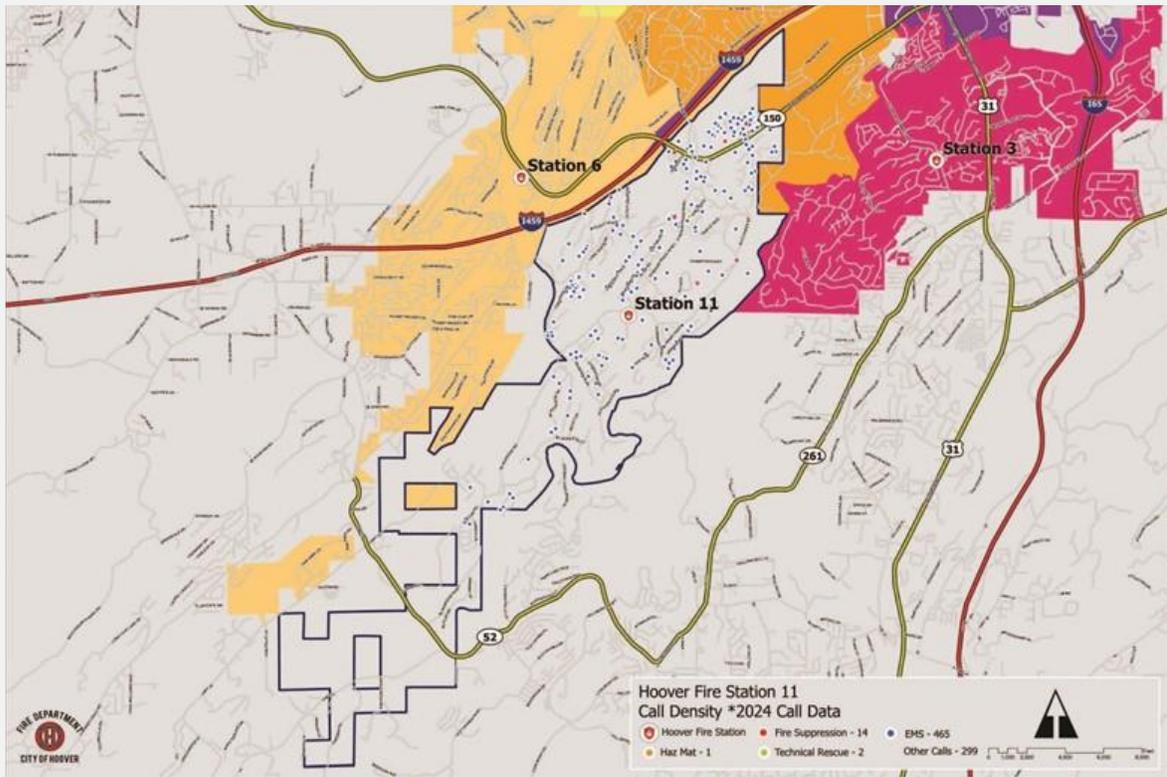


Station 10 Call Density

Fire Suppression	6
EMS	145
Technical Rescue	0
HazMat	1
Other Calls for Service	221

**2024 Call Data*

MAP 21 – Call Density | Station 11



Station 11 Call Density

Fire Suppression	14
EMS	465
Technical Rescue	2
HazMat	1
Other Calls for Service	299

**2024 Call Data*



Reliability Factors

The department defines reliability as the percentage of calls for service in a station’s primary coverage where the resource assigned to the station is the first resource to arrive on the scene. Factors that influence the reliability percentage include incidents where the primary resource is already committed to another call for service or is out of service for required training or public education duties, among other things. The department uses data from calls that are coded as emergency incidents and data where services provided were of a non-emergency nature.

The table below shows the reliability percentage of each station and its primary assigned resource to these emergency incidents. The data has been extracted from the total requests for service over the last 5 years and shows a consistent level of reliability of resources across the service areas.

	2020	2021	2022	2023	2024	2020 -2024
Station Number	Station Reliability %					Station Reliability Totals
1	85.00	85.40	85.90	82.90	83.20	84.40
2	73.90	80.90	80.30	80.60	81.60	79.60
3	78.40	78.40	74.80	75.40	75.70	76.50
4	93.70	91.40	89.70	91.30	91.20	91.40
5	89.30	89.60	90.70	87.30	90.40	89.40
6	68.30	68.20	90.20	87.20	83.10	79.30
7	87.20	87.10	84.20	85.40	81.20	84.70
8	89.00	87.30	90.00	89.60	91.20	89.60
9	98.90	94.00	90.20	92.00	91.70	93.30
10	95.30	94.80	90.50	88.90	92.00	92.20
11	26.60	33.60	85.90	86.00	86.60	67.10
Average Total by Year	87.78	80.97	86.58	86.05	86.17	84.32

Dataset Qualification

For quality assurance, an automated report is generated at the end of each shift detailing number of calls and type, responding units, and times including call processing and response. This report is then reviewed by the shift battalion chiefs, chief officers at fire headquarters, and Hoover 911 dispatch supervisors.

Any run times that fall outside of the 90th percentile are further investigated to determine the circumstances surrounding the call. Calls that are found to be true outliers due to timestamp errors or other

factors are not used when reporting total ERF response times.

