

WHO WE ARE

SERVICE TODAY. READINESS FOR TOMORROW.

The people, mission and operating capacity behind every response.



— CITY OF GILROY FIRE DEPARTMENT —

2025

ANNUAL PERFORMANCE REPORT

SERVICE • READINESS • PERFORMANCE • FUTURE CAPACITY



2025 IN PERSPECTIVE

7,014

EMERGENCY INCIDENTS

8,701

UNIT RESPONSES

5,077

EMS INCIDENTS

72%

OF INCIDENT DEMAND INVOLVED
EMS

A year defined by sustained emergency demand, growing service complexity, regional partnership, and continued preparation for Gilroy's future.

SERVICE • READINESS • PERFORMANCE • FUTURE CAPACITY





ROB FLEEUP

FIRE CHIEF | CITY OF GILROY

MESSAGE FROM THE FIRE CHIEF

SERVICE TODAY. READINESS FOR TOMORROW.

In 2025, the Gilroy Fire Department continued to meet a growing and increasingly complex demand for emergency services while preparing for the future needs of our community.

Our personnel responded to more than 7,000 emergency incidents, delivered critical fire and emergency medical services, strengthened regional partnerships, and advanced important work in staffing, training, facilities, technology, and operational readiness.

This report is more than a summary of activity. It shows how the Department performs, where service demands are changing, and how today's decisions shape our ability to protect Gilroy tomorrow.

The progress reflected in these pages belongs to our firefighters, paramedics, professional staff, City partners, regional agencies, and community members who support our mission every day. As Gilroy continues to grow, our focus remains clear: protect the community, invest in our people, strengthen partnerships, and build the capacity needed for the future.

**“Our responsibility is not only to respond well today —
but to prepare this department for the Gilroy of tomorrow.”**

WHAT THE COMMUNITY CALLS US FOR

DEMAND SHAPES DEPLOYMENT.

From annual workload into the incidents that drive daily unit movement and availability.

THE DEPARTMENT AT A GLANCE

PEOPLE • PLACES • CAPACITY



ALL-HAZARDS RESPONSE. COMMUNITY CONNECTION.

59,934

POPULATION
PROTECTED

3

PERMANENT
FIRE STATIONS

44

SWORN
PERSONNEL

2

CIVILIAN
PERSONNEL

9

DAILY MINIMUM
STAFFING

12

SOC STAFFING
OBJECTIVE

1

FRONTLINE ALS
TRANSPORT UNIT

24/7

ALL-HAZARDS
RESPONSE

DAILY STAFFING CAPACITY

CURRENT MINIMUM **9**

SOC OBJECTIVE **12**

CURRENT RESPONSE PLATFORM

E47 • E48 • E49 • RM49

+ SANTA TERESA RESPONSE CAPACITY

A lean municipal fire department serving a growing community while building the staffing, infrastructure, and operational capacity needed for the future.

2025 INCIDENT DEMAND MIX

WHAT THE COMMUNITY CALLS US FOR

7,014

TOTAL INCIDENTS

72%

EMS / MEDICAL

Nearly 7 in 10 incidents were medical in nature, making EMS the dominant driver of annual demand.

BROADER DEMAND-MIX CLASSIFICATION

SHARE OF 2025 INCIDENT DEMAND

Count and percentage of 7,031 classified incidents

CATEGORY

PERCENT

CALLS

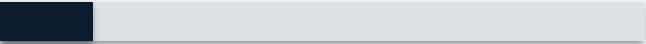
EMS / MEDICAL



69.6%

4,891

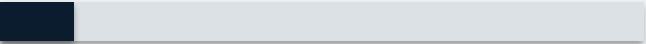
ALARMS / INVESTIGATIONS



10.0%

706

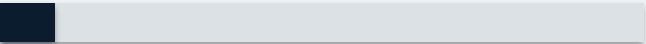
VEHICLE COLLISIONS / RESCUE



8.0%

562

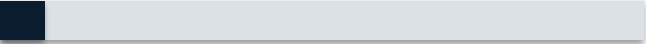
PUBLIC SERVICE / ASSISTANCE



5.9%

418

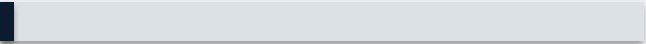
FIRES



4.8%

336

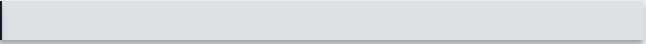
HAZMAT / HAZARD CONDITIONS



1.5%

105

OTHER / UNCLASSIFIED



0.2%

13

EMS DOMINATES DEMAND, BUT FIRE, RESCUE, ALARM, HAZARD AND PUBLIC-SERVICE CALLS PRESERVE THE NEED FOR ALL-HAZARDS CAPABILITY.

