

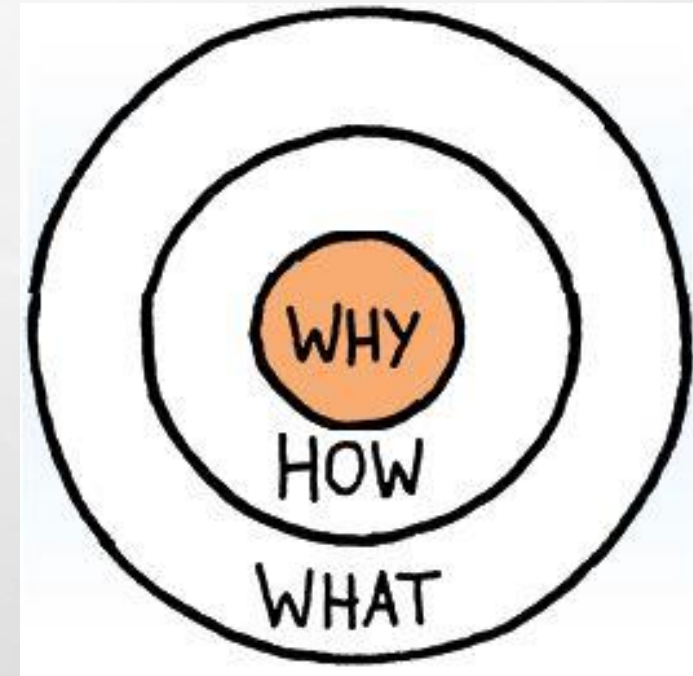
GARNER FIRE-RESCUE STATION FIVE

DISCUSSION POINTS

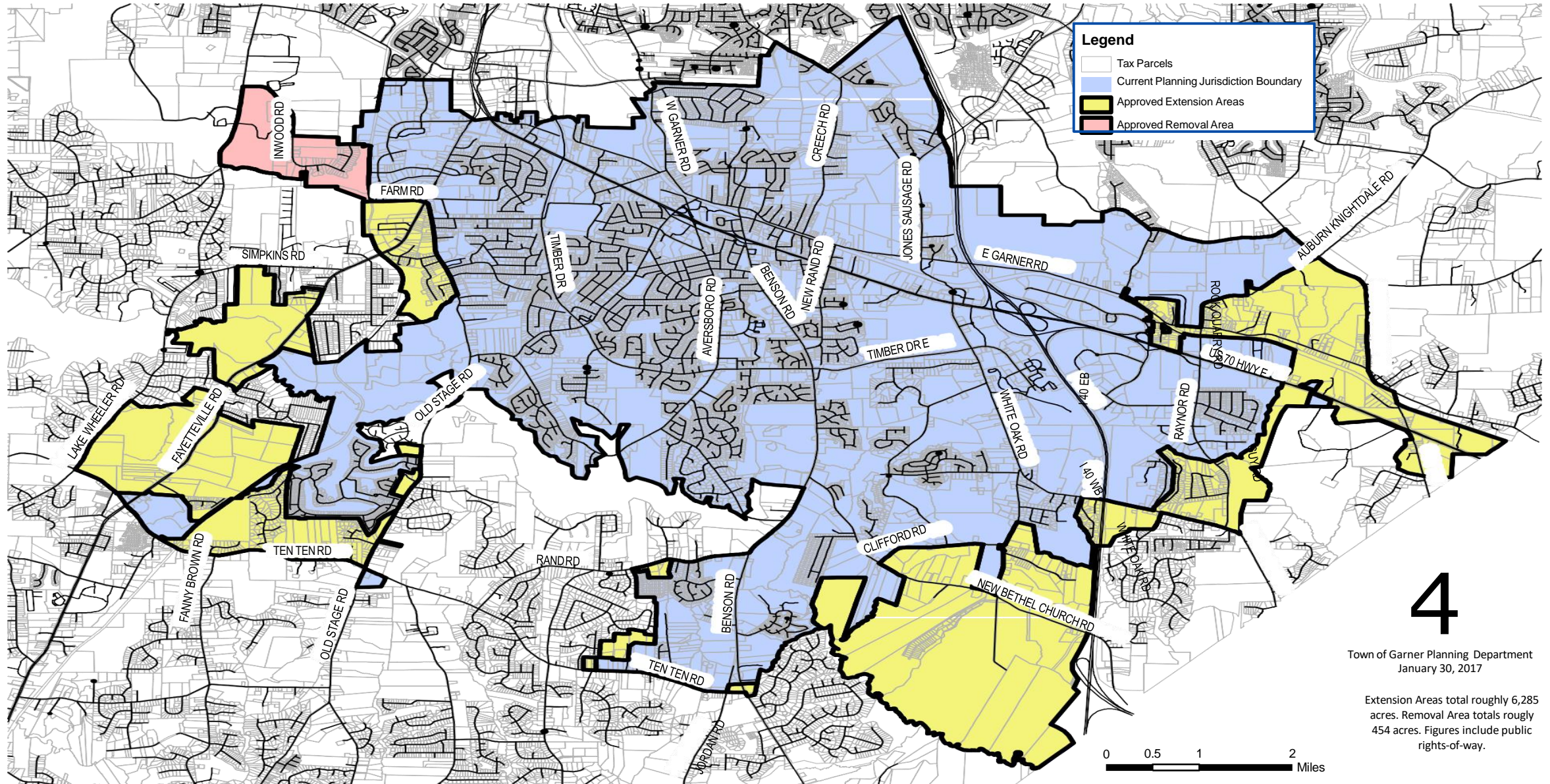


WHY ARE WE BUILDING A FIRE STATION?

- TOWN OF GARNER INCREASED ITS ETJ 2016/2017
- DEVELOPMENT OF 540 JUST SOUTH OF THIS AREA (BRIER CREEK ISSUES)
- INCREASED DEMAND OF MULTIFAMILY DWELLINGS
- NEW DEVELOPMENTS ENTERING TRC (SWIFT CREEK COTTAGES) PHASE ONE OF THREE
- TOWN OF GARNER DOES NOT SHOW INTEREST IN CONTRACTING WITH ANOTHER FIRE DEPARTMENT (MERGER MEETINGS)



2016/17 ETJ Revision Map



ISO RELATED CONCERNS

- CURRENTLY THE GFR HAS INCREASED ITS STAFFING SINCE THE LAST GRADING PROCESS BY NINE CAREER EMPLOYEES.
- UPON THE OPENING OF STATION FIVE THE FOLLOWING WILL BE TAKEN INTO ACCOUNT WHEN GRADED:
- ADDITIONAL AERIAL DEVICE, ADDITIONAL STATION, & ADDITIONAL TANKER



ENHANCED LEVELS OF SERVICE TO THE SURROUNDING AREA

- GARNER E-5 WILL BE A 100FT. QUINT AERIAL DEVICE WHICH WILL SERVE WAKE TECHNICAL COMMUNITY COLLEGE. WILL BE STAFFED 24HRS BY FULL TIME PERSONNEL
- THE STATION WILL HOUSE AN AMBULANCE AND EMS SUPERVISOR
- GARNER FIRE-RESCUE IS A NC CERTIFIED HEAVY RESCUE DEPARTMENT WHICH ALSO HAS STAFF TRAINED IN HIGH ANGLE AND SURFACE WATER RESCUE
- GARNER FIRE-RESCUE IS CURRENTLY A REGISTERED AGENCY WITH CPSE WITH THE GOAL OF BECOMING NATIONALLY ACCREDITED BY 2022

