



GIG HARBOR FIRE & MEDIC ONE

2021 ANNUAL PERFORMANCE REPORT



ACCOUNTABILITY • CONTINUOUS IMPROVEMENT • CUSTOMER SERVICE • EXCELLENCE • INTEGRITY • SAFETY • TEAMWORK

ABOUT US

Gig Harbor Fire & Medic One was created in 1945 as a volunteer Fire Department, with the first paid personnel being hired in 1973. A five-member Board of Commissioners governs the District, each representing the entire District. Today, 116 career firefighter/paramedics staff Gig Harbor Fire & Medic One, with career staff operating from five locations across the District and four additional non-staffed stations. Gig Harbor offers a myriad of services such as fire suppression, emergency medical services, wildland firefighting, community risk reduction, and public education. Additionally, the department provides fire prevention, hazardous materials response, and is the lead agency for the Pierce County Special Operations Response Team. Gig Harbor Fire & Medic One serves approximately 54 square miles in suburban and rural areas. The district serves an estimated population of 51,677, with 11,317 of its residents living within the City of Gig Harbor.

MISSION STATEMENT

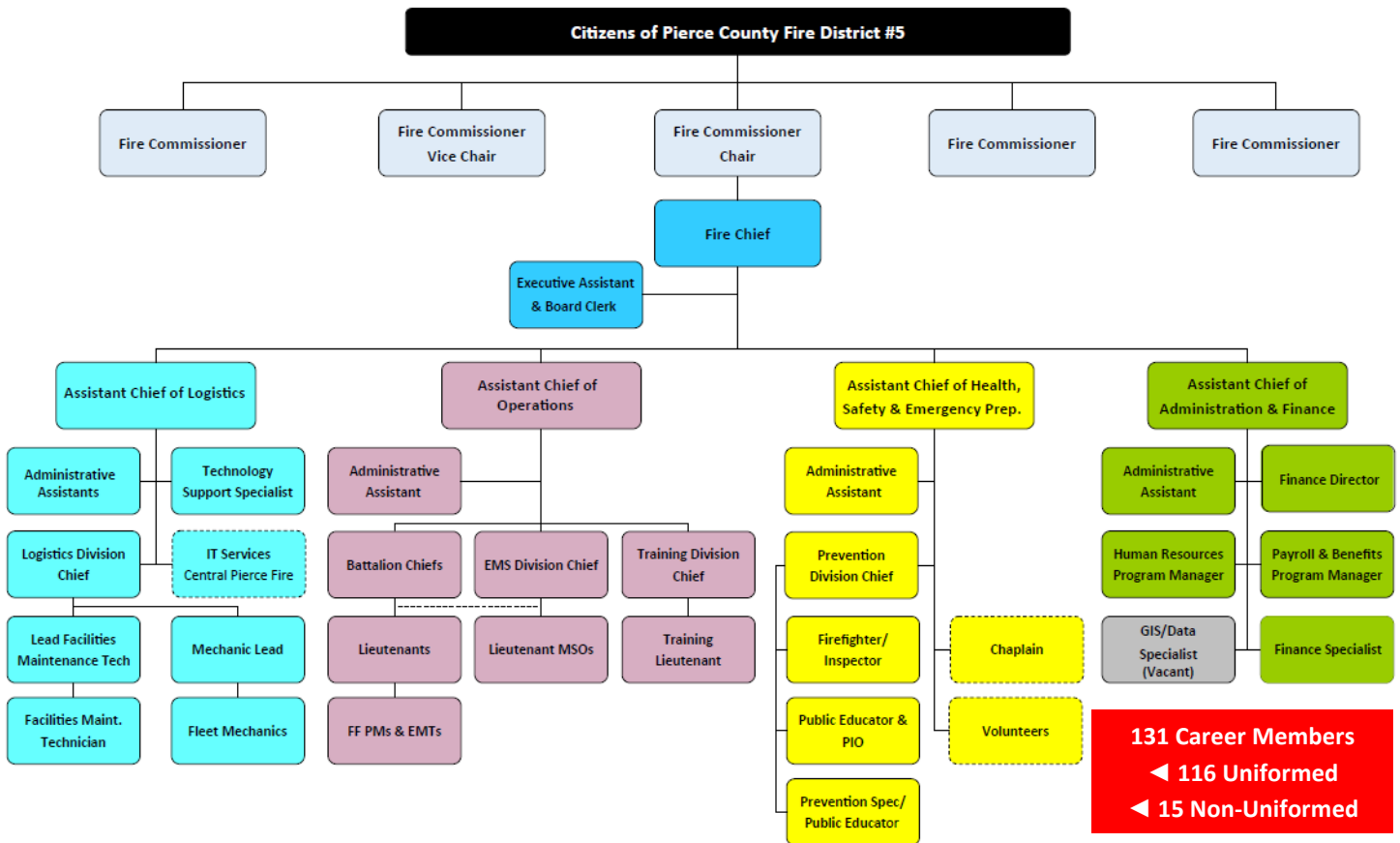
Gig Harbor Fire & Medic One will provide exceptional service to our citizens and our members with dedication, compassion, and respect, while continually striving for improvement.

