

2024






GFR ANNUAL REPORT

www.garnerfire.com



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CONTACT INFORMATION		SOCIAL MEDIA	
Emergency	911		@Garner Fire-Rescue
Non-Emergency	919.772.1550		@garnerfire
Website	www.garnerfire.com		@garnerfire85

MESSAGE FROM THE FIRE CHIEF



FIRE CHIEF MATTHEW POOLE



It is with great pride and reflection that I present this year's annual report for the Garner Fire-Rescue. This year marks the conclusion of our ambitious five-year strategic plan—a plan that has guided us through a period of remarkable growth, innovation, and service enhancement.

Through the dedication and hard work of our 86 employees, operating across five stations, we have accomplished much during these five years. From improving response times and enhancing firefighter training to implementing modern technologies and fostering stronger community partnerships, our team has consistently demonstrated resilience, adaptability, and an unwavering commitment to excellence.

As we celebrate these achievements, we also stand on the threshold of an exciting new chapter. The upcoming merger of our department into the broader town government represents a transformative opportunity to align our services more closely with the community's needs, create efficiencies, and strengthen our ability to protect and serve. This transition reflects the trust and confidence the community and leadership have in our capabilities, and we are prepared to embrace this new structure with the same determination that has defined us.

I want to express my heartfelt gratitude to every member of this department for their dedication, professionalism, and service. I am deeply grateful to our community, whose unwavering support remains the foundation of our success, and to the Board of Directors, whose guidance has been instrumental in our growth and development. As we look to the future, we carry forward the lessons learned and the values that have brought us to this moment. Together, we will continue to serve with integrity, innovation, and excellence.

Matthew R. Poole
Fire Chief

“ Leading this community as your Fire Chief is the most challenging chapter of my professional career.”

GFR GUIDING PRINCIPLES

Mission

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

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.

Vision

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.

Fortitude **I**ntegrity **G**enerosity
Honor **T**radition

Strategic Goals & Initiatives



GOAL 1

Commit to continuous organizational 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.



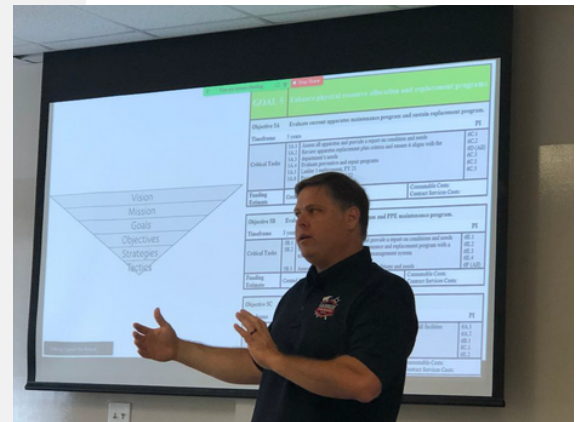
GOAL 6

Improve community risk reduction efforts.



GOAL 7

Improve information technology components such as policies, procedures, security, software, and hardware.



