

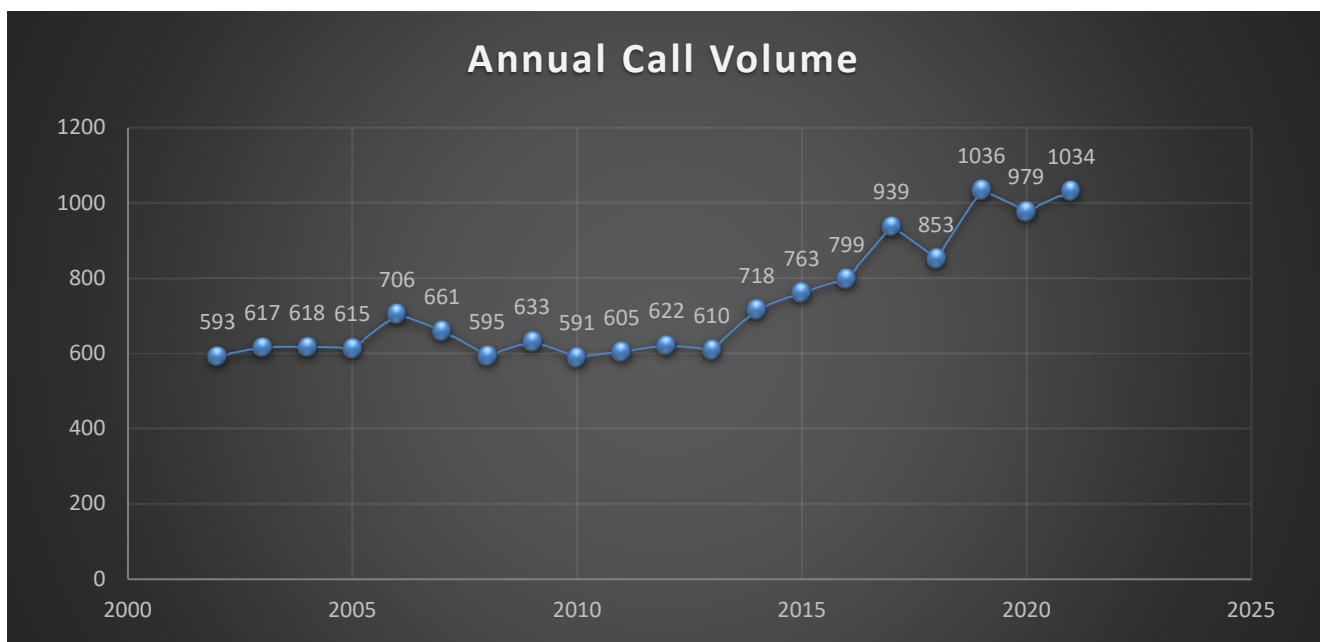
2021 Year End Report



2021 Introduction

We want to start this 2021 year-end report by saying THANK YOU! Thank you to the community and the township boards for the support you have given us and thank you to our firefighters for their dedication to this community. 2021 has brought many changes to the fire service. The key message shown across virtually all public safety agencies is “Help Wanted”. We have started to modify our operational plan to function more efficiently with less paid-on-call personnel. In May of 2021, Lt. Brandon Cramer was hired full-time with our fire department. With a second full-time employee, we now have each of our stations staffed the majority of the 6am-5pm Monday – Friday shift. This change alone has already showed notable improvements in our response times with the greatest improvements shown in our furthest north and furthest south response areas. Our response area covers 72 square miles. Having two members staffing our stations during our busiest times of the day is vital in maintaining appropriate response times to all calls for service within our community.

The call volume during the 2020 year was low due to the start of the pandemic. 2021 showed an increase back to “normal” call volumes. We expect this increase to continue as the population continues to increase in our response area.