VISION STATEMENT

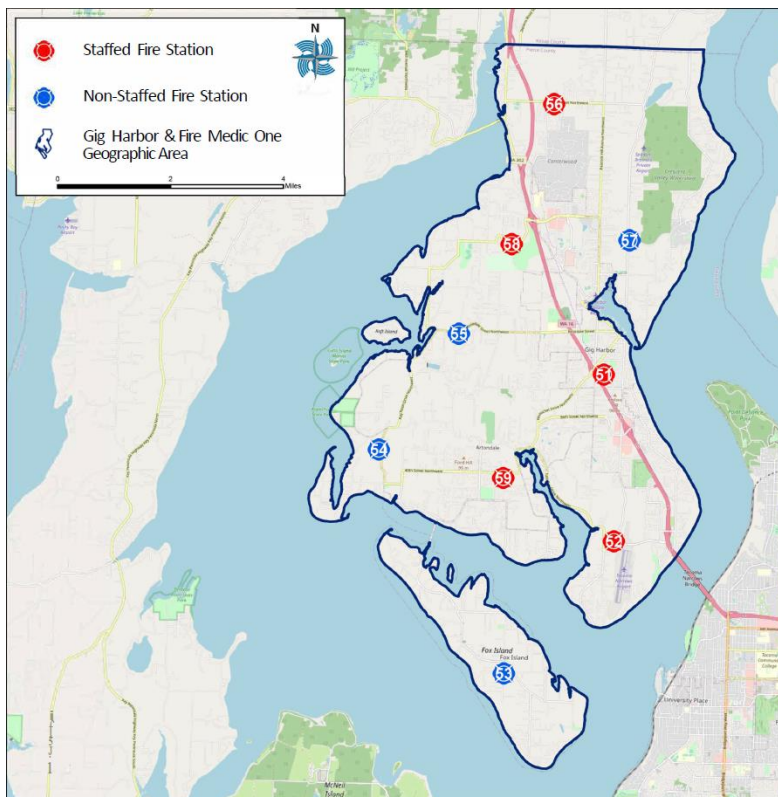
Gig Harbor Fire & Medic One will be an innovative leader in providing emergency medical services, fire suppression, and injury reduction and prevention services. We will lead by responding quickly to our community's needs, acting compassionately, and performing superbly.



ORGANIZATIONAL CHART



GEOGRAPHIC AREA



- 5 STAFFED STATIONS/ ENGINE COMPANIES**
- STATION 51 – GIG HARBOR**
6711 Kimball Dr
 - STATION 52 - WOLLOCHET**
2217 Point Fosdick Dr
 - STATION 56 - PURDY**
5210 144th St NW
 - STATION 58 – SWEDE HILL**
10302 Bujacich Rd NW
 - STATION 59 - ARTONDALE**
3828 62nd Ave Ct NW
- 3 STAFFED MEDIC UNITS**
- STATION 51
 - STATION 58
 - STATION 59

- 4 NON-STAFFED STATIONS**
- STATION 53 - FOX ISLAND**
906 Kamus Dr
 - STATION 54 - ARLETTA**
4518 Ray Nash Dr NW
 - STATION 55 - ROSEDALE**
7710 Rosedale St NW
 - STATION 57 – CRESCENT VALLEY**
10521 Crescent Valley Dr NW

2021 BUDGET SUMMARY

\$29,727,042 BUDGET

Legislative	\$479,482	1.61%
Finance & Records	\$1,582,664	5.32%
Information Technology	\$609,409	2.05%
Suppression	\$14,300,417	48.11%
Administration	\$1,707,945	5.75%
Alarm & Communications	\$577,791	1.94%
Prevention	\$537,772	1.81%
Training	\$811,210	2.73%
Facilities	\$1,814,704	6.10%
Fleet	\$1,258,710	4.23%
EMS: Medical Aid Services	\$5,622,099	18.91%
EMS: Administration	\$424,839	1.43%

Property taxes generated from two separate tax levies primarily fund the District, a General Fire levy and an Emergency Medical Services (EMS) levy. These levies are based on the assessed value of property within the jurisdiction.



