



South Walton Fire District Performance Measures FY2025

Program	Standard	References	Adopted Performance Measure	Problem the program was designed to address	Expected Benefit of the Program	ACTUAL PERFORMANCE 10/1/24- 9/30/25
E M E R G E N C Y S E R V I C E S	Turnout time for fire suppression incidents *1	Established SWFD bench marks	SWFD has adopted a performance measure of a 160 second turnout time for fire suppression incidents at least 90% of the time.	The SWFD provides firefighting and emergency medical services to residents and visitors of the South Walton community. This is provided to protect lives, property and the environment.	The expected benefits of fire suppression and emergency medical response is the protection of life, property and the environment. To provide this benefit and as required in the Florida Administrative Code 69A-62.006 Requirements for Recognition as a Fire Department, the SWFD has the capability of providing fire protection and emergency medical care 24 hours a day/7 days a week with a sufficient number of qualified firefighters who are employed full-time and who have successfully completed the Florida State basic firefighting course, or equivalent, as provided by the Florida State Bureau of Fire Standards and Training.	Turnout time at 90th percentile = 197 seconds
	Travel time - First Engine to arrive at a building or structure fire type incident	Established SWFD bench marks	SWFD has adopted a goal of <600 seconds travel time for the arrival of the first engine/truck company at a fire suppression incident at least 90% of the time.			SWFD travel time at 90th percentile =610 seconds
	Initial Full Alarm - Effective Response Force *2	Established SWFD bench marks	SWFD has adopted < 1,320 second travel time for the entire initial alarm assignment 90% of the time.			SWFD travel time FULL ALARM ASSIGNMENT 90th percentile =1,277 seconds
	Maintain sufficient firefighters on front-line suppression apparatus trained to the Florida Firefighter II	State of Florida minimum qualifications for professional firefighters Minimum SWFD staffing	SWFD has adopted a performance standard to maintain three (3) firefighters on all front-line suppression apparatus trained to the Florida Firefighter II Level 95% of the time			All primary fire suppression apparatus maintained at least three (3) firefighters 100% of the time
	All SWFD firefighters shall be certified as either Florida EMT Basic or Paramedic.	State of Florida minimum qualifications for Emergency Medical Technicians and Paramedics.	100% of all SWFD firefighters shall be certified as either Florida EMT Basic or Paramedic.			All SWFD firefighters are certified to the EMT or Paramedic level 100 % of the time
	Minimum of five (5) ALS ambulances operational 95% of calendar year	SWFD daily operational standards	SWFD will maintain five (5) advanced life support ambulances in service at least 95% of a calendar year			SWFD maintained five (5) advanced life support ambulances over 95% of the calendar year
	Paramedics will be certified in Pediatric Advanced Life Support (PALS)	Current Local 3516 CBA language for Paramedic qualification	80% of all SWFD Paramedics shall hold a current Pediatric Advanced Life Support (PALS) certification			All SWFD paramedics are certified in Pediatric Advanced Life Support (100%)
	Travel time - First Advanced Life Support unit to arrive on scene of medical incident measured from time of unit dispatch to time of on scene arrival	Adopted SWFD Performance Measures	SWFD has adopted a performance standard to have a first ALS unit response time of <780 seconds 90% of the time for 911 initiated medical emergencies (Charlie, Delta, & Echo Level) All interfacility Transfers are excluded			90th percentile = 702 seconds
	Emergency Interfacility Transfer Wait Times	Adopted SWFD Performance Measures	SWFD has adopted an Emergency Transfer Interfacility hospital wait time Performance Measure of <60 min at the 90th percentile annually			SWFD Interfacility hospital wait time 51.18 minutes at 90th percentile
Turnout time for emergency medical services incidents	Adopted SWFD Performance Measures	SWFD has adopted a turnout time of < than 160 seconds 90% of the time for medical emergencies. All Citizen Assist / Service Calls and all Emergency and Non Emergency Interfacility Transfers are excluded	90th percentile = 144 seconds			

*1 Turnout time for fire suppression incidents includes all NIFRS 100, 200, 400 (except 462), and 700 series incident types

*2 An effective response force for an initial alarm to a structure/building fire shall be a minimum of three (3) suppression apparatus to include one truck company along with two (2) rescue companies and one (1) chief officer for a total of 14 firefighters trained to the Florida Firefighter II level.