GFR ORGANIZATIONAL STRUCTURE

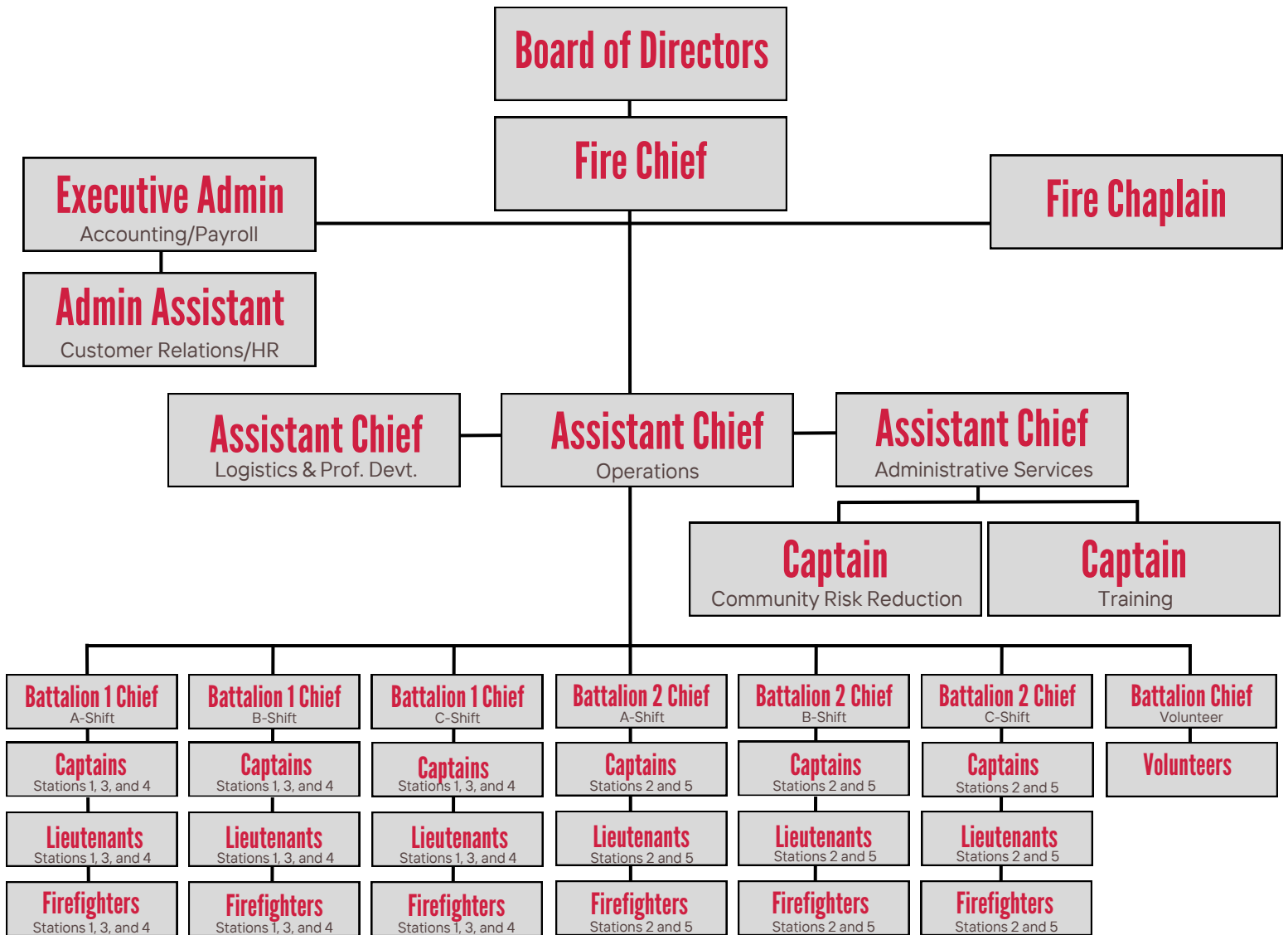
Board of Directors

Board Officers

President - Joe Sample
Vice President - Mark Wilson
Secretary/Treasurer - Kenny Walker

Board Members

Board Member - Nancy Anderson
Board Member - Stacy Kolacz
Board Member - Carl Williams
Board Member - Johnny Foster



GFR FIXED FACILITIES

Stations



1 **Station 1**
503 W. Main St.
Garner, NC 27529
2,239 Total District Calls
29.82% Total Call Volume



2 **Station 2**
9115 Sauls Rd.
Raleigh, NC 27603
1,087 Total District Calls
14.48% Total Call Volume



3 **Station 3**
1695 Timber Dr.
Garner, NC 27529
2,305 Total District Calls
30.70% Total Call Volume



4 **Station 4**
125 Spaceway Ct.
Garner, NC 27529
1,206 Total District Calls
16.06% Total Call Volume



5 **Station 5**
7816 Caddy Rd.
Raleigh, NC 27603
215 Total District Calls
2.86% Total Call Volume



**A
D
M
I
N** **Administration**
914 7th Ave.
Garner, NC 27529

Station 1

Urban 1A
5.94 square miles
12,277 population
Rural 1B
6.13 square miles
1,792 population

Station 2

Urban 2A
1.08 square miles
3,030 population
Rural 2B
24.07 square miles
17,760 population

Station 3

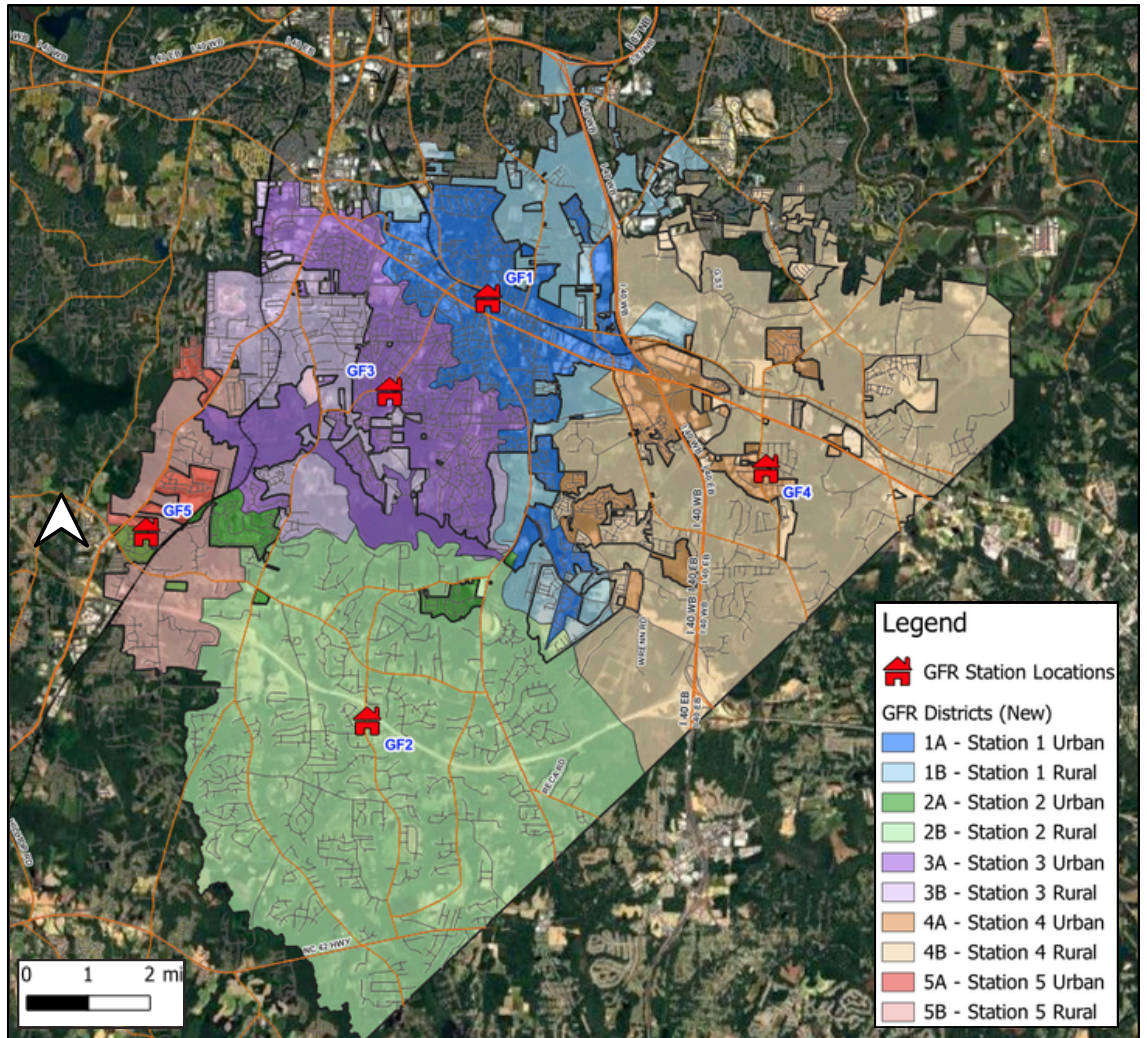
Urban 3A
7.63 square miles
12,928 population
Rural 3B
5.05 square miles
4,023 population

