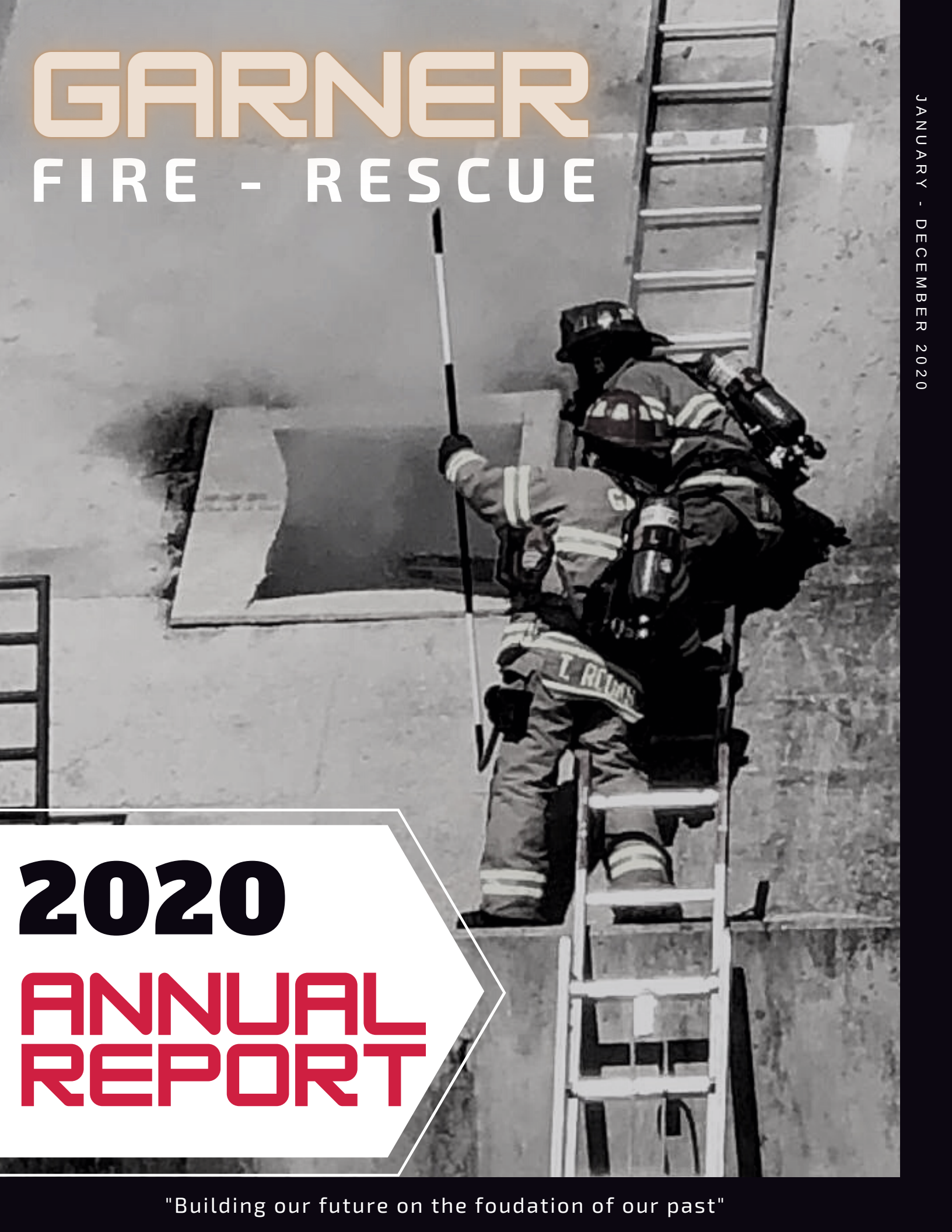


GARNER

FIRE - RESCUE

JANUARY - DECEMBER 2020



2020

ANNUAL

REPORT

"Building our future on the foudation of our past"

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SOCIAL MEDIA



@Garner Fire-Rescue



@GarnerFire



@garnerfire



@garnerfire85

MESSAGE FROM THE CHIEF

2020 Year in Review

It is my pleasure to share the Garner Fire-Rescue (GFR) 2020 Annual Report. Reviewing the year, we saw continued advances with Garner Fire-Rescue in the wake of an unprecedented global pandemic that none of us has seen in our lifetime. GFR continued to be progressive and innovative on its path to continuous improvement reaching several milestones throughout the year including becoming an applicant accreditation agency with the Center for Public Safety Excellence (CPSE).



