



Headquarters Station 31
3631 Drexler Drive West
University Place, WA 98466
(253) 564.1623 phone
(253) 564.1629 fax

2014 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.

Respond Efficiently · Execute Flawlessly · BE NICE!

2014 Fire Commissioners

Bart Dalton

John Clancy

Grant Erb

Dan Rankin

John Sheeran

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Letter From the Chief,

This past year was exciting for West Pierce Fire & Rescue. After several extremely difficult years of economic decline, we began to see signs of recovery in 2014. During the five previous years we strategically decreased our workforce in response to the recession. In 2014, we hired six new firefighters to replace those who retired. This was the first group of recruit firefighters to be hired since merging the Lakewood and University Place Fire Departments into West Pierce Fire & Rescue.

Full economic recovery will not happen quickly, and the impacts of the recession will linger for many years. Fortunately, West Pierce Fire & Rescue has been able to reduce operational costs during the recession, without any loss of core services to the community. West Pierce Fire & Rescue made aggressive budget cuts early in the economic downturn, therefore we were well positioned going into 2014. This allowed us the opportunity to maintain staffing levels at status quo, rather than make further staffing reductions.

Over the past several years, we have been very conscious of reducing costs without jeopardizing public safety or reducing the level of service the community has come to expect; however, this has not been easy. Merging the two fire departments allowed us to create a much more efficient department. However, the merger alone was not enough. It has taken a lot of creative thinking, a willingness to consider new ways of doing business and strong support from all of our employees. All of this hard work paid off in 2014. West Pierce Fire & Rescue was re-evaluated by the Washington State Surveying and Rating Bureau and we retained our Fire Protection Class 3 Rating.

Maintaining our protection class rating is something we are very proud of. Due to the declining economy, many departments have made service cuts that negatively affected their protection class rating. In West Pierce Fire & Rescue we were able to drastically reduce costs, yet maintain our protection class rating. This places our department in a very small group of high performing departments. There are more than 600 fire departments in the state, and only 35 have a Class 3 rating. Seattle, Bellevue and South King Fire & Rescue are the only Class 2 fire departments and there are none with a Class 1 rating.

West Pierce Fire & Rescue is very proud of the services we provide to the citizens of Lakewood, University Place and Steilacoom. West Pierce employees remain committed to compassionately delivering the high quality services you deserve and have come to expect from your fire department. We look forward to 2015 and the opportunity to strengthen and build upon our valued community partnership. Every member of West Pierce Fire & Rescue is looking forward to earning your continued support.

Jim Sharp, Fire Chief



OPERATIONS



Programs

Rescue Technician

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

Marine Operations

WPFR has three boats as part of our Marine Operations. The Fireboat Endeavor is housed at the Narrows Marina and used for Puget Sound responses. Marine 23 is housed on American Lake and used for emergencies on the lake and Silcox Island. Marine 22 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

WPFR has 15 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 & Rescue, Graham Fire & Rescue, Gig Harbor Fire & Medic One, and East Pierce Fire & Rescue.