Station 4

Urban 4A
2.75 square miles
2,949 population
Rural 4B
21.73 square miles
7,141 population

Station 5

*Still being determined



GFR PROGRAM HIGHLIGHTS

Fire Suppression

- Responded to 45 vehicle fires.
- Responded to 28 building fires (based on situation found) within GFR response boundaries with 21 coded as "working fires."
- Responded to 11 cooking fires that were confined to cooking container.
- Ordered a new Pierce Impel fire engine.
- Replaced battalion chief vehicles and placed new battalion 2 unit in service.
- Completed 10 fire-related after-action reviews.
- Created a Ladder Company Operations Manual set for implementation in early 2025.
- Purchased and placed in service new Sniper fire hoses offering reduced friction and improved water flow.
- Collaborated with the Greensboro Fire Department on a foam study leading to the replacement of outdated foam with more environmentally friendly alternatives.

Technical Rescue

- Deployed a 4-person team for a one week mission to support recovery efforts in western NC.
- Completed 4 quarterly technical rescue training evolutions.
- Received new NCAREMS heavy rescue designation for Ladder 5.
- Completed NCAREMS annual heavy rescue inspection for Rescue 1.
- Responded to 167 Delta level motor vehicle collisions with a high mechanism of injury.
- Responded to 45 lock-in/lock-out calls.
- Performed 13 extrications from vehicles, buildings, and/or machinery.
- Responded to 9 elevator rescues.
- Responded to 4 calls involving motor vehicle collisions with buildings.
- Responded to 3 water rescues.

Hazardous Materials

- Responded to 153 hazardous materials/condition incidents.
- Responded to 41 downed power line situations.
- Responded to 38 gas leaks (natural gas or LPG).
- Responded to 34 carbon monoxide (CO) detector alarm activations, confirming no CO presence in each case.
- Responded to 14 carbon monoxide incidents where actual CO was detected.
- Responded to 3 chemical spill/leak/hazard situations.
- Completed the required annual six-hour hazardous materials refresher training for all employees.
- Completed all monthly gas monitor calibrations as required.

Emergency Medical Services

- Responded to 4,684 medical calls (300 series) accounting for 62.38% of total call volume.
- Documented that the most common dispatched medical complaint was breathing difficulty with 468 cases.
- Administered Naloxone (Narcan) 25 times to patients experiencing opioid overdoses.
- Administered Aspirin to 33% of patients with a chief complaint of chest pain that met the clinical criteria.
- Responded to 49 cardiac arrest events.
- Achieved an average first unit response time of 5 minutes and 44 seconds for medical calls with identified patients.
- Created a new internal EMS supply program.
- Purchased 4 new defibrillators (AEDs).
- Identified 30 GFR first responders involved in 8 separate cardiac arrest calls in 2023, resulting in successful patient discharges from the hospital.

Logistics

- Opened Station 5 at 7816 Caddy Road.
- Upgraded communication systems on apparatus by installing mobile data terminals, new computer mounts and antennas, and updating CAD software.
- Replaced 22 sets of firefighter turnout gear.
- Upgraded all mobile radios inside apparatus.
- Renovated the locker room in Station 3.
- Repaired the bay floors in Station 2.
- Replaced the roof and installed a new carport at St. Mary's House (Battalion 1).
- Replaced furniture at Station 1 and 3.
- Replaced fitness equipment at Station 1 and 2.
- Completed annual workout equipment maintenance.
- Replaced HVAC system at Fire Admin Building.

Accreditation/ISO

- Completed the GFR Annual Report.
- Completed the Annual Compliance Report (ACR) unanimously approved by CPSE.
- Conducted the 2024 GFR Fire Station Location Study internally.
- Established the first-ever CPSE credentialing group with 10 potential candidates.
- Approved 5 personnel for the CPSE Quality Improvement Workshop in Cary, NC.
- Completed 140 policy reviews with updates and implemented 3 peer team recommendations for policies 6B.1, 6B.2, and CC7F.5.
- Finalized all required annual program appraisals and developed a new appraisal template for 2024.
- Led the annual strategic planning meeting completing 13 critical tasks/objectives.
- Completed annual hose testing, hydrant servicing, apparatus pump testing, ground ladder testing, and aerial testing.

GFR PROGRAM HIGHLIGHTS CONT'D

Community Risk Reduction

- Conducted 150 community events reaching approximately 14,000 people (excluding Firemen's Day).
- Hosted the annual Firemen's Day Festival.
- Hosted and graduated 5 participants from the Citizen Fire Academy.
- Installed over 100 smoke and carbon monoxide alarms.
- Provided live fire extinguisher training at 6 events impacting 233 individuals.
- Partnered with the YMCA, Wake County EMS, and Raleigh-Wake 911 to host the inaugural Camp First Responder graduating 13 middle school students.
- Assisted the NC Office of the State Fire Marshal with fire education during the NC State Fair.
- Hosted a first responder mental health seminar in collaboration with Paddling for Pennies, Garner Senior High School, and the SAFRE Conference.
- Supported the UNC Family Burn Camp and distributed Christmas gifts at the UNC Jaycee Burn Center.

