



West Pierce Fire & Rescue

Annual Report

2017



LAKEWOOD



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WEST PIERCE FIRE & RESCUE

3631 Drexler Drive West | University Place, Washington 98466
www.westpierce.org | 253.564.1623

OUR MISSION

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
citizens.



LETTER FROM THE CHIEF

2017 was another positive year for West Pierce Fire & Rescue. One area we had great success in was obtaining grants. Seeking out and obtaining this type of funding is a top priority for the District and it takes a significant amount of effort to receive these awards.

Although there are thousands of grant opportunities available at any given time, there are only a few WPFR can qualify for that align with our operational priorities. Another major challenge is the competition. It takes a substantial effort to put together an application that rises above all others competing for the same grant. That being said, we are happy to announce that in 2017, we were successful in receiving more than \$2,000,000 in grant awards.

One of the largest grants we received was a federal Staffing for Adequate Fire & Emergency Response (SAFER) grant. SAFER provides three years of partial funding for three additional firefighters. We anticipate these new firefighters will be fully trained and serving the community by the middle of 2018.

WPFR also received an Assistance to Firefighters Grant (AFG), allowing us to train two new Firefighter/Paramedics. It takes a full year of college coursework and applied skills training for a firefighter to be trained and certified by the State of Washington as a Paramedic. Not only does the AFG provide all funding for this extensive training, but it also covers all overtime costs associated with filling their positions while they attend school.

Through Federal Emergency Management Agency's (FEMA) Fire Prevention & Safety Grant Program, we were able to receive a grant for a comprehensive smoke alarm installation program. The funding supports a program to install smoke alarms in high-risk, multi-family residential areas. Over the next year, WPFR will be installing over 6,000 smoke alarms in some of the highest fire risk areas within our community.

The Department of Ecology implemented a new grant program in 2017 for hazardous materials response mitigation. Through



this program, we were able to receive a grant award of approximately \$100,000 for emergency response equipment used by our hazardous incident response team, greatly improving their overall readiness and capabilities.

WPFR is very proud of the services we provide to the citizens of Lakewood, University Place and Steilacoom. Acquiring grants allows us to continue delivering the highest quality professional services you deserve and have come to expect from your fire department.

Thank you for taking the time to read our Annual Report. This document is meant to showcase the highlights of our calendar year in 2017. We look forward to building on our successes in 2018 and continuing to earn your valued support.

A handwritten signature in blue ink that reads "Jim Sharp".

Jim Sharp
Fire Chief

BOARD OF FIRE COMMISSIONERS

John Sheeran, Chair
Position 5, 2014 - 2019

Bart Dalton, Vice Chair
Position 1, 2014 - 2019

John Clancy
Position 2, 2016 - 2021

Daniel Rankin
Position 3, 2012 - 2017

Grant Erb
Position 4, 2016 - 2021

EXECUTIVE STAFF

Jim Sharp, Fire Chief

Mitch Sagers, Deputy Chief

Karl Roth, Deputy Chief

Hallie McCurdy, Assistant Chief

Eric Norton, Assistant Chief

Paul Tinsley, Assistant Chief

Koree Wick, Director of Administrative
Services & Finance

Jenny Weekes, Community & Media
Relations Manager

Tammy Lamb, Executive Assistant

ABOUT WEST PIERCE FIRE & RESCUE

As a fire district, West Pierce Fire & Rescue (WPFR) covers 31 square miles, serving a population of approximately 99,000. WPFR provides full service to the cities of Lakewood and University Place and contracted emergency services to the Town of Steilacoom. There are currently six fire stations, which operate 24 hours a day and are located strategically throughout the District.

West Pierce Fire & Rescue responds to a vast array of incidents on a daily basis. Services provided to the community include: fire suppression, emergency medical services and transport, technical rescue, hazardous materials response, special operations, fire prevention, inspections, code enforcement, fire investigation, and fire and injury prevention education.

West Pierce Fire & Rescue protects many bodies of water throughout the District. Fireboat Endeavor is moored at Narrows Marina for incidents occurring on Puget Sound and is a regional asset to surrounding jurisdictions. Two other boats are in service for incidents occurring on any of the many lakes. Due to the different types of water responses, WPFR has specialized teams, including marine pilots, divers and rescue swimmers.



The workforce at WPFR is categorized into seven divisions:

Administrative Services/Finance – Manages all aspects of the District's finances, provides Human Resources services and supports all other divisions.

Emergency Medical Services (EMS) – Manages the medical side of WPFR's services. The EMS division provides continuing medical education in a variety of ways.

Information Technology (IT) – Responsible for implementing and maintaining all technological systems and programs for District facilities and personnel.

Legislative – Governed by five elected officials, the Board of Fire Commissioners meets twice monthly, on the first and third Tuesdays, to conduct business.

Logistics – Manages the District's fleet, facilities and supply purchasing.

Operations/Suppression – Encompasses all emergency response programs. These personnel are the firefighters (both EMTs and Paramedics) that respond to 9-1-1 calls.

Prevention – Educates residents on fire and life safety topics, inspects buildings to ensure fire safety, investigates the scene after a fire has occurred and manages the International Fire Code permitting process. This division also includes emergency management and disaster preparedness.

Training – Facilitates ongoing training of all District personnel on new and existing procedures and equipment.

