

# Chelan County

## Fire District 1



2022

## Performance Standards Report



## Table of Contents

Heading	Page
Mission Statement	3
Values	3
Message from the Chief	4
District Overview	5
Stations	5
Organizational Chart	6
Operations	7
Training and Safety	7
Fire Prevention and Public Education	8
Wildfire Community Outreach	8
Deployment Report	9
Expected Number of District Employees	9
Expected Function of District Employees	9
Policy Statements	9
Emergency Response	9
RCW 35.103	10
Intent of RCW 35.103	10
Time Temperature Standard	10
Cardiac Arrest Survival Standard	12
Response Time Standards and Objectives	13
Turnout Time	13
Total Emergency Incidents Pie Chart	13
Emergency Response by Zone	14
Arrival of First Engine at a Fire	14
Arrival of First Alarm Assignment at a Fire	14
Arrival of Emergency Medical Technician at a Medical Scene	14
Arrival of Wildland Firefighting-Trained and Equipped Personnel	14
Steps to Achieve Compliance	15
Map of Chelan County Fire District 1 Boundaries	16





### **Mission Statement**

Our mission is to save lives and protect property with Professionalism through Pride, Commitment and Compassion.

### **Our Vision for the Future**

1. Create a safe work environment that fosters commitment to all personnel for the successful implementation of the mission.
2. Make decisions based on the best interest of the community and earn the respect of the people we serve.
3. Create and maintain a proactive relationship with other public and private agencies and our peers.
4. Provide services that stay ahead of the changing characteristics of our district.
5. Develop and maintain a high level of proficiency through training.
6. Meet essential community needs with established resources through the effective management of our budget, ensuring that expenditures achieve expected results.
7. Provide an effective equipment and apparatus maintenance program to ensure the dependable delivery of all risk services.

### **Values**

The values adopted by Chelan County Fire District 1 are taken from the Wildland Fire Leadership Values and Principles with origins from our Military.

#### **Duty**

- Be proficient in your job, both technically and as a leader.
- Make sound and timely decisions.
- Ensure that tasks are understood, supervised, accomplished.
- Develop your subordinates for the future.

#### **Respect**

- Know your subordinates and look out for their well-being.
- Keep your subordinates informed.
- Build the team.
- Employ your subordinates in accordance with their capabilities.

#### **Integrity**

- Know yourself and seek improvement.
- Seek responsibility and accept responsibility for your actions.
- Set the example.

Our values and standard operating procedures and guidelines are the basis for our conduct and actions. A value system we can all connect with makes us more effective. We can evaluate our performance and conduct with values.

## **Message from The Fire Chief**

Greetings Citizens of Fire District 1,

The year 2022 brought us many opportunities and blessings. Our call volume increased by 2,738 calls, 56% over 2021. The increased call volume can be attributed to our increasing population, mental health issues and increased drug related, life threatening calls requiring fire response.

Our Water Rescue and Rope Rescue Teams continue to be in demand throughout our District and region. One incident involved the use of our District's helicopter for transporting our Rescue Technicians, with auto-extrication equipment, to save a hiker trapped underneath a boulder in the Enchantments. Our Deputy Chief of Operations has organized a regional Hazardous Materials Team by partnering with Chelan, Douglas and Grant Counties. This will provide our region with a Hazmat team that can deal with the most common Hazardous Materials calls in our region.

Regarding wildfire resiliency, the District has once again partnered with the Wildfire Research Center (WiRe) to study the Stemilt Basin. Your Fire District and WiRe conducted a study on 156 residential properties in the Stemilt Basin. The criteria included 13 attributes consisting of overall risk, address visibility, ingress/egress, driveway clearance, length and turnarounds, topography, adjacent fuel, home flammability and defensible space. We now have data to engage our community and increase our resiliency to wildfire.

The District was extremely fortunate to receive a donated parcel of land from the Berdan family located on the Wenatchee Heights. It will be the home of a future volunteer fire station. Additionally, Kyle Mathison is working with the District to acquire land in the Stemilt Basin for another future volunteer fire station.

The largest change to the District, and fire service in the valley, occurred during 2022. Chelan County Fire District 1 and Douglas County Fire District 2 were combined into one fire department, by a vote of the public, effective on September 30, 2022. Combining the Fire Districts has streamlined emergency response, increased financial viability and provides better continuity in operations. Chelan County Fire District 1 has a 79-year history of leadership by the Commissioners, resulting in two previous fire departments combining with Chelan County Fire District 1; in 2015 the Wenatchee Fire Department annexed into the District and in 1987 Chelan County Fire District 2 (Malaga) annexed into the District.