Program/Number of Assigned Personnel

Firefighters
133

**Technical Rescue
Technicians**
31

Rescue Diver
20

Rescue Swimmer
26

Marine Pilots
19

Hazmat Technicians
15

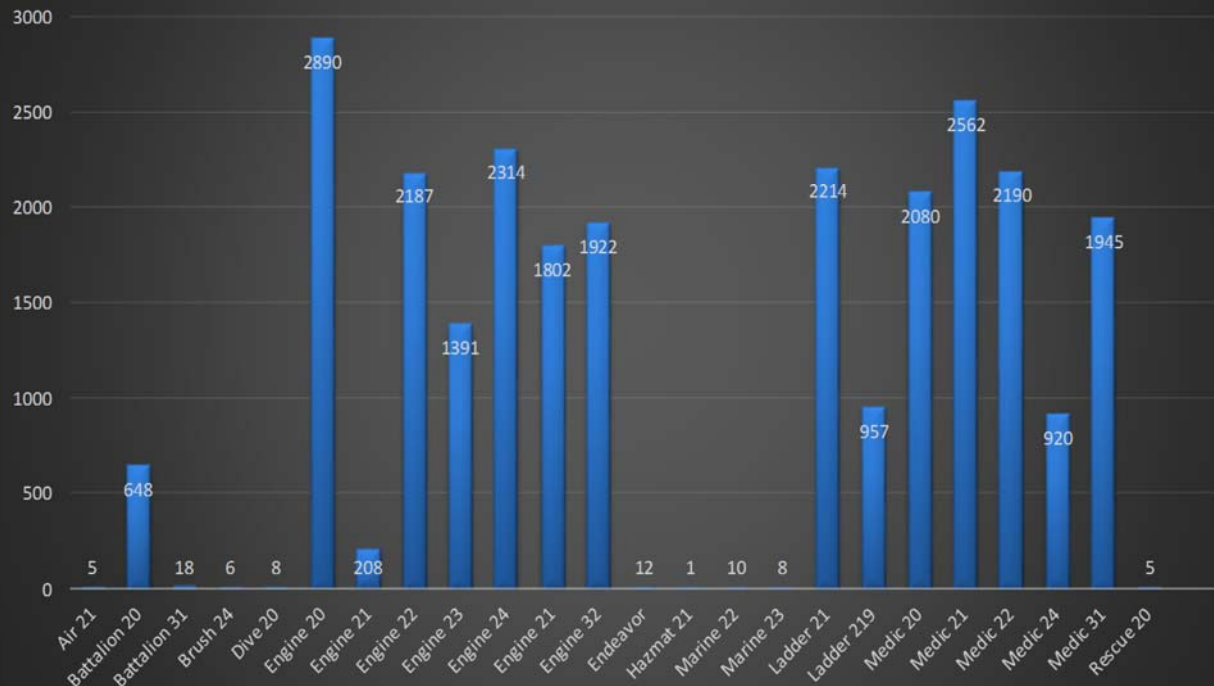
911



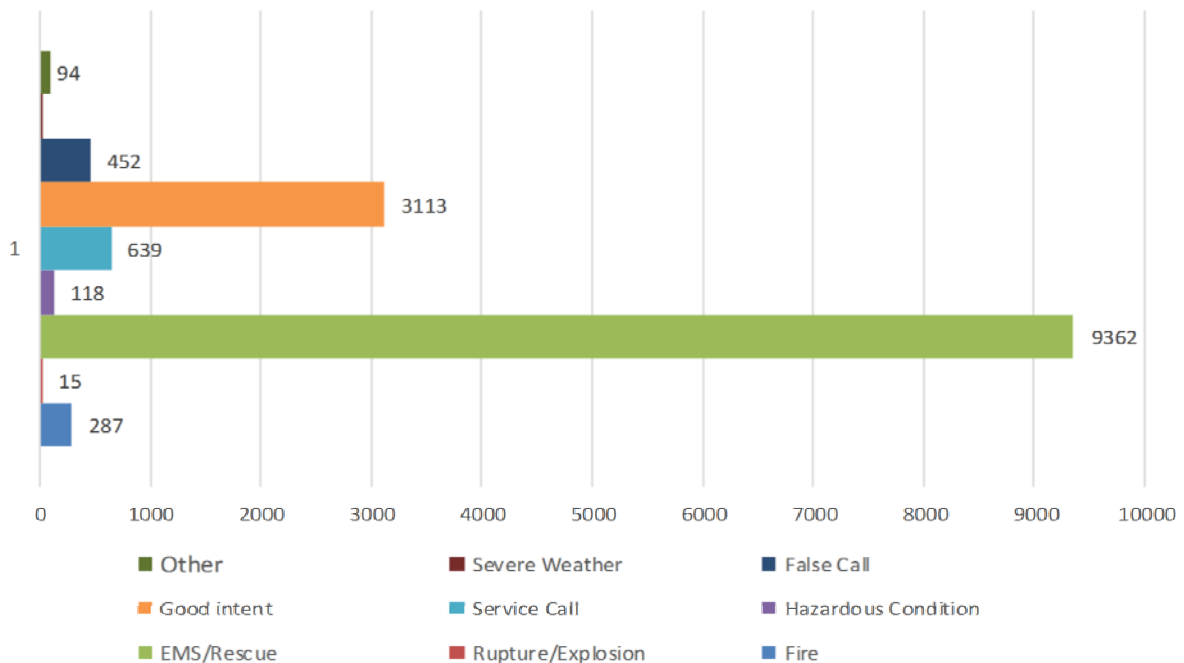


OPERATIONS

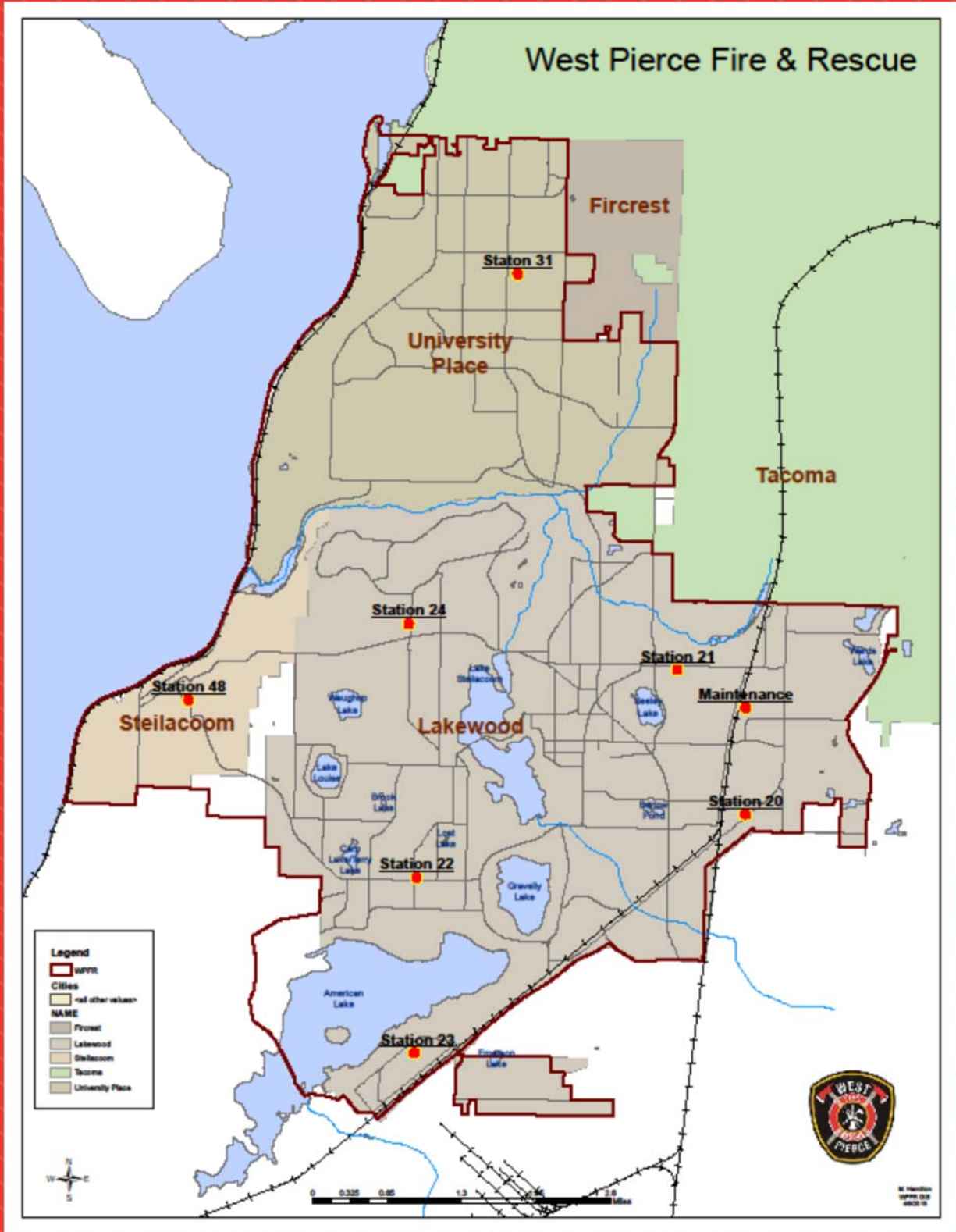
2014 Responses Per Apparatus



2014 Total Responses



WPFR JURDISTICTION





WPFR STATIONS

STATION 20

**Location:**

10928 Pacific Hwy SW
Lakewood, WA 98499

Apparatus:

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

STATION 21

**Location:**

5000 Steilacoom Blvd.
Lakewood, WA 98498

Apparatus:

Ladder 21
Air & Light 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



WPFR STATIONS

HEADQUARTERS-STATION 31

**Location:**

3631 Drexler Dr. West
University Place, WA 98466

Apparatus:

Battalion 31
Engine 31
Medic 31
Fireboat Endeavor

STATION 24

**Location:**

8310 87th Ave
Lakewood, WA 98498

Apparatus:

Engine 24
Bush 24
Medic 24

STATION 32—Closed August 2014

**Location:**

7409 40th St, W
University Place, WA 98466

Apparatus:

Engine 32 (moved to Station 31 August 2014)



FACILITIES MAINTENANCE DIVISION

The Facilities Maintenance Division consists of a Facilities Manager and three Facilities Maintenance Technicians. These dedicated personnel are responsible for custodial work, along with general repair and maintenance of all district facilities, grounds and related equipment. The division workload is broad and varied. All work is performed by division technicians with the exception of some contract services and maintenance requiring a special license, certification, or skill set.