This past year was one of the most difficult years for the American people in recent history. Our department has adapted in many ways to provide previously set standards as well as new challenges that a pandemic has required us to face. I am most proud of the way our staff has continued to adapt each day with what seems to be continuing uncontrollable changes.

As we look forward into 2021, our goal will be the same as it has been every day-to provide the highest level of service to each and every member of our department and the community we serve. We will remain committed to seeking ways to improve, adapt and overcome any challenges that come our way.

I could not be prouder to serve Garner Fire-Rescue and to lead an incredible team of dedicated public safety professionals. Thank you for your encouragement and support along the way as we continue to pave our path into the future.

Matthew R. Poole
Fire Chief

GFR GUIDING PRINCIPLES

MISSION STATEMENT

Garner Fire-Rescue is dedicated to protecting the life and property of our community by building our future on the foundation of our past.

VISION STATEMENT

To become the best possible fire service organization through well-trained and developed personnel, modern resources and equipment, and continue to be an integral part of our community.

VALUES

Garner fire **FIGHT**ers possess the courage needed to save lives and make our community safe. We will be models of honesty, possess giving hearts, and be grateful for our heritage.

Fortitude

Integrity

Generosity

Honor

Tradition

STRATEGIC GOALS

GOAL 1

Organizational commitment toward continuous improvement

GOAL 2

Continue fire department merger planning with the Town of Garner

GOAL 3

Enhance emergency response capabilities

GOAL 4

Enhance departmental training and personnel development

GOAL 5

Enhance physical resource allocation and replacement programs

GOAL 6

Improve community risk reduction (CRR) efforts

ADMIN ACCOMPLISHMENTS

ADMINISTRATION

- Hired three (3) new full-time employees to increase assigned staffing to four (4) firefighters on each first out company
- Implemented pay study recommendations
- Completed GFR Strategic Plan and received approval from Garner Fire-Rescue Board of Directors
- Completed installation of vehicle exhaust ventilation system at Station 3 in accordance with cancer prevention initiative

- Implemented new monthly training outline in July 2020
- Implemented monthly benchmark exercises in conjunction with fixed-facility training exercises
- Adopted a turnout time benchmark expectation in July 2020 of one minute and thirty seconds (01:30) for all units, emergency traffic
- Started sharing a weekly turnout time compliance report in August 2020 with all staff to show all overages by unit, shift, and time of day
- Adopted a new building risk assessment process (GOVAP) to classify occupancies based on internal scoring metrics

- Completed the second phase of accreditation in February 2020 becoming an applicant agency with the Center for Public Safety Excellence (CPSE)
- Completed CPSE Self-Assessment Manual (SAM)
- Created an internal Firehouse Instructions Manual for records management system guidance on entries and expectations
- Started internal utilization of Geographic Information Systems (GIS)
- Completed COVID-19 Emergency Action Plan

- Started purchase process of new replacement mid-mount ladder truck to replace ladder 1 based on apparatus committee recommendations
- Replaced generator at Station 1
- Completed the GFR Training Program Evaluation Survey, Internal Stakeholders Survey, and Customer Expectations Survey
- Donated 6k to North Carolina Jaycees Burn Center in conjunction with Jones Insurance
- Adopted a Weekly Compliance Report (WCR) to share at weekly administration meetings showing performance on all key metrics and completed a comprehensive call processing study shared with RWECC