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T E C H N I C A L R E S C U E	Maintain sufficient personnel trained to the Operations level in Rope Rescue	FLUSAR Rope Rescue Operations qualifications	SWFD shall maintain a minimum of eighteen (18) personnel trained to the Ops level in Rope Rescue	The growth and urbanization of the South Walton community has increased the incidence of complex emergencies that require a special operations response. Additionally, the proximity to the Gulf of Mexico presents the need for urban search and rescue services secondary to active hurricane seasons.	The SWFD maintains properly trained personnel to respond to and mitigate complex emergencies on a daily basis as well as to deploy as a state asset during natural or manmade disasters.	26 members trained to the Operations level or above for Rope Rescue.
	Maintain sufficient personnel trained to the Operations level in Confined Space rescue	FLUSAR Confined Space Operations qualifications	SWFD shall maintain a minimum of eighteen (18) personnel trained to the Ops level in Confined Space			27 members trained to the Operations level or above for Confined Space Rescue.
	Maintain sufficient personnel trained to the Operations level in Vehicle & Machinery rescue	FLUSAR Vehicle & Machinery Operations qualifications	SWFD shall maintain a minimum of eighteen (18) personnel trained to the Ops level in Vehicle & Machinery			27 members trained to the Operations level or above for Vehicle & Machine Rescue.
	Maintain sufficient personnel trained to the Operations level in Structural Collapse	FLUSAR Structural Collapse Operations qualifications	SWFD shall maintain a minimum of eighteen (18) personnel trained to the Ops level in Structural Collapse			25 members trained to the Operations level or above for Structural Collapse Rescue.
	Maintain sufficient personnel trained to the Operations level in Trench Rescue	FLUSAR Trench Rescue Operations qualifications	SWFD shall maintain a minimum of eighteen (18) personnel trained to the Ops level in Trench Rescue			26 members trained to the Operations level or above for Trench Rescue.
	Maintain sufficient LTRT qualified personnel on shift to affect an immediate response	FLUSAR qualifications / SWFD DES staffing	SWFD shall maintain at least three (3) personnel trained to the Ops level in all five USAR disciplines available for immediate response 95% of time			Scoring pulled from Vector Scheduler staffed at a minimum of three (3) members at 97% of reporting period.
	Achieve a successful State FLUSAR Operational Readiness Evaluation score	FLUSAR Operational Readiness Evaluation	SWFD will maintain a score of >80% on the FLUSAR Annual Operational Evaluation			SWFD Operational Readiness completed on July 4th 2025 scored at 95%



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T R A I N I N G	Training - Firefighter	Insurance Services Office (ISO) Public Protection Classification Program and the Fire Suppression Rating Schedule	An average of 70% or higher completion rate of training hours as required by ISO for those in the Firefighter job classification. This includes 18 hours of facility, 6 hours of HAZMAT, and 192 hours of company training annually.	Qualitative training to maintain and improve the firefighter NFPA required knowledge, skills, and abilities	To provide progressive levels of performance required at the level of firefighter responsibility enabling the firefighter to learn new skills and techniques to make their jobs safer. Training enables the firefighter to respond more efficiently, reducing property damage caused by fires	Facilities training = 150% compliance (1,326/882) Hazmat Training = 84% (246/294) Company Training = 95% (8913/9408)
	Training - Driver/Operator and Sergeant	Insurance Services Office (ISO) Public Protection Classification Program and the Fire Suppression Rating Schedule	An average of 70% or higher completion rate of training hours as required by ISO for those in the Driver/Operator and Sergeant job classification. This includes 12 hours of Driver, 18 hours of facility, 6 hours of HAZMAT, and 192 hours of company training annually.	Qualitative training to maintain and improve the firefighter NFPA required knowledge, skills, and abilities	To provide progressive levels of performance required at the level of driver / apparatus operator responsibility. Training enables the driver / operator to respond more efficiently, reducing property damage caused by fires	Driver Training = 521% (1376/264) Facilities Training = 208% (827/396) Hazmat Training = 147% (194/132) Company Training = 91% (3859/4224)
	Training - Officer	Insurance Services Office (ISO) Public Protection Classification Program and the Fire Suppression Rating Schedule	An average of 70% or higher completion rate of training hours as required by ISO for those in the Lieutenant job classifications. This includes 12 hours of officer, 18 hours of facility, 6 hours of HAZMAT, and 192 hours of company training.	Qualitative training to maintain and improve the firefighter NFPA required knowledge, skills, and abilities	To provide progressive levels of performance required at the various levels of officer responsibility. Training enables the Officer to respond more efficiently, reducing property damage caused by fires	Officer Training = 278% (601/216) Facilities Training = 258% (837/324) Hazmat Training = 161% (174/108) Company Training = 95% (3283/3456)



