



GIG HARBOR FIRE & MEDIC ONE

2024 ANNUAL PERFORMANCE REPORT

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



MESSAGE FROM THE FIRE CHIEF



Greetings from Gig Harbor Fire & Medic One –

As Fire Chief, I am honored to present our 2024 Annual Performance Report, a reflection of our unwavering commitment to accountability, continuous improvement, and service excellence. This past year has been one of growth, adaptation, and resilience, as we responded to an increasing number of emergency calls while maintaining the highest standards of professionalism and efficiency.

Our firefighters, paramedics, and support staff have demonstrated exceptional dedication in safeguarding our community. Whether responding to medical emergencies, fires, or complex rescue operations, our team remains steadfast in their mission to protect lives and property with speed, skill, and compassion. In 2024, we enhanced our training programs, refined our response strategies, and strengthened partnerships to ensure optimal emergency preparedness across our district.

Beyond emergency response, we remain committed to prevention, education, and community engagement. Through fire safety programs, CPR training, and public outreach, we strive to empower residents with knowledge and resources to help prevent emergencies before they occur.

I am incredibly proud to lead Gig Harbor Fire & Medic One and to work alongside such a dedicated and professional team. We are grateful for the trust and support of our community, and we will continue to serve with integrity, excellence, and an unwavering focus on safety.

If you have any questions or would like to connect, please reach out at (253) 851-3111 or ddoan@gigharborfire.org.

Thank you for your continued support.

Fire Chief Dennis Doan
Gig Harbor Fire & Medic One

BOARD OF FIRE COMMISSIONERS

Gig Harbor Fire & Medic One operates under a chain-of-command that has been established by the Board of Fire Commissioners, which are elected to represent the public they serve. A five-member Board governs the district, each representing the entire District and elected in a staggered term of office.



The Board meets twice per month to set budgets, establish policies, and provide administrative oversight. Regular board meetings are scheduled for the 2nd and 4th Tuesday of each month at 5:00pm. These meetings take place in person at district headquarters, with the option to attend virtually. Virtual meeting links, meeting minutes, agendas, and resolutions can be found at www.gigharborfire.org.

FIRE COMMISSIONERS

KEVIN ENTZE
Chairman

JOE URVINA
Vice Chairman

TOM SUTICH
Commissioner

ALEX WILSIE
Commissioner

BRYCE NELSON
Commissioner

DEPARTMENT HISTORY

In the spring of 1944, a devastating fire in north Gig Harbor destroyed several shoreside businesses, including a restaurant, barber shop, Johnson Motors, post office, and shipyard. Meeting in Honest John's Café, known today as Anthony's, John Finholm and several friends and neighbors discussed setting up a fire department.

By the fall of 1944, a petition signed by 15% of the qualified voters in the Gig Harbor community was presented to the Board of Commissioners of Pierce County, requesting permission to form a fire protection district for the peninsula. A formal "Notice of Hearing on Petition for the Formation of a Suburban Fire District" was published for three weeks in October 1944 in the *Tacoma Daily Index*. After public hearings, Pierce County Fire Protection District No. 5 was officially created on January 6, 1945, as a volunteer fire department serving the unincorporated portion of the Gig Harbor Peninsula and contracted to serve the City of Gig Harbor.

The newly formed fire district needed equipment, apparatus, and a location to store them. However, in the mid-1940s, access to vehicles, equipment, and materials was limited due to war efforts in Europe and the Pacific. The founding members petitioned the Secretary of War, who granted permission to purchase an olive drab Ford freight truck from the assembly plant in Dearborn, Michigan, for \$6,000. Once delivered to Cornelius, Oregon, Western States Fire Apparatus retrofitted the truck, now known as Engine 1, and painted it red. In 1995, "Old No. 1" was restored and is now displayed in the main lobby of the district administration building.



The first temporary fire station was located northeast of the intersection of North Harborview Drive and Burnham Drive, in the garage of a volunteer firefighter's home. To access the fire engine, responding crews had to enter through the primary bedroom, where three sets of heavy canvas coats were available on a first-come, first-served basis.

The district later leased land for its first fire station at the intersection of Stinson Avenue and Harborview Drive, which was eventually donated to the district. Construction of the fire station began in 1949, and upon completion, Engine 1 was relocated to the new station.

Gig Harbor Fire & Medic One began service to Raft Island in 1958 following the completion of the Raft Island Bridge. Fox Island officially joined the district in 1964, once the Fox Island Bridge allowed the district's equipment and personnel to access the island. In 1973, the district hired its first paid personnel, and by March 1974, the first three paid firefighters were working 24-hour shifts. The City of Gig Harbor merged with the district by a vote of its citizens in 1986. Other areas now protected by the district include the eastbound Tacoma Narrows Bridge (since its completion in 2007) and the Tacoma Narrows Airport (since 2008, when it was transferred from the City of Tacoma to Pierce County).

