



# BILLINGS FIRE DEPARTMENT

## ANNUAL REPORT 2024



# Table of Contents

- 3-Message from Fire Chief Valdez
- 4-Mission Statement
- 5-Department Overview
- 6-Organizational Chart
- 7-Administration
- 8-Finance/Budget
- 9-Emergency Response Times
- 10-Zone Map
- 11- Incident Responses/Call Volume
- 12-Operations
- 13- EMS
- 14-Suppression
- 15-Rescue
- 16-Hazardous Materials (HazMat)
- 17-Training
- 18-Fire Prevention Bureau
- 19-SCBA Air Team
- 20-National Guard
- 21-SWAT Medic Program
- 22-Drone Program
- 23-Communications Center
- 25-Stations





# Message from Fire Chief Valdez

As we all know, our city is expanding steadily. Census data show a 1.2% yearly growth in population since 1990 and a 4.1% growth since 2020 for a current total of around 122,000 residents. Based off of these numbers, it is estimated that Billings will see a population of 130,000 by the end of the decade.

So, what does all this mean for your fire department? The Fire Department's role is to provide fire suppression, emergency medical services, and rescue services for our community. We try to keep pace and strategically grow while maintaining the outstanding service our citizens have come to expect. Our current strength is 188 dedicated professionals strategically located throughout the city in eight fire stations, in conjunction with our combination city and county 911 Center.

The past year presented many challenges for the BFD, including an unprecedented 15 vacancies due to retirements and attrition coupled with many extended leaves of absence due to injuries. We have undergone many changes in key roles throughout all divisions and yet remained resolute in our promise to the citizens of Billings to maintain a high level of service. Our people continue to meet the demands of our community, all while being short-staffed but never allowing a decrease in service. Our staff have devised a plan to ensure this will not negatively impact our organization and our budget moving into the future. Thanks to the trust and commitment of our city administration and elected officials, the BFD will realize a sense of "normality" once again, and we will be stronger and better equipped to handle unforeseen circumstances.

On a lighter note, the past year has also presented us with many opportunities. An increase in our Insurance Service Office rating from three to two has positively impacted some residents' insurance rates. We secured three new contracts to upgrade software and hardware systems in our 911 Center, ensuring the latest dispatching protocols for law enforcement and fire/EMS, new cybersecurity systems for protecting our center's vital infrastructure, and a recording system to ensure compliance with state regulations. Finally, and certainly not all-inclusive, but two new partnerships have been built. One is with our brothers and sisters in blue with a new SWAT medic program, and the other is with the National Guard to enhance our citizens' level of safety.

As mentioned before, 2024 was a true test of our resolve. Still, the men and women of this organization continue to show resilience, how talented they are both individually and collectively, and their professionalism to continue to move our department and the 911 Center forward in challenging times. I know that as the leader of such a fine organization, I am very proud of our people, as you should be.

As always, stay safe!

Pepper Valdez  
Fire Chief





The Billings Fire Department, established in 1883, has grown to encompass 188 personnel, including firefighters, paramedics, EMTs, dispatchers, administrative staff, and fire prevention experts, reflecting a comprehensive approach to community safety and emergency response in Billings.

We proudly serve all residents, businesses, and organizations within our response area including the Billings Urban Fire Service Area (BUFSA).

