

# PORTLAND FIRE & RESCUE

Annual Performance Report

Fiscal Year 2024-2025





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### Fiscal Year 2024-2025

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# Overview

## Our Mission

We keep all communities protected through a combination of prevention, community health programs, and all-hazard response to fire, medical, natural disaster, and other emergencies.

## Our Vision

All communities are safe from fire, medical, and other emergencies.

## Our Values

**Excellence** – We are prepared to provide the appropriate response to every emergency.

**Accountability** – We earn trust by being accountable for what we say and do.

**Resilience** – We are ready for the future with sustainable practices and infrastructure.

**Prevention** – We proactively create a safe and healthy environment for all.

**Equity** – We challenge ourselves to create an equitable environment for all.

**Collaboration** – We collaborate with partners to best serve our community.

Within the State of Oregon, Portland Fire & Rescue (PF&R) is the largest fire and emergency services provider serving the city of Portland and the regional metropolitan area. In addition to responding to fire, medical, and other emergency incidents, PF&R provides critical public safety services, including fire prevention and public education. PF&R serves over 615,000 residents. In Fiscal Year (FY) 2024-25, PF&R responded to 89,422 incidents with just over 113,000-unit responses to these calls. PF&R is comprised of approximately 774 full-time equivalent (FTE) employees with an operating budget of \$192 million.

PF&R's emergency operations deployment model is a network of 31 fire and rescue stations strategically located throughout the city of Portland to maximize resources and provide the quickest possible response times to cover 160 square miles.

PF&R is an all-hazards emergency response agency, providing the public with critical safety services 24 hours a day, 7 days a week (24/7). PF&R operates 29 engine companies, 10 ladder truck/quint companies, four fireboats, three rescues, one heavy rescue, and four squad units. This includes two specialized units for Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) response and a specialized unit for Hazardous Materials.

Aside from emergency operations, the bureau staffs the Prevention Division under direction of the Fire Marshal. This group includes inspections, plan review, investigations, and public education. The Medical Services & Training Division facilitates onboarding new recruits and provides continuing education to all members, as well as medical oversight and report auditing. The Management Services Division, under the Deputy Director's management, includes Business Services and Logistics, providing internal support to the bureau's public-facing services.

## Response Highlights

PF&R must ensure its emergency response companies are available to respond to the most critical fire, medical, and other hazardous emergencies in the city. The growing call volume is not sustainable, and PF&R must identify strategies to reduce strain on frontline resources and ensure the right responder is responding to the call. Moving in this direction will require collaboration with City, County, and community partners, and investments in innovations such as Community Health Assess & Treat (CHAT) units, triaging response calls for appropriate responder, and nurse triage.

Incidents (Situation Found)	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Total number of incidents	88,089	87,532	91,581	92,046	89,422
Fire incidents	4,581	4,053	4,164	3,479	6,268
Medical incidents	54,463	52,930	54,923	54,484	28,904
Other incidents	29,045	30,549	32,494	34,083	54,250

Effective July 1, 2024, cancelled medical calls have been transferred from medical incidents (dispatched) to other incidents (situation found).

Emergency fire response is provided from 31 stations located throughout the city of Portland. Operationally, the Division Chief oversees three Deputy Chiefs who supervise four battalion districts. Each Battalion Chief, in turn, oversees 6-8 stations per district. Each engine and truck company are staffed with four personnel, and all personnel are trained at a minimum EMT-Basic level. Constant staffing is 171 firefighters daily and is staffed consistent with the National Fire Protection Association (NFPA) 1710. PF&R operates 29 engine companies, 10 ladder truck/quint companies, four fire boats, four squad units, three rescues, one heavy rescue, and additional support vehicles, such as wildland brush units.

Fires and Other High Priority Incidents	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Number of civilian deaths due to fires	10	10	3	11	5
Responses to high-priority incidents within 5:20 (turnout and travel)	49%	48%	44%	43%	42%
Structural fires where flame spread confined to room (no tents)	60%	62%	63%	66%	57%
90 <sup>th</sup> percentile response time to high-priority incidents	7:57	7:55	8:19	8:27	8:27
High-priority responses with a turnout of less than 80 seconds	47%	43%	40%	39%	36%

The Emergency Medical Services (EMS) system is a joint effort on the part of the City of Portland, Multnomah County, and private ambulance company American Medical Response. Multnomah County provides medical supervision for all fire and ambulance paramedics, including setting consistent standards and objectives for emergency care. This includes reviewing emergency medical protocols and providing medical oversight and guidance.

Every firefighter is an Emergency Medical Technician (EMT), trained to provide basic life support including Cardio-Pulmonary Resuscitation (CPR) and first aid. In addition, PF&R has certified

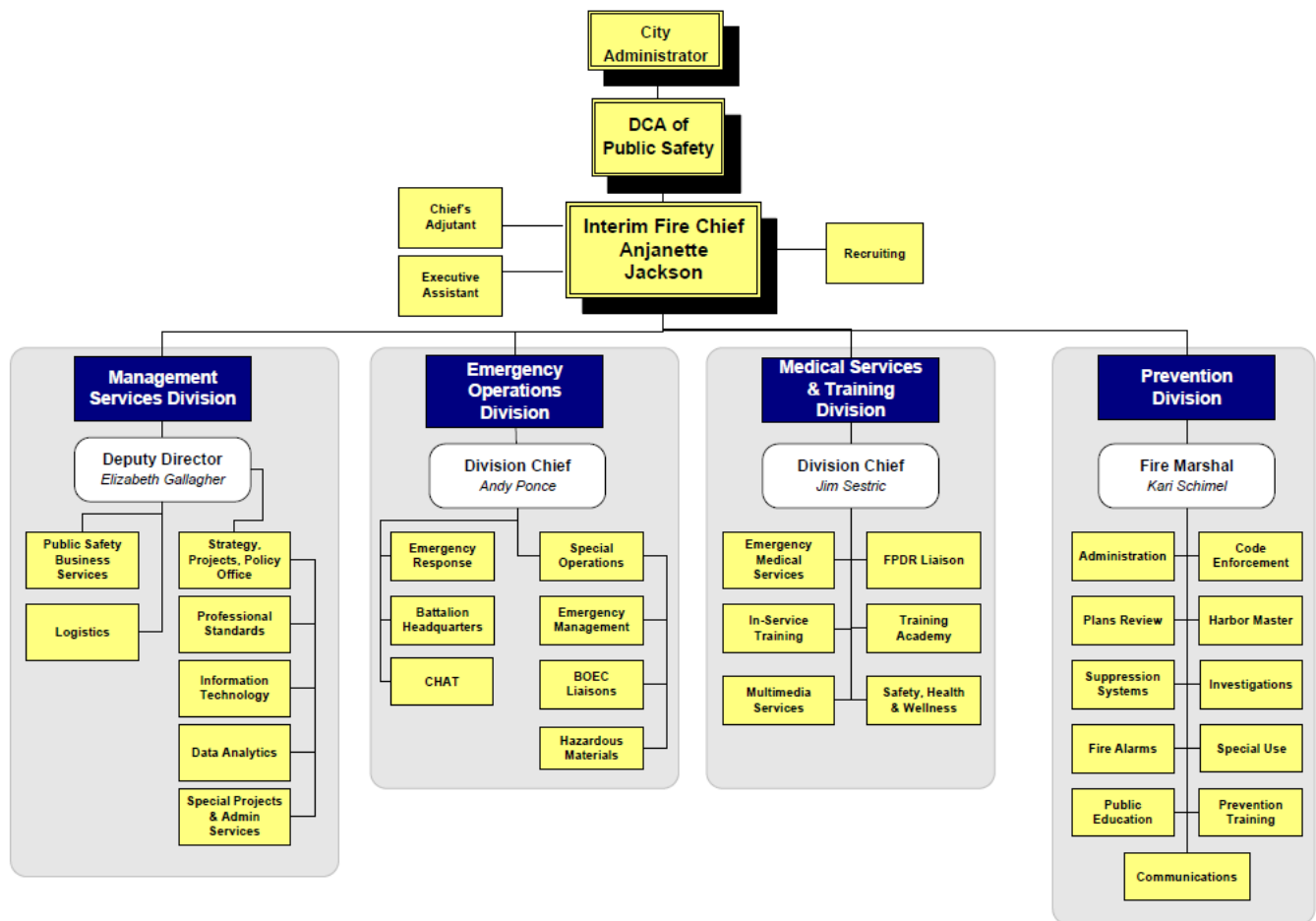
paramedics who are authorized to use advanced life-saving equipment and medication. PF&R tries to staff each front-line response unit with at least one paramedic as part of the company, providing Advanced Life Support service coverage throughout the city.

