

2022

**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 2022. To say this past year has been a challenge for our organization, would be an understatement. I am in awe of the drive, professionalism, compassion, and skill shown by our responders and support staff. I could not be prouder of the resiliency and commitment of our members in their continued efforts to provide the very best service to our community. They have the wellbeing of the community at their core, with a true understanding of the vital roles in which they serve. I am inspired by the resolve of our organization. Due to the hard work, dedication, sacrifices, and commitment to excellence, that we remain a notable and recognized world class fire department.

This annual report provides statistics from the Administrative, Operations, and Support Services Divisions, along with program and response highlights from 2022. I am proud to report there were no fire deaths in 2022. Continuous improvement through training of our own members, along with extensive preventive outreach in the community, remain at the forefront of our 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.

The women and men of Wilson Fire/Rescue Services have risen to the occasion and continually deliver the highest quality service. We will continue to carry out the mission and remain a relevant, professional organization that not only embraces industry best practices but also establishes them for other organizations to emulate. As the world around us continues to change, we are faced with demands for service that the traditional fire service has never before seen. One must understand that the fire service of today is not the fire service of yesterday and the reality is that the fire service of tomorrow will change as well. We are not afraid to challenge industry norms, shift paradigms, and look for better ways to improve our craft. It is through planning and implementation that the department improves and continues to deliver the highest quality services to those we protect.

On behalf of the women and men of Wilson Fire/Rescue Services, I sincerely thank Mayor Carlton Stevens, City Council, City Manager Grant Goings, and the citizens for their continued support. The accomplishments outlined in our 2022 Annual Report are a testament to the efforts of the women and men of Wilson Fire/Rescue Services, both sworn and civilian; working hand-in-hand with the citizens and neighborhoods, we serve. 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

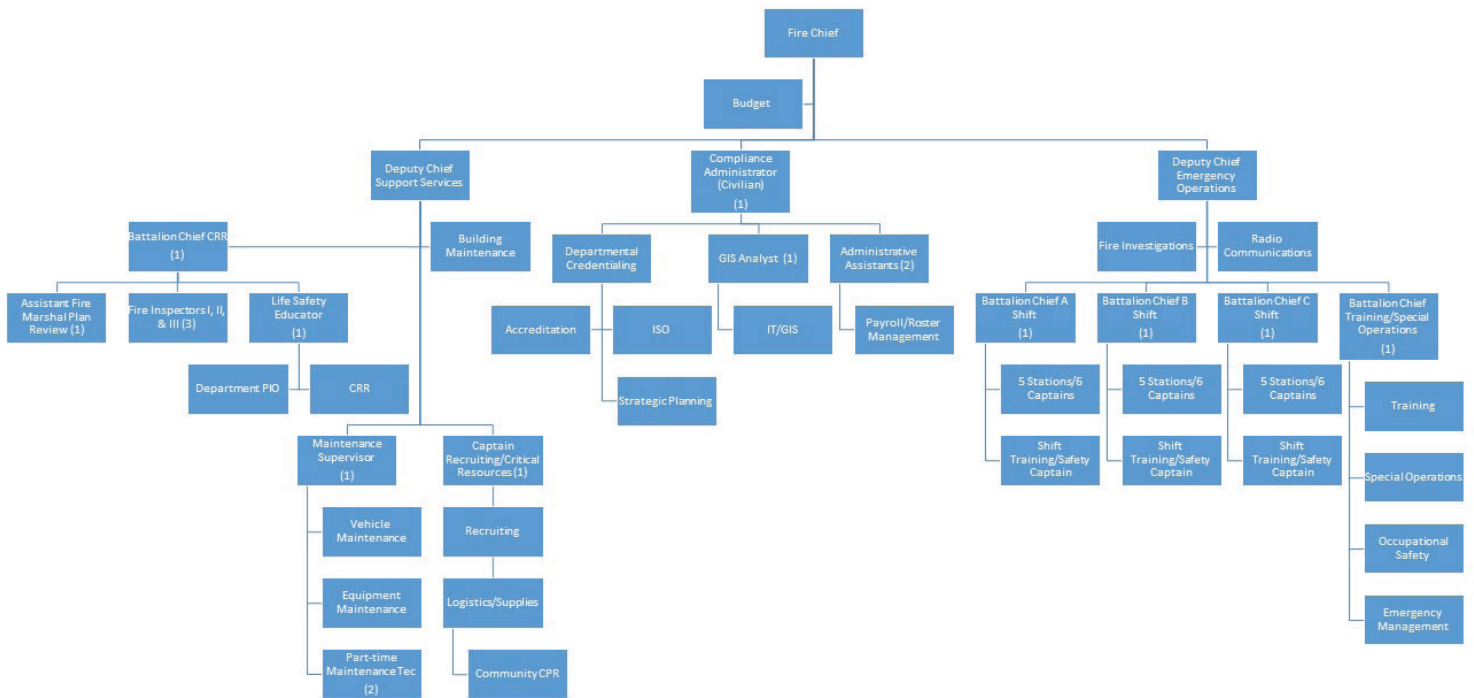


Mission Statement

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 office of the Fire Chief, Compliance Administrator, two (2) Administrative Assistants, and one (1) GIS Analyst.