From serving a population of approximately 2,000 people in 1960, the district has grown to serve around 53,000 residents across 54 square miles of suburban and rural areas on the Gig Harbor Peninsula. As the area and population have grown, so too have the services provided by the district. Initially, the district's primary function was fire protection. In 1973, it began offering Basic Life Support (BLS) medical services after the first EMTs completed their training. The district purchased its first ambulance in 1988. In 1989, the district hired its first Advanced Life Support (ALS) paramedics, becoming the second district in Pierce County to offer emergency transport services. During the 1990s, the district expanded to include technical rescue, hazardous materials response, and wildland fire suppression services.



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

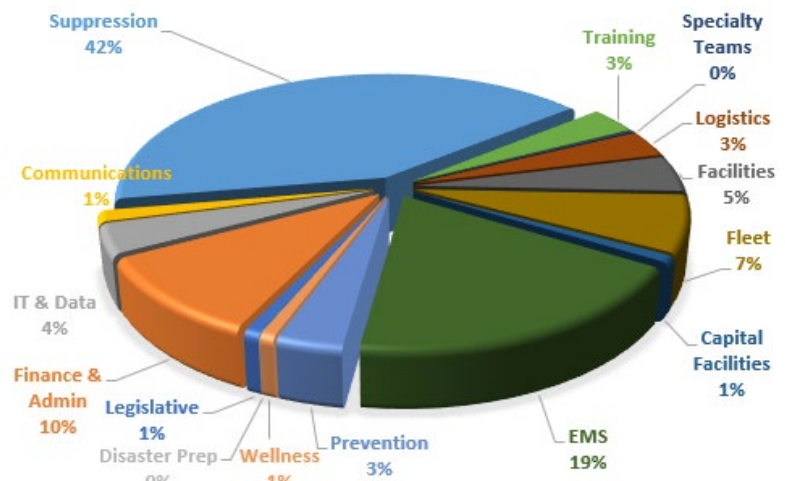




BUDGET & FINANCE

Gig Harbor Fire & Medic One is primarily funded by two voter-approved tax levies, a General Fire levy and an Emergency Medical Services (EMS) levy. These levies are based on the assessed value of property within the jurisdiction. These two levies contributed 89.6% of the overall budget in 2024.

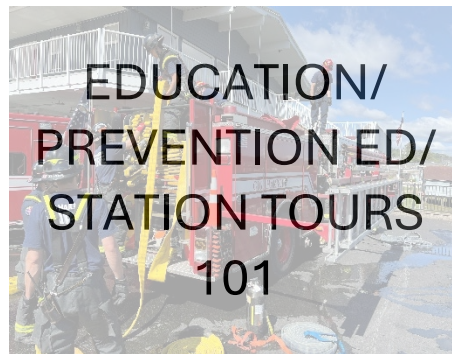
Program	Department	2024 Adopted Budget
Legislative	Legislative	335,580
Legislative Total		335,580
Finance & Admin	Admin	4,074,994
	HR	101,275
	IT & Data	1,544,593
Finance & Admin Total		5,720,862
Operations	Suppression	17,399,212
	EMS	7,743,357
	Training	1,417,304
	Specialty Teams	15,000
Operations Total		26,574,873
Logistics	Logistics	1,408,123
	Communications	574,544
	Facilities	1,908,274
	Vehicles	2,971,335
	Specialty Teams	79,500
	Capital Facilities	359,923
	Logistics Total	
Health & Safety	Prevention	1,411,567
	Wellness	301,814
	Disaster Prep	10,000
Health & Safety Total		1,723,381
Operating Fund Total		41,656,395
Capital Debt		4,579,901
Debt Fund Total		4,579,901
Bond	Bond Project Mgmt	383,923
	Training Campus	15,289,937
	Fire Station 51	1,248,244
	Fire Station 53	1,305,668
	Fire Station 57	1,424,607
	Fire Station 59	432,080
	Capital Equipment	5,000,000
Capital Fund Total		25,084,459
Total All Funds		71,320,755



SERVICES & PROGRAMS

Gig Harbor Fire & Medic One offers a wide range of services to protect our community, including fire suppression, emergency medical services, and fire prevention. In addition to 9-1-1 responses, we have provided our community with the following services and programs in 2024:

- ◆ **Community Risk Reduction:** A program that 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.
- ◆ **Emergency Preparedness, Planning and Response:** A program that works collaboratively with Pierce County Department of Emergency Management for planning and preparedness.
- ◆ **Public Education:** A program that provides the foundation of fire safety information for the community.
- ◆ **Technical Rescue:** Services include advanced rescue functions such as high angle, confined space, vehicle and machinery, swift water, trench rescue and structural collapse.
- ◆ **Wildland Fire:** Services include fires originating in wooded or non-built upon areas.