Emergency Medical Services	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Percent EMS Field ROSC (Return of Spontaneous Circulation) Overall (includes Asystole, PEA, VF)	26.8%	27.9%	34.0%	33.3%	31.8%

## Organization Chart

PF&R is headed by the Chief's Office which oversees the Management Services Division, the Emergency Operations Division, the Medical Services & Training Division, and the Prevention Division.

### PORTLAND FIRE & RESCUE



## Budget

Approximately 90 percent of PF&R’s operating budget (excluding capital outlay) is from the City’s General Fund. The General Fund is the City’s discretionary fund, which the City Council can allocate to any program or service. The General Fund is comprised largely of revenue from property taxes, utility license fees, business license fees, transient lodging taxes, and state taxes on liquor, cigarettes, and cannabis. PF&R also receives some grant funding for specific programs such as Community Health Assess & Treat (CHAT). Additionally, the Prevention Division generates revenue from inspection fees, plan review permits, and licenses, which cover some of the division’s expenditures.

### REVENUE

Fiscal Year	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
General Fund Discretionary	117,573,441	117,857,380	144,412,942	152,738,772	161,508,921
Fire Capital Fund	0	505,042	2,650,000	0	0
Interagency Agreements	10,629,937	12,097,328	14,552,906	17,632,188	19,153,563
Licenses & Permits	2,057,686	2,612,107	3,238,241	3,082,221	2,873,806
Charges for Services	1,731,419	1,999,632	2,188,656	2,015,395	2,172,460
Inter-Governmental	3,354,394	2,118,365	1,337,575	1,215,987	2,102,446
Grants	337,566	9,960,735	7,766,065	3,498,100	1,254,406
State Cost Sharing	0	0	0	0	2,113,743
Misc. & GF Overhead	388,080	326,524	397,552	423,957	530,706
<b>Total</b>	<b>\$136,072,523</b>	<b>\$147,477,113</b>	<b>\$176,543,937</b>	<b>\$180,606,620</b>	<b>\$191,710,052</b>

The largest share of PF&R’s operating budget is expenditures for personnel costs, with expenditures concentrated within the Emergency Operations Division as it has the largest number of the bureau’s employees.

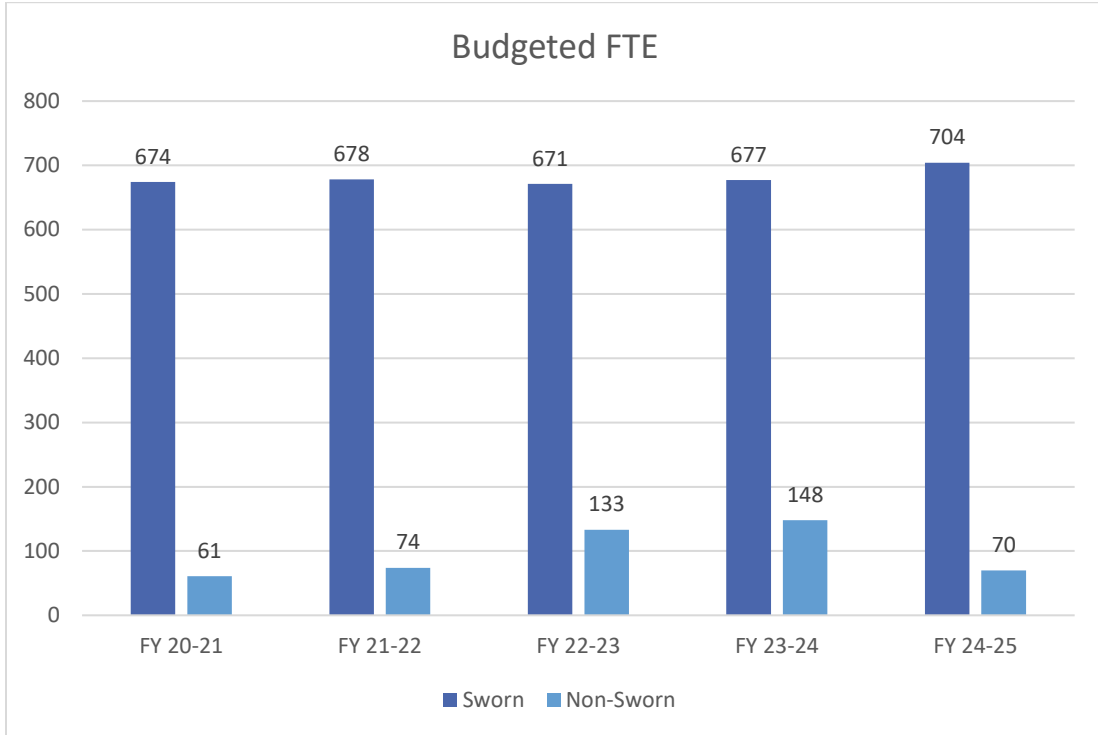
### EXPENSE

Fiscal Year	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Personnel Services	121,513,063	126,950,588	146,584,309	159,631,201	161,538,985
External Material & Services	6,325,760	7,280,511	11,224,493	9,425,061	11,337,481
Internal Material & Services	7,166,546	8,335,961	10,931,107	11,085,425	11,181,720
Capital Outlay-General Fund	0	4,431,600	5,124,028	464,933	7,651,866
Capital Outlay-Grants	1,067,154	0	0	0	0
Transfer to Fire Capital Fund	0	478,453	2,650,000	0	0
<b>Total</b>	<b>\$136,072,523</b>	<b>\$147,477,113</b>	<b>\$176,513,937</b>	<b>\$180,606,620</b>	<b>\$191,710,052</b>