OPS ACCOMPLISHMENTS

OPERATIONS

Firefighter of the Year | **Frank Condem**

Volunteer Firefighter of the Year | **Mark Wilson**

Medal of Valor Award | **Barrett Penny**

Associate degree Scholarship Award Recipients | **Robert Beasley & Zac Johnson**

Bachelor's Degree Scholarship Award Recipients | **Jonathan Fisher**

Master's Degree Scholarship Award Recipients | **Daniel Ward**

- Completed 8,050 training events with 15,166 hours of training with an average of 237 hours per full-time employee (FTE)
- City of Raleigh 911 Center implemented ASAP to PSAP for alarm companies to input police, fire, and medical alarms directly into the CAD system
- Logged 904 daily temperature checks reference COVID-19
- Engaged with 688 people through non-incident related activities as part of community risk reduction (virtual or outside socially distanced)
- Completed annual servicing on 2,400 fire hydrants

- Completed annual hose testing on 400 pieces of hose (32 failures)
- Completed boat operations training at Lake Benson
- Completed 12 After-Action Reviews for working structure fires
- Completed NFPA 1582 annual physicals via SiteMed
- Completed annual physical agility testing at WCFTC

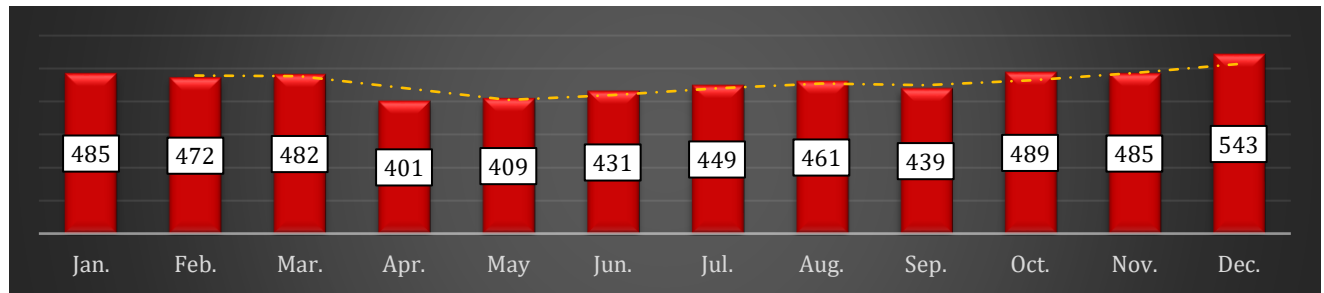
- Participated in Read Across America at Timber Dr. & Rand Rd. Elementary Schools
- Participated in live video showcasing truck and equipment for 94.7 QDR
- Participated in Marine Corps Toys for Tots program
- Supported Community of Hope Ministries by dropping of 3 bins of food
- Provided a virtual presentation for Wake County Resources for Seniors

- Participated in two hot car displays at White Oak Crossing & Food Lion
- Participated in OSFM Smoke Alarm Saturday Canvassing Event
- Participated in Camp Great Adventure with Ladder 3 @ Poole Family YMCA
- Produced a virtual career day video for Garner Elementary School
- Assisted Garner Mid-Day Rotary Club with moving food packed by Able to Serve for Back Pack Buddies to Community for Hope

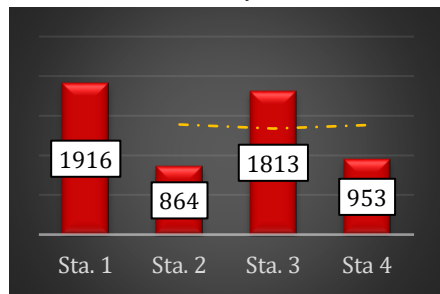
RESPONSE STATISTICS

Population Served: **64,746**
 Area Served: **79.62 sq. mi.**
 2020 Call Demand: **5,546** **0.32%** decrease from 2019 @ 5,564
 2020 Unit Dispatches: **9,582** **3.83%** decrease from 2019 @ 9,964