Located in Lakewood, the Facility Maintenance works out of a 4,000 square foot shop, with two offices and sufficient space for storage of supplies, parts, tools, and maintenance equipment. The division is outfitted with two flatbed dump trucks, a yard maintenance trailer, two tool-equipped service trucks, a scissor-lift with trailer, and a canopy covered pick-up truck.

Services provided in 2014:

- Weekly custodial service for the West Pierce District Headquarters in University Place
- Weekly custodial service for Station 20 in Lakewood
- Grounds maintenance at all district facilities
- Prompt response to over 400 facility maintenance work orders

Projects 2014:

- Successful closing of Station 32
- Asphalt repair at Station 24
- Crucial structural repairs at Fire Comm
- Remodel project at Station 31 headquarters, that consisted of two new offices and converting the vacated police holding cells into staff conference room

Additionally, the division led a team of four enthusiastic summer-hire students from the Bates Technical College Fire Service Program to service just shy of 900 fire hydrants and paint over 350 of those hydrants. This was our second year overseeing this month-long summer project, developed to meet the service and maintenance requirements for the over 4,000 hydrants located throughout the city of Lakewood.



Facility Highlights

101,675 sq. ft.

Combined square footage of district facilities

8.75 acres

Combined exterior space maintained, grass, landscape beds, paved areas



EMERGENCY MEDICAL SERVICES EMS

West Pierce Fire & Rescue's EMS group has decreased from 59 Paramedics and 100 Emergency Medical Technicians (EMTs) in 2011, to 54 Paramedics and 96 EMTs at the end of 2014. This reduction was caused due to attrition through retirements and positions not being refilled due to budgetary cuts.

EMTs are required to receive 165 hours of initial training/testing, upon certification, they enter an OTE (Ongoing Training and Evaluation) program that requires quarterly continued education over a three year recertification period. EMTs who wish to receive their paramedic certification, need to attend an additional 2000 hours of college level instruction in advanced emergency medicine. Upon completion, they will take several examinations to become paramedic certified. They will also perform OTE in order to recertify every three years.

WPFR provides continuing medical education (OTE) in a variety of ways. In addition to classroom and hands on activities, the department subscribes to two online EMS training programs, allowing our EMTs and paramedics to take online 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 a 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 management training requirements. This pilot program

has shown to increase our paramedics overall proficiency in field airway management. EMS personnel have the opportunity to attend either local or regional EMS classes or conferences. Another educational/quality assurance opportunity is the department's monthly "Base Station," where EMS personnel have a chance to meet with WPFR's Physician Advisor and receive a focused medical lecture. EMS incidents and reports are also critiqued during this monthly meeting.

The WPFR EMS Subscriber Program continues to provide residents of the District with a return on their EMS tax dollars. The program mandates that if a WPFR resident is transported by one of our Medic Units, only the patient's insurance provider will be billed for services. When a patient is a nonresident, their insurance provider is billed first, and subsequently the patient is billed for any amount not covered by insurance. In 2014, this subscriber program saved WPFR residents nearly \$500,000.

Since the expansion of the WPFR transport program in 2011, our yearly EMS transports have continued to climb. EMS transports in 2011 were 3766, while in 2014 they totaled 5641, equating to an increase of nearly 50% in annual transports. Data shows these increased transports are predominantly for our own citizens and therefore this program change has increased service to those we serve.

(continued on next page)



EMERGENCY MEDICAL SERVICES EMS

A few of the major EMS projects in 2014: Continued implementation of our new electronic Emergency Medical Incident Report (EMIR) program. It is a requirement under the Affordable Care Act (ACA) that we have an electronic reporting system that documents patient information. In 2013, we launched our new I-Pad based EMIR program.

Continued training and hardware/software issues, associated with this new reporting program, required significant time and effort during the first half of 2014. Time was also spent understanding the expectations of the ACA and what future effects it may have on fire based EMS.

Our two new medic units arrived in December of 2014, and after some final outfitting and the training of our personnel, they were placed into service in January 2015.

Toward the end of 2014 Ebola became an issue. Even though there was never an actual Ebola case within Pierce County, this issue still required extensive county wide planning and preparation.

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.





TRAINING

The West Pierce Fire & Rescue Training Division is responsible for scheduling, tracking, and coordinating training for all employees. Their goal is to provide knowledge, skills, and abilities needed to perform all required 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.

With the merger in 2011, the Training Division was tasked with providing training to over two hundred employees. To be more efficient, and limit the need for out sourcing, a new computer based (CBT) program called Target Solutions was implemented. This program allows personnel to complete assigned training from any computer, and works well for subjects normally taught in the classroom setting. A Target Solutions Enterprise site was subsequently set up between WPFR and the other Pierce County Fire agencies who use this same program. These agencies include, Central Pierce Fire & Rescue, East Pierce Fire & Rescue, South Pierce Fire & Rescue, Graham Fire & Rescue, Eatonville, DuPont and Key Peninsula Fire. Through this Enterprise site, several classes have been developed and shared among these various agencies during the past few years.

A few examples of classes:

- 16 hour Hazmat Operations continued education (CE) course
- lessons learned courses (post incident)
- Self Contained Breathing Apparatus (SCBA) air management course.

West Pierce and other county Fire agencies are developing a Hazardous Materials Technician continuing education program. The ability to share these training courses will promote efficiency, and reduce duplication of efforts by individual agencies.