OUR STATIONS

Station 20

10928 Pacific Highway SW
Lakewood

Station 21

5000 Steilacoom Boulevard SW
Lakewood

Station 22

8517 Washington Boulevard SW
Lakewood

Station 23

14505 Grant Avenue SW
Lakewood

Station 24

8310 87th Avenue SW
Lakewood

Station 31

Headquarters
3631 Drexler Drive W
University Place

FOLLOW US ON SOCIAL MEDIA



TOTAL CALLS FOR SERVICE

15,896

In 2017, West Pierce Fire & Rescue responded to 15,896 calls for service. These charts demonstrate the breakdown of not only 9-1-1 calls by month, but by type, showing more than 70 percent of WPFR's call volume is for medical aid.

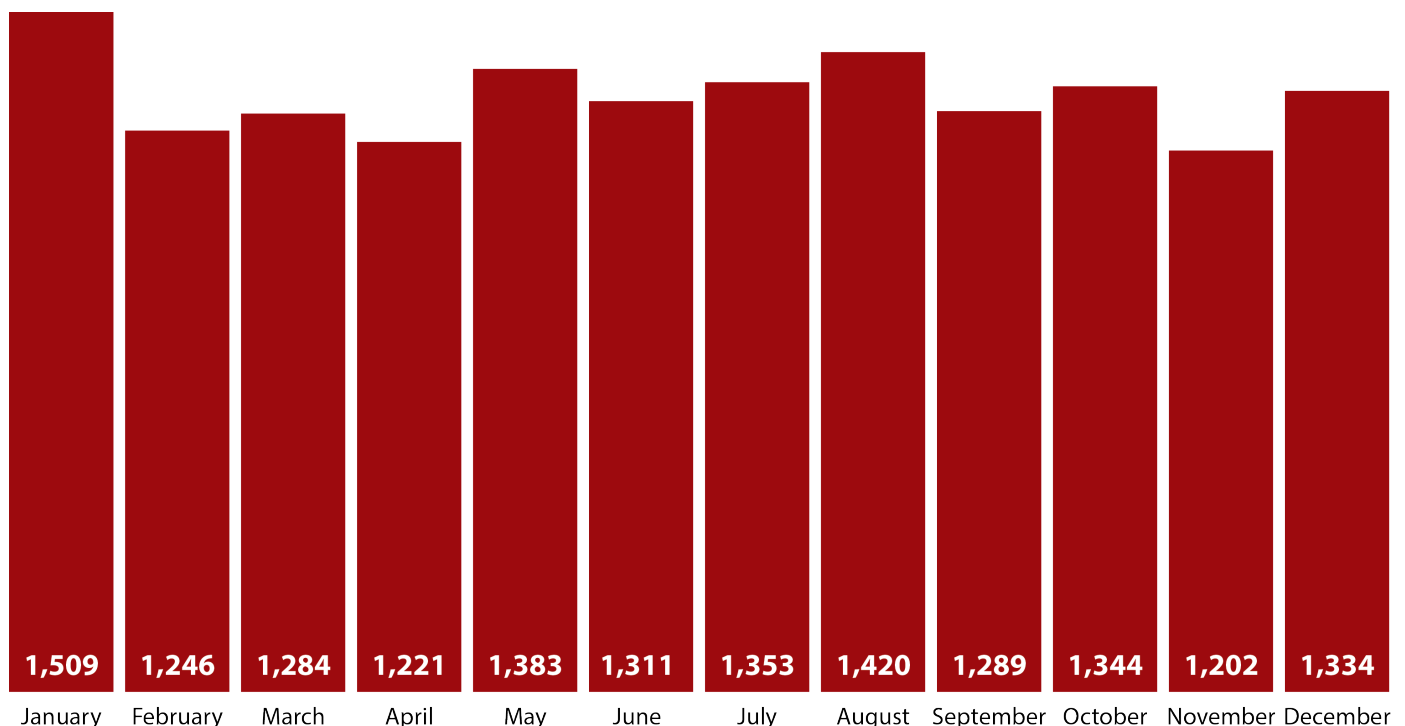
One consideration in the chart on the next page is the optics that the Fire & Hazards category is the smallest portion of WPFR's call volume. Although these incidents occur much less frequently, they are extremely dangerous and pose significant risk to the community.

The types of responses within that category include all types of fires, combustible/flammable spills and leaks, chemical releases, structural collapse, or electrical issues, such as downed power lines. While only three percent of the call volume is attributed to fires and hazardous condition calls, this still amounts to more than one high risk incident each day in the community.