The year 2022 reminded us, yet again, how much our community supports their fire department. We are at your service 24-hours a day, 365 days a year and very grateful to be here serving you!

We are always a phone call or email away. Please reach out to us anytime with inquiries.

## PROFESSIONALISM – PRIDE – COMPASSION

### District Overview

Chelan County Fire District 1 provides a full range of services that include fire suppression, emergency medical services, technical rescue, fire prevention, education, and fire investigation to our 45,000 citizens in 70-square miles in the Wenatchee area. Fire District 1 members responded to 6,154 incidents in 2022 from our six fire stations located throughout the Fire District. Four of the six fire stations are staffed 24 hours a day with a combination of career, volunteer and resident volunteer personnel.

The citizens of Fire District 1 elect a 3-member Board of Fire Commissioners to govern the organization, each of whom is elected to serve a 6-year term. The 2022 Board consists of Board Chair Phil Dormaier, Cam de Mestre, and Gordon Zimmerman.

In 2022, the General Operating Budget for Fire District 1 was \$9.3 million dollars. This revenue is derived primarily from property taxes, which were levied at \$1.32 per \$1,000 of assessed property valuation.

### Stations

Station 10: 731 North Wenatchee Avenue.

Station 11: 206 Easy Street constructed in 1982.

Station 12: 408 North Western Ave constructed in 1964.

Station 13: 1836 South Mission St constructed in 2018.

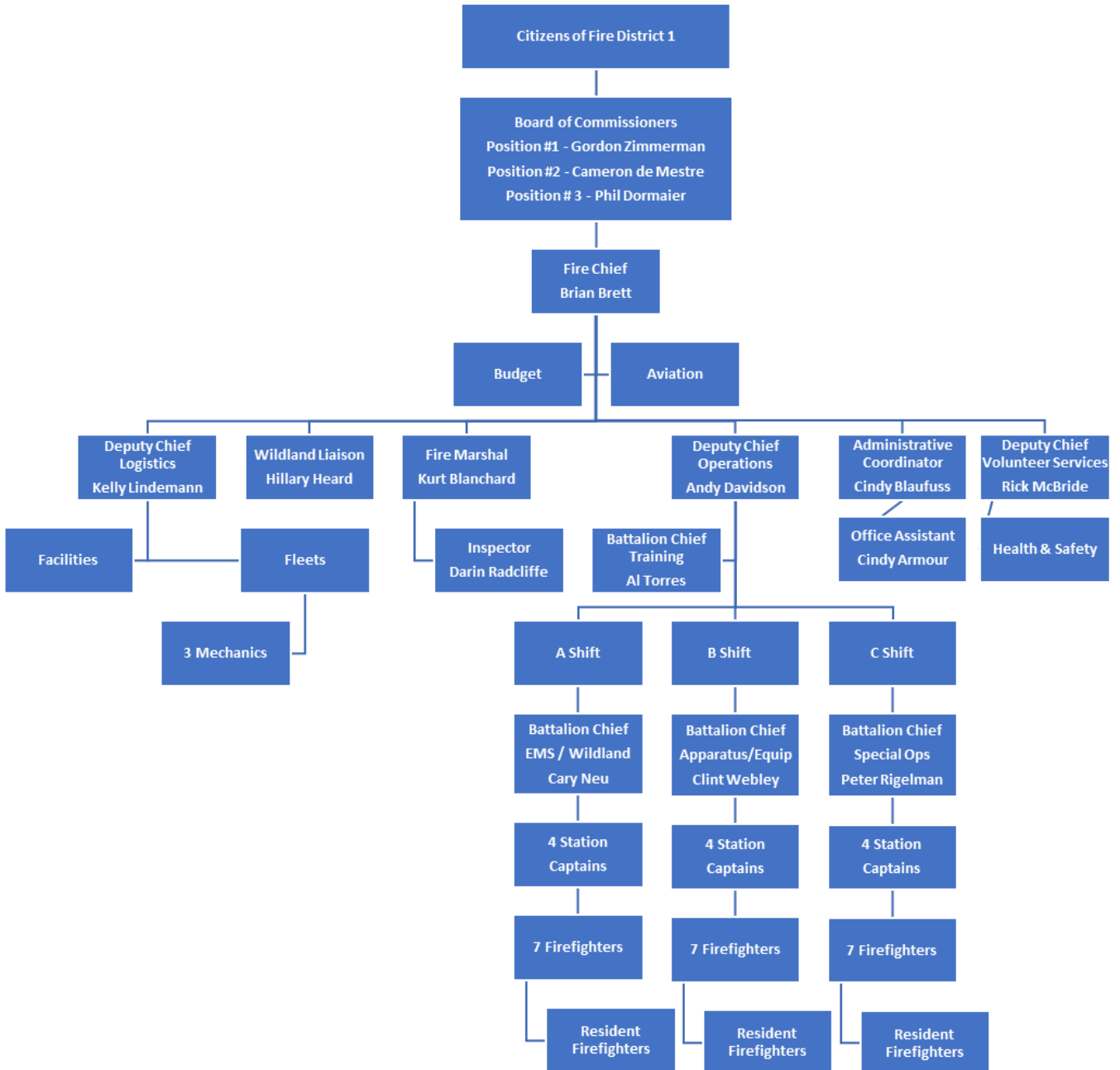
Station 14: 4852 Squilchuck Road constructed in 1975