Hiring/Professional Development

- Completed 3 hiring processing resulting in 10 firefighters.
- Completed 3 promotional processes (FF 1st Class, lieutenant, captain).
- Conducted a promotional ceremony to recognize past new hires and recent promotions.
- Approved 5 personnel to complete the CPSE Quality Improvement for the Fire and Emergency Services Workshop hosted in Cary, NC.
- Hosted a 40-hour Company Officer Development Program with 14 lieutenants completing.
- Facilitated National Fire Academy Incident Safety Officer training for 84 operational personnel.
- Completed NFPA 1582-compliant annual physicals for employees.
- Completed annual physical agility testing for employees.

Promotions/Advancements

- **Battalion Chief** - Ronnie Correia, Shawn Godwin, Calvin Sauls
- **Captain** - David Blanc, Edward Burr, Travis Carroll, Cameron Dupree, Bradley Harper, Scott Rietvelt
- **Lieutenant** - Andrew Beck, Byron Boyles, Hunter Byrd, Jonathan Fisher, David Holloman, Hunter Johnston, Ryan Landrum, Aaron Little, Chris Mullenski, Chris Ruhlman, Samuel Smith, Cody Workowski
- **Firefighter 1st Class** - Clay Baudoux, Matt Evans, Joseph Haag, Samuel Haselton, Corey McAndrew, Denver Montrose, Caleb Thomas, Charles Wade Jr., William Woodall, Katherine Woodley

Training

- Completed 27,882 hours of training.
- Purchased a 22' deck over trailer to build a mobile training prop.
- Facilitated 2 new hire orientation periods following a 2-week orientation schedule.
- Completed a new firefighter probationary packet to be completed within a 6-month period.
- Utilized "out of district" training facility at Goldsboro Fire Department multiple times, with 49 personnel attending.
- Hosted and completed 4 quarterly water haul drills.
- Used 11 structures for various training, including search culture manual training, engine/ladder company operations, residential and commercial ventilation, RIT, MAYDAY, and "Flow and Move" training for the entire department.
- Conducted 3 live burns (one per shift).
- Participated in a joint training exercise with multiple agencies in preparation for the I-540 opening.
- Sponsored 4 personnel for the North Carolina Breathing Equipment School at Gaston College.
- Completed a Followership class attended by all operational personnel.

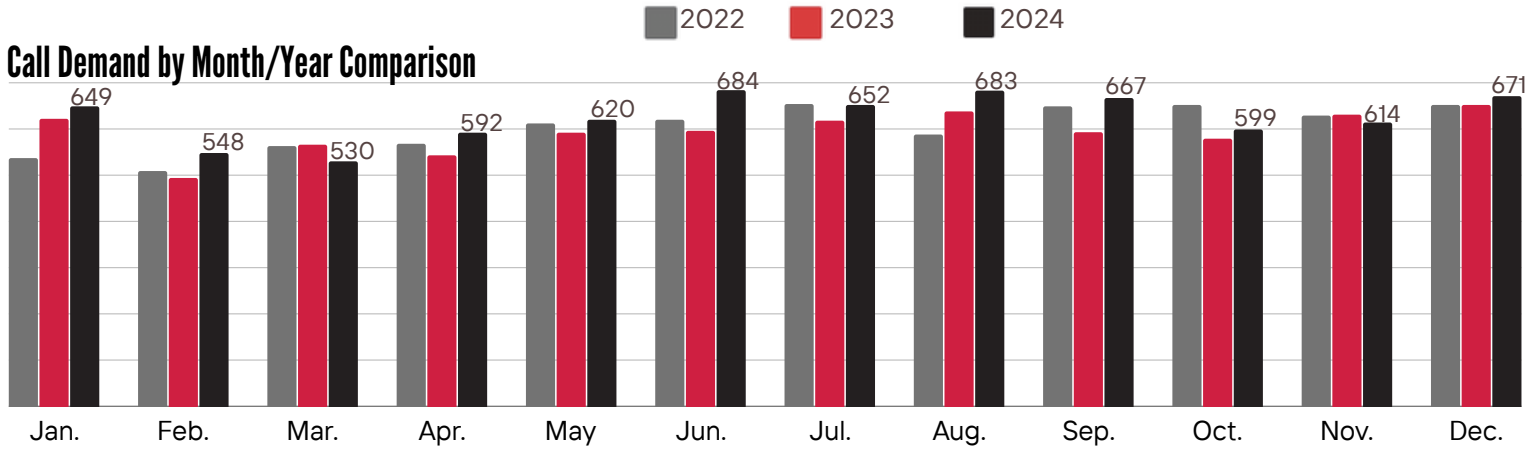
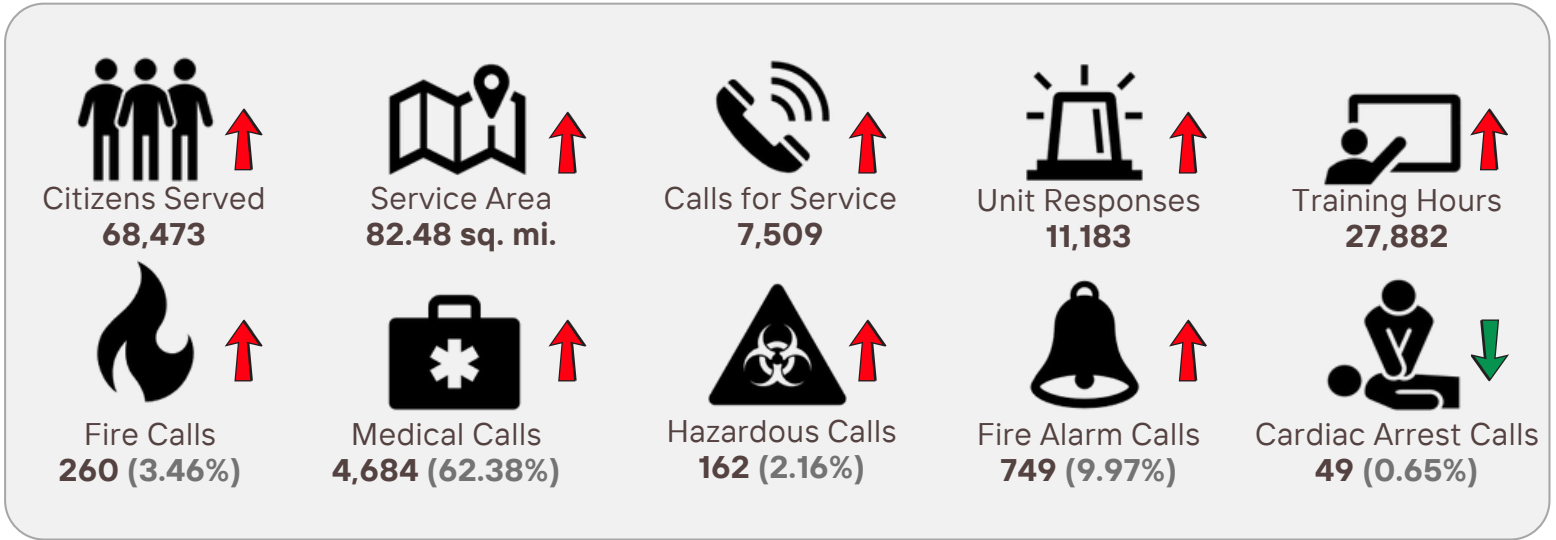
New Hires