STREAMLINED RELATIONSHIP IMPROVEMENT WITH WAKE COUNTY FIRE SERVICES

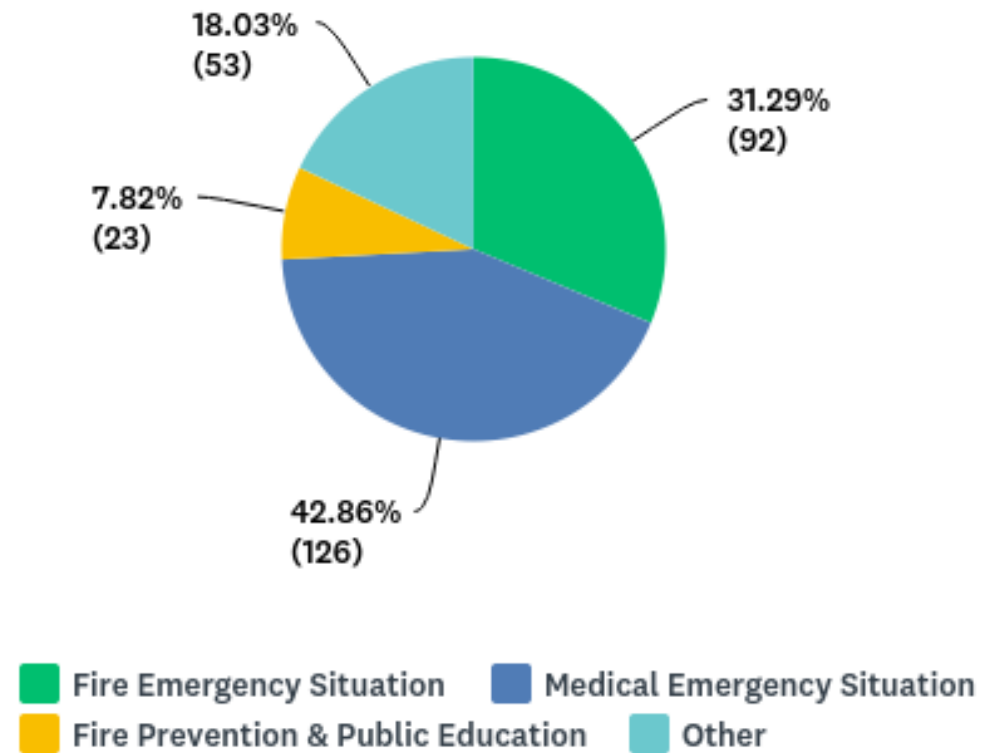
- WAKE COUNTY WOULD ENTER INTO CONTRACT WITH MUNICIPALITY RATHER THAN NON-PROFIT FD. THIS WILL IMPROVE CONTRACTUAL PROCESS FROM ANNUAL TO MULT-YEAR REVISIONS.
- ALREADY VETTED COST SHARE METHODOLOGY TO PROVIDE TRANSPARENT FUNDING MODEL
- OPPORTUNITY TO ESTABLISH A NEW FUNDING METHODOLOGY FOR FIRE SERVICE AND EMS COHABITATION

