

VICTORIA FIRE DEPARTMENT

Mission

To Preserve Life and Property with Dedicated and Caring Service.

Vision

The Leader in Emergency Service Excellence.

Response Goals

Turnout Time of ≤ 80 Seconds for Fire Calls – 90% of Time

Turnout Time of ≤ 60 Seconds for EMS Calls – 90% of Time

Response Time of ≤ 5 Minutes for Priority Emergency Calls (City) – 90% of Time

Full Alarm Response to Structure Fires (City) ≤ 9 Minutes – 90% of Time

Response Time of ≤ 4 Minutes, for the arrival of the 1st Unit capable of delivering BLS Care – 90% of Time

Response Time of ≤ 8 Minutes, for the arrival of the 1st Unit capable of delivering ALS Care – 90% of Time

Performance Goals

Confine Fires to the Room of Origin at Incipient Level Fires (City) – 90% of Time

Emergency Unit Availability – 75% of Time

Maintain a Property Saved to Loss Ratio (City) – Greater than 95%

Achieve Critical Care Benchmarks – 90% of Time

Achieve Fire Stat Benchmarks – 90% of Time

Call Processing Time for 911 Calls ≤ 90 Seconds – 90% of Time