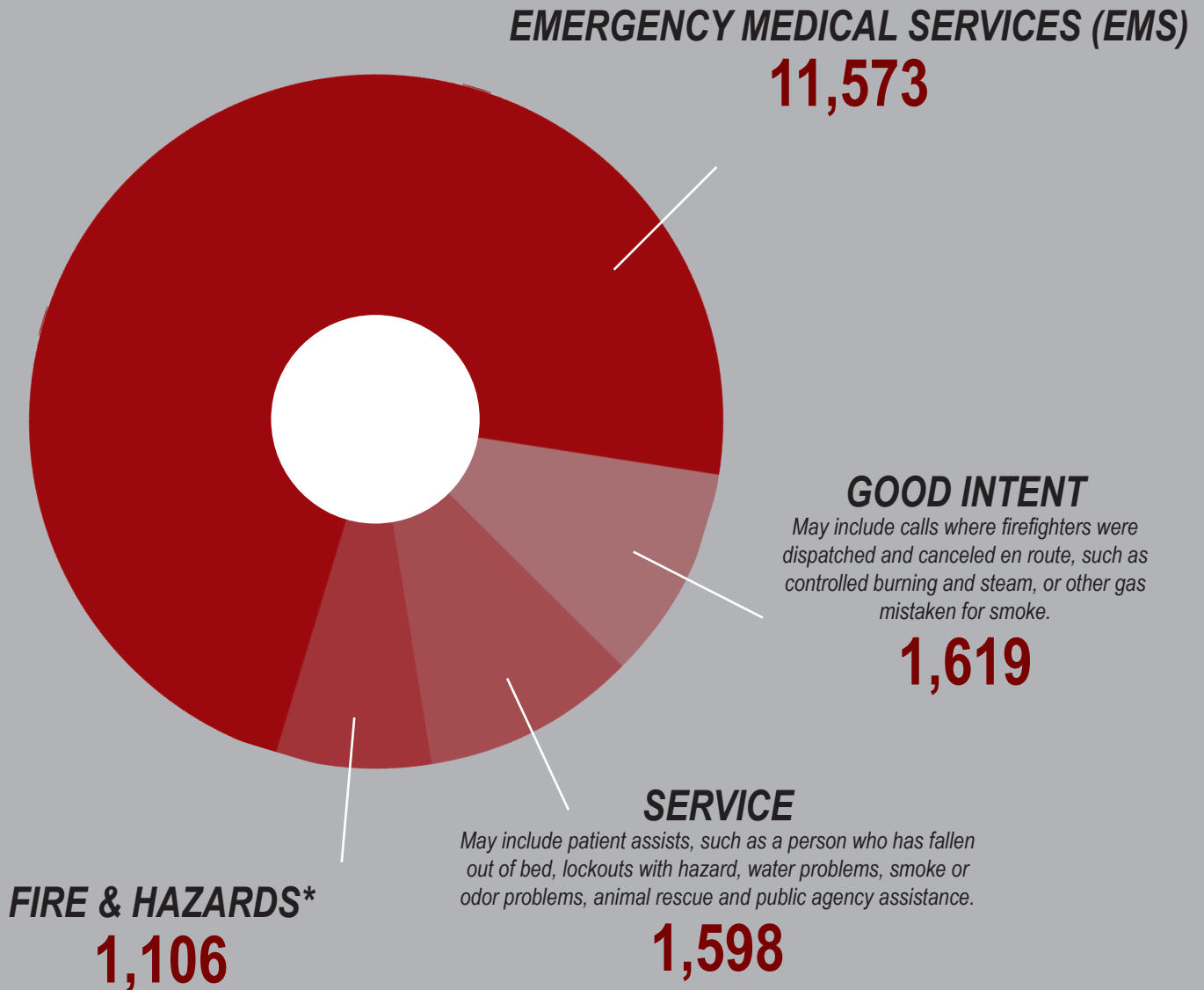
West Pierce Fire & Rescue clearly responds to a variety of emergencies and firefighters are trained to respond to each and every one of them. Every firefighter is an Emergency Medical Technician and nearly half of them are trained to the level of Paramedic. There are also firefighters specially trained in technical rescue, hazardous materials response, water rescue and dive rescue.

In addition to 9-1-1 responses shown on these charts, WPFR's team of Peer Support Advocates/Chaplains invested more than 2,630 hours meeting with residents in need, supporting WPFR personnel and their families, training responders on the importance of self-care, and assisting with District events and trainings.

Rest assured, when anyone calls 9-1-1 for an emergency, WPFR will Respond Efficiently • Execute Flawlessly • *BE NICE!*



9-1-1 RESPONSES BY CALL TYPE



*FIRE & HAZARDS INCLUDE:

FALSE ALARM	FIRE	HAZARDOUS CONDITION	OTHER	RUPTURE/EXPLOSION
476	410	110	98	12

INTEGRATED EMERGENCY MANAGEMENT

One goal of emergency management is to build strong partnerships to discuss the coordination of preparedness and response. By bringing together schools, colleges, healthcare, utilities and the community, this ensures a resilient, whole-community approach to disaster management. Many local community partners, including West Pierce Fire & Rescue, attended a four-day Integrated Emergency Management Course held at the Emergency Management Institute in Emmitsburg, Maryland in March 2017.

During this course, 12 WPFR personnel received invaluable training on the National Incident Management System alongside community partners throughout Pierce County. This training is used to manage complex, multi-jurisdictional disasters. While first responders use these systems on a regular basis for

emergencies, the opportunity to coordinate with city and elected officials on a large-scale exercise presented a valuable training scenario for the communities.

This course included a functional exercise, where the scenario was managing a large train derailment. This exercise was designed to provide participants an opportunity to gain a better understanding of the roles within an Emergency Operations Center (EOC), along with the challenges involving shared command, control, coordination and communication. Additionally, a second component for policy makers was designed to expose participants to their potential roles in an event large enough to activate an EOC.

Approximately 70 participants from agencies throughout Pierce



County attended this course. Partner agencies included the cities of Lakewood, University Place and Tacoma; Lakewood, University Place and Tacoma Police Departments; Pierce County Department of Emergency Management; Tacoma-Pierce County Health Department; Port of Tacoma and Public Works. The various participants in this exercise indicates the extensive collaborative process necessary for effective crisis preparedness. This course was sponsored and paid for by FEMA, which included all training, lodging and airfare expenses.

