

2020 Year End Report



2020 Introduction

Coronavirus, COVID19, pandemic, social distancing, masks, shutdowns, PPE..... These are all words we hope to never hear again. The 2020 calendar year has completely changed the way we do our jobs. We have been forced to quickly adapt to a new way of thinking and operating. Smiling at patients is a thing of the past as the masks block out emotion. We have gained confidence as we do more of the patient care alone to limit exposure to the rest of our crew. The protocols are constantly changing and keeping up with the new regulations is nearly a full-time job in itself. Additional daytime staffing was used to limit exposure to both administrative and paid on call personnel. This additional staffing allowed us to complete a few extra projects this year. This report will look different this year as it is missing many of the special events of the past years. The Berlin Fair and the department open house were both cancelled along with all of the holiday parades and special events. The only “major purchases” of the 2020 year were PPE supplies.

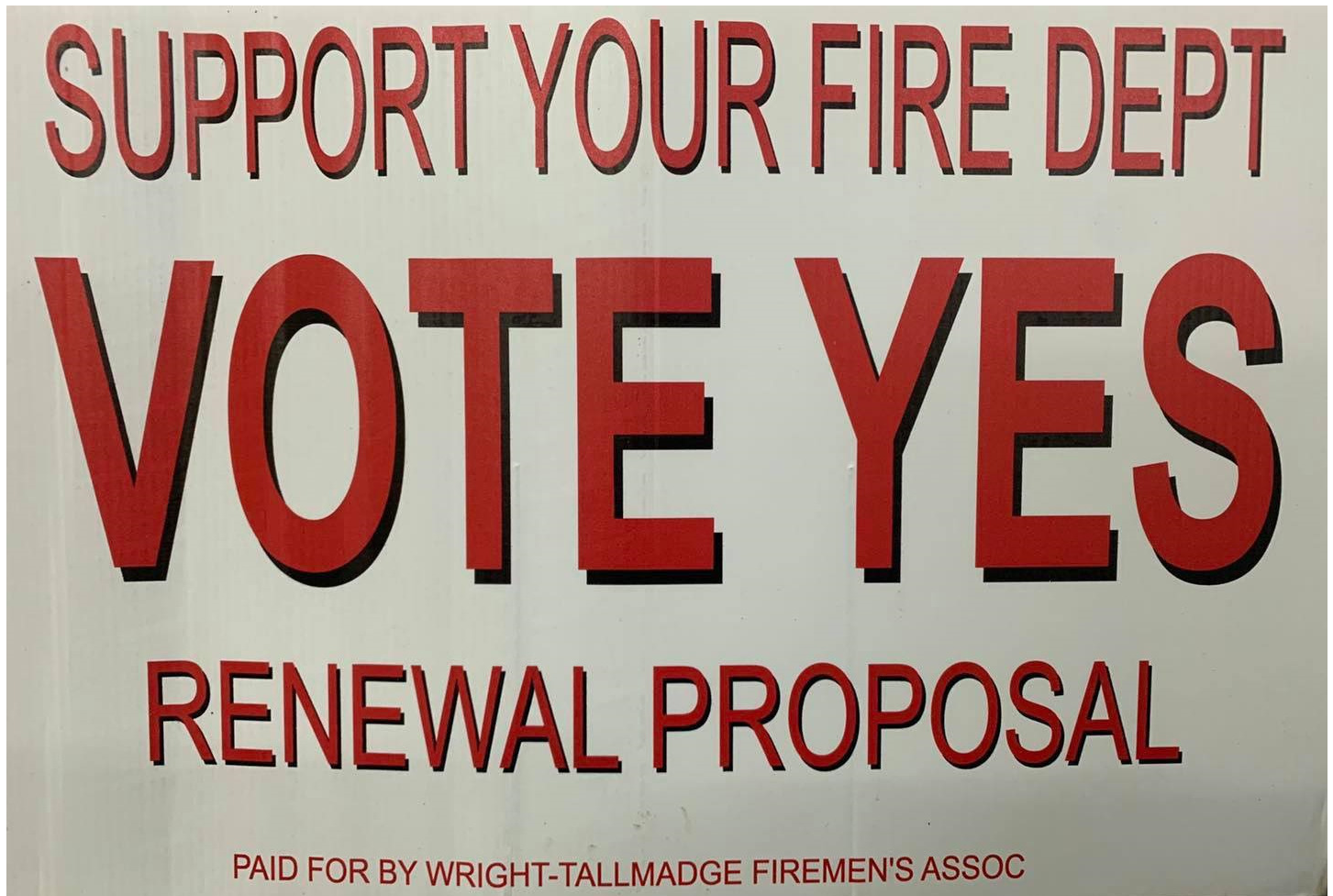
Our call volume was erratic as we had very busy months as well as very slow months. The shutdown significantly reduced our call volume as the majority of people were staying at home. Even with the very slow months we still had 979 calls for service during the 2020 calendar year. This is only slightly below last year’s number.



Equipment Millage

Our equipment millage was on the 2020 fall ballot. This millage is used specifically toward the purchase and maintenance of our equipment. The voters overwhelmingly supported us again this year. We are thankful for the support of our community! The vast majority of our annual budget is covered by the two millages. We continuously work to educate the public on the importance on these millages and what they do for the operation and our community.

The community has also shown an incredible amount of support throughout this pandemic. We even had community members donate vital PPE to us when there was none to be found. Cards and letters of support came throughout the year. Signs supporting the first responders even showed up throughout the community. This support helped push us forward through this pandemic.