Since the merger, all suppression personnel have attained IFSAC Firefighter II certification. Since our firefighters have achieved this certification, the required continuing education hours, are reduced from 180 to 120 hours annually.

WPFR trained specialty teams, who address incidents involving hazardous materials, special operations (includes structural collapse, confined space rescue, high/low angle rope rescue, trench rescue), and marine operations (Pilots and Divers). During 2014, all of these teams either required initial or additional focused training.

With the delivery of the WPFR fire boat Endeavor, in



TRAINING

December of 2012, an 80 hour Marine Pilot Qualification Course was designed by the Training Division. This program has been viewed by other agencies as so complete, that requests have been received for the programs outline. The Endeavor was officially put into service in May of 2013 and resides in a boathouse at Narrows Marina. In 2014, WPFR developed and started implementing a small boats operator's course, which covers the Department's boats normally assigned to our lakes. Also in 2014, ongoing Endeavor pilot and dive training was conducted, being partially funded through a U.S. Port Security Grant.

Other important training events of 2014, included the first recruit training academy in four years. Six new WPFR firefighters participated in eight weeks of training before moving on to their assigned shifts for the completion of their training and probation. The first WPFR Leadership Summit was conducted during the fall, with Chief Sharp outlining effective leadership principals and expectations. Ongoing Blue Card Incident Commander program training remained an area of focus, with WPFR continuing to certify senior firefighters who are eligible to act as company officers. A weeklong PADI Rescue Swimmer class was offered to agencies statewide, and was conducted by Department personnel utilizing local pools and American Lake during the month of May. Training is looking forward to another busy and productive year in 2015.





FLEET MAINTENANCE

The Fleet Maintenance Division consists of a Fleet Manager and three Mechanics who operate out of a facility located in the City of Lakewood. The facility has a fully equipped machine shop with welding capability, 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 in-ground hoists, capable of lifting an engine or ladder truck with ease. An above ground 15,000 lb. hoist allows medic units and staff vehicles to be lifted safely. Also, in addition to these fixed hoists, there are six portable column lifts having the lifting capacity of 108,000 lbs., which allow for the lifting of vehicles anywhere either inside or outside the facility.

All vehicles within the West Pierce fleet are annually run through a 75-point safety inspection. In addition, routine maintenance checks are performed either quarterly or semiannually based upon the individual equipment's use. Emission and pump tests are conducted annually for all appropriate vehicles. Routine and emergent repairs are performed on over 70 WPFR vehicles, vessels, and trailers. Additionally, 70+ contracted fire service vehicles and equipment are maintained which means the fleet maintenance shop is always busy. The contracted vehicle and equipment services are performed for the Brown's Point Fire Department, Tacoma Fire Department and occasionally for vehicle manufacturers. Tacoma Fire Department Engine Company pump testing is performed under a service contract established in 2011. Other responsibilities include the engine maintenance and repair services for seven facility generators, two "breathing air" compressors, and all small power tools; chainsaws, portable ventilation fans, extrication tools, and portable generators.

2014 completed projects:

- Finishing the specifications and ordering of two new Medic Units – which were delivered to the Department in December of 2014
- The repowering of our American Lake fire boat which required refabricating the vessel to accept outboard engines and the subsequent ordering of two new outboards. This project was completed by late summer and the vessel's performance has improved tremendously.
- The installation of the South Sound 911 mobile radios in all vehicles, the summer. These new radios allow for better communication during operations, and allow for easy interoperability with fire departments and police agencies throughout Pierce County

Needless to say, this was another busy and productive year for the Fleet Maintenance Division. As always, the goal in 2015 is to continue providing high quality service to both West Pierce Fire & Rescue and its contracted agencies.



Left to right:

Steve Hodge, Mike Shuster, Chris Mitchell, Caleb Fitts



DISASTER PREPAREDNESS



Highlights for Emergency Preparedness and Community Emergency Response Team CERT Program

- Published 3 newsletters for the 400 CERT members that have been trained since 2009
- 4 Quarterly trainings that covered Utility Safety, SR 530 Slide, Light Search & Rescue and Triage Review
- Participated in the national Formidable Footprint tabletop exercise on pandemics
- Held a joint CERT drill with Tacoma CERT at Western State
- Collaborated with YMCA and held Disaster Preparedness day in conjunction with their Healthy Kids Day
- CERT members participated in public events including Duck Parade, WPFR Open House, SummerFest, Fall Safety day and Disaster Preparedness Day, Safety Pumpkin Patch
- Hosted a CERT Appreciation BBQ to thank our volunteers for their continued support
- CERT members attended a 2 day state-wide CERT Expo at South Seattle College
- Maintained our CERT Website and Facebook page
- Held 10 Team Leader meetings
- Colleen Adler retired and Rachel Adler took over the Emergency Preparedness Coordinator
- CERT Team leaders participated in the Great ShakeOut 2014
- Collaborated with Tyee Park Elementary to host a Spanish Emergency Preparedness class
- 5 CERT Instructors took the CERT Train-the-Trainer Course





DISASTER PREPAREDNESS

Volunteer Tracking Report 2014

WEST PIERCE FIRE & RESCUE CERT PROGRAM

Volunteers Recruited	27
Training Hours Included: All events where CERTs participated in training. This includes the basic CERT class or advanced training opportunities.	1001
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.)	60.20
Response Hours Included: Any event where CERTs were called to "deploy". These are events when WPFR needs CERTs to use their skills in real life events (e.g. a large disaster, a LFD training burn, large event where crowd control is necessary, etc.)	0.00
Victim Hours Includes hours when CERT members or non CERT members play a victim in any of our CERT drills.	149.00
Meeting Hours Includes CERT Advisor meetings and any meeting to share ideas and direction.	66.80
Total Volunteer Hours:	1277.00

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.

Contact Information
Disaster Preparedness
Coordinator
Rachel Adler
253.564.1623





FIRE PREVENTION



Education Programs

Preschool Program - 38 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 - 1 class was taught this year to 25 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 316 classrooms this year. We were in 19 of the 20 elementary schools and taught a variety of lessons to the different grade levels.

Kindergarten - 68 fire safety presentations
 1st Grade - 59 fire safety presentations
 2nd Grade - 57 fire safety presentations
 3rd Grade - 55 disaster preparedness presentations
 4th Grade - 48 wheeled sports safety presentations
 5th Grade - 29 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 575 students. This is a six 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. Families were asked to fill out an entry form, sign it and return it to the school. Classrooms with 100% of the entry forms received, won an ice cream party with fire fighters. Twenty classrooms throughout Lakewood and University Place won parties. We also drew six names from the hundreds of entries received to win rides to school on the fire engine. Fire Prevention Week could not be accomplished successfully without the support of suppression personnel.