However, outliers are not totally ignored and may be used for training purposes when addressing dispatch procedures or errors in reporting. An example of a typical outlier would include an incident where the on-scene time for an ERF is affected by a rescue truck responding to third-in territory due to several simultaneous EMS calls or if one of the first in units was out of service. Another example would be an incident that was initially dispatched as non-emergency but is then upgraded to emergency while units are enroute, which could result in an extended response time.

Thresholds for Select Analyses

The department utilizes a data dashboard to maintain statistical support for the use of upper and lower thresholds in calculating the population parameters of key time intervals & draft performance objectives. The methodology for determining which data to include and which to exclude when calculating population parameters based on specific time intervals is as follows. In the process of identifying the logical thresholds to apply to time interval analysis, the norm for the department was identified, this became the basis for the department’s setting of objectives. The approximate data was extracted from the department’s computer-aided dispatch system (CAD) and processed by Fire Stats in its propriety analytics platform using Microsoft Excel.

Boundaries were identified that include legitimate times on the high and low ends of the distribution, even if those times are outside of the performance parameters of the department, while excluding values that have a very high probability of being operational anomalies or data errors. Both the upper and lower thresholds are inherently conservative in that they are set based on professional judgement about what on the high side is the worst case and what on the low side is the best reasonable case. This necessarily favors skewing the data high and is therefore deemed to be a conservative approach, one that does not by design show the department as performing better than it might be.

In every case, the ending thresholds represent approximately 99.7th percentile of the starting distribution. The significance of 99.7 percent is that it represents the equivalent of three standard deviations from the mean in a normal distribution and is well-understood and accepted approach to defining outliers in service-related non-normal distributions.

Parameter	Thresholds	
	Lower	Upper
Call Processing	0:00:05	0:04:25
Turnout	0:00:05	0:04:45
Travel	0:00:30	0:20:00
Response	0:00:30	0:25:00
Total Response	0:00:30	0:26:15
On Scene	0:00:30	1:26:00

Travel to Hospital	0:00:30	1:00:00
At Hospital	0:00:30	2:16:00
Commit (Aid/Medics)	0:00:00	2:56:00
Commit (Eng./Trucks)	0:00:00	2:45:00

Inclusion Criteria for Data Study

- Alarm Handling Time (from 911 call received to initial dispatch) = Greater than 5 seconds and less than 4 minutes and 25 seconds.
- Turnout Time (1st Unit) (from initial dispatch to 1st unit enroute) = Greater than 5 seconds and less than 4 minutes and 45 seconds.
- Travel Time (from enroute to 1st unit arrival on scene) = Greater than 30 seconds and less than 20 minutes.
- Response Time (from 911 call received to 1st unit arrival on scene) = Greater than 30 seconds and less than 25 minutes.

Baseline Performance Tables

On the following tables, the current CAD system, the clock automatically starts as soon as the dispatcher answers an emergency call. This data consists of the 90th percentile times baseline performance of all response related programs the department provides to the community. The data contains alarm handling, turnout, and total response times. The N Value equals the total number of incidents that the data was pulled from. All data was taken for the years 2020-2024. In the year 2024, new reporting software was implemented; this software implementation did not cause an interruption in baseline performance data.

Fire Suppression Services

Fire (Low Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	01:54	02:26	02:19	02:04	01:50	01:59
Turnout Times	Turnout Time 1st Unit	1:20	02:06	02:12	02:05	01:58	02:09	02:01
Travel Time	Travel Time 1st Unit Distribution	4:00	07:13	07:16	07:30	06:50	07:15	06:59

2025-2030 STANDARDS OF COVER

Travel Time	Travel Time ERF Concentration	10:50	07:15	08:01	07:24	06:08	07:15	06:59
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:20	08:43 N=722	09:02 N=128	08:57 N=128	08:20 N=125	08:50 N=191	08:42 N=124
Total Response Time	Total Response Time ERF Concentration	06:20	08:43 N=654	09:02 N=129	08:57 N=120	08:20 N=118	08:50 N=163	08:42 N=124

Fire (Moderate Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	01:33	03:25	01:13	01:41	01:47	01:52
Turnout Times	Turnout Time 1st Unit	1:20	02:05	01:59	01:59	02:04	02:02	02:06
Travel Time	Travel Time 1st Unit Distribution	4:00	05:12	04:56	04:39	05:15	04:40	05:16
Travel Time	Travel Time ERF Concentration	10:50	17:13	18:57	13:34	13:38	11:42	11:46
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:20	07:16 N=78	06:34 N=8	06:36 N=11	06:42 N=12	07:58 N=18	07:21 N=29
Total Response Time	Total Response Time ERF Concentration	12:00	14:32 N=50	18:44 N=3	16:05 N=8	15:53 N=6	13:47 N=14	13:12 N=19