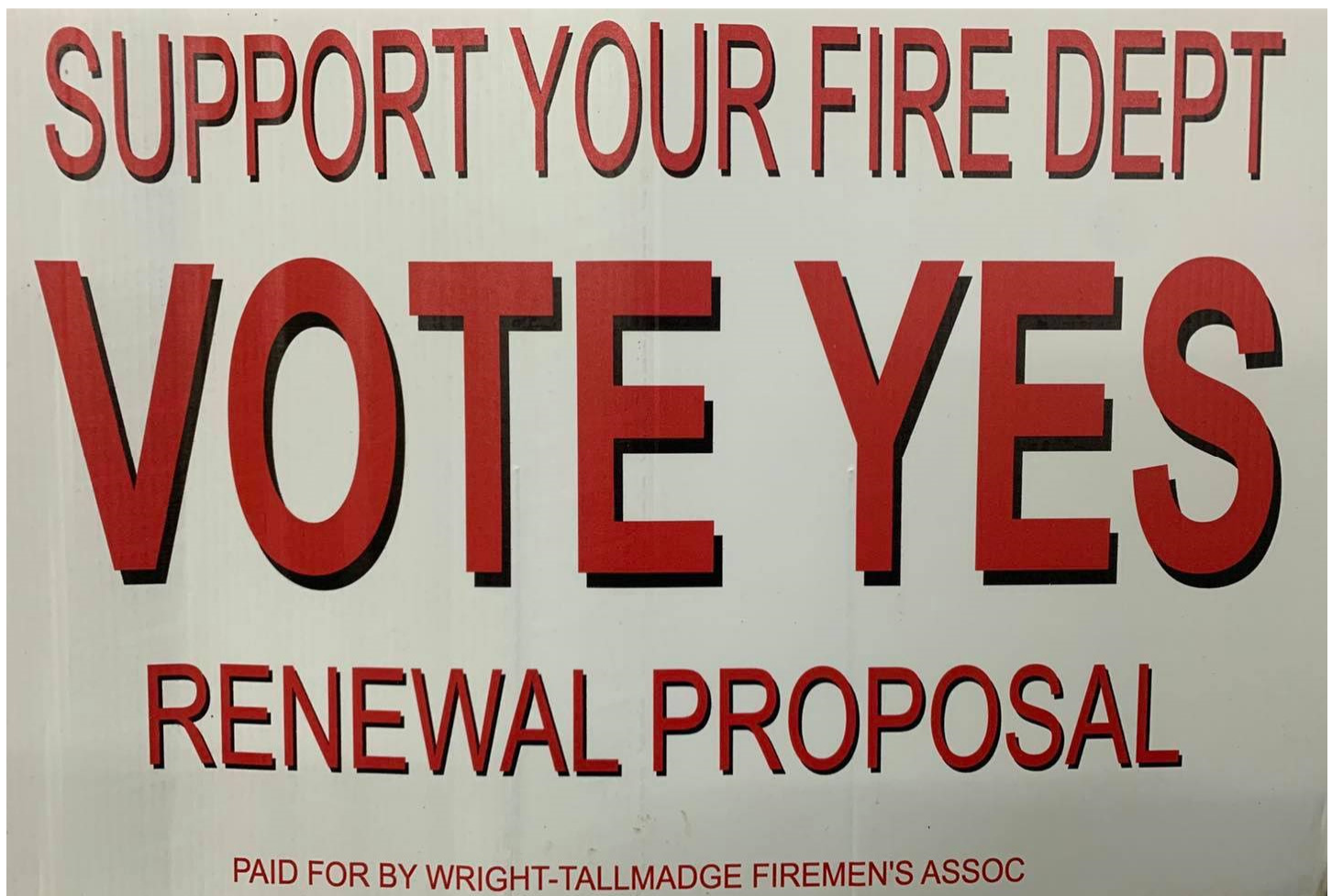


Operation Millage

Our operation millage will be on the fall 2022 ballot. This millage funds the operational costs for the fire department. The vast majority of our annual budget is covered by the fire department millages. We continuously work to educate the public on the importance on these millages and what they do for the operation and our community.

As stated above, the operating millage funds the operational costs of the fire department. Many residents in our area pay less than \$100/year toward this millage. The money collected from the operation millage is used to fund operational expenses such as:

- All wages and salaries for all employees (full time, part time and paid on call employees)
- Workers compensation insurance
- General liability and vehicle insurance
- Fuel
- Hazmat response
- Communications
- Reporting software and training software systems
- All expendable supplies such as medical equipment



Staffing

The Wright-Tallmadge Fire Department is primarily a paid-on call fire department. We utilize full-time staffing to supplement the paid-on call response of this fire department. We are the primary first response and fire agency for 72 square miles of Ottawa County. If you combine the City of Grand Rapids (45 sq/miles) and the City of Walker (25 sq/miles) you will have an area that is similar in size to our response area. Obviously, our population is much less than Grand Rapids and Walker, but the physical size of the area isn't. We are blessed to have employers in our response area that will allow their employees to leave work for major incidents. This is invaluable for the response to this community!

We hired a second full-time employee in May of 2021. Doing so has greatly enhanced the coverage and response in our area. Whenever possible, we staff each station with one person Monday-Friday 6am-5pm. That staffing starts at 6am as this is when many of the paid-on call staff members are on their way to the daytime jobs. While our full-time employees cover the majority of these shifts, we do have two shifts per week that are filled by different members of our paid-on call staff. By staffing this way, we have greatly improved our coverage during the times which we need it the most. Take a moment to think about it this way... We are staffing during the daytime hours to ensure that we have a minimum of two trained responders ready to respond to calls for service within the 72 square mile area we cover. The two responders are in different vehicles and they quite frequently respond to these calls alone. This is all done to ensure readiness for the next call for service.

Paid on-call staffing is still the primary model for the Wright-Tallmadge Fire Department. In order to ensure coverage and efficiency, we operate with duty crews. Each of our duty crews has specific dates which they are "on duty" and will be responding to all calls for service. During the night and weekend time period, our crews take our first response Basic Life Support units home with them. By having these units with a crew member during the nights and weekends, we have reduced our average response time to EMS calls by nearly 3 minutes. Our members are taking these vehicles home on a voluntary basis. They are willing to do this as they see the reduction in response times and benefit to our community.

Staffing is a huge problem in the EMS industry. Nearly every first response agency is hiring paid on call firefighters. Some local agencies are really struggling and have dropped to dangerous staffing levels (many are well under 50% of their desired number). We are currently at 83% of what we call "fully staffed". We continue to work at recruitment and retention of employees.



Vehicle upgrade and replacement

Our duty crews take our Basic Life Support units home with them on the nights and weekends. These units are also the primary vehicles used during the daytime hours of the week. These first response vehicles are essential to our operation. In fall of 2021, the Fire Board approved the replacement of these vehicles and has placed them on a 5-year replacement schedule in the future. Shortening the replacement schedule on these vehicles will save money in the future. Between the aggressive government purchasing programs and the significantly reduced maintenance costs, the savings certainly make this replacement plan worth it. Furthermore, a shorter replacement plan keeps our essential frontline vehicles in great operating condition at all times. The Silverado's shown below are replacing the Ford Explorers that we previously utilized.

When we purchase small vehicles, we always consider the resale value. Much research was done into different types of vehicles and the resale value 5 years after the initial purchase. There was clear financial advantage to the ¾ ton pickup trucks. The emergency equipment was installed in house by our members and it was installed utilizing universal equipment which will be able to be moved to the next vehicles in the future. We even mounted emergency lights in places which didn't require holes to be drilled through the body of the truck. Every part of this build process was done with the future resale in mind.