Station 17: 3760 West Malaga Road constructed in 1995

- The average response times between stations is 6 minutes and 45 seconds.



## Organization Chart



## **Operations**

The dedicated personnel assigned to the Operations Division responded to 6,154 requests for service from our six strategically located fire stations. Requests for medical services (EMS) again accounted for the largest number of responses with a total of 63% of calls, a 1% increase over 2021. While the primary function of the Operations Division personnel is to respond to emergency and non-emergency calls, Operations Division personnel are assigned additional responsibilities including, conducting building pre-fire plans, business inspections, public education events and maintaining equipment in a constant state of readiness.

Fire District 1 continues to participate in automatic and mutual aid with our neighboring fire departments. This helps reduce response times and provides customers with what they need quickly.

The Operations Division will continue to invest in our responders, leverage technology and strive to maintain or reduce response times to better serve our citizens.

## **Training and Safety**

Chelan County Fire District 1 firmly believes in, and is dedicated to, the training of our members. Our constant tradition of training prepares us to serve the public in a safe and efficient manner. We utilize a combination of technology and manipulative drills to provide realistic live training to prepare our members for a wide range of emergency response situations.

District members recorded 13,875 hours of manipulative and classroom training in 2022. This training included topics such as firefighter survival, pump operations, hose evolutions, ladders, rope rescue, and wildland with several of our members serving as instructors. Additional internal trainings included:

- Washington State mandated training
- District policies and procedures
- Reviewing NIOSH Line of Duty Death reports
- EMS ongoing training and evaluation
- SCBA Fit Testing
- Company evaluations – hose drills
- Emergency Vehicle Incident Prevention
- Rapid intervention training
- Multi-Company evolutions
- Wildland driving rodeo course
- Rope Rescue
- Live Fire NFPA 1403

Our members also had the opportunity to attend several regional training events in a variety of disciplines.

### **Fire Prevention and Public Education**

The goal of the Fire Prevention and Public Education Division is to keep fire related property damage and injuries to a minimum, while working collaboratively with our community partners and developers. We are working on implementing Community Risk Reduction activities as an important piece of the District's efforts to keep our citizens educated in emergency preparedness.

District 1 consists of approximately 18,304 residential structures and 1,966 commercial structures. Our Fire Prevention Captain conducts business occupancy inspections on all commercial structures annually. Additionally, we annually flow and inspect all the hydrants in the District, approximately 2,000. Origin and cause fire investigations are conducted, as needed, on fire scenes to determine any areas of safety and outreach we need to bring to the community's attention.

Our Wildland Liaison conducts multiple fire prevention activities to reduce the impact of wildfire in our community. Some of the 2022 projects include:

### **Wildfire Community Outreach**

- Home assessments: 31
- Wildfire Blog posts: 4
- Community events: 5
- Community engagement contacts: 825
- Acres treated: 0
- Piles chipped: 19
- Cubic feet chipped: 1257
- WUI roof replacements: 7
- Funding awarded: \$1,125,576
- Funding applied for: \$245,265

Compared to 2021, home assessment participation shrank, participation remains active in communities we offer chipping assistance.

Jon Riley, our former Wildfire Liaison for 5 years, received the 2022 National Wildfire Mitigation Award at the Wildland Urban Interface Conference in Reno, Nevada.