Fire Academy

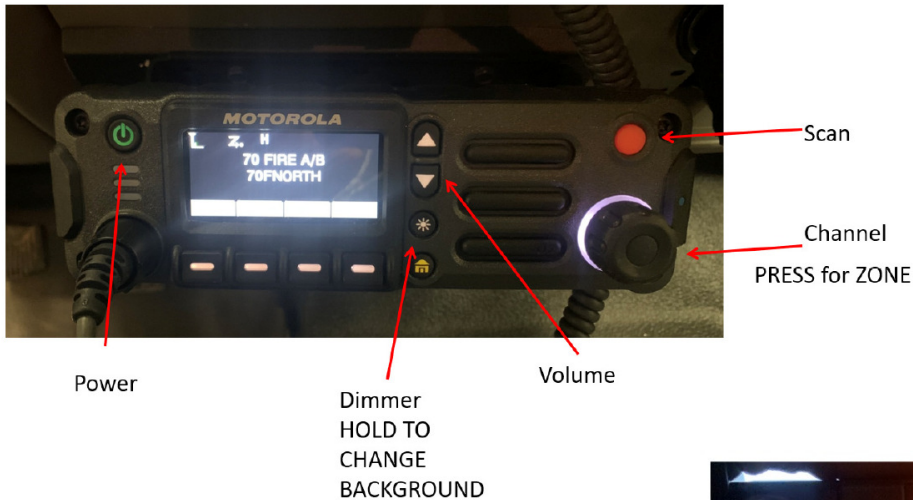
During the 2020 year, A fire academy was hosted in the NE corner of Ottawa County. The classes were held at Allendale and Wright-Tallmadge. We assisted with many of the practical classes for this fire academy. Four of our new members received their State of Michigan Firefighter 1 and 2 certifications from this academy.



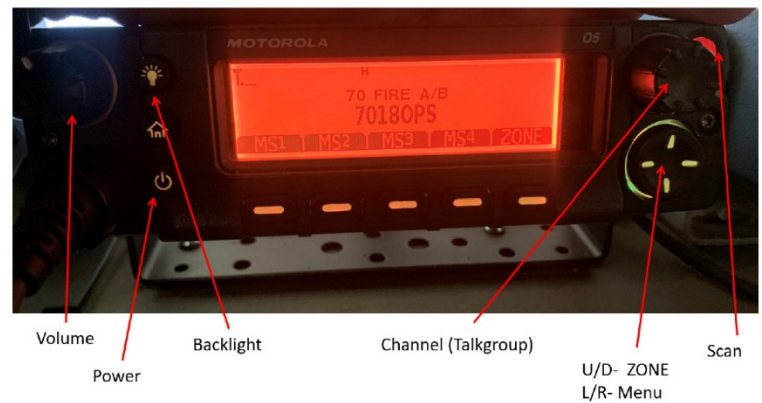
800 MHZ Radio System

During the end of the 2019 calendar year, we completed our final testing for the 800mhz radio system. OCCDA made improvements to the new system which has enhanced the coverage in our response area. During the 2020 year, we made significant improvements to our radios by updating the programed features in them. This was done to make them easier and safer to use. Kent County is planning to go live on the 800mhz system in the 3rd quarter of 2021. As this timeframe comes closer, all Ottawa County radios will be re-programmed to include the Kent County talkgroups. During this reprogramming, Ottawa County is considering countywide changes to the programming of the radios to simplify the use and improve the safety of them.

O2 Control Head



O5 Control Head



Berlin Fair

The Wright-Tallmadge Firefighters Association has a food booth at the Berlin Fair. This is our only fundraiser for our firefighter's association each year. The Berlin Fair was cancelled this year due to the COVID19 pandemic. This has obviously taken away our fundraising income for this year. Our association has always kept a "rainy day fund" for just such an instance. This fund has allowed us to continue to fulfill our mission of using the association to help benefit the safety of our community. We have focused the efforts of this year on the smoke detector installations that are outlined in this report. We are hopeful that the fair will be back to normal operation in future years.



ISO Audit

This past fall we had our ISO Audit. The ISO audit determines the public classification rating that is used by many insurance companies to determine pricing for personal or commercial insurance coverage. We were last reviewed by ISO in 2014 so it came as no shock when they contacted us again in 2020. The process is very detailed and lengthy as they look at every specific detail of our operation. Here is a brief list of some of the major items which are factored into the ISO scoring:

- Equipment and apparatus specifications, maintenance, and training
- Water supply systems (municipal, well, dry hydrant, and tanker capabilities)
- Adoption of International Fire Code
- Fire inspection programs including how many inspections are done each year
- Fire prevention programs done for the school age children in our area
- In house staffing hours per week
- Average number of firefighters on a structure fire in the past year
- Training hours per member per year
- Standard operating guidelines
- Automatic aid with our neighboring fire departments

We submitted all of our information and then spent a day with the ISO field representative reviewing all of this information. We used our apparatus to establish a water supply from a tanker shuttle while the field representative timed us. All of this information was then sent to the ISO office for final review and scoring. Since the 2014 ISO audit, there has been significant changes in our daytime staffing, training, operation, and the adaption of International Fire Code. We are hopeful that the ISO rating of our response area will improve with these changes.



Smoke Detector Installation

We continue to install smoke detectors within homes in the community. We installed them in 5 additional homes during the 2020 calendar year. We have found that there are a significant number of homes in our community with NO smoke detectors. The Wright-Tallmadge Firefighters Association has been providing these smoke detectors at no charge to the community. We hope to continue to expand this in the future but it takes time and manpower to do these installations.