These new trucks are in service and being utilized daily. The response from our members has been phenomenal. One of the biggest advantages to our members and their families is the ability to store our fire gear in the bed of the truck which keeps the cancer-causing carcinogens out of the cab.



Berlin Fair

The Wright-Tallmadge Firefighters Association has a food booth at the Berlin Fair. This is our main fundraiser for our firefighter's association each year. The Berlin Fair was back on in 2021! Not only was it back, but it was by far the busiest year we have ever had! We sold thousands of meals over the course of 6 days. This is a very busy week for our fire department. The firefighter's association was created with the purpose of securing strength and cooperation in promotion of fire prevention and protection for the townships of Wright and Tallmadge. The proceeds from this fair booth certainly help us fulfill our mission to the community.



Target Solutions

During the 2021, year we started the implementation of a new software system called Target Solutions. Target Solutions is a software suite which incorporates the features of many different programs we used in the past. It is also utilized to complete and record our weekly truck checks. Here are some of the things we use the new software system for:

- Vehicle and equipment maintenance records
- SCBA maintenance and testing records
- Training records for apparatus drive time and all other trainings
- EMS continuing education requirements and credential documentation
- Supply and equipment inventory

This software system has streamlined the truck check and maintenance processes of the fire department. It also makes it incredibly simple for our members to get the continuing education credits required for their state medical licensure. The documentation and reporting that is included with this software will be a huge benefit during our next ISO audit.

Home

Administration

Calendar

Community Resources

Account

Help

Home

My Assignments

Self-Assign

My History

My Credentials

Vector Check It

My Events

File Center

Forum

Schedule

NAME	DUE DATE
MI STATE - EMT EMS Recertification	Oct 31, 2024
Medical (Patient Assessment) Event	Jun 01, 2022
Radio Communication Event	Jun 01, 2022
Medical (Patient Assessment) Event	Jun 15, 2022
Radio Communication Event	Jun 15, 2022
Open Training Event	Jun 29, 2022
Fair Week Event	Jul 04, 2022
Smoke Reading Event	Jul 20, 2022
Command Operations Event	Aug 03, 2022
Medical (Operations Triage Table Top) Event	Aug 03, 2022

Show More

Bulletin Board

Facility Training Documentation

FIREFIGHTER CLOSE CALLS:

<https://www.firefighterclosecalls.com/>

2022 WTFD Duty Schedule

Multiple Alarms

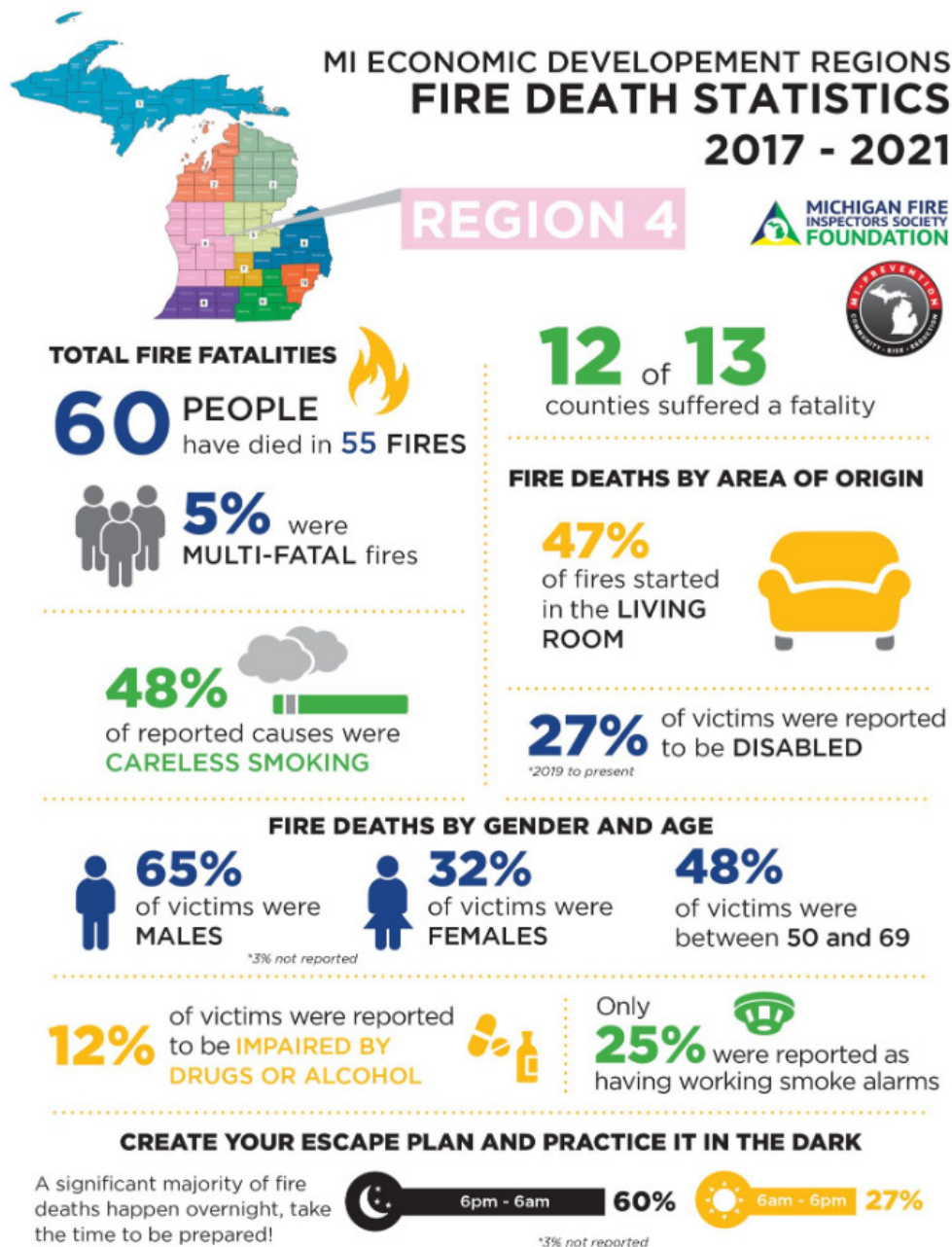
Over the course of the summer, we spent a significant amount of time working on updates to our automatic aid run cards. When a structure fire is dispatched, there is a predetermined response to that fire. Structure fires always include additional resources from our neighboring communities. In the past we would designate a response for any structure fire. The CAD system at dispatch was updated and that update allowed multiple alarms. We were one of three departments in the county who were able to part of the initial testing of this new update. This multiple alarm update allows us to have a smaller response on the initial alarm and predetermined additional resources with each alarm level. This helps keep resources available for additional calls and also reduces expenses for involved agencies.