5,077

EMS INCIDENTS

72%

OF ALL EMERGENCY
INCIDENTS

Medical calls are not a side function of the fire department. They are the primary driver of daily workload, unit movement and system availability.

WHY THIS MATTERS

A medical response can commit a fire company well beyond the initial arrival—particularly when crews provide advanced life support, assist ambulance operations, or remain engaged through patient movement and transfer.

01

UNIT AVAILABILITY

When a company is committed to EMS, it is unavailable for the next fire, rescue or medical emergency.

02

OVERLAPPING CALLS

Concurrent incidents quickly shift workload to the remaining stations and available companies.

03

SYSTEM DEPENDENCE

Gilroy's fire response operates within a broader EMS system shaped by ambulance availability and hospital access.

EMS PERFORMANCE IS FIRE DEPARTMENT PERFORMANCE.

HOW FAST HELP ARRIVES

SPEED, RELIABILITY AND REACH.

Follow the response from 9-1-1 call handling through turnout, travel and first arrival.

WHEN DEMAND OVERLAPS

SYSTEM PRESSURE

17.1%

OVERLAP RATE

1,201

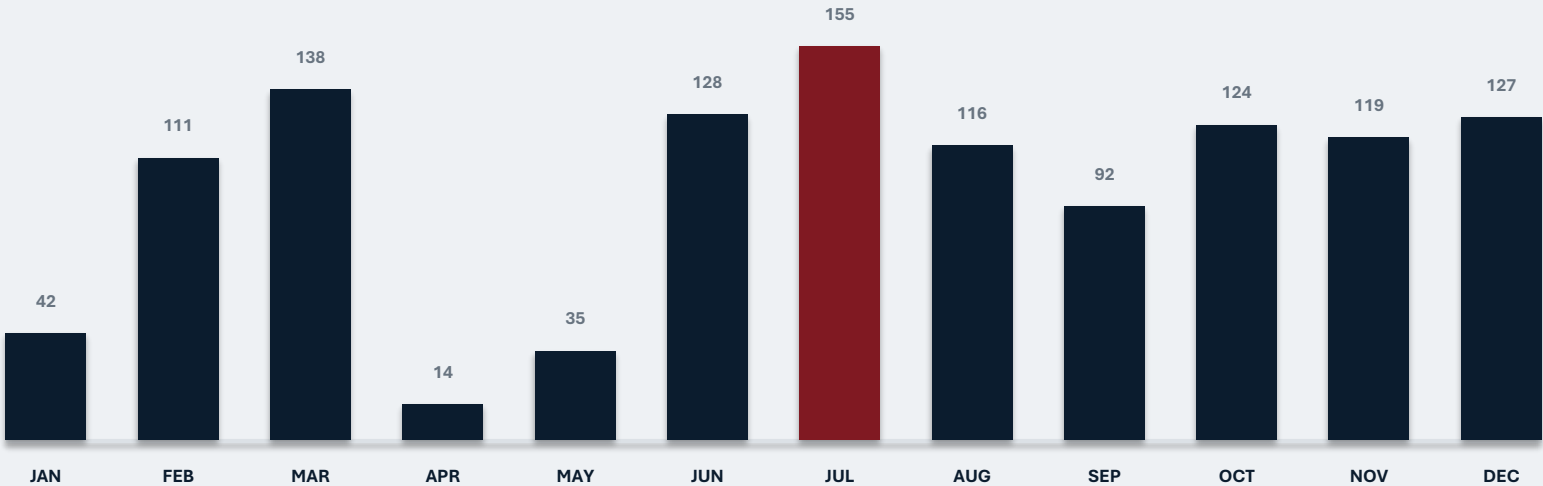
OVERLAPPING INCIDENTS

Nearly 1 in 6 incidents occurred while another incident was already drawing on the response system.