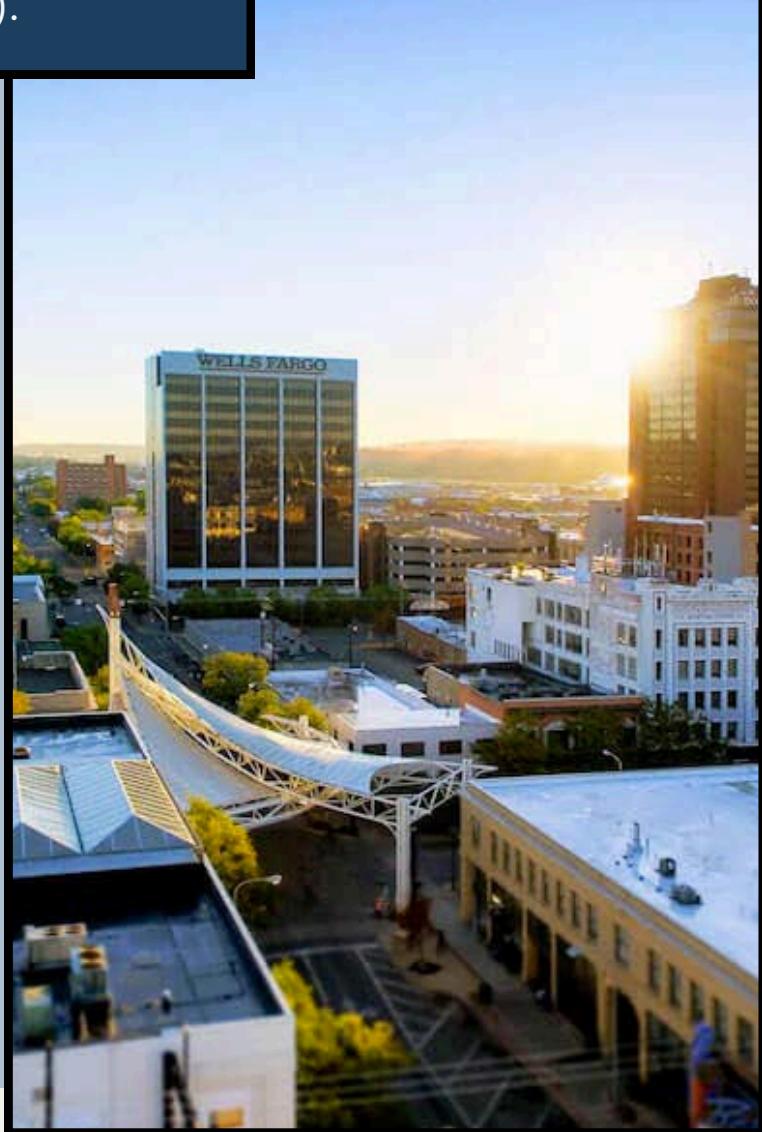
## Billings Fire Department

### Mission Statement

**The Billings Fire Department is dedicated to utilizing the latest education, methods, and technology in providing outstanding emergency services**

### Vision Statement

**The Billings Fire Department aspires to be the finest provider of emergency services**



# Department Overview

Administration-Department Oversight by the Fire Chief, Assistant Chiefs, Chief of Staff, and Administrative Support staff.

Operations & EMS- Firefighter's, EMTs and Paramedics respond to diverse fire, rescue, hazardous materials, and medical emergencies.

Fire Prevention Bureau- Fire Marshal, Assistant Fire Marshal, Deputy Fire Marshals, and Administrative Support staff are committed to education, fire and life safety, code enforcement, fire investigations, and community risk reduction programs.

Training- Training Chief & Assistant Training Chiefs ensure personnel at all levels have the knowledge, skills, and abilities to respond to emergency calls.

911 Communications Center-Dispatchers, Shift Supervisors, Manager, and Assistant Manager of the 911 Center field calls from the public to dispatch safety agencies of Yellowstone County.