- Alex Alves, Matthew Evans, Michael Figueroa, Jeremy Fuller, Kaela Groseclose, Logan Inman, Matthew Knight, Jeremiah LaCentra, Corey McAndrew, Miles Procel, Christopher Sellers, William Swanson

Scholarship Award Recipients

- **Associate's Degree** - Robert Beasley, Edward Burr, Cody Workowski
- **Bachelor's Degree** - Scott Rietvelt
- **Master's Degree** - Daniel Ward

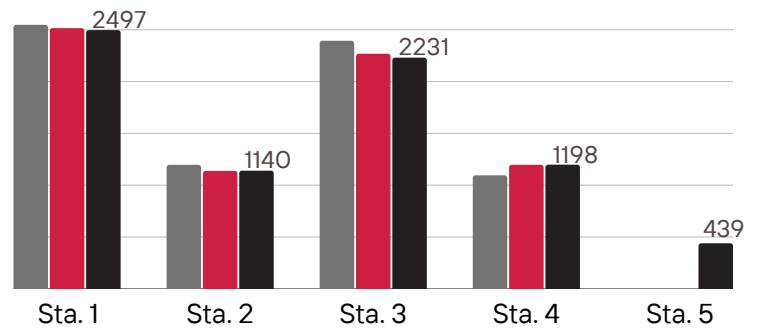
GFR RESPONSE STATISTICS



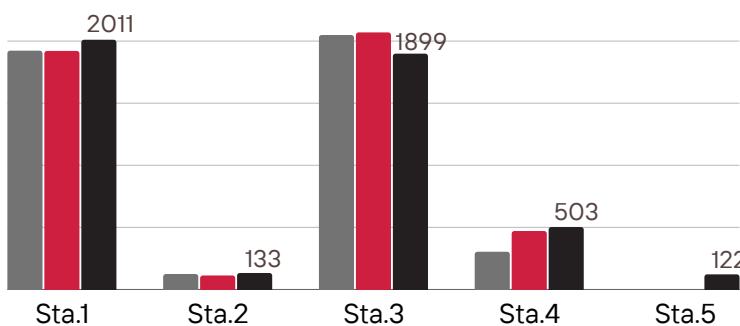
Cost-Benefit Analysis

Cost per Call >> **\$1,476.48**
 Calls per 1k Residents >> **110**
 Fire Loss per Resident >> **\$19.42**
 Property & Contents Lost >> **\$1.33M**
 Property & Contents Saved >> **\$10.14M**