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B E A C H S A F E T Y	Maintain United States Lifesaving Association (USLA) - Advanced Agency Certification	United States Lifesaving Association Standards	The SWFD Beach Safety program has adopted the goal of maintain the USLA Advanced Agency Certification	<p>The presence of a large population in close proximity to the Gulf of Mexico, Choctawhatchee Bay and coastal lakes creates a potential hazard with a high risk for injury or death.</p>	<p>The SWFD Beach Safety program provides prevention, education and emergency response resources to our citizens and visitors. This ensures the program meets the high standards which the USLA requires of lifeguarding agencies and provides a level of quality assurance to the community and agency partners.</p>	All annual certification standards met or exceeded. Certification status valid through 2026.
	Retain a trained, certified, and capable lifeguard workforce	United States Lifesaving Association	SWFD requires 95% of all lifeguard staff to be certified to the USLA Open Water Lifesaving standard.			100% of all staff certified
	Retain lifeguards trained to Basic Cardiac Life Support & AED Certification	American Safety and Health Institute (ASHI) or American Heart Association (AHA)	SWFD requires 95% of all lifeguard staff to be certified to current BLS/AED cert.			100% of all staff certified
	Retain seasonal lifeguards qualified to the Emergency Medical Responder (EMR) Certification	American Safety and Health Institute (ASHI)	SWFD requires 95% of all seasonal lifeguard staff to be certified to a minimum of the ASHI EMR standard.			100% of all staff certified
	Retain lifeguards trained to operate All-Terrain Vehicles safely	VFIS Insurance Training Program	SWFD requires 95% of lifeguard staff to complete the VFIS ATV training program.			100% of all staff certified
	Retain full-time lifeguards trained to Emergency Medical Technician State of Florida certification	State of Florida, Department of Health standards for EMT Basic	SWFD has adopted the goal of 70% of full-time lifeguard staff to be certified to the Florida EMT Basic certification.			57.69%; (15 of 26 personnel are EMT certified) with thee (3) more in school at reporting time; 18 of 26 or 69.23%
	Provide preventative measures to reduce the number of water related emergencies along beaches.	Walton County Beach Safety Agreement	SWFD will provide preventative measures to the public to reduce potential beach/water related emergencies.			Robust on-site, in person communications, roving communications across unguarded beaches, Flag system via text program; aggressive social media growth
	Increase public safety by educating beach patrons on the risks associated with rip currents and other beach related dangers	Walton County Beach Safety Agreement	SWFD will enhance public safety by educating beach patrons on the risks associated with rip currents and other beach related dangers			Robust on-site, in person communications, roving communications across unugrdded beaches, Flag system via text program; aggressive social media growth



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9 1 1 C O M M U N I C A T I O N S	911 call answering time	Florida Administrative Code 60FF-6.005, NFPA 1221, and NENA	SWFD has adopted a performance goal of 90% of 911 calls to be answered within 15 seconds and 95% to be answered within 20 seconds*	Delayed notification of emergency responders	Reduction in reaction time from notification of an emergency to the Emergency Communications Center to arrival of SWFD emergency responders.	98% of 911 calls answered within 15 seconds. 100% of 911 calls answered within 20 seconds.
	Emergency 911 call time processing	Established SWFD bench marks	SWFD has adopted a performance goal to have 55% of emergency calls saved in CAD from time of call creation to completion in < 60 seconds*	Delayed notification of emergency responders	Reduction in reaction time from notification of an emergency to the Emergency Communications Center to arrival of SWFD emergency responders.	98.8% of emergency calls saved in CAD within 60 seconds.
	Emergency dispatching time	Established SWFD bench marks	SWFD has adopted a performance goal to dispatch 70% of calls within 60 seconds from the time the call is saved in CAD*	Delayed notification of emergency responders	Reduction in reaction time from notification of an emergency to the Emergency Communications Center to arrival of SWFD emergency responders.	58.5% of emergency calls dispatch within 60 seconds.
	Minimum staffing - emergency communications center	NFPA 1221, SWFPFFA Collective Bargaining Agreement, and Florida Administrative Code 60FF-6.005	SWFD has adopted a performance goal to maintain a minimum of two (2) personnel on duty in the ECC, one (1) of which is EMD certified, 99% of the time	Inadequate staffing to perform both emergency dispatching and call processing in the Emergency Communications Center	Provide for adequate staffing to provide emergency dispatching of SWFD personnel and 911 emergency and non-emergency call processing.	100%
<p>*Excludes the following call types : 33 – Transfer / Interfacility, 40 – Non-Emergency Transfer, 42 – Air Transfer, 53 – Citizens Assist / Service Call, 65 – Mutual Aid / Agency Assist, 67B – Burn Complaint, 79A – Missing Person, 90 – Call-In Basis, 91 – Fire Watch, 92 – Alarm Testing, 93 – Prescribed Burn, 94 – Information Only, 94A – Hydrants, 94B – Road Closure, 94C – District Coverage, 95 – Lifeguard Public Assist, 96 – Emergency Recall, 911 Hang-Up, 911 Rollover – Law Enforcement</p>						