2022 Major Administration Accomplishments

- Obtained Accreditation status
- Risk levels for response service reclassified
- ISO Rating Review



Accreditation

In 2022, Wilson Fire/Rescue Services underwent the accreditation process for the 5th time. A peer team did a site visit with the department May 8th - May 11th to validate and verify the documents submitted. At the end of the week, the peer team recommended the department for accreditation. On August 17, 2022 Wilson Fire/Rescue Services went in front of the Commission and was approved for accreditation status.



Administration Division

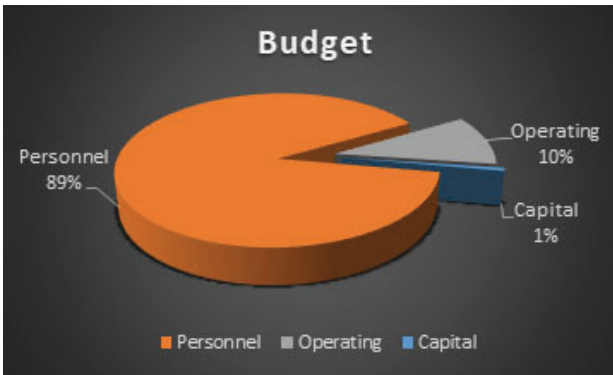
Insurance Service Office (ISO)

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. Wilson Fire/Rescue Services is currently a Class 1.

In December 2022, Wilson Fire/Rescue Services underwent its review with the Office of State Fire Marshal of the fire suppression features being provided to community. The department is currently waiting for the report from the state and should receive it in early 2023.

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. The budget for fiscal year 2022 was \$9,949,210.



Departmental Promotions

In 2022, Wilson Fire/Rescue Services had a total of 19 departmental promotions.

Operations Division

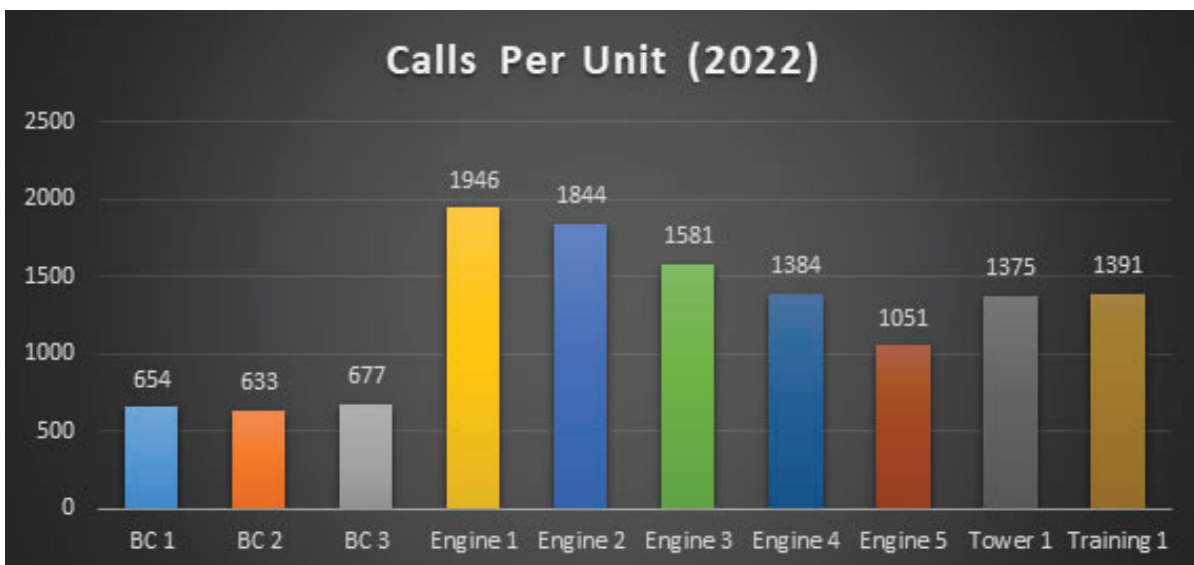
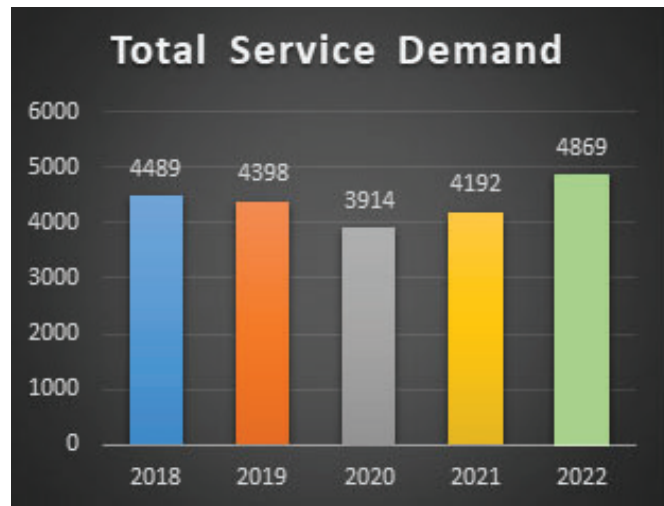
The Wilson Fire/Rescue Services Operations Division is the largest division of the department. The men and women in Operations staff five (5) Engines, one (1) Tower Company, one (1) Battalion Chief and one (1) Shift Training/Safety Officer. The Operations Division is the emergency response portion of 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.

