



## Iona McGregor Fire District

Title: 2026-CRA-SOC Compliance Team Annual Report

Date: January 1, 2025, through December 31, 2025

### Summary

The District adopted a Community Risk Assessment and Standard of Cover (CRA-SOC) to measure risk and establish a standard deployment model to mitigate those risks. With the CRA-SOC being a living document, the District must assess the effectiveness of the response program by measuring the components which comprise the response time continuum, i.e., alarm handling, turnout time, travel time, total response time. The District's goal is to use the response time data, developed from emergency incidents, to identify gaps between baselines and established benchmarks. The District will then look for innovative ways to reduce the gaps in response times. The District Developed a Compliance Team composed of the Accreditation Manager, the Deputy Chief of Operations, and the Fire Marshal, to monitor and manage response times and future developments that may increase the demands on the District's resources. The Compliance Team Annual Report includes the Response Performance Report and the Annual District Growth Report.

### Compliance Team – Annual District Growth Report

#### Responsibility

In accordance with the District's Performance Maintenance and Improvement Plan (Section J), the Fire Marshal is responsible for monitoring community development and growth trends, maintaining pre-fire planning and structural risk profiling, and reporting findings to support evaluation of established service level objectives.

#### Monitoring and Risk Assessment – 2025

During the reporting period, no new multi-family residential projects were completed within the District. Accordingly, there was no measurable increase in multi-family residential unit count or associated population impact. Development activity and occupancy changes continue to be monitored through permitting review, inspection activity, and occupancy data analysis to ensure alignment with the Community Risk Assessment – Standards of Cover (CRA-SOC).



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To maintain current structural risk information and operational readiness, the District utilizes FlowMSP (Visual Pre-Plans), integrated with Fire Prevention Mobile (MobileEyes) and the District's CAD system. This platform supports the capture, maintenance, and deployment of pre-incident building information and hazard data to responding personnel.

In 2025, 1,122 occupancies were updated through this integrated system, supporting ongoing structural risk profiling and ISO compliance.

### **ISO Performance**

ISO completed its evaluation of the fire suppression services provided within the Iona McGregor Fire Protection and Rescue Service Area (FPSA). The District earned a Public Protection Classification (PPC) of **Class 02** and received full credit (12 points) for Pre-Fire Planning Inspections. ISO awards maximum credit when annual pre-fire planning surveys are conducted for commercial, industrial, institutional, and similar occupancies (excluding one- to four-family dwellings).

### **Continuous Improvement**

While full ISO credit was maintained, the 2026 annual pre-plan schedule was not distributed by the January 1 target deadline. Distribution has been reprioritized to ensure timely completion moving forward.

# ANNUAL PERFORMANCE UPDATE REPORT

## 2025 Performance Description

The categories of fire suppression, EMS, technical rescue, marine and hazardous materials; and subsequent low-risk, moderate-risk, and high-risk are depicted where applicable. The District has established benchmarks based on the Fire and EMS response reflected in NFPA 1710 for most categories; and with adjustments for realistic marine response benchmarks (see Benchmarks table). All data is based on the 90<sup>th</sup> percentile.

*Note: Due to the small sample size, moderate and high risk are easily affected by singular incident variances.*

## Year Over Year Programs Analysis, (2024 vs. 2025)

<b>Fire Suppression</b>	<ul style="list-style-type: none"> <li>○ <b>Decrease</b> in 1<sup>st</sup> due total response time for low risk (<b>11:02 to 10:28</b>)</li> <li>○ <b>Decrease</b> in ERF total response time for moderate risk (<b>15:04 to 13:49</b>)</li> <li>○ <b>Decrease</b> in 1<sup>st</sup> due total response time for high risk (<b>10:08 to 8:11</b>)</li> </ul>
<b>EMS</b>	<ul style="list-style-type: none"> <li>○ <b>Increase</b> in 1<sup>st</sup> due total response time for <b>minimum</b> risk (<b>12:07 to 13:18</b>)                             <ul style="list-style-type: none"> <li>▪ <i>2025 is the first full year of minimum risk calls; data was reanalyzed to capture for comparison</i></li> </ul> </li> <li>○ <b>Increase</b> in ERF total response time for low risk (<b>11:44 to 14:27</b>)                             <ul style="list-style-type: none"> <li>▪ <i>Addition of EMS response times to calls</i></li> </ul> </li> <li>○ <b>Increase</b> in ERF total response time for moderate risk (<b>9:32 to 10:07</b>)</li> <li>○ No adequate sample for high risk year over year comparison</li> </ul>
<b>Hazmat</b>	<ul style="list-style-type: none"> <li>○ <b>Increase</b> in 1<sup>st</sup> due total response time for low risk (<b>10:38 to 11:39</b>)                             <ul style="list-style-type: none"> <li>▪ <i>Travel time and alarm handling were the biggest factors in the increase</i></li> </ul> </li> <li>○ No adequate sample for moderate or high risk year over year comparison</li> </ul>
<b>Rescue Services</b>	<ul style="list-style-type: none"> <li>• <b>Rescue Services</b> <ul style="list-style-type: none"> <li>○ <b>Decrease</b> in 1<sup>st</sup> due total response time for low risk (<b>10:01 to 9:21</b>)</li> <li>○ <b>Increase</b> in ERF total response time for moderate risk (<b>10:41 to 12:42</b>)                                     <ul style="list-style-type: none"> <li>▪ <i>Travel time was the biggest factor in the decrease</i></li> </ul> </li> <li>○ No adequate sample for high risk year over year comparison</li> </ul> </li> </ul>
<b>Marine</b>	<ul style="list-style-type: none"> <li>• <b>Marine</b> <ul style="list-style-type: none"> <li>○ <b>Decrease</b> in ERF response time for moderate risk (<b>17:00 to 16:12</b>)</li> <li>○ No adequate sample for moderate/high risk year over year comparison</li> </ul> </li> </ul>

