

2013

ANNUAL REPORT

Mission Statement

West Pierce Fire & Rescue, in partnership with the community, protects lives and property through a well-trained, cost effective, pro-active fire department, serving and educating the community.



Vision Statement

West Pierce Fire & Rescue is a premier fire and life safety organization, dedicated to providing modern, community focused service.

3631 Drexler Drive West
University Place, WA
98466

www.westpierce.org



*Respond
Efficiently.*

*Execute
Flawlessly.*

BE NICE!

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Letter From the Chief

This past year was a year of change for West Pierce Fire & Rescue. In March of 2013, Fire Chief Ken Sharp retired after 36 years of service with the department. Along with Chief Sharp we had an additional 11 employees retire. In total, 354 years of experience and institutional knowledge left the organization in 2013. Much of this change was a result of West Pierce Fire & Rescue's continued efforts to respond to the economic challenges facing the department. Although the economy is showing signs of a recovery, West Pierce Fire & Rescue continues to develop more efficient and cost effective methods of providing service.

In addition to staff reductions, we continued to aggressively pursue grant funding. In 2013 we received over \$500,000 dollars of grant funding for training, equipment, vehicles and community preparedness. These grants allowed us to continue improving our overall response to the community while maintaining the highest levels of safety for our firefighters.

One significant operational change in 2013 was in our marine program. For the first time in over two decades we were able to place a fireboat back in Puget Sound with the commissioning of Fireboat Endeavor. This newest addition to our marine fleet was primarily grant funded as well as the needed training and equipment. Since it was placed in service in May, Fireboat Endeavor has responded on numerous emergency responses throughout Puget Sound.

Receiving grant funding is extremely beneficial in supporting department programs. However, we couldn't provide an effective level of service without the support of the community. In 2013, West Pierce Fire & Rescue placed a two year maintenance and operations levy on the August ballot. The support from West Pierce voters was outstanding, with an approval rating just shy of 70%. I can't say enough about the support our department receives from the community.

West Pierce Fire & Rescue is proud to provide dedicated service to the citizens of Lakewood, University Place and Steilacoom. We are fortunate to receive such unwavering support from the community we serve. Each and every West Pierce employee remains committed to compassionately delivering the highest quality, professional services you deserve and have come to expect from your fire department. As we move forward into 2014, every member of West Pierce Fire & Rescue is looking forward to earning your continued support.

Jim Sharp, Fire Chief

2013 Fire Commissioners

Pat Tobin, Chair

Term: 2008-2013

Grant Blinn

Term: 2010-2015

John Clancy

Term: 2010-2015

Bart Dalton

Term: 2008-2013

Grant Erb

Term: 2010-2015

Dan Rankin

Term: 2011-2016

Ted Wier

Term: 2008-2013

Operations

Program/Number of Personnel Assigned

Paramedic

55

Technical Rescue

31

Rescue Diver

20

Rescue Swimmer

26

Hazmat Technician

13



Programs

Rescue Technician

Currently WPFR has 31 trained rescue technicians. They are trained to handle incidents related to confined space, structural collapse, trench rescue and high/low angle rescue. WPFR also belongs to a regional response team that includes Central Pierce Fire and Rescue, Gig Harbor Fire and Medic One, and East Pierce Fire and Rescue.

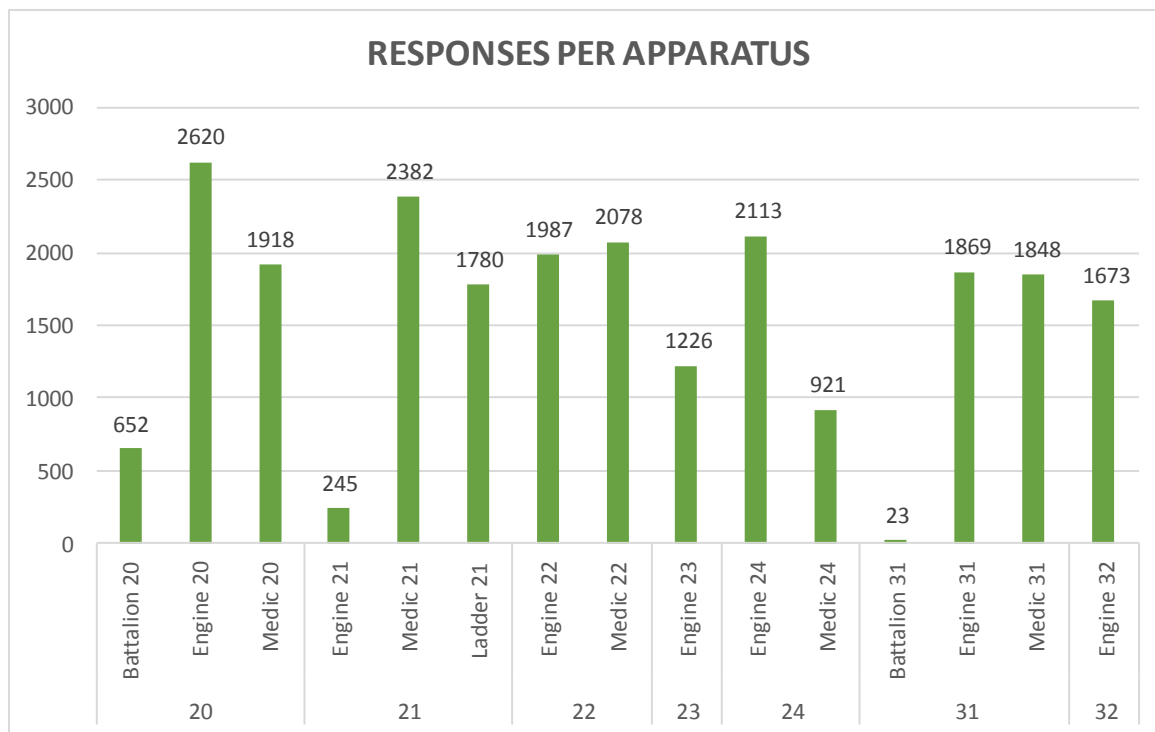
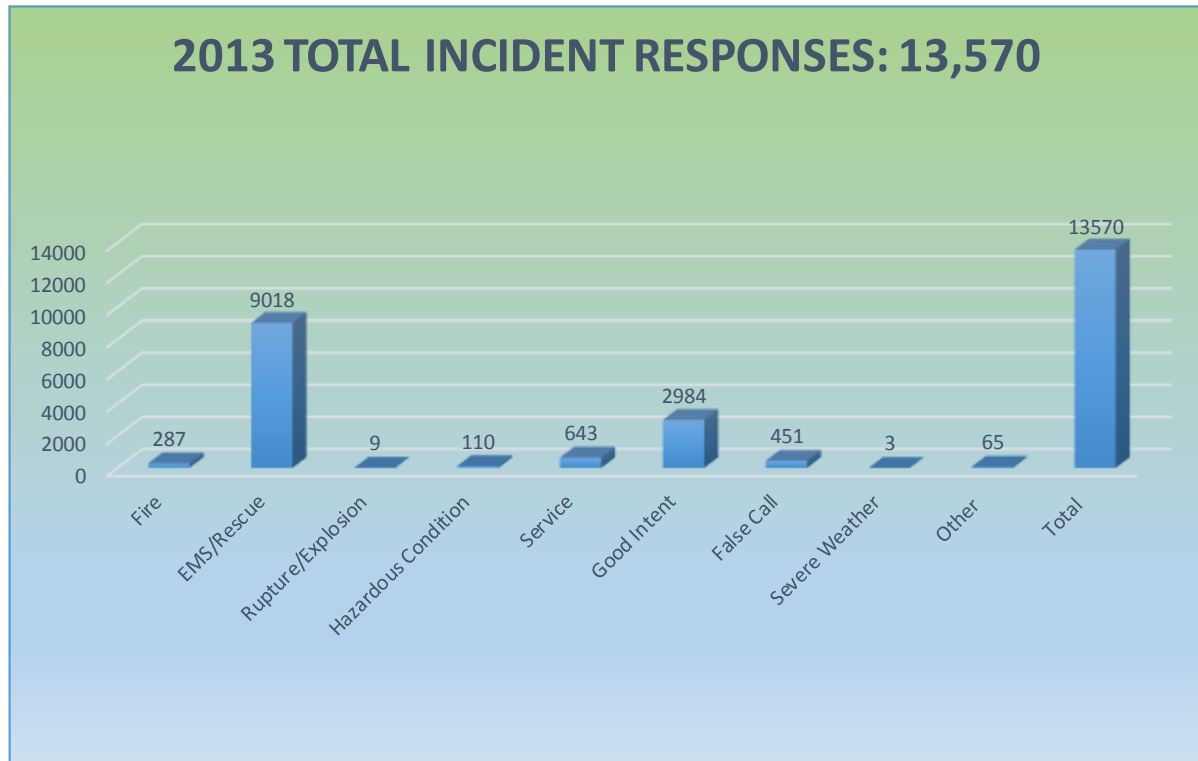
Marine Operations

WPFR has three boats, the "Endeavor" which is housed at the Narrows Marina and used for Puget Sound responses, Marine 23 which is housed on American Lake and used for emergencies on the lake and Silcox Island, and Marine 22 which is trailered and used to respond to all water locations. WPFR has 19 trained Marine Pilots, 20 trained Rescue Divers, and 26 trained Rescue Swimmers.