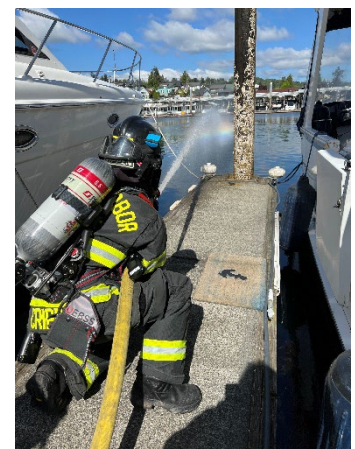
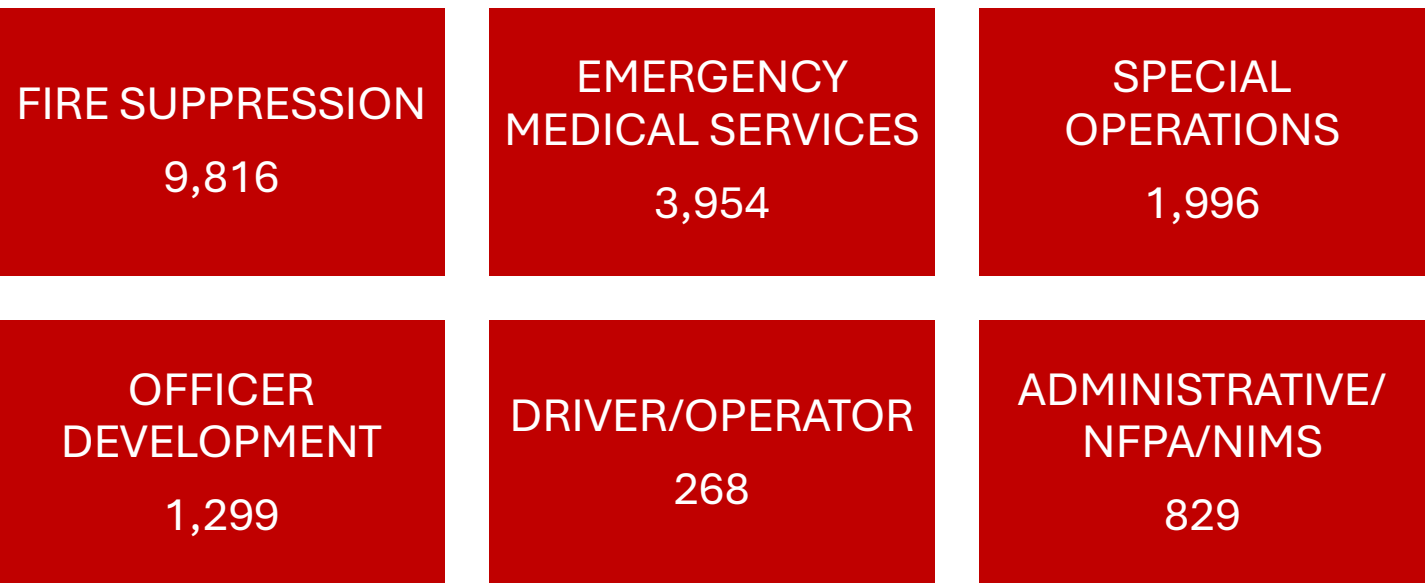


TRAINING

At Gig Harbor Fire & Medic One, our training division is tasked with developing training practices and establishing standards to evaluate proficiency levels. Training and education in the fire service contributes to the overall effectiveness and safety of firefighters and the communities that they serve. By equipping our firefighters with the necessary skills, knowledge, and a proactive mindset, training enables them to effectively respond to emergencies, protect lives and property, and serve our community with professionalism and dedication.

In addition to continuously training our firefighters to maintain and improve their skills and abilities, our training division manages several key programs. These include driver operator certification, development and certification for company officers and battalion chiefs, special operations program management, recruitment programs, onboarding of new employees, and conducting promotional processes. At Gig Harbor Fire & Medic One, we strive to fulfill our core value of continuous improvement, therefore train to optimize our firefighters' preparedness to respond to the community's emergency needs.

