

# Wenatchee Valley Fire Department



2024

Performance Standards Report

## Table of Contents

Heading	Page
Mission Statement	2
Values	2
Message from the Chief	3
Department Overview	4
Stations	4
Logistics/Facilities	4
Organizational Chart	5
Operations	6
Training and Safety	6
Fire Prevention and Public Education	7
Wildfire Community Outreach	7
Deployment Report	8
Expected Number of Department Employees	8
Expected Function of Department Employees	8
Policy Statements	9
Emergency Response	9
RCW 35.103	9
Intent of RCW 35.103	10
Time Temperature Standard	10
Cardiac Arrest Survival Standard	11
Golden Hour Standard	12
Response Time Standards and Objectives	12
Turnout Time	13
Total Emergency Incidents Pie Chart	13
Emergency Response by Area (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 Wenatchee Valley Fire Department Boundaries	16

## **Mission Statement**

Our mission is to save lives and protect property.

### **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 interests 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 department.
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 Wenatchee Valley Fire Department 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 Wenatchee Valley Fire Department,

The year 2024 was very successful and productive for the fire department. We successfully protected numerous structures during significant wildfire incidents, Balsam Root, Squilchuck Road and Methow fires to name a few. The community preparedness, our response and post-fire landscape treatments are all making our community more resilient to wildfire.

Our Wildland Liaison continues to develop landscape treatment areas in our jurisdiction. To provide for defensible space, we need to remove sagebrush within 100' of residences. Additionally, replacing cheat grass with native vegetation will reduce the heat release rate by 90% and substantially reduce ember cast. Regarding home resiliency, the City of Wenatchee Building Official bid the difference between a home built to "fire hardened" WUI Standards compared to a home without. The cost difference was \$1.00 per square foot. Thus, "hardening" our homes to wildfire results in significant survivability at a minimal cost. In fact the USFS Riverside Fire Research Center concluded that a clear 5' home ignition zone results in 80% survivability of the structure. Add landscape treatments out another 25' and survivability increases to 97%.

The fire department completed a 5-year Strategic Plan for 2024-2028 and work on the Plan is underway. The department is beginning the Accreditation process and a current Strategic Plan is one of the three required documents. The Community Risk Analysis and Standards of Cover are the other two documents. We aspire to be accredited by the end of 2026. Accreditation will provide the objective data to evaluate our department's performance as well as provide our community with documentation to substantiate our service delivery objectives.

2024 was significant for the future funding of the fire department with the passage of the Fire Benefit Charge in August. This sustainable revenue source was critically needed and completed the two step process of becoming a Regional Fire Authority. The Fire Benefit Charge allows our department to track with inflation, maintain our fleet and facilities.

The Washington Survey and Rating Bureau completed their evaluation of our newly formed fire department. The Chelan County side will remain a Community Protection Class of 4. The Douglas County side will drop from a 5 to a 4. This reduction should help our citizens with lower insurance premiums. As a result of this evaluation, the fire department is re-staffing the Malaga fire station in 2025. Our staffing per fire engine remains at 50% NFPA Standard 1710. In 2024 we continued to be 27 firefighters short of the 66.7% staffing (3-person engine) that allows for the legal initiation of verified occupants and significant improvement to initial CPR performance.

We look forward to continually building our fire department to meet the response and safety needs of both our community and our firefighters. We are always a phone call or email away. Please reach out to us anytime with inquiries.

## **Department Overview**

Wenatchee Valley Fire Department provides a full range of services that include fire suppression, emergency medical services, technical rescue, fire prevention, education, and fire investigation to our 81,000 citizens in 211-square miles in the greater Wenatchee area.

Department members responded to 6,229 incidents in 2024 from our ten fire stations located throughout the department's boundaries. Seven of the ten fire stations are staffed 24 hours a day with a combination of career, volunteer and resident volunteer personnel.

Our district demographic is comprised of 24% residential, 5% commercial, and 71% agricultural/open space. 21% of our jurisdiction is covered by fire hydrants.

The citizens of each fire district elect three Fire Commissioners to form a 6-member Board that governs the organization; each Commissioner is elected to serve a 6-year term. The 2024 Board consists of Board Chair Dave Fennell, Shawn Evenhus, Cam de Mestre, Phil Dormaier, Danny Johnson, and Gordon Zimmerman.