SERVICE CALLS

ANNUAL SERVICE DEMAND

2017* **5,802**

2018* **5,794**

2019* **6,313**

2020* **5,727**

2021^ **5,885**

*Data source for 2017-2020 is 2021 Standard of Cover.

^Data source for 2021 is Intterra.

FINAL SITUATION	2017	2018	2019	2020	2021
FIRE	143	143	120	112	120
OVERHEAT	1	1	1	5	6
EMS	4,621	4,575	4,929	4,455	4,919
HAZMAT	70	87	92	80	70
SERVICE CALL	285	230	244	226	270
GOOD INTENT	445	463	596	540	227
FALSE ALARM	218	274	317	299	258
SEVERE WEATHER	3	1	5	3	1
SPECIAL INCIDENT	16	20	9	7	14

Non-emergency call types, such as cancelled enroute or assist other agency have been removed from these service call totals, as these call types are typically non-emergent and not representative of true emergency responses.

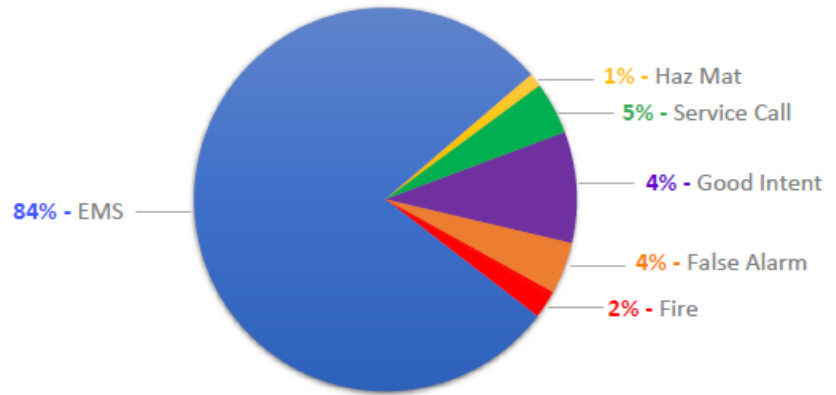
SERVICES & PROGRAMS

- **Fire Suppression** services are provided via five engine companies staffed on a 24/7 basis.
- **Emergency Medical Services (EMS), Basic Life Support (BLS)**
- **Emergency Medical Services (EMS), Advanced Life Support (ALS)**
- **Technical Rescue** services includes advanced rescue functions such as high angle, confined space, vehicle and machinery, swift water, trench rescue and structural collapse.
- **Hazardous Materials** services provides the initial hazard identification, containment, and establishes the perimeter.
- **Wildland Fire** services includes fires originating in wooded or non-built upon areas.
- The **Community Risk Reduction** program uses a data driven approach to identify risks within the community and apply mitigation efforts through education and interventions to reduce the impact of that risk to the community in the future.
- The **Public Education** program provides the foundation of fire safety information for the community.
- The **Emergency Preparedness, Planning and Response** program utilizes the Pierce County Department of Emergency Management for the overall planning and preparedness.