Pumper Tanker 1862

Smoke Detector Installation

We continue to install smoke detectors within homes in the community. We installed them in additional homes during the 2021 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. **A smoke detector is critical for the early detection of a fire in your home and it could mean the difference between life and death. Please contact us if you would like assistance with smoke detector installation. We are ready to help!**



Statistical Data For 2021

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:

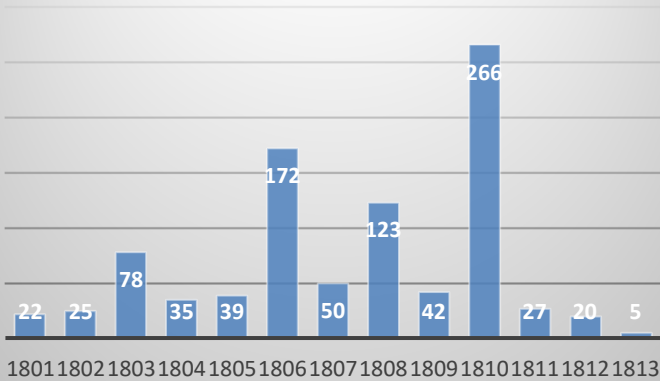
- Incident Locations (where incidents occurred by township)
- Incident Time (the time of the day which the incidents occurred)
- Response by Day of Week (how many incidents occurred on each day of the week)
- Incident Type Summary (what types of incidents we responded to)
- Response Times (how long it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



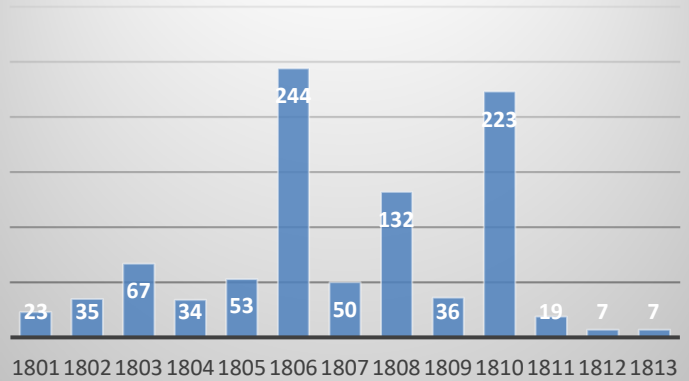
Incident Locations

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 2021. 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 vary each year but looking at the previous 5 years the 65/35 split remains accurate.