UNINCORPORATED CUSTOMER SERVICE

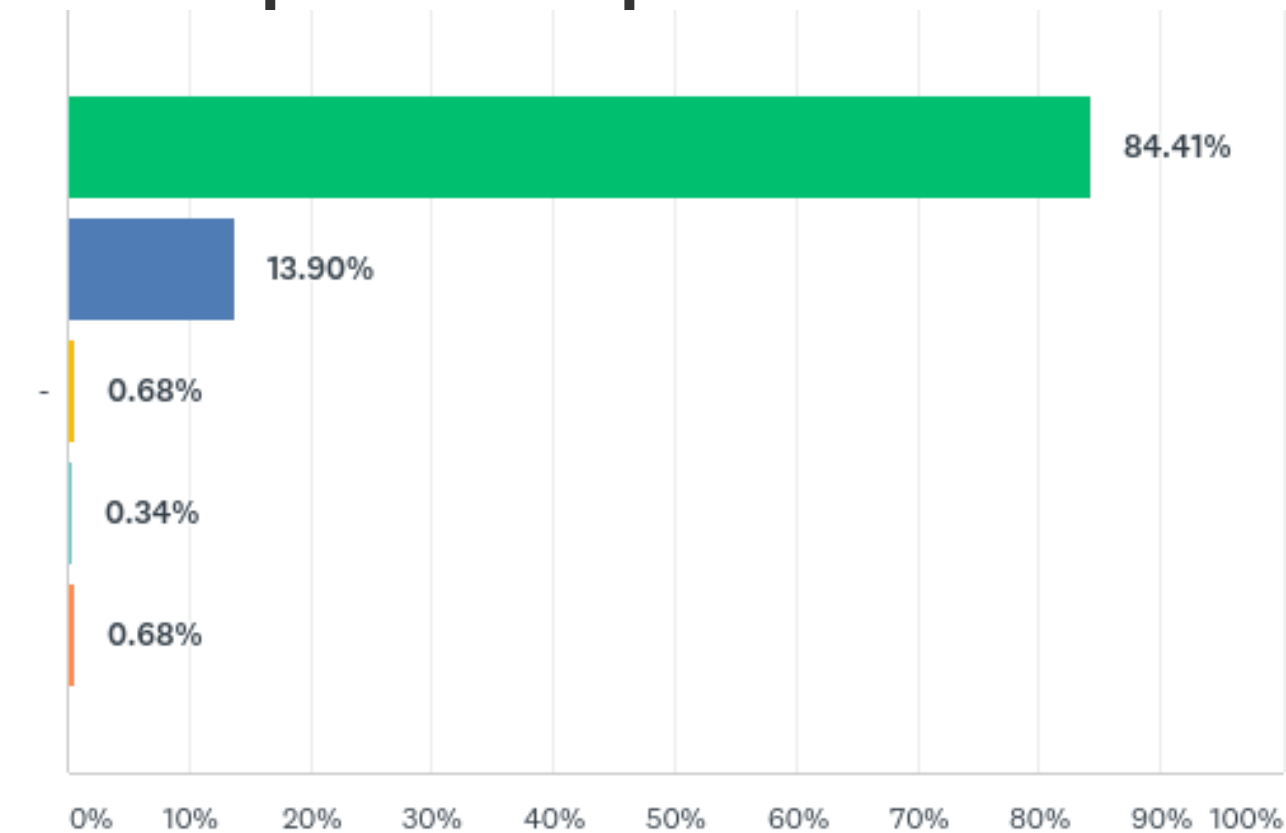
- THE GFR CURRENTLY SERVES OVER 60 SQ. MILES OF UNINCORPORATED AREA.
- ITS UNDERSTANDS AND RECOGNIZES THE NEEDS OF SUCH AN AREA.
- RESULTS OF ALMOST 300 CUSTOMER SERVICE SURVEYS WHICH REFLECT SERVICES PROVIDED
- 97% EXCELLENT/VERY GOOD RATING PROVEN