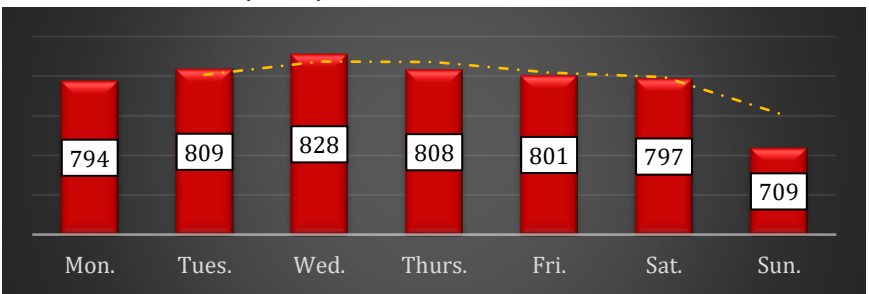
Call Demand by Month



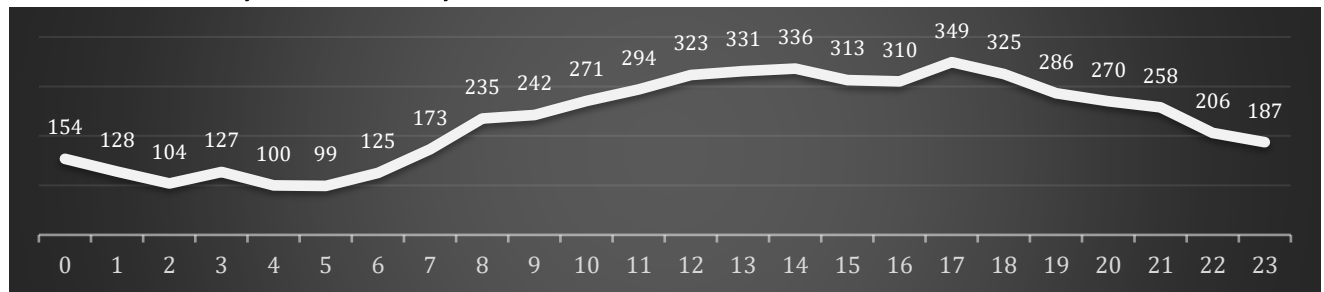
Call Demand by Station



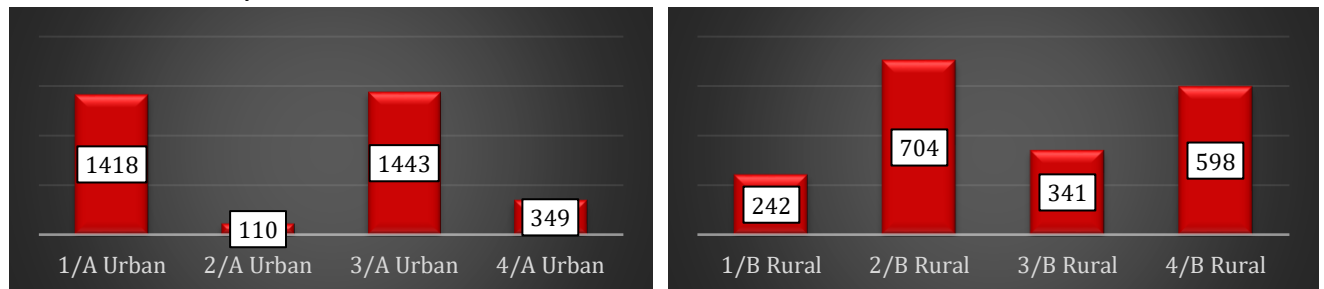
Call Demand by Day of Week



Call Demand by Hour of Day



Call Demand by District

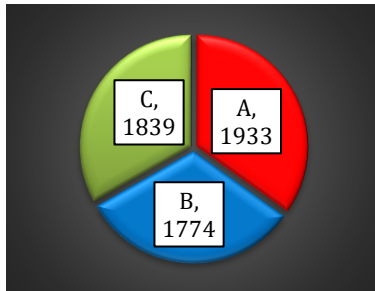


RESPONSE STATISTICS

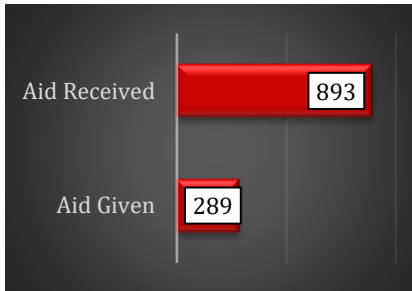
90th Percentile Emergency Response Time Performance