In 2024, the General Operating Budget for the department was \$22.2 million dollars. This revenue is derived primarily from property taxes, which were levied at \$1.43 per \$1,000 of assessed property valuation.

## **Station Locations**

Station 1 (FS1): 377 Eastmont Ave, East Wenatchee

Station 2 (FS2): 200 Airport Way, East Wenatchee

Station 3 (FS3): 1600 Douglas Street, Rock Island

Station 4 (FS4): 240 35<sup>th</sup> Street NW, East Wenatchee

Station 10 (FS10): 731 North Wenatchee Avenue, Wenatchee

Station 11 (FS11): 206 Easy Street, Wenatchee

Station 12 (FS12): 408 North Western Avenue, Wenatchee

Station 13 (FS13): 1836 South Mission Street, Wenatchee

Station 14 (FS14): 4852 Squilchuck Road, Wenatchee

Station 17 (FS17): 3760 West Malaga Road, Malaga

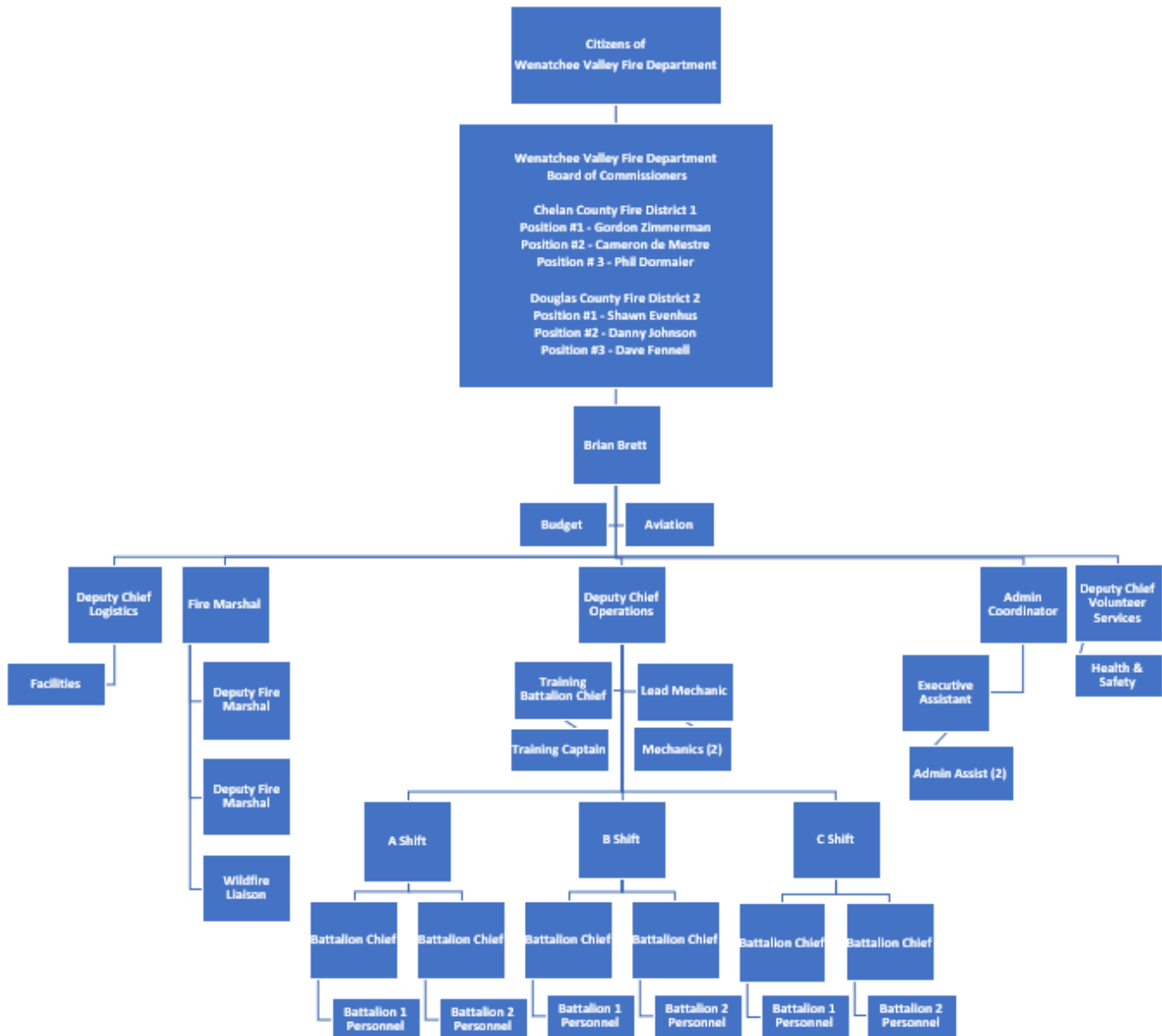
- The average response times between stations is 7 minutes and 45 seconds.