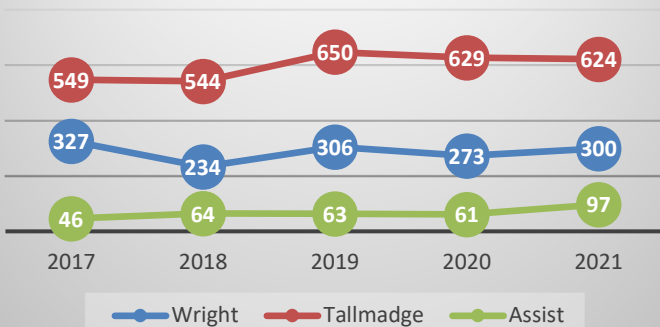
2020 Calls by District



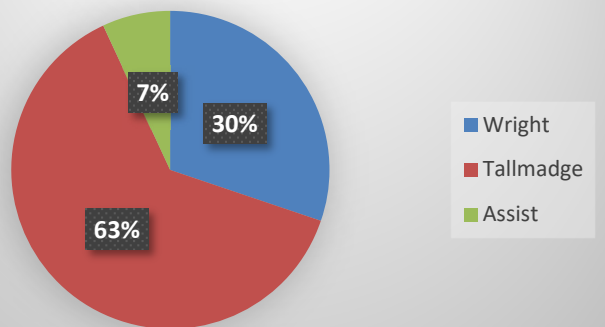
2021 Calls by District



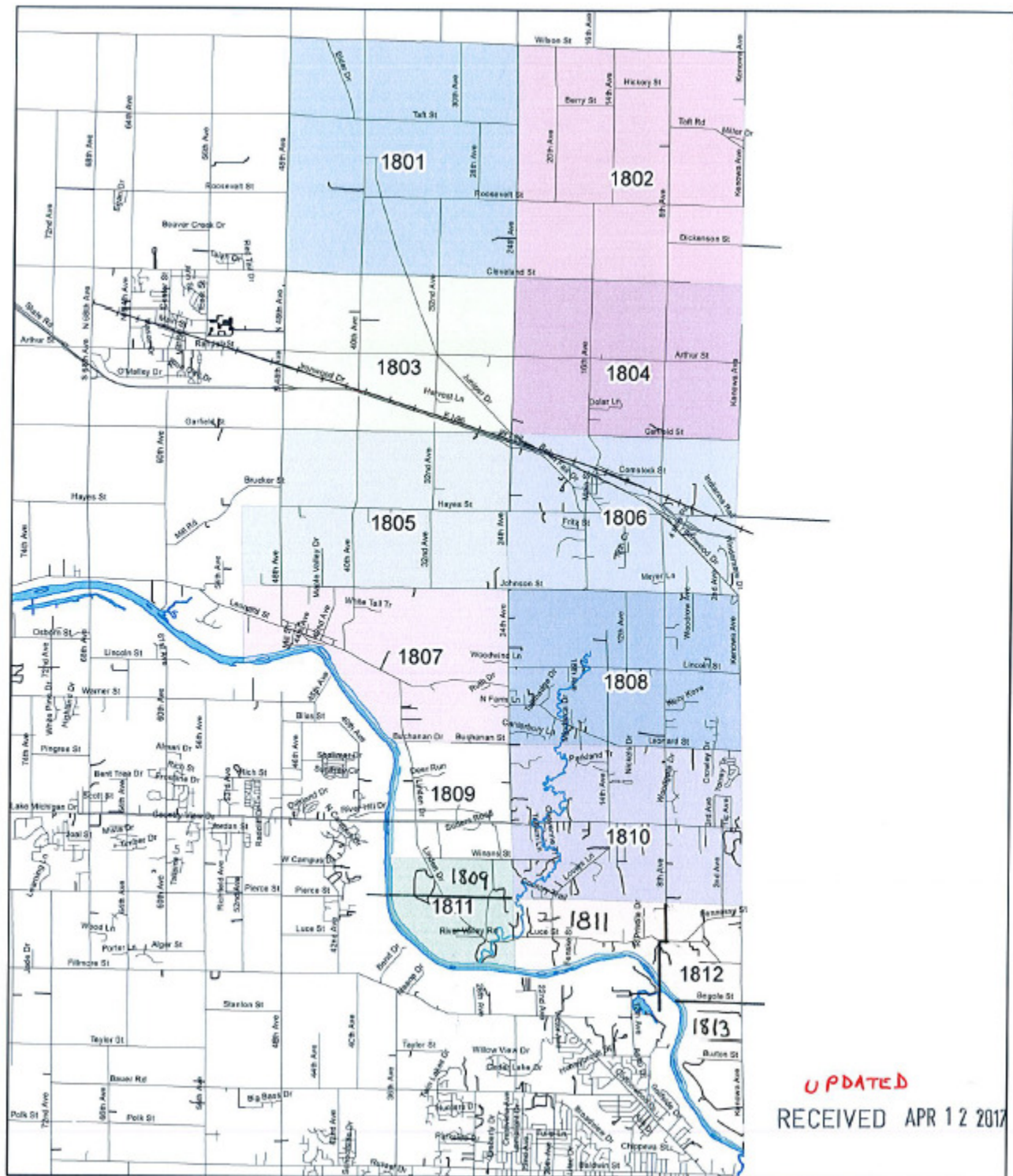
Calls by Township 2017-2021



Calls by Township 2017-2021

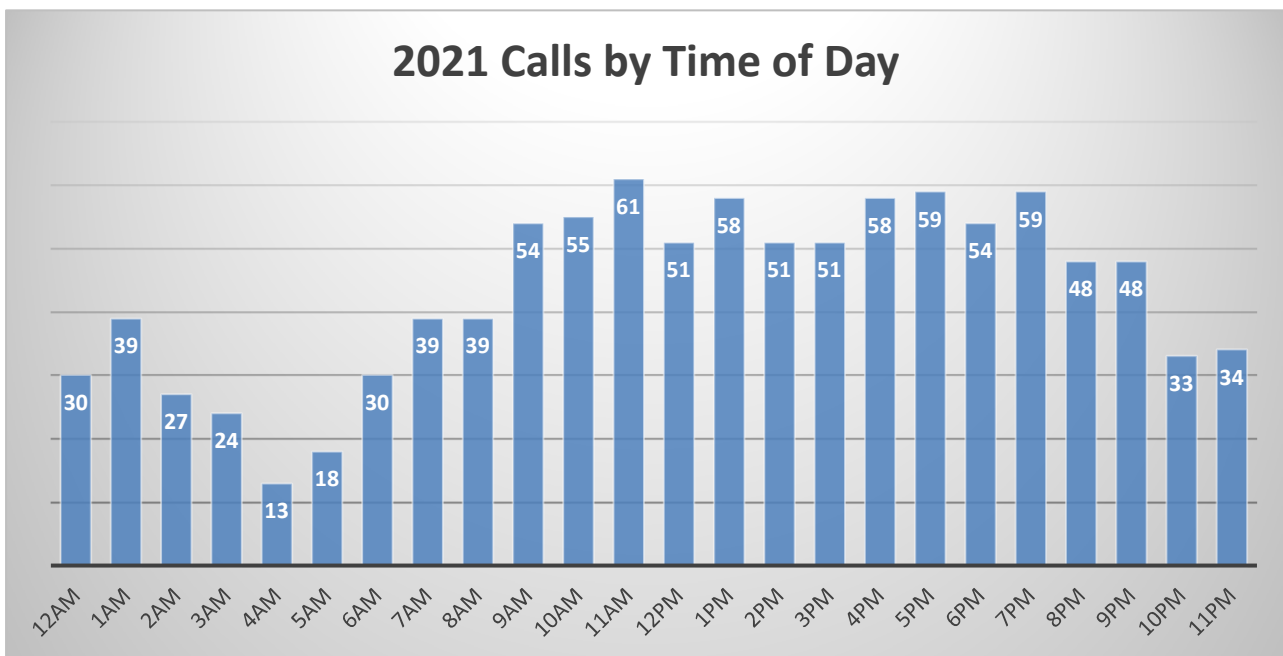
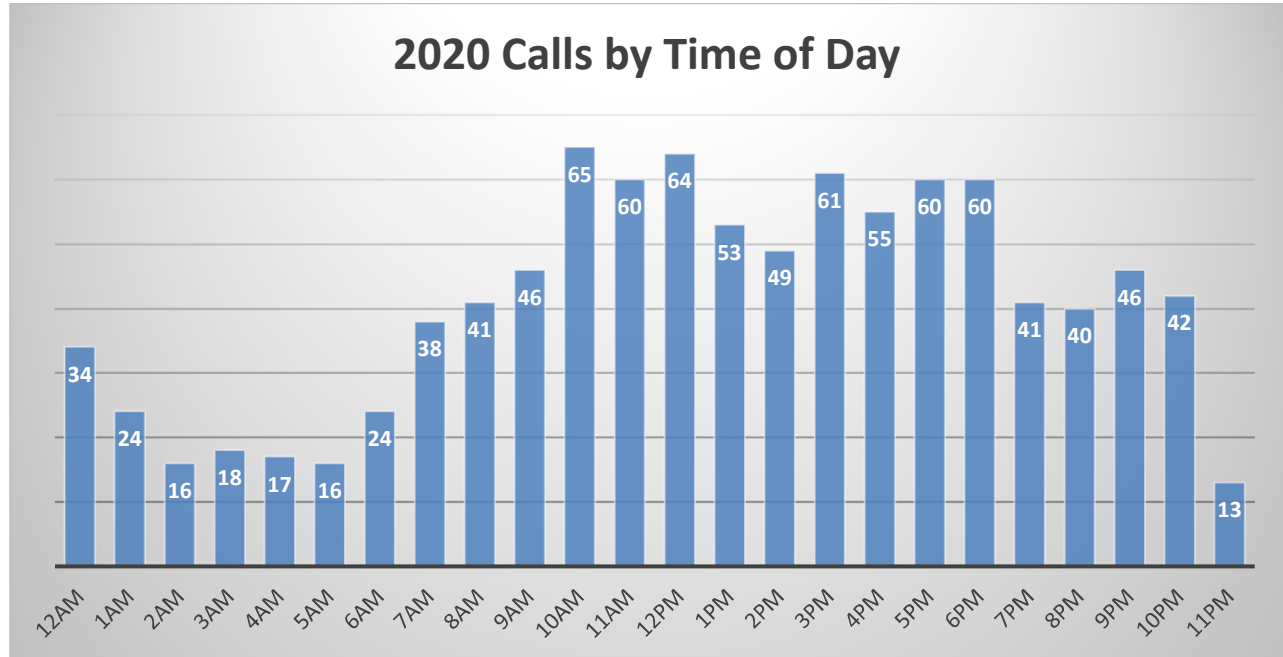