Hazmat Technician

Currently WPFR has 13 trained Hazmat Technicians who respond to any incident that involves the potential of a hazardous material threat. WPFR also belongs to a regional hazmat response team that consists of Central Pierce Fire and Rescue, Graham Fire and Rescue, Gig Harbor Fire and Medic One, and East Pierce Fire and Rescue. This team was recently utilized for the train derailment.

Operations



West Pierce Fire & Rescue Stations

STATION 20



Location:
10928 Pacific Hwy SW
Lakewood, WA 98499

Apparatus:
Battalion Chief 20
Engine 20
Medic 20
Dive 20
Rescue Technician Trailer

STATION 21



Location:
5000 Steilacoom Blvd.
Lakewood, WA 98498

Apparatus:
Ladder 21
Air & Light 21
Rescue 21
Medic 21
Hazmat 21

STATION 22



Location:
8517 Washington Blvd.
Lakewood, WA 98498

Apparatus:
Engine 22
Medic 22
Marine 22

STATION 23



Location:
14505 Grant Ave.
Lakewood, WA 98498

Apparatus:
Engine 23
Marine 23

West Pierce Fire & Rescue Stations

STATION 24



Location:

8310 87th Ave
Lakewood, WA 98498

Apparatus:

Engine 24
Bush 24
Medic 24

HEADQUARTERS-STATION 31



Location:

3631 Drexler Dr. West
University Place, WA 98466

Apparatus:

Battalion 31
Engine 31
Medic 31
Fireboat Endeavor

STATION 32



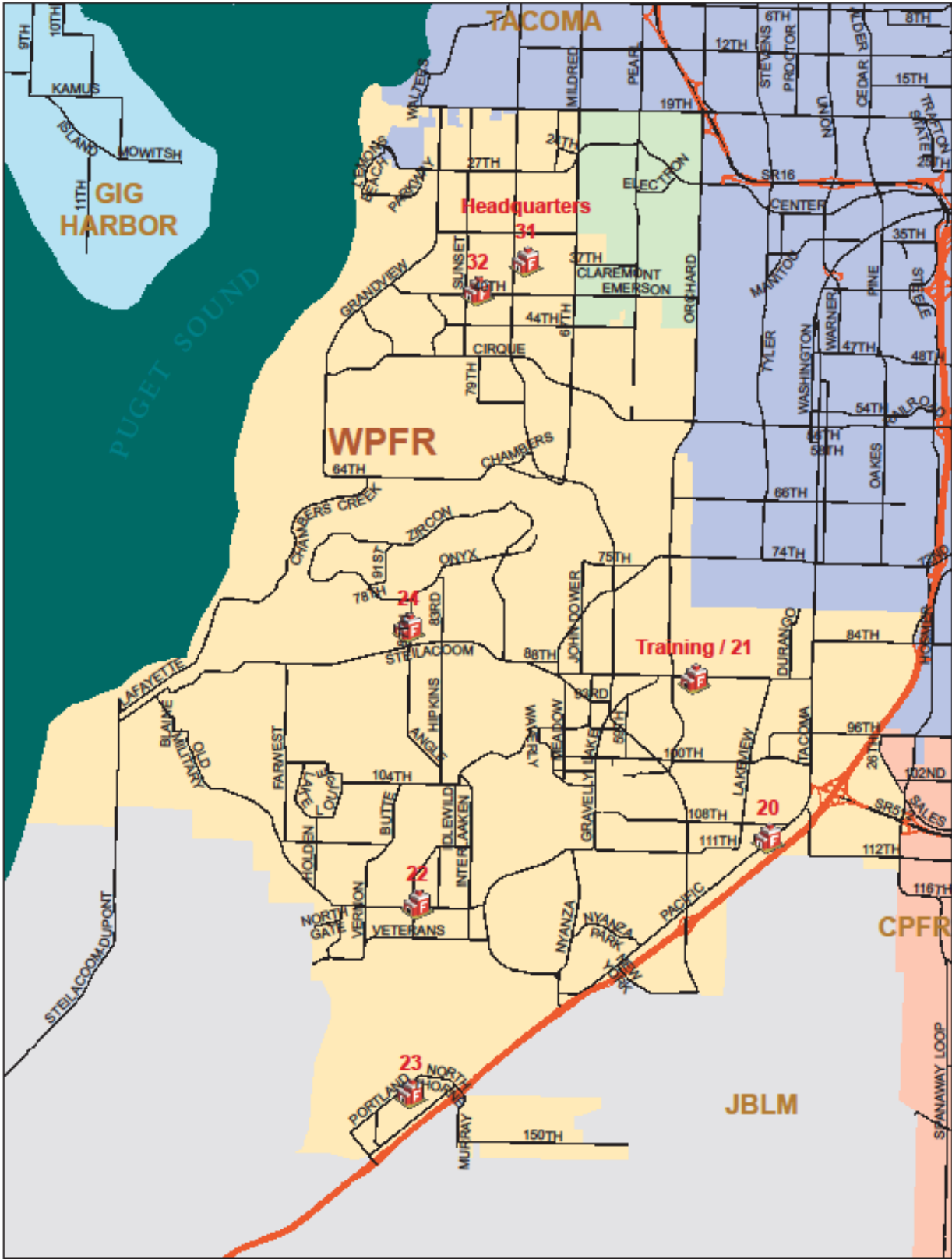
Location:

7409 40th St, W
University Place, WA 98466

Apparatus:

Engine 32

WPFR Jurisdiction



Fleet Maintenance



Caleb Fitts, Fleet Manager Steve Hodge and Mike Shuster

West Pierce Facts

Each vehicle in the West Pierce fleet receives an annual 75-point safety inspection. Routine maintenance checks are performed either quarterly or semi-annually based upon the equipment's use

The Fleet Maintenance Division consists of a Fleet Manager and three Mechanics who operate out of a spacious maintenance facility located in the City of Lakewood. The facility has a fully equipped machine shop with welding capacity, parts room, office space, day room and a fully furnished kitchen. The shop has the ability to lift over 200,000 lbs. worth of vehicles with the use of 3 post in-ground hoists that are capable of lifting an engine or ladder truck with ease. Also, a 2 post above ground 15,000 lb. hoist safely allows medic units and staff vehicles to be lifted. In addition to these fixed hoists, there are six (6) portable column lifts with the lifting capacity of 108,000lbs., allowing for the option of lifting vehicles anywhere within or outside the facility.

Each vehicle in the West Pierce fleet is annually put through up to a 75-point safety inspection, with routine maintenance checks being performed either quarterly or semiannually based upon the equipment's use. Emissions and pump tests are also done on an annual basis for all appropriate vehicles. These routine and emergent repairs are performed on over 70 WPFR vehicles, vessel, and trailers and on another 70+ contracted fire service vehicles and equipment. These contracted vehicle and equipment services are performed for the Town of DuPont and Brown's Point Fire Department, and Engine Company pump testing is performed for Tacoma Fire Department under a service contract signed in 2011. Other regular responsibilities include engine maintenance and repair services for seven facility generators, two "breathing air" compressors and all the departments' small power tools, chainsaws, portable ventilation fans, extrication tools, and portable generators.

A few of the major projects completed in 2013 were: compiling the specifications and subsequent ordering of two new Medic Units-these are slated for delivery in the summer of 2014; the ordering and subsequent preparation of three new fleet vehicles- a Transit Connect Van, used to deliver supplies from our Central Store out to the Stations, and two Dodge pickups for use by our Fire Prevention Inspectors; the coordination for the installation of grant funded idle reduction generators on four of our front line engine companies; and the complete repainting of one of our engine's while still under warranty. Also, one of our mechanics moved on to pursue other opportunities and

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Fleet Maintenance

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therefore the shop was shorthanded during the last quarter of the year. A hiring process was conducted for a replacement mechanic and this new employee was scheduled to start in January of 2014.

Needless to say, this was another busy and productive year for the Fleet Maintenance Division and it continues to look forward to providing high quality service to both West Pierce Fire & Rescue and its contracted agencies in 2014.



Caleb Fitts at work

EMS

West Pierce Fire & Rescue's EMS provider group has changed from 59 Paramedics and 100 Emergency Medical Technicians (EMTs) in 2011, to 55 Paramedics and 96 EMTs by the end of 2013. This reduction in manpower has been due to attrition through retirements and positions not being refilled due to budgetary cuts.

All EMTs are required to receive 165 hours of initial training and testing, and upon certification enter an Ongoing Training and Evaluation Program (OTEP) requiring quarterly continued education over their three year recertification period. EMTs who go on to become paramedics have to attend approximately 2000 hours of college level instruction in advanced emergency medicine procedures. Upon completion of the course, they will then need to take several examinations in order to become certified as a paramedic and will also need to perform quarterly OTEP in order to recertify every three years.

WPFR provides continuing medical education (OTEP) in a variety of ways. In addition to classroom and hands on training activities, the department subscribes to two online Emergency Medical Services training programs. Both these programs allow our EMTs and paramedics to use the internet to take

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West Pierce Facts

In house training is offered twice a year in adult and pediatric resuscitation (ACLS and PALS), advanced trauma management and adult medical emergencies.