Q1 Please check the appropriate situation



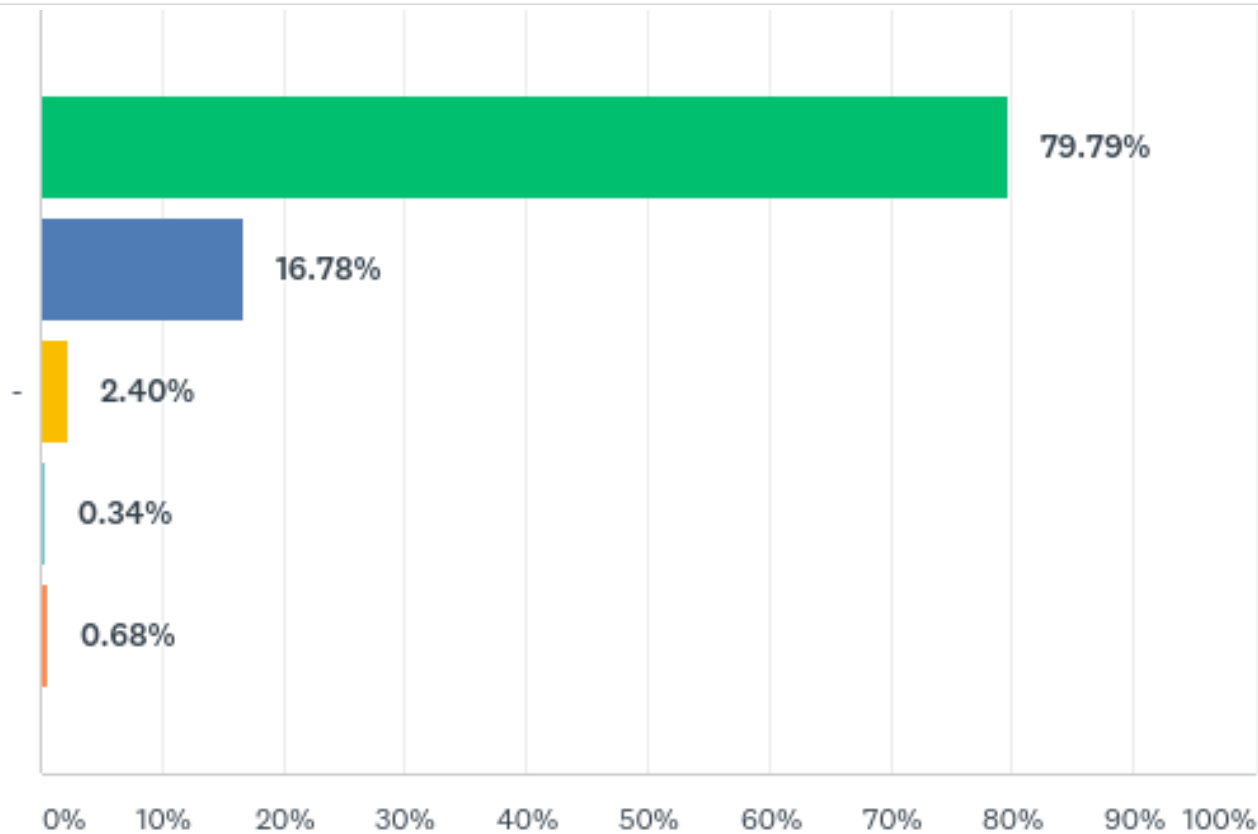
Q2: Were our personnel polite and courteous?



Excellent Very Good Good Fair Poor

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
-	84.41%	13.90%	0.68%	0.34%	0.68%	
	249	41	2	1	2	295