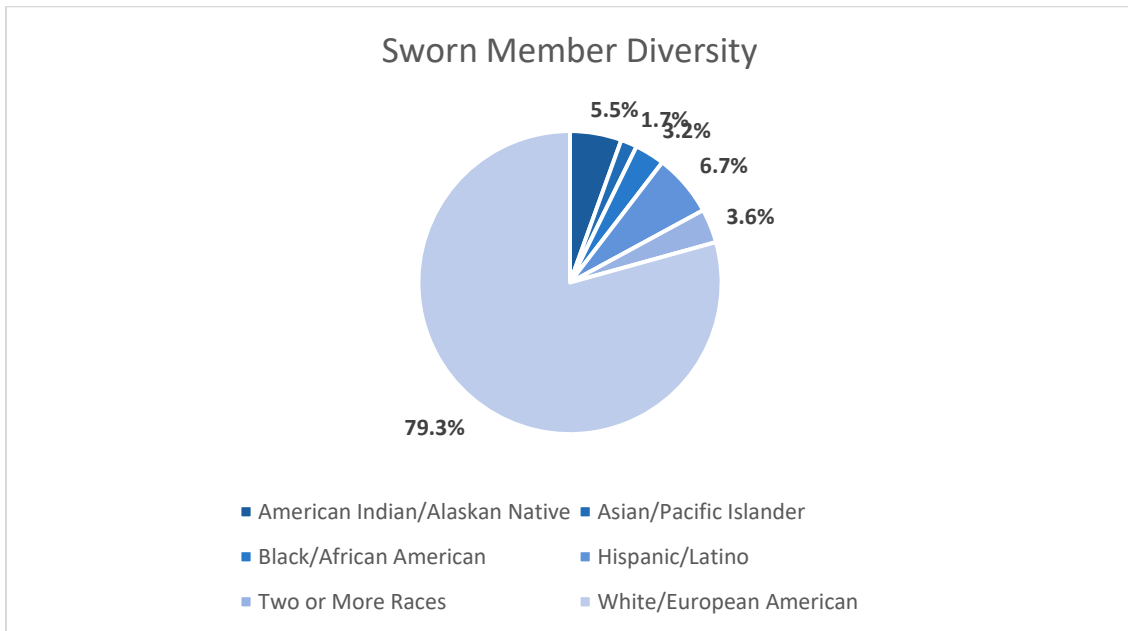
## Personnel

PF&R’s sworn personnel have increased by 23 Firefighter positions since FY 22. The number of non-sworn employees increased beginning in FY 20-21 as the Portland Street Response program was developed and continued to expand over FY 22-24. Effective July 1, 2024, (FY 24-25), the Portland Street Response program moved out of PF&R and is now housed in the Office of the Public Safety Deputy City Administrator. This explains the decrease in non-sworn personnel in the graph below. In

this same timeframe, the Community Health Assess & Treat (CHAT) program was developed and has continued to expand through FY 24-25.



PF&R tracks and monitors member demographics from the time of outreach and recruitment through the time of retirement. This aids in identifying which populations are potentially underserved in terms of employment opportunities within the fire service and provides feedback related to the effectiveness of bureau efforts to remove barriers and increase access for these groups.



## Annual Awards

The following employees were honored for Firefighter of the Year, Safe Driver of the Year, Medical Provider of the Year, and Civilian of the Year.

Firefighter of the Year  
Firefighter Travis Chipman



Safe Driver of the Year  
Firefighter Tim Spring



Medical Provider of the Year  
Firefighter Micah Fullerton



Civilian of the Year  
Administrative Specialist II Jake Sigler



## Chief's Office

The Chief's Office provides the overall leadership and direction of the bureau by establishing goals, determining priorities, and guiding the bureau's performance.

The Chief ensures PF&R complies with federal, state, and local regulations in the areas of fire suppression, emergency medical services, fire prevention, investigation, and disaster mitigation.

PF&R implemented an updated Strategic Plan for 2023-2025, organized around six priorities. During FY 2024-25, the bureau worked with the Public Safety Service Area to integrate this plan and bureau priorities into the combined Public Safety Strategic Plan, which will guide the bureau through 2030.

## All-Hazards Response – 24/7

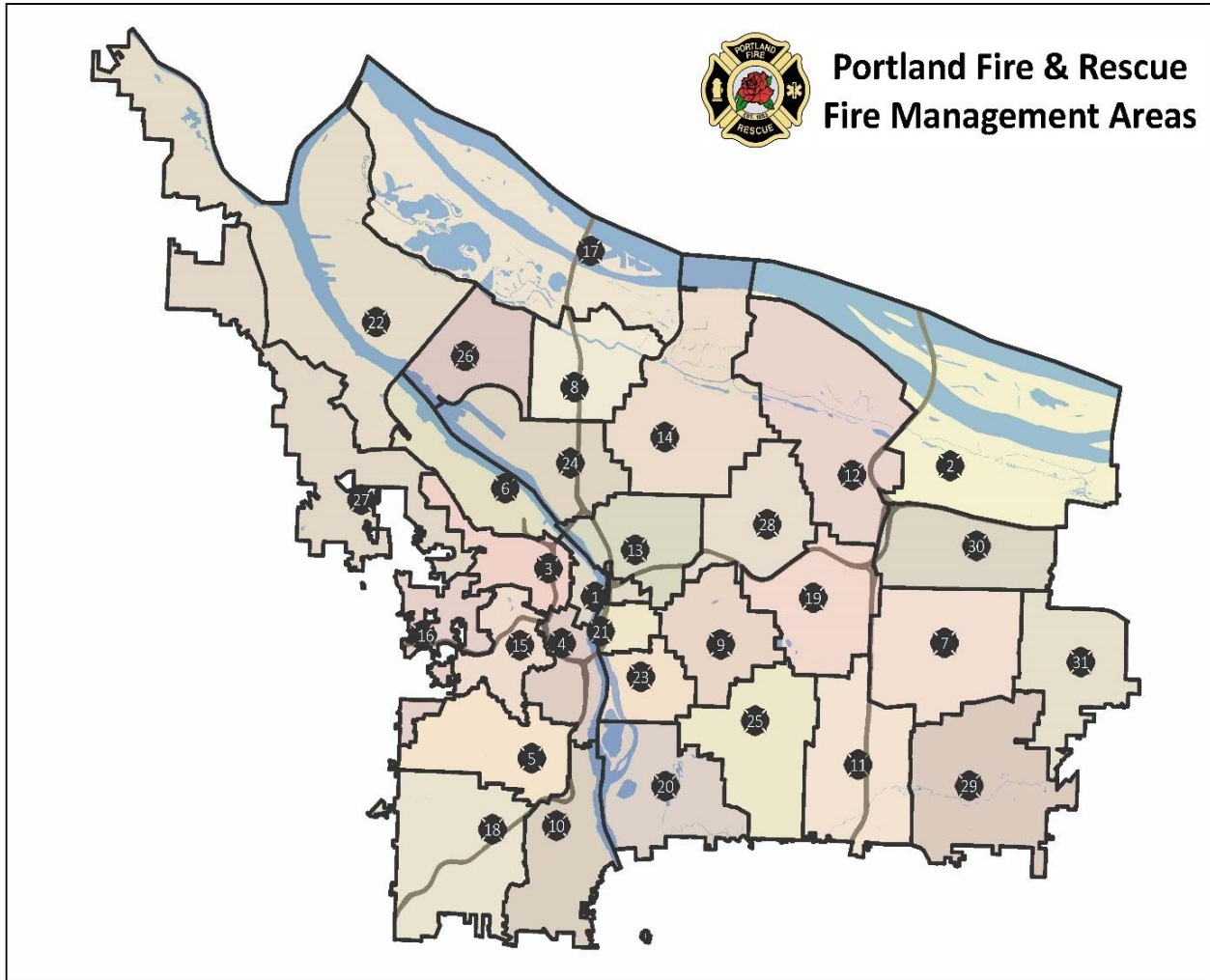
### Emergency Operations Network and Service Area



Emergency operations begin with a network of fire and rescue stations and apparatus positioned across the geographic service area. To the extent possible, PF&R assigns station and apparatus locations to allow for the fastest deployment of a safe and effective force to all areas of the City, in accordance with national fire service standards. Optimal network concentration is essential to minimize response time and, therefore, community risk.