NENA, APCO, FL standards are less stringent than NFPA



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F I R E P R E V E N T I O N	Plans Review	Florida Fire Prevention Code (FFPC) which consist of NFPA 1, NFPA 101, F.S. (Florida Statute) 633, & F.A.C. (Florida Administrative Code) Chapter 69A. SWFD Resolution #15-05	Goal is 95% of all plans are to be reviewed, and turned around to submitter within 21 days of receipt	Review of building plans, fire protection system plans, and site plans. Building plans are reviewed for exits, emergency lighting, occupant load, occupancy classification and other life safety requirements.	Ensuring properties meet the required fire life safety codes which provides a safer environment for the property owner, the employees, customers and our own men and women that may have to respond to the property.	Average time to review/complete plans submitted was 11.2 calendar days or 8.6 business days
	Commercial Occupancy Fire and Life Safety Inspections	Florida Fire Prevention Code (FFPC) which consist of NFPA 1, NFPA 101, F.S. (Florida Statute) 633, & F.A.C. (Florida Administrative Code) Chapter 69A. SWFD Resolution #15-05	Goal is to complete 1,800 commercial occupancy inspections completed annually (target 150 monthly)	The program was designed to ensure commercial properties are adhering to and complying to the fire life safety requirements for the State of Florida.	Ensure that commercial properties are in compliance with the fire life safety codes. This directly correlates to reducing the risk of fire, reducing the risk of interrupting commerce and reducing the risk of injury or death from fire.	2,252 commercial inspections completed throughout period averaging 187.6 commercial inspections per month.
	Professional Pyrotechnic Permitting	SWFD Fireworks Display Ordinance 2010-01 which is in conjunction with NFPA 1123 Code for Fireworks Display in conjunction with Florida State Statute 791 SALE OF FIREWORKS	Goal is to permit 99% of all commercial fireworks displays within 15-day's of submittal	Ensure commercial fireworks displays were being conducted as required by the SWFD Fireworks Display Ordinance 2010-01	Ensure all commercial fireworks displays are properly reviewed/inspected/approved which helps reduce the risk of fire/property damages and helps reduce the risk of injury or death to the pyrotechnician, the customers or the SWFD personnel that may have to respond	There were 44 commercial fireworks displays permitted throughout this period with average fireworks permits approved/permitted in 7.1 days
	Outdoor Special Event Permitting	Walton County Ordinance 2008-29	Goal is to permit 99% of all outdoor special events received within the 45-day submittal period as specified with Walton County Ordinance 2008-29	Designed so that emergency services have awareness of all outdoor special events which may impact traffic, health and safety and emergency responses.	Ensure the safety of all the participants and the event staff. Also, to ensure that outdoor special events do not pose a safety hazard to the others that may not be associated with the event. This helps reduce the risk of fire/property damages and helps reduce the risk of injury or death to the event staff, the participants or the SWFD personnel that may have to respond	There were 115 events that met the criteria for outdoor event permitting. In accordance with the Walton County Planning Department, all applications were received at least 45 days in advance of their event date. Permitting times vary depending on whether the event requires an additional meeting with emergency services. Regardless, all events were permitted within the 45 days of the event date.