## Deployment Report 2022

### Expected Number of District Employees

Chelan County Fire District 1 had the following employees in 2022:

- Chief Officers: 5 (shared with DCFD2)
- Battalion Chiefs: 4 (one BC in Training)
- Officers: 13 (one Captain in Prevention)
- Career Firefighters: 36 (on shift)
- Volunteer Firefighters: 22
- Administrative Staff: 2
- Wildland Liaison: 1
- Support Services: 6

In 2023 the District plans to add the following positions:

- Traditional Volunteer Firefighters: 15
- Resident Volunteer Firefighters: 21

### Expected Functions of District Employees

Chelan County Fire District 1 employees had the following expected functions in 2022:

- Fire Suppression
- Emergency Medical Services – Basic Life Support (BLS)
- Hazardous Materials Response – Awareness and Operations Level
- Fire Inspections
- Public Education
- Fire Investigation
- Fire Hydrant Inspections
- Pre-Fire Planning
- Rope Rescue
- Water Rescue

### Policy Statements

Chelan County Fire District 1 was established on March 29, 1943, by Resolution #134-A. The candidates for Fire Commissioner, upon formation, included I.A. Van Valkenburgh, William J. Moore, and Joe S. Welty.

### Emergency Response

#### RCW 35.103

During its 2005 session, the Washington State Legislature considered and then passed what has now been codified as Chapter 35.103 RCW. The law directs “substantially career fire departments” to evaluate their level of service and deployment delivery and response time on an annual basis. Chelan County Fire District 1, beginning in 2018, has now transformed into a “substantially career” fire district with an increase in hiring full-time firefighters combined with limited, if any, growth and retention in the volunteer ranks. Specifically, the annual report shall include:

- The policy statements establishing the existence of the District, services the District provides, the basic organizational structure of the District, the expected number of employees and the functions that the employees are expected to perform.
- The adopted standards of turnout and response for all applicable emergency incidents.
- The annual comparison of the adopted standards of turnout and response for all emergency incidents.
- Definition of the geographic areas and circumstances in which the requirements of the adopted standards are not being met.
- Explain the predictable consequences of any deficiencies and address the steps that are necessary to achieve compliance with the district’s adopted standards.

#### **Intent of RCW 35.103**

The legislature acknowledges the efforts of the International City/County Management Association of Fire Chiefs and the National Fire Protection Association for the organization and deployment of resources for fire departments. The arrival of first responders with automatic external defibrillator capability before the onset of brain death and arrival of adequate fire suppression resources before flash-over are critical events during the mitigation of an emergency and in the public’s best interest. For these reasons, this chapter contains performance measures relating to the organization and deployment of fire suppression operations, emergency medical operations and special operations by substantially career fire departments. This chapter does not, and is not intended to, in any way modify or limit the authority of code cities to set levels of service.