All fire and rescue stations are classified as essential facilities by ORS 455.447. Fire Management Areas (FMA) are station borders identified for the purpose of emergency response and non-emergency functions, such as community emergency services and other administrative purposes.

PF&R has 31 fire stations which are allocated across the city of Portland into 31 FMA. The map displays PF&R's fire and rescue stations and FMA. Each fire station is staffed with at least one company of four firefighters 24/7. PF&R's frontline apparatus include: 29 fire engines, ten ladder trucks/quints, four fire boats, four squad vehicles, three rescues, and one heavy rescue.



Apparatus are the vehicles used for emergency response. Apparatus types include engines, ladder trucks, quints, rescues, fireboats, and specialty units. Engines carry hoses and tools, and pump water. Engines also have portable ladders (setup and carried around by firefighters). Trucks carry a variety of tools and equipment used for rescue and firefighting; they are also equipped with very large, hydraulical aerial ladders that extend from the body of the truck .

The most common fire apparatus type is a fire engine. Each fire engine carries 500 gallons of water, a 1,500-gallon-per-minute pump, and provides several hundred feet of fire hose. An engine company is

responsible for establishing a water supply, typically by hooking up to a fire hydrant. An engine company can deploy fire hose to effectively place water inside or onto a burning structure.

PF&R has ten ladder trucks, including two quints, with each truck covering a much larger geographic area than just their immediate fire management area. A truck company specializes in forcible entry, search and rescue, and vertical ventilation. Vertical ventilation involves the removal of heat and toxic gases, which improves conditions for victims and firefighters inside a structure. Fire trucks have a 100-foot fixed aerial ladder and a full complement of ground ladders, which are used to assist in firefighting and rescue operations.

Staffed Apparatus
29 Engines
8 Trucks
2 Quints
4 Boats
4 Squad Units
3 Rescues
1 Heavy Rescue

Boats are also frontline apparatus. PF&R has three water-based marine stations and operates two fire boats capable of pumping water from a river to address on-water and shoreline fires. There are also two rescue boats that are instrumental in rescuing and rendering aid to persons on/in the water.

Squad Units are specially equipped rigs that are used to address situations requiring technical rope responses, Hazardous Material mitigation and abatement, trench rescues, and more.

Rescues are two-person response rigs that augment medical response capabilities in high-volume areas, and the Heavy Rescue is equipped with specialized tools and supplies to address large-scale emergency events.

### On-Duty Emergency Staffing

On-duty staffing refers to the total complement of chiefs, officers, and firefighters required to staff each fire and rescue station and apparatus daily. PF&R responded to more than 89,422 incidents in FY 2024-25.



PF&R engines and trucks are staffed with four-person crews. The benefits of a four-person engine and truck include faster water delivery and increased ability to complete search and rescue tasks. PF&R also practices the “two in/two out” rule,

which refers to the standard safety tactic of having one team of two firefighters enter a hazardous zone, while at least two other firefighters stand by outside in case the first two need rescue — thus requiring a minimum of four firefighters on scene prior to starting mitigation.

Firefighters work a 24-hour shift. To ensure the most effective service at the time of an emergency, firefighters must remain in their designated FMA with their apparatus for the entire 24-hour shift. Crews do not have to be at the fire and rescue station to be dispatched to an event. Since all companies maintain constant radio contact, crews are always ready to respond to any emergency, regardless of their current location. Meals are not provided for firefighters; therefore, each shift must purchase their own food and prepare their own meals. For this reason, firefighters can frequently be seen out in the community at their local grocery store.

## Specialty Response

Specialty apparatus provides for additional response support for complex and dangerous emergency events. These vehicles and equipment are integrated within the existing stations, not staffed by separate crews. Having on-duty crews to staff specialty apparatus provides substantial cost efficiencies, thus saving Portland taxpayers' money. Related to this, some stations are designated specialty stations and members who work there receive premium pay for those assignments due to the necessary certifications or training required to execute these more complex responses. For example, members in the bureau's Marine Program work at one of three boat-equipped stations and must complete specific training and certification through the U.S. Coast Guard to operate in Portland's waterways. These members are not only responsible for maintaining this specialized capability, but they are also responsible for responding on the respective engines/trucks for "regular" (land-based) calls for service.

Cross Staffed Specialty Apparatus
<ul style="list-style-type: none"><li>• Air Unit</li><li>• Brush Unit</li><li>• CBRNE Squad</li><li>• Fireboats</li><li>• Foam Unit</li><li>• HazMat Unit</li><li>• Heavy Rescue (2)</li><li>• Mobile Command Center</li><li>• Rehab Unit</li><li>• Rescue Boat</li><li>• Rescue Craft</li><li>• Trench Unit</li><li>• Utility Unit</li><li>• Water Tender</li></ul>

PF&R's specialty response includes:

- CBRNE Response  
(Chemical, Biological, Radiological, Nuclear and Explosive)
- Confined Space Rescue
- HazMat Response
- High Angle Rope Rescue
- Marine Response
- Structural and Trench Collapse
- Technical Rescue
- Urban Wildland Interface
- Water Rescue