FIRE DEATHS BY AREA OF ORIGIN

65% of fires started in the **LIVING OR BEDROOM**



60% of victims were located in **BEDROOMS**



61% of reported fires were caused by **SMOKING**

MI ECONOMIC DEVELOPEMENT REGIONS FIRE DEATHS STATISTICS

REGION 4



11 of **13**
counties suffered a fatality

FIRE DEATHS BY GENDER AND AGE

40-79
YEARS OLD

Over **70%** of victims were between 40 and 79

CREATE YOUR ESCAPE PLAN AND PRACTICE IT IN THE DARK

A significant majority of fire deaths happen overnight, take the time to be prepared!



6pm - 6am

65%



6am - 6pm

35%

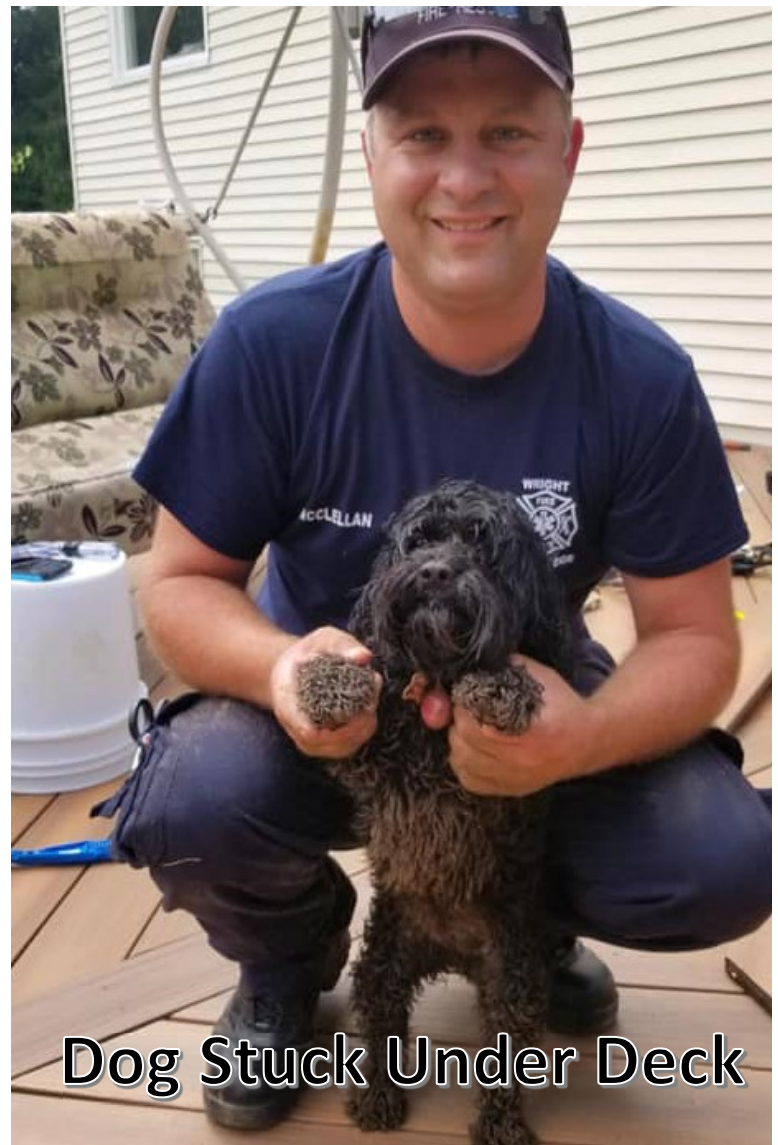


45% of fires involved **DISABLED VICTIMS OR OCCUPANTS**

Statistical Data For 2020

The statistical data is something that we believe is very important. This data allows us to see a “snapshot” of what we are doing and whether the administrative decisions we are making are effective or not. Data is something that some believe is boring but it is vital when operating a fire department. In the next few pages, we are going to share the following data with you:

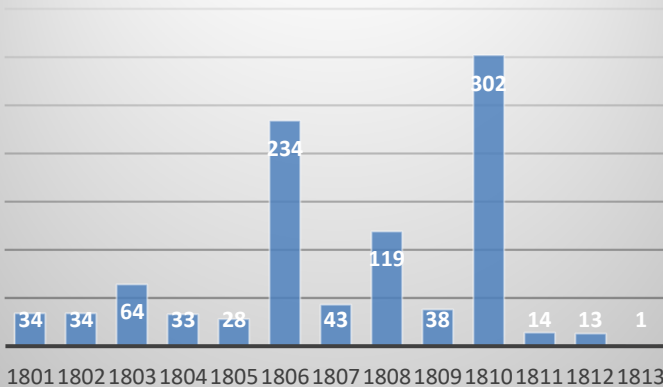
- Incident Locations (where incidents occurred by township)
- Incident Time (the time of the day which the incidents occurred)
- Response by Day of Week (how many incidents occurred on each day of the week)
- Incident Type Summary (what types of incidents we responded to)
- Response Times (how long it took to respond to calls)