| | | | | | |
|--|--|--|---|---|--|
| Alarm Handling (All Calls) 911 Call - FD Notification | Turnout (All Units) FD Notification - Enroute | Travel (1st Unit) Enroute - 1st Arrival | Travel (ERF) Enroute - ERF Arrival | Total Response (1st Unit) 911 Call - 1st Arrival | Total Response (ERF) 911 Call - ERF Arrival |
| 03:37 | 01:51 | 06:51 | 07:31 | 10:52 | 11:29 |

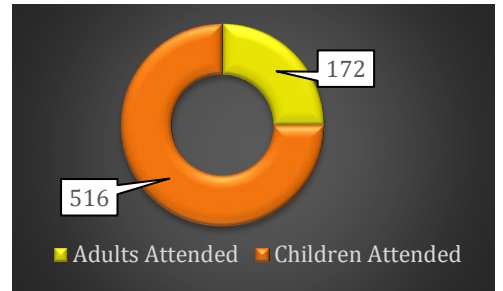
Call Demand by Shift



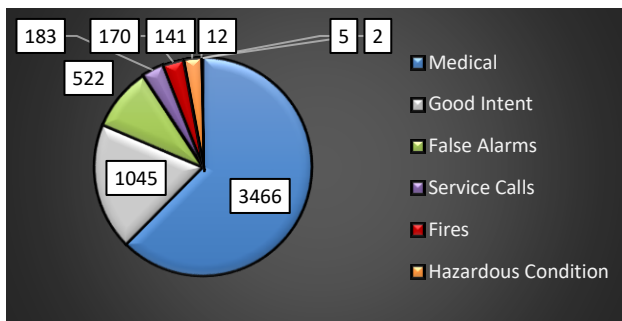
Mutual Aid



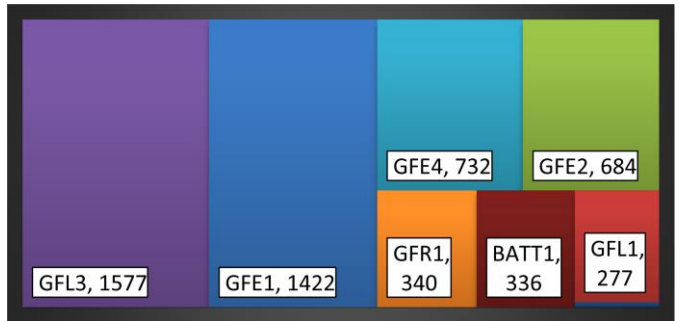
Community Activities



Call Demand by Type



Emergency Unit Responses



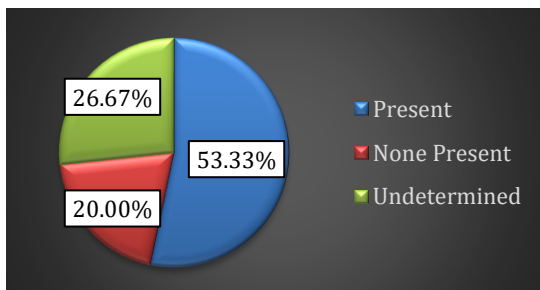
90th Percentile Turnout Times

| Unit | A | B | C |
|------|---------|---------|---------|
| GFE1 | 0:01:28 | 0:01:38 | 0:01:49 |
| GFE2 | 0:01:36 | 0:02:00 | 0:01:50 |
| GFE3 | 0:01:31 | 0:01:17 | 0:01:42 |
| GFE4 | 0:01:58 | 0:02:01 | 0:01:39 |
| GFL1 | 0:01:58 | 0:02:22 | 0:01:56 |
| GFL3 | 0:01:44 | 0:01:18 | 0:01:48 |
| GFR1 | 0:02:11 | 0:02:36 | 0:02:13 |