2022 Major Accomplishments

- Received New Supplied Air Trailer
 - Received New Water Rescue Suits
 - Received New UTV Off Road Vehicle with Fire/EMS Capability
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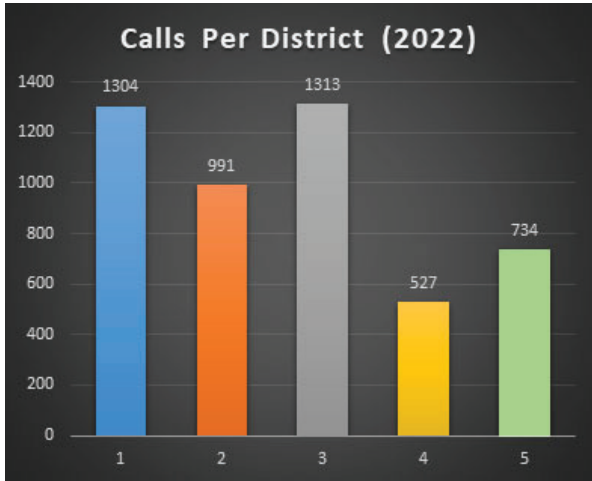
Service Demands

Total service demand for responses by the Operations Division has averaged around 4,300 calls per year over the past five years.



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) tower, one (1) Battalion Chief, 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
2018	12:38	18 Seconds over goal
2019	12:44	24 Seconds over goal
2020	12:13	7 Seconds under goal
2021	11:58	22 seconds under goal
2022	11:35	45 seconds under goal

Operations Division

Performance Outcomes (cont'd)

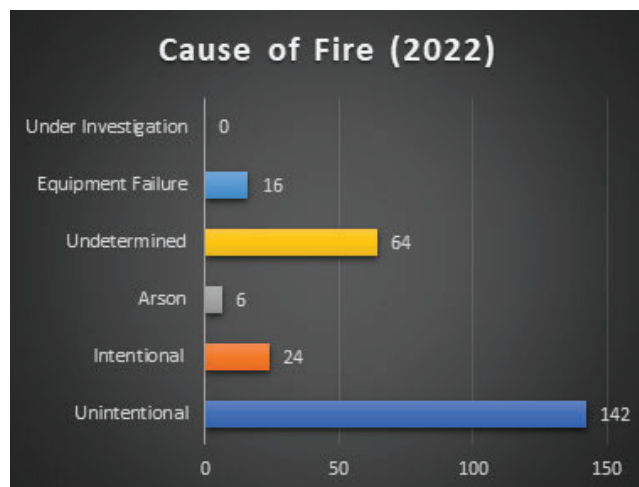
The department measures outcome for fire suppression responses. This outcome measure is an estimate based on a pre-incident monetary value of the property and contents compared to the estimated loss of property and contents due to the fire event. This information is used to determine the estimated saved value of the property and contents. In calendar year 2022 the estimated combined pre-incident value of property and contents was \$112,352,800. The estimated incident loss was \$1,854,867. The estimated combined value of property and contents saved was \$110,497,933. This suggests a 98% 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
2018	6:40	40 Seconds over goal
2019	6:45	45 Seconds over goal
2020	6:30	30 Seconds over goal
2021	6:38	38 Seconds over goal
2022	6:43	43 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.