Fire (High Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	01:51	02:01	01:27	02:46	01:47	01:52
Turnout Times	Turnout Time 1st Unit	1:20	02:46	02:37	02:57	02:09	02:50	02:52
Travel Time	Travel Time 1st Unit Distribution	4:00	04:18	04:41	02:00	03:45	03:40	03:49
Travel Time	Travel Time ERF Concentration	10:50	10:55	07:23	08:03	12:43	06:03	07:03
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:20	06:29 N=21	08:14 N=5	03:56 N=3	05:18 N=8	02:20 N=2	04:32 N=3
Total Response Time	Total Response Time ERF Concentration	15:00	10:57 N=9	08:37 N=2	10:01 N=2	12:55 N=2	07:03 N=1	09:40 N=2

Emergency Medical Services

EMS (Low Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:30	02:08	02:23	02:19	02:24	02:01	01:34
Turnout Times	Turnout Time 1st Unit	1:00	01:57	02:01	01:56	01:54	01:52	01:55
Travel Time	Travel Time 1st Unit Distribution	4:10	08:53	08:52	08:51	08:57	08:47	08:35
Travel Time	Travel Time ERF	10:50	08:53	08:52	08:51	08:57	08:47	08:35

Concentration								
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:40	10:40 N=11450	10:53 N=2137	10:47 N=2204	10:51 N=2114	10:39 N=2029	10:30 N=2966
	Total Response Time ERF Concentration		10:40 N=11450	10:53 N=2137	10:47 N=2204	10:51 N=2114	10:39 N=2029	10:30 N=2966

EMS (Moderate Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:30	02:08	02:24	02:27	02:23	02:19	02:05
Turnout Times	Turnout Time 1st Unit	1:00	02:00	02:03	01:57	02:00	02:03	01:55
Travel Time	Travel Time 1st Unit Distribution	4:10	06:37	06:37	06:40	06:34	06:28	06:22
Travel Time	Travel Time ERF Concentration	10:50	10:29	10:20	10:28	10:38	10:48	10:28
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:40	09:17 N=29628	10:17 N=6797	10:12 N=6806	08:34 N=6745	08:31 N=5569	08:17 N=3711
Total Response Time	Total Response Time ERF Concentration	11:20	12:01 N=29502	11:57 N=6823	11:56 N=6767	12:07 N=6668	12:26 N=5515	11:27 N=3729



EMS (High Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:30	01:20	00:00	00:46	01:34	01:18	00:00
Turnout Times	Turnout Time 1st Unit	1:00	01:44	00:00	01:36	01:45	01:25	00:00
Travel Time	Travel Time 1st Unit Distribution	4:10	03:27	00:00	02:33	03:13	03:43	00:00
Travel Time	Travel Time ERF Concentration	10:50	09:37	00:00	08:02	09:33	09:43	00:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	06:40	04:59 N=5	00:00 N=0	04:09 N=1	04:58 N=2	05:08 N=2	00:00 N=0
Total Response Time	Total Response Time ERF Concentration	15:00	11:22 N=5	00:00 N=0	09:48 N=1	11:09 N=2	11:41 N=2	00:00 N=0

Technical Rescue Services

Technical Rescue (Low Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	02:18	02:29	02:04	02:50	02:12	02:14
Turnout Times	Turnout Time 1st Unit	1:20	01:32	01:54	01:28	01:30	01:32	01:34
Travel Time	Travel Time 1st Unit Distribution	5:00	07:12	07:48	06:48	06:50	06:52	06:54
Travel Time	Travel Time ERF	10:50	07:12	07:48	06:48	06:50	06:25	06:54

Concentration								
Total Response Time	Total Response Time 1st Unit on Scene Distribution	07:00	10:09 N=85	09:29 N=26	09:50 N=19	10:29 N=16	09:35 N=10	11:33 N=14
Total Response Time	Total Response Time ERF Concentration	07:00	11:05 N=83	10:24 N=27	09:50 N=19	11:01 N=14	13:00 N=9	11:44 N=14

Technical Rescue (Moderate Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	02:16	00:00	00:00	00:00	00:20	02:04
Turnout Times	Turnout Time 1st Unit	1:20	01:41	00:00	00:00	00:00	00:53	01:28
Travel Time	Travel Time 1st Unit Distribution	5:00	07:18	00:00	00:00	00:00	08:57	06:48
Travel Time	Travel Time ERF Concentration	10:50	07:18	00:00	00:00	00:00	09:40	06:48
Total Response Time	Total Response Time 1st Unit on Scene Distribution	07:00	07:26 N=2	00:00 N=0	00:00 N=0	00:00 N=0	11:24 N=7	07:13 N=1
Total Response Time	Total Response Time ERF Concentration	10:30	07:26 N=2	00:00 N=0	00:00 N=0	00:00 N=0	15:02 N=2	07:13 N=1

Hazardous Materials Services

Hazmat (Low Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	02:41	03:16	02:43	03:06	02:03	02:33
Turnout Times	Turnout Time 1st Unit	1:20	02:02	02:08	02:00	01:58	02:05	02:07
Travel Time	Travel Time 1st Unit Distribution	5:00	08:55	09:08	08:30	08:55	07:40	07:57
Travel Time	Travel Time ERF Concentration	10:50	08:55	09:08	08:30	08:55	07:40	07:57
Total Response Time	Total Response Time 1st Unit on Scene Distribution	07:20	10:24 N=1128	11:16 N=288	10:30 N=224	10:53 N=277	09:45 N=181	10:04 N=158
Total Response Time	Total Response Time ERF Concentration	07:20	10:24 N=1067	11:16 N=281	10:30 N=213	10:53 N=247	09:45 N=171	10:04 N=155