## **Logistics/Facilities**

- Fire station rebranding was completed with our new WVFD logo and name.
- Records management transitioned from Emergency Reporting System to First Due.

- Electronic Reader Boards were installed at FS1 and FS11.
- Received grant funding for generators at FS11 and FS13.
- FS12 bathroom mold remediated.
- FS17 property survey denotes encroachment on Chelan County Property. Solutions are being sought.
- Plans to renovate FS17, in 2025, are being developed.
- The Capital Improvement Plan (CIP) began in 2024 with a completion date in 2025.
- Exploring a partnership with the Chelan Douglas Regional Port Authority to construct a new FS2, in the TIF area, that has Aircraft Rescue Firefighting (ARFF) capability.
- Hanger design is in progress with a plan to relocate aviation to Pangborn Airport.

### Organization Chart



## **Operations**

The dedicated personnel assigned to the Operations Division responded to 6,229 requests for service from our ten strategically located fire stations. Requests for medical services (EMS) accounted for the largest number of responses with a total of 64.81% of calls. 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.

2024 saw improvements including apparatus modernization and special operations response capabilities, training, and equipment. Special operations are comprised of rope rescue, water rescue, confined space response, and hazardous material response.

The department continues to participate in automatic and mutual aid with our neighboring fire departments. This reduces response time and provides customers with essential resources when incidents increase in size or complexity.

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**

Wenatchee Valley Fire Department remains committed to training our members. Our ongoing training ensures we can serve the public safely and efficiently. We use technology and hands-on drills to provide realistic, live training that prepares our members for a wide array of emergency situations.

In 2024, our department members logged 14,937 hours of both manipulative and classroom training. This comprehensive training covered topics such as firefighting tactics, driver operator academy, hose evolutions, ladders, rope rescue, and wildland firefighting. Additional internal training sessions 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 and national training events across various disciplines.

In 2025 we plan to enhance the training program by expanding the scope of topics to include:

- Target hazard training using technology and walk-throughs
- Improving EMS response
- Preparing members for supervisory roles

These are just a few topics to ensure our members are well prepared to handle the evolving challenges of emergency response and continue to serve the community effectively.

### **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.

The department's boundaries include approximately 26,083 residential structures, 152 apartment complexes, and 1,349 commercial structures. Our Fire Prevention Division conducts business occupancy inspections on all commercial structures annually. Additionally, we annually flow and inspect all the hydrants in the district, approximately 3,852. 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.

Annual Prevention update:

- The Fire Prevention Division monitors 186 properties and 756 fire protection systems in Douglas County through our Tegriss database.
- Installed 100 grab bars (fall prevention) in 38 residences.
- 165 smoke detector installations.
- High School public education in Forensic Sciences.
- Plans to add 4 new Fire Investigation Technicians (FIT's) in 2025.
- 40 public education events.
- 3,959 fire hydrant tests.
- Storz project is complete in Battalion 2. Battalion 1 to be completed in 2025.
- 2,800 occupancy inspections completed.
- 108 Tier II reports submitted.