2025

OVERLAPPING INCIDENTS BY MONTH

Monthly count of incidents occurring during existing system demand



PEAK MONTH

155

overlapping incidents in July

BELOW SOC

66.3%

of entered days below staffing objective

AID BALANCE

571 / 264

mutual aid given / received

Overlap is a capacity measure: simultaneous demand reduces the number of units immediately available for the next call.

RESPONSE PERFORMANCE

SPEED • RELIABILITY • REACH

6:53

AVERAGE RESPONSE TIME

10:01

90TH PERCENTILE

8,680

RESPONSES ANALYZED

WHAT THE NUMBERS MEAN

Average response time describes the typical experience. The 90th percentile shows the time within which 9 of 10 analyzed responses were reached—making it a stronger measure of system reliability.

90% OF ANALYZED RESPONSES



WITHIN 10:01

The final 10% of responses extend beyond this threshold.

PERFORMANCE IS MORE THAN AN AVERAGE

- 01 GEOGRAPHY** Travel distance, station location and unit availability shape response time.
- 02 CONCURRENCY** When incidents overlap, the closest company may already be committed.
- 03 EMS COMMITMENT** Longer medical incidents can reduce the number of units immediately available.
- 04 CAPACITY** Staffing and future station deployment influence reliability as Gilroy grows.

RELIABILITY DEPENDS ON HAVING THE NEXT UNIT AVAILABLE.

DEMAND ACROSS THE YEAR

MONTHLY WORKLOAD

655

PEAK MONTH INCIDENTS

JULY

857

PEAK MONTH UNIT RESPONSES

JULY

585.9

AVG MONTHLY INCIDENTS

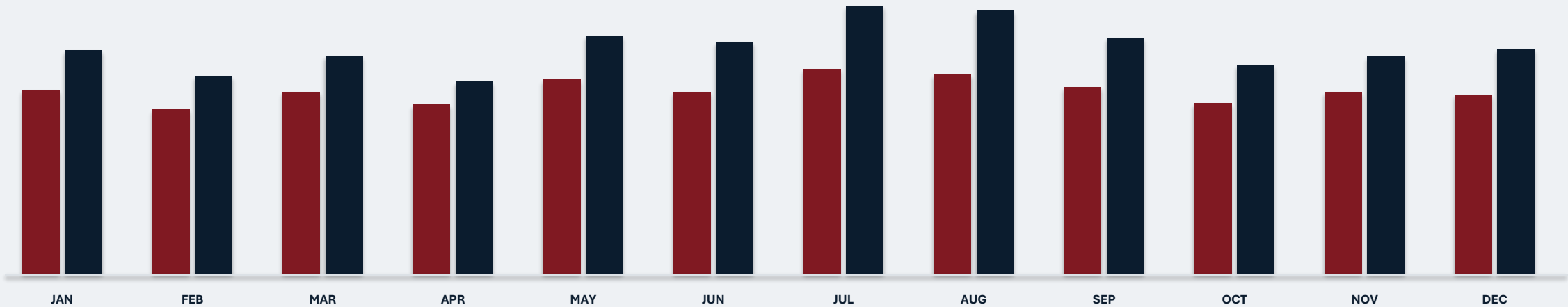
2025

INCIDENTS AND UNIT RESPONSES BY MONTH

Each incident may generate more than one apparatus response.

INCIDENTS

UNIT RESPONSES



JULY RECORDED THE YEAR’S HIGHEST MONTHLY DEMAND — 655 INCIDENTS GENERATING 857 UNIT RESPONSES.

WHEN DEMAND OVERLAPS

CAPACITY UNDER SIMULTANEOUS DEMAND.

Concurrency, staffing and resource commitment combine to create operational pressure.

STAFFING & RESPONSE CAPACITY

2025 OPERATING PICTURE

9

DAILY MINIMUM
STAFFING

10.33

AVERAGE ENTERED
DAILY STAFFING

12

SOC STAFFING
OBJECTIVE

66.3%

ENTERED DAYS
BELOW OBJECTIVE

THE CAPACITY GAP

Daily staffing determines how many companies can be placed in service and how much capacity remains when incidents overlap.



ENTERED DAYS VS. SOC OBJECTIVE



On entered staffing days, roughly two out of three fell below the 12-person SOC staffing objective.

WHY IT MATTERS

The difference between minimum staffing and the SOC objective is operational capacity: additional company coverage, resilience during simultaneous incidents, and greater ability to absorb extended EMS commitments.