Hazmat (Moderate Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020- 2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	01:31	01:38	01:07	01:51	01:18	01:28
Turnout Times	Turnout Time 1st Unit	1:20	02:37	02:34	01:49	02:40	02:04	02:14
Travel Time	Travel Time 1st Unit Distribution	5:00	06:03	06:00	06:17	04:09	05:17	05:17
Travel Time	Travel Time ERF	10:50	11:59	09:40	12:20	09:46	11:20	08:20

Concentration								
Total Response Time	Total Response Time 1st Unit on Scene Distribution	07:20	07:23 N=58	07:14 N=11	07:52 N=9	06:51 N=12	06:55 N=16	07:25 N=10
Total Response Time	Total Response Time ERF Concentration	11:20	13:50 N=54	12:15 N=12	15:42 N=7	13:54 N=10	13:45 N=15	10:15 N=10

Hazmat (High Risk) - 90th Percentile Times Baseline Performance

		Benchmark (Target)	2020-2024	2024	2023	2022	2021	2020
Alarm Handling	Pick-up to Dispatch	1:00	01:32	01:43	00:48	00:00	01:33	00:00
Turnout Times	Turnout Time 1st Unit	1:20	02:14	01:37	02:18	00:00	01:37	00:00
Travel Time	Travel Time 1st Unit Distribution	5:00	06:16	06:30	04:06	00:00	06:30	00:00
Travel Time	Travel Time ERF Concentration	10:50	10:18	10:44	06:27	00:00	10:44	00:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	07:20	07:48 N=3	08:07 N=1	06:30 N=1	00:00 N=0	08:50 N=1	00:00 N=0
Total Response Time	Total Response Time ERF Concentration	15:00	12:56 N=3	13:11 N=1	07:53 N=1	00:00 N=0	11:56 N=1	00:00 N=0

Evaluation of Service Delivery

To establish performance benchmarks, input, and data from multiple sources were used, including:

- Community risk assessment and critical tasking played a large part in developing these benchmarks.
- Nationally accepted standards were also referenced, such as the National Fire Protection Association (NFPA) 1710, NFPA 1221, and the Insurance Services Office (ISO) grading schedule.
- Community expectations and concerns, as outlined in the Hoover Fire Department's 2025-2030 Strategic Plan, were considered.

Performance objective benchmarks are goals that can be measured and evaluated. Data review and analysis across all four emergency service deliverables have facilitated the development of performance baselines. Current baseline performance is vital to provide a clear starting point. Established baselines are compared with accepted benchmarks to identify any gaps in service. Baselines have been established using data from 2020-2024. This data is collected citywide and represents the actual 90th percentile metrics.

Performance Objectives – Benchmarks

Alarm Handling and Turnout Time Benchmarks (for all Service Programs)

Call Processing Performance

For 90 percent of all fire suppression, technical rescue, and hazardous materials incident types, alarm handling time shall be 1 minute. For 90 percent of all Emergency Medical Service (EMS) incident types, alarm handling time shall be 1 minute and 30 seconds.

Turnout Time Performance

For 90 percent of all EMS incident types, turnout time for the first-due unit shall be 1 minute. For 90 percent of fire suppression, technical rescue, and hazardous materials incident types, turnout time for the first-due unit shall be 1 minute and 20 seconds.

Fire Suppression Services Program

For 90 percent of all **low-risk fire suppression** incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of **3 personnel**, shall be: **6 minutes and 20 seconds** in all areas. The first-due unit for all fire suppression risk levels shall be capable of establishing command, providing 500 gallons of water and 1,250 gallons per minute (GPM) pumping capacity, advancing an attack-line flowing a minimum of 150 GPM and/or initiating victim rescue.

For 90 percent of all **moderate-risk fire suppression** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **16 personnel**, shall be: **12 minutes** in all areas. The ERF shall be capable of establishing command, providing an uninterrupted water supply, advancing an attack-line and a backup line for fire control, establishing RIC team, forced entry, victim search and rescue, ventilating the structure, and performing salvage and overhaul.

For 90 percent of all **high-risk fire suppression** incidents the total response time for the arrival of the ERF, staffed with a minimum of **18 personnel**, shall be: **15 minutes** in all areas. The ERF shall be capable

of establishing command, appointing a safety officer, providing an uninterrupted water supply, advancing an attack line and a backup line for fire control, establishing and manning a master stream device, establishing rapid intervention crew (RIC) team, forced entry, victim search and rescue, ventilation and performing salvage and overhaul.

Emergency Medical Services Program

For 90 percent of all **low-risk EMS** incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of **2 personnel**, shall be: **6 minutes and 40 seconds** in all areas. The first-due unit shall be capable of assessing scene safety and establishing command, documentation, conducting an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all basic life support (BLS) procedures including cardiopulmonary resuscitation (CPR) and automatic external defibrillation (AED).