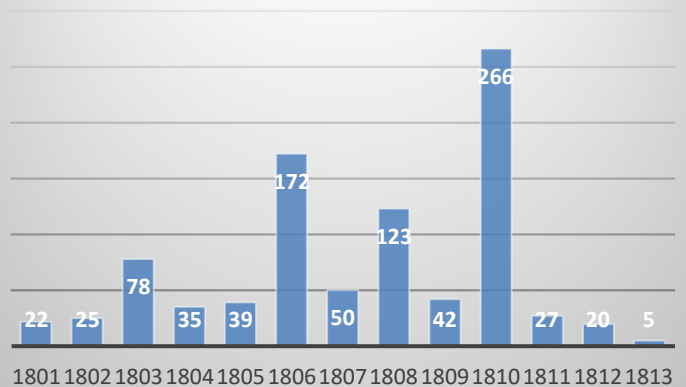
Incident Locations

The graphs below show where the majority of our incidents occur. In the past, our response area was divided into 12 districts. Because of our updated Auto-Aid agreements, we added the 13th district in the beginning of 2017. Dividing district 12 into two separate districts (which added the 13th) allowed us to set up Auto-Aid with Grandville Fire Department for the furthest southern area in Tallmadge. Historically, the two highest response areas have always been district 6 and district 10. This remains the case in 2020. Not only do we look at the district of each call, but we also look at the township each call is in. Historically 65% of calls have been located in Tallmadge Township and 35% were located in Wright Township. The exact percentages each year but looking at the previous 5 years the 65/35 split remains accurate.