## Performance Measures

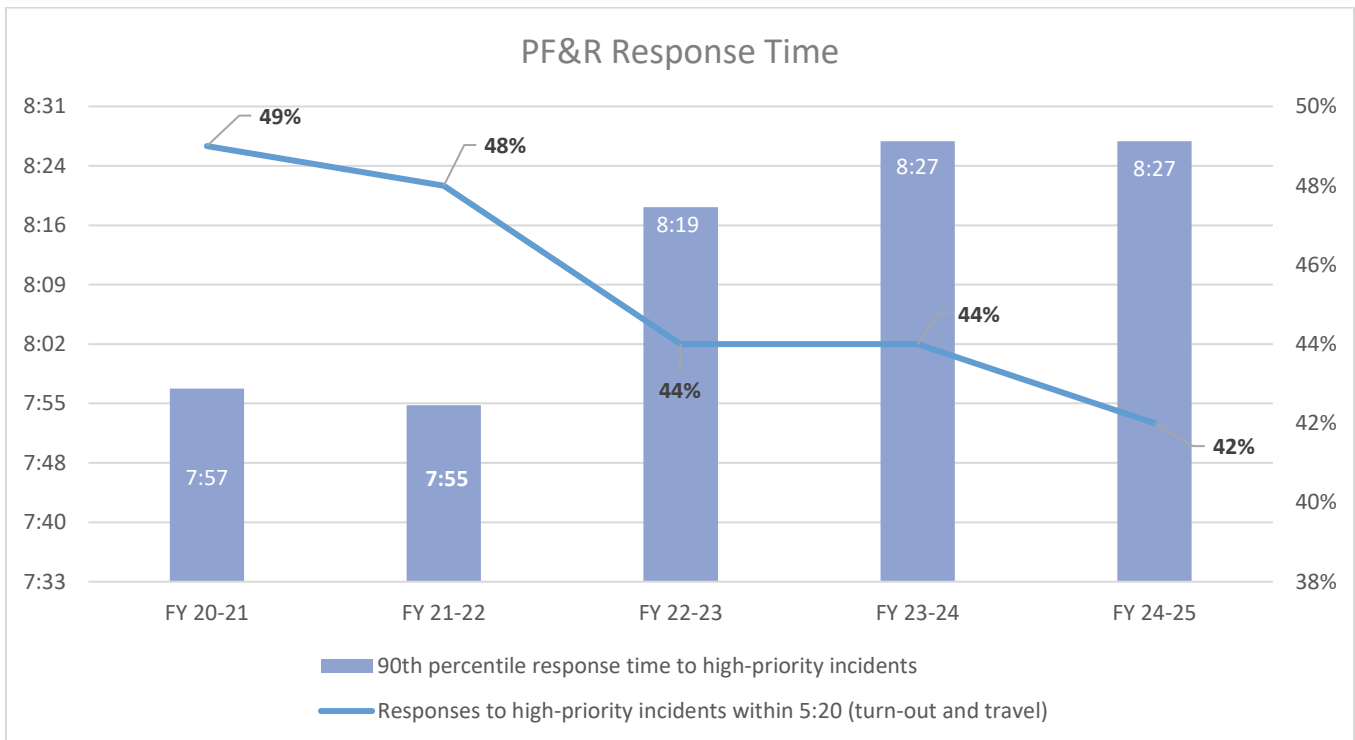
A critical measurement is response time. Timely emergency response is at the very core of every fire department’s mission.

### Response Time

Response time is the time from dispatch to arrival on-scene, including both turnout (time to change clothes into firefighting uniform and equipment) and travel time. PF&R, and most fire departments nationwide, have adopted the NFPA Standard 1710 recommended response time goal of 5 minutes and 20 seconds (5:20) or less, 90% of the time.

Response time is a critical factor in both fire and medical response. Depending on materials and furnishings, fires double in size every minute. Flashover—spontaneous ignition of super-heated gases—can occur within two to four minutes, igniting all materials in the area and causing exponential fire spread.

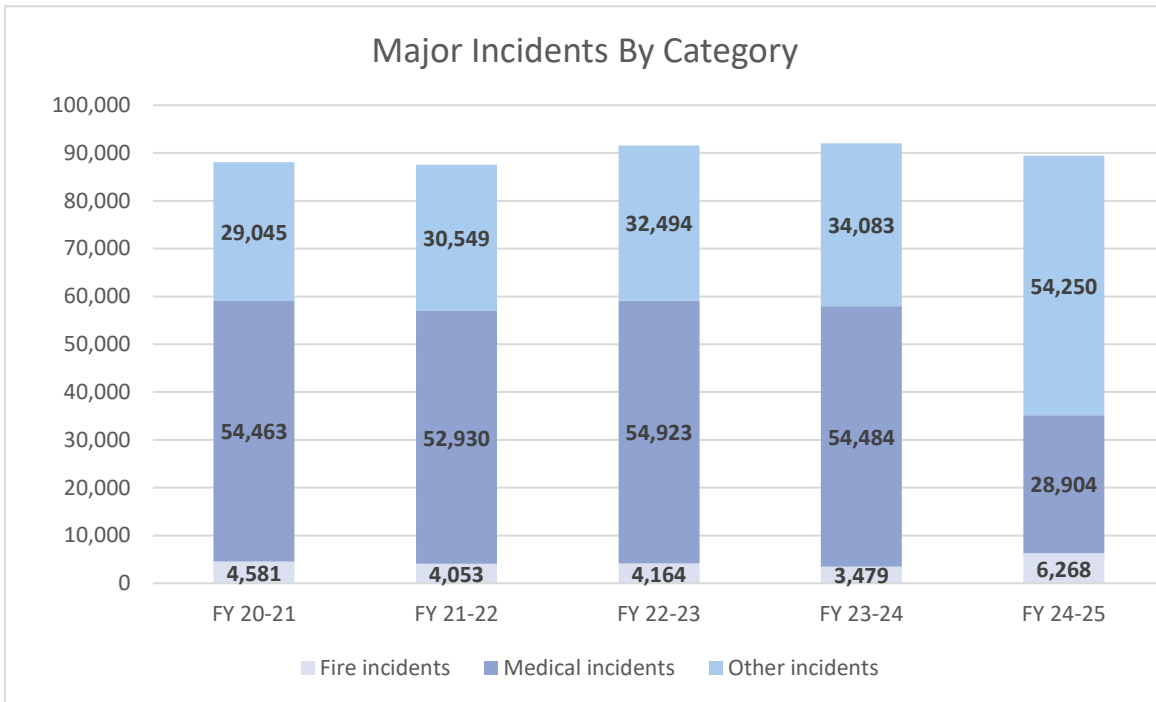
Response time is an equally critical factor in medical emergencies where lives are in jeopardy. Permanent brain damage begins within four to six minutes without oxygen. When cardiac arrest occurs, the odds of saving a life decrease ten percent every minute effective CPR is delayed. Successful outcomes are reduced with longer response times.



## Incidents

Within the fire service, it is standard practice to categorize emergency events (incidents) into three broad categories:

- Fires (Confirmed)
- Medical Aid and Rescue (Confirmed)
- Other Incidents



Effective July 1, 2024, cancelled medical calls have been transferred from medical incidents (dispatched) to other incidents (situation found).

## Medical Services

Medical Services is responsible for PF&R's performance on medical incidents, and the training required to meet ongoing state certification requirements. The Medical Services Continuous Quality Improvement (CQI) committee offers feedback for medical documentation to identify trends and areas for improvement within the department. There are two components to a chart review: one is objective information that needs to be present in any patient chart; demographics, vitals, assessments and procedures performed. The other component is subjective and largely based on the reviewer for what a "good" chart is.

Medical Services provides oversight and management of the training, certifications, policies, and procedures necessary to function as EMS (Emergency Medical Services) first responders. The section is also responsible for providing a comprehensive infection control system, which maximizes protection against communicable/infectious diseases for all employees and the public.

Emergency Medical Services	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Percent EMS Field ROSC (Return of Spontaneous Circulation) Overall (includes Asystole, PEA, VF)	26.8%	27.9%	34.0%	33.3%	31.8%

### Community Health Assess & Treat (CHAT)

Implemented during FY 21-22 to address the dramatic rise in low-acuity medical calls across the region, PF&R partnered with a nonprofit that provides healthcare services to low-income Oregonians, to create CHAT units.

CHAT goals include:

- Change the system of healthcare delivery in pre-hospital care settings by responding to low-acuity medical calls, assessing and treating in the field, and following up when feasible and requested within twenty-four (24) hours.
- Direct community members to resources and education on more appropriate medical and healthcare options other than 911 response.