Total Calls for Service  
19,342



BFD/9-1-1  
Employees  
188



Fires/Services/Other  
47.16%



EMS/Rescues  
52.84%



Apparatus/Vehicles  
50



Billings Population  
122,200  
10,000 in BUFSA



Service Area ISO  
Rating  
2/10

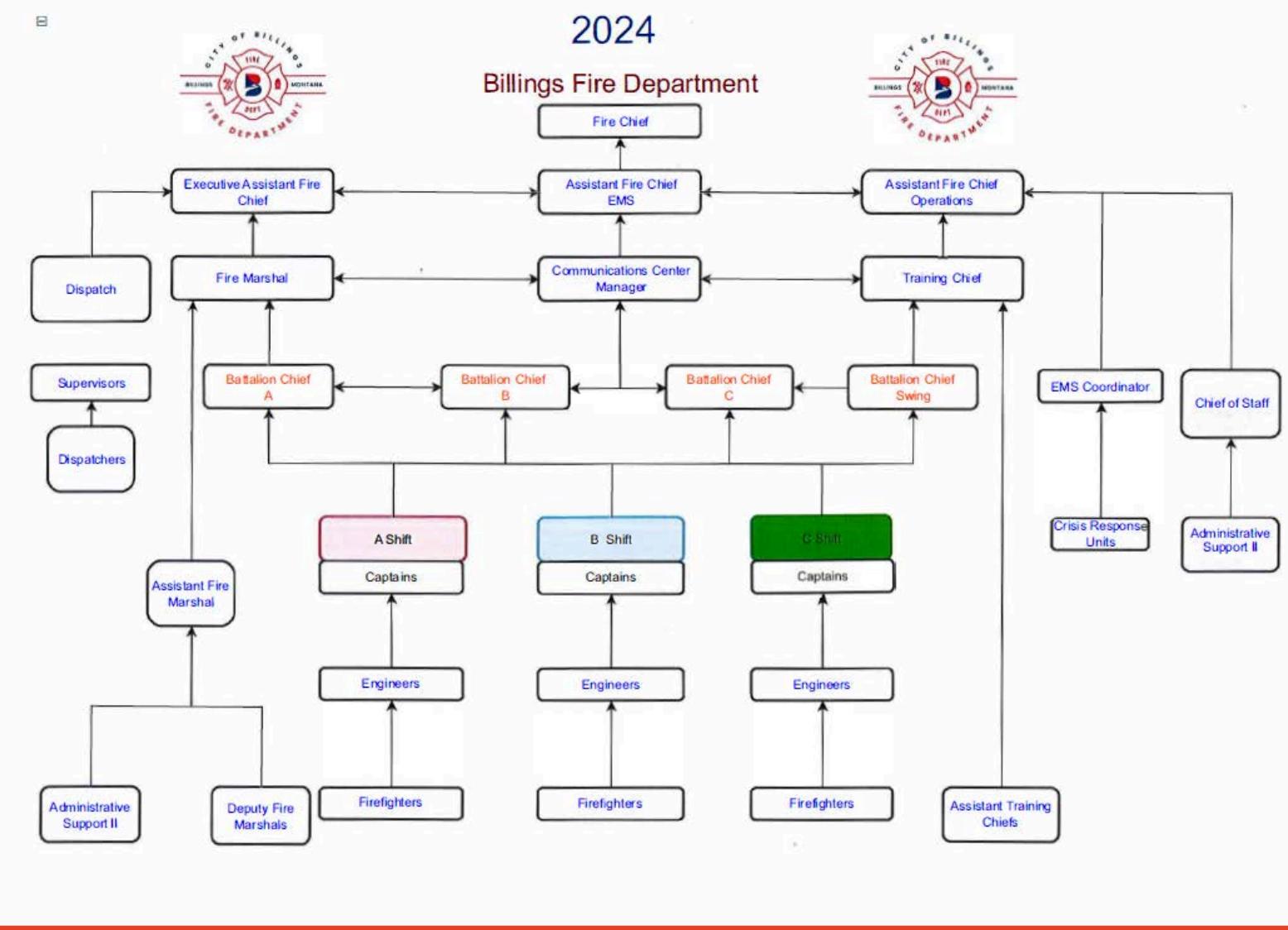


Response Area-91.46 sq miles  
46.27 sq miles (city limits)  
43.9 sq miles (BUFSA)  
1.29 sq miles (landfill)





# Organizational Chart



# Administration



**Pepper Valdez**  
**Fire Chief**



**Matt Hoppel**  
**Asst. Fire Chief**



**Kevin Bentz**  
**Asst. Chief of Operations**



**Jason Banfield**  
**Asst. Chief of EMS**

The Administrative Office of the Fire Department plays a crucial role in managing the department's business functions, overseeing budget management, correspondence, policy distribution, and health and risk management, while also handling fleet and facilities maintenance. Led by key personnel such as the Fire Chief and various Assistant Chiefs, this division ensures efficient operation and compliance with city regulations, as well as seeking new revenue through grants and procurement, all under the accountability to the City and Assistant City Administrators.



**Cameron McCamley**  
**EMS Coordinator**



**Sara Naylor**  
**Chief of Staff**



**Mary Hofer**  
**Admin. Support II**

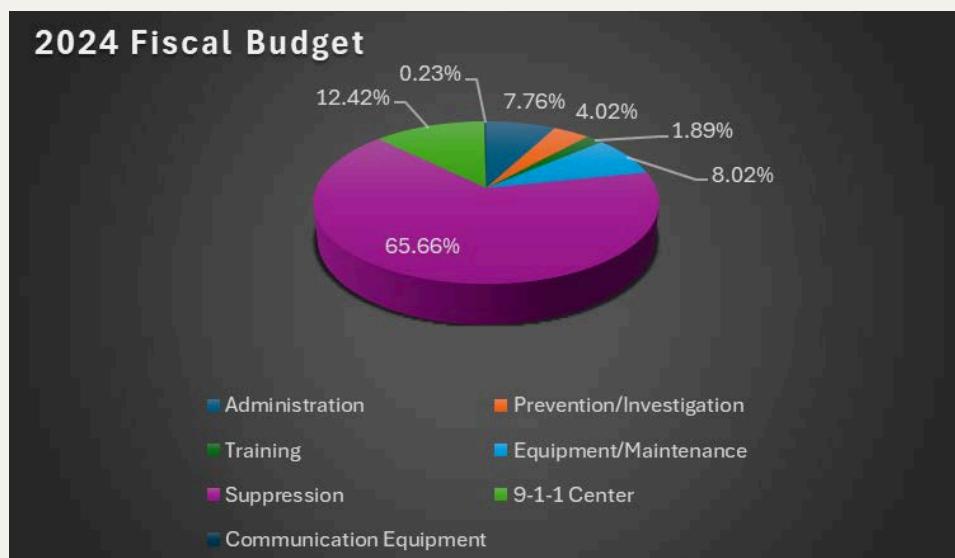


**Travis Hunt**  
**Admin. Support II**  
**911 Center/Bureau**

# Fiscal Year 2024 Budget

The Billings Fire Department's Fiscal Year 2024 budget of \$28.5 million is designed to provide essential funding for personnel and resources, ensuring the delivery of effective public safety services to the community.

Approved FY 2024 Operating Budget	
Administration	\$2,217,485
Prevention/Investigation	\$1,148,752
Training	\$540,042
Equipment/Maintenance	\$2,290,771
Suppression	\$18,752,608
9-1-1 Center	\$3,545,889
Communication Equipment	\$65,733



