

2019

**Annual
Report**



**WILSON FIRE/
RESCUE SERVICES**



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Message from the Chief

It is my pleasure to present Wilson Fire/Rescue Services Annual Report for 2019. It gives me pleasure to report that for the second year in a row, we had no civilian fire deaths in the city. I am excited to announce that with the help of the Center for Public Safety Excellence, the department was able to produce a Community Driven Strategic Plan that will guide us for the next five years. It was a year of more leadership transition for the department, and an active year by the department within our community. Wilson Fire/Rescue Services is a 100-member customer service agency, and we are focused on providing exemplary customer service, directing our efforts in the community to reduce the risks associated with fires, and emergencies.

This annual report provides statistics from the Administrative, Operations, Community Risk Reduction, and Training and Logistics Divisions, along with program and response highlights from 2019. Continuous improvement through training of our own members, along with extensive preventive outreach in the community, remain at the forefront of the department's mission. A community educated in health and fire safety helps to keep responses low, and expertly trained firefighters respond effectively when those emergency challenges arise.

As the world around us continues to change, we are faced with demands for service that the traditional fire service has never before seen. It is important for everyone to understand that the fire service of today is not the fire service of yesterday. The reality is that the fire service of tomorrow will change as well. The women and men of Wilson Fire/Rescue Services have risen to the occasion and continually deliver the highest quality of service. It is through planning and implementation that the department improves and continues to deliver the highest quality services to those we protect. I am proud of our personnel and the service they deliver. Our agency recognizes the need to build upon tradition, but not to become so entangled with tradition that it inhibits our growth. We are not afraid to challenge industry norms, shift paradigms and look for better ways to improve our service. Wilson Fire/Rescue Services continues its great legacy of impressive talent and tremendous compassion, creating a one-of-a-kind service to the city. On behalf of the men and women of Wilson Fire/Rescue Services, I thank Mayor Carlton L. Stevens, the City Council, City Manager Grant Goings, Deputy City Manager Harry Tyson, and the citizens for their continued support of our department. Together our team remains ever ready and committed to promoting the health, safety, and well-being of our community by providing the highest level of services possible. It is a privilege to serve as your Fire Chief.

Sincerely,



Albert L. Alston, Jr.
Fire Chief



Mission Statement

We are dedicated to life safety by providing emergency services and community risk reduction to serve our community and to assist other agencies.

Vision Statement

We will be the premier Fire/Rescue Service in the Nation



Administration Division

The Administration Division of Wilson Fire/Rescue Services oversees the department's employee services, payroll, finance, budget, and public records management. The Administration Division consists of the department's senior leadership and their administrative support staff; which includes two (2) Administrative Assistants and one (1) GIS Analyst.

2019 Major Accomplishments

- Completed Annual Compliance Report
- Community – Driven Strategic Plan
- Standard of Cover updated
- Fire Apparatus Computers updated



Accreditation

Wilson Fire/Rescue Services submitted the Annual Compliance Report (ACR) in July 2019. The purpose of this report is to ensure the department is in compliance and document any changes that have occurred in the year. A team leader reviewed the department's progress toward completing the recommendations provided by the peer team during the site visit in May 2017. The ACR was approved in November 2019.

Insurance Service Office (ISO)

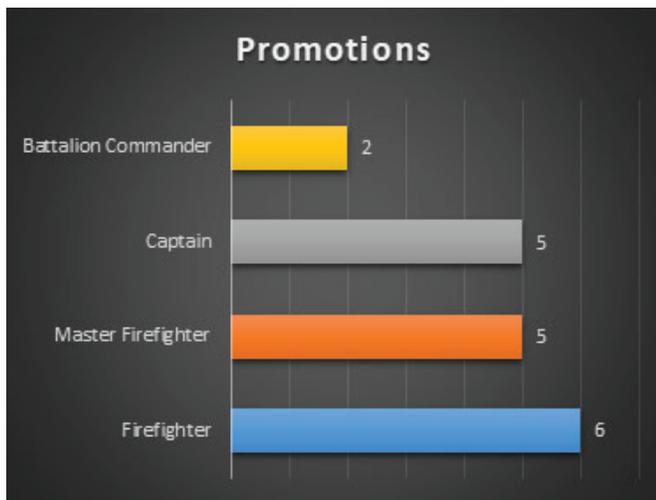
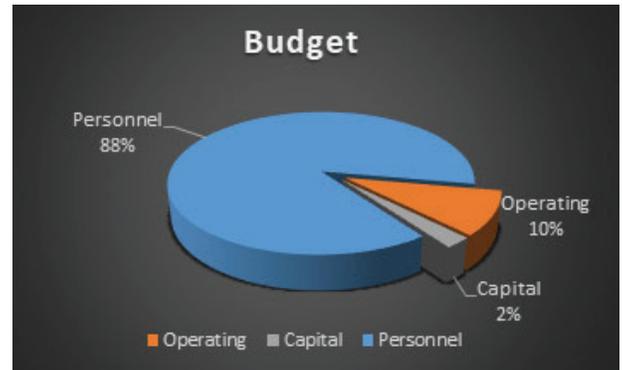
The Insurance Service Office collects information on communities in North Carolina on their structure fire suppression capabilities and uses Fire Suppression Rating Schedule (FSRS) to analyze the data. ISO then assigns a Public Protection Classification (PPC) grade from 1 to 10 to the community. Class 1 represents an exemplary fire suppression program, and Class 10 indicates that the fire suppression program does not meet the minimum criteria.