In July 2017, WPFR responded to an Amtrak Cascades passenger train derailment in the Town of Steilacoom. The train, which was carrying 267 passengers, derailed four of its 15 cars near Chambers Bay Marina. As the lead agency for emergency response, WPFR coordinated with multiple agencies at the local, state and federal level. Fortunately, there were no serious injuries and the incident was mitigated rather quickly.

In December 2017, WPFR responded to a much more tragic train derailment when an Amtrak Cascades passenger train carrying 77 passengers derailed at Interstate 5, just south of DuPont. Due to the location near the Pierce/Thurston County

border and close proximity to Joint Base Lewis-McChord (JBLM), emergency responders from several jurisdictions were involved in the incident. WPFR was involved at various levels of the response from patient care and transport, to performing various roles as part of the Incident Management Team. Due to the severity and complexity of the incident, numerous local, state and federal agencies collaborated for several days to mitigate the incident.

As a result of the training received as part of the Integrated Emergency Management Course, WPFR personnel were much better prepared to handle these two major incidents. Training received through FEMA, as well as ongoing exercises between WPFR and other agencies such as Pierce County, JBLM, Washington National Guard, Tacoma-Pierce County Health Department, local law enforcement and a host of other agencies, greatly enhances our ability to respond to, mitigate and recover from major incidents and/or disasters.





TRAINING HOURS BY CATEGORY

The fire service has drastically changed over the last few decades and it is imperative to reflect the needs of a complex society. As the community grows and evolves, so does the risk associated with an increased population.

When it comes to responding to an emergency, being properly equipped and trained to handle any incident are crucial. As shown in the graph to the right, 38,804 hours of training were completed by firefighters, which is nearly a 10 percent increase from the year prior. The categories portray the training firefighters maintain on an annual basis.

Technical Rescue – Encompasses specialized training for firefighters who respond to incidents including trench rescue, rope and rescue rigging, structural collapse and confined space.

Officer Development – Includes continuing education and leadership training as personnel move up in rank, whether when promoted or acting in a supervisory position.

Driver/Operator – Includes training completed driving emergency response vehicles.

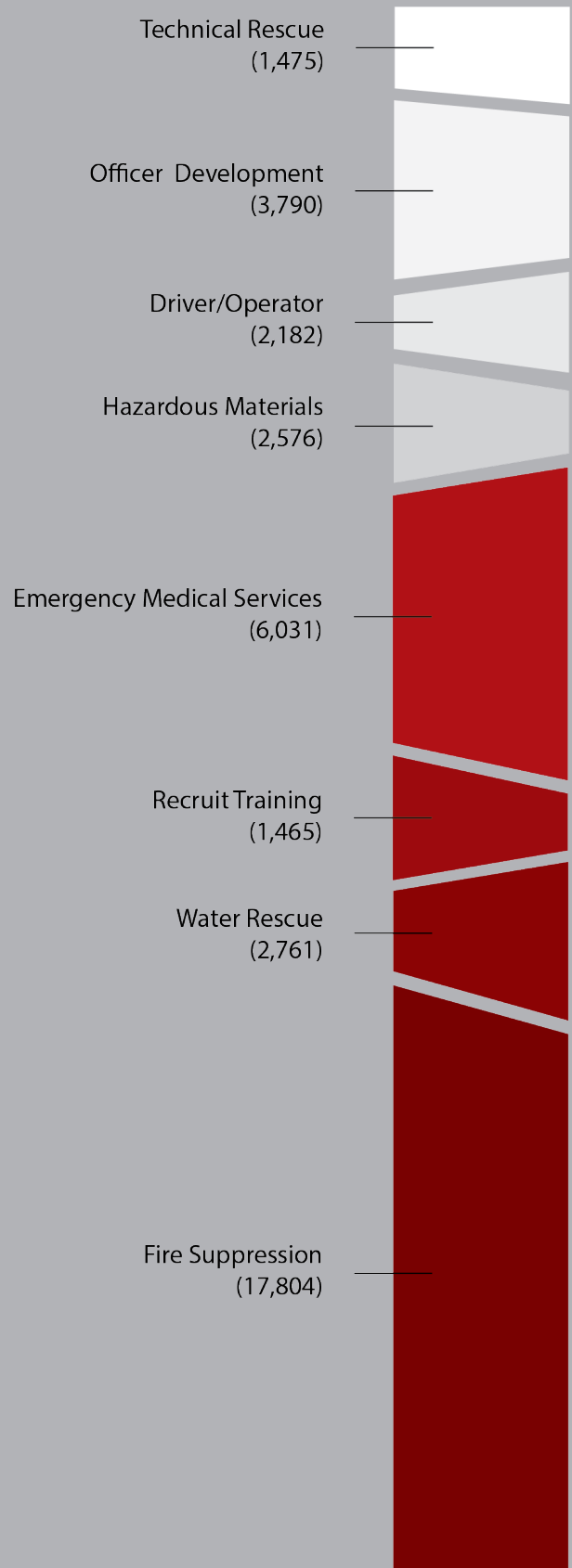
Hazardous Materials – Includes hazardous conditions training, both at the operations level for all firefighters and for those specially trained to respond to such incidents.

Emergency Medical Services (EMS) – Includes continuing medical education for Emergency Medical Technicians (EMT) and Paramedics.

Recruit Training – Includes all training, both recruits and instructors, during the Red Knights Recruit Academy.

Water Rescue – Includes all water-related training fields, such as rescue swimmer, dive and marine pilot programs. These categories include training throughout the District's many lakes and the Puget Sound.