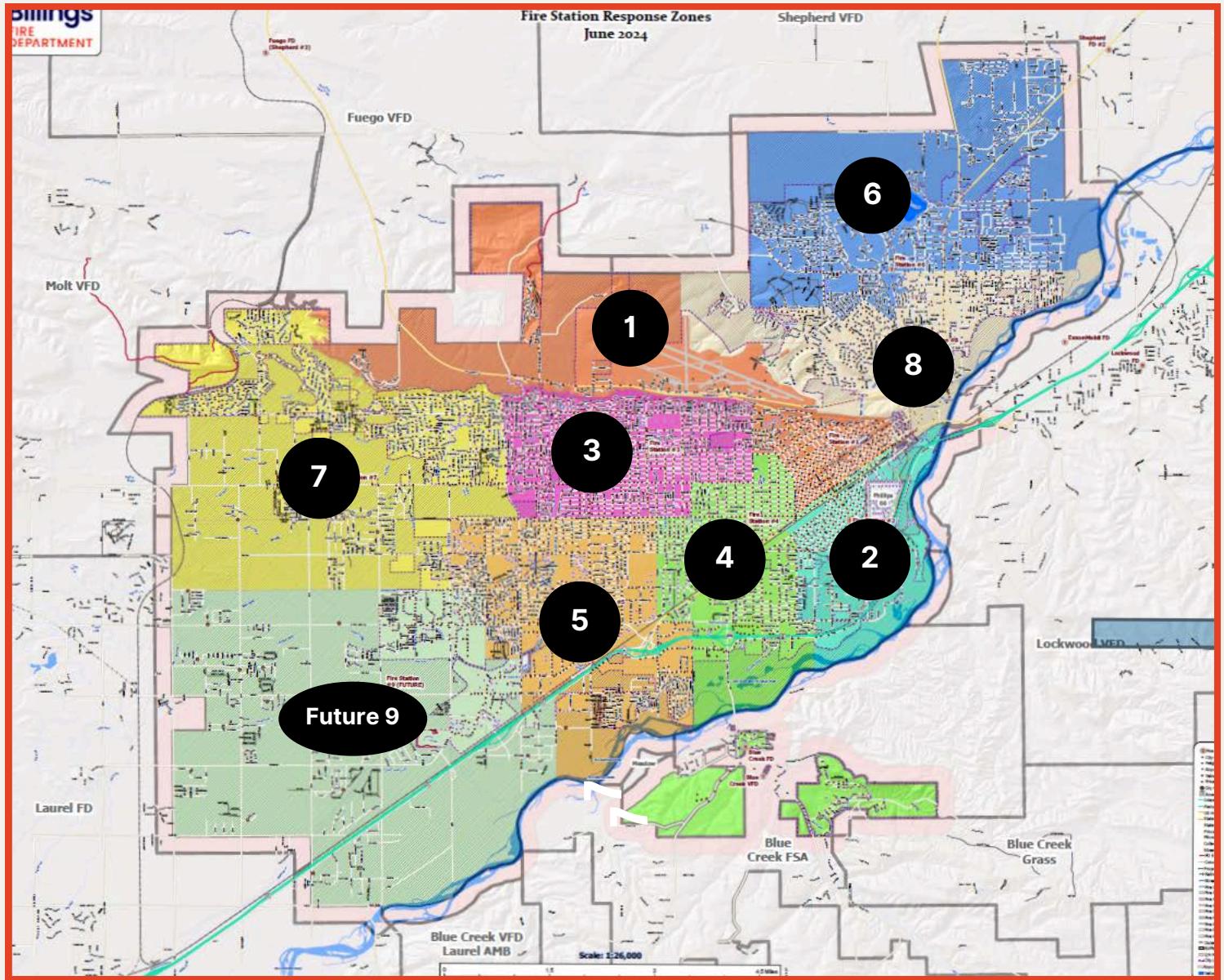
# Emergency Responses

Station	Average Response Time	Incident Per Station
Station 1	5:55	2,707
Station 2	5:39	2,003
Station 3	6:57	2,163
Station 4	6:30	2,056
Station 5	7:04	3,862
Station 6	6:43	2,372
Station 7	8:21	1,255
Station 8*	5:58	707



It's the Billings Fire Department's goal to maintain an average response time of 4 minutes, meaning the time between incident dispatch and the arrival time of our first unit. This is an industry standard established by the National Fire Protection Association (NFPA Standard) and one we've never lost sight of. \*Station 8 opened in June 2024\*

# Billings Fire Department



## Response Area Map

# Call Volume

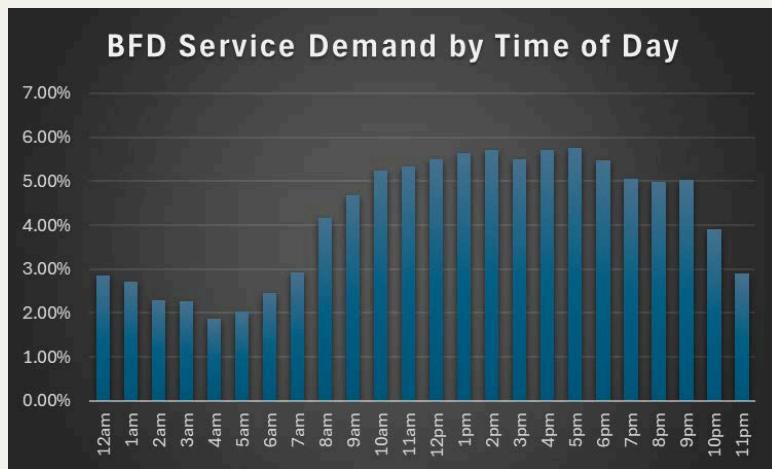
The Billings Fire Department utilizes the National Fire Incident Reporting System (NFIRS) to record every call for service, which encompasses a range of incidents including fires, medical emergencies, rescues, and non-emergency good intent calls. This systematic documentation enables the assessment of trends in fire service and resource utilization at local, state, and national levels. Additionally, the Fire Prevention Bureau plays a key role in enhancing community safety through fire investigations, public education initiatives, smoke alarm installations, and business inspections.