In May of 2018, Wilson Fire/Rescue Services underwent its review with the Office of State Fire Marshal of the fire suppression features being provided to community and the department improved its ISO rating from a Class 2 to a Class 1.

Administration Division

Budget

The City of Wilson operates on a July 1 through June 30 fiscal year. The fire department's budget is a part of the City budget that is approved by City Council annually and consists of personnel, operating, and capital costs. Our budget for fiscal year 2019 was \$9,557,710.



Departmental Promotions

In 2019, Wilson Fire/Rescue Services had a total of 18 departmental promotions.



Promotional Ceremony

Operations Division

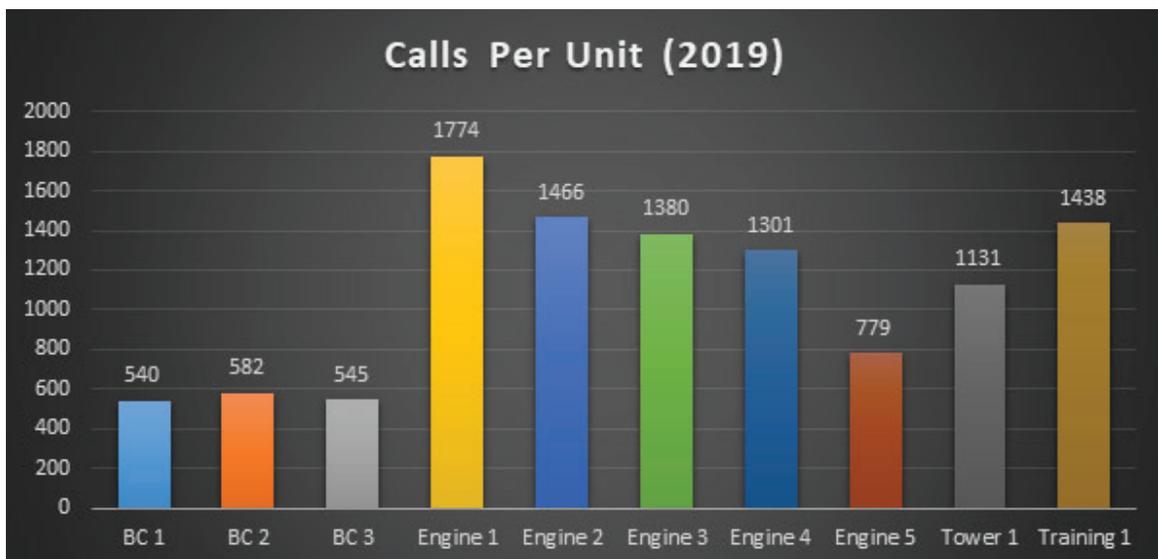
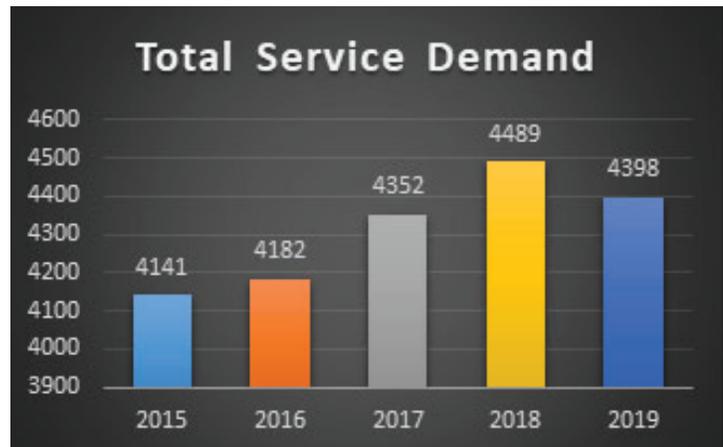
The Wilson Fire/Rescue Services Operations Division is the largest division of the department. The men and women in Operations staff five (5) Engines, one (1) Truck Company, one (1) Shift Commander and one (1) Shift Training/Safety Officer. The Operations Division is the emergency response portion of the department, providing an all-hazards response to the community. Services provided by the Operations Division include (but are not limited to): Fire Suppression, Technical Rescue, Hazardous Materials Migration, First Responder to Emergency Medical, and Fire Investigations.