# ANNUAL PERFORMANCE UPDATE REPORT

## Developments:

- Alarm handling has sustained the increase realized in Spring 2024, initially with hiring of new dispatchers.
- In October of 2024, Fire Station Alerting system was implemented via Emergency Dispatch Center. The system has provided some efficiency, but also created additional challenges with alarm handling.
  - The Emergency Dispatch Center supported an upgrade to an IP system, implemented in January 2026, which will allow direct alerting without the delays of call accumulation in a queue.
- Response data now includes low priority responses by Lee County EMS as of October 2024.
  - The District now has the ability to capture a true call volume inclusive of EMS calls that are responded to by Lee County EMS (LCEMS); and individually acquire response data
  - The District has restructured analytics with a fourth minimum risk category going back to January 2024. The ERF for this category is two (2), and only accounts for LCEMS response without the District's units
  - EMS Low risk category now has an ERF of four (4), with all units being captured in data. Previously, data only reflected the District's portion of two (2)
  - EMS Moderate risk category now has an ERF of five (5), with all units being captured in data. Previously, data only reflected the District's portion of two (2)
- The District continues to explore the updates of planning and response zones, and other components of GIS enhancement for the future.
- The District is in the process of revising benchmarks for EMS risk category response to align with multi-agency response data trends.

## ANNUAL PERFORMANCE UPDATE REPORT

Benchmarks	Fire Suppression	EMS	Rescue	Hazmat	Marine
Alarm Handling	1:04	1:04	1:04	1:04	1:04
Turnout Time	1:20	1:00	1:20	1:20	10:00
Travel Time 1 <sup>st</sup> Unit (and Min. Risk)	4:00	4:00	4:00	4:00	18:00
Travel Time ERF (Moderate Risk)	8:00	8:00	8:00	8:00	18:00
Travel Time ERF (High Risk)	10:10	10:10	10:10	10:10	23:00
<b>Total Response Time 1<sup>st</sup> Unit (and Min. Risk EMS;)</b>	6:24	6:04	6:24	6:24	29:04
Total Response Time ERF (Moderate Risk)	10:24	10:04	10:24	10:24	34:04
Total Response Time ERF (High Risk)	12:34	12:14	12:34	12:34	34:04

### Total Response Times for EMS and Fire by Zone

	2024 EMS	2025 EMS	2024 Fire	2025 Fire
Zone 71	10.7 minutes	11.3 minutes	11.8 minutes	9.5 minutes
Zone 72	12.9 minutes	13.2 minutes	12.1 minutes	12.6 minutes
Zone 73	10.3 minutes	11.6 minutes	10.5 minutes	9.4 minutes
Zone 74	9.9 minutes	10.7 minutes	9.4 minutes	8.4 minutes
Zone 75	10.2 minutes	11.1 minutes	10.4 minutes	8.6 minutes

Item Summary: (Matches entry in the General Summary section)