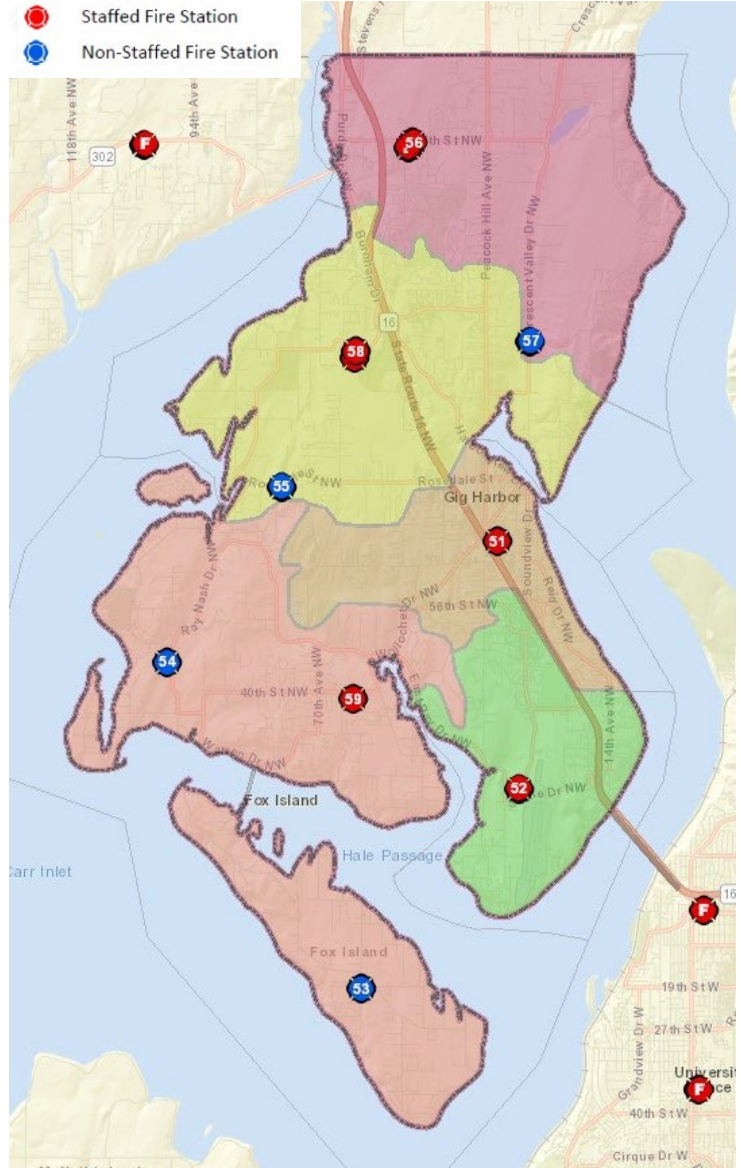
2024 TRAINING HOURS BY CATEGORY



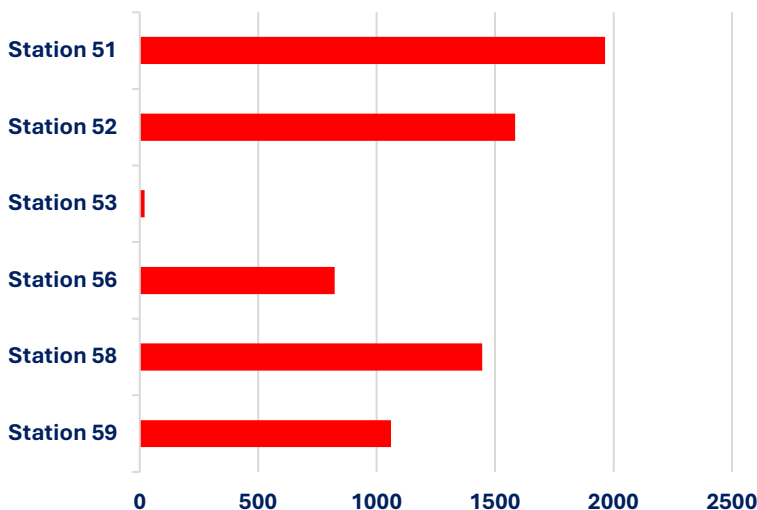
STATIONS & STAFFING

Gig Harbor Fire & Medic One serves approximately 54 square miles in suburban and rural areas. The district serves an estimated population of around 53,000, with approximately 13,000 of its residents within Gig Harbor city limits. In 2024, the department employed 124 uniformed firefighters and paramedics. Each full-time firefighter holds a certification as either an emergency medical technician (EMT) or paramedic, enabling them to respond to medical emergencies and fires.

Emergency response coverage is maintained throughout the district with five fully staffed stations operating 24/7, supported by four rotating shifts. Additionally, the District has administrative headquarters and four stations that are not staffed.