Safety Zone Newsletter - This newsletter is a joint effort with local fire departments to put out age appropriate safety information for grades K-6. It is available on our website for teachers and the community to access.

Car Seat Inspections - We conducted 77 car seat checks by appointment throughout the year. 30 additional seats were checked at our Fall Safety Day event.

Water Safety - We conducted six water safety presentations throughout the year. We also fit 62 life jackets.





FIRE PREVENTION



Education Programs, Activities and more

Safety Presentations - Over 20 presentations on various safety topics were conducted.

Helmet Fittings - Approximately 415 helmets were fit at our events this year.

First Aid and CPR - 18 First Aid and CPR classes were taught this year. We offer these classes to community members on a monthly basis at our headquarters in University Place, and a couple of free classes to Headstart families and other organizations.

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

Station Tours - Firefighters hosted 30 station tours for various scout troops and community organizations throughout the year.

Event Appearances - Throughout the year we are requested at many local events. In 2014, firefighters attended 52 community events not including the large events we are partners in coordinating, like National Night Out (NNO). We visited over 80 community/neighborhood parties during 2014's National Night Out.

Senior Project

Twelve seniors from Curtis and Lakes 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 received a Washington State Association Fire Marshals (WSAFM) Grant this year allowing us to hire a project coordinator, purchase education materials, and smoke detectors. We provide education and installed approximately 1,400 smoke alarms in over 400 homes throughout the cities of Lakewood and University Place this past year.

Organization Affiliation

Safe Kids Pierce County,
Washington Public Fire
Educators, Pierce County Public
Information Officer 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,
Lakewood YMCA, National
Association of Fire
Investigators (NAFI)





FIRE PREVENTION

Community Event Participation 2014:

- **Read Across America** (March) - We read to nearly 1,000 children in nine schools
- **Disaster Preparedness Day** (April) - 100 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) - 85 community parties
- **University Place SunFest** (August) - 2,000 attendees
- **Caring For Kids** (August) - Donated 100 helmets
- **9/11 Reflection Park** (September) - 50 attendees
- **Fall Safety Day** (October) - 2,000 attendees
- **Career Fair at Clover Park Technical College** (May) - 100 attendees
- **Washington Safety Summit** (March) - 100 attendees

Facts about Prevention:

Media

33 press releases, many of which were covered by the major news outlets.

West Pierce Website

53 website postings

Social Media

Facebook—70 posts, 619 followers. Facebook fans: 1,730, an increase of 65% over 2013.

Twitter— 211 interactions, (96 tweets, 45 retweets, 70 messages linked from Facebook). Twitter followers: 1,038, an increase of 113% over 2013.

Training

Washington Public Fire Educators (WPFE) Mini-conference, Child Passenger Safety Technician, National Fire Academy, Social Marketing Training, Fire Code Update classes, Washington Safety Summit, CPR Instructor Trainer Plan Review, Fire Investigation (IAAI & NAFI), PIO Public Information Officer and Fire Prevention Institute

ICS Drills

We participated in 3 large scale drills this year including: Active Shooter, Earthquake and a large scale incident command drill in Okanogan County.



911





FIRE PREVENTION

Fire Prevention and Code Enforcement Activities

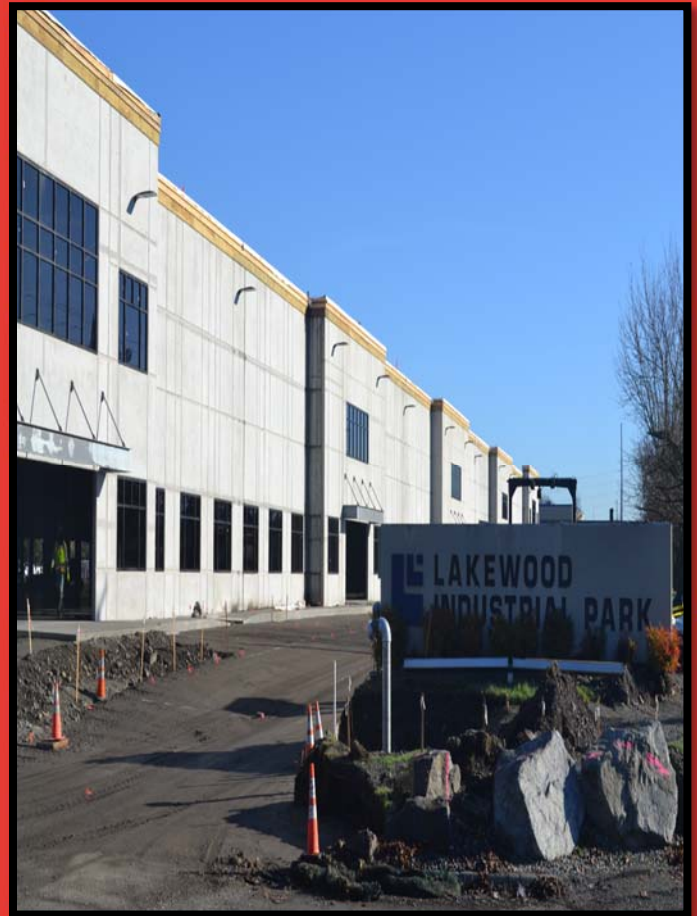
Code Meetings – 18 meetings were attended by prevention personnel. These joint meetings include members of the City's Building Department, Police Department and Code Enforcement to discuss problem properties.

Building Meetings - 40 meetings were conducted with personnel from the building department to discuss development within the City.

Pre-Application and Technical Review Committees - 49 meetings were attended in Lakewood and University Place, to educate future business owners on the City requirements prior to opening a new business. Members of the Building Department, Water District, Fire Department, Planning Division and Public Works participate in these meetings.

Plan Reviews - 397 total plan reviews were conducted. The plans reviewed include 162 fire protection systems, 195 construction plans and 40 pre-application reviews.

Fire Investigations - 50 Fires occurred in 2014 which required an investigation by the Prevention Division.