403 FIRES



19,342 Total Calls  
For Service

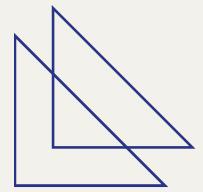


8,718 “Other”  
Service



10,221 EMS/RESCUE

# Operations



## Total Apparatus Runs

2020-22,122

2021-23,155

2022-23,312

2023-23,289

2024-22,472

The Operations Division plays a crucial role in emergency management by not only addressing fire incidents but also coordinating training programs, logistics, and specialized teams such as Rescue, Hazardous Materials, and Air Teams, ensuring comprehensive preparedness and response to a wide array of emergency situations.

## Billings Fire Vehicles/Equipment

7 Engines + 3 Reserve

1 Ladder Truck +1 Quint  
(Ladder/Engine Combo)

2 Water Tenders

5 Wildland Trucks

4 Water Rescue Crafts

1 Rescue Truck + Response Trailer

1 Hazmat Regional Response Unit

1 Mobile Air Unit and Trailer

1 Hose Van

1 Shuttle Bus

1 Fire Investigation Truck

2 Battalion Chief Response Units

3 Training/Safety Vehicles

10 Bureau and Staff Vehicles

3 Unmanned Aircraft Systems

2 Squads

1 Crisis Response Unit

## Suppression Personnel

4 Battalion Chiefs

39 Captains

33 Engineers

45 FireFighters

## Rescue Team

29 Technicians

## Air Team

11 Technicians

## Hazmat Team

30 Technicians



# Billings Fire EMS



Billings Fire's Emergency Medical Services offer an extensive range of professional care from Basic to Advanced Life Support, including medical care after rescues. With increased demands on EMS, firefighters often ride in ambulances to aid critical patient care. As medicine continually evolves, your Billings Firefighters stay up to date with the latest trends in patient care, such as advanced simulation-based training and integrating the latest recommendations in pre-hospital care.



**903 Interventions**



**445 Medications Given**  
**27 Narcan Doses**



**≈ 25 EMS Calls/Day**



**10,221 Total EMS Calls**



**437 Firefighter Ride-Ins**

The BFD also enhanced the connectivity of in-hospital and pre-hospital providers through case management services, run reviews, critical incident debriefs, and interoperability training. The staff of the EMS Division sits on various State Committees, including the Opioid Abatement Committee and EMS Advisory Council.

## CPR Saves

Of the 126 reported CPRs performed at EMS incidents, 14 returned spontaneous circulation; 6 were discharged from hospital care with "good functional status" showing a 42% success rate, above the national average (Good functional status means one's ability to perform daily activities required to meet basic needs, and maintain their health and well-being).





# Fire Suppression



**403 Total Fires    56 Structure Fire**



**22 Exposure Fires**

All eight fire stations employ a minimum of three trained firefighters to handle various fire emergencies, focusing on structure fires that involve permanent buildings and other constructions, as well as outdoor fires such as trash and grass fires. Exposures refer to secondary damage from an initial fire, where adjacent objects, like vehicles or fences, may ignite due to the primary fire's proximity and intensity.



**42 Vehicle Fires**



**283 Trash/Grass/Other Fires**



All Billings Fire personnel are trained at a minimum in basic wildland firefighting, and several personnel are trained as national wildland coordinating group engine bosses.





# Technical Rescue & Extrication Team

The Billings Fire Department Technical Rescue Team is comprised of 29 techs trained to National Technician Rescue 1 and 2 Standards. The support of our Administration and their focus on providing excellent service allows us to maintain proficiencies in the following disciplines:



Rope Rescue  
Swift-water  
Ice rescue  
Structural Collapse  
Confined space  
Trench  
Heavy Lifting  
Vehicle Extrication and Stabilization



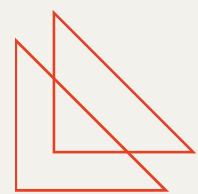
## 2024 Rescue Tech Training

- Four members attend the Texas A&M Structural Collapse 8-day course.
- Five members participated in the Confined Space Rescue aboard the USS Lexington in Wilmington, North Carolina, by RNR Rescue. This course was possible through the support of our mutual aid partner at the PAR Montana refinery.
- REMS Remote Rescue workshop by CMC - 3-day course in Red Lodge, MT, focusing on the extrication challenges of remote rescue of an injured firefighter in the wildland fire environment.
- Swiftwater rescue by Whitewater Rescue Institute - swiftwater rescue techniques to aid in our responses to river rescue calls on the Yellowstone River.
- BFD hosted the 4-day "Man vs Machine" course sponsored by PAR Montana Refinery and taught by instructors from RNR Rescue and Code 3 Medical. The course covered rescue, extraction, and patient access techniques used when responding to industrial and heavy equipment-related emergencies. The EMS component included patient packaging, prehospital medical skills, and an introduction to new equipment available.