2019 Major Accomplishments

- Tower 1 placed in service
- Station 1 renamed Bruce Rose Headquarters
- Multiple new hires and promotions
- Upgraded EMS Protocols, equipment, and medication

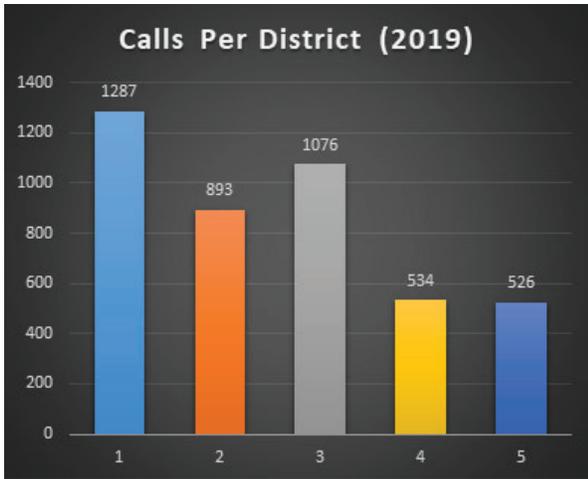
Service Demands

Total service demand for responses by the Operations Division fluctuates slightly but has averaged just over 4,000 calls per year.



Operations Division

The department delivers services from five (5) strategically located stations to provide seamless coverage to all points of the community. Each station is staffed 24/7 and divided into three shifts. Each shift maintains a minimum staffing level of 23 responders.



- Station #1** 307 Hines Street W
- Station #2** 1807 Forest Hills Road
- Station #3** 6111 Ward Boulevard
- Station #4** 109 Forest Hills Road
- Station #5** 3530 Airport Boulevard

Performance Outcomes

Elements of time are often used to measure performance in emergency response operations. The element of time is considered one of the most critical elements to a positive outcome when an emergency occurs. Modern fires grow at an increased rate of speed resulting in a reduced chance of survival for trapped occupants. Additionally, the longer a fire continues to grow there is an increase in loss of property and contents. In response to emergency medical events the faster a patient receives proper care the better chance of a successful outcome. Community risk analysis finds 1-2 family residential

dwelling is the most common fire risk in the community. Considering the impact of the event and the probability of occurrence the department identifies these as a moderate risk threat. The department’s performance goal closely mirrors what is considered an industry best practice. The department’s goal calls for 16 responders to arrive on scene within 12 minutes and 20 seconds for 90% of the fire suppression incidents. These 16 responders respond on three (3) engines, one (1) truck, one (1) Shift Commander, and one (1) Shift Training/Safety Officer. Actual performance is compared to the desired goal of 12 minutes 20 seconds to determine performance gaps.

Year	Total Response Time Actual Performance	Performance Gap
2015	12:58	38 Seconds over goal
2016	12:57	37 Seconds over goal
2017	12:31	11 Seconds over goal
2018	12:38	18 Seconds over goal
2019	12:44	24 seconds over goal

Operations Division

Performance Outcomes (cont'd)