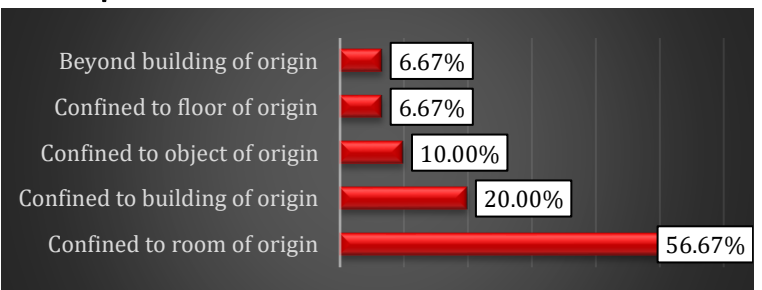
90th Percentile Travel Times

| Unit | A | B | C |
|------|---------|---------|---------|
| GFE1 | 0:06:44 | 0:06:02 | 0:06:16 |
| GFE2 | 0:07:56 | 0:07:37 | 0:07:36 |
| GFE3 | 0:06:27 | 0:06:23 | 0:06:16 |
| GFE4 | 0:08:33 | 0:09:12 | 0:08:50 |
| GFL1 | 0:07:07 | 0:07:48 | 0:07:58 |
| GFL3 | 0:06:59 | 0:06:11 | 0:06:26 |
| GFR1 | 0:08:39 | 0:10:07 | 0:07:37 |