Fire Suppression – Includes all training at the operations level for firefighters, such as training center drills, live fire, May Day, active shooter, etc.



38,804 TOTAL TRAINING HOURS

RED KNIGHTS RECRUIT ACADEMY

Due to attrition, West Pierce Fire & Rescue has hired many new firefighters over the past several years. As firefighters begin their careers, an outstanding fire academy is essential to teach them how to deliver first-rate services provided by WPFR. The Training Division ensures the Red Knights Recruit Academy provides new firefighters with the training needed to be successful members of the organization.

In February 2017, 11 recruits began the next phase of their career as they embarked on the 13-week journey of intensive training and testing. This regional academy was comprised of recruit firefighters from three local departments: Gig Harbor Fire & Medic One (2), Graham Fire & Rescue (2) and West Pierce Fire & Rescue (7).

More than 500 hours of training would not have been possible without a core group of instructors and peer fitness trainers.

Each recruit spent many hours learning hands-on techniques on the drill ground and studying in the classroom.

Following the Red Knights Recruit Academy, those firefighters hired by WPFR continue their training for an additional month to learn tactics and operations specific to WPFR. This totals approximately six months of intense training before ever working at the shift level, which ensures their readiness.

Recruits bring a new energy to both the fire department and community they serve. They are eager to learn as senior firefighters pass on their trade to prepare them for the career ahead. Congratulations to all of the new recruits and WPFR truly looks forward to watching them successfully serve the community.





RECRUITMENT AND RETENTION

West Pierce Fire & Rescue is very proud of its personnel and as with any organization, recruiting and hiring competent employees is essential. WPFR's Recruitment & Retention Team met frequently in 2017 to decidedly make an impact on the organization's recruitment process. The team put forth several recommendations to improve the inclusivity of WPFR's hiring process. The team's recommendations were implemented for the most recent firefighter hiring process in late 2017.

As is conventional with many fire departments, previous hiring processes at WPFR typically required applicants to already have Emergency Medical Technician (EMT), Paramedic and/or Firefighter certifications. In addition, candidates would need to pay to take their written and physical tests prior to being eligible for an interview. The Recruitment & Retention Team believed these requirements were significant barriers to many individuals who may be interested in becoming a firefighter.

As a result, this testing process removed these pre-certification barriers, provided study resources and administered a written

test at no cost to candidates. For comparison purposes, in 2016, WPFR had 26 applicants testing for seven Firefighter/Paramedic positions, in which a Paramedic certification was required in order to apply. The changes made in 2017 resulted in 927 applicants competing for 10 Firefighter positions, clearly showing the impact those barriers created.

New recruits are required to pass the same tests as current WPFR firefighters during the Red Knights Recruit Academy. The highly competent staff in the Training Division ensures each and every firefighter is capable of serving in a way that meets or exceeds the community's standards.

The Recruitment & Retention Team will strive to further improve the recruitment process by generating more interest for careers in the fire service. The District's overarching goal with these changes is to ultimately better reflect the community and continue to develop a culture of inclusion. By removing barriers, it affords a larger applicant pool to recruit the best potential candidates.



COMMUNITY RISK REDUCTION SCHOOL PROGRAMS

Community risk reduction programs are a vital part of the community's success. At West Pierce Fire & Rescue, the Prevention Division focuses on a variety of fire and injury prevention programs. This type of education provides families with the knowledge to make educated choices about fire and life safety risks. The most successful community risk reduction programs at WPFR are those taught in the schools. Students who attend schools in Lakewood and University Place have the opportunity to take part in these programs.

In preschool, the focus is on general fire safety and teaching children that firefighters are friends who want to help them. These fire safety messages are reinforced in Kindergarten, with additional topics such as creating a fire escape plan and what to do if they hear a smoke alarm.

Vehicle crashes are the leading cause of preventable deaths and injuries to children in the United States. First grade students learn about child passenger safety and the importance of booster seats to stay safe in cars. Fire safety topics are reinforced once again in second grade to include the science behind fires. This program teaches children about the fire triangle and tips for preventing fires in the home.

The programs for grades 3-5 move to more advanced concepts. In third grade, a water safety curriculum is taught utilizing a partnership with the Lakewood YMCA. In fourth grade, the focus is wheeled sports, such as skateboards, scooters and bikes. Topics include how to properly fit a bike helmet, rules of riding your bike on the road or sidewalk and wearing bright colors so drivers can see you.

Around age 12, children are starting to babysit, watch younger siblings and may take on more responsibility around the home. In fifth grade, the first aid program focuses on personal safety and when to call 9-1-1 or an adult for help. It also addresses basic first aid skills, such as assisting someone who is choking and how to control bleeding.

The education students receive from these programs at each grade level are experiences that can stay with them for a lifetime and make a real difference. The more families reached with these programs, the stronger, safer and more resilient our community becomes. WPFR values the strong relationships with local schools and look forward to partnering with teachers and administrators throughout the school year.

COMMUNITY OUTREACH BY THE NUMBERS

Outreach is achieved in various ways and West Pierce Fire & Rescue strives to engage with the community in as many ways possible. While elementary school programs are one of the most successful public education efforts, WPFR also teaches CPR to high school students and hosts babysitting courses for young teens.

Outside of the classroom, WPFR attends public events, provides custom-fit life jackets and helmets, inspects car seats for proper installation, installs smoke alarms in residences, conducts code enforcement to ensure public safety and much more.