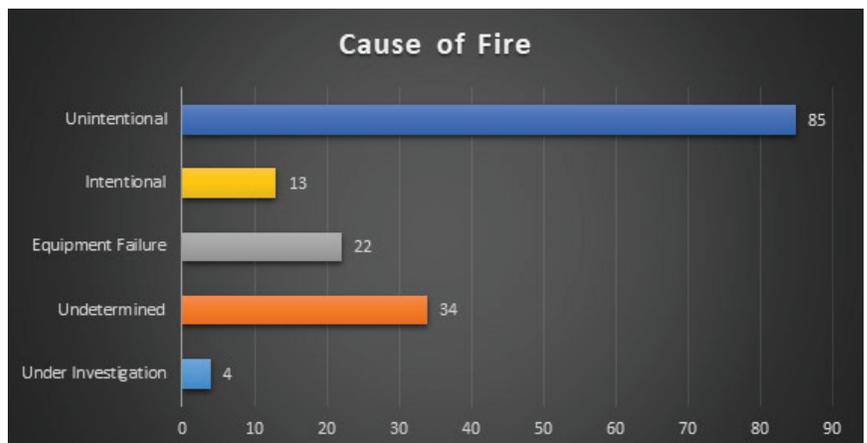
The department measures outcome for fire suppression responses. This outcome measure is an estimate based on a pre-incident monetary value of the property and contents compared to the estimated loss of property and contents due the fire event. This information is used to determine the estimated saved value of the property and contents. In calendar year 2019 the estimated combined pre-incident value of property and contents was \$49,406,689. The estimated incident loss of was \$5,793,437. The estimated combined value of property and contents saved was \$43,613,252. This suggests an 88.3% property/contents saved rate.

The department provides a first responder approach to emergency medical alarms throughout the community. The strategic location of fire stations allows the department to provide a quick response in the event of a life threatening emergency where time is critical to patient survival. Emergency medical alarms commonly account for 50% or greater of the department's service demand. The department's performance goal is to provide one (1) engine company staffed with at least three (3) trained responders within 6 minutes total response time to 90% of the emergency medical alarms.

Year	Total Response Time Actual Performance	Performance Gap
2015	6:31	31 Seconds over goal
2016	6:37	37 Seconds over goal
2017	6:33	33 Seconds over goal
2018	6:40	40 Seconds over goal
2019	6:45	45 seconds over goal

Fire Investigation

The department enjoys a partnership with Wilson Police Department to conduct cause and origin investigation of all fires within the community. The determination of the cause of fire is important to the development of prevention activities. Determining the cause of fire in the community helps the department understand the most common cause of fires within the community.



Training & Logistics Division

This division of the organization is staffed by a Deputy Chief, a Maintenance Specialist and a Fire Hiring and Recruiter (Engineer). The primary responsibilities of this division is maintaining training hours for all department members, maintaining all maintenance of small vehicles, apparatus and equipment and ensuring that the organization recruits the best possible candidates from the community.

Training

The training division is responsible for providing both basic and advance level continuing education training to all members of the organization. This training includes Firefighter, EMT, Technical Rescue, Driver Operator, Officer Development, Fire Investigations and Hazardous Materials. There are three Safety/Training Officers that are assigned to each shift to assist with maintaining the training needs of the department and they operate as Safety Officers on emergency incidents.



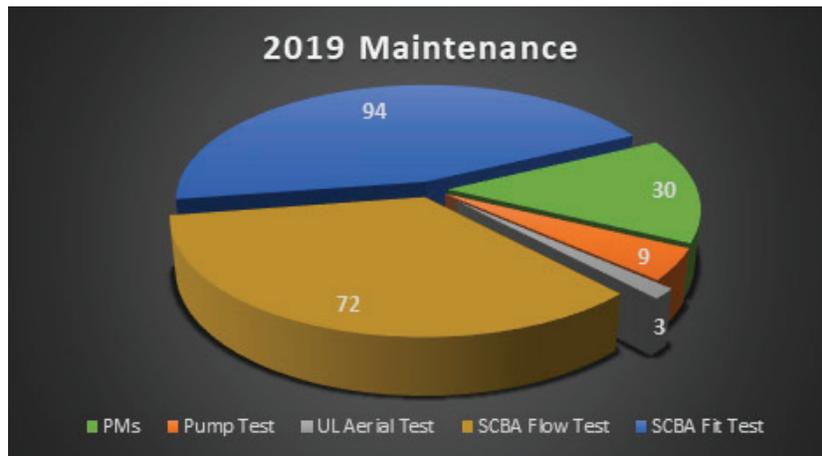
2019 Major Training Accomplishments

- Company Officer Annual Training
- Mutual Aid Training with County Volunteer Departments
- EMS Protocols Class
- Firefighter Instructor I and II classes
- Special Operations Tryouts
- Fire Officer I Class
- NFA Incident Safety Officer
- First Alarm Strategy and Tactics
- Balancing Security with Fire Safety in Educational Occupancies
- Chemistry of Hazmat and Hazmat Tech Class
- Advance Arson Class in Industrial and Commercial Buildings
- Fire Investigation Class
- NC Extrication School
- NC Breathing School

Training & Logistics Division

Logistics & Maintenance

Logistics and Maintenance provides support services for the department which include small vehicle and apparatus maintenance, design and construction of new apparatus, janitorial supplies, building and ground maintenance, fire and EMS equipment, uniforms and annual testing of equipment.