REGIONAL RESPONSE & MUTUAL AID

PARTNERSHIP IN ACTION

571

MUTUAL AID
RESPONSES GIVEN

264

MUTUAL AID
RESPONSES RECEIVED

AID FLOW

2.16 : 1

responses given for every response received

REGIONAL CAPACITY MATTERS

Mutual aid expands capability during major incidents—but aid given also commits Gilroy personnel and apparatus beyond city boundaries.



LARGE INCIDENTS ARE MANAGED THROUGH SHARED RESOURCES, COMMON COMMAND AND REGIONAL PARTNERSHIP.

Gilroy is both a recipient of regional assistance and a significant contributor to the broader emergency response system.

OUTDOOR FIRE & VEGETATION DEMAND

2025 INCIDENT ACTIVITY

A broad range of outdoor fire-related calls contributes to year-round emergency response demand.

367

OUTDOOR FIRE-RELATED
RESPONSE GROUPING

2025 dispatch records

102

VEGETATION
FIRE

64 local + 38 auto-aid

38

AUTO-AID
VEGETATION

regional response

265

OTHER OUTDOOR
FIRE-RELATED

grouped response demand

OTHER OUTDOOR FIRE-RELATED DEMAND

265

grouped responses

Includes smoke investigations, homeless encampment fires, other outside fires and illegal burns.



Gilroy Fire Department vegetation fire response

WHY IT MATTERS

Together, these incidents reflect year-round outdoor fire demand—from investigation and early intervention to active vegetation fire suppression and regional response.

Source: 2025 incident report export. Groupings use dispatch types; “Other Outdoor Fire-Related” combines smoke investigations, homeless encampment fires, other outside fires and illegal burns.

WHERE OUR RESOURCES ARE WORKING

FROM SYSTEMWIDE DEMAND TO INDIVIDUAL APPARATUS.

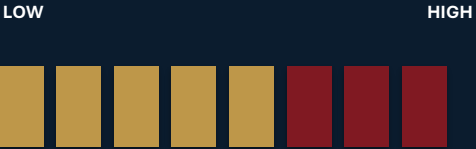
Drill down into engines, home-station activity and regional response.

OPERATIONAL PRESSURE INDEX

A COMPOSITE VIEW OF SYSTEM STRAIN

SYSTEM PRESSURE

IS NOT ONE NUMBER



The index combines multiple operating conditions to show when the response system is under greater strain.

FRAMEWORK • NOT A RESPONSE-TIME STANDARD

2025 PRESSURE DRIVERS

CONCURRENT DEMAND

17.1%

overlap rate

1,201 incidents occurred while the system was already handling demand.

STAFFING CAPACITY

66.3%

entered days below SOC objective

Average entered staffing was 10.33 against a 12-person objective.

RESPONSE RELIABILITY

10:01

90th percentile

Average analyzed response time was 6:53; the reliability tail extended further.

REGIONAL COMMITMENT

571 / 264

aid given / received

Regional partnership adds capability while also committing Gilroy resources.

PRESSURE RISES WHEN DEMAND OVERLAPS, STAFFING CAPACITY TIGHTENS, OR RESOURCES REMAIN COMMITTED LONGER.

FRONTLINE APPARATUS PERFORMANCE

WORKLOAD • SPEED • RELIABILITY

2025 analyzed responses by unit					
UNIT	ANALYZED RESPONSES	COUNT	AVG TIME	P90	
E47		2,569	7:07	10:09	
E48		2,849	5:42	8:48	
E49		1,600	6:43	9:54	
E50		454	7:27	10:54	
E650		236	7:14	10:41	
RM49		86	6:36	10:56	
T47		190	7:10	11:09	