EMS



(Continued from page 10)

classes whenever time allows. In house training is offered twice a year in adult and pediatric resuscitation (ACLS and PALS), advanced trauma management and adult medical emergencies. WPFR also participates in the Pierce County Paramedic Advanced Airway Management course. This course allows our paramedics to practice all of their airway skills while foregoing visits to a local operating room in order to obtain annual airway intubation requirements and the program has shown to increase our personnel's proficiency in field airway management. EMTs and paramedics are also afforded the opportunity to attend regional EMS classes and conferences. Another EMS educational and quality assurance opportunity is the department's monthly "Base Station," where EMS personnel have a chance to meet with the department's Physician Advisor and receive a focused medical lecture. EMS incidents and reports are also critiqued at this meeting.

The WPFR EMS Subscriber Program continues to provide the residents of the District with a return on their EMS tax dollars. This program mandates that if a citizen of WPFR is transported by a department Medic Unit, only the patient's insurance provider is billed for services. If a patient does not reside within our boundaries; the patient's insurance provider is billed first and then the patient is billed for the amount not covered by insurance. In 2013, this program saved WPFR residents over \$500,000.

With the expansion of the transport program in 2011, which allowed for basic life support (BLS) patients to be more routinely transported, 2013 was again a busy EMS transport year for WPFR. The number of EMS transports in 2011 were 3766, while in 2013 they totaled 5641. This equates to an annual increase in transports when compared to 2011 of nearly 50%. Our data shows that these increased transports are predominantly for our own citizens and thus this program change has allowed us to increase our level of service to those we serve.

A few of the major projects that were addressed by the EMS Division in 2013 were the selection and implementation of a new electronic Emergency Medical Incident Report (EMIR) program. Having electronic reporting capability in order to document patient information is a requirement under the Affordable Care Act (ACA) and a new I-Pad based EMIR program was launched during December of 2013. Division members also have had to spend a great deal of time working on understanding the expectations of the ACA and what future effects it may have on fire based EMS. Aging equipment and increased transports were also areas that needed to be addressed, which led to the purchasing of updated heart monitors and the ordering of two new medic units scheduled for delivery in 2014. All in all, it was a very challenging and productive year for the EMS Division, and we look forward to continuing with our efforts to provide a high level of service for our citizens.

West Pierce Facts

West Pierce Fire & Rescue has 55 Paramedics and 96 Emergency Medical Technicians (EMTs)

EMTs are required to receive 165 hours of initial training and testing, followed by an Ongoing Training and Evaluation Program (OTEP)

BLS (Basic Life Support) patients are those that require medical care and transport but don't require advanced medical care such as ECG monitor, IV or drugs

Training



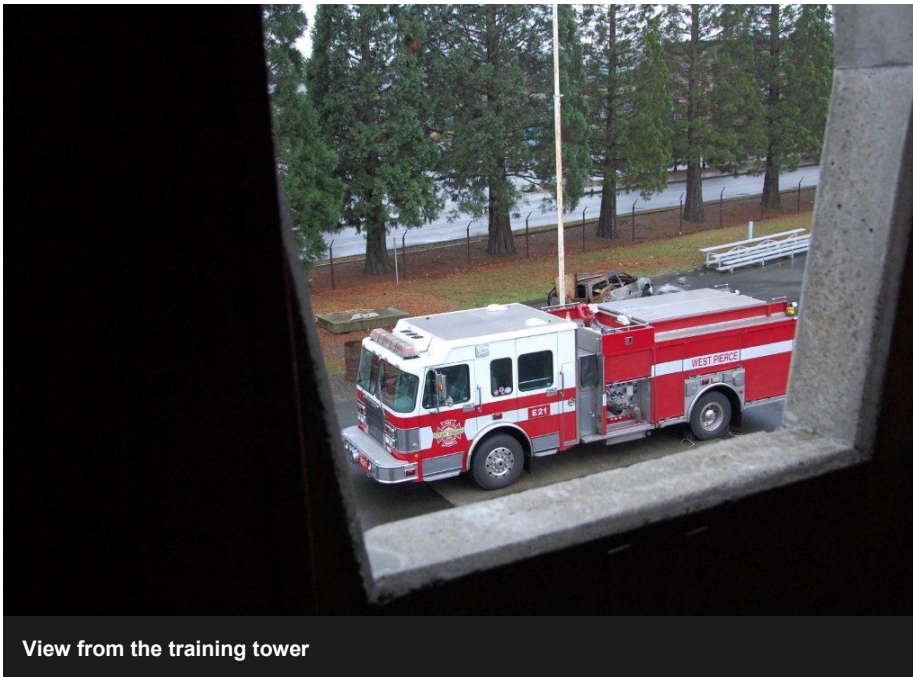
Hazardous material training

The West Pierce Fire and Rescue (WPFR) Training Division is responsible for scheduling, tracking, and coordinating the delivery of training for all department personnel. The goal is to provide our personnel with the knowledge, skills and abilities required to perform their duties. These include, but are not limited to; firefighting fundamentals, safety, emergency vehicle operations, fire officer and command functions, specialized rescue operations, hazardous materials responses, dive and marine operations, customer service, and leadership development. The goal of the division is to offer some type of training or learning opportunity every day.

With the WPFR merger in 2011, the number of employees the Training Division was tasked with providing these services for rose to over 200. In order to be more efficient and limit the need for resource movement outside their response areas, a new computer based training (CBT) program called Target Solutions was implemented. This program allows personnel to complete assigned training from any computer with internet access and works well for any subject that would be normally taught in the classroom setting. A Target Solutions Enterprise site was subsequently set up between WPFR and the other Pierce County Fire agencies currently using this same program. These agencies include, Central Pierce Fire & Rescue, East Pierce Fire &

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Training



the 80 hour Marine Pilot Qualification Course designed by the Training Division in 2011 was instructed to nineteen personnel who were selected to become the department's marine pilots. This grant funded training program was conducted in the first quarter of 2013 and the Endeavor was officially put into service on May 1st after the completion of this training and a commissioning ceremony for the vessel at Narrows Marina.

Other grant funded advanced training that was conducted in 2013 targeted our special operations technicians and addressed the areas of advanced auto extrication (involving heavy equipment rescue and extrication), trench rescue, and structural collapse. This training was also completed in the first half of 2013.

During the summer and fall of 2013, the training division conducted both auto extrication and emergency vehicle driving courses for all suppression personnel. Another area that was concentrated on was the Blue Card Incident Commander program that WPFR initiated in 2012. By the end of 2013, all company officers and command staff had completed this program along with many senior firefighters who are eligible to act as company officers.

Rescue, South Pierce Fire & Rescue, Graham, Eatonville, Steilacoom, and DuPont. Through the Enterprise site, several classes have been developed and shared among these agencies during the past few years. A few examples of these classes are: a 16 hour Hazmat Operations continued education (CE) course, several lessons learned courses (post incident analyses), and a SCBA air management course. The ability to share training courses through the use of the internet promotes efficiency by reducing or eliminating the duplication of efforts by individual agencies.

Since the merger, all WPFR suppression personnel have attained IFSAC Firefighter II certification. Due to our firefighters having achieved this level of certification, the required annual fire service continuing education hours are reduced from 180 to 120.

WPFR has specially trained teams of technician level personnel to address incidents involving hazardous materials, special operations (includes structural collapse, confined space, high/low angle rope rescue, trench rescue), and marine operations (Pilots and Divers). During 2013, some of these teams either required initial or additional focused training.

With the delivery of the WPFR fire boat Endeavor in December of 2012,

View from the training tower

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Prevention

South Sound 911 Marketing Committee

Participated in creating the marketing materials for South Sound 911.



Open House at Station 31

Education Programs

Preschool Program—35 engine appearances were made to local preschools and daycares. We teach the children basic fire safety lessons and that firefighters are their friends.

Safe Sitter Program—2 classes were taught this year to approximately 50 students. This is a 13 hour course that teaches children ages 11-13 basic tips for babysitting, including CPR and basic first aid.

Elementary School Programs—We taught in 258 classrooms this year. We were in 19 of the 20 elementary schools and taught a variety of lessons to the different grade levels.

Kindergarten—48 fire safety presentations

1st Grade—38 fire safety presentations

2nd Grade—38 fire safety presentations

3rd Grade—36 disaster preparedness presentations

4th Grade—36 wheeled sports safety presentations

5th Grade—19 first aid presentations

CPR in Schools—4 CPR classes were taught to approximately 120 students at Lakes High School. 10 CPR classes were taught in 17 classrooms at Curtis High School reaching approximately 530 students. This is a 6 hour course taught over a three day period.

Fire Prevention Week Activities—A contest was held and each child throughout the district received a Fire Prevention Checklist to take home and complete with their families. If families completed the checklist, the parents were to fill out the entry form, sign it and return it to the school. Classrooms with 100% participation received an ice cream party. Twenty classrooms throughout Lakewood and University Place won parties. We also drew six names from the

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WPF staff serving hot dogs at Duck Daze Open House

Prevention

Education Programs

(Continued from page 14)

hundreds of entries received to win rides to school on the fire engine. Public Education Team Members scheduled and coordinated their ride on the fire engine. Fire Prevention Week could not be accomplished successfully without the support of suppression personnel.