#### **Time-Temperature Standard**

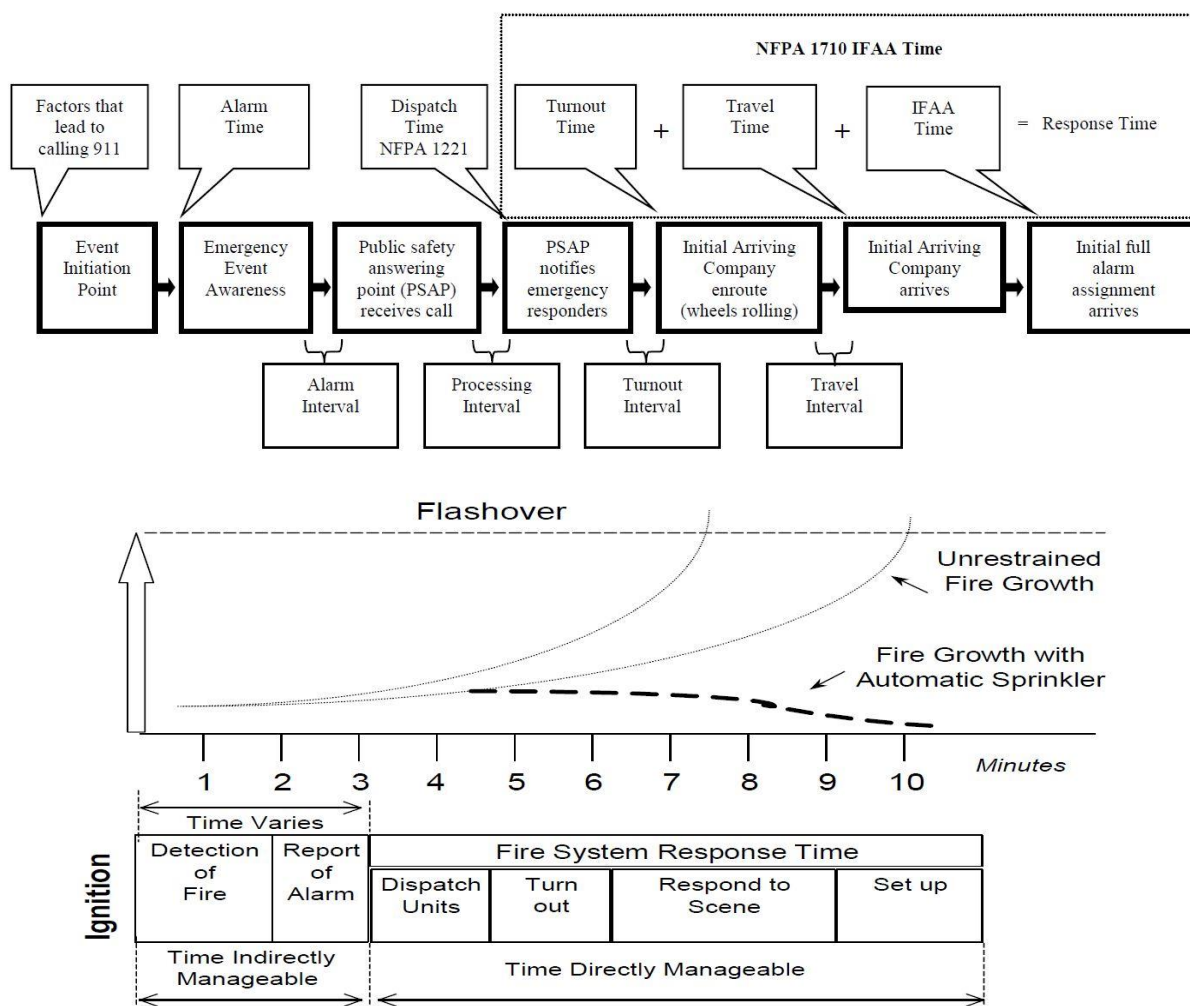
##### **Time Temperature Standard**

The “time-temperature curve” standard, in the figure below, is based on data from the National Fire Protection Association (NFPA) and the Insurance Services Organization (ISO) which have established that a typical point source of ignition in a residential house will “flash over” at some time between five and ten minutes after ignition, turning a typical “room and contents” fire into a structural fire of some magnitude.

### Time Temperature Curve

The utility of the time-temperature curve for fire station placement is contingent on several factors, including but not limited to the following:

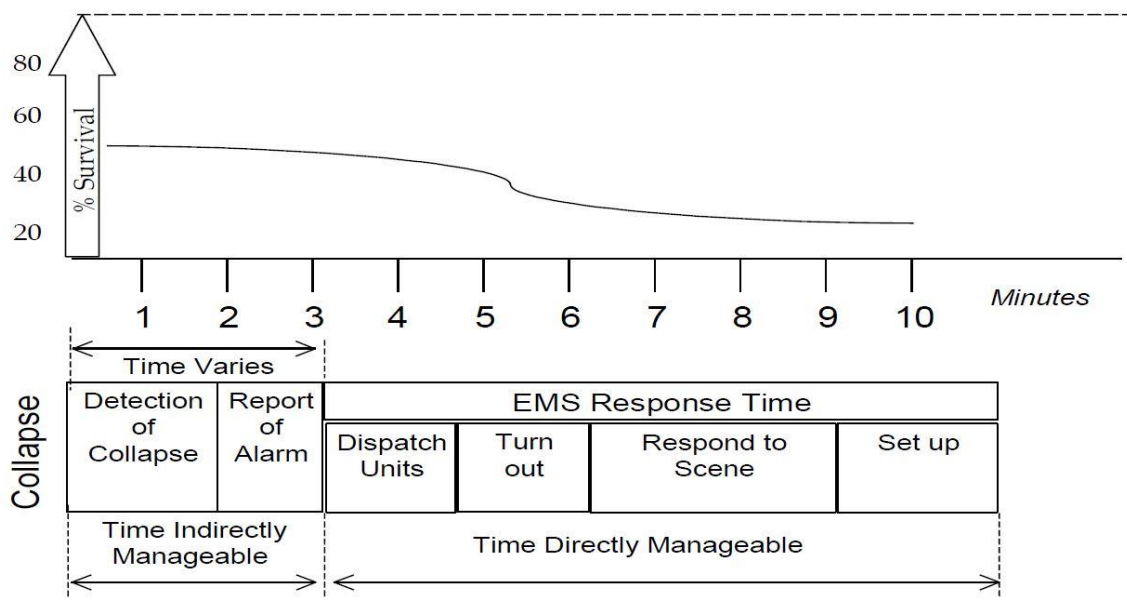
- It does not account for the time required for the existence of a fire to be “discovered” and reported to the fire department via the 911 system.
- The time from ignition to flashover varies widely (5-30 minutes depending on building characteristics).