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C O M M U N I T Y R I S K R E D U C T I O N	Conduct Community CPR & AED courses	ASHI and AHA Certification	Conduct a minimum of (12) Community CPR & AED courses per fiscal year reaching at least 120 students	Prepares the public to perform CPR, use AED, and treat choking on adults, children, and infants. Objective is to have bystanders who perform effective CPR/AED before first-responders arrive, giving the patient the best possible outcome	The community benefits by having more trained bystanders within the South Walton community, thus a better possible outcome from sudden cardiac arrest	SWFD conducted 48 CPR/AED classes with 1,088 students instructed
	Promote community risk reduction messaging on various SWFD social media platforms	Facebook 32K Followers as of 8/1/22 Instagram 4K Followers as of 8/1/22 Twitter 4K Followers as of 8/1/22 TikTok 1K Followers as of 8/1/22 YouTube 70 subscribed as of 8/1/22	Push a minimum of thirty (30) unique community risk reduction posts on social media platforms monthly (360 annually)	Programs, actions, and services used to prevent or mitigate the loss of life, property, and resources associated with safety, fire, and other disasters.	A strategic and integrated program focused on reducing the occurrence and impact of local risks to reduce the occurrence of fire and reduce the frequency of trauma, drownings and preventable injuries	Unique Social Media posts = 1,916 annually 159 social media posts each month
	Create and publish a Fire District annual report	SWFD Annual Report	Produce and publish an organizational annual report each calendar year.	Inform the community about fire district programs, annual response activity, revenue and expenditures, and organizational accomplishments	Promote transparency and open communication. SWFD will publish an annual report summarizing the past year's goals, accomplishments, and activities in order to provide the public a general overview of the District's recent major events	Annual Report for 2024 was created and published April 2025
	Preschool and Elementary Fire Prevention curriculum, Station and Truck tours, and special events	NFPA Education Message Advisory Committee	Conduct a minimum of ten (10) school visits providing fire prevention curriculum each calendar year	All forms of friendly firefighters curriculum allow children and adults to encounter firefighters in a positive setting. The objective is to make firefighters more approachable, which ensures children will feel more comfortable relying on firefighters in any type of emergency.	The public benefits from this information when they incorporate these practices into their daily lives and modify unsafe behaviors after being taught safer behaviors.	Conducted 15 fire prevention programs at various schools/day cares and reached over 1150 students delivering the National Fire Prevention "Theme" message at each program in addition to the standard fire prevention safety messaging
	Establish and maintain a Junior Lifeguard Program	Contractual agreement with Walton County to provide Beach Safety and Lifeguard services	The District will conduct an annual Junior Lifeguard Program with a performance goal of reaching one hundred twenty (120) children between the ages of 9 - 15	Prepares participants with surf rescue techniques, physical fitness, surf lifesaving competition skills, understanding surf conditions and marine life as well as First Aid CPR & AED	The community benefits by having youth trained in recognizing dangerous surf conditions, an understanding of the beach flag warning system, and being trained in First Aid, CPR, AED and general water rescue technics. This program also provides a pathway for participants to become exposed to SWFD careers and creates added value with the potential for future employment.	2025 Junior Lifeguard program trained 185 children



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FLEET	Fleet Replacement Cycle - Engines	Established internal best practices of SWFD and NFPA 1911	Replacement of front line Engines at least every 11 years.	Unanticipated large capital expenditures due to catastrophic failure of parts and maintenance of adequate front line and reserve fleet for operational needs.	Predictable Capital replacement cycle of units and reduced out of service time of front line apparatus	100% Compliant
	Fleet Replacement Cycle - Aerial Apparatus	Established internal best practices of SWFD and NFPA 1911	Replacement of front line Aerial Apparatus at least every 15 years.	Unanticipated large capital expenditures due to catastrophic failure of parts and maintenance of adequate front line and reserve fleet for operational needs.	Predictable Capital replacement cycle of units and reduced out of service time of front line apparatus	100% Compliant
	Fleet Replacement Cycle - Ambulances	Established internal best practices of SWFD and NFPA 1911	Replacement of front line Ambulances at least every 6 years.	Unanticipated large capital expenditures due to catastrophic failure of parts and maintenance of adequate front line and reserve fleet for operational needs.	Predictable Capital replacement cycle of units and reduced out of service time of front line apparatus	100% Compliant
	Preventative Maintenance - Engines and Aerial Apparatus	Established internal best practices of SWFD, Manufacturer recommendations, and NFPA 1911	Preventative maintenance and inspection conducted at least every 6 months	Failure of front line apparatus outside of the adopted replacement cycle	Increase longevity/useful life of unit and reduce unanticipated failure during emergency operations. Additional useful life as a reserve unit after it is taken out of front line service	100% Compliant
	Preventative Maintenance - Ambulances	Established internal best practices of SWFD, Manufacturer recommendations, and NFPA 1911	Preventative maintenance and inspection conducted at least every 3 months	Failure of front line apparatus outside of the adopted replacement cycle	Increase longevity/useful life of unit and reduce unanticipated failure during emergency operations. Additional useful life as a reserve unit after it is taken out of front line service	100% Compliant