Another program that has been a proven success is the Community Emergency Response Team (CERT) program. This training provides community members with the skills needed to help protect lives and property and to assist their neighbors until first responders arrive in the event of a disaster.

In a major disaster, 9-1-1 resources may be delayed, possibly significantly, creating a great need for community members to be self-sustaining. Neighbors who attend the training have an even greater chance of taking care of themselves and each other during these types of incidents because of their combined knowledge.

The 22-hour course teaches residents disaster preparedness, fire and utility safety, disaster medical aid, light search and rescue, emergency response organization and disaster psychology. The CERT program is available at no cost to participants, nor are there prerequisites or special skill sets necessary. At the end of 2017, 67 new members completed the training, totaling more than 475 community members since the program's inception in 2009.

To the right is an overview of the public education and outreach efforts by WPFR during 2017.

8,819 Students reached

- 7,680 Elementary school students visited
- 570 Daycare and preschool students visited
- 540 High school students taught CPR
- 29 Teenagers completed the Safe Sitter babysitting program

2,171 CERT volunteer hours

- 1,990 Training hours completed, including drills and classes
- 91 Hours participated in CERT-related meetings
- 90 Hours volunteered at community events

1,492 Inspections

- 674 Fire and life safety inspections
- 318 Re-inspections
- 239 Fire protection systems inspections
- 125 Other inspections
- 114 Construction inspections
- 22 School and daycare inspections

1,288 Personal safety measures

- 700 Smoke alarms installed in more than 200 homes
- 500 Helmets were custom-fitted
- 60 Life jackets were custom-fitted
- 28 Car seats were inspected and/or installed

137 Community presentations

- 67 New CERT members trained
- 30 Community fire and life safety presentations
- 25 Career presentations given to junior high and high school students
- 15 Station tours

125 Community events

- 65 Community events attended
- 60 Parties visited during National Night Out



SUMMER YOUTH ACADEMY

During the summer of 2017, West Pierce Fire & Rescue partnered with the Lakewood Boys & Girls Club to host a pilot Youth Academy program. The academy's concept stemmed from similar programs offered in Tacoma and Los Angeles. WPFR's Recruitment & Retention Team found this to be a viable option to start down a path of ongoing recruitment opportunities within the community and several local young people had the opportunity to take part in this pilot program.

The Recruitment & Retention Team identified some key areas of focus and the youth of the community make up a large segment. Fire departments nationwide who offer programs like this have found great success in hiring candidates that have been exposed to this type of training and opportunity. The Youth Academy empowers youth to build life skills and relationships, while at the same time introducing them to the fire service as they start thinking beyond graduation.

Over the course of six weeks, participants in the Youth Academy completed six modules, teaching them an array of fundamental firefighter skills. Instructors were WPFR personnel, covering topics such as personal protective equipment, self-contained breathing apparatus, search and rescue, basic hose, engine and ladder truck company operations, ladders, vehicle extrication, and emergency medical services.

Taking place at both the Lakewood Boys & Girls Club and WPFR's training ground, the first Youth Academy class graduated in August 2017. They were presented with certificates of completion in front of the Board of Fire Commissioners and recognized for their hard work. As a result of the success of this partnership between WPFR and the Lakewood Boys & Girls Club, another Youth Academy is scheduled for the summer of 2018.



2017 EMPLOYEE RECOGNITION

Retirements

Firefighter/Engineer Michael Pfannenstiel, 38 years

Captain Mark Tinsley, 37 years

Firefighter/Engineer Ronald Stewart, 30 years

Captain Roy Bean, 25 years

Firefighter/Engineer Rick Snodgrass, 25 years

Firefighter/Paramedic Jeremy Johansen, 9 years

Promotions

Deputy Chief Karl Roth

Captain Brandon Zecher

Captain Lance Nelson

Firefighter/Engineer Marney Mell

Firefighter/Engineer Chad Myers

Firefighter/Engineer Chris Pfaff

New Hires

Firefighter/Paramedic Andrew Douglas

Firefighter/Paramedic Nicholas Ladd

Firefighter/Paramedic Aaron Schrieck

Firefighter/Paramedic Clayton Skinner

Firefighter Philip Smith

Valor Awards

Firefighter Jonathan Tinsley

Firefighter Justin Tinsley

Merit Awards

Captain Garrett Smith

Captain Gary McVay

Firefighter Troy Heidal

Humanitarian Awards

Firefighter/Paramedic Rob Mayzak

Firefighter/Paramedic Travis Smith





COMMUNITY PARTNERS

West Pierce Fire & Rescue personnel are involved in many community groups, service clubs and professional associations. These memberships provide networking, training and collaboration opportunities, which help build partnerships with our valuable community-oriented organizations.