For 90 percent of all **moderate-risk EMS** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **3 personnel**, shall be: **11 minutes and 20 seconds** in all areas. The ERF shall be capable of assessing scene safety and establishing command, documentation, conducting an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all BLS procedures and advanced life support (ALS) procedures such as advanced airway management cardiac support techniques, intravenous access, and drug therapy. The ERF will be capable of patient transport in accordance with department standard operating guidelines.

For 90 percent of all **high-risk EMS** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **11 personnel**, shall be: **15 minutes** in all areas. The ERF shall be capable of assessing scene safety and establishing command, documentation, conducting an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all BLS procedures and ALS procedures such as advanced airway management cardiac support techniques, intravenous access, and drug therapy. The ERF will also include a triage/ transport officer and be capable of providing immediate transport for up to two critical patients.

Technical Rescue Program

For 90 percent of all **low-risk technical rescue** incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of **3 personnel**, shall be: **7 minutes** in all areas. The first due unit shall be capable of: establishing command, scene size-up and safety, determining the need for additional resources, and performing victim rescue using basic techniques and equipment.

For 90 percent of all **moderate-risk technical rescue** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **8 personnel** to include the technical rescue team, shall be: **10 minutes and 30 seconds** in all areas. In addition to the capabilities outlined for low-risk technical rescue response, the ERF shall be capable of appointing a safety officer, providing additional trained personnel and specialized equipment to support the rescue team, and establishing a RIC team.

For 90 percent of all **high-risk technical rescue** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **12 personnel** to include the technical rescue team, shall be: **15 minutes** in all areas. In addition to the capabilities outlined for moderate-risk technical rescue incidents, the ERF shall be capable of providing the additional staffing required for rescue and support roles in larger scale and prolonged incidents.

Hazardous Materials Services Program

For 90 percent of all **low-risk hazardous materials** response incidents the total response time for the arrival of the first-due unit, staffed with a minimum of **3 personnel**, shall be: **7 minutes and 20 seconds** in all areas. The first-due unit shall be capable of: establishing command, scene size-up, mitigating low risk spills and/ or leaks, determining the need for additional resources, and establishing a hot, warm, and cold zone when warranted.

For 90 percent of **all moderate-risk hazardous materials** response incidents the total response time for the arrival of the ERF staffed with a minimum of **12 personnel** to include the hazardous materials response team, shall be: **11 minutes and 20 seconds** in all areas. In addition to the capabilities outlined for low-risk hazardous materials response, the ERF shall be capable of appointing a safety officer, providing trained personnel and specialized equipment, atmospheric monitoring, making entry into a hot zone, setting up and performing formal decontamination, establishing a RIC team, and providing for medical rehabilitation.

For 90 percent of all **high-risk hazardous materials** response incidents the total response time for the arrival of the ERF staffed with a minimum of **18 personnel** to include the hazardous response team, shall be: **15 minutes** in all areas. In addition to the capabilities outlined for moderate-risk hazardous materials response, the ERF shall be capable of appointing an entry officer, establishing a secondary entry team and RIC team, and providing additional personnel for medical rehabilitation.

Table 16: Benchmark Objective Summary

90th Percentile		Fire Suppression	EMS	Tech Rescue	HazMat
Alarm Handling	Pick-up to Dispatch	01:00	01:30	01:00	01:00
Turnout Time	Turnout Time 1 st Unit	01:20	01:00	01:20	01:20
Travel Time	Travel Time 1 st Unit	04:00	04:10	05:00	05:00
Travel Time	Travel Time ERF	Mod-09:00 High-12:40	Mod-09:00 High-12:40	Mod-09:00 High-12:40	Mod-09:00 High-12:40
Total Response Time	Total Response Time - 1 st Unit	06:20	06:40	07:00	07:20
Total Response Time	Total Response Time - ERF	Mod-11:20 High -15:00	Mod-11:30 High -15:00	Mod- 10:30 High - 15:00	Mod- 11:20 High - 15:00

Performance Objectives – Baselines

Fire Suppression Services Program

The department's baseline statements reflect actual performance from 2020 to 2024. The department does not rely on the use of automatic aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance is as follows:

For 90 percent of all **low-risk fire suppression** incidents during this period, the total response time for the arrival of the first unit, staffed with a minimum of **3 personnel**, is: **8 minutes and 43 seconds**. The first-due unit for all fire suppression risk levels can establish command, providing 500 gallons of water and 1,250 gallons per minute (GPM) pumping capacity, advancing an attack line flowing a minimum of 150 GPM and/or initiating victim rescue.

For 90 percent of all **moderate-risk fire suppression** incidents during this period, the total response time for the arrival of the first unit, staffed with a minimum of **3 personnel**, is: **7 minutes and 16 seconds**. The first-due unit for all fire suppression risk levels can establish command, providing 500 gallons of water and 1,250 GPM pumping capacity, advancing an attack line flowing a minimum of 150 GPM and/or initiating victim rescue.

For 90 percent of all **moderate-risk fire suppression** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **16 personnel**, is: **14 minutes and 32 seconds**. The ERF can establish command, providing an uninterrupted water supply, advancing an attack line and a backup line for fire control, establishing RIC team, forced entry, victim search and rescue, ventilating the structure, and performing salvage and overhaul.