PERFORMANCE
INSIGHT

E48

2,849

analyzed responses

5:42 AVG

8:48 P90

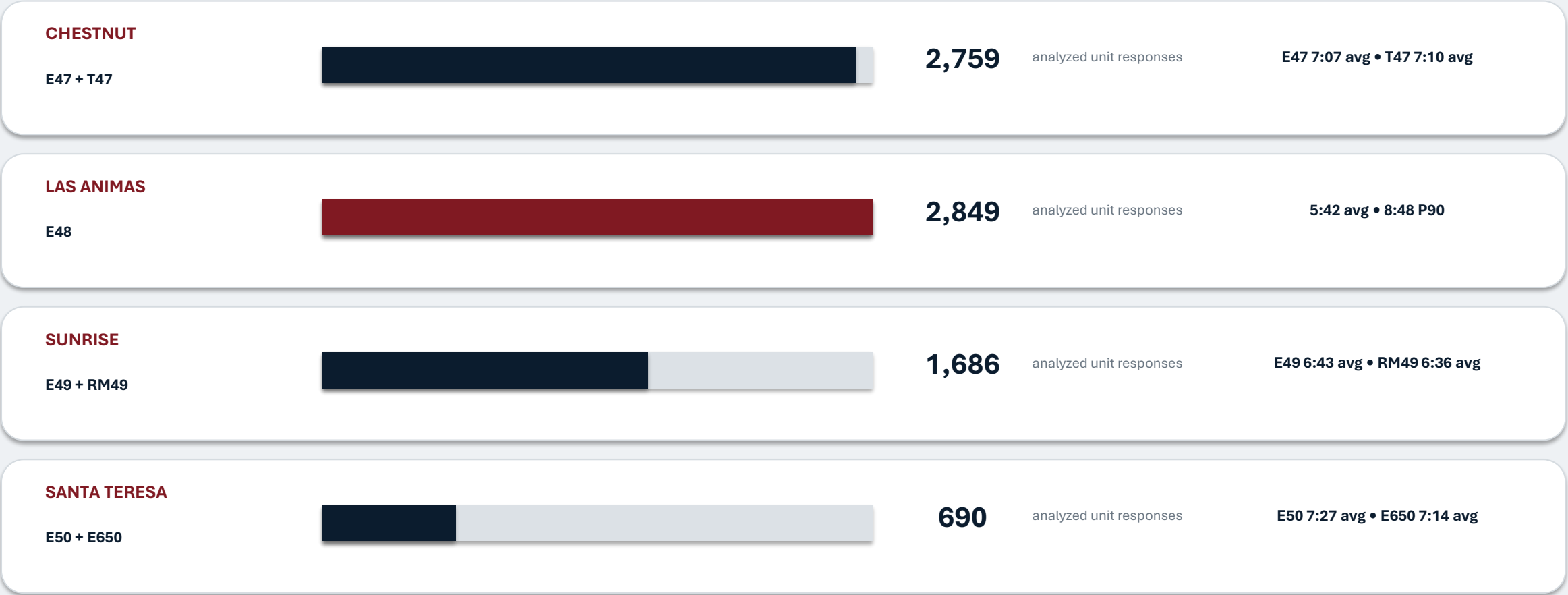
Highest analyzed workload and fastest average / P90 among the primary engines.

Response counts reflect analyzed unit records and should not be interpreted as unique incidents.

APPARATUS ACTIVITY BY HOME STATION

A STATION-BASED OPERATING VIEW

This page groups analyzed apparatus activity by home station assignment. It is not a first-due district or geographic incident count.

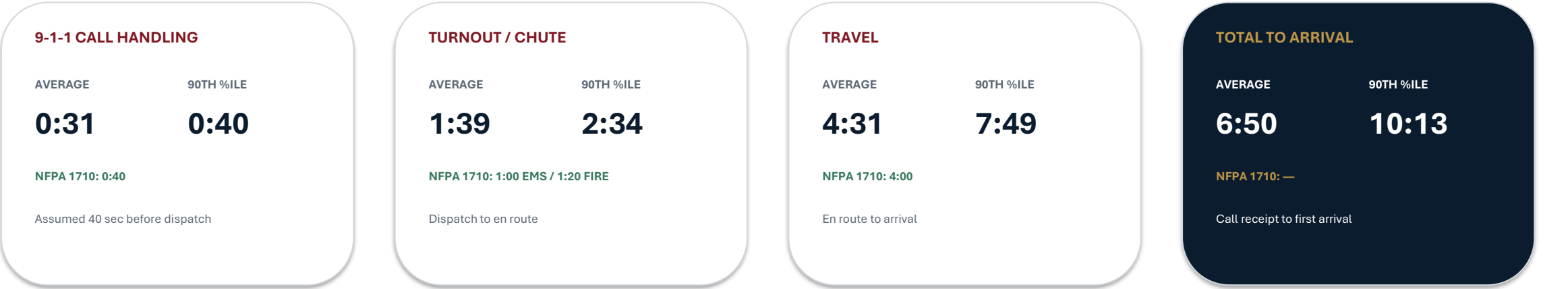


HOME-STATION GROUPING HELPS SHOW APPARATUS ACTIVITY — BUT TRUE STATION-AREA PERFORMANCE REQUIRES GEOGRAPHIC FIRST-DUE DATA.