Fireflies Newsletter—This newsletter is available online for teachers.

Juvenile Fire Setter—We educated 6 juvenile fire setters on the dangers of playing with fire.

Car Seat Inspections—The Prevention Division conducted 81 car seat checks by appointment throughout the year. Thirty seats were checked at our Pumpkin Patch event, 10 seats were checked at our summer child passenger safety event and over 30 seats were checked at Oakwood Elementary

Water Safety—We conducted nine water safety presentations throughout the year. We also fit 45 life jackets.

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Senior Project

Five seniors from Curtis High School took part in our senior project program this year. Students are able to fulfill their 20 hour requirement for graduation by participating in this program

Smoke Alarm Installations

We installed 964 smoke alarms in 212 homes this year.

Media

29 press releases were sent to local media throughout the year. All of these stories were run in our local media and many of them were covered by the major news outlets.

ICS Drills

We participated in two large scale drills this year. The Active Shooter Drill at Clover Park Technical College and the Pierce County Water Drill.

Prevention

Education Programs

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Safety Presentations—We conducted over 20 presentations on various safety topics.

Helmet Fittings—Approximately 415 helmets were fit this year.

First Aid and CPR— 12 First Aid and CPR classes were taught this year. We offer these classes to community members on a monthly basis alternating between Lakewood and University Place. We also recertified the dispatchers and provided a couple of free classes for the Headstart families.

Crime Free Multi-Housing—We partnered with Lakewood and University Place Police to teach this course twice.

Station Tours—Firefighters hosted 24 station tours for various groups throughout the year.

Auction Birthday Parties—One birthday party was redeemed by auction winner.

Event Appearances—Throughout the year we are requested at many local events. In 2013, firefighters attended 43 community events not including the large events we are partners in coordinating.



Fire fighter Kyle Clark reading to a classroom during Read Across America

Organization Affiliation

Safe Kids Pierce County, Washington Public Fire Educators, Pierce County PIO Network, King County Fire Prevention Officers, Region IV Fire Investigators, Washington State Association of Fire Marshals, International Code Council, Partners for Parks, YWCA, Caring for Kids, Lakewood Knight Lions, Caring for Kids, Family Unlimited Network, CTE Committees, Citizens for West Pierce Fire & Rescue, Pierce County Fire and Life Safety Association, Pierce County Fire Investigators

Training

- WPFE Mini-conference
- Fire Marshal's Roundtable
- Child Passenger Safety Technician
- National Fire Academy
- Social Marketing Training
- Code Update classes
- Washington Safety Summit
- CPR Instructor Trainer
- Plan Review Training

Prevention

Community Events 2013

- Read Across America—March—We read to nearly 1,000 kids in 9 schools!
- Disaster Preparedness Day—100 attendees
- Kids Fishing Derby—May—500 attendees
- Mock DUI Crash—June—200 seniors
- Duck Daze Open House—June—2,000 attendees
- Lakewood Senior Center Open House—150 attendees
- Summerfest—July—10,000 attendees
- National Night Out—August—84 parties
- UP Festival—August—2,000 attendees
- Caring For Kids—August—gave away 100 helmets
- Reflection Park Statue Unveiling—September—400 attendees
- Pumpkin Patch—October— 2,000 attendees
- Career Fair at Clover Park Technical College
- Washington Safety Summit—100 attendees
- Lakewood Public Market Appearances—1,000 attendees
- Raider Brigade Welcome Home —3,000 attendees
- Senior Project Boards Lakewood and UP
- Life Jacket Events at American Lake Park



Prevention

Fire Prevention and Code Enforcement Activities

Code Meetings— 26 Code Meetings were attended by prevention personnel. These meetings are held every other Thursday at City Hall and members of the City's Building Department, Police Department and Code Enforcement Divisions are in attendance along with us. The goal of these meetings are to rid the City of problem properties.

Building Meetings— 52 meetings were conducted with personnel from the building department to discuss development within the City.

Pre-Application Meetings and TRC's— 49 meetings were attended in Lakewood and University Place to educate future business owners on the City requirements they will need to fulfill in order to open their business. Members of the Building Department, Water District, Fire Department, Planning Division and Public Works participate in these meetings.

Plan Reviews— 265 total Plan Reviews were conducted. The plans reviewed include, 143 systems and 122 building plans.

Fire Investigations— 45 Fires occurred in 2013 which required an investigation by the Prevention Division.

Fire Ordinance Update

A significant amount of work was done this year on aligning the fire code ordinances in both cities. Both Lakewood and University Place adopted the new ordinances.



Fire Inspection Numbers

International Fire

Code Permits: 227

Annual Inspections

(other): 158

Prevention Division

Re-inspections: 140

New Construction

Inspections: 120

Engine Company

Inspections:

Approximately 1,200

Daycare

Inspections: 25

School Inspections:

29

Disaster Preparedness

CERT

Community Emergency Response Team (CERT) is comprised of volunteers from the community who have taken training to assist their family and neighbors in the event of an emergency that may delay First Responders to the scene



WPFR CERT members

Volunteer Tracking Report 2013

West Pierce & DuPont Combined



Training Hours

Included: All events where CERTs participated in training. This includes the basic CERT class or advanced training opportunities.

Public Event Hours

Included: All events where CERTs promoted the program at public events by staffing the CERT booth, handed out fliers or brochures, or spoke publically about the event. (e.g. Disaster Preparedness Day, Safety Pumpkin Patch, etc.)

Response Hours

Included: Any event where CERTs were called to "deploy". These are events when WPFR needs CERTs to use their

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(Continued from page 19)

skills in real life events (e.g. a large disaster, a WPFR training burn, large event where crowd control is necessary, etc.)

Victim Hours

Includes hours when CERT members or non CERT members play a victim in any of our CERT drills.

Meeting Hours

Includes CERT Advisor meetings and any meeting to share ideas and direction.



Emergency Management

Utilizing a shared emergency manager and strategy, West Pierce Fire & Rescue and the City of Lakewood have taken lessons learned from past catastrophic events head on to strengthen over community resilience through newly formed committee structures, cooperative education, training and exercise programs involving private, neighboring military and public sectors.

Guided by lessons learned in the context of a shared desire for an overall improvement in resilience capability, gaps in proficiency and performance were uncovered. The areas of relationship building, planning coordination, interagency communication, local resource availability and stakeholder identification, collaborative participation in training and exercise as well as overall understanding of the EM process by senior leadership became our collective focus.

Acknowledging the need to further widen involvement in the preparedness and planning process, WPFR Emergency Management Coordinator was encouraged to construct and share the lead of a community-based Emergency Management Committee. This membership brings together local stakeholders such as Transit, Pierce College, Clover Park Technical College, St. Clare Hospital, Western State Hospital, the health department, military (JBLM) representatives and Lakewood Water District to discuss emergency response and resource coordination, plans, training and exercises.

Stemming from these new relationships in this committee, day-to-day standard operations and emergency management processes are being coordinated and integrated into a collaborative response template to use should it become necessary. The intended outcome is a “unified command” familiar not only with our landscape, but with each other, enabling a more effective and efficient response.

Shakeout, our recent joint functional full-scale exercise involving most of the membership of the Lakewood EM Committee, tested for the first time a single, shared windshield survey method.

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Emergency Management



Battalion Chief Pat MacNealy working alongside Lakewood Police in Active Shooter Exercise

(Continued from page 20)

It is impossible and unrealistic to predict the effect this community-driven program will have in an extensive catastrophic real-world incident. However, investing the time and money has focused attention on developing beneficial relationship strategies, involvement of senior leadership and areas for improvement in collaborative planning and education fostering a stronger community resilience potential while limiting costly duplication of effort and material. It has helped to pinpoint weaknesses caused by wrong assumptions of “who-does-what?” during a disaster. Additionally, all-important communication systems and information management has been emphasized and strengthened through this unique initiative making situational awareness and a common operation picture more readily obtainable and available to drive critical emergency management and on-scene decision-making when needed

Highlights 2013

Clover Park Technical College Active Shooter Full Scale Exercise

Participants: Clover Park Technical College, Lakewood Police Department, West Pierce Fire and Rescue, South Sound 911, Disaster Medical Control Center.

The scenarios (3) consisted of an active shooter(s) entering a building on the CPTC staff and faculty the opportunity to practice in a non-life threatening but real life active shooter experience. It also provided CPTC, LPR & WPFR an opportunity to perform Unified Command and Rescue Team protocol.

Pre-Events: Unified Command table top exercise for CPTC. Unified Command table top for WPFR & LPD. Rescue Team entry training.

The exercise took approximately 200 hours to plan, write, coordinate and conduct.

Highlights 2013

ShakeOut 2013

Participants: West Pierce Fire & Rescue, City of Lakewood, St. Clare Hospital, Western State Hospital, Clover Park Technical College, Pierce College

The exercise was Full Scale (FSC), planned for 4 hours in the West Pierce Response area. WPFR staff conducted damage assessments of stations and utilized Station Situational Reports as well as drove through response areas utilizing Windshield Survey/Reconnaissance Reports. The Department Operations Center was initiated at Station 21 to take in all staff reports to conduct priority planning and resource allocation.