## 2024 Department Wide Trainings:

- High Angle Rope Rescue refresher
- Swift water rescue awareness
- Training eight new Rescue Techs





# Hazardous Materials Team

As a city with three nearby refineries, an extensive railroad presence, and interstate highway crossroads, the extensive presence of hazardous materials is a fact of life in Billings and Yellowstone County. The Billings Fire Department and its personnel are Montana's largest hazardous materials response agency. In addition to protecting the city and county, when activated by Montana Disaster and Emergency Services (MT-DES), the Billings Fire Department's Regional Hazmat Team may be mobilized to support hazmat response across the state.

Every member of the Billings Fire Department is trained to the Hazmat Operations level as specified by OSHA and the National Fire Protection Association (NFPA). Approximately 30 Billings firefighters operate at the Hazmat Technician or Specialist level. These dual-roll firefighters are trained and equipped to respond to incidents ranging from tanker and rail car accidents to terrorism involving chemical, biological, or explosive agents.



**466 Hazmat Calls**



**27 Chemical Spills**



**121 Gas Leaks**

**289 Utility/CO calls**



**29 No Hazard**

The Billings Fire Department's Regional Hazmat Team is equipped with specialized equipment, once found only in laboratories, allowing them to determine the identity or class of most unknown substances and then develop response plans to protect the community. Additionally, the team's extensive selection of chemical and respiratory protective equipment allows team members to work in toxic environments safely. Eight of the team's technicians are specially trained paramedics with advanced knowledge and diagnostic tools to assess and treat victims of exposure to hazardous materials.

The Billings Fire Department's Hazmat Team welcomed new members Firefighter Jacob Sullivan, Firefighter Jordan Jensen, and Firefighter Ryan Sedgley who all completed hazmat training and certification at the Center for Domestic Preparedness. Additionally, Firefighter Alex King is working on completing his advanced training in toxicology and paramedicine through the National Fire Academy. The BFD's Hazmat Team, trains at least quarterly on current techniques and mitigation, including simulated industrial leak control, crime scene evidence preservation, and the use of plume-modeling software.



# Training Division

2024 was a busy year for the Training Division. Our Multi-Company shift training continued from 2023 with rural water supply and critical fire flows. Fire suppression crews worked to sustain 1000 gallons per minute fire suppression flows utilizing relay pumping from a static water source. Water tenders from Billings and Laurel supplied the static water source. This was an excellent opportunity to practice a critical fireground operation with our neighbors to the west. In addition to scheduling on-shift training, the Training Division provided three critical development programs to the suppression staff: Officer Development (ODP), Engineer Development (EDP), and Entry Level Firefighter (Recruit Academy). The Officer Development Program (ODP) consists of 160 hours of training to prepare employees to perform as company officers. This training includes leadership, report writing, ICS training, and live fire scenarios.

This year, Billings Fire opted to hold a national curriculum titled "L-380, Fireline Leadership." The L-380 course introduced to the BFD was specifically designed for company officers, focusing on building leadership skills that directly affect company performance and station culture. L-380 culminated with a 5-mile Facilitated Leadership Assessment Course (FLAC), which challenged participants to lead in a team environment. The engineer Development Program (EDP) consists of 80 hours of training to allow firefighters to drive and pump the fire engines and ladder trucks. Our Recruit Academy provides entry-level training to new employees to prepare them to serve the citizens of Billings (and Lockwood) as firefighters. Our on-duty crews participated in a large scale Rescue Task Force exercise with Billings Public Schools and the Billings Police Department.

## Program Stats:

### Officer Development Program (ODP)

6 Graduates

160 Hours of Officer Training (960 Total)

Guest Speaker Frank Viscuso, "Step up and Lead"

NWCG L-380



### Engineer Development Program (EDP)

11 Graduates (2 Lockwood Fire)

80 Hours of Training (880 total)



### Fall 2024 Recruit class

11 BFD Candidates, 1 Lockwood

11 Graduates (1 Lockwood)

480 Hours of Training (5,280 Total)

IFSAC/Proboard Firefighter 1 and Hazardous Materials Operations



# Fire Prevention Bureau

The Billings Fire Prevention Bureau is dedicated to enhancing community safety by preventing and managing fires, reducing fire-related fatalities and injuries, and promoting education through its team composed of one Fire Marshal, one Assistant Fire Marshal, and four Deputy Fire Marshals, who collectively focus on enforcement, education, and investigation to ensure effective fire safety measures.