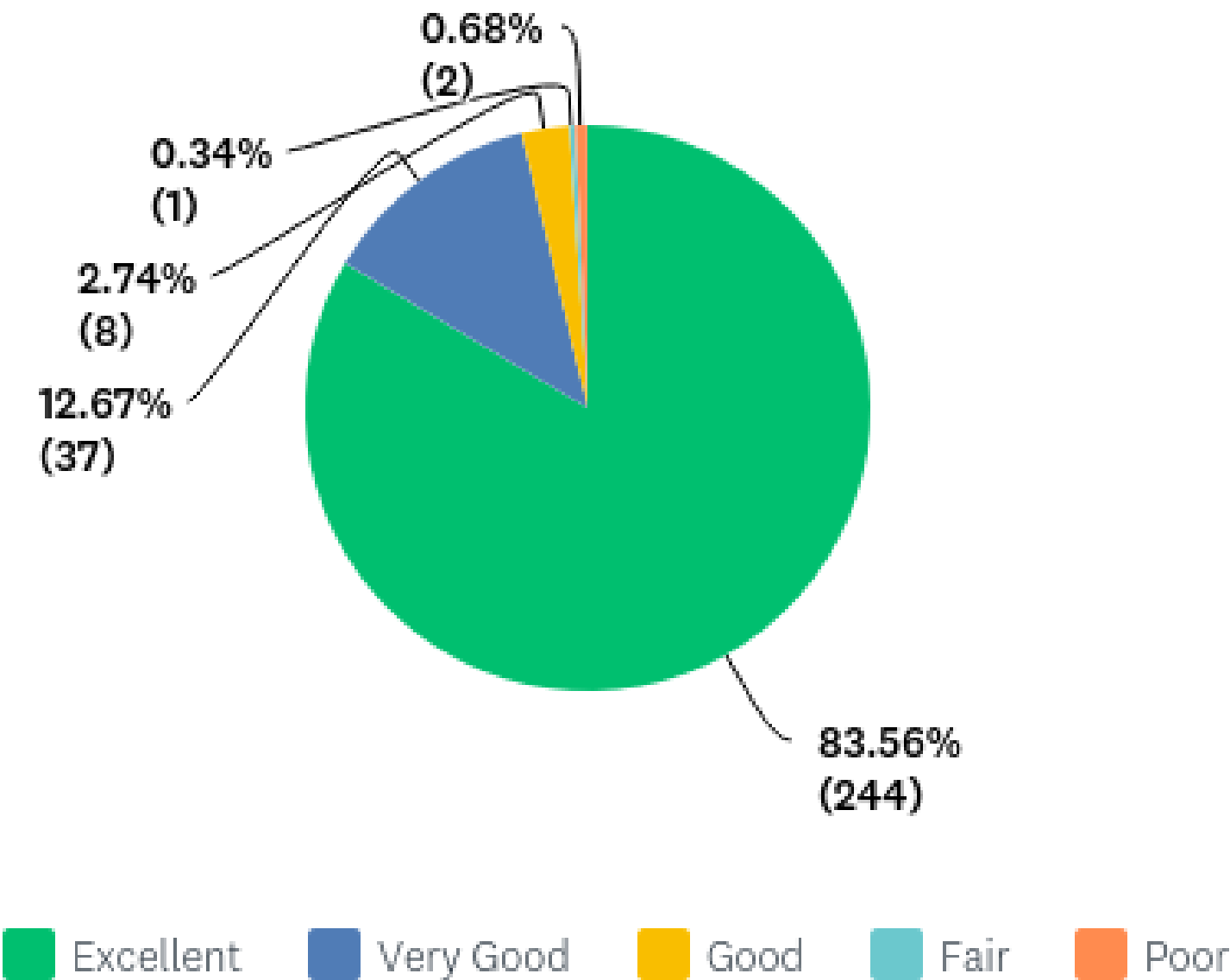
Q3: How knowledgeable was our staff?



