

2024



**Waterloo
Fire
Rescue**

Annual Report

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Waterloo Fire Rescue

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Photo credits: Larry Klodt Photography

About Us

Waterloo Fire Rescue (WFR) has been serving the City of Waterloo since the 1800s but became a recognized department in 1904.

The current mission statement that guides the members of WFR is, "To protect the lives and properties of the citizens of Waterloo by being an innovative and progressive emergency services organization."



Our department staffs 115 sworn, full-time, frontline firefighters along with two additional support personnel. WFR consists of six staffed stations supplied by five engines, one Rescue Engine, one aerial platform, four front-line ambulances, and one overflow ambulance.

Response Times

Turnout Time: 68 seconds
44% of responses in under 1 minute

Travel Time: 225 seconds

Waterloo Fire Rescue recognizes and strives to achieve the supported guidance from the National Fire Protection Agency (NFPA). NFPA Standard 1710 establishes an 80 second “turnout time” and 480 second “travel time” benchmark time goal for the deployment of “an initial full alarm assignment at a fire suppression incident” for not less than 90% of dispatched incidents.

Prevention Measures

As a departmental goal, WFR implemented an “After the Fire” initiative. Through this initiative, firefighters canvas neighborhoods who experience loss due to a fire and ensure residents have working smoke detectors, up-to-date escape plans, and other resources they may need to keep them safe in our community.

This initiative, combined with our partnership with the American Red Cross, has enabled residents to request smoke detectors and smoke detector installations free of charge. There were 72 detectors placed within the City of Waterloo in 2024.



Total Calls for Service: 13,712

Unit Call Volume			
Fire Engine		Ambulance	
301	1,538	331	3,863
302	1,349	332	3,338
303	785	333	1,790
304	978	334	2,899
305	805	336	219
306	1,074		
311	117		

Fire: Top Primary Impressions

Commercial Auto Alarm	590
Residential Fire	490
Commercial Fire	217
Burning Complaint	209
Residential Auto Alarm	155
Down Wire	125
Smoke Investigation	121
Field/Grass Fire	111
Lift Assist	108
Fire Investigation	101

Engine Total: 7,174

Ambulance Total: 12,159

Total Unit Call Volume: 19,333