### Cardiac Arrest Survival Standard

In communities where the fire service is the principal provider of Emergency Medical Services (EMS) first response, the “Chain of Survival” standard, shown in the figure below,

was developed by the American Heart Association and is often used to provide guidance for the distribution of resources. The Chain of Survival suggests that basic life support (CPR and defibrillation) should be available to the victim of a cardiac arrest within 4 minutes of the event. Early notification, distribution and concentration of emergency response services are thus paramount to successful resuscitation efforts.



### The Golden Hour Standard

In trauma events, the golden hour is the historic benchmark applied to victims with significant critical, traumatic injuries. The golden hour reflects the concept that survivability decreases significantly if the patient isn't in the operating room within one hour of receiving a critical traumatic injury.



**2022 Total Incidents January 1 - September 30**

MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	271	5.89%
Overpressure rupture, explosion, overhear - no fire	6	0.13%
Rescue & Emergency Medical Service	2892	62.81%
Hazardous Condition (No Fire)	92	2%
Service Call	228	4.95%
Good Intent Call	769	16.7%
False Alarm & False Call	333	7.23%
Severe Weather & Natural Disaster	1	0.02%
Special Incident Type	12	0.26%
<b>TOTAL</b>	<b>4604</b>	<b>100%</b>

**2022 Total Incidents October 1 – December 31 as WVFD**

MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	101	6.52%
Overpressure rupture, explosion, overhear - no fire	3	0.19%
Rescue & Emergency Medical Service	970	62.58%
Hazardous Condition (No Fire)	37	2.39%
Service Call	103	6.65%
Good Intent Call	200	12.9%
False Alarm & False Call	133	8.58%
Special Incident Type	3	0.19%
<b>TOTAL</b>	<b>1550</b>	<b>100%</b>

**2022 Response Time Standards and Objectives**

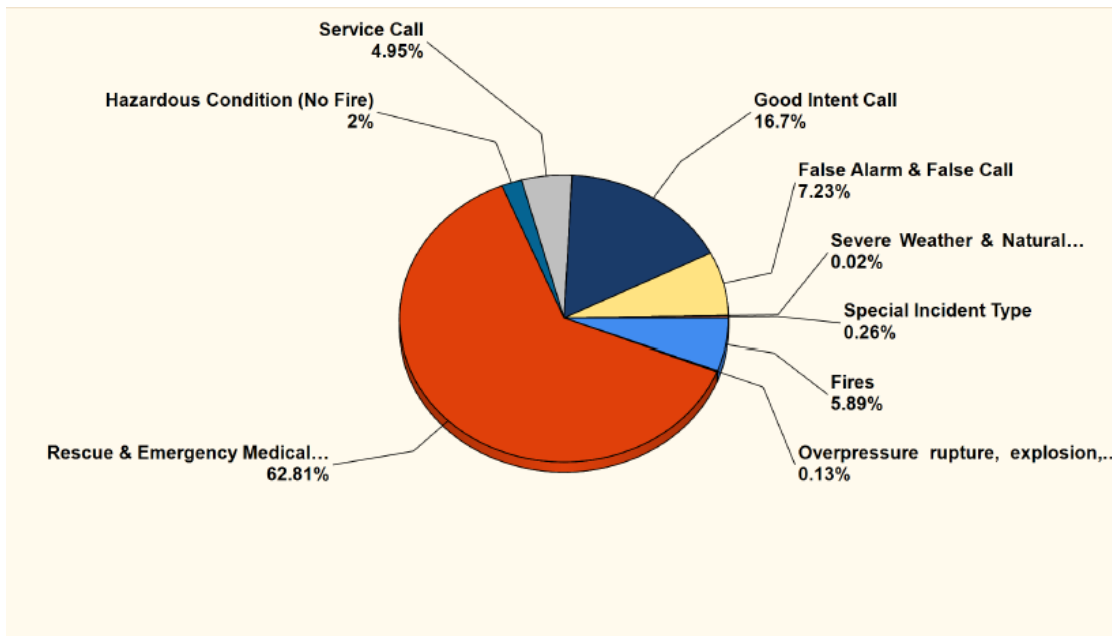
Chelan County Fire District 1 has established response time standards for the zones within Fire District 1. The zones represent the area in proximity to our fire stations. The response time standard for zones 10, 12, 15 and 16 is 6 minutes or less for 90% of the incidents. The response time standard for all other zones in the District is 8 minutes or less for 90% of the incidents. A full first-alarm assignment (3 Engines, 1 Ladder, and 1 Battalion Chief) for fire suppression is 10 minutes for 90% of the incidents.