Operations Division

Training

This division of the organization is staffed by a Deputy Chief. The primary responsibilities of this division are scheduling departmental classes and maintaining training hours for all department members.

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.



2022 Major Training Accomplishments

- Haz-mat Tech Class
- Peer Support Training
- D/O Aerials Classes
- Trench Rescue
- Public Info and Emergency Notification
- NC Instructor I Class
- Max Fire Box Thermal Imaging Class
- Haz-mat Training with RRT
- TR Ropes
- Fire Instructor II Class
- D/O Pumps Class
- Fire Officer III Class



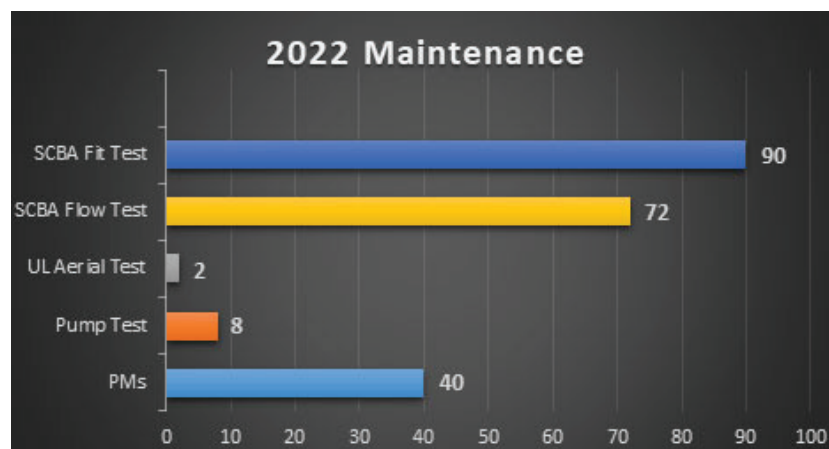
Support Services Division

Office of the Fire Marshal

This division of the organization is staffed by a Deputy Chief, a Fire Maintenance Supervisor (Captain) and a Critical Resources Officer (Captain). The primary responsibilities of this division is maintaining all maintenance of small vehicles, apparatus and equipment, and ensuring that the organization recruits the best possible candidates from the community.

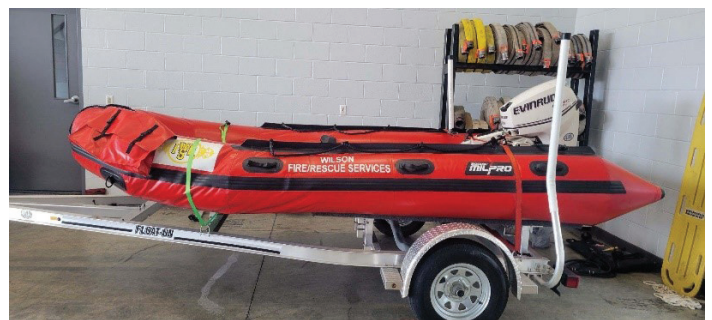
Logistics & Maintenance

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.



2022 Major Logistics & Maintenance Accomplishments

- Order for new E1 was placed
- Order for new E5 was placed
- Station 5 Engine Room Renovation Completed
- 23 Sets of Structural Firefighting Gear purchased



Support Services 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 276 applications during the year of 2022. During the firefighter 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 panel 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. We are currently running two processes a year for our firefighter positions to make sure we have a continuous list of applicants.



Support Services Division

Community Risk Reduction

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), Deputy Fire Marshal (Battalion Chief), Assistant Fire Marshal (Plans Review), three (3) Fire Inspectors and one (1) Life Safety Educator. The Community Risk Reduction Division also serves to educate the citizens in all aspects of fire and life safety.

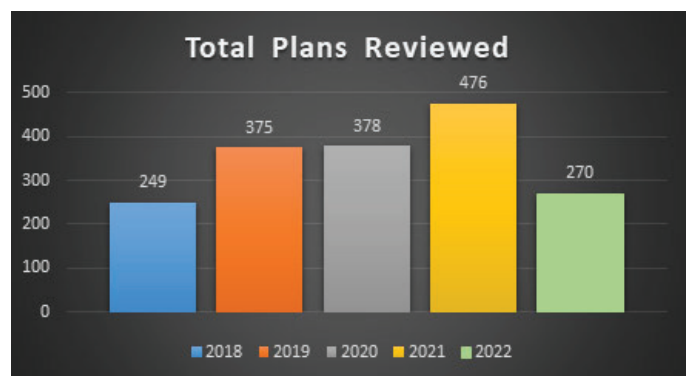
2022 Major Accomplishments

- 1 Inspector completed the NFPA Plan Review Class
- 1 Inspector passed their Level III Fire Inspection test
- Promoted our Administrative Assistant to Fire Inspector I
- 1 Inspector completed the Fire Life Safety Educator 3 course



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.