Fire Inspection Numbers Total Inspection 1,851

International Fire Code Permits	120
Annual Inspections (other)	83
Construction Inspections	121
Prevention Division Re-inspections	59
Fire Protection Systems	190
School Inspections	24
Daycare Inspections	1
Other Inspections	39
Business Inspections	1,214





EMERGENCY MANAGEMENT

2014 was a year of developing new and nurturing relationships. Our goal is to facilitate ongoing relationships with a whole community approach to emergency management. It began with a letter from West Pierce Fire & Rescue and the City of Lakewood to local vendors and agencies, asking for partnership in preparing for extreme emergencies or disasters. Many responded willingly, offering assistance and access to skillsets and resources, which helps expedite response to our community's needs during a disaster.

Lead by WPFR, the Lakewood Emergency Management Committee consists of representatives from St. Clare Hospital, Western State hospital, Clover Park Technical College, Pierce College, local utility companies, transit agencies, Public Health and the Clover Park School District. This group focused on emergency response plan coordination, collaborative training and exercises. Inter-agency communication was emphasized. Additionally, agency assets were discussed to enable future resource sharing, should the need arise. These discussions set the stage for "de-conflicting" assumptions, expectations and requests made during a disaster.

Chief Officers participated in a day-long Senior Officials Workshop over the summer, emphasizing whole-community emergency planning and response. This was a collaborative training hosted jointly by WPFR, the City of Lakewood and the City of Tacoma Fire Department. The event was

held on the Clover Park Technical College campus. The forum discussed strategic, executive level issues relating to all hazard disaster preparedness. This allowed agencies to share proven and best practices, to encourage and enable coordination among local officials responsible for emergency response and recovery. Fifty five senior level officials from multiple agencies and organizations

worked through lectures, discussions and interactive exercises.



Each

module focused on a key element of disaster preparedness, including Culture of Preparedness, Integrated Partnerships, Organizing for Success, Crisis Communications and more.

Chief Officers also participated with Pierce County in an Integrated Emergency Management course. This brought together leaders and staff who may have a role in planning and/or emergency response for the June 2015 U.S. Open. This training featured a combined full and functional exercise providing opportunities to meet face-to-face with local emergency management personnel, and other agencies and organizations that don't regularly work together in their daily operations.



EMERGENCY MANAGEMENT

The Mitigation Plan allows WPFR to apply for Mitigation Grants after a Public Assistance Disaster Declaration has been made for Washington State. Mitigation planning also assists with building our Hazard Identification and Vulnerability Analysis (HIVA). An update of the WPFR Mitigation Plan has been sent to FEMA for review and will be included in the 2015 update of the Pierce County Mitigation plan as an annex.

The annual National Incident Management System (NIMS) status report was filed with the State in September as part of WPFR requirements to apply for and receive federally funded grants.

ShakeOut 2014 on Oct. 16th was a workshop and functional exercise. This allowed for the Department Operations Center (DOC) staff, an opportunity to experience a DOC Incident Command position in a less stressful environment. This gave staff a chance to review and complete ICS forms, ask questions of mentors and colleagues and move through the Incident Action Planning (IAP) process. A simulation cell fed injects into the DOC to keep the exercise moving forward with simulated real life disaster situations and incidents. New tools in the training room provided increased knowledge of situational status and visualization progression of the event response. An after-action survey was completed following the exercise. The majority of responses targeted additional DOC position-specific training. Additional supplies and forms were also identified as needs. These AAR items will be addressed in 2015.

Through contract services, West Pierce Fire &

Rescue Emergency Management provides emergency management coordination for the City of Lakewood. Additionally, WPFR offers and delivers emergency preparedness activities for citizens of the Lakewood community as well as City employees. This past year, the main goals for emergency management were to update the City's Comprehensive Emergency Plan, Mitigation Plan and the Employee Disaster Handbook. A major accomplishment was the move of the Emergency Coordination Center (ECC) from City Hall to the Training Room at the Lakewood Police Department. This new ECC location was utilized for the first time during the "ShakeOut 2014" exercise with great success.

We are often asked if we, as a community, are prepared to deal with a major disaster. The answer is always the same: It takes all of us, citizens, businesses, agencies, departments, hospitals, schools and colleges – doing our part and collaborating together to build an effective and efficient community response, which leads to, resilience and the ability to recover from a catastrophic event. As you can see in this report, we at WPFR continue to strive toward and support "whole-community" preparedness, response, recovery and mitigation.





FIRE COMMUNICATIONS

Fire Communications (Fire Comm) serves as a dedicated Fire and EMS dispatch center for 13 fire agencies, Pierce County DEM and the Pierce County Fire Marshal's Office. Fire Comm dispatch staff are made up of four dispatch supervisors and sixteen dispatchers, who work on a 24 hour four shift schedule.

In 2014 Dispatchers handled 107,468 phone calls, resulting in 49,267 CAD entries. Both numbers represent an increase from 2013 volumes, specifically 3.14% increase for phone calls and 10.1% increase for CAD entries.

The incidents entered by dispatchers included 33,761 (68.5%) medical calls, 8,760 (17.8%) Fire/Non-EMS calls and 4,701 (9.5%) incidents handled by Fire Comm with no unit responses.

The top five medical related incidents were; Chest Pain (12.9%), Sick Person (11.4%), Falls (10.9%), Breathing Problems (10.9%), and Unconscious/Fainting (10.2%).

Fire and Non-EMS top five incidents were; Alarms (34.5%), Citizen Assist/Service call (15.3%), Other than Structure (11.1%), Burn Complaint (11.1%), and Structure Fire (6.3%).

Projects

West Pierce Dispatch personnel have had significant involvement in the development of South Sound 911. Committee participation and development include:

- South Sound Policy meetings
- South Sound Operations meetings
- Radio Systems Coordination Group (RSCG)
- PSAP Managers Group
- CAD and GIS development,
- Fire Service Committee Working Group
- Unit and Station Numbering Committee
- VHF Overlay Committee
- EMD Guidance Committee
- MDC Pilot Program and MDC Workstation.

In addition, Dispatch personnel have worked on USGA Planning (Communication & Operations) and with the Central Pierce Fire & Rescue Transitional Workgroups.





FINANCE

LEVY REVENUE

The District’s projected overall levy revenue in 2014 is only slightly higher than it was in 2011.