Scenario: October 17th at 8:05 a 6.5 magnitude earthquake occurs on the Tacoma Fault and lasts approximately 38 seconds. The event is followed at 10:17 by an aftershock of 8.2 magnitude that lasts

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Emergency Management



Raider Welcome Home Celebration

Highlights 2013

Raider Welcome Home Parade and Celebration

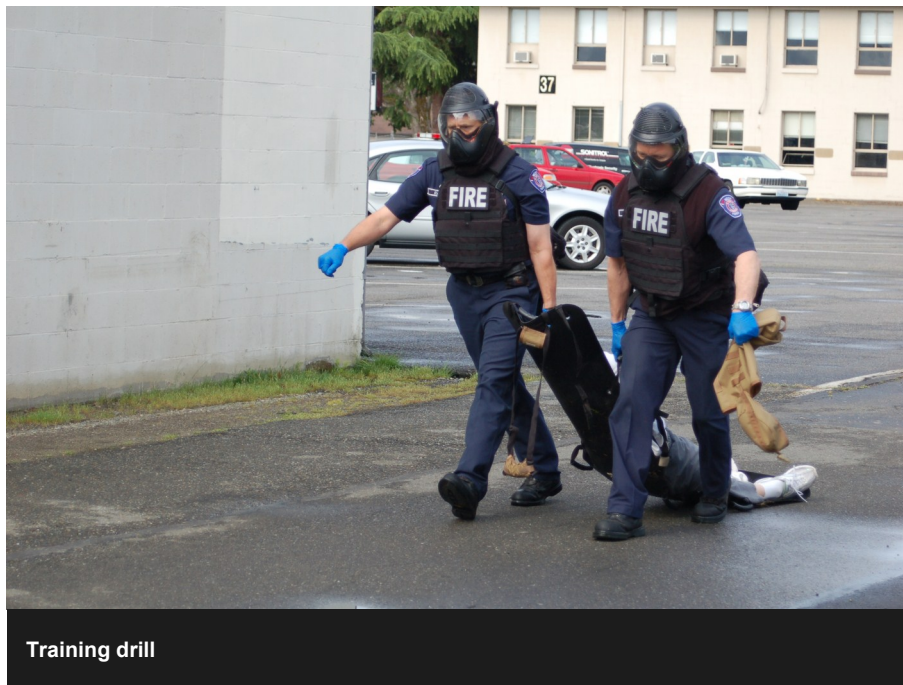
Participants: City of Lakewood, WPFR, JBLM Raiders 4

Activity: A community welcome home parade and celebration for 1,920 soldiers (and their families) in downtown Lakewood and Steilacoom Park.

The event was planned utilizing Unified Command. A Unified Command Post was established at the Lakewood Police Department training room which coincided with the staging area to start the parade.

A full Incident Action Plan (IAP) was created for the event.

Emergency Management



Additional Emergency Management Activities:

- Tabletop Exercise “ Summer Fun”. A domestic terrorist event. An ICP/ EOC interface exercise.
- NIMS Reporting
- Surveys and feasibility studies on potential shelter facilities
- Update of WPFR Mitigation Plan
- Start of Community Resource List. Letter from Chiefs Sharp and Farrar asking local businesses and agencies to list and send back what emergency resources they can provide during a disaster.
- Review of emergency plans as requested by agencies within the WPFR service area
- Updating of WPFR Extreme Emergency Plan

(Highlights 2013 ShakeOut 2013

Continued from page 22)

for 45 seconds. Significant infrastructure damage has occurred as well as hundreds of injuries and many deaths.

All of the participating agencies ran similar parallel exercises at their facilities. A Simulation Cell was utilized to coordinate all participating agencies activities.

Pre-Events: Review of DOC procedures and checklists. Review of equipment and forms for DOC. Creation of ICS section specific notebooks. Creation of draft Windshield Survey/ Reconnaissance and Station Situation procedures and reports.

This exercise took well over 240 hours to plan, write, conduct and coordinate.

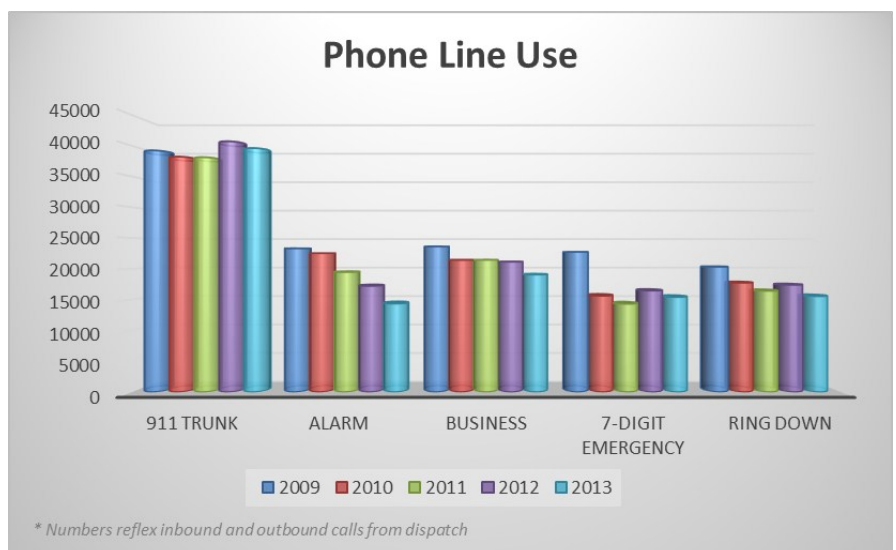
Significant Events

Pierce County did not experience any major events in 2013 such as the winter storm that increased call volumes throughout the region in early 2012. This past year continued to bring many multi-alarm incidents that generated county-wide participation of resources within the Puget Sound Region.

Fire Communications



Fire Comm serves as a dedicated Fire and EMS dispatch center, for thirteen fire agencies, Pierce County DEM and the Pierce County Fire Marshal's Office. Fire Comm dispatch staff is made up of four Dispatch Supervisors and sixteen Dispatchers, who work on a 24 hour four shift schedule.



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Fire Communication



(Continued from page 24)

In 2013 Dispatchers handled 104,098 phone calls, resulting in 44,276 CAD entries. These numbers show a decrease from 2012 volumes, specifically 8.42% decrease for phone calls and 1.83% decrease for CAD entries.

The incidents entered by dispatchers included 31,948 (72%) medical calls, 7,153 (16%) Fire/Non-EMS calls and 5,175 (12%) incidents handled by Fire Comm with no unit responses.

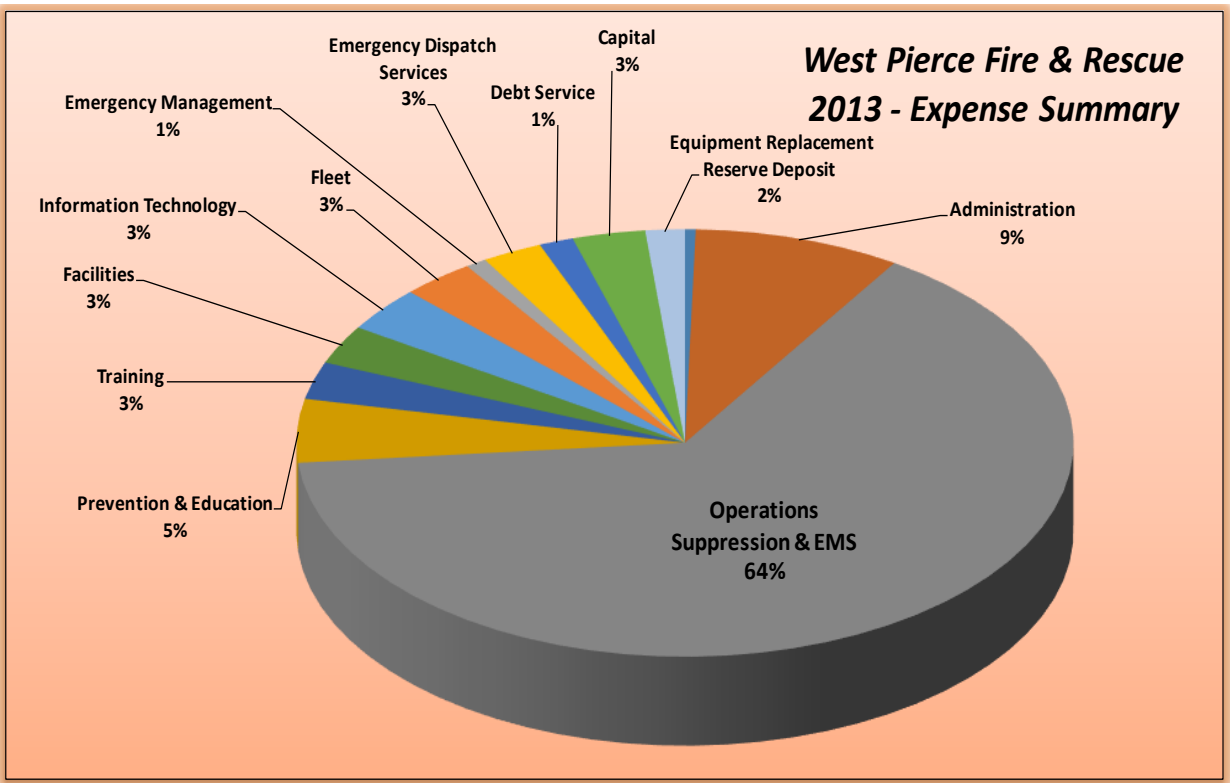
The top five medical related incidents were; Sick Person (12.9%), Chest Pain (12.6%), Falls (10.7%), Breathing Problems (10.7%) and Unconscious/Fainting (10.1%).