# ANNUAL PERFORMANCE UPDATE REPORT

2025							
	Count	Alarm Handling	Turnout 1 <sup>st</sup> Unit	Travel 1 <sup>st</sup> Unit	ERF Travel	Total Response 1 <sup>st</sup> Unit	Total Response ERF
<b>Fire Suppression</b>							
Low	827	2:45	1:52	7:17		10:28	
Mod	30	3:14	1:20	6:02	11:05	9:32	13:49
High	17	2:57	1:22	5:40	24:10	8:11	26:30
<b>EMS</b>							
Min	5,337	2:44	1:59	11:23		13:18	
Low	4,622	3:20	1:39	6:57	11:08	10:26	14:27
Mod	132	2:34	1:14	5:50	8:01	8:02	10:07
High							
<b>Hazmat</b>							
Low	28	3:46	1:46	7:28		11:39	
Mod	3	3:23	1:38	7:05		11:42	
High							
<b>Rescue Services</b>							
Low	433	3:00	1:34	6:32		9:21	
Mod	75	3:02	1:14	5:04	9:54	7:37	12:42
High							
<b>Marine</b>							
Low	3	3:10	2:55	10:07		16:12	
Mod/High							

# ANNUAL PERFORMANCE UPDATE REPORT

## 2024 (for Consecutive Annual Comparison)

	Count	Alarm Handling	Turnout 1 <sup>st</sup> Unit	Travel 1 <sup>st</sup> Unit	ERF Travel	Total Response 1 <sup>st</sup> Unit	Total Response ERF
<b>Fire Suppression</b>							
Low	986	3:08	2:07	7:37		11:02	
Mod	40	3:14	1:20	5:41	11:45	9:07	15:04
High	23	3:33	1:18	6:57	11:03	10:08	14:42
<b>EMS</b>							
Min	2,356	3:12	1:59	9:30		12:07	
Low	4,471	3:12	1:54	7:10	8:16	10:40	11:44
Mod	142	2:33	1:40	5:22	6:37	8:11	9:32
High							
<b>Hazmat</b>							
Low	45	3:04	1:44	6:30		10:38	
Mod	8	2:40	2:01	7:04		9:51	
High	2	4:07	1:08	5:44		9:35	
<b>Rescue Services</b>							
Low	406	2:51	1:44	7:16		10:01	
Mod	58	3:31	1:32	6:24	7:39	9:42	10:41
High	4	5:42	1:33	8:02		13:03	
<b>Marine</b>							
Low	6	5:56	2:54	13:52		16:60	
Mod/High							

# ANNUAL PERFORMANCE UPDATE REPORT

## Gap Tables (Insert YEAR)

*Note: The gaps are the difference between the baseline and benchmark total response times.*

### (Insert YEAR) Low Risk Fire Suppression Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	10:28	6:24	4:04	827

### (Insert YEAR) Moderate Risk Fire Suppression Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	9:32	6:24	3:08	30
ERF	Urban	13:49	10:24	3:25	12

### (Insert YEAR) High Risk Fire Suppression Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	8:11	6:24	1:47	17
ERF	Urban		12:34		6

### (Insert YEAR) Min Risk EMS Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	13:18	6:04	6:54	5337

### (Insert YEAR) Low Risk EMS Response Times

1 <sup>st</sup> Due	Urban	10:26	6:04	4:22	4622
ERF	Urban	14:27	10:04	4:23	4570

### (Insert YEAR) Moderate Risk EMS Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	8:02	6:04	1:58	132
ERF	Urban	10:07	10:04	0:03	126

### (Insert YEAR) High Risk EMS Suppression Response Times

## ANNUAL PERFORMANCE UPDATE REPORT

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban		6:04		
ERF	Urban		12:14		

### Gap Tables (Insert YEAR)

#### (Insert YEAR) Low Risk Hazmat Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Amount
1 <sup>st</sup> Due	Urban	11:39	6:24	5:15	28

#### (Insert YEAR) Moderate Risk Hazmat Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban		6:24		3
ERF	Urban		10:24		1

#### (Insert YEAR) High Risk Hazmat Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban		6:24		1
ERF	Urban		10:24		0

#### (Insert YEAR) Low Risk Rescue Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	9:21	6:24		433

#### (Insert YEAR) Moderate Risk Rescue Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban	7:37	6:24	1:13	75
ERF	Urban	12:42	10:24	2:18	70

#### (Insert YEAR) High Risk Rescue Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
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## ANNUAL PERFORMANCE UPDATE REPORT

1 <sup>st</sup> Due	Urban		6:24		
ERF	Urban		12:34		

### Gap Tables (Insert YEAR)

#### (Insert YEAR) Low Risk Marine Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban		29:04		3

#### (Insert YEAR) Moderate/High Risk Marine Response Times

1 <sup>st</sup> /ERF	Urban/Rural	Baseline	Benchmark	Gap	Count
1 <sup>st</sup> Due	Urban		29:04		
ERF	Urban		34:04		

# ANNUAL PERFORMANCE UPDATE REPORT

## District Incident Concentration Map (2025)