For 90 percent of all **high-risk fire suppression** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **18 personnel**, is: **10 minutes and 57 seconds**. The ERF can establish command, appointing a safety officer, providing an uninterrupted water supply, advancing an attack line and a backup line for fire control, establishing and manning a master stream device, establishing RIC team, forced entry, victim search and rescue, ventilation, and performing salvage and overhaul.

Emergency Medical Services Program

The department's baseline statements reflect actual performance from 2020 to 2024. The department does not rely on the use of automatic aid from neighboring fire departments to provide its effective response force complement of personnel. The Effective Response Force (ERF) staffing level for moderate-risk EMS incidents in the historical data from 2020 to 2024 is documented as 5 personnel. This reflects the critical tasking methodology in use during that period to ensure data accuracy.

Beginning in 2025, the critical staffing level for moderate-risk EMS incidents has been adjusted to 3 personnel. This change is supported by the deployment of LUCAS CPR devices on all front-line engines and truck companies, the implementation of updated mitigation strategies, and the ongoing strain on resources caused by the need to fully transport all incidents. The department's actual baseline service level performance is as follows:

For 90 percent of all **low-risk EMS incidents**, the total response time for the arrival of the first-due unit, staffed with a minimum of **2 personnel**, is: **10 minutes and 40 seconds**. The first-due unit can assess

scene safety and establishing command, documentation, conduct an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all BLS procedures, including CPR and AED.

For 90 percent of all **moderate-risk EMS incidents**, the total response time for the arrival of the ERF, staffed with a minimum of **5 personnel**, is: **12 minutes and 01 seconds**. The ERF can assess scene safety and establishing command, documentation, conducting an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all BLS and ALS procedures such as advanced airway management cardiac support techniques, intravenous access, and drug therapy. The ERF is capable of patient transport in accordance with department-standard operating guidelines.

For 90 percent of all **high-risk EMS incidents**, the total response time for the arrival of the ERF, staffed with a minimum of 11 personnel, is: **11 minutes and 22 seconds**. The ERF can assess scene safety and establish command, documentation, conducting an initial patient assessment to include obtaining vitals, and providing medical treatment to encompass all BLS procedures and ALS procedures such as advanced airway management cardiac support techniques, intravenous access, and drug therapy. The ERF will also include a triage/ transport officer and be capable of providing immediate transport for up to two critical patients.

Technical Rescue Program

The department's baseline statements reflect actual performance from 2020 to 2024. The department does not rely on the use of automatic aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance is as follows:

For 90 percent of all **low-risk technical rescue** incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of **3 personnel**, is: **10 minutes and 09 seconds**. The first due unit is capable of: establishing command; evaluating the need for additional resources; and controlling immediate hazards and life safety issues.

For 90 percent of all **moderate-risk technical rescue** incidents, the total response time for the arrival of the ERF, staffed with a minimum of **8 personnel**, is: **7 minutes and 26 seconds**. The first due unit can appoint a safety officer, providing additional trained personnel and specialized equipment to support the rescue team and establishing a RIC team.

There were not any **high-risk technical rescue** incidents during 2020 - 2024, therefore no baseline performance statements for the ERF are provided here.

Hazardous Materials Services Program

The department's baseline statements reflect actual performance from 2020 to 2024. The department does not rely on the use of automatic aid from neighboring fire departments to provide its effective response force complement of personnel. The department's actual baseline service level performance is as follows:

For 90 percent of all **low-risk hazardous materials** incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of **3 personnel**, is: **10 minutes and 24 seconds**. The first due unit is capable of: establishing command, scene size-up, mitigating low risk spills and/ or leaks, determining the need for additional resources and establishing a hot, warm, and cold zone when warranted.

For 90 percent of all **moderate-risk hazardous materials** incidents, the total response time for the arrival

of the ERF, staffed with a minimum of 12 personnel, is: **13 minutes and 50 seconds**. The first-due unit shall be capable of: establishing command, scene size-up, mitigating low risk spills and/or leaks, determining the need for additional resources, and establishing a hot, warm, and cold zone when warranted, appointing a safety officer, providing trained personnel and specialized equipment, atmospheric monitoring, making entry into a hot zone, setting up and performing formal decontamination, establishing a RIC team, and providing for medical rehabilitation.

For 90 percent of all **high-risk hazardous materials** incidents, the total response time for the arrival of the ERF, staffed with a minimum of 18 personnel, is: 12 minutes and 56 seconds. The first-due unit shall be capable of: establishing command, scene size-up, mitigating low risk spills and/or leaks, determining the need for additional resources, and establishing a hot, warm, and cold zone when warranted, appointing a safety officer, providing trained personnel and specialized equipment, atmospheric monitoring, making entry into a hot zone, setting up and performing formal decontamination, establishing a RIC team, and providing for medical rehabilitation, appointing an entry officer, establishing a secondary entry team and RIC team, and providing additional personnel for medical rehabilitation.

Performance Gaps – Baseline to Benchmark Time Gap

The following formula was used to calculate the time differences in the charts below; all given times, baseline, objective, and variance were first converted from minutes and seconds into total seconds for easier computation. The percentage variance was then calculated by dividing the variance in seconds by the objective time in seconds and then multiplied by 100. In other words, this calculation shows how much the actual time deviates from the target time in percentage terms.