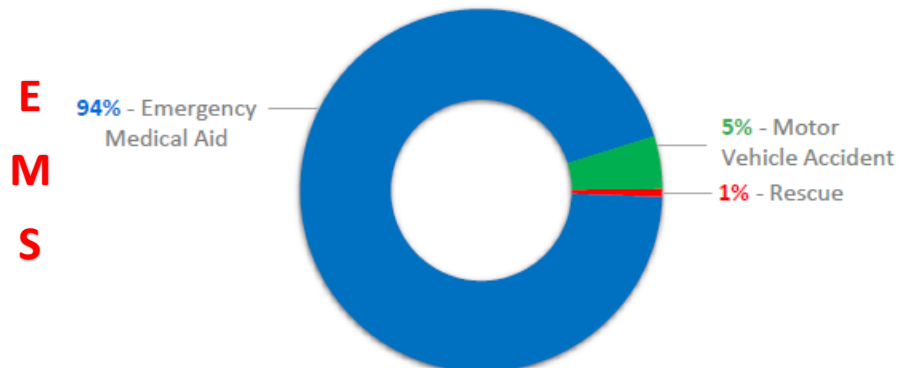
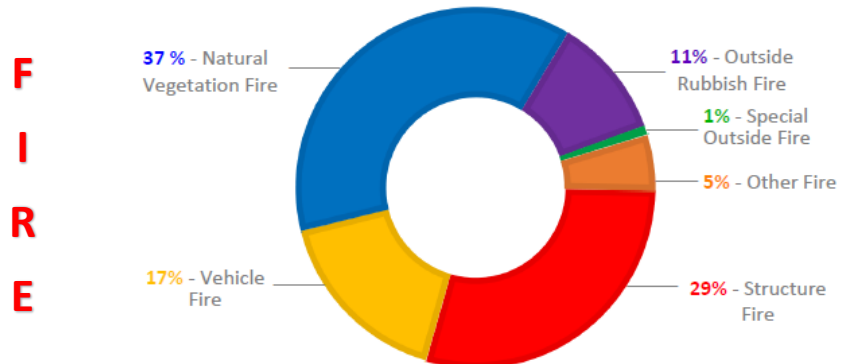
As an emergency transport agency, the majority of Gig Harbor Fire's service demand is for EMS response. Emergency Medical Services includes out of hospital emergency medical care.



2021 TOTAL CALLS



2021 RESPONSES





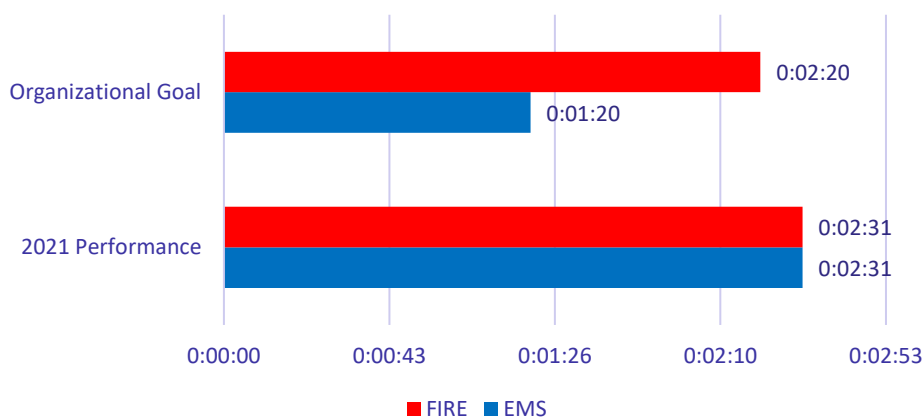
In late December 2020, a new RMS software program, ESO, was introduced to the district for documenting alarms and calls for service. The new software allows for simplified data reporting going forward, with clean data and an efficient process. At this time, sources for data are in multiple locations, as the history of data prior to December 2020 was not transferred to ESO. The variations between data sources complicates evaluating response performance effectively.



2021 PERFORMANCE FOR EMERGENT CALLS

TURNOUT TIME	2021 FIRE	2021 EMS
Average	0:01:45	0:01:25
90 th Percentile	0:02:31	0:02:31
Organizational Goal	0:02:20	0:01:20
Achieved	89.8% of the time	43.1% of the time

TURNOUT TIME



Several factors can affect turnout performance, such as station design, cross-staffing apparatus, and other physical elements.

TURNOUT TIME

Turnout time performance measures how quickly crews can respond to the initial notification of an incident and begin traveling to the scene.

TRAVEL TIME

Travel time performance is typically a function of the distance from the fire station to the incident. Travel time begins when the apparatus begins driving to the scene and ends when the crews reach the incident.

RESPONSE TIME

Response time is a measure of the total of turnout and travel time.

RESPONSE ZONES

Municipal: The municipal boundaries of the City of Gig Harbor and areas lying within 1.5 miles of a staffed station.