American Leadership Forum • American Red Cross • Boys & Girls Club of South Puget Sound • Caring for Kids • City of Lakewood • City of University Place • Clover Park Rotary • Communities in Schools • Emergency Food Network • Families Unlimited Network • International Association of Fire Chiefs • International Association of Fire Fighters • International Code Council • Kiwanis Club of Clover Park • Kiwanis Club of Steilacoom • Lakewood Chamber of Commerce • Lakewood First Lions Club • Lakewood Knights Lions Club • Lakewood Neighborhood Associations • Lakewood United • Light My Fire of Puget Sound • National Association of Government Communicators • National Fire Protection Agency • Northwest Physicians Network • Partners for Parks • Passport Club of Pierce County • Pierce County Chaplaincy • Pierce County Department of Emergency Management • Pierce County Fire Chiefs Association • Pierce County Fire Commissioners Association • Public Relations Society of America • Rotary Club of Lakewood • Safe Kids Pierce County • Society of Human Resource Management • South Sound 911 • Tacoma Narrows Rotary • Tacoma/ Pierce County Habitat for Humanity • Town of Steilacoom • Washington Association of Building Officials • Washington Emergency Public Information Network • Washington Fire Chiefs • Washington Fire Commissioners Association • Washington State Council of Fire Fighters • West Pierce CARES • YMCA of Pierce and Kitsap Counties •

2018 AND BEYOND

As a local government agency, West Pierce Fire & Rescue strives to serve the public to the best of its ability. Each year, WPFR is met with opportunities and challenges, all of which must be faced with the community's best interest in mind.

West Pierce Fire & Rescue recently embarked on creating a Strategic Plan, as a formal plan had not been created since the agency was formed in 2011. Upon starting the strategic planning process, WPFR's forward momentum was palpable; on the rebound from a difficult economic recession, new personnel were being hired, an aging fleet began to be replaced, and investing in deferred infrastructure maintenance was initiated. It was time to carefully and intentionally map the future of WPFR and make strategic decisions today that will help create a path for an ideal future.

In April 2017, the Strategic Planning Committee was formed, comprised of employees from each work unit of the organization, labor groups and elected officials. The time spent in meaningful discussion on these important foundational pieces has been very beneficial and will serve the organization well in continuing future successes. At its completion, this Strategic Plan will prepare WPFR for a bright future, enabling it to continue providing superior services to the community.

Being a good custodian of public funds is of utmost importance to WPFR. The Finance Division makes every effort to ensure day-to-day procedures are carried out properly, however, it is appreciated to be afforded the opportunity to undergo annual audits to guarantee full compliance with laws and regulations. In 2017, WPFR underwent five audits by three different state and federal agencies. In the interest of transparency, the results of completed audits are available at WPFR's website for the public to access.

Emergency medicine has drastically changed and will continue to advance in extraordinary ways. Spanning over a two-year period, WPFR had the opportunity to sit on a committee to provide input and suggestions to upcoming changes on the Pierce County Emergency Medical Services Procedures and Patient Care Protocols. As change progresses in EMS, it is essential WPFR continues to adapt to the needs of the community.

On the training front, a regional cooperative of fire department training officers identified a need to bring awareness of change within the fire service to the local level, resulting in the creation of the Change Conference. The group brought internationally recognized speakers to speak to local fire service personnel of all levels. The purpose of the Change Conference was to discuss the challenges of change and their experiences of why changing with the times is so important. These lessons are valuable and can be taken back to each organization and used to implement change and movement.

As with any industry, well-maintained technology is essential and the IT Division at WPFR works tirelessly to keep the organization up to date and properly supported. Many projects were implemented and completed in 2017, including moving to cloud-based storage, which eliminates a certain amount of equipment and maintenance. In addition, The IT and Prevention Divisions teamed up to implement an electronic inspection software program with the goal of gaining efficiencies, accountability and near real-time analysis. With the use of this new program, a 112 percent increase in inspection productivity was seen within the first year. With the success of this program for Prevention Division personnel, the same process will be expanded in 2018 for all inspections, including those conducted by suppression personnel, and WPFR looks forward to seeing the increased proficiencies and results.

It is essential and necessary for WPFR to change and mold to the needs of the evolving society and takes pride in making WPFR a stronger organization. In 2018, WPFR intends to continue doing just that.





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: 2016 RCW 52.33 Report
DATE: April 3, 2018

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 of their turnout and response time achievements.

The 2017 RCW 52.33 Report is provided for your review. There is no requirement for formal Board action. As a reference, I have included Resolution 011313-002 which addresses our “establishment”, core services, and the specific time objectives we strive to meet 90% of the time. Following the Resolution, you will find the report and a summary.

These reports are valuable tools which help us look for methods to improve our service delivery. If you have specific questions or would like additional information please feel free to contact me.

**PIERCE COUNTY FIRE PROTECTION DISTRICT #3
RESOLUTION NO. 011613-002**

**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 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);
- Special Operations (Technical Rescue, Hazardous Materials);
- Marine Rescue and Firefighting;
- 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:

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;
 - (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.

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

2017 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 objectives, 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.

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.

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. 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 appropriate 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 en route. We know that multiple units radioing at the same time can create situations where the en route messages can be missed, resulting in erroneous turnout times. In addition, crews may forget to acknowledge their response via MDC.

For all **Response Time** objectives, the following explanations apply:

- Response units already deployed on other incidents may result in the deployment of another unit out of the response area to cover the incident, resulting in longer response times.
- Response times can be impacted by traffic congestion, road construction, railroad traffic, hazardous weather/conditions, etc.
- 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.

WPFR is nearing the completion of 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 2017 deficiencies and circumstances are as follows:

1.b. Turnout Time for fire suppression and special operations response: 25% achievement

This is a slight decrease compared to 2016 (29%).

We continue to address the importance of speeding up crew pre-departure preparations while paying particular attention to safety practices. Interval reports of turnout times are sent to crews for their review and comparison to other stations/units/shifts. In 2016, a new alerting system was installed at Station 31 which displays running turnout times on a digital screen as the units are preparing for departure. We have noticed improvements in the turnout times at this station. We have recently applied for grant funding to expand installation of this equipment into remaining WPFR stations. If awarded the grant we anticipate similar turnout time improvements in all stations.