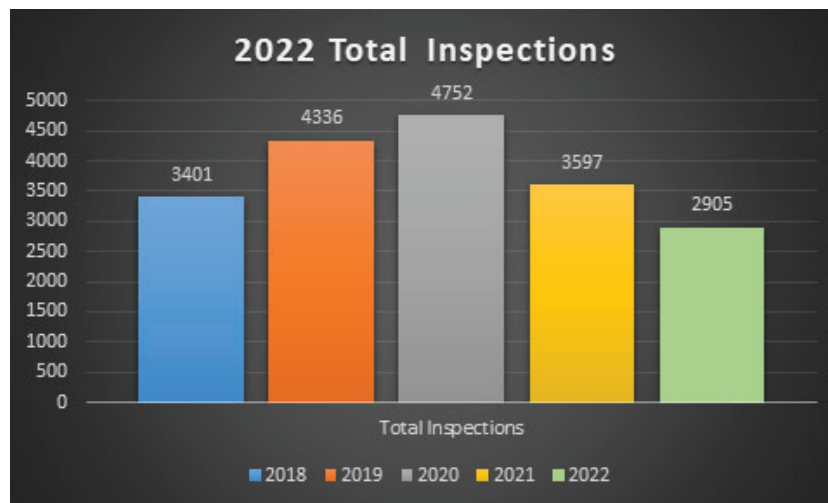


Support Services Division

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:

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	2018	2019	2020	2021	2022
Annual Inspections	1872	2195	2574	1773	2006
Re-Inspections	530	919	990	761	281
Certificate of Occupancy	490	557	485	417	237
Special Inspections	223	325	438	352	220
Other Inspections	286	340	265	294	161

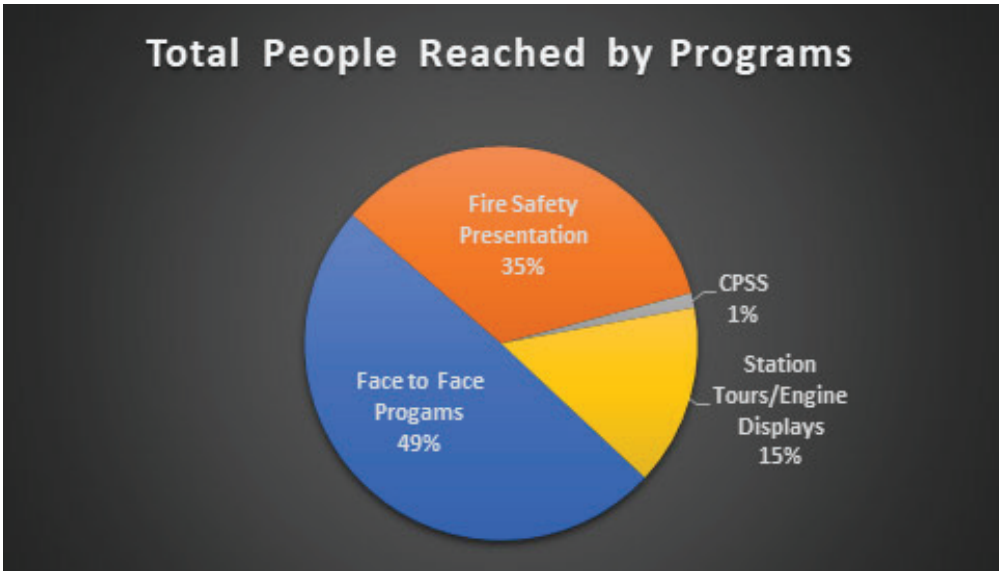
(Special Inspections include Firework Displays, Festival Vendors, Construction Blasting, tents, etc.)

Support Services 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. The overall goal is to create awareness programs that are specific for the needs of our community.

In 2022 Wilson Fire/Rescue Services, continued to safely offer more Face to Face programs (Engine Demos, F/LS speaker, Station Tours, Etc.) to the community, by encouraging social distancing and mask requirements.



Inspection Type	Number of People Reached
Social Media Post	444,917
Face to Face	4,923
Fire Safety Presentation	3,443
Station Tours/Engine Displays	1,480
Safety Seat Install	121
Smoke Alarm Installs	32
Total	454,916



WILSON FIRE/RESCUE SERVICES

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