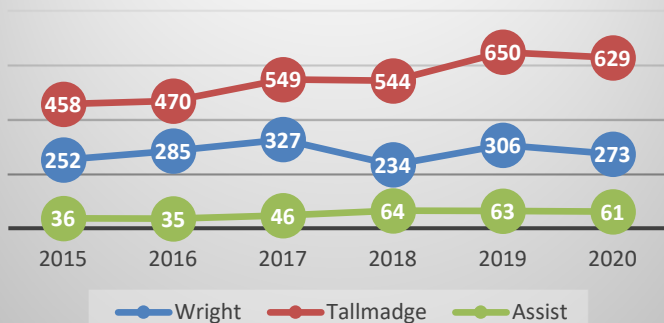
2019 Calls by District



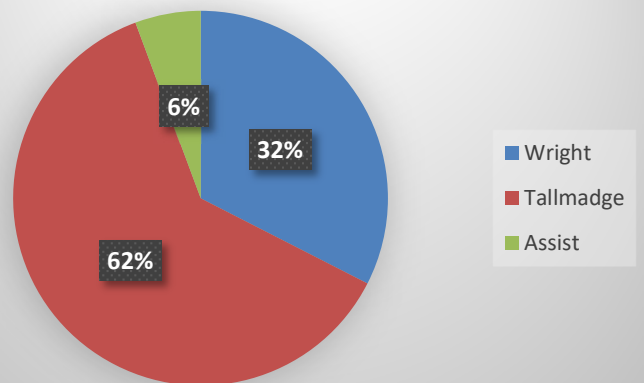
2020 Calls by District



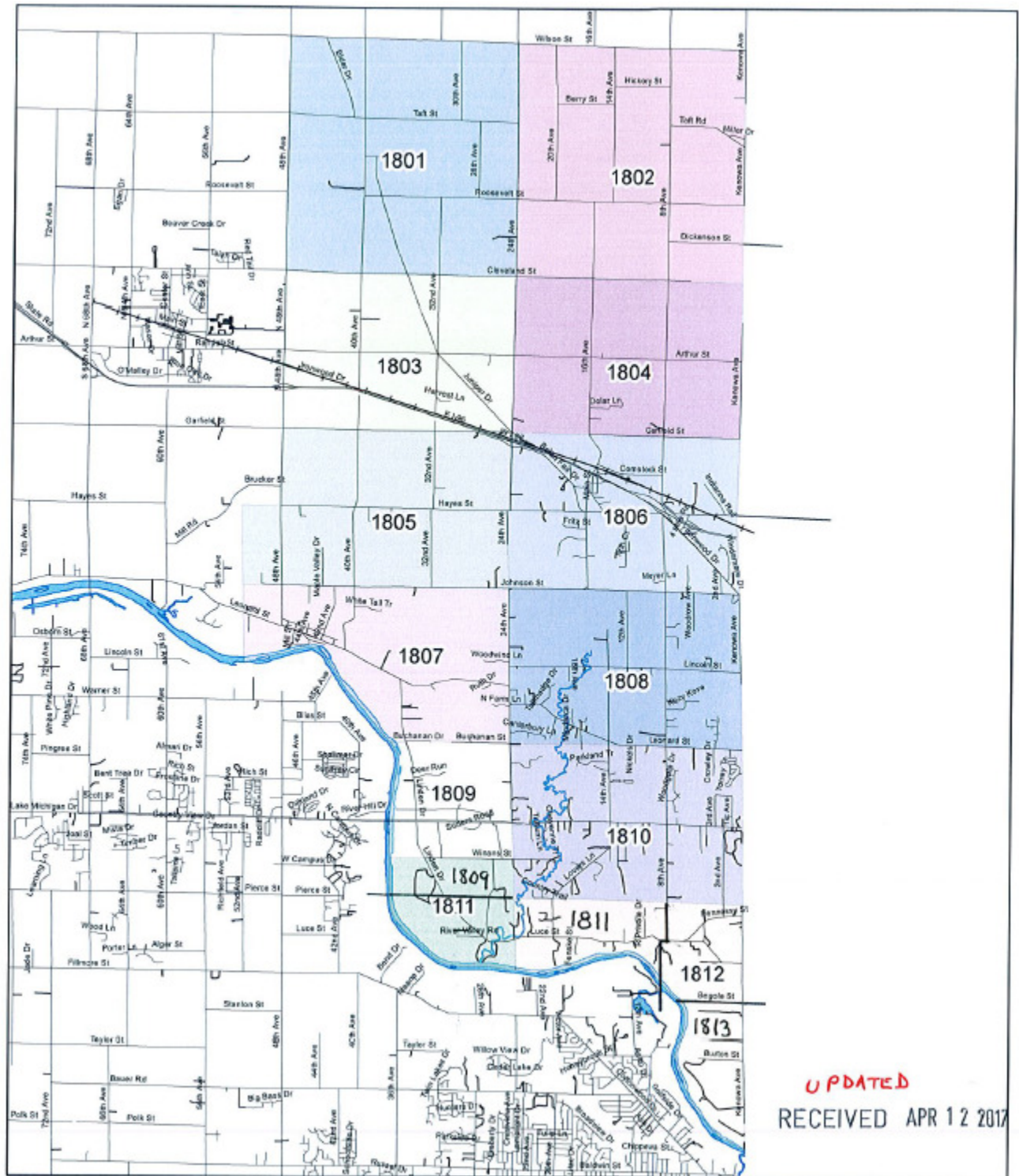
Calls by Township 2015-2020



Calls by Township 2015-2020



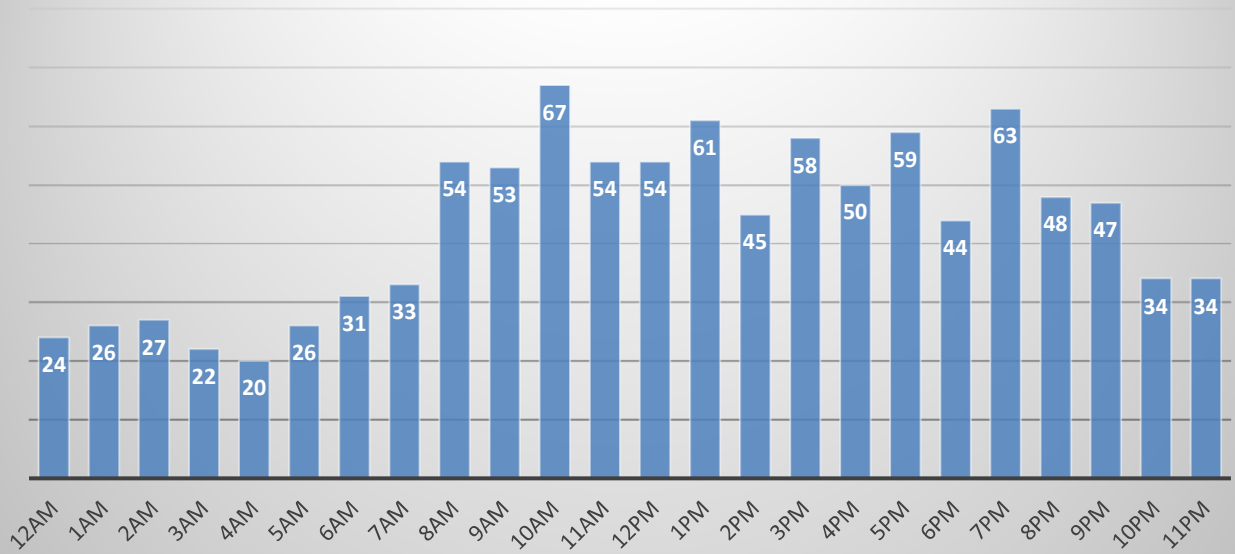
WTFD Response District Map



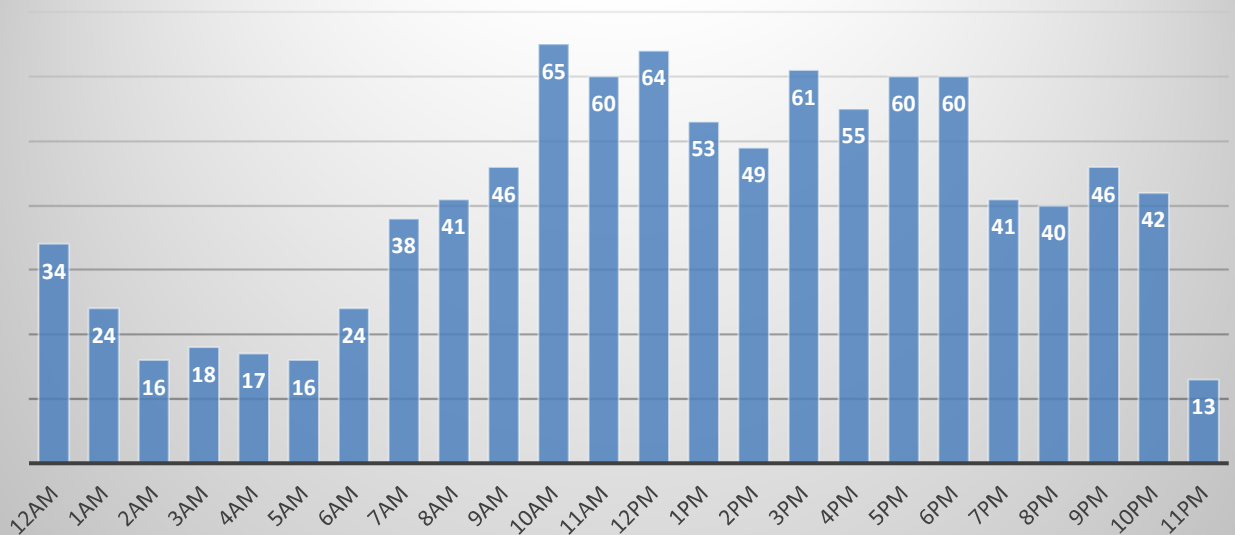
Incidents by Time

Analyzing the number of alarms at a specific time of the day helps us plan for our responses. This graph very clearly shows that the daytime hours are when we will most likely respond to a call. This presents a unique issue as the daytime hours are generally when manpower is most limited for a paid-on call fire department. The support of our townships and fire board in hiring our first full time firefighter has greatly helped with this issue. Daytime staffing shortages are a nationwide problem for paid on call fire departments. We utilize automatic aid and mutual aid to provide additional manpower on large incidents. This provides some help but many of the departments we work with are also facing the same issues with daytime manpower.