Our Wildfire Liaison conducts multiple fire prevention activities to reduce the impact of wildfire in our community. Some of the 2024 projects include:

### **Wildfire Community Outreach**

- Home assessments: 8
- Wildfire blog posts: 3



- Community events: 10
- Community engagement contacts: 1,045
- Acres treated: 380
- Piles chipped: 15
- Cubic feet chipped: 2,450
- Wildland-urban interface shake roof replacements: 1
- Grant funding awarded: \$1,264,902

## **Deployment Report 2024**

### **Expected Number of District Employees**

Wenatchee Valley Fire Department had the following employees in 2024:

- Chief Officers: 5
- Assistant Chief Fire Marshals: 2
- Volunteer Division Chiefs: 3
- Battalion Chiefs: 7 (one BC in Training)
- Officers: 22 (one Captain in Training and two in Prevention)
- Career Firefighters: 36 (on shift)
- Volunteer Firefighters: 16
- Administrative Staff: 4
- Wildfire Liaison: 1
- Support Services: 12

In 2025 the Department plans to add the following positions:

- Traditional Volunteer Firefighters: 12
- Support Volunteers: 4
- Resident Volunteer Firefighters: 0
- Career Firefighters: 9

### **Expected Functions of Department Employees**

Wenatchee Valley Fire Department employees had the following expected functions in 2024:

- Fire Suppression
- Emergency Medical Services – Basic Life Support
- 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**

Wenatchee Valley Fire Department was established on September 30, 2022, when the voters approved a ballot measure to combine Chelan County Fire District 1 and Douglas County Fire District 2 to form a Regional Fire Authority.



## **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. Wenatchee Valley Fire Department was considered a “substantially career” fire department upon formation. Specifically, the annual report shall include:

- The policy statements establishing the existence of the Department, services the Department provides, the basic organizational structure of the Department, 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 department’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

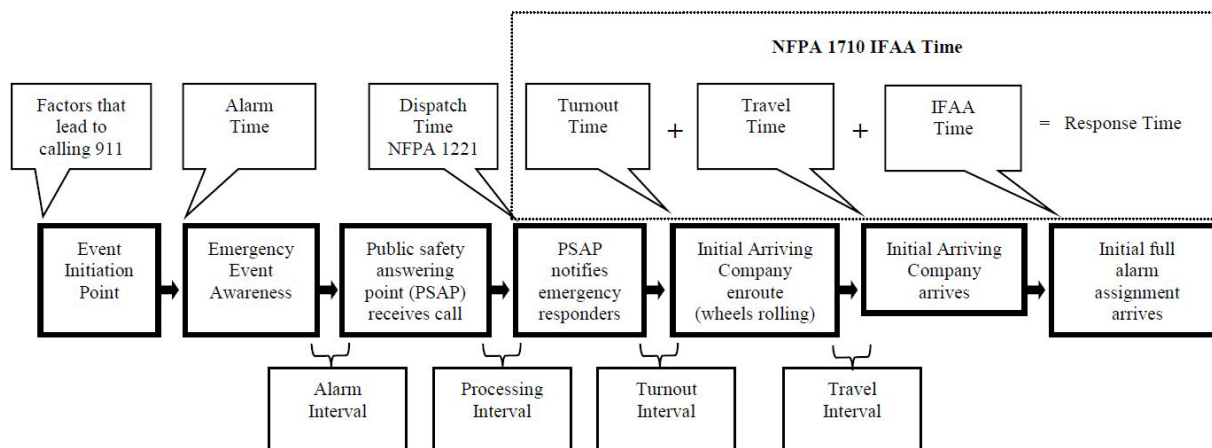
### Time Temperature Standard

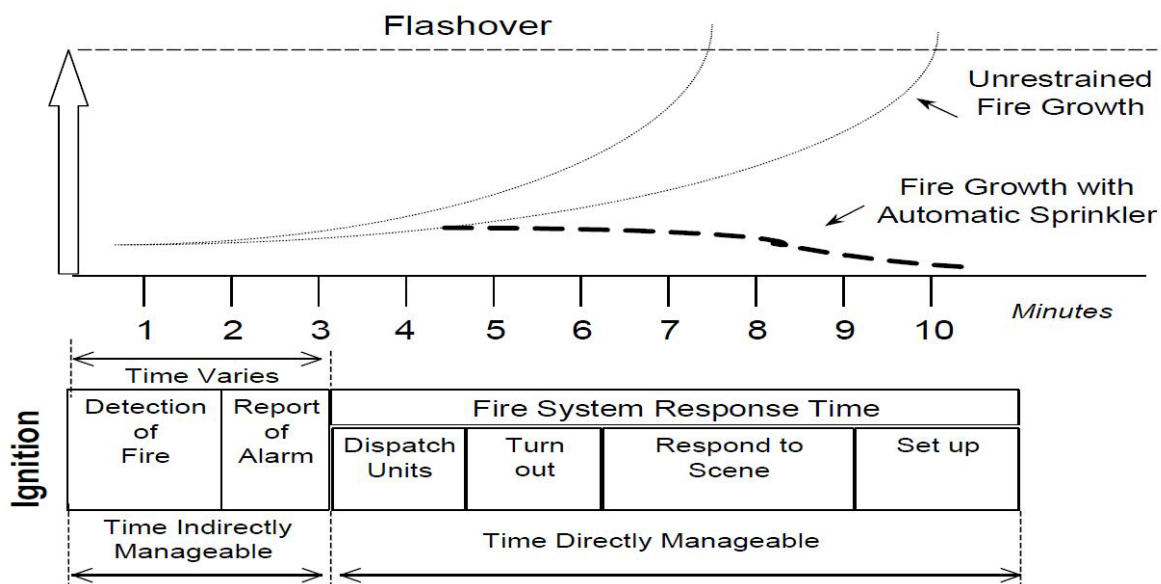
The "time-temperature curve" standard, in the figure below, is based on data from the National Fire Protection Association (NFPA) and the Insurance Services Organization (ISO) which have established that a typical point source of ignition in a residential house will "flash over" at some time between 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:

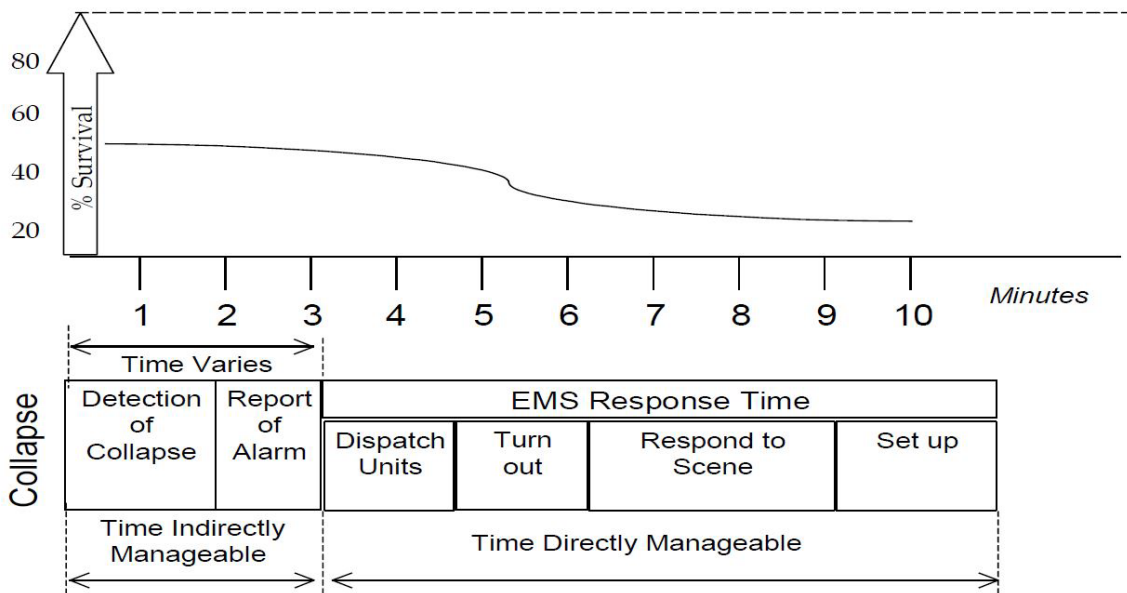
- It does not account for the time required for the existence of a fire to be "discovered" and reported to the fire department via the 911 system.
- The time from ignition to flashover varies widely (5-30 minutes depending on building characteristics).





**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.



## 2024 Total Incidents

MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	275	4.41%
Overpressure rupture, explosion, overheat - no fire	15	0.24%
Rescue & Emergency Medical Service	4037	64.81%
Hazardous Condition (No Fire)	117	1.88%
Service Call	369	5.92%
Good Intent Call	820	13.16%
False Alarm & False Call	584	9.38%
Severe Weather & Natural Disaster	1	0.02%
Special Incident Type	11	0.18%
<b>TOTAL</b>	<b>6229</b>	<b>100%</b>

## 2024 Response Time Standards and Objectives

Wenatchee Valley Fire Department has established response time standards for the zones within the department's boundaries. The zones represent the area in proximity to fire stations.