2019 Major Logistics & Maintenance Accomplishments

- Battalion Commander vehicle in service
- Tower 1 delivered and put in service
- Replaced 1 Community Risk Reduction and Recruiter vehicle
- Gear Extractors placed at Station 3 and Station 5
- Building repairs at Training Center



Training & Logistics Division



Hiring & Recruiting

Wilson Fire/Rescue Services strives to recruit some of the best personnel in the nation. Some different things that the department does to help the recruitment process is going into the high schools and speaking with students about the different programs within the department. This gives the students the opportunity to see what firefighters do on a daily basis and possibly help them with a career choice. The department also attends various career/job fairs around the area to help recruit applicants at the college level. The local fire academy in partnership with Wilson Community College is another opportunity for recruitment. This gives the department the ability to see future applicants in a training environment.

Wilson Fire/Rescue Services had 258 applications during the year of 2019. During the process, the applicants have to complete different types of testing. Once the application is received, the applicant is invited to participate in an agility test. This testing involves a stair climb with a high rise pack, hoisting hose up four stories, simulate forcible entry, advancing a hose line, and a victim rescue. Once an applicant has completed the agility test, they will move on to the interviews. The interview panels consist of peers in the department. After the completion of the interviews, applicants are placed on a recommended or not recommended list. The applicants placed on the recommended list would then be notified for a Chief's interview as positions become available. Applicants can stay on the recommended list for a year or it can be extended per the Fire Chief. If applicants are placed on the not recommended list, they can reapply with the next process.



Community Risk Reduction Division

The Community Risk Reduction Division is responsible for identifying and prioritizing local risks and provide mitigating strategies to reduce their occurrence and impact. The Division is comprised of a Fire Marshal (Deputy Chief Rank), two (2) Assistant Fire Marshals (Plans Review and Inspections), three (3) Fire Inspectors, one (1) Life Safety Educator and one (1) part-time Administrative Clerk. The Community Risk Reduction Division also serves to educate the citizens in all aspects of fire and life safety.

2019 Major Accomplishments

- Hired 3 Inspectors
- Balance Security with Fire Safety in Educational Occupancy
- School Safety Meetings
- Improving the condemnation/demolish process with other City departments



Plan Review

The Plan Review process is reviewing site and building construction plans to ensure that they are designed in compliance with the NC Building and Fire Prevention Codes.

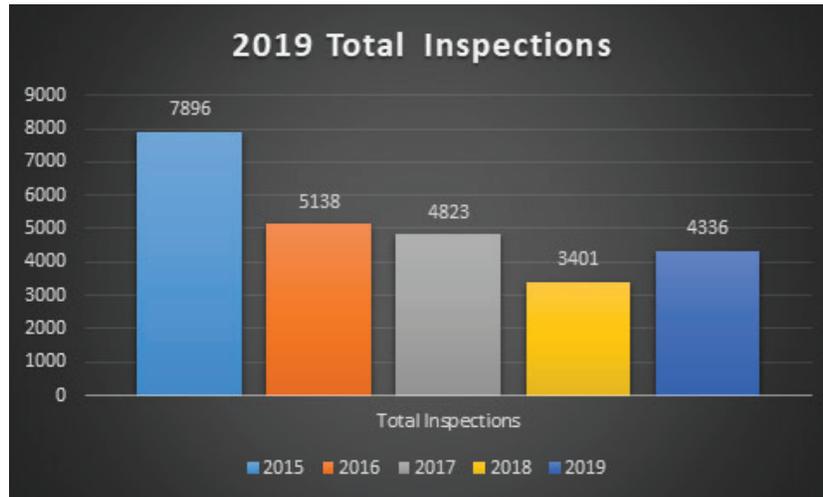


Community Risk Reduction Division

Prevention/Enforcement/Code Compliance:

Fire inspectors provide a number of required inspections. Each structure or occupancy is inspected for hazards. If any hazards are found, they are listed so that the owner or occupant can correct them. Enforcement of the fire code allows for identification and correction of unsafe conditions within a property which are a danger to the community and firefighters. This schedule governs the frequency of inspections based on occupancy classification. Schools are inspected twice every year:

Once every year	<ul style="list-style-type: none"> • Hazardous • Institutional • High Rise • Assembly • Residential (except 1 and 2 family dwellings; only interior common areas of multi-family dwellings)
Once every 2 years	<ul style="list-style-type: none"> • Industrial • Educational (except public schools)
Once every 3 years	<ul style="list-style-type: none"> • Business • Mercantile • Storage • Churches • Synagogue



Inspection Type	2015	2016	2017	2018	2019
Annual Inspections	4202	2477	2439	1872	2195
Re-Inspections	2424	1286	1210	530	919
Certificate of Occupancy	427	581	549	490	557
Special Inspections	274	408	380	223	325
Other Inspections	569	386	245	286	340

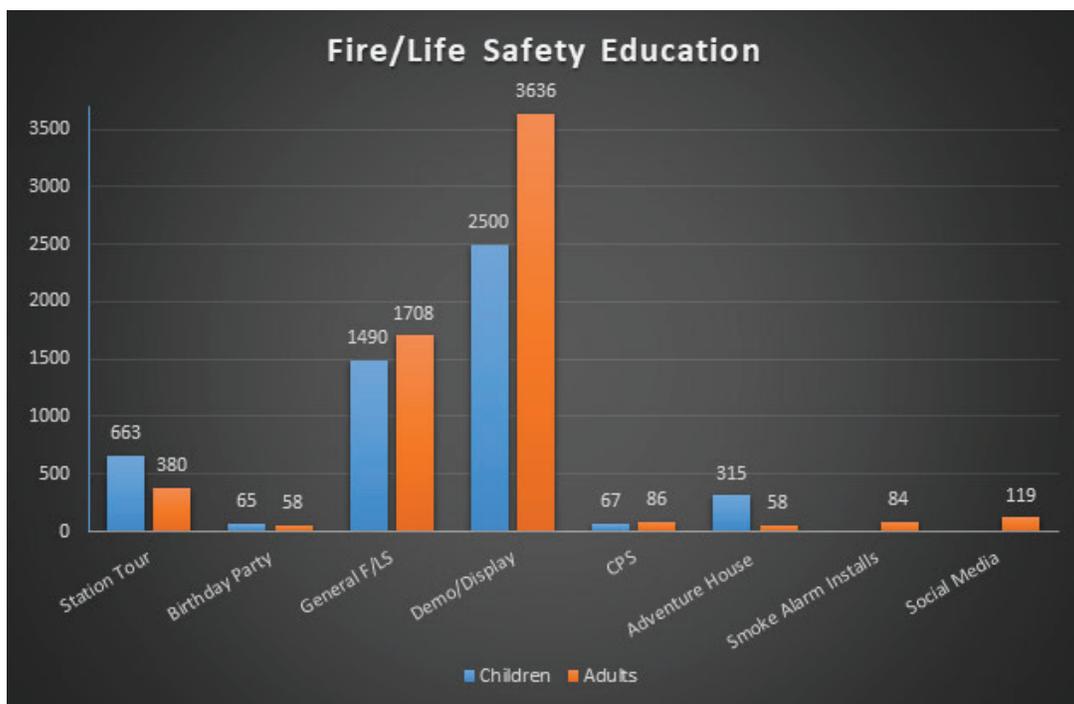
(Special Inspections include Firework Displays, Festival Vendors, Construction Blasting, tents, etc.)

Community Risk Reduction Division

Life Safety Education

The Fire and Life Safety Educator is responsible for educating the public in topics that will help their family stay safe in the event of an emergency. This can range from an audience of toddlers to senior citizens. Some of the programs the department has in place cover fire safety, Child Passenger Seat, home smoke alarm checks, inclement weather preparedness, and Senior Fire and Fall Safety. Wilson Fire/Rescue Services can host a tour of any of the 5 fire stations and tour the Fire and Life Safety Adventure House. The adventure house is not for entertainment, but covers a variety of fire safety and other emergency topics. The overall goal is to create awareness programs that are specific for the needs of our community.

In 2019, there were 6,129 adults and 5,100 children reached through fire and life safety programs offered by Wilson/Fire Rescue Services. For an annual total of 11,229 citizens.





WILSON FIRE/RESCUE SERVICES

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