TOTAL 911 CALLS BY STATION



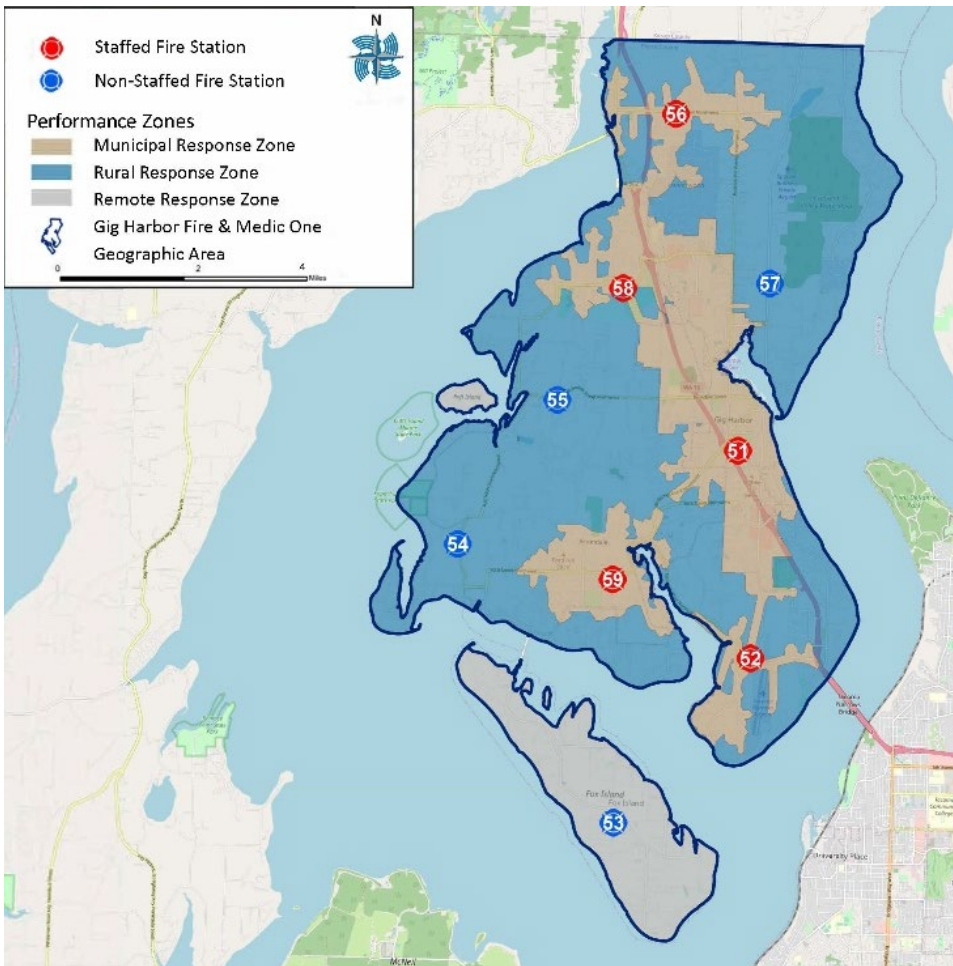
STATION MINIMUM STAFFING

STATION 51 – 6711 KIMBALL DR ENGINE: 3 MEDIC UNIT: 2 BATTALION CHIEF: 1
STATION 52 – 2217 POINT FOSDICK DR ENGINE: 3
STATION 56 – 5210 144 TH ST NW ENGINE: 3
STATION 58 – 10302 BUJACICH RD NW ENGINE: 3 MEDIC UNIT: 2
STATION 59 – 3828 62 ND AVE CT NW ENGINE: 3 MEDIC UNIT: 2

RESPONSE AREA

The Gig Harbor Peninsula spans approximately 7 miles at its widest and stretches 13 miles in length, presenting both advantages and challenges. Situated on three sides by 59.2 miles of shoreline, with multiple large bays and inlets, the area boasts stunning natural beauty. However, these intricate waterways, some extending nearly 2 miles into the peninsula, pose significant obstacles to efficient emergency responses.

Compounding the issue, our roadways are problematic, as the system was originally designed to accommodate a fishing village and seasonal residences before World War II. The current roadways provide scarce direct access, hampering efficient navigation. Additionally, a 10-mile segment of Washington State Highway 16 bisects the district, with few places for fire apparatus to cross. This limited access frequently slows our ability to respond with multiple engine companies. As a result, response times to Rural and Remote zones are notably affected by this unique geography and routing challenge.



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.



As Gig Harbor's population continues to grow, we anticipate a sustained increase in demand for department services. Performance will be continually evaluated to enhance response times, and we will set realistic goals based on our current level of resources and the district's unique geographic and road network challenges.

2024 TOTAL CALLS

FIRE - 87

Fire responses are higher risk, lower frequency, and many require additional resources.

EMERGENCY MEDICAL SERVICES – 5,842

Emergency Medical Services (EMS) calls are for medical aid responses that include caring for a patient by providing Basic Life Support (BLS) or Advance Life Support (ALS) services.

HAZARDS - 82

Hazard responses include combustible/flammable liquid spills and leaks, structural collapse, powerline down and explosions call types.