Smoke Alarm Presence %

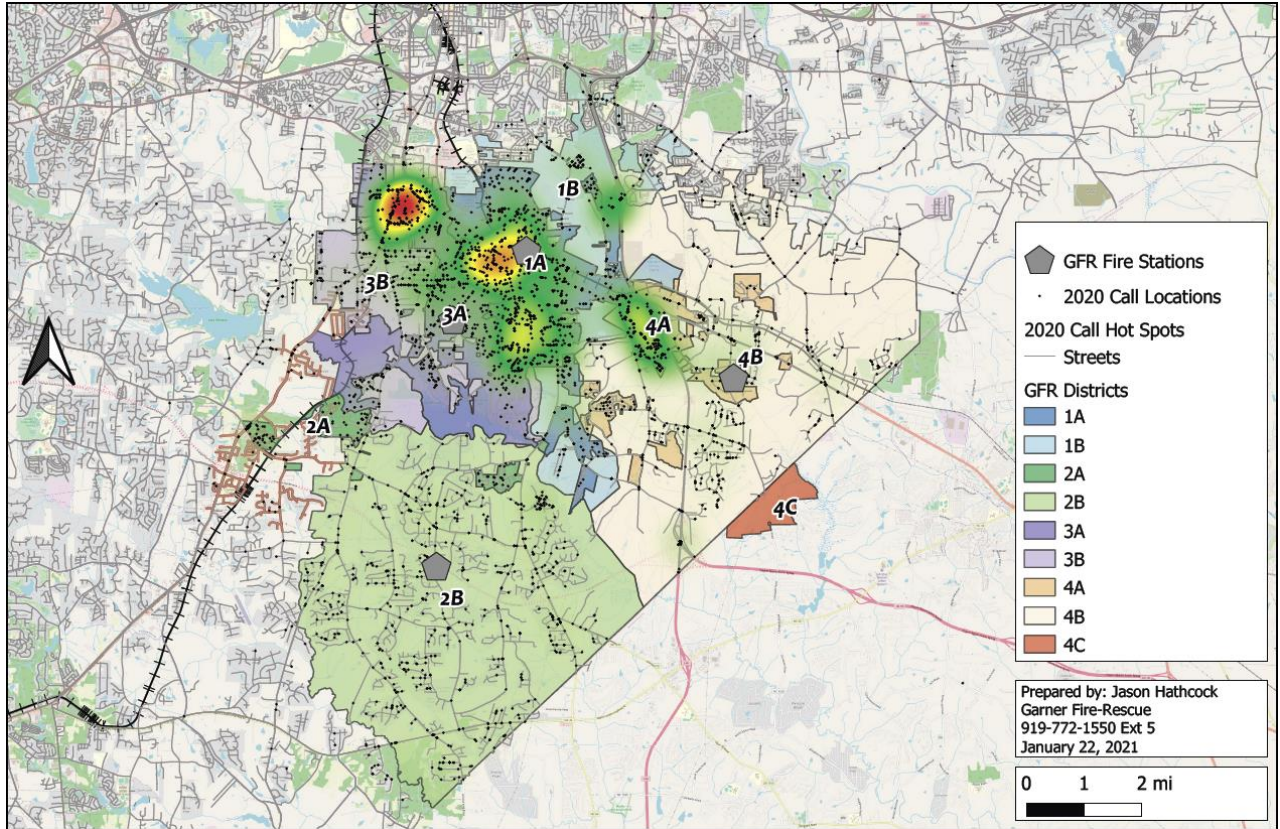


Fire Spread %

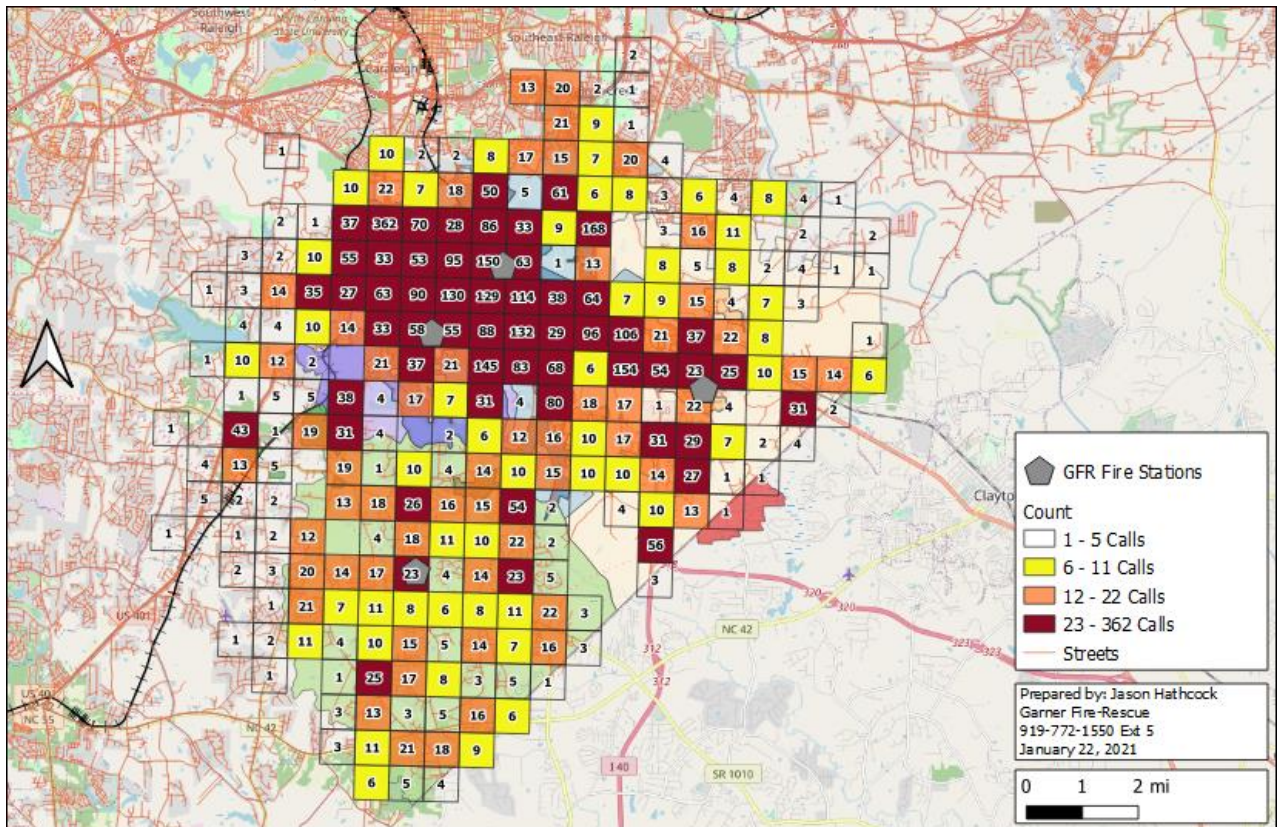


2020 CALL LOCATIONS

2020 Call Locations & Hot Spots