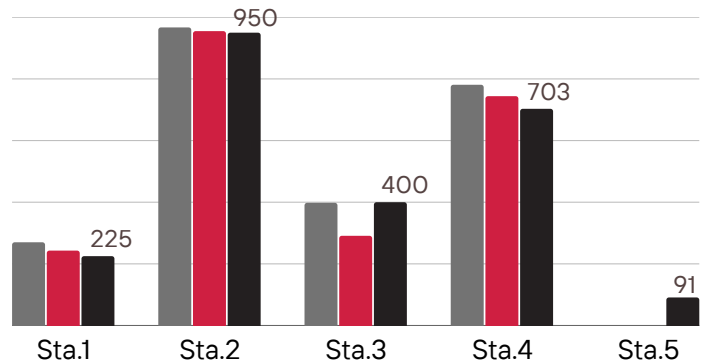
Call Demand by Station



Call Demand by Urban Districts

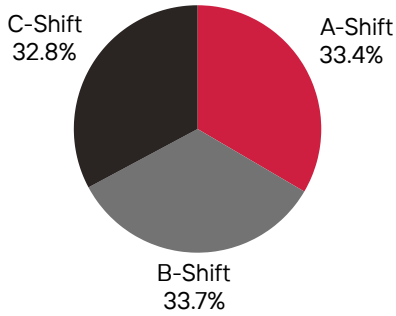


Call Demand by Rural Districts

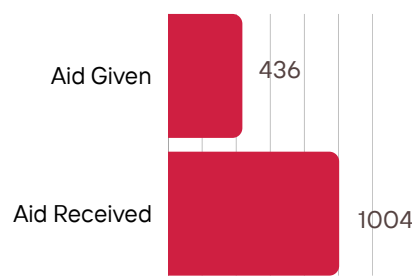


GFR RESPONSE STATISTICS CONT'D

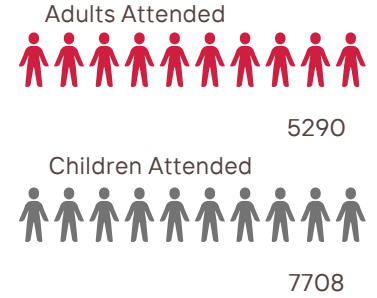
Call Demand by Shift



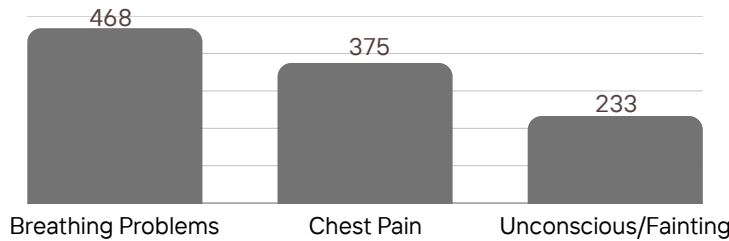
Automatic/Mutual Aid Calls



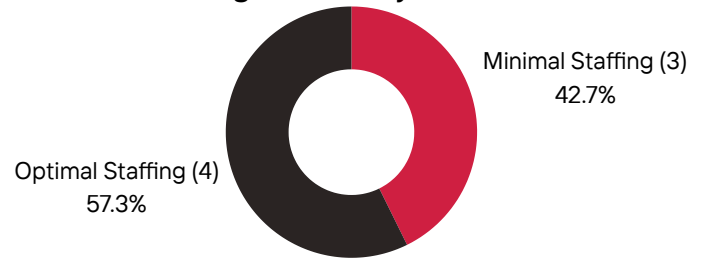
Community Activities



Top 3 Medical Dispatches



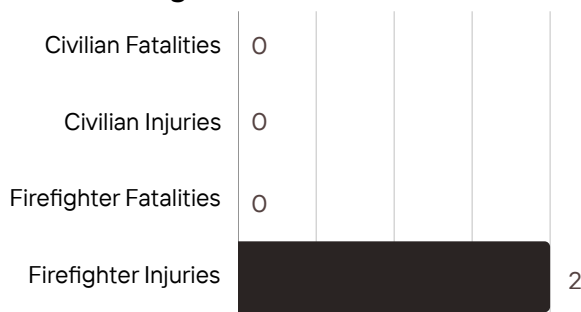
Staffing Utilization by Unit Demand



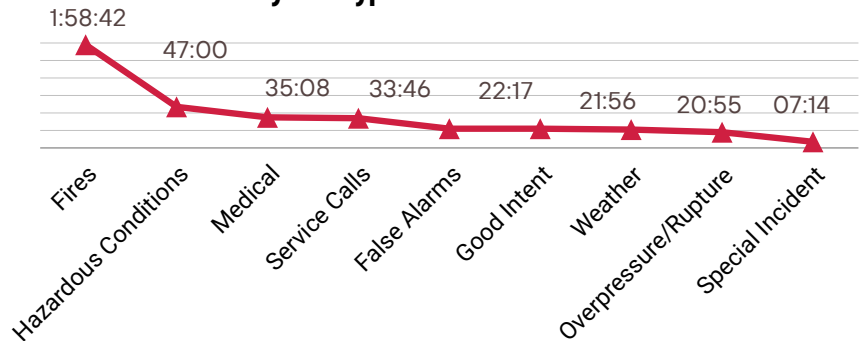
Top Unit Responses



Civilian/Firefighter Fire Casualties



Unit On-Scene Time by Call Type



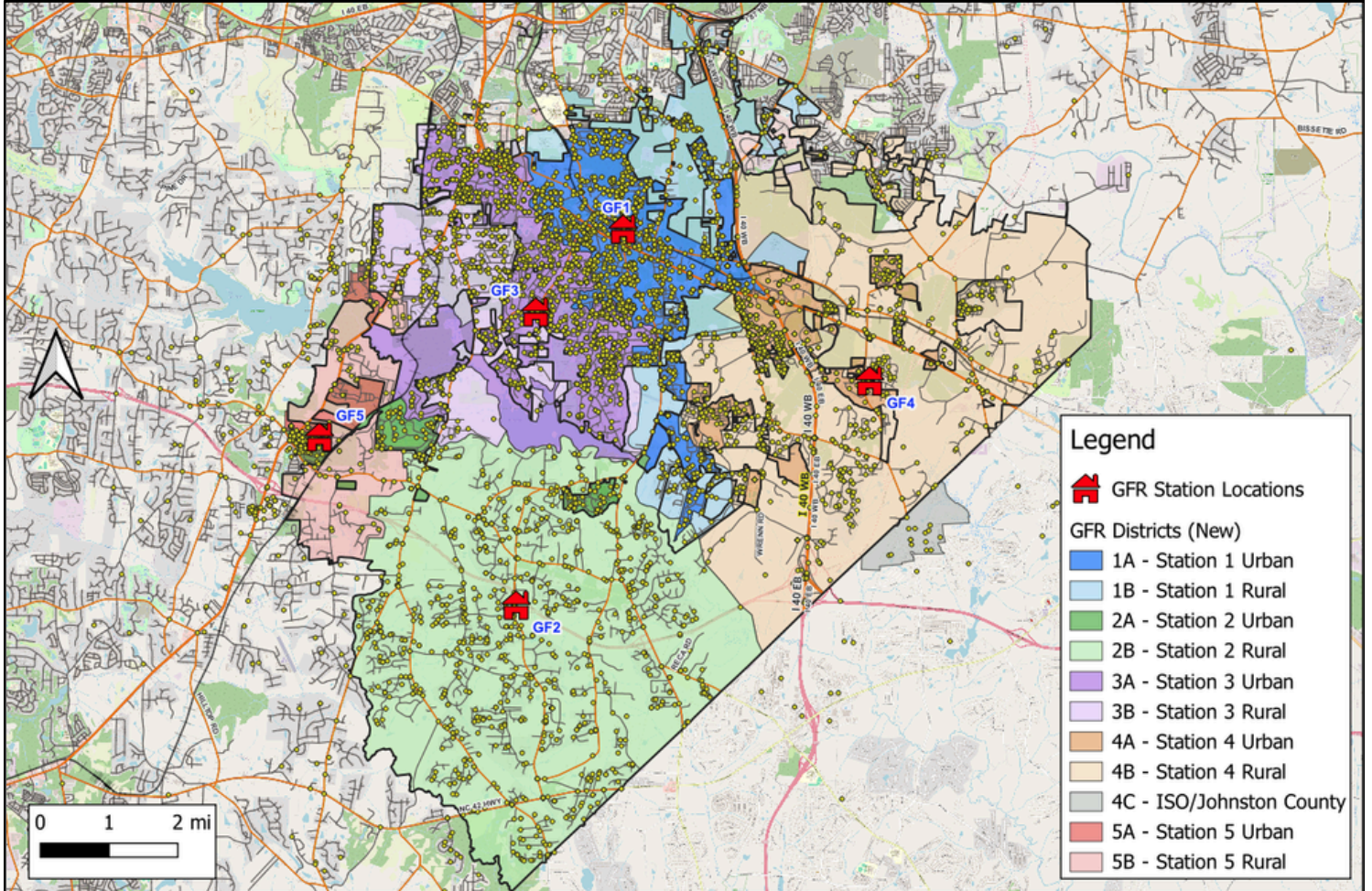
90th Percentile Turnout Times			
Unit	A	B	C
GFE1	01:27	01:28	01:25
GFE2	01:33	01:28	01:50
GFE3/GFL3	01:28	01:25	01:26
GFE4	01:39	01:45	01:32
GFL1	01:20	01:27	02:09
GFL5	01:19	01:23	01:25
GFR1	01:27	01:41	02:47