Fire and Non-EMS top five incidents were; Alarms (36.5%), Citizen Assist/Service Call (17.9%), Outside Fire (10.9%), Burn Complaint (10.6%), and Structure Fire (7.6%)

Projects

- Computer Aided Dispatch (CAD) – System Upgrade
- The computer system utilized by dispatchers to enter and process calls for service was replaced due to the current version no longer being supported by the CAD vendor Tiburon. The new system replaced an aging software and hardware, which was at risk of significant failure.
- South Sound 911 Involvement
- West Pierce personnel have had significant involvement in the development of SS911. Committee participation and development include; South Sound Operations meetings, South Sound Policy meetings, Systems Integration Group (SIG), Systems Operation Group (SOG), CAD and GIS development.

Finance



West Pierce Facts

POPULATION

92,265

ASSESSED VALUE

\$7,257,318,580

LEVY RATES

Regular \$1.50

EMS \$0.50

Excess \$1.29

LAKEWOOD

Median home value \$245,700

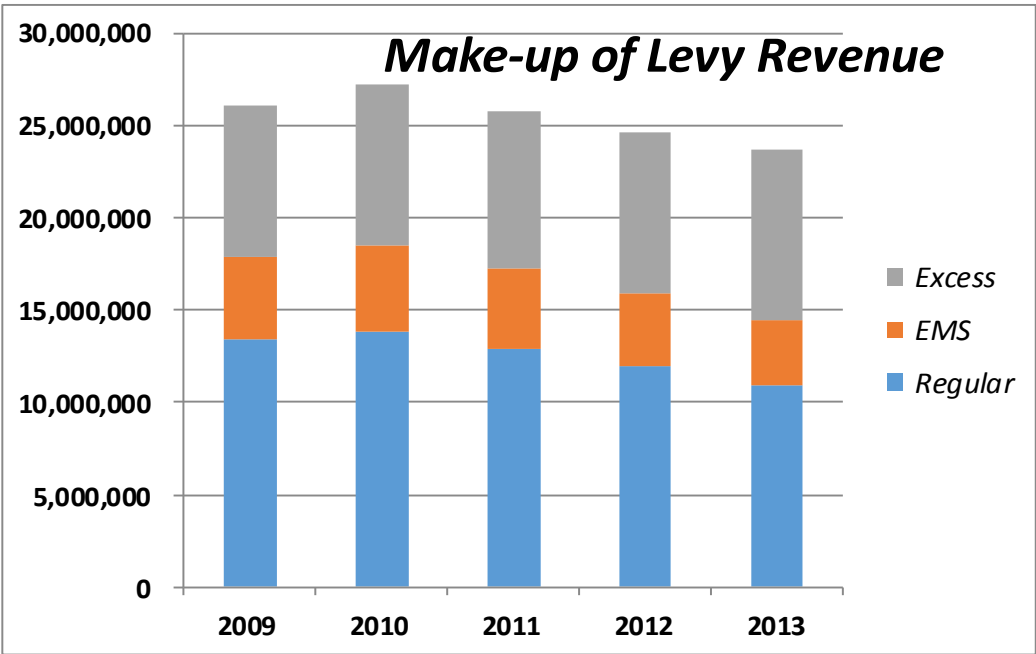
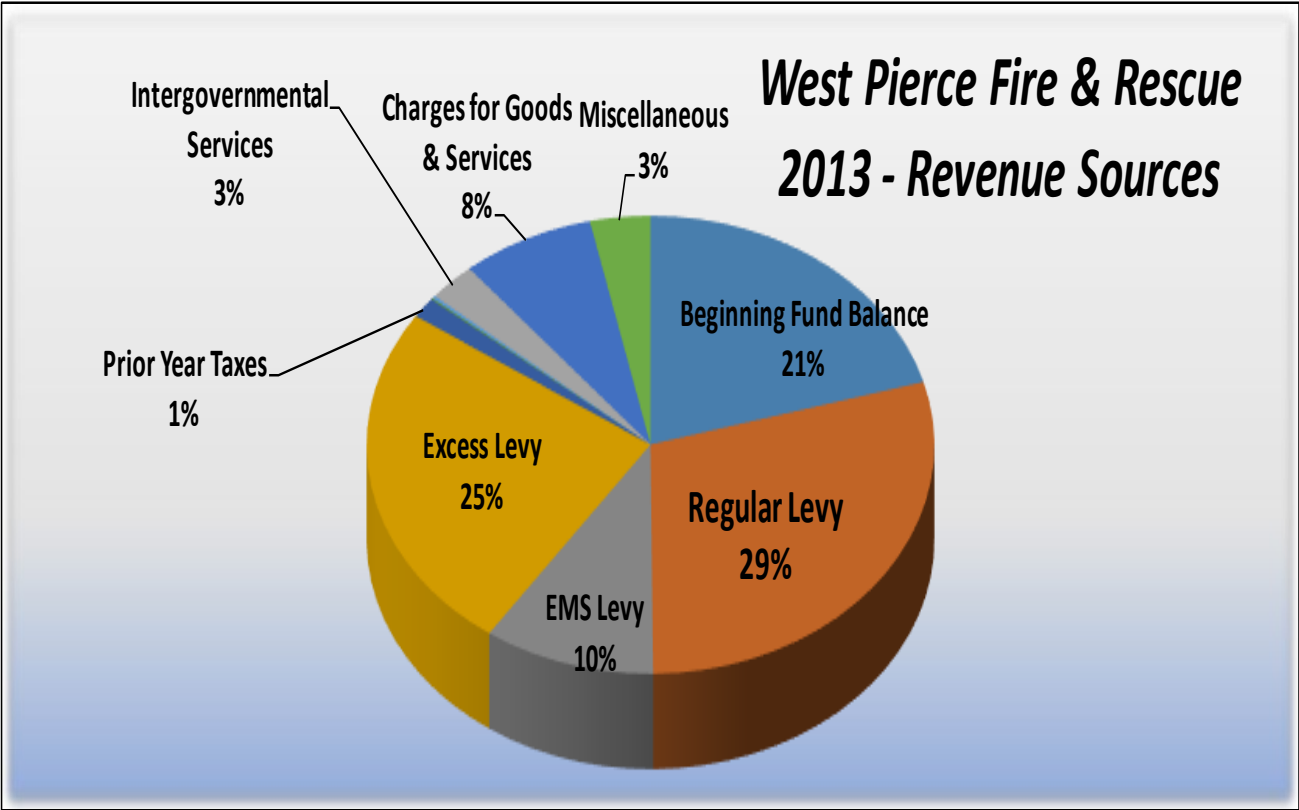
Per capita income \$26,760

UNIVERSITY PLACE

Median home value \$325,800

Per capita income \$29,753

Finance





WEST PIERCE FIRE & RESCUE

Proudly serving the citizens of Lakewood and University Place

3631 Drexler Drive West, University Place, WA 98466
phone 253.564.1623 | fax 253.564.1629 | www.westpierce.org

TO: Board of Fire Commissioners
FROM: Deputy Chief Mitch Sagers
RE: 2013 RCW 52.33 Report
DATE: March 4, 2014

Enacted in 2005, RCW 52.33 requires each "substantially career fire department" to maintain a written document declaring the department as "established" and describing the department's basic organizational structure, core services provided, and response time objectives for such services. Beginning in 2007, RCW 52.33 requires such agencies to generate a report on their response time performance.

In 2010, the Pierce County Fire Chiefs' Data Collection sub-committee produced a standardized reporting template. This template includes performance objectives from NFPA's 1710 Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments, 2010 Edition. Although a nationally recognized standard, few agencies have formally adopted 1710, as the staffing and resource requirements are financially prohibitive. Utilizing this template, we will document West Pierce Fire & Rescue's performance of the NFPA and our agency-specific objectives. In addition, a summary shall identify WPFR objectives where performance is less than 90%, the predictable consequences of the deficiencies, and the steps necessary to improve performance. As a supporting document, I have included West Pierce Fire & Rescue's Resolution 011613-002 for your review.

These reports will continue to assist us in monitoring and improving our service delivery. If you have specific questions or need additional information please feel free to contact me.

Respond Efficiently • Execute Flawlessly • BE NICE!