The intent of the program is to address social and behavioral factors, which keep this population from accessing appropriate healthcare. With a healthcare partnership and financial investment, CHAT bridges gaps in care by responding to specific 911 calls, and then performing on-site assessments, evaluation, and, when appropriate, treatment for non-emergent medical needs.

Community Health Assess and Treat	FY 22-23	FY 23-24	FY 24-25
Percent of low-acuity medical calls with a response time of less than 15 minutes	45%	81%	82%
Number of low-acuity medical calls responded to by CHAT Teams	3,278	3,947	3,297
Percent of non-urgent medical calls CHAT responds to that are treated in place, without unnecessary transports to hospitals (also known as "Emergency Department Diversion")	44%	37%	36%

## Management Services Division

### Business Operations

The Deputy Director runs the Management Services Division and oversees Professional Standards, Personnel, Performance and Data Analytics, Special Projects and Admin Services, Information Technology, and Logistics. They also serve as the liaison to the Public Safety Service Area which provides budgeting, accounting, contracting, purchasing, equity, grants management, personnel action, and payroll processing services to the bureau.

The Performance and Data Analytics staff provides data analysis and statistical research for the bureau. This section is also responsible for many special projects, including the Standard of Coverage, developing software requirements and solicitations, and project management.

The Special Projects and Administrative Services staff is responsible for working with the Publications Committee to ensure the bureau’s General Orders and Operational Guidelines are updated. Additionally, this section manages PF&R’s telecommunications and mobile devices program, completes monthly and annual reports, creates user guides, and provides general administrative support and customer services.

The Information Technology staff works with the Bureau of Technology Services (BTS) to provide IT support and coordination, including the day-to-day technology needs of 31 fire stations and five other PF&R facilities as well as large software projects. Additionally, PF&R has 2.5 FTE BTS applications services staff dedicated to the bureau.

Business Operations	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Newly awarded grants	\$2.3 M	\$7.8 M	\$3.2 M	\$0.4 M	\$2.6 M
Percent of contracts awarded to vendors with Certification Office of Business Inclusion and Diversity (COBID) contracts	6%	0%	25%	0%	0%

## Logistics

Logistics provides critical support to Emergency Operations, ensuring PF&R is continually ready for 24/7 emergency response. Support from Logistics includes maintenance, repair, and procurement of fire facilities, apparatus, equipment, and uniforms.

Logistics’ main priority is to ensure that emergency response apparatus, equipment, and facilities are in good working condition. Failure of firefighting equipment must be avoided to ensure the safety of firefighters and community members. Logistics actively monitors the condition of PF&R’s assets and utilizes asset management and preventative maintenance practices to proactively repair or replace assets prior to failure.

Logistics is also leading PF&R’s environmental efforts, including the purchase of green products, solar power, and energy efficiency. Recent projects PF&R has completed to improve energy efficiency include the installation of solar panels, electric vehicle charging stations, smart thermostats, and LED lighting at PF&R facilities. Logistics is also partnering with the Bureau of Planning and Sustainability including researching ways to reduce PF&R’s impact on the climate. The bureau has increased its fleet of hybrid and electric vehicles and is the first fire bureau in the country to put an electric hybrid fire engine in-service.

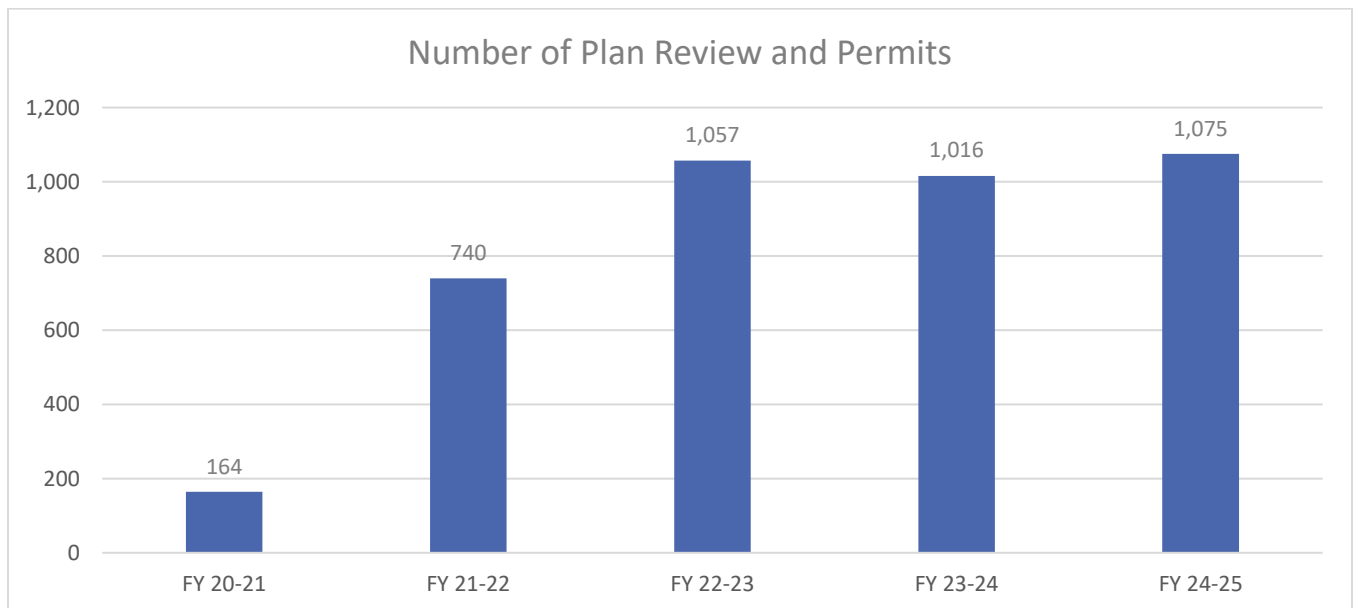
Logistics	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Percent of frontline apparatus at or near end of useful life	17%	6%	10%	18%	9%
Percent of City Fleet vehicles allocated to PF&R which are electric or hybrid	40%	41%	39%	40%	39%
Percent of total spending on station supplies that is spent on green products	33%	33%	35%	38%	37%
Number of ADA barriers removed	15	18	0	58	10

## Prevention

The goal of the Prevention Division is to save lives, property, and the environment by preventing fires before they start, as well as identifying the cause and origin of fires. Under the direction of the Fire Marshal, the Prevention Division works to reduce the frequency and severity of fires and other life-safety incidents through a multi-disciplinary approach that includes education, engineering, and enforcement. As an "exempt" jurisdiction, PF&R's Prevention Division is responsible for most work typically performed by the Oregon State Fire Marshal.