2019 Calls by Time of Day

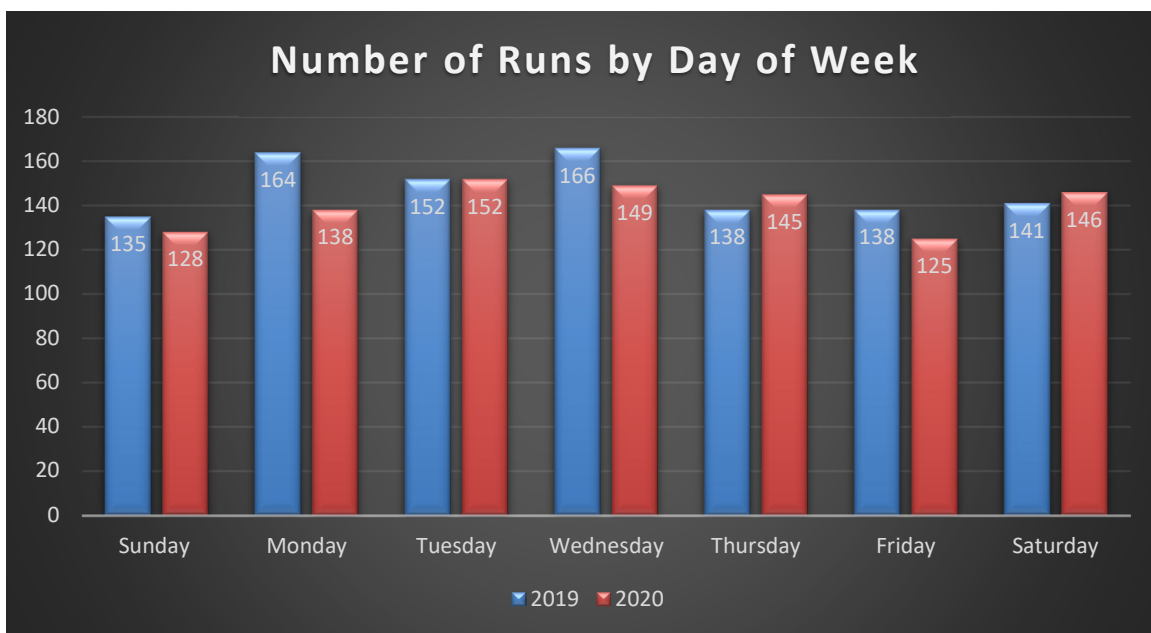


2020 Calls by Time of Day



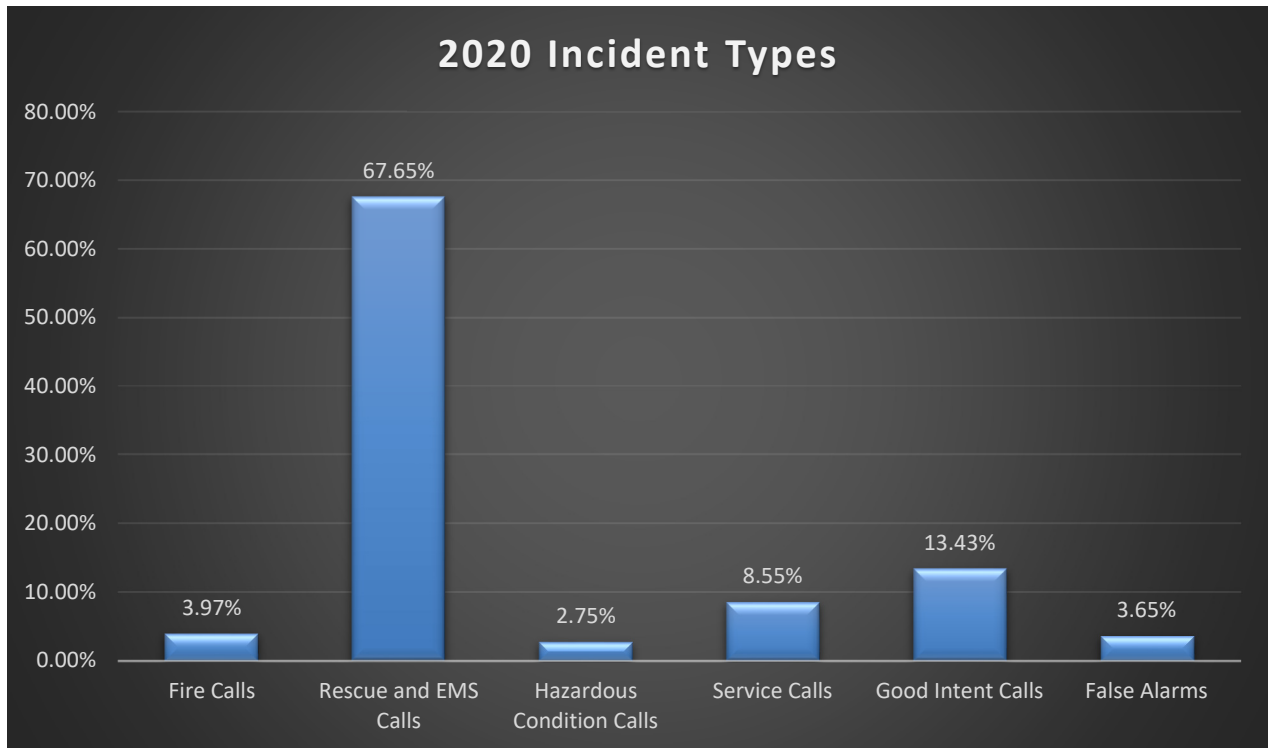
Response by Day of The Week

This graph shows our responses to calls by day of the week. This information can be useful for planning special events that may reduce our available manpower and also for scheduling staffing. Historically, Mondays and Fridays had been the busiest days for Wright-Tallmadge Fire Department. This has changed during the 2020 year. Tuesday and Wednesday were the busiest days of 2020 however, there wasn't as much variance between the days this year.