90th Percentile Travel Times			
Unit	A	B	C
GFE1	07:27	07:32	07:45
GFE2	08:14	08:42	09:00
GFE3/GFL3	07:16	06:51	06:57
GFE4	09:52	09:08	09:11
GFL1	08:06	07:49	08:44
GFL5	07:23	09:19	09:38
GFR1	11:00	13:31	08:24

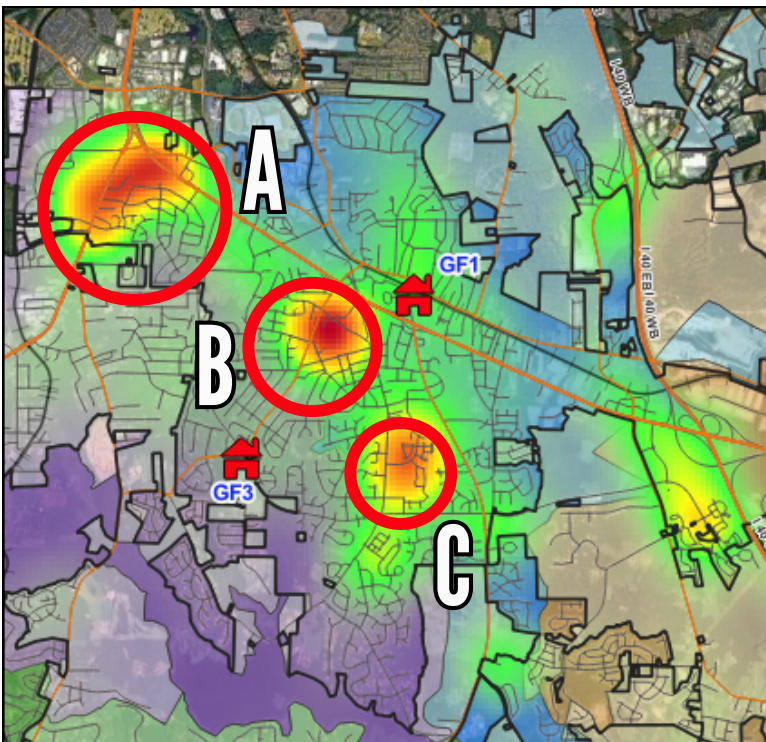
90th Percentile On-Scene Times			
Unit	A	B	C
GFE1	33:48	32:58	39:14
GFE2	35:26	40:16	39:42
GFE3/GFL3	31:15	30:48	30:09
GFE4	41:45	38:56	41:50
GFL1	40:35	34:46	43:32
GFL5	33:11	40:25	32:44
GFR1	48:15	34:04	46:12