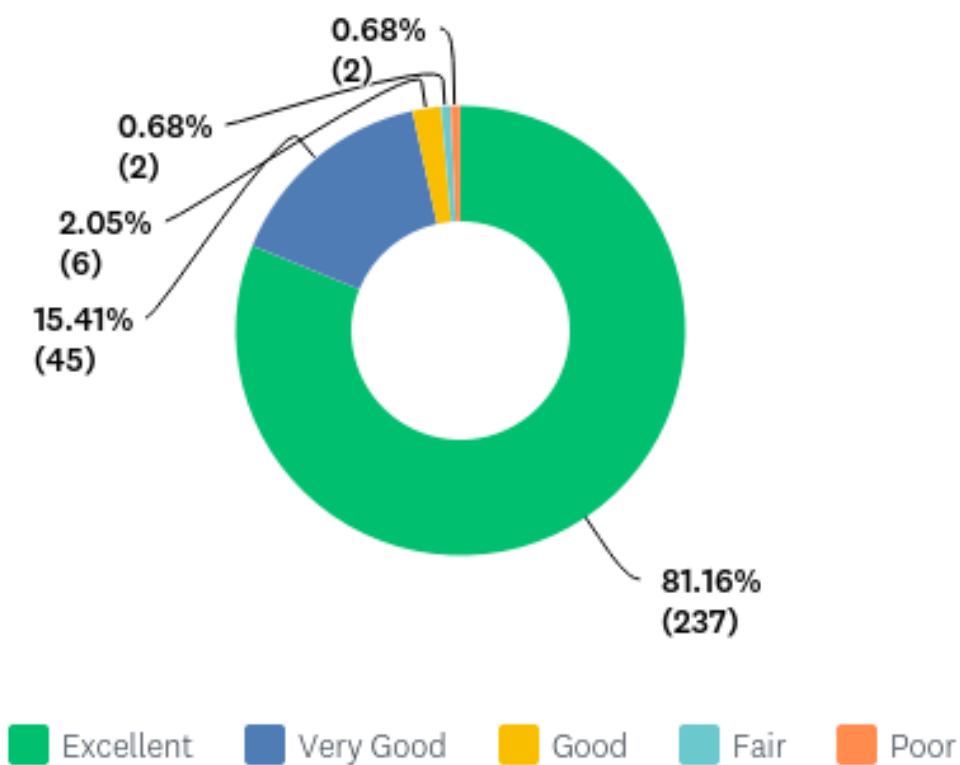
Excellent Very Good Good Fair Poor

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
-	79.79%	16.78%	2.40%	0.34%	0.68%	
	233	49	7	1	2	292

Q4: Did our staff respond promptly?