UNDERSTANDING OUR RESPONSE TIME

2025 FIRST-ARRIVING UNIT PERFORMANCE

From the 9-1-1 call through arrival on scene, each interval affects the public’s total wait for help.



TOTAL RESPONSE = CALL HANDLING + TURNOUT / CHUTE + TRAVEL



WHAT THE DATA SHOWS

Average total time to first arrival:
6:50

90th percentile total time: 10:13

The 90th percentile means 90% of measured first-arriving responses were at or below this time. Looking at each interval separately helps identify whether delay occurs before crews move or while traveling to the incident.

Method: first-arriving unit records with valid timestamps; call receipt estimated as exactly 40 seconds before dispatch, per requested assumption. NFPA 1710 reference values shown for context.

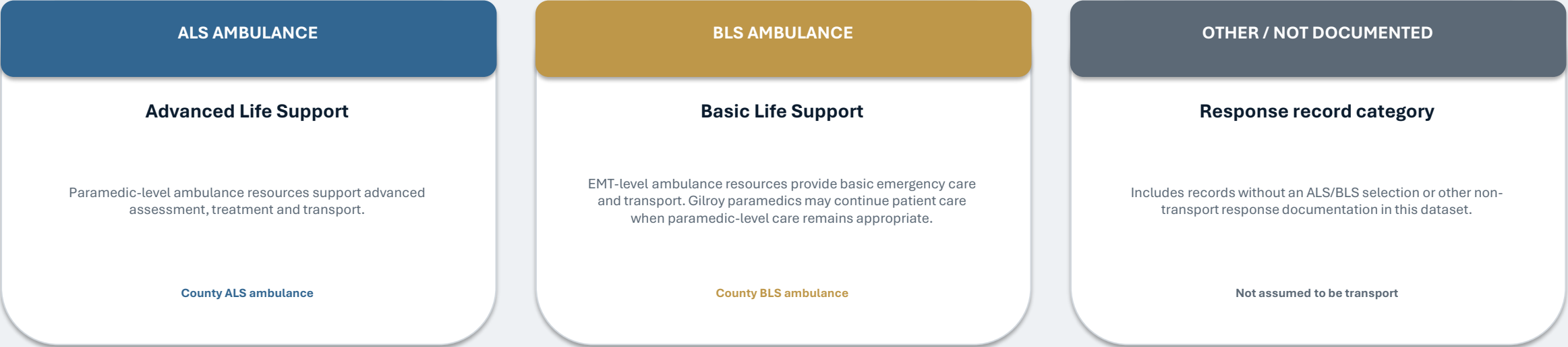
HOW WE MAINTAIN READINESS

TRAINING, EMS CONTINUITY AND ALL-HAZARDS CAPABILITY.

Connect recurring training and patient-care continuity to the readiness the public depends on.

WHEN AN AMBULANCE ARRIVES: ALS AND BLS

Gilroy firefighters and paramedics work alongside the County ambulance system to provide the right level of care for each patient.



WHAT THIS MEANS FOR PATIENT CARE



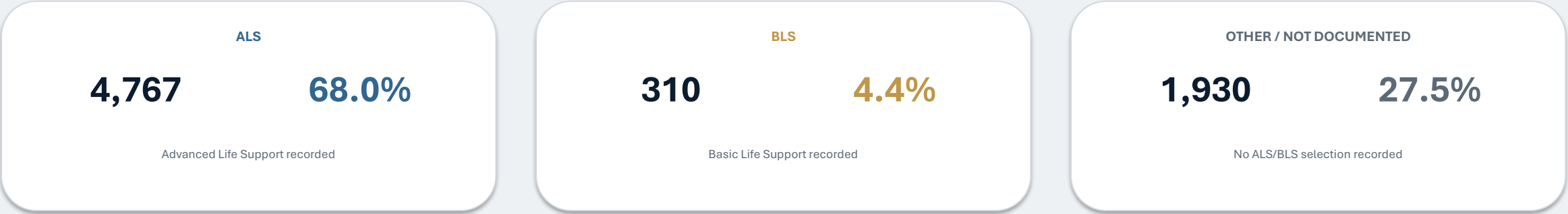
Public-facing note: ALS, BLS and Other/Not Documented categories are presented here as ambulance-response categories and are not assumed to represent completed transports.