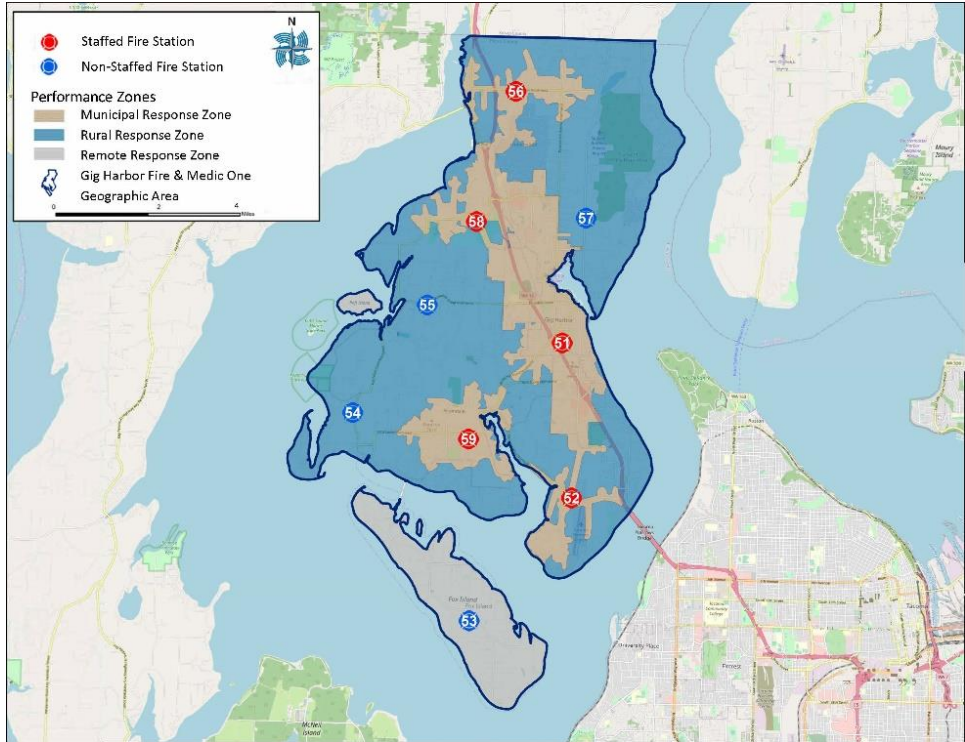
Rural: All other areas outside of the Municipal Response Zone and connected to the Kitsap Peninsula.

Remote: Fox Island, Raft Island and Tanglewood Island

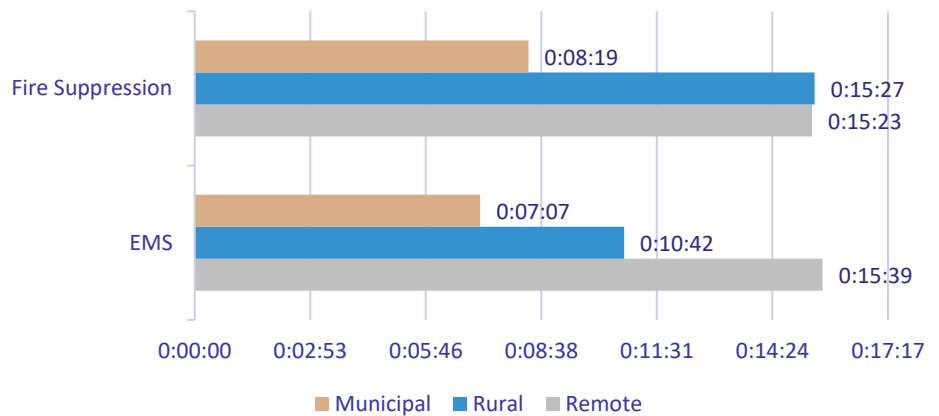
RESPONSE AREA

Gig Harbor & Fire Medic One’s response area is comprised of both urban/suburban areas within the City of Gig Harbor and rural areas accessed by winding roads with little interconnectivity. The District is unique in its terrain, topography, size, road network, and water features. These elements affect travel across the District for emergency response vehicles by requiring additional travel time than encountered in a typical suburban or urban setting. Due to these factors, additional consideration must be given to the department’s ability to respond first arriving resources, assemble sufficient resources from multiple stations, and to conduct fire suppression or emergency response activities, particularly in areas with steep terrain and narrow roadways.

In Gig Harbor Fire & Medic One’s rural and remote zones in particular, the road network lacks the connectivity usually found in urban settings, which reduces travel speeds. Gig Harbor Fire’s travel time performance within different areas of the District are starkly different due to its road network and reduced speeds.