GFR GIS CALL LOCATIONS

2024 Call Locations



2024 Call Hot Spots



2024 Focus Areas

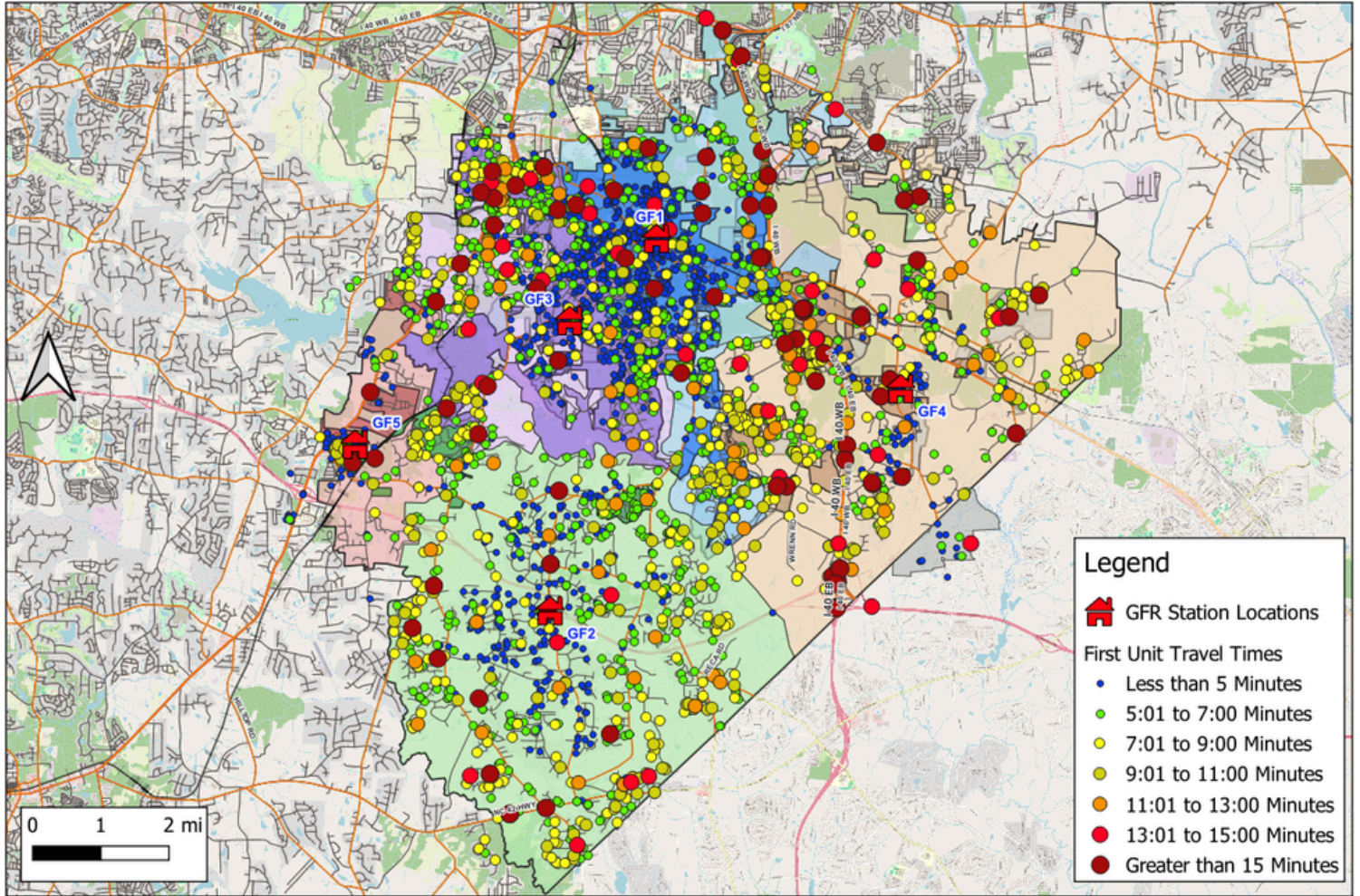
The first hotspot, designated on the map depiction as Area "A" is situated along the Highway 70/Highway 401 corridor, where the highest concentration of calls was linked to two key businesses, InTown Suites and Walmart.

The second hotspot, designated on the map depiction as Area "B" is located near the 7th Avenue/Vandora Springs Road corridor. Here the highest concentration of calls occurred at an assisted living facility, The Laurels at Forest Glenn.

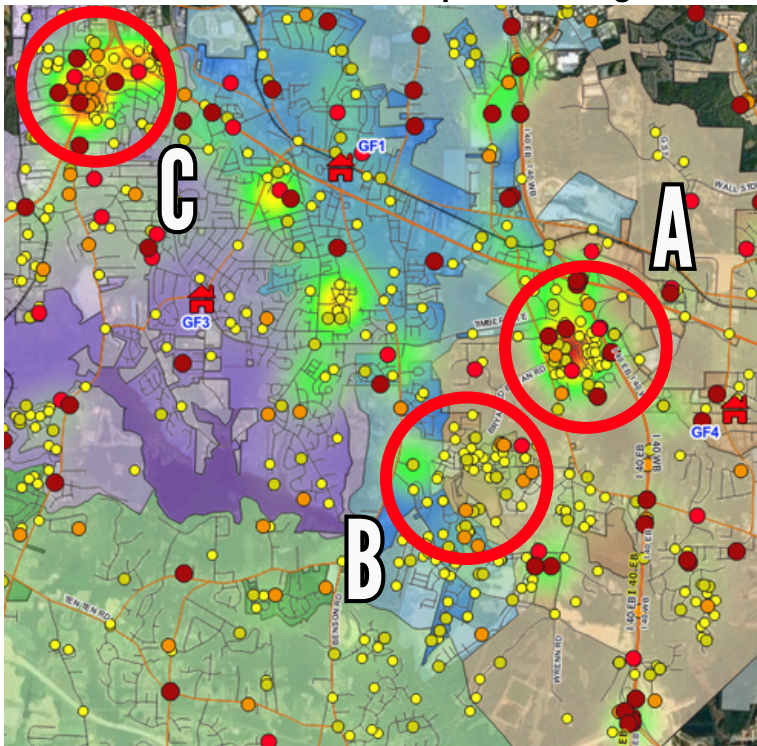
The third hotspot, designated on the map depiction as Area "C" is found between Benson Road and Aversboro Road, where the highest concentration of calls was associated with two properties, Pennington Grove Apartments and an assisted living facility, Foundation Senior Living.

GFR GIS UNIT RESPONSES

2024 First Due Unit Response Travel Times (Enroute to On Scene)



2024 First Due Unit Travel Time Hot Spots (Exceeding 7 Minutes)



2024 Focus Areas

The first hotspot, designated on the map depiction as Area "A" is located along the Interstate 40 corridor, where the highest concentration of travel time delays were associated with various impediments encountered while traveling to calls on high-speed corridors.

The second hotspot, designated on the map depiction as Area "B" is situated near Bryan/New Bethel Church Road, where the highest concentration of travel time delays resulted from the distances associated with existing fixed facility locations.

The third hotspot, designated on the map depiction as Area "C" is found along the Highway 70/Highway 401 corridor near the Raleigh city limits, where prolonged travel times were caused by longer primary routes, traffic patterns, and the presence of streetlights.