***Here is what 2024 looked like for the Bureau:***

Fire Investigations	87	Inspections	405
Plans Approved	238	School Inspections	52
Plans Reviewed	264	Clean Agent Review	1
Home Detector Installations	14	Professional Training	99-Adults
False Alarm Ordinance Violations	633	Community Events	8609-Kids, 2635-Adults
Know Box Installations	89	Station Tours	401-Kids, 133-Adults
Automatic Sprinkler Reviews	26	Elementary School Visits	15 schools-5164 Students
Fire Alarm Reviews	32	Public Education	6440-Kids, 707-Adults



# SCBA Air Team

The Air Team is made of 10 technicians that are 3M/Scott SCBA Technician 11 certified and 1 3M/Scott Compressor Technician certified. The Billings Fire Department operates an In-House Repair Center at Fire Station 4 to minimize the downtime and cost when repairs to SCBA equipment are needed, in addition to regular suppression duties. Duties consist of making repairs to air packs, mask-mounted regulators, self-contained breathing apparatus (SCBA) masks, cylinders, and air compressors, as well as filling air and oxygen cylinders. The Air Team fits all Suppression and Fire Prevention Bureau personnel for SCBA masks, half masks, and N95 masks. During fit and flow tests, if any equipment is out of factory specifications, technicians make proper adjustments to bring them into compliance. The Air Team also provides fit testing for Billings Police and Yellowstone County Sheriff Departments and can provide mutual aid to surrounding areas for any major incident.

## **Vehicles:**

### **Mobile Air Unit & Trailer**

An outfitted van that carries extra air equipment, air cylinders, and tools to make repairs in the field. The van tows a 6000psi portable air compressor that can be used in the field to fill cylinders. The trailer is equipped for supplied air for hazmat and rescue operations.

## **Equipment**

- 1 Bauer Vertecon 7000 psi compressor/fill station
- 90 Air packs
- 185 Mask Mounted Regulators
- 6 Supplied Air Packs w/ 15 minute Escape Cylinder
- 6 RIT III (Rapid Intervention Team) air packs designed to provide air supply to a downed firefighter emergency

**On average, a tank of pressurized air will last a firefighter 20-30 minutes, depending on their breathing rate and how active they are during a fire. A firefighter may use 2-3 tanks during a fully involved fire.**



## **Highlights-Cylinders Filled**

The Air Team filled over 2,334 SCBA cylinders used during BFD operations

- Medical Oxygen Cylinders Filled—239
- SCBA Airpack/Mask Mounted Regulator Flow Tests -380
- Quantitative Fit Tests (SCBA Mask and Half-Mask Respirators) — 171
- Qualitative Fit Tests (N-95) — 136

# National Guard



The Billings Fire Department and Montana Army National Guard developed a partnership in 2024 to utilize BFD Paramedics on search and rescue flight missions. This partnership is the first in the region and allows BFD Paramedics to provide patient care and treatment in austere environments and in flight on the Army National Guard's Blackhawk helicopters. The BFD Paramedics who are chosen for this program are seasoned advanced life support providers for the Billings Fire Department and have gone through a Yellowstone County credentialing process. These BFD Paramedic then undergo a comprehensive training program taught by Army National Guard officers, pilots, and crew chiefs to learn helicopter operations, long-line insertion, and patient extraction.



During search and rescue missions, the National Guard Army Blackhawk helicopter crew will insert the BFD Paramedic via long-line and provide on-scene injury assessment and care. The patient and BFD Paramedic will then be airlifted back to the helicopter and rendezvous on the ground with the closest medical facility or hospital flight team. Currently, we have four BFD Paramedics trained to this specialist level and anticipate an additional three being taught in the future.

# SWAT Medic Program

In 2024, the Billings Fire Department launched the SWAT Medic program, a specialized initiative designed to enhance emergency medical support in high-risk situations. This program operates as a unified partnership between the Billings Fire Department (BFD) and the Billings Police Department (BPD), ensuring that experienced BFD Paramedics and EMTs are available to provide critical medical care during high-risk callouts involving the BPD and the Yellowstone County Sheriff's Office (YCSO).



The personnel selected for this elite program undergo an intensive initial training regimen led by the Billings Police Department SWAT team. This training covers advanced medical interventions in tactical environments and weekly proficiency exercises to maintain operational readiness and refine team tactics and procedures.

The primary mission of the BFD SWAT Medic team is to deliver rapid and effective patient assessment and emergency care to both law enforcement personnel and civilians in active threat scenarios. Their presence enhances overall safety and medical response capabilities during critical incidents.

The team currently includes Captain Olaf Hedstrom, Captain Travis Norby, and Firefighter Jay Bueter, who each bring a wealth of experience and dedication to this vital role.



Montana Law Enforcement Academy  
SWAT Basic Course

# Drone Program

The Billings Fire Department Drone program continues to grow and adapt to the needs of the community. Established in 2020 with funds from a State Homeland Security Grant, the program has become an integral tool for enhancing situational awareness in emergency situations. In 2024, the team was deployed 25 times, added four new pilots, added new capabilities, and expanded its operational reach. While opportunities to enhance budget sustainability and streamline operational integration exist, these challenges also present exciting avenues for growth and improvement.