1.e. Turnout Time for emergency medical services response: 70% achievement

This is a slight improvement compared to 2016 (69%).

1.b. Response Time for the arrival of the first engine company at a building or dwelling fire: 84% achievement

This is a slight decrease compared to 2016 (89%).

2.b. Response Time for the arrival of the first engine company at a building or dwelling fire

Zone 1=84% achievement. This is a slight decrease from 2016 (89%).

Zone 2=67% achievement. This is a significant improvement from 2016 (0%)

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

Zone 1=74% achievement. This is very similar to 2016 (76%).

Zone 2=20% achievement. This is a significant decrease from 2016 (100%) *(only five incidents for this objective. When a small number of incidents are measured, achievement statistics can vary widely)*

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

Zone 1=79% achievement. This is a decrease from 2016 (89%).

Zone 2=0% achievement. This is identical to 2016 (0%). *(only two incidents for this objective)*

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=78% achievement. This is a slight improvement from 2016 (74%).

Zone 2=100% achievement. This is a significant improvement from 2016 (0%). *(only one incident for this objective)*

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

Zone 1=79% achievement. This is very similar to 2016 (83%).

Zone 2=100% achievement. This is a significant improvement from 2016 (47%).

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=59% achievement. This is very similar to 2016 (62%).

Zone 2=60% achievement. This is very similar to 2016 (66%).

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.

The Standard of Cover project will help us look at the workload, reliability of units, and out of service times. This data will guide us in making any necessary operational changes to improve our performance. In addition, the District may revisit our current core service response time objectives and propose changes if necessary.

WEST PIERCE FIRE & RESCUE

2017 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 **14** percent of the time. (2016=16%)
- 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 **25** percent of the time. (2016=29%)
- c) 90% of our fire¹⁵ and special operation⁵ responses have a turnout time¹ of 195 seconds or less. (2016=186 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 **20** percent of the time. (2016=18%)
- e) Our agency has defined **110** seconds as the turnout time¹ performance standard for an emergency medical services response⁹. Our agency meets this objective **70** percent of the time. (2016=69%)
- f) 90% of our emergency medical services responses⁹ have a turnout time¹ of **148** seconds or less. (2016=150 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 **48** percent of the time. (2016=55%)
 - 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. (2016=89%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 13 seconds** or less. (2016=6 minutes 13 seconds)
 - For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **67** percent of the time. (2016=0%)
 - 90% of our response times¹⁰ for this objective are **5 minutes 53 seconds** or less. (2016=7 minutes 29 seconds)
- *= only 3 incidents for this objective in 2017

3. Response time¹ 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 **37** percent of the time. (2016=45%)

- 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 **74** percent of the time. (2016=76%)
 - 90% of our response times¹⁰ for this objective are **7 minutes 08 seconds** or less. (2016=8 minutes 09 seconds)
 - For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **20** percent of the time. (2016=100%)
 - 90% of our response times¹⁰ for this objective are **12 minutes 18 seconds** or less. (2016=3 minutes 02 seconds)
- *= only 5 incidents for this objective in 2017

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 **40** percent of the time. (2016=54%)
- 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 **79** percent of the time. (2016=89%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 28 seconds** or less. (2016=5 minutes 26 seconds)
 - For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **0** percent of the time. (2016=0%)
 - 90% of our response times¹⁰ for this objective are **6 minutes 17 seconds** or less. (2016=7 minutes 29 seconds)
- *= only 2 incidents for this objective in 2017

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 **18** percent of the time. (2016=21%)
- 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 **78** percent of the time. (2016=74%)
 - 90% of our response times¹⁰ for this objective are **13 minutes 48 seconds** or less. (2016=14 minutes 32 seconds)
 - For **Zone 2***, our agency has defined **12 minutes** as the performance standard. Our agency meets this objective **100** percent of the time. (2016=0%)
 - 90% of our response times¹⁰ for this objective are **10 minutes 55 seconds** or less. (2016=12 minutes 03 seconds)
- *= only 1 incident for this objective in 2017

6. **Response time¹⁰ for the arrival of a unit with first responder¹⁸ or higher level capability at an emergency medical incident⁹ (all WPFR response employees are trained to EMT-B capability)**
- a) The National Fire Protection Association² defines **4 minutes** as the performance standard. Our agency meets this objective **39 percent** of the time. (2016=43%)
- 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 **77 percent** of the time. (2016=79%)
 - 90% of our response times¹⁰ for this objective are **7 minutes 56 seconds** or less. (2016=7 minutes 27 seconds)
 - For **Zone 2***, our agency has defined **6 minutes** as the performance standard. Our agency meets this objective **44 percent** of the time. (2016=47%)
 - 90% of our response times¹⁰ for this objective are **10 minutes 12 seconds** or less. (2016=9 minutes 31 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 **75 percent** of the time. (2016=77%)
- 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 **59 percent** of the time. (2016=62%)
 - 90% of our response times¹⁰ for this objective are **11 minutes 05 seconds** or less. (2016=11 minutes 10 seconds)
 - For **Zone 2***, our agency has defined **8 minutes** as the performance standard. Our agency meets this objective **60 percent** of the time. (2016=66%)
 - 90% of our response times¹⁰ for this objective are **13 minutes 39 seconds** or less. (2016=12 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)



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