The goal is simple: the appropriate level of care stays with the patient throughout the response.

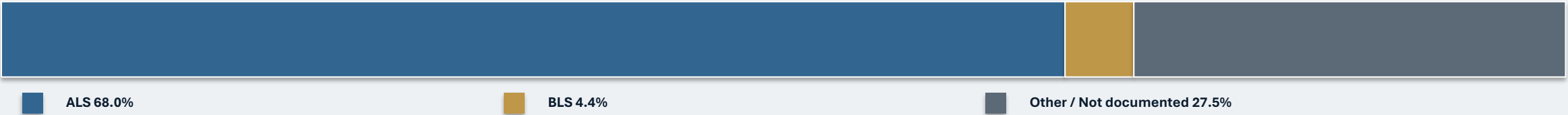
AMBULANCE RESOURCES RECORDED ON GILROY INCIDENTS

2025 RESPONSE DATA

A look at how ambulance resource level was documented across 7,007 incident records.



SHARE OF ALL RECORDS



HOW TO READ THIS

Most records with a documented ambulance level identified an ALS resource. A smaller share identified a BLS resource. “Other / Not Documented” is a documentation category and should not be interpreted as another ambulance type or as a confirmed transport.

When a BLS ambulance is assigned, Gilroy paramedics may continue paramedic-level care unless the patient meets County protocol criteria for transfer to a BLS provider.

Source: 7,007 2025 records from the department’s ALS/BLS incident-report question dataset. Categories reflect the recorded answer field; percentages may vary slightly due to rounding.

TRAINING BEHIND EVERY RESPONSE

ANNUAL PERFORMANCE BENCHMARKS

Operational readiness is sustained through recurring fire, EMS and assignment-specific training.

192

HOURS / YEAR

ISO / PPC company training benchmark

≈ 22 hours per firefighter each month

18

HRS / YEAR

TRAINING FACILITY

drill-ground / facility evolutions

6

HRS / YEAR

HAZMAT

recurring hazardous materials training

12

HRS / YEAR

DRIVER / OPERATOR

for incumbent apparatus operators

12

HRS / YEAR

OFFICER DEVELOPMENT

continuing education for officers

EMS CONTINUING EDUCATION

Renewal-cycle requirements shown as annualized planning benchmarks

12

HRS / YEAR

EMT

24 hours CE over a 2-year renewal cycle

24

HRS / YEAR

PARAMEDIC

48 hours CE over a 2-year renewal cycle

FIREFIGHTER-PARAMEDIC EXAMPLE • 264 HRS / YEAR ÷ 12 MONTHS ÷ ~10 SHIFTS / MONTH = ~2.2 HOURS OF TRAINING PER SHIFT

DASHBOARD APPROACH

Track actual completed hours against applicable benchmarks by firefighter, EMT, paramedic, engineer and officer assignment.

WHERE WE ARE GOING IN 2026

CAPACITY. READINESS. FUTURE GROWTH.

2026 PRIORITIES

BUILDING ON 2025 PERFORMANCE

The next chapter is focused on capacity, readiness and a response system prepared for Gilroy’s continued growth.

- 1

SANTA TERESA FIRE STATION

Advance design-build delivery and prepare for the staffing and deployment needs of permanent Station 50.
- 2

STAFFING & RESPONSE CAPACITY

Strengthen daily operational capacity and continue planning toward the 12-person Standards of Cover objective.
- 3

TRAINING & WORKFORCE READINESS

Expand recurring fire, EMS, officer and apparatus-operator development while advancing local training infrastructure.
- 4

DATA-INFORMED PERFORMANCE

Refine the public dashboard, response-time interval analysis and Operational Pressure Index to support transparent decisions.
- 5

REGIONAL EMS & PARTNERSHIPS

Remain engaged in ambulance-system planning, mutual aid and partnerships that support continuity of patient care.



LOOKING AHEAD

Our commitment remains constant: serve with professionalism, invest in our people, strengthen partnerships and prepare responsibly for the community Gilroy is becoming.

THANK YOU TO OUR COMMUNITY, OUR PARTNERS AND THE MEMBERS OF THE GILROY FIRE DEPARTMENT.

Conclusion

CAPACITY. READINESS. FUTURE GROWTH.