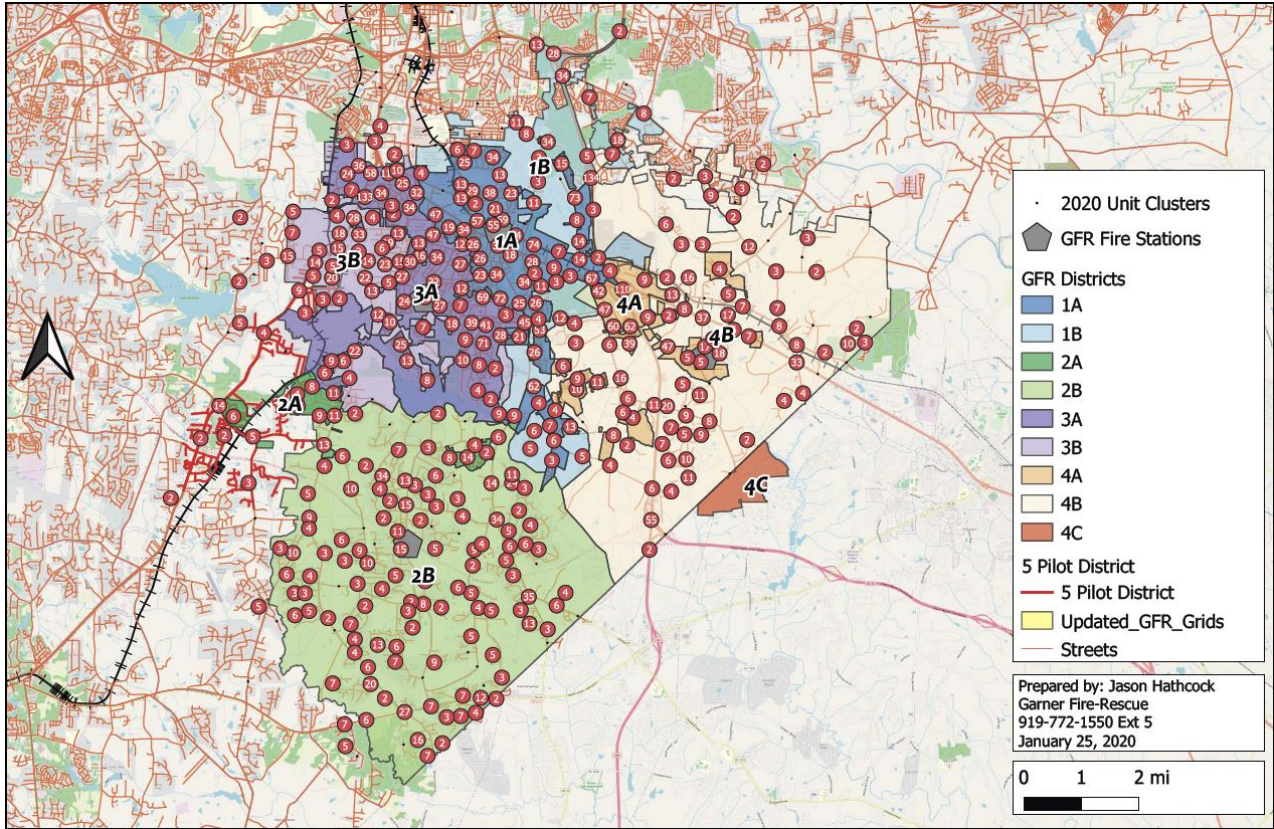


2020 Call Counts by USNG



2020 UNIT RESPONSES

2020 Unit Response Clusters | Emergency Traffic Only



2020 Unit Responses by USNG | Emergency Traffic Only