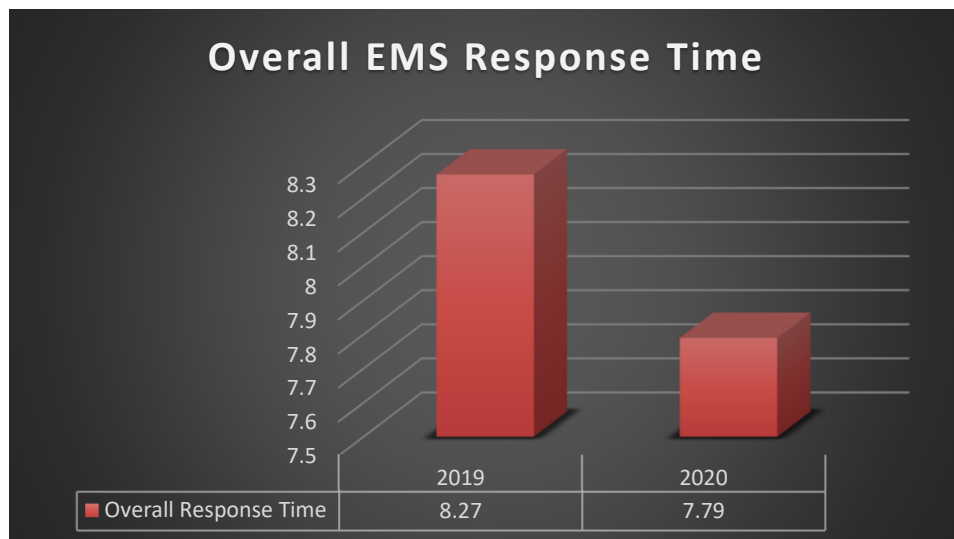
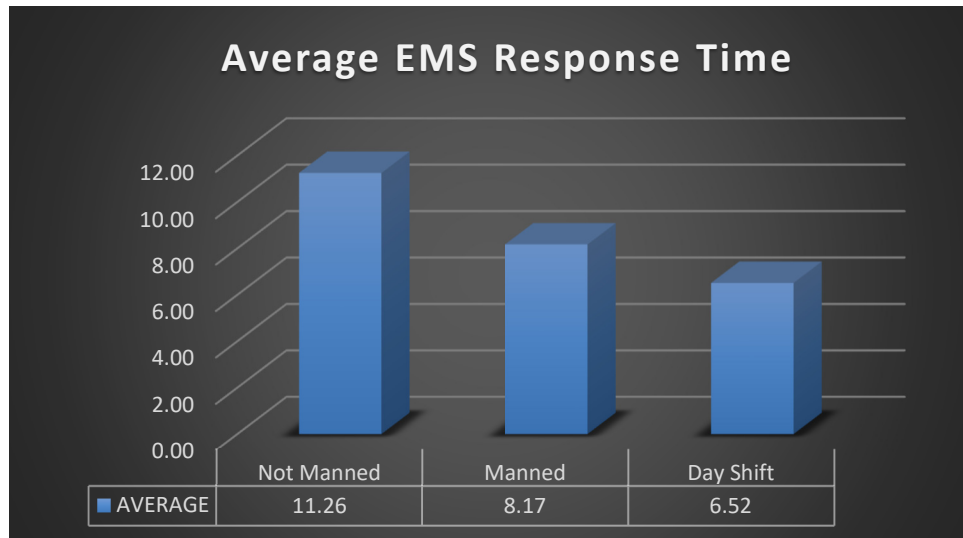
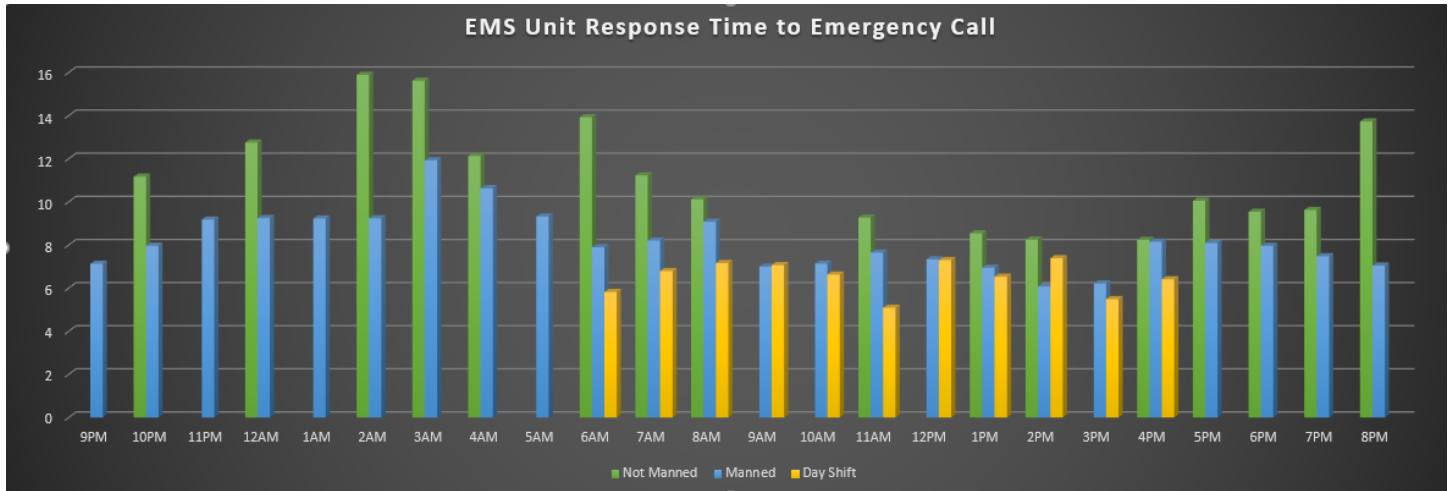
Incident Type Summary