**Turnout Time**

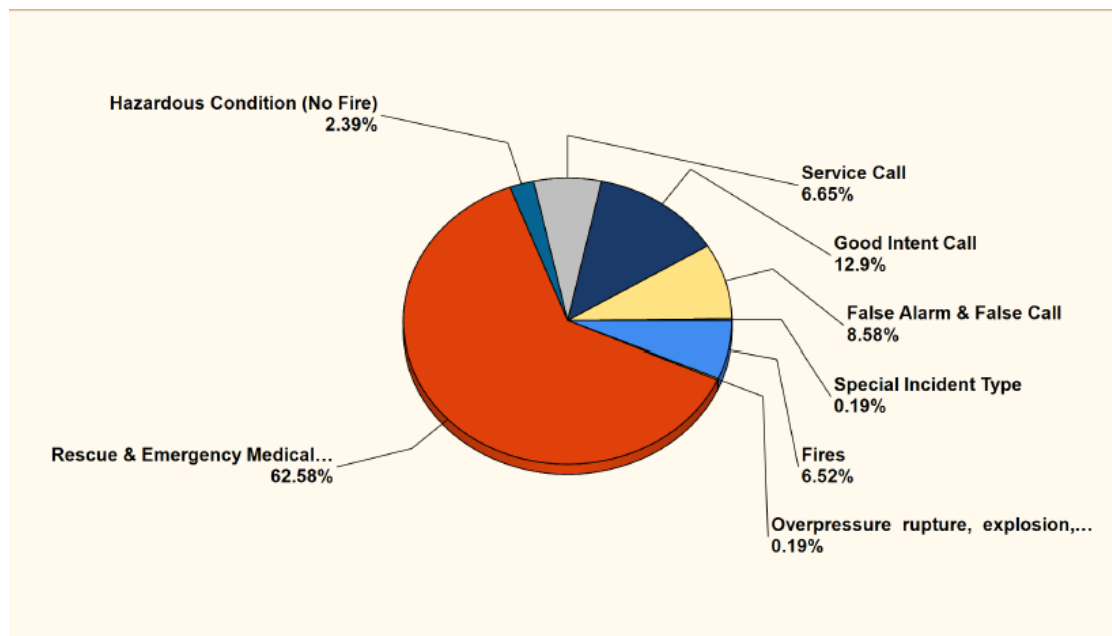
Turnout time is the time from receipt of a dispatched alarm by the firefighting or emergency medical crew, until they indicate (verbally or electronically) that they are enroute to the incident. Chelan County Fire District 1 turnout time standard is:

- 1 minute, or less, for 90% of all EMS incidents.
- 1 minute and 20 seconds, or less, for 90% of fire response incidents.
- 1 minute and 20 seconds, or less, for 90% of Hazardous Materials and Rescue incidents.