COST TO TAXPAYERS

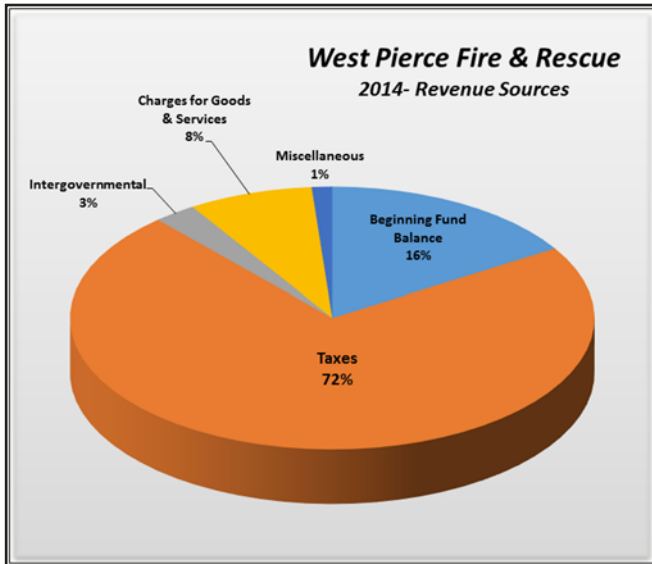
A 2.61% increase was projected for 2014 on a home valued at \$216,890 in 2011.

(The 2011 cost is based on a Lakewood resident).





FINANCE



Total Revenue 2014 = \$7,451,692,752

Intergovernmental:

This budget area accounts for grant fund revenue from all outside sources.

Charges for Goods & Services:

Sales of merchandise, fire protection services, and transport fees.

Miscellaneous:

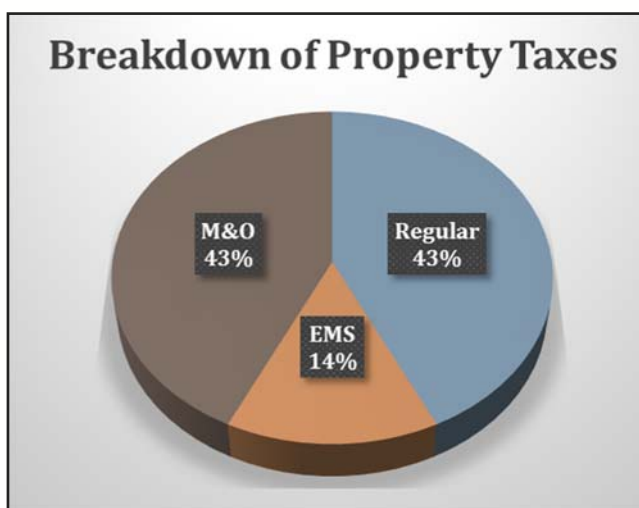
Interest income, space and facility leases and boathouse expenses

Beginning Fund Balance:

The funds are the ending fund balance from the prior year and represent 20% of the prior years' operating budget. The 20% requirement is defined in Board Policy.

Taxes:

Prior year taxes, regular levy, EMS levy, M&O levy and New Construction & Improvements



- WPFR Received a clean audit review from the Washington State Auditor's Office
- WPFR has services a population of 96,325

Levy Rates

Regular \$1.50

EMS \$0.50

M&O \$1.5196



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: 2014 RCW 52.33 Report
DATE: February 3, 2015

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.

For your review I have included the 2014 data and a report summary. These reports are valuable tools, helping us assess and improve our service delivery. If you have specific questions or would like additional information please feel free to contact me.

Respond Efficiently • Execute Flawlessly • BE NICE!

**West Pierce Fire & Rescue
2014 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 **39** percent of the time. (2013=34%)
- 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 **53** percent of the time. (2013=43%)
- c) 90% of our fire¹⁵ and special operation⁵ responses have a turnout time¹ of **178** seconds or less. (2013=204 seconds)
- 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 **23** percent of the time. (2013=17%)
- e) Our agency has defined **110** seconds as the turnout time¹ performance standard for an emergency medical services response⁹. Our agency meets this objective **66** percent of the time. (2013=55%)
- f) 90% of our emergency medical services responses⁹ have a turnout time¹ of **157** seconds or less. (2013=175 seconds)

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 **57** percent of the time. (2013=64%)
 - b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **89** percent of the time. (2013=89%)
 - § 90% of our response times¹⁰ for this objective are **6 minutes 09 seconds** or less. (2013=6 minutes 18 seconds)
 - o 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 36 seconds** or less. (2013=5 minutes 56 seconds)
- *= only 1 incident 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 **55** percent of the time. (2013=52%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **76** percent of the time. (2013=89%)
 - § 90% of our response times¹⁰ for this objective are **7 minutes 27 seconds** or less.
(2013=6 minutes 06 seconds)
 - o For **Zone 2***, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **33** percent of the time. (2013=60%)
 - § 90% of our response times¹⁰ for this objective are **7 minutes 29 seconds** or less.
(2013=7 minutes 56 seconds)
*= only 5 incidents for this objective

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 **50** percent of the time. (2013=51%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **83** percent of the time. (2013=84%)
 - § 90% of our response times¹⁰ for this objective are **6 minutes 42 seconds** or less.
(2013=6 minutes 13 seconds)
 - o For **Zone 2***, our agency has defined **6** minutes as the performance standard. Our agency meets this objective **0** percent of the time. (2013=100%)
 - § 90% of our response times¹⁰ for this objective are **7 minutes 10 seconds** or less.
(2013=5 minutes 10 seconds)
*= only 1 incident for this objective

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.

- a) The National Fire Protection Association² defines **8** minutes as the performance standard. Our agency meets this objective **67** percent of the time. (2013=31%)

- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **12 minutes** as the performance standard. Our agency meets this objective **92** percent of the time. (2013=82%)
 - § 90% of our response times¹⁰ for this objective are **11 minutes 51 seconds** or less.
(2013=12 minutes 32 seconds)
 - o For **Zone 2***, our agency has defined **12 minutes** as the performance standard. Our agency meets this objective **0** percent of the time. (2013=75%)
 - § 90% of our response times¹⁰ for this objective are **13 minutes 11 seconds** or less.
(2013=14 minutes 20 seconds)
- *= only 1 incident 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 **52** percent of the time. (2013=56%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **83** percent of the time. (2013=84%)
 - § 90% of our response times¹⁰ for this objective are **6 minutes 53 seconds** or less.
(2013=6 minutes 58 seconds)
 - o For **Zone 2**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **60** percent of the time. (2013=56%)
 - § 90% of our response times¹⁰ for this objective are **8 minutes 15 seconds** or less.
(2013=9 minutes 21 seconds)