Zone	Response Time Standard
210	5 minutes or less for 90% of the incidents
10, 12, 15, 16, 21, 23, 25	6 minutes or less for 90% of the incidents
26 and 28	7 minutes or less for 90% of the incidents
24 and 212	8 minutes or less for 90% of the incidents
29	10 minutes or less for 90% of the incidents
27	11 minutes or less for 90% of the incidents

The response time standard for all other zones within 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.

**Emergency Reporting Response Data**

Zone	Incident Time	Response Time
210	EMS	5 minutes or less for 321 – 24% (51 incidents)
210	Fire	5 minutes or less for 111 & 121 – 0% (1 incident)
10,12,15,16, 21, 23, 25	EMS	6 minutes or less for 321 - 55% (1,889)
10,12,15,16, 21, 23, 25	Fire	6 minutes or less for 111 & 121 – 73% (22)
26 and 28	EMS	7 minutes or less for 321 – 36% (72)
26 and 28	Fire	7 minutes or less for 111 & 121 – 0% (1)
24 and 212	EMS	8 minutes or less for 321 – 72% (74)
24 and 212	Fire	8 minutes or less for 111 & 121 – (0)
29	EMS	10 minutes or less for 321 – 14% (7)
29	Fire	10 minutes or less for 111 & 121 – 0
27	EMS	11 minutes or less for 321 – 100% (3)
27	Fire	11 minutes or less for 111 & 121 – 0
All other zones	EMS	8 minutes or less for 321 – 70% (926)
All other zones	Fire	8 minutes or less for 111 & 121 – 45% (11)

**\*Data disclaimer** - This data has zero value in evaluating our performance standards delineated on page 12 and referenced on page 15. The Wenatchee Valley Fire Department is unique in the region, being the only fire department required by the State to produce an Annual Performance Standards Report.

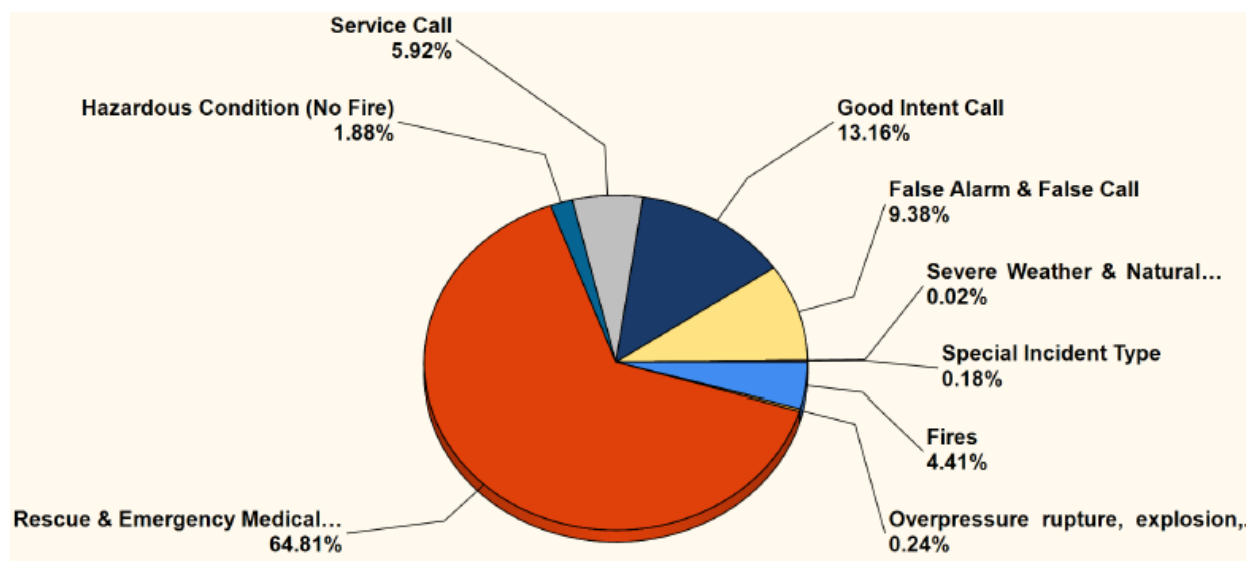
**Turnout Time**

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.