FIRST ARRIVER TRAVEL TIME AT 90TH PERCENTILE

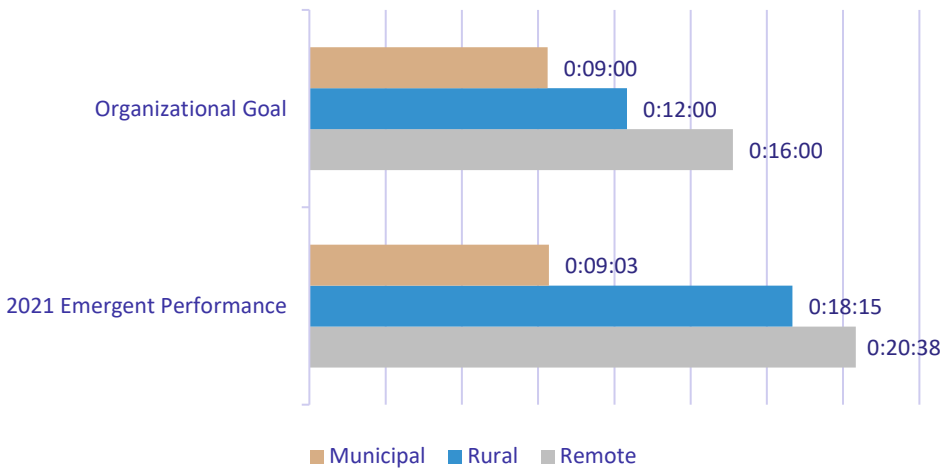


In accordance with our core value of continuous improvement, Gig Harbor Fire & Medic One will continue to actively evaluate additional opportunities and strategies to lower response times to high risk incidents in rural and remote areas of our response district. PulsePoint Verified Responder and Community CPR are examples of ongoing programs that the department is utilizing to aid in lowering response times.

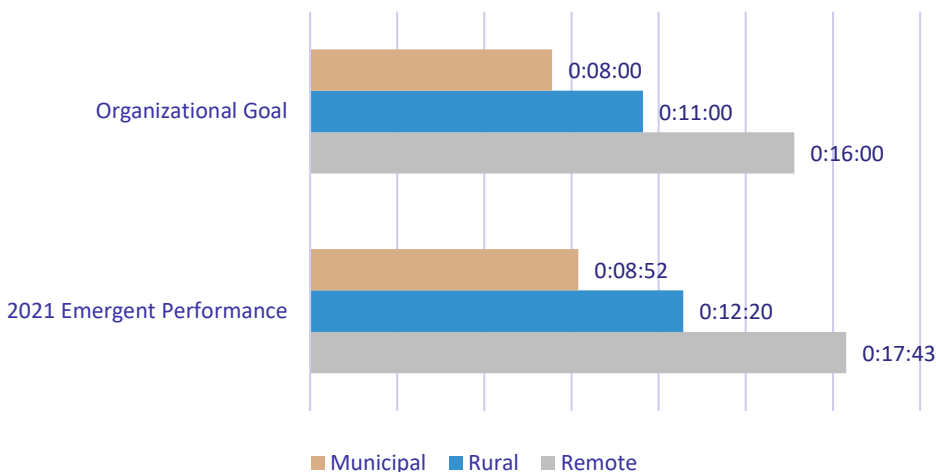


FIRST ARRIVER PERFORMANCE	FIRE RESPONSE TIME	EMERGENT CALLS	MUNICIPAL	RURAL	REMOTE
		Average	0:06:19	0:08:48	0:14:59
90 th Percentile	0:09:03	0:18:15	0:20:38		
Organizational Goal	0:09:00	0:12:00	0:16:00		
Achieved	88.9% of the time	85% of the time	75% of the time		
EMS RESPONSE TIME	EMERGENT CALLS	MUNICIPAL	RURAL	REMOTE	
	Average	0:05:57	0:08:20	0:13:12	
90 th Percentile	0:08:52	0:12:20	0:17:43		
Organizational Goal	0:08:00	0:11:00	0:16:00		
Achieved	82.1% of the time	80.8% of the time	82.1% of the time		

FIRE SUPPRESSION



EMS



Gig Harbor Fire & Medic One's organizational goals specify the minimum criteria needed to effectively and efficiently deliver fire suppression and emergency medical services. These response objectives are designed to protect the community members of Gig Harbor and the occupational safety and health of our firefighters. The impacts of not meeting our current response time performance include:

- Increased response times result in lower positive patient outcomes.
- Increased response times result in increased property damage caused by fire.

As Gig Harbor's population continues to grow, we expect continuing increases in demand for department services. Performance will continue to be evaluated to improve response times, but not all of our overall performance goals will be met given our current level of resources and the district's unique geographical and road network challenges.