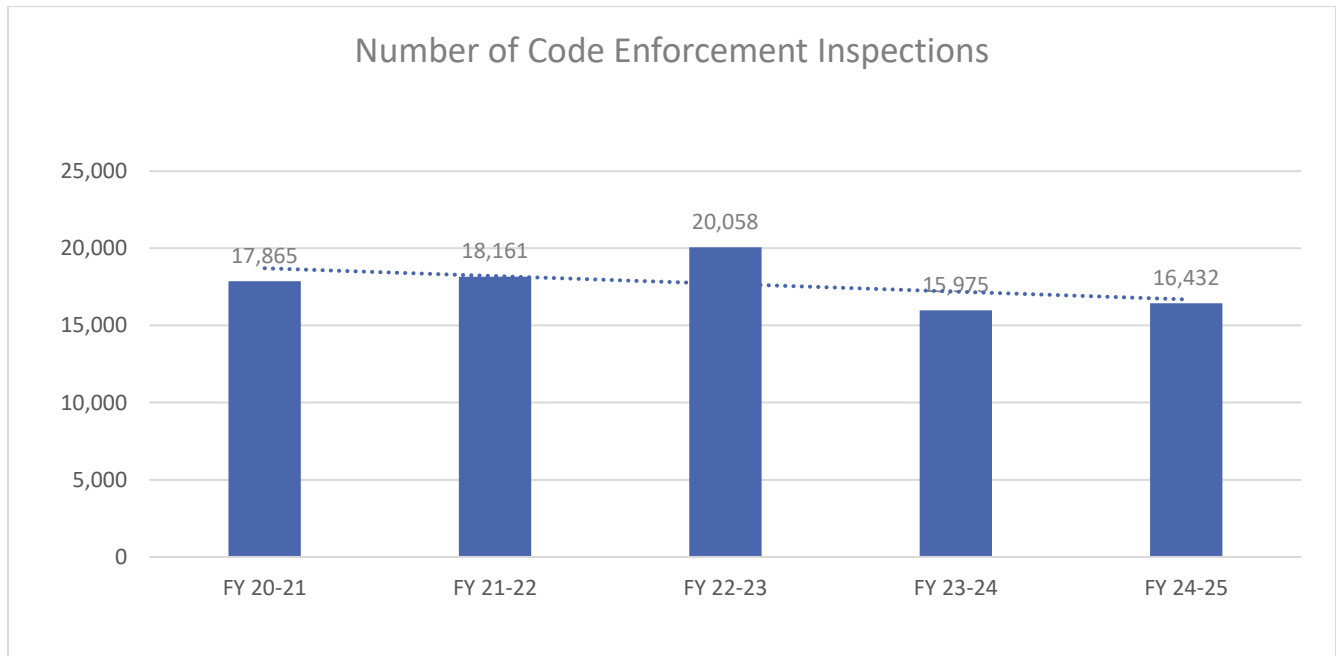
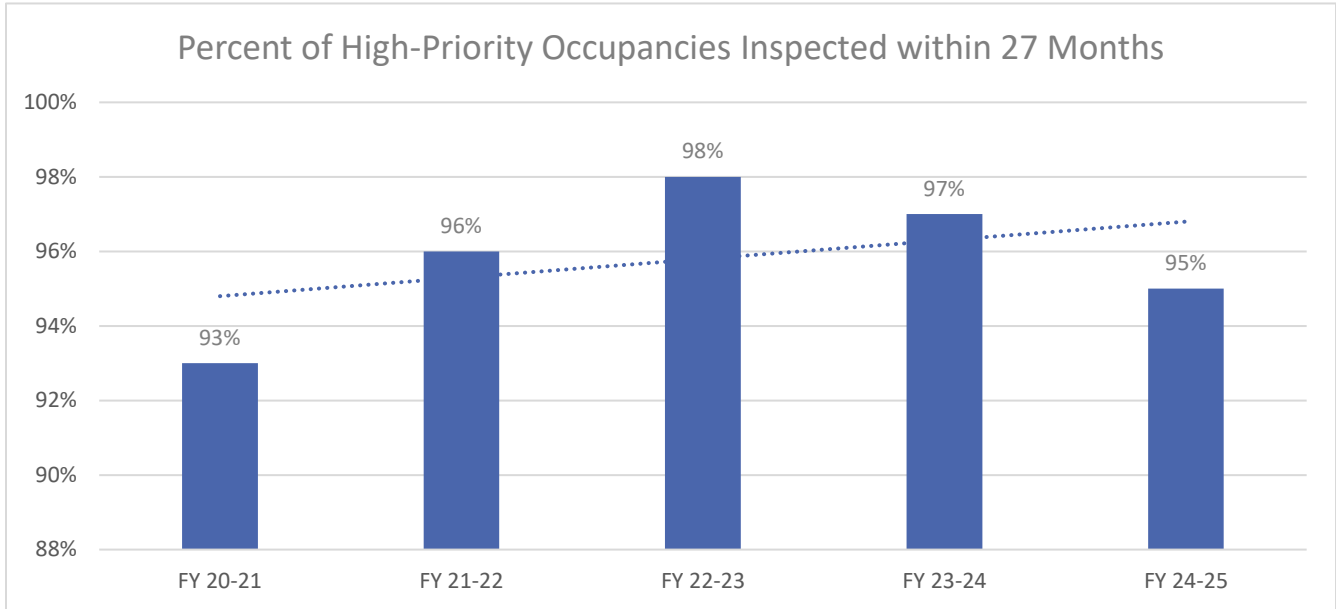
### Plan Review and Permits

This group evaluates compliance with fire and life safety codes where construction and development plans are concerned. Inspector specialists also issue permits and provide inspections for short-term, event-driven, and other high-risk activities.



## Code Enforcement Inspections

Portland City Code Title 31 authorizes and requires PF&R to inspect all properties except one- and two-family dwellings. A major responsibility of PF&R's operations is fire prevention. One method employed to reduce the number of fires is to enforce fire regulations. The goal of the program is to reduce the number of deaths, injuries, and the amount of property loss from fire, thus enhancing the public health, safety, and welfare.