SERVICE CALLS - 341

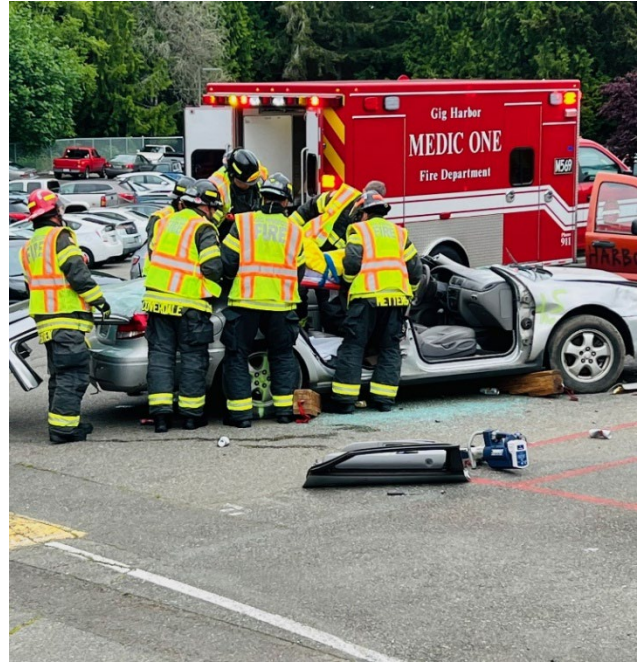
Service calls may include patient assists, water problems, smoke/odor problems, and public agency assistance.

GOOD INTENT - 202

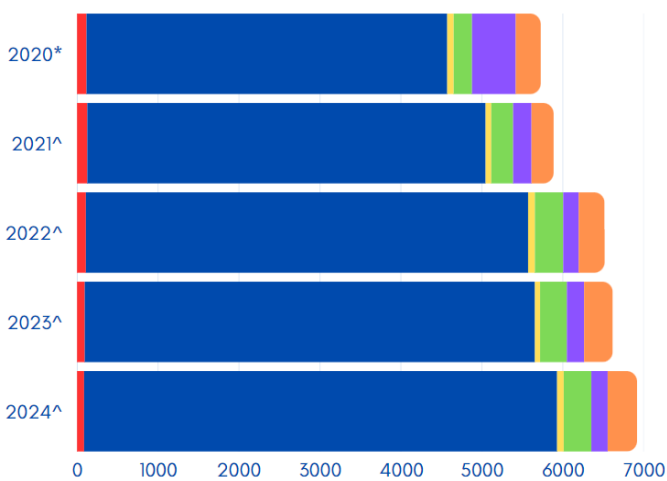
Good intent calls include responses when a potential hazard or concern is reported, and it is determined to be safe upon investigation by the responding units.

FALSE CALL AND OTHER - 363

False calls include responses that are determined to be unfounded.



ANNUAL SERVICE DEMAND



*Data source for 2020 is the 2021 Standard of Cover.

^Data source for 2021-2024 is Intterra.

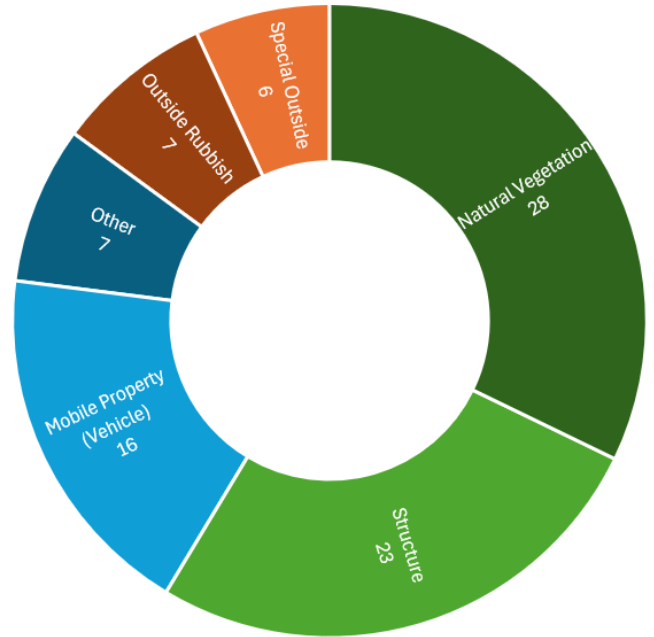
EMERGENCY CALLS	2020	2021	2022	2023	2024
FIRE	117	127	109	95	87
EMS	4,455	4,919	5,462	5,560	5,842
HAZARDS	80	70	84	64	82
SERVICE CALL	226	270	350	331	341
GOOD INTENT	540	227	191	213	202
FALSE CALL/OTHER	309	273	320	354	363
TOTAL EMERGENCY CALLS	5,727	5,886	6,516	6,617	6,917
TOTAL CALLS	6,134	6,316	7,016	7,095	7,531