2013 RCW 52.33 REPORT

A RESOLUTION OF THE BOARD OF FIRE COMMISSIONERS FOR PIERCE COUNTY FIRE PROTECTION DISTRICT NO. 3, ESTABLISHING THE CORE SERVICE PROVISIONS AND RESPONSE TIME OBJECTIVES AS REQUIRED BY RCW 52.33.030

WHEREAS, the Washington State Legislature adopted House Bill 1756 in 2005, and subsequently was codified as chapter 52.33 of the Revised Code of Washington; and

WHEREAS, the purpose and intent of this resolution is to provide documentation so as to comply with the intent of the statute; and

WHEREAS, such statute requires that each substantially career fire department maintain a written statement declaring the department “established”, and listing the following:

- Services required to provide;
- Basic organizational structure;
- Expected number of employees;
- Functions employees are expected to perform; and

WHEREAS, such statute also requires establishment of response time objectives for the major service components including fire suppression, emergency medical services, hazardous materials, and special operations; and

WHEREAS, such statute also requires compliance with the locally established response time objectives 90% of the time; and

WHEREAS, such statute requires issuance of an annual report documenting the achievement of each response time objective within the jurisdiction of the fire protection district;

NOW THEREFORE BE IT HEREBY RESOLVED AS FOLLOWS:

Section 1. Pierce County Fire Protection District No. 3 was established under RCW Title 52 in 1944 and thereafter a career fire department has been established.

Section 2. The core services provided by the district and the department, in accordance with the

(Continued on page 30)

2013 RCW 52.33 REPORT

(Continued from page 29)

mission and statutes that govern fire protection districts and fire departments, are as follows:

- Fire suppression;
- Emergency Medical Services (EMS), Basic Life Support (BLS);
- Emergency Medical Services (EMS), Advanced Life Support (ALS);
- Hazardous Materials Response-Operations;
- Technical Rescue/Special Operations;
- Fire Prevention/Public Education

Section 3. The district has a basic organizational structure which includes elected officials, officers, and firefighters with Emergency Medical Technician (EMT) or Paramedic certifications.

Section 4. The district employs sufficient full-time staff necessary to maintain three-person engine and ladder companies and two-person EMS-transport units. These employees perform the tasks necessary to deliver the aforementioned core services.

Section 5. Definitions:

- Turnout Time: The time period beginning when units receive notification of the emergency to the beginning point of response time.
- Response Time: The time period beginning when units are en route to the emergency incident and ending when the units arrive at the scene.

The fire protection district hereby establishes the following objectives for the delivery of core services, as applicable:

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2013 RCW 52.33 REPORT

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Section 6. Service delivery:

ZONE 1: Service within the legal boundaries of Pierce County Fire Protection District #3

- **Turnout Time** (all incidents): 110 seconds
- **Response Time:**
 1. **Fire Suppression:**
 - (a) First arriving engine company: 6 minutes;
 - (b) Full first alarm assignment: 12 minutes;
 2. **Emergency Medical Service:**
 - (a) First arriving unit with a “first responder” or higher (BLS): 6 minutes;
 - (b) First arriving unit with a paramedic (ALS): 6 minutes;
 3. **Special Operations (all disciplines):**
 - a) First arriving unit with Awareness-level capability: 6 minutes
 4. **Marine Rescue and Firefighting: 15 minutes**

ZONE 2: Contracted service outside the legal boundaries of Pierce County Fire Protection District #3

- **Turnout Time** (all incidents): 110 seconds
- **Response Time:**
 1. **Fire Suppression:**
 - (a) First arriving engine company: 6 minutes;

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2013 RCW 52.33 REPORT

(Continued from page 31)

(b) Full first alarm assignment: 12 minutes;

2. **Emergency Medical Service:**

(a) First arriving unit with a “first responder” or higher (BLS): 6 minutes;

(b) First arriving unit with a paramedic (ALS): 8 minutes;

3. **Special Operations (all disciplines):**

a) First arriving unit with Awareness-level capability: 8 minutes

4. **Marine Rescue and Firefighting: 30 minutes**

Section 7. The annual report shall define any geographic areas and circumstances in which the achievement of these standards is less than 90% of the time. The annual report shall explain the predictable consequences of any deficiencies and address the steps that are necessary to achieve the objectives.

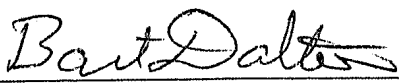
Section 8. Adoption of this resolution shall be retroactive to January 1, 2013 and rescind Resolution 060711-008.

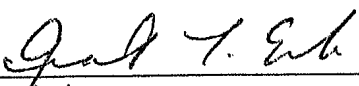


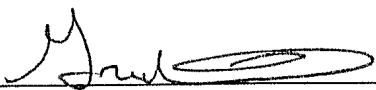
2013 RCW 52.33 REPORT

ADOPTED by the Board of Fire Commissioners of Pierce County Fire Protection District No. 3 this 16th day of January, 2013


PIERCE COUNTY FIRE PROTECTION DISTRICT NO. 3

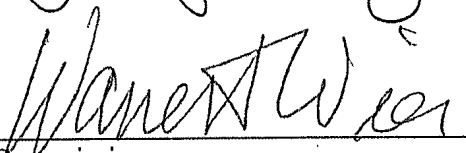

Chairman

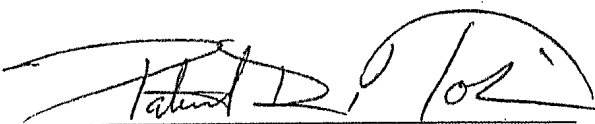

Commissioner


Commissioner

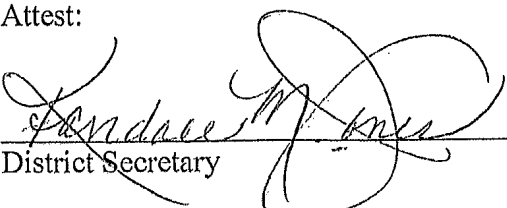

Commissioner


Commissioner


Commissioner


Commissioner

Attest:


District Secretary

Definitions

Turnout Time

The time interval that begins when the notification process begins by either an audible alarm or visual annunciation, or both, and ends at the beginning point of travel time of the first arriving unit. Reference NFPA 1710 3.3.53.8.

National Fire Protection Association (NFPA 1710 Standard 2010 Edition)

The standard for the organization and deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments.

NFIRS

National Fire Incident Reporting System

Fire Incident

All NFIRS 100 incident types.

Special Operation Incident

Those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment. Reference NFPA 1710 3.3.41.2.

CPR

Cardiopulmonary resuscitation

2013 RCW 52.33 REPORT

1. Turnout Time¹

- a) The National Fire Protection Association² defines **80** seconds as the turnout time¹ performance standard for a fire suppression¹⁵ and special operation response⁵. Our agency meets this objective **34** percent of the time. (2012 =22%)
- b) Our agency has defined **110** seconds as the turnout time¹ performance standard for a fire suppression¹⁵ and special operation response⁵. Our agency meets this objective **43** percent of the time. (2012= 34%)
- c) 90% of our fire¹⁵ and special operation⁵ responses have a turnout time¹ of **204** seconds or less. (2012= 208)
- d) The National Fire Protection Association² defines **60** seconds as the turnout time¹ performance standard for an emergency medical services response⁹. Our agency meets this objective **17** percent of the time. (2012=19%)
- e) Our agency has defined **110** seconds as the turnout time¹ performance standard for an emergency medical services response⁹. Our agency meets this objective **55** percent of the time. (2012=57%)
- f) 90% of our emergency medical services responses⁹ have a turnout time¹ of **175** seconds or less. (2012=169)

2. Response time¹⁰ for the arrival of the first arriving engine company¹² at a fire suppression incident¹⁵ (building or dwelling only)

- a) The National Fire Protection Association² defines **4** minutes as the performance standard. Our agency meets this objective **64** percent of the time. (2012=47%)

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2013 RCW 52.33 REPORT

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b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:

- For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **89** percent of the time. (2012=73%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 18 seconds** or less. (2012= 7 minutes 23 seconds)
- For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **100** percent of the time.
 - 90% of our response times¹⁰ for this objective are **5 minutes 56 seconds** or less.
*= only 4 incidents for this objective

3. Response time¹⁰ for the arrival of the first arriving engine company¹² to all other fires¹⁶

- a) The National Fire Protection Association² defines **4 minutes** as the performance standard. Our agency meets this objective **52** percent of the time. (2012=57%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
- For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **89** percent of the time. (2012=75%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 06 seconds** or less. (2012= 8 minutes 29 seconds)

(Continued on page 36)

Definitions

BLS

Reference NFPA 1710 3.3.36.2

ALS

Reference NFPA 1710 3.3.36.1

Emergency Medical Incident

The treatment of patients using basic first aid, CPR, BLS, ALS, and other medical procedures prior to the arrival at a hospital or other health care facility. Reference NFPA 1710 3.3.17. Note: Only NFIRS 321, 322, and 323 incident types.

Response Time (aka Travel Time)

Means the time immediately following the turnout time that begins when units are en route to the emergency incident and ends when the first arriving unit arrives at the scene. Reference NFPA 1710 3.3.53.7.

NFPA 1710

The standard for the organization and deployment of fire suppression, emergency medical operations, and special operations to the public by career fire departments.

Definitions

First Responder

A trained individual providing initial assessment and basic first-aid intervention, including cardiac pulmonary resuscitation and automatic external defibrillator capability. Reference NFPA 1710 3.3.24

Advanced Life Support Unit

Personnel and equipment capable of providing ALS care.