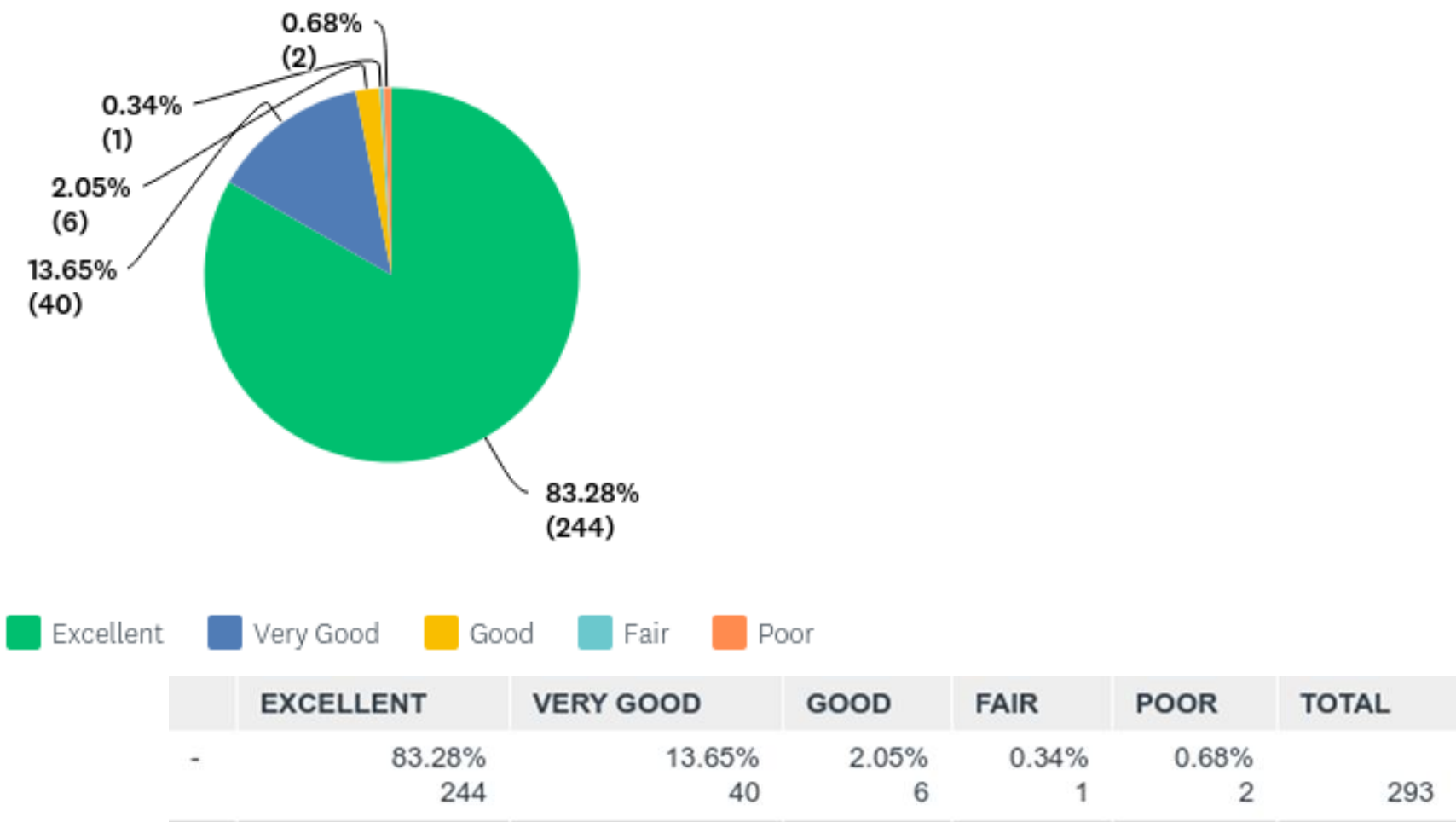


Q5: Did our staff clearly communicate procedures and actions, and answer any questions you had?

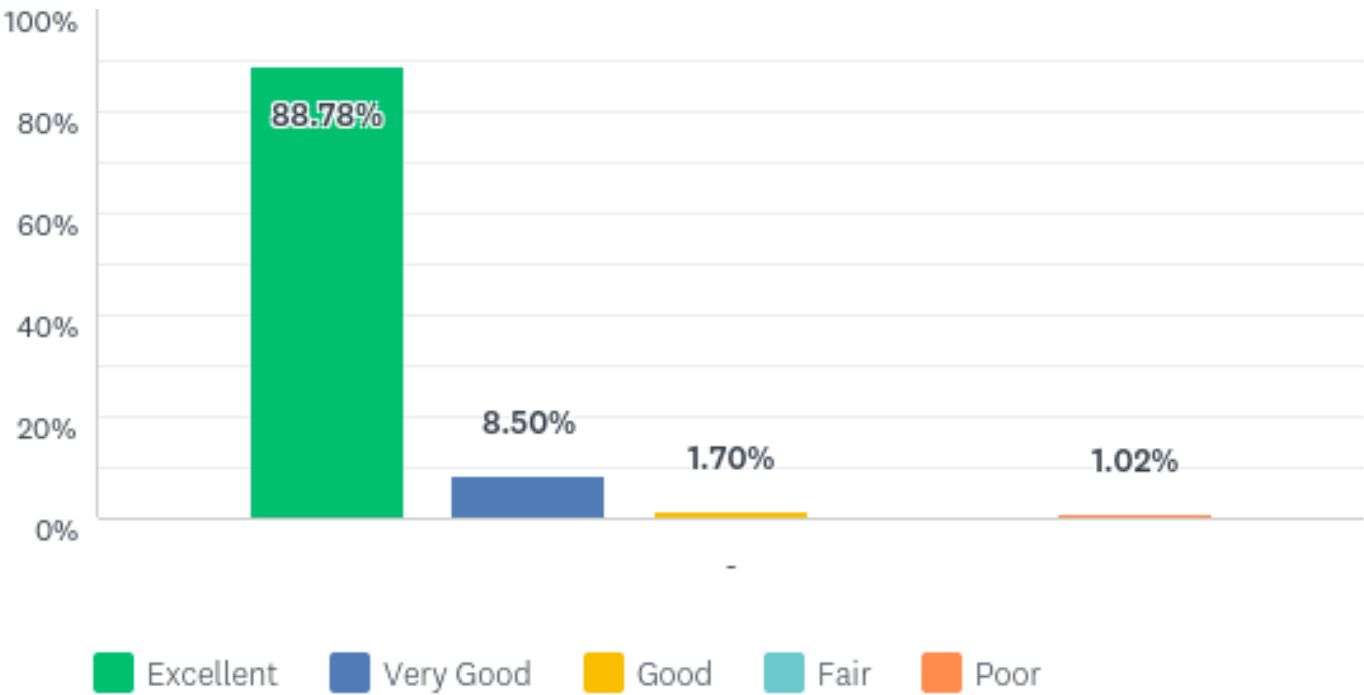


	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
-	81.16% 237	15.41% 45	2.05% 6	0.68% 2	0.68% 2	292

Q6: Did the service provided meet your needs and expectations?



Q7: Overall, how would you rate the Garner Fire-Rescue Department?



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
-	88.78%	8.50%	1.70%	0.00%	1.02%	
	261	25	5	0	3	294