## Training Program

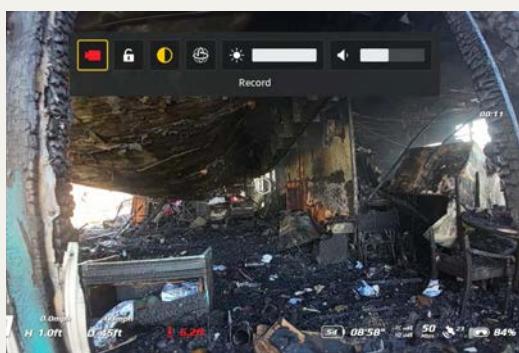
The BFD Drone Team prioritizes maintaining pilot proficiency and compliance with FAA regulations. In 2024, several key training goals were achieved:

**New Pilots:** Four new pilots were added to the team to replace retirees, bringing the total to eight active pilots.

**Vendor Training:** A two-day training session was hosted by Steel City Drones to onboard new pilots efficiently. This comprehensive program covered advanced drone operation techniques and public safety applications. This was provided at no cost by the vendor.

**On-Shift Training:** In 2024, the team demonstrated resourcefulness by maximizing on-shift hours to conduct 33 training flight missions, with pilots working toward proficiency and operational readiness. Our pilots logged over 136 flight hours this year.

**Collaborative Training:** The team also conducted joint training sessions with the Billings Police Department, enhancing inter-agency coordination.



## Deployments

In 2024, the Drone Team responded to 25 calls for service:

**Missing Person Flight:** 1

**Structure Fires:** 3

**Public Education Flights:** 4

**Wildland Fires:** 2

**Mutual Aid Requests:** 3

**Training Flights:** 33

**Incident Preplans:** 5

**Rescues:** 3

**Infrastructure Inspections:** 3

# Billings City/County Communications Center

2024 presented significant challenges due to the rapid pace of technological changes and various implementations that made this past year particularly demanding. The Billings City/County Communications Center faced these demands head on which involved successfully adapting to new software platforms and a significant amount of time dedicated to training.

In May, Jon Kristjanson, Public Safety Tech, orchestrated the implementation of the new 10.4-million-dollar Astro Radio Communications system. With this implementation he took on the responsibilities of the Zone 2 Core Administration, which allowed us to leverage numerous key features and capabilities without the additional costs, saving the City of Billings, millions of dollars. With these responsibilities, we share technical resources and knowledge with the State. The City of Billings & Yellowstone County is the largest subscriber group outside of the State of Montana. Jon manages 200-500 radios on the system at any given time and he monitors and maintains 2,000+ radios throughout the city and county, which has given us full interoperability between state, local, tribal, and federal organizations.



## **Manager-Vacant**

- 1- Assistant Manager**
- 5- Supervisors**
- 23- Qualified Employees**
- 5- In Training**
- 4- Temp Employees**
- 1- Public Safety Technician**

Staff experienced a big change with the implementation of the EFD protocols in April and EPD protocols in June. The addition of these protocols allowed resource deployment configurations for all disciplines involved in public safety, as well as hundreds of hours of training.

In August we were able to promote Emmalee Anderson to the Supervisor team, which brings our supervisor staff up to 5, a long-time goal for the center. She joins Supervisors Cassie Hoiness, Jeff Love, Sam Lind, and Randi Dvorak. Our supervisory staff brings a hundred years of combined knowledge and experience to the 911 Center. Their dedication and commitment are unparalleled. Supervisors devoted a lot of time to recruitment and retention in 2024, focusing on increasing staffing levels to just short of fully staffed. We ended the year continuing to actively test, interview, and onboard additional applicants to reach our goal. July of 2024 Manager Derek Yeager took on a new role as the DES Director for Yellowstone County. His vacated position was taken on by Assistant Manager Priscilla Martinez for the duration of the year.



# Billings City/County Communications Center

## 2024 Statistics

Radio stats: Jan 1, 2024-Dec 31st, 2024

CHANNEL	TRANSMISSIONS	HOURS
PD1	267499	939:49:26
PD2	64101	239:42:06
SO	226464	819:29:00
FIRE 1	32894	98:18:26
OPS14	105	22:00:10
FIRE PAGE	28611	96:28:43
OPS15	1916	8:11:33
TAC1	1340	3:51:41
TAC2	1033	2:51:36
TAC3	1118	2:52:55

CHANNEL	TRANSMISSIONS	HOURS
TAC4	1053	2:46:34
TAC5	1321	4:07:49
TAC6	1287	3:42:34
TAC7	933	2:41:25
TAC8	151	28:00:06
TAC9	643	1:35:17
TAC10	798	2:01:37
TAC11	377	1:12:58
TAC12	273	57:00:26

### Average Call Count By Hour

31

### Average Phone Calls/Day

734

### Total Phone Calls

268,713

### Public Records

#### Request

557

### Call Count By Category

Emergency: 20.4%

Non-Emergency 79.6%



### Slowest Month

December @ 19,333 Calls

### Busiest Month

July @ 27,047 Calls

### Slowest Day

Sundays @ 32,410 Calls

### Busiest Day

Fridays @ 41,108 calls

### Incidents Created

141,435

### Peak Hour

2PM-3PM for a total of 17,081 calls



## STATION 1



## STATION 2





## STATION 3



## STATION 4





## STATION 5



## STATION 6





## STATION 7



## STATION 8





# **Billings Fire Department**

## **Annual Report 2024**

**Prepared By:  
Mary Hofer**

**Presented By:  
Chief Pepper Valdez**