For example, if the objective time was 300 seconds and the variance was 150 seconds, the percentage variance would be 50%. This method was consistently applied to each set of data to quantify how much each baseline time differed from its corresponding objective, providing a clear measure of performance relative to the target time.

Fire Suppression Services Program

Fire Suppression (Low Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:54	01:00	00:54	90.00
Turnout Time	Turnout Time 1 st Unit	02:06	01:20	00:46	57.50
Travel Time	Travel Time 1 st Unit	07:13	04:00	03:13	80.42
Travel Time	Travel Time ERF	07:15	10:50	-03:35	-33.01
Total Response Time	Total Response Time- 1 st Unit	08:43	06:20	02:23	37.63
Total Response Time	Total Response Time- ERF	08:43	06:20	02:23	37.63

Fire Suppression (Moderate Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:33	01:00	00:33	55.00
Turnout Time	Turnout Time 1 st Unit	02:05	01:20	00:45	56.25
Travel Time	Travel Time 1 st Unit	05:12	04:00	01:12	30.00
Travel Time	Travel Time ERF	17:13	10:50	06:40	61.50
Total Response Time	Total Response Time- 1 st Unit	07:16	06:20	00:56	14.70
Total Response Time	Total Response Time- ERF	14:32	12:00	02:32	21.11

Fire Suppression (High Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:51	01:00	00:51	85.00
Turnout Time	Turnout Time 1st Unit	02:46	01:20	01:26	107.50
Travel Time	Travel Time 1st Unit	04:18	04:00	00:18	7.50
Travel Time	Travel Time ERF	10:55	10:50	00:05	00.77
Total Response Time	Total Response Time- 1st Unit	06:29	06:20	00:09	2.37
Total Response Time	Total Response Time- ERF	10:57	15:00	-04:03	-27.00



Emergency Medical Services Program

EMS (Low Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	02:08	01:30	00:38	44.22
Turnout Time	Turnout Time 1st Unit	1:57	01:00	00:57	95.00
Travel Time	Travel Time 1st Unit	08:53	04:10	04:43	113.20
Travel Time	Travel Time ERF	08:53	10:50	-01:57	-18.00
Total Response Time	Total Response Time- 1st Unit	10:47	06:40	04:07	61.75
Total Response Time	Total Response Time- ERF	10:47	06:40	04:07	61.75

EMS (Moderate Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	02:08	01:30	00:38	44.22
Turnout Time	Turnout Time 1st Unit	02:00	01:00	01:00	100.00
Travel Time	Travel Time 1st Unit	06:37	04:10	02:27	58.80
Travel Time	Travel Time ERF	10:29	10:50	-00:21	-03.23
Total Response Time	Total Response Time- 1st Unit	09:17	06:40	02:37	39.30
Total Response Time	Total Response Time- ERF	12:01	11:20	00:41	6.03

EMS (High Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:20	01:30	00:10	11.11
Turnout Time	Turnout Time 1st Unit	01:44	01:00	00:44	73.33
Travel Time	Travel Time 1st Unit	03:27	04:10	-00:43	-17.20
Travel Time	Travel Time ERF	09:37	10:50	-01.13	-11.20
Total Response Time	Total Response Time- 1st Unit	04:59	06:20	-01.21	-21.30
Total Response Time	Total Response Time- ERF	11:22	15:00	-03:38	-24.22



Technical Rescue Program

Technical Rescue (Low Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	02:18	01:00	01:18	130.30
Turnout Time	Turnout Time 1st Unit	01:32	01:20	00:12	15.00
Travel Time	Travel Time 1st Unit	07:12	05:00	02:12	44.00
Travel Time	Travel Time ERF	07:12	10:50	-03:38	-33.50
Total Response Time	Total Response Time- 1st Unit	10:09	07:00	03:09	45.00
Total Response Time	Total Response Time- ERF	11:05	07:00	04:05	58.03

Technical Rescue (Moderate Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	02:16	01:00	1:16	126.67
Turnout Time	Turnout Time 1st Unit	01:41	01:20	00:21	26.25
Travel Time	Travel Time 1st Unit	07:18	05:00	02:18	46.00
Travel Time	Travel Time ERF	07:18	10:50	-03:32	-32.06
Total Response Time	Total Response Time- 1st Unit	07:26	7:00	00:26	6.20
Total Response Time	Total Response Time- ERF	07:26	15:00	-07:34	-50.44

Hazardous Materials Services Program

HazMat (Low Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	02:41	01:00	01:41	168.33
Turnout Time	Turnout Time 1st Unit	02:02	01:20	00:42	52.50
Travel Time	Travel Time 1st Unit	08:55	05:00	03:55	78.33
Travel Time	Travel Time ERF	08:55	10:50	-01:55	-17.70
Total Response Time	Total Response Time- 1st Unit	10:24	07:20	03:04	41.82
Total Response Time	Total Response Time- ERF	10:24	07:20	03:04	41.82