WTFD Response District Map



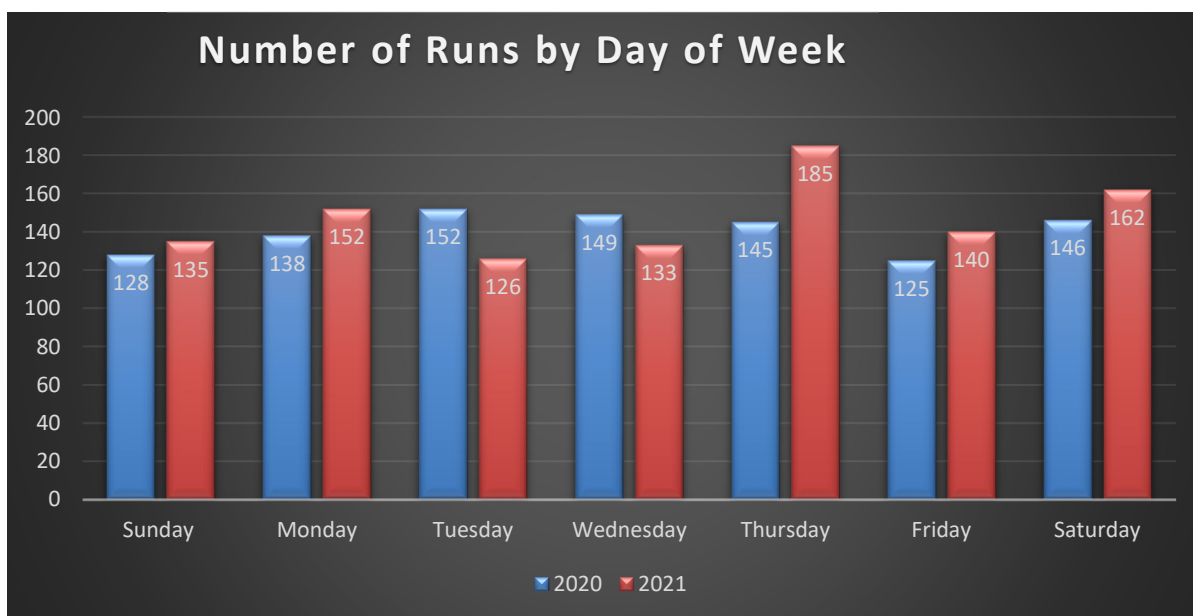
Incidents by Time

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 an additional 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. These automatic and mutual aid agreements and the relationships behind them are vital for success.