Fire Department

Reference Revised Code of Washington 52.33.020 (4)

2013 RCW 52.33 REPORT

(Continued from page 35)

- For **Zone 2**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **60 percent** of the time.
 - 90% of our response times¹⁰ for this objective are **7 minutes 56 seconds** or less.
- 4. **Response time¹⁰ for the arrival of the 4th firefighter at a fire suppression incident¹⁵ (building or dwelling only)**
 - a) The National Fire Protection Association² defines **4 minutes** as the performance standard. Our agency meets this objective **51 percent** of the time. (2012=42%)
 - b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **84 percent** of the time. (2012=53%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 13 seconds** or less. (2012= 6 minutes 28 seconds)
 - For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **100 percent** of the time.
 - 90% of our response times¹⁰ for this objective are **5 minutes 10 seconds** or less.
- 5. **Response time¹⁰ for the deployment of a full first alarm assignment¹⁷ at a fire suppression incident¹⁵ (building or dwelling only) In WPFR, a full first alarm assignment includes 3 engines, 1 ladder, 2 medic units, and 1 Battalion Chief.**

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2013 RCW 52.33 REPORT

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- a) The National Fire Protection Association² defines **8 minutes** as the performance standard. Our agency meets this objective **31** percent of the time. (2012=14%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - For **Zone 1**, our agency has defined **12 minutes** as the performance standard. Our agency meets this objective **82** percent of the time. (2012=55%, however, objective was **10** minutes)
 - 90% of our response times¹⁰ for this objective are **12 minutes 32 seconds** or less. (2012= 14 minutes 32 seconds)
 - For **Zone 2***, our agency has defined **12 minutes** as the performance standard. Our agency meets this objective **75** percent of the time.
 - 90% of our response times¹⁰ for this objective are **14 minutes 20 seconds** or less.
*= only 4 incidents for this objective

6. Response time¹⁰ for the arrival of a unit with first responder¹⁸ or higher level capability at an emergency medical incident⁹

- a) The National Fire Protection Association² defines **4 minutes** as the performance standard. Our agency meets this objective **56** percent of the time. (2012=60%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **84** percent of the time. (2012=87%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 58 seconds** or less. (2012= 7 minutes 59 seconds)
 - For **Zone 2**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **56** percent of the time.
 - 90% of our response times¹⁰ for this objective are **9 minutes 21 seconds** or less.

7. Response time¹⁰ for the arrival of an advanced life support unit¹⁹ at an emergency medical incident⁹, where this service is provided by the fire department²⁰.

- a) The National Fire Protection Association² defines **8 minutes** as the performance standard. Our agency

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2013 RCW 52.33 REPORT

(Continued from page 37)

meets this objective **90** percent of the time. (2012=91%)

b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:

- For **Zone 1**, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **81** percent of the time. (2012=76%)
 - 90% of our response times¹⁰ for this objective are **7 minutes 19 seconds** or less.
(2012= 9 minutes 33 seconds)
- For **Zone 2**, our agency has defined **8** minutes as the performance standard. Our agency meets this objective **85** percent of the time.
 - 90% of our response times¹⁰ for this objective are **8 minutes 31 seconds** or less.

Premises

1. We are only capturing the apparatus' times when that unit is responding and arriving priority.
2. We are only reporting on incidents that occur within our own jurisdiction.
3. Apparatus from neighboring agencies that respond into our jurisdiction Mutual Aid and Automatic Aid received apparatus will be measured.

Appendix 1: Geographic Zones

In 2013, West Pierce Fire & Rescue established that the service delivery shall be divided into two (2) zones as follows:

ZONE 1: Service **within** the legal boundaries of Pierce County Fire Protection District #3

ZONE 2: Contracted service **outside** the legal boundaries of Pierce County Fire Protection District #3
(i.e. Steilacoom)

2013 RCW 52.33 REPORT

2013 RCW 52.33 Annual Report Summary

For 2013, we have established two geographic zones for service delivery. Zone 1 represents all areas within the legal boundaries of the fire district. Zone 2 represents areas service delivery areas outside the legal boundaries, namely Steilacoom.

Intuitively, the consequences for not achieving our time objectives 90% of the time are delayed total response times, which in turn delay intervention actions for the protection of life and property. The deficiencies (<90%), explanations, and steps for improvement are as follows:

1.b. Turnout Time for fire suppression and special operations response: 43% achievement

- This is an improvement compared to 2012 (34%). We continue to address the importance of speeding up crew pre-departure preparations while paying particular attention to safety practices.
- WPFR maintains crew safety guidelines which require all personnel to don complete Personal Protective Equipment (PPE) prior to the apparatus' departure from the station.
- Calculation of turnout time requires dispatch to document either by radio or mobile data computer (MDC) message, that the unit is enroute. We know that multiple units responding to the incident at the same time can create situations where the enroute messages can be missed, resulting in erroneous turnout times.

1.e. Turnout Time for emergency medical services response: 55% achievement

- Although slightly lower than 2012 (57%) this is statistically insignificant. WPFR continues to monitor this metric and company officers are encouraged to achieve turnout time improvements in the future.

2.b. Response Time for the arrival of the first arriving engine company at a fire suppression incident (building or dwelling only)

Zone 1=89% achievement

- Although just slightly less than 90%, this is a significant improvement compared to 2012 (73%). Travel times can be impacted by road construction, railroad traffic, hazardous weather/conditions, and general traffic congestion. Safety is our primary goal. It is not our intent to encourage faster travel times which

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2013 RCW 52.33 Annual Report Summary

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could place crews and the public at even greater risk for collisions.

Zone 2=100% achievement

- This is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2. This achievement is significant given that there were only 4 incidents of this type in this zone for all of 2013. We achieved our objective on all four incidents.

3.b. Response Time for the arrival of the first engine company to all fires, other than building/dwelling fires

Zone 1=89% achievement

This is a significant improvement compared to 2012 (75%). Travel times can be impacted by road construction, railroad traffic, hazardous weather/conditions, and general traffic congestion. Safety is our primary goal. It is not our intent to encourage faster travel times which could place crews and the public at even greater risk for collisions.

Zone 2=60% achievement

This is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2.

4.b. Response time for the arrival of the 4th firefighter at a fire suppression incident (building or dwelling only)

Zone 1=84% achievement

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2013 RCW 52.33 Annual Report Summary

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- Although less than 90%, this is a significant improvement compared to 2012 (53%).
- For this metric, the arrival of any additional unit fulfills the 4th firefighter requirement.
- Travel times can be impacted by road construction, railroad traffic, hazardous weather/conditions, and general traffic congestion. Safety is our primary goal. It is not our intent to encourage faster travel times which could place crews and the public at even greater risk for collisions.

Zone 2=100 % achievement

- This is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2. This achievement is significant given that there were only 4 incidents of this type in this zone for all of 2013. We achieved our objective on all four incidents.

5.b. Response Time for the deployment of a full first alarm assignment* at building/dwelling fires *3 engines, 1 ladder, 2 medic units, and 1 Battalion Chief

Zone 1=82% achievement

- For 2013, our objective was changed from 10 minutes to 12 minutes Compared to 2012, 2013's achievement of 82% vs. 55% appears significant; however, is not a true comparison due to the different time objectives.
- Call volumes and frequency of back to back alarms remain steady. We are also increasing our medic unit transports, frequently to downtown hospitals. As a result, response units may be deployed on other alarms or out of their first-due areas. This in turn will require units from other response zones/agencies to be dispatched, increasing response times. Safety is our primary goal. It is not our intent to encourage faster

(Continued on page 42)

2013 RCW 52.33 REPORT

2013 RCW 52.33 Annual Report Summary

(Continued from page 41)

travel times which could place crews and the public at even greater risk for collisions.

Zone 2=75% achievement

- Although less than 90%, this is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2. This achievement is significant given that there were only 4 incidents of this type in this zone for all of 2013. We achieved our objective on three of the four incidents

6.b. Response Time for the arrival of a unit with first responder or higher level capability at an emergency medical incident

Zone 1=84% achievement

- This is a slight performance reduction compared to 2012 (87%).
- Call volumes and frequency of back to back alarms remain steady. We are also increasing our medic unit transports, frequently to downtown hospitals. As a result, response units may be deployed on other alarms or out of their first-due areas. This in turn will require units from other response zones/agencies to be dispatched, increasing response times. Safety is our primary goal. It is not our intent to encourage faster travel times which could place crews and the public at even greater risk for collisions.

Zone 2=56% achievement

- Although less than 90%, this is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2.

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2013 RCW 52.33 Annual Report Summary

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7.b. Response Time for the arrival of an advanced life support at an emergency medical incident, where this service is provided by the fire department

Zone 1=81% achievement

- This is a slight improvement compared to 2012 (76%)
- Call volumes and frequency of back to back alarms remain steady. We are also increasing our medic unit transports, frequently to downtown hospitals. As a result, response units may be deployed on other alarms or out of their first-due areas. This in turn will require units from other response zones/agencies to be dispatched, increasing response times. Safety is our primary goal. It is not our intent to encourage faster travel times which could place crews and the public at even greater risk for collisions.
- In 2013, we initiated an additional Peak Activity Medic Unit in which operates weekdays from 8am -6pm. This has helped balance the workload of our expanded transport program. We will continue to monitor our hospital transports and the deployment of our medic units.

Zone 2=85% achievement

Although less than 90%, this is our first year of measuring this metric for Zone 2. We will continue to monitor and assess the appropriateness of our performance objective for Zone 2.