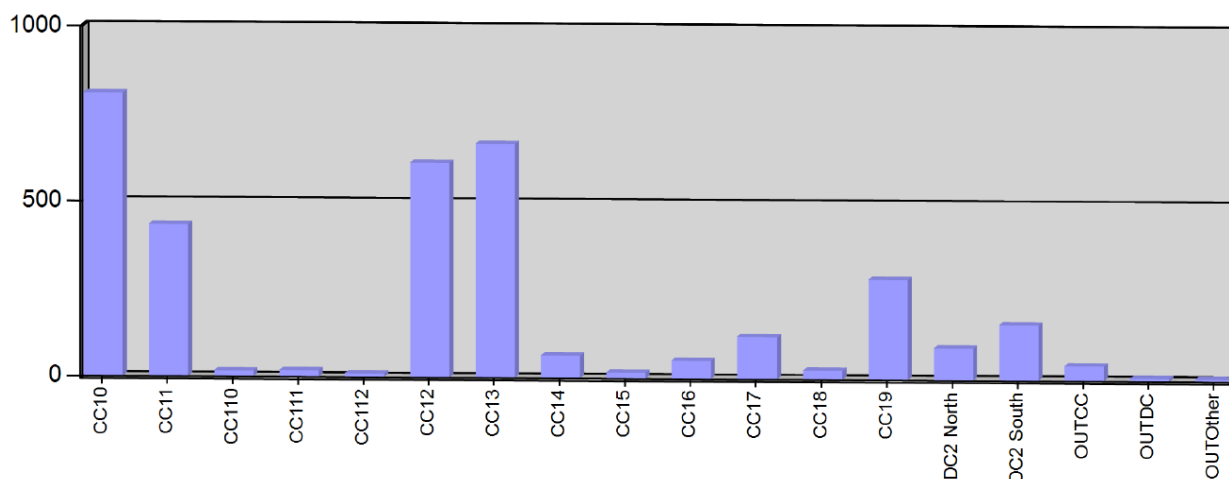
**Chart of 2022 Response Types January 1 – September 30**



**Chart of 2022 Response Types October 1 – December 31 WVFD**



### 2022 Emergency Response by Area



Chelan County Fire District 1 Board of Commissioners adopted a Delivery Standards Policy, Article I, Policy 07, on June 12 of 2019. The District compiled the information for the 2022 Performance Standards report upon adoption of the Delivery Standards Policy. The District aspires to provide accurate information to measure our key performance metrics consisting of:

- Average turnout time.
- Arrival of first engine at a fire.
- Arrival of first full alarm assignment at a fire.
- Arrival of Emergency Medical Technician(s) at a medical scene.
- Arrival of wildland firefighting-trained and equipped personnel.
- Arrival of an Incident Management Team consisting of at least an IC, Division/Group Supervisor and a Safety Officer within 15-minutes for 90% of the warranted incidents.

Again in 2022, CCFD1 is unable to accurately report data for our key performance metrics because of the human-factor that is required to document times at RiverCom (Dispatch), availability of open radio channels to accurately announce unit status and the lack of appropriate modules in Emergency Services Reporting.

Upon receiving a call, RiverCom manually enters the times for responding units. The Telecommunicator is multi-tasking managing the emergency communications of the call nature. As such, the times of responding/arriving units are recorded when the Telecommunicator can manually enter them in the CAD log. Furthermore, the quantity of responding units consumes the available airtime, often prohibiting an immediate (accurate) announcement of unit(s) status.

Positively, we did make progress toward the goal of capturing our performance metrics. CCFD1 began publishing Performance Standards Reports in 2018 and has been working diligently with our Cooperators to mitigate this deficiency. Historically, what was prohibiting RiverCom and ISpy from integrating to touch tone response, was the ability for ISpy to interface with

RiverCom. Further complicating the integration was the tragic passing of the Operations Director at RiverCom. Concerns regarding ISpy, RiverCom integration prohibited sharing of data. As of the end of 2022 the integration has been beta tested with positive results. A few technical issues remain to be resolved. However, we anticipate integration of touch screen response by the end of the first quarter of 2023 following ISpy and RiverCom training on the touch screen response functionality.

Additionally, CCFD1 is developing a process to evaluate our structure fire responses by manually reviewing data for key benchmarks relevant to assembling an Incident Management Team.

### **Steps to Achieve Compliance**

Steps necessary to achieve compliance with the District's adopted standards may include the following:

- Addition of staffed fire stations.
- Hiring additional responders.
- Recruiting and retaining additional volunteers.
- Member training to reduce turnout times.
- Continued automatic aid with neighboring fire/EMS agencies.
- Improved data entry and collection for reporting.
- Adopting technology to electronically record response and arrival times.

ISpy Fire has completed the module for documenting turnout time, response time, arrival of the first alarm assignment and arrival of wildland resources at a wildland scene. As mentioned previously, a few technical issues remain to be resolved as well as training at ISpy and RiverCom.





**Map of Chelan County Fire District 1**