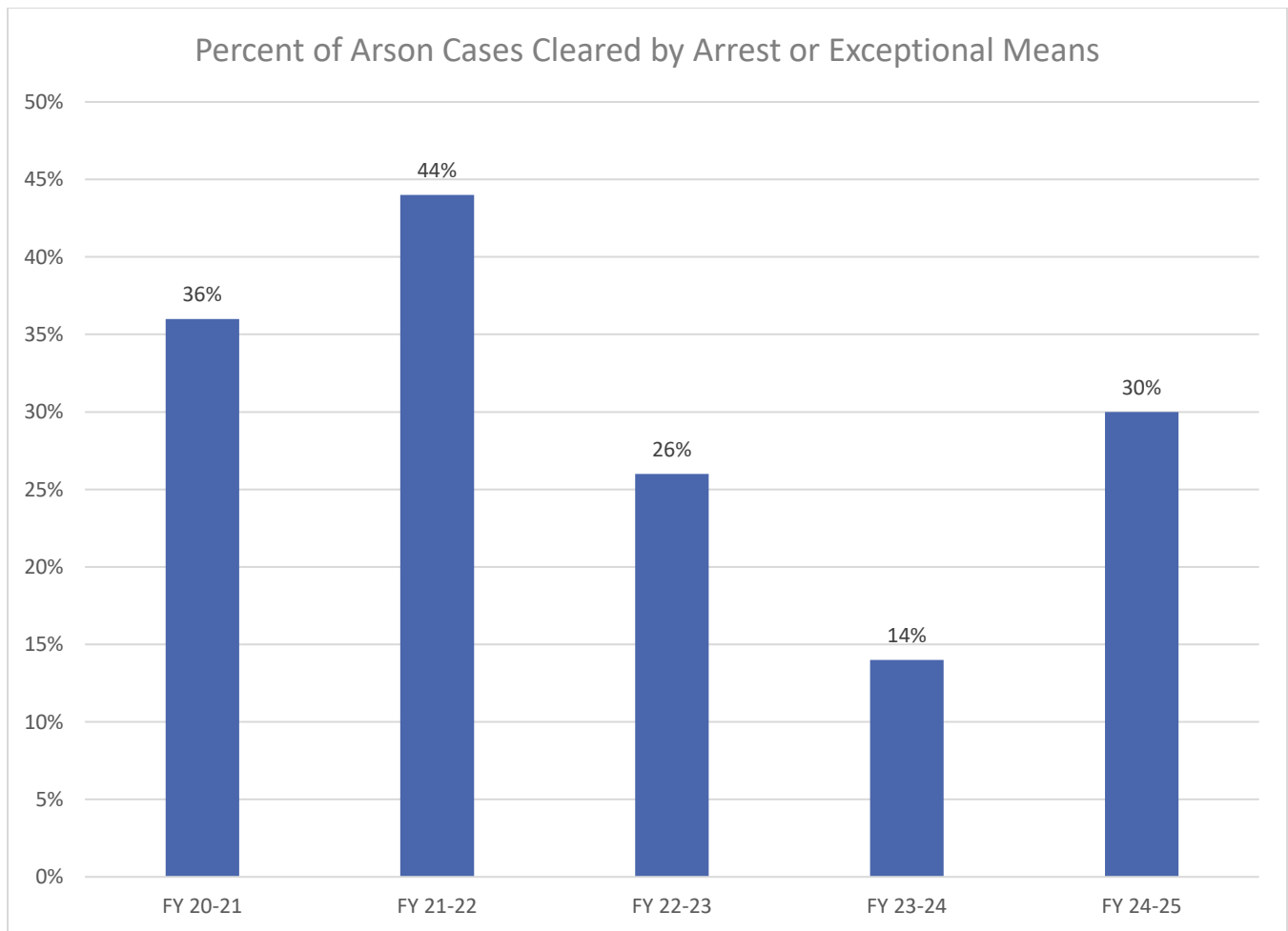
## Harbor Master

The Harbor Master is charged by City Code Title 19 with providing inspection and oversight to the maritime industry, floating structures, and waterways. This position regulates fireworks displays over the city's waterways, conducts code enforcement inspections at moorages, and ensures the safe docking of visiting ships and launch of all new barges and ships.

## Fire Arson and Investigation

Cross-trained in law enforcement, members of this unit save lives and property by determining the cause of fires, identifying arson situations, and putting dangerous criminals behind bars. The unit is also home to the bureau's sole K-9 member, Kiki, who is specially trained in identifying accelerants. The Fire Arson and Investigation section is responsible for:

- Determining origins and causes of fires, explosions, and other emergency situations.
- Partnering and working cooperatively with other law enforcement agencies, including the Portland Police Bureau and the U.S. Bureau of Alcohol, Tobacco, Firearms, and Explosives.



*"Exceptional clearance" is a law enforcement term for a crime that is cleared without an arrest, usually because an arrest is impossible despite the offender being identified and enough evidence gathered for prosecution. This can happen due to circumstances outside of police control, such as the offender's death, the victim refusing to cooperate, the offender being in another jurisdiction and unavailable for arrest or if the DA declines to prosecute.*

## Public Education and Communications

The Public Education and Communications Team oversees public education programs, community outreach, and media relations for PF&R. The group provides strategic support to the Fire Marshal's Office and core leadership, manages the PF&R website, and coordinates educational events and campaigns. Through news releases, social media, and traditional media outlets, the outreach team communicates emergency response information and relevant safety messages to the public.

## Station and Community Partnership Activities

Each fire and rescue station plays an active role as a neighbor in its community. Station personnel interact with neighborhood associations and other community organizations within their Area (FMA). All PF&R fire and rescue stations conduct station tours for school groups, families, and other community members upon request.

During business hours, the public may also come to stations to get their blood pressure checked; find out about things like smoke and carbon monoxide alarms, earthquake and other disaster preparedness; and learn about the fire and rescue resources that protect their neighborhood. PF&R stations also serve as no-consequence drop-off points for needles/sharps found in the community, and as a safe-haven for newborns.

Outside the station, firefighters install smoke alarms upon request at homes in their FMA. They also visit schools to give fire safety talks to students.

## Medical Services & Training

Medical Services & Training supports a safe working environment for all PF&R employees by ensuring they have the knowledge, skills, and abilities to perform their jobs safely and effectively. These activities range from in-service training on new techniques and equipment to ongoing training to meet recertification requirements for state and federal agencies.

## Emergency Medical Services

Emergency Medical Services (EMS) provides oversight and management of the training, certifications, policies, and procedures necessary to function as EMS first responders.

## In-Service Training

In-service training performs research, analyzes trends, and develops and delivers ongoing training, testing, and skills maintenance for PF&R personnel. Firefighters are exposed to a vast array of incident types and need continuous training to prepare them with the necessary skills, abilities, and experience to respond safely and effectively.

In-service Training	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Hours of in-service training per sworn employee	78	217	125	202	88

## Recruitment

PF&R's Recruiter facilitates the firefighter recruitment and hiring process. In addition, the Recruiter coordinates and attends outreach activities such as local and regional job fairs, cultural events, and community service events to provide information to individuals and answer questions about a career in firefighting. The Recruiter's efforts are critical to attracting a diverse pool of candidates to PF&R who may not have otherwise considered a career in firefighting.

Recruitment	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Percent of new sworn hires who are women	8%	0%	23%	8%	11%
Percent of new sworn hires who are women of color, including two or more races	8%	0%	3%	4%	4%
Percent of new sworn hires who are men of color, including two or more races	17%	21%	13%	15%	19%
Percent of new sworn hires who are people of color, including two or more races (non-gender specific)	25%	21%	17%	19%	22%
Number of outreach events attended to connect and recruit communities of color	0	11	16	38	31

## Training Academy

The Training Academy provides new firefighters with the academic knowledge and physical skills needed to perform their jobs safely. Firefighters who successfully complete the academy transition to an active fire station where they are closely supervised and receive on-the-job experience.

Training Academy	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Percent of new recruits who complete the training Academy and probation	96%	92%	90%	83%	78%

## Television Services

This group maintains a live television studio and develops in-house training videos, which supports in-service training and allows communication to occur within the fire stations while the crews remain in service. In addition, TV Services' programming line-up serves as an important communication tool from PF&R's leadership to all bureau personnel.

## Safety Officer

PF&R has continuously worked to create a culture of safety for all employees. The Safety Officer is charged with monitoring safety throughout PF&R and develops and implements policies that increase the safety of emergency response personnel. This position is assigned to all multiple-alarm fires and unusual incidents, as the Incident Safety Officer. The Safety Officer performs post-incident reviews of all major incidents and makes recommendations for improving firefighter safety based on past events.



Sparky and Oregon Governor Tina Kotek at PF&R Fire Station 1

*In FY 2025, PF&R revised how some performance data are calculated; therefore, some performance data may have changed from previously published reports. All fiscal year data in this report was recalculated using the new method.*