HazMat (Moderate Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:31	01:00	00:31	51.67
Turnout Time	Turnout Time 1st Unit	02:37	01:20	01:17	96.25
Travel Time	Travel Time 1st Unit	06:03	05:00	01:03	21.00
Travel Time	Travel Time ERF	11:59	10:50	01:09	10.60
Total Response Time	Total Response Time- 1st Unit	07:23	07:20	00:03	0.68
Total Response Time	Total Response Time- ERF	13:50	07:20	06:30	88.64



HazMat (High Risk) - 90th Percentile Basemark to Benchline Time Gap

		Baseline 2020-2024	Objective	Variance	Variance %
Alarm Handling	Pick-up to Dispatch	01:32	01:00	00:32	53.33
Turnout Time	Turnout Time 1st Unit	02:41	01:20	1:21	101.25
Travel Time	Travel Time 1st Unit	06:16	05:00	1:16	25.33
Travel Time	Travel Time ERF	10:18	10:50	00:32	4.92
Total Response Time	Total Response Time- 1st Unit	07:48	07:20	00:28	6.36
Total Response Time	Total Response Time- ERF	12:56	15:00	-02:04	-13.80

Community Areas for Program Delivery and Coverage Improvement

Hoover Fire Department must address enhancing EMS response capabilities, particularly focusing on improving ERF (Effective Response Force) times. While apparatus availability is sufficient, current staffing shortages prevent optimal deployment of rescue units, leading to delayed response times and reduced service efficiency.

To address this gap, critical tasking for moderate risk EMS has been changed for 5 personnel to 3 personnel due to equipment upgrades on engine and truck companies. Also, the addition of two fully staffed units is essential. This enhancement would significantly reduce ERF times, ensuring timely and effective emergency response across the community, thereby improving public safety and service reliability. This would, in turn, change baseline performance across all deliverables and make performance benchmarks more attainable.

Recommendations for Improved Effectiveness in Deployment and Coverage

- Continue to enhance data capture and quality through training and constant review.
- Continue to research the implementation of automatic vehicle location (AVL) for unit response recommendations.
- Monitor the effectiveness of the critical staffing changes to the ERF in EMS moderate risk responses.
- Continue to pursue administrative staffing appointments to give a clear line of authority and operational efficiency to the current divisions throughout the administration.
- Modify standard operating guidelines (SOG) for EMS unit response.
- Timely and strategic move ups to ensure adequate coverage during prolonged multi-unit calls.
- Continue to upgrade our records management system (RMS).
- Continually evaluate and review goals and baselines.
- Work with Hoover 911 Center to identify ways to reduce call processing times.
- Work with personnel across all ranks to identify and correct issues that may result in extended turnout times.
- Continue comprehensive mutual/automatic aid procedures with neighboring departments.



Performance Maintenance and Improvement Plans

Compliance Team / Responsibility

To ensure that service level objectives are consistently met, service level baselines will undergo continuous and structured evaluation. A compliance team consisting of the fire chief, accreditation manager, assistant fire chief, training captain, shift battalion chiefs, EMS captain, the 911 dispatch supervisor, and support from the fire department's IT team will convene quarterly. During these meetings, they will assess the service level baselines for each program. At the conclusion of each review session, a detailed written report will be produced, outlining the findings related to service level objectives, comparing current performance with historical data, and calculating the variance in outcomes across different time periods.

Performance Evaluation and Compliance Strategy

Each station captain, in collaboration with the fire prevention division and the IT department, will conduct an in-depth review of the response needs within their respective planning zones, focusing on both known and potential new hazards. They will assess whether any changes have occurred in the planning zone, in service demand, or in operational practices that may influence the service level objectives or the Standard of Cover (SOC) document. This analysis will be performed twice a year and will align with the department's pre-incident planning cycle.

Compliance Verification Reporting

Hoover Fire Department currently utilizes SQL Server Reporting Services (SSRS) to generate daily, monthly, quarterly, and annual reports that compare service level baselines against predefined benchmarks. The department enhanced its reporting capabilities in 2024 to include detailed performance tracking, exception reports, and variance analysis by unit, shift, station, and response zone through a data statistics dashboard.

Every quarter, the compliance team will collaborate to gather and analyze the necessary data, supporting the accreditation manager in preparing and presenting the findings. This data will help identify areas requiring adjustments or improvements to meet performance objectives, which will then be communicated to internal stakeholders during quarterly briefings.

The key outcomes from these quarterly sessions will be compiled into a comprehensive annual report. This report will outline the steps for implementation, the expected outcomes, and the financial implications of any proposed changes. The accreditation manager will submit the final report to the fire chief, who will ultimately present the findings and recommendations to city leadership and elected officials for consideration.

Continuous Improvement Strategy

Hoover Fire Department is focused on the continual assessment and enhancement of its services. Accurate and comprehensive data will be employed to pinpoint any service gaps or shortcomings. This information will also guide decisions regarding necessary adjustments, improvements, and the adoption of best practices. Additionally, feedback from after-action reviews (AAR) may be used to revise departmental Standard Operating Guidelines (SOGs) or procedures as required. Additionally, meetings with both internal and external stakeholders will be held at least once every three years to collect feedback, address concerns, and create plans to adapt to changing stakeholder expectations.

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