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 meets this objective **94** percent of the time. (2013=90%)
- b) Due to circumstances outlined in Appendix 1, our agency measures performance in 2 geographic zones:
 - o For **Zone 1**, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **82** percent of the time. (2013=81%)
 - § 90% of our response times¹⁰ for this objective are **7 minutes 00 seconds** or less.
(2013=7 minutes 19 seconds)
 - o For **Zone 2**, our agency has defined **8 minutes** as the performance standard. Our agency meets this objective **93** percent of the time. (2013=85%)
 - § 90% of our response times¹⁰ for this objective are **7 minutes 32 seconds** or less.
(2013=8 minutes 31 seconds)

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 service delivery areas.
- 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 District #3 and the American Lake Veterans Hospital

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

Definitions

- 1) 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.
- 2) 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.
- 3) NFIRS – National Fire Incident Reporting System
- 4) Fire Incident – All NFIRS 100 incident types.
- 5) 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.
- 6) CPR – Cardiopulmonary resuscitation
- 7) BLS – Reference NFPA 1710 3.3.36.2
- 8) ALS – Reference NFPA 1710 3.3.36.1
- 9) 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.
- 10) 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.
- 11) 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.
- 12) Engine Company – Apparatus whose primary functions are to pump and deliver water and perform basic firefighting at fires; including search and rescue. Reference NFPA 1710 5.2.3.1.
- 13) NFIRS 111 – Building fire.
- 14) NFIRS 121 – Fire in mobile home used as fixed residence.
- 15) Fire Suppression Incident - Only NFIRS 111 and 121 incident types.
- 16) All Other Fires – All NFIRS 100 level incident types except 111 and 121.

- 17) Full First Alarm Assignment - Means the appropriate number and type of both apparatus and fire suppression personnel as defined by each jurisdiction sufficient to perform the eight NFPA defined fire-fighting tasks at a working structure fire incident. Reference NFPA 1710 5.2.4.2.2
- 18) 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
- 19) Advanced Life Support Unit – Personnel and equipment capable of providing ALS care.
- 20) Fire Department – Reference Revised Code of Washington 52.33.020 (4)

2014 RCW 52.33 Annual Report Summary

RCW 52.33 requires substantially career-staffed fire departments to document their core services and response time objectives which are intended to be met 90% of the time. Furthermore, agencies must annually report on their performance, explain sub-90% achievements, and strategies for future improvement. 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 NFPA 1710, as the staffing and resource requirements are financially prohibitive. As required by RCW 52.33, this Annual Report shall identify and comment on West Pierce Fire & Rescue's performance against our agency-specific objectives.

In 2013, our service delivery area was divided into two geographic zones. Zone 1 encompasses all areas within the legal boundaries of the Fire District and the American Lake Veterans Hospital. Zone 2 includes areas outside the District's legal boundaries, namely the Town of Steilacoom. We also reviewed our performance objectives and amended some of them based on previous year's data as well as the new geographic zones.

Intuitively, the consequences for not achieving our time objectives 90% of the time are longer total response times, which in turn delay interventions necessary to save lives and protect property.

For all Turnout Time objectives, the following explanations apply:

- 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 radioing at the same time can create situations where the enroute messages can be missed, resulting in erroneous turnout times.

For all Response Time objectives, the following explanations apply:

- Response times can be impacted by road construction, railroad traffic, hazardous weather/conditions, time of day, and traffic congestion.
- Safety is our primary goal. It is not our intent to encourage higher vehicle speeds which would place crews and the public at even greater risk for collisions, injury, or death.

Throughout 2015, West Pierce will be performing a comprehensive Standards of Cover analysis of our service delivery. Some of the desired outcomes of this analysis include identifying the locations and types of fire and non-fire risk, geographic concentration of calls for service, and a unit's response reliability in their service area. With this data we will be able to make evidence-based recommendations to enhance our performance in the future.

The 2014 deficiencies and circumstances are as follows:

1.b. Turnout Time for fire suppression and special operations response: 53% achievement

- This is an improvement compared to 2013 (43%). Over the past three years we have made steady improvements in our Turnout Times. After compiling and distributing reports of individual crew turnout times, improvements have been noticed. We continue to address the importance of speeding up crew pre-departure preparations while paying particular attention to safety practices.

1.e. Turnout Time for emergency medical services response: 66% achievement

- This is an improvement compared to 2013 (55%). Over the past three years we have made steady improvements in our Turnout Times. After compiling and distributing reports of individual crew turnout times, improvements have been noticed. We continue to address the importance of speeding up crew pre-departure preparations while paying particular attention to safety practices.

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

Zone 1=76% achievement

- This represents a reduction in achievement compared to 2013 (89%).

Zone 2=33% achievement

- In 2014 there were only 5 incidents that met the specific alarm type. With so few incidents, this metric will often fluctuate widely.
- 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=83% achievement

- Although slightly lower than 90%, this is statistically insignificant compared to 2013 (84%).

Zone 2=0% achievement

- In 2014, there was only one incident that met the specific alarm type, a confirmed building or dwelling fire. Although an Engine company arrived in 5 minutes and 36 seconds, a Medic Unit (with a 4th firefighter) arrived with a response time of 7 minutes 10 seconds. With only one incident for the alarm type, our achievement is zero percent. Had the second unit arrived 70 seconds sooner, our achievement would have been 100%. With so few building fires, this metric will often fluctuate widely.

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 2=0% achievement

- In 2014, there was only one incident that met the specific alarm type, a confirmed building or dwelling fire. Although an Engine company arrived in 5 minutes and 36 seconds, the full

assignment did not arrive until 13 minutes 11 seconds. This however is an improvement over 2013 when it took 14 minutes and 20 seconds for all units to arrive on 90% of these incidents. With so few building fires, this metric will often fluctuate widely.

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

Zone 1=83% achievement

- Although less than 90%, our achievement is statistically equal to 2013 (84%).
- Call volumes and frequency of back to back alarms are increasing. We are also transporting more patients, 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.

Zone 2=60% achievement

- Although less than 90%, this is an improvement from 2013 (56%).

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=82% achievement

- Although less than 90%, this is a slight improvement compared to 2013 (81%)
- Call volumes and frequency of back to back alarms remain steady. We are also transporting more patients, 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.
- 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 distribution of our medic units.