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

2024 RESPONSES

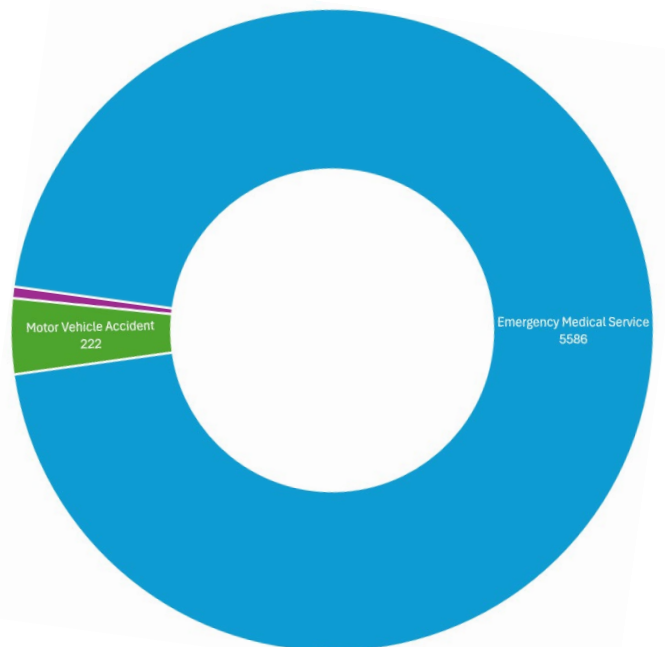
FIRE RESPONSES

These types of responses place responders in dangerous situations, require more resources and pose significant risk to the community. Many of these calls require specialized training to mitigate them safely.



EMS RESPONSES

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.



■ Motor Vehicle Accident ■ Rescue ■ Emergency Medical Service

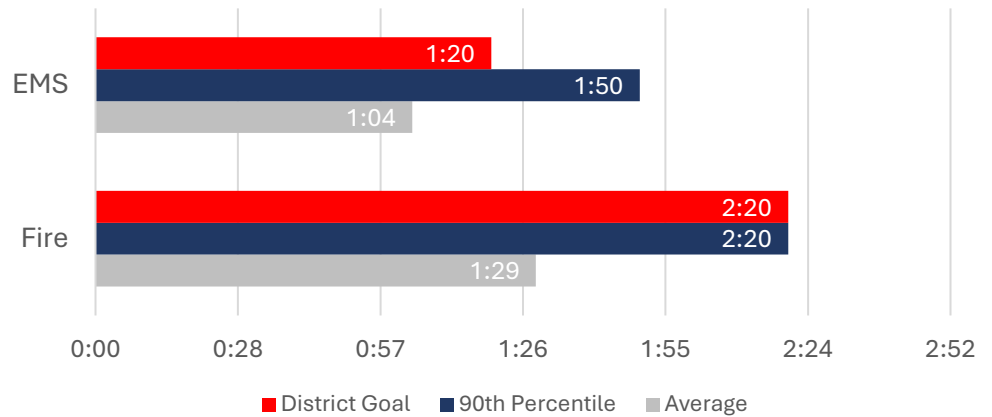
2024 PERFORMANCE FOR EMERGENCY CALLS

TURNOUT TIME

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

Several factors can affect turnout performance, such as station design, cross-staffing apparatus, and other physical elements. Additionally, turnout times can vary depending on whether Personal Protective Equipment (PPE), such as helmets, turnout gear, gloves, and boots, is required for the response. For responses requiring PPE, turnout time is typically longer. For responses that do not require full PPE, such as for medical emergencies or non-fire-related incidents, turnout times may be shorter.

Turnout Time	Fire	EMS
Average	1:29	1:04
90th Percentile	2:20	1:50
District Goal	2:20	1:20
Achieved Goal	90.1%	76.3%