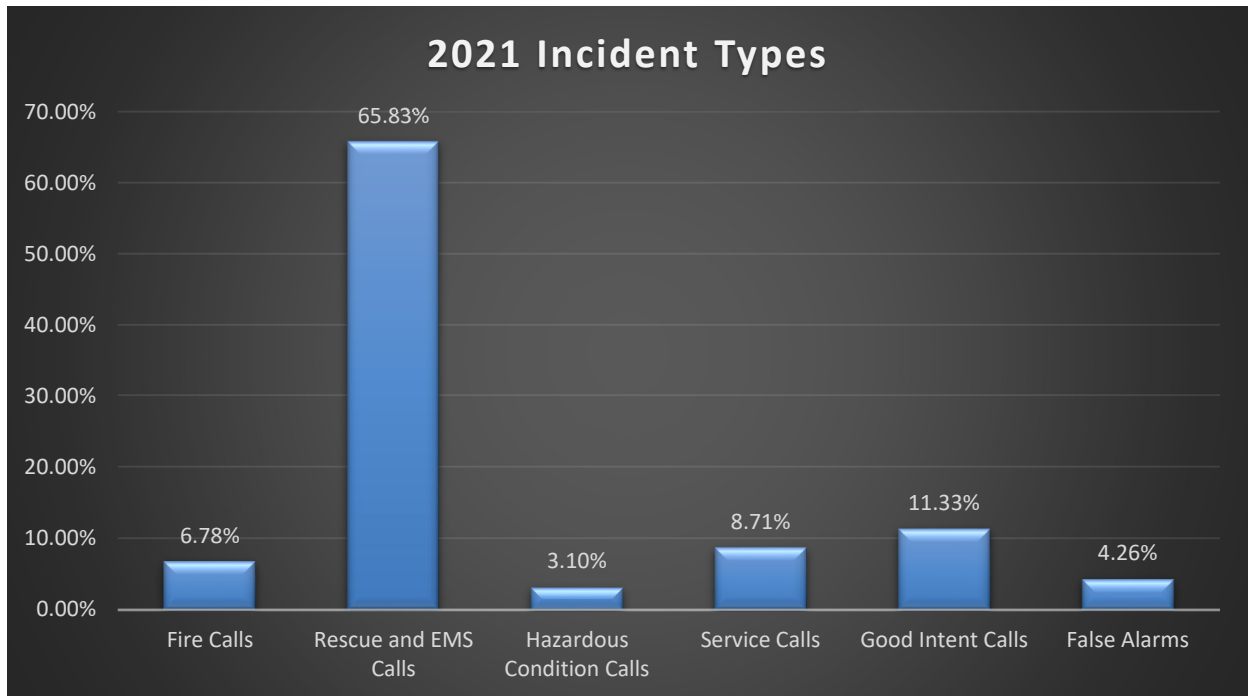
Response by Day of The Week

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 2021 year. Thursday and Saturday were the busiest days of 2021.



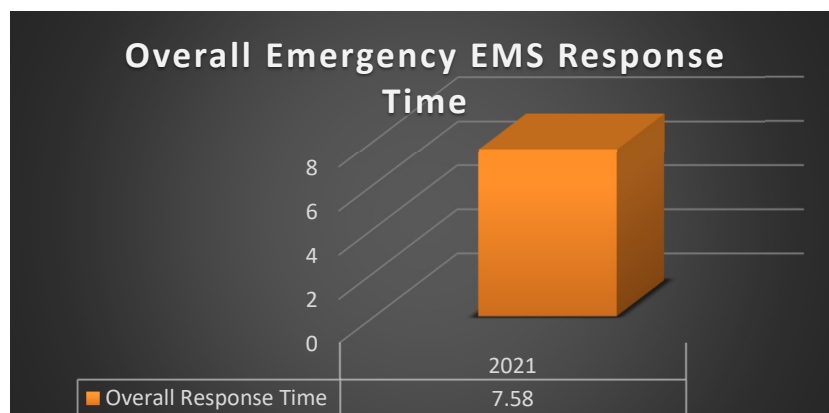
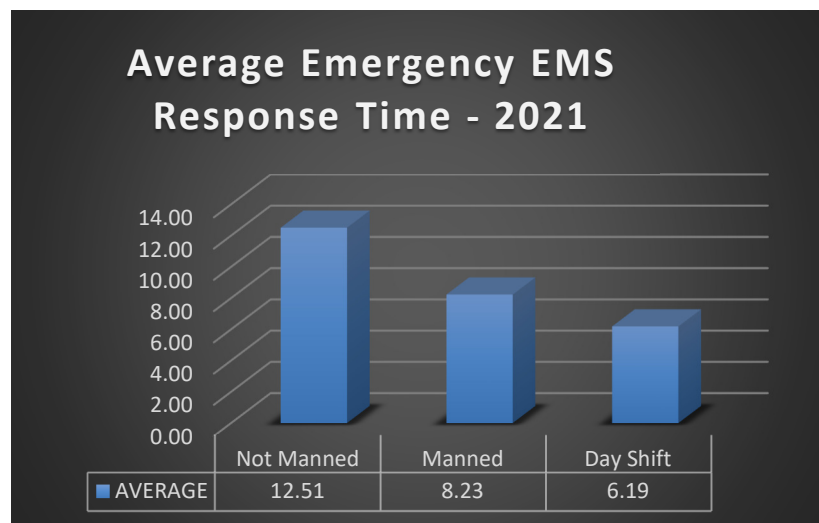
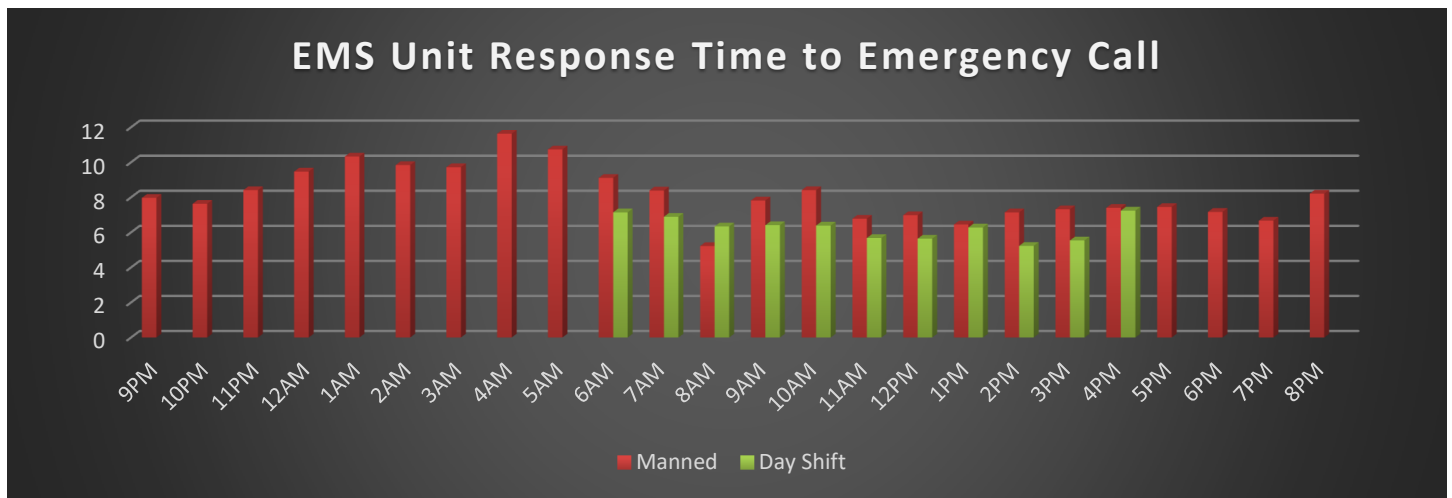
Incident Type Summary