This graph shows a breakdown of the calls we run for each type of incident. Rescue and EMS calls continue to be the majority of our responses but you can see that it certainly isn't the only thing we are doing! This graph is a simplified view of the incident types. The actual list of incident types is quite large. Grouping them into these 6 main categories gives us a quick picture of what we are doing over the course of the year.



Response Times

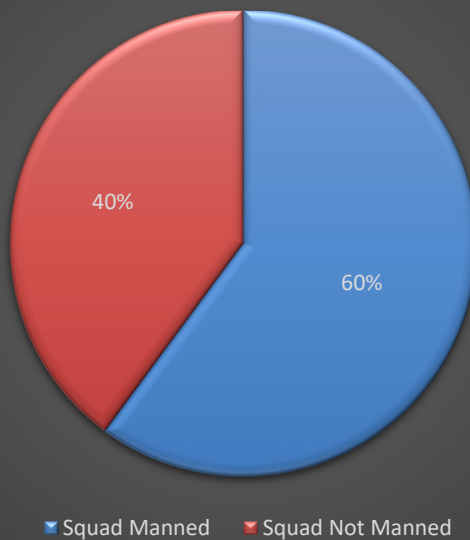
The Wright-Tallmadge Fire Department provides both fire suppression and EMS services to the community. We are supported in this mission by a third party Advanced Life Support Company (LIFE EMS). LIFE EMS provides advanced life support for our communities while our fire department provides the first response service to the area. LIFE EMS built a new station in Allendale this year. This station has reduced their response times to our area. The graphs below show our EMS response times for the 2020 calendar year. These response times are for EMS responses to an emergency call. This is the time it takes to get a LICENSED EMS unit on scene.



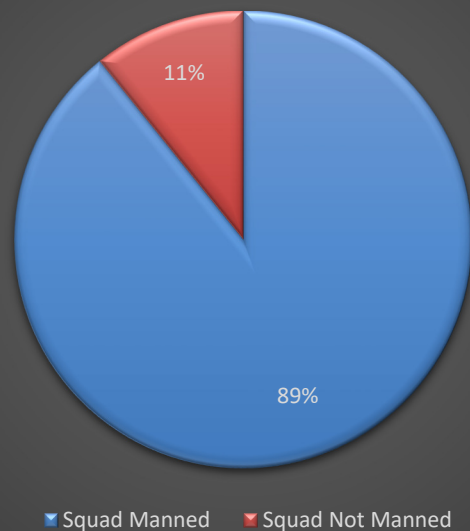
Quick Response Vehicles

Our two small medical units are 1872 and 1873. These are both Ford Explorers that we have owned for a few years. In order to decrease our response times and increase the service provided to the community, we try to have at least one of these “manned” as much as possible. The COVID pandemic changed many of the ways we operate and this is no exception! Our crews have seen the decreased response times and have really stepped up in the past year. During the 2020 calendar year, we had a medical unit manned unit manned for 89% of the EMS calls that we responded too! This has been accomplished by allowing our members more flexibility while having a medically licensed vehicle in their possession.

2019 Squad Manned %



2020 Squad Manned %



2020 Summary

2020 has been a year that we will never forget....no matter how hard we may try to. We have learned the importance of many things that we took for granted in the past. We spent time and money improving the shower facility we have at the Marne station. This facility was always available to our members but became important for COVID decontamination. The N95 masks we had in stock were kept for the rare instance of a call with tuberculosis. Now those masks are an expensive necessity to operation. Morale has been a challenge to maintain when everyone is stuck at home. Trainings were done virtually to maintain distance from one another. There wasn't a family BBQ or any other special activities for our members this year. Even with these challenges, our members continue to press forward. We are extremely thankful for the dedication shown by these members.

As we plan for the future, we look at many factors to help us make decisions. During the 2020 year, we had two members retire after many years of service to the Wright-Tallmadge Fire Department (one had 14 years and the other had 20 years). The retirement of older members and hiring/training of new members is a constant cycle in the paid on call firefighting world. We always maintain open lines of communication with those who may have interest in the opportunity to become a paid on call firefighter with Wright-Tallmadge Fire Department. As we work on this year end report, we are also working on our 2021 fiscal year budget and we are planning for the upcoming weather changes.

The 2021 calendar year is a breath of fresh air to everyone. We are hopeful that things will start to return to the normal that we were used to. We plan to continue pushing forward to provide the best possible service to our taxpayers. We always look at the best way to be fiscally responsible with the money that our community has voted to give us. Our citizens overwhelmingly voted to support both our operation and equipment millages and we promise to use that money to give them the best service we possibly can.