TRAVEL TIME

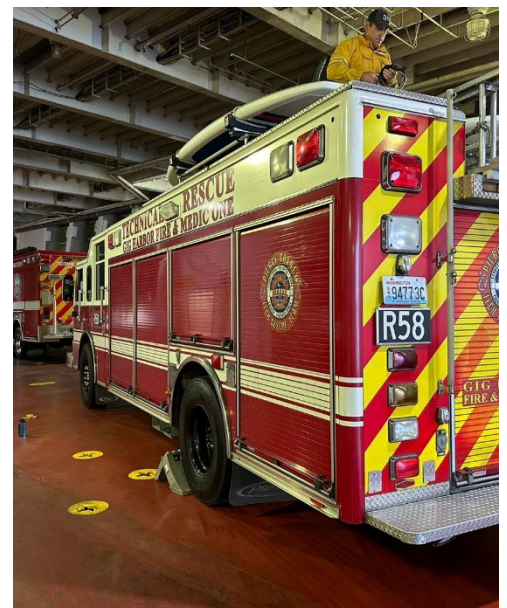
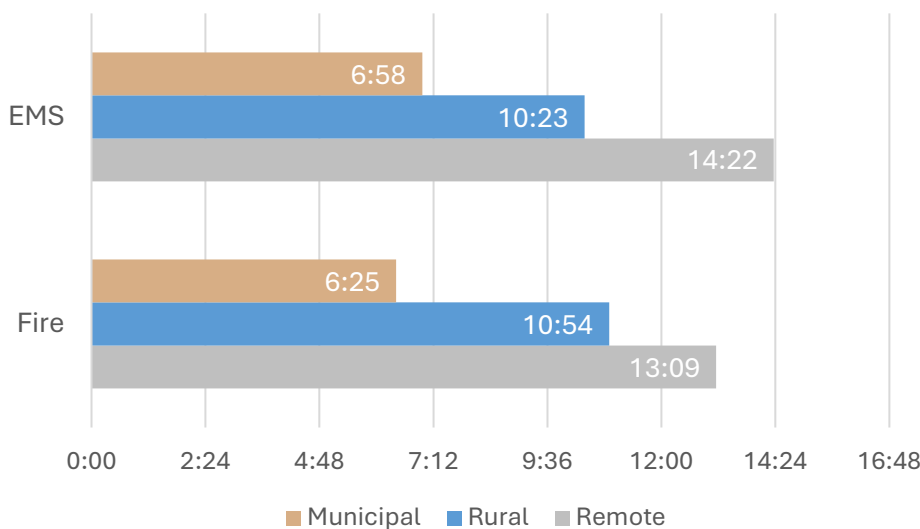
Travel time is the elapsed time from when a unit begins to respond until it's arrival on scene.

Emergency response to the scene can vary depending upon how far the emergency is from the fire station.

Response times for the fire service are essential for two reasons:

- saving lives
- reducing property damage caused by fire

90th Percentile Travel Time for First Arriver





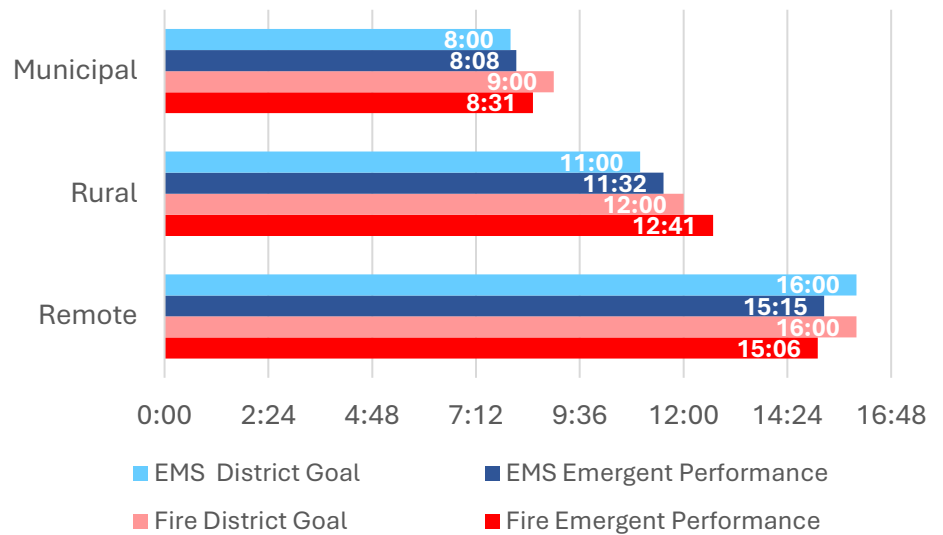
RESPONSE TIME

Response time is the combined total of turnout and travel time. Response time starts when crews are alerted by dispatch of an emergency to the time crews arrive at the incident scene.

Response Time	Fire			EMS		
	Municipal	Rural	Remote	Municipal	Rural	Remote
Average	6:18	9:23	11:11	5:42	7:58	11:26
90th Percentile	8:31	12:41	15:06	8:08	11:32	15:15
District Goal	9:00	12:00	16:00	8:00	11:00	16:00
Achieved Goal	91.7%	83.3%	100.0%	89.3%	87.3%	93.8%



FIRE & EMS RESPONSE TIMES



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 ensure the occupational safety and health of our firefighters.

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.

We also prioritized managing our resources in the most efficient manner. Our intent is to optimize the allocation and utilization of department resources, including personnel, equipment, and vehicles, to maximize effectiveness and efficiency in our emergency responses.



www.gigharborfire.org



GIG HARBOR FIRE & MEDIC ONE
10222 BUJACICH RD NW • GIG HARBOR, WA 98332
(253) 851-3111