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

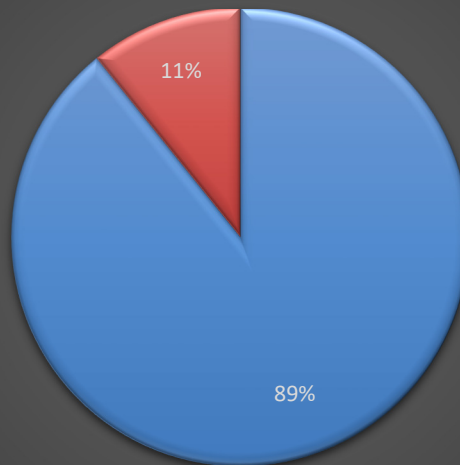
The Wright-Tallmadge Fire Department provides both fire suppression and EMS services to the community. We are supported in this mission by a third party Advanced Life Support Company (LIFE EMS). LIFE EMS provides advanced life support for our communities while our fire department provides the first response service to the area. The graphs below show our EMS response times for the 2021 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. Current EMS staffing concerns have caused significant delays in response times by the transporting ALS agencies. Not only does this create longer onscene times for our agency, but it also highlights the importance of keeping our response times good.



Quick Response Vehicles

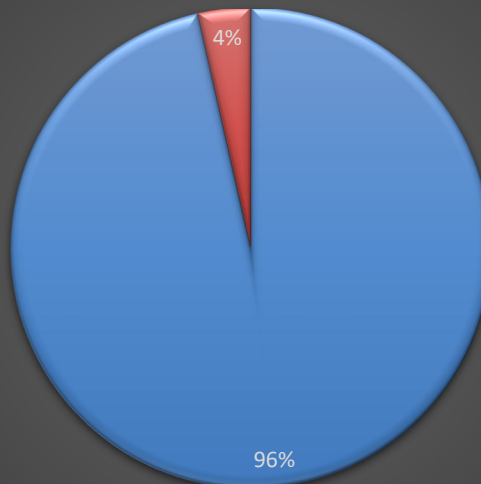
Our two small medical units are 1872 and 1873. These were the Ford Explorers that we purchased in 2014 and 2017. We have recently placed the new pickup trucks in service. In order to decrease our response times and increase the service provided to the community, we try to have these “manned” as much as possible. For purposes of this report, the term “manned” shall be considered to be non-gender specific. During the 2021 calendar year, we had a medical unit manned for 96% 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. We are thankful for the commitment of our members.

2020 Squad Manned %



■ Squad Manned ■ Squad Not Manned

2021 Squad Manned %



■ Squad Manned ■ Squad Not Manned

2021 Summary

As we plan for the future, we look at many factors to help us make decisions. 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.

We continue to increase the level of training to our crews. During the 2021 year, we had 5 firefighters complete the State of Michigan Fire Instructor classes. Three firefighters completed their fire officer classes, two firefighters completed EMT-B classes and two completed MFR classes.

Again, we want to thank the community for their continued support of our operation. We work to provide the best service we can to the community we serve. The second fulltime position has already brought a significant reduction in response times especially in the outlying areas of our response area. Planning for the future is essential to the continued success of our operation. Our call volume has increase by 71% over the past 10 years and 30% over the past 5 years. There is no reason to believe that this increase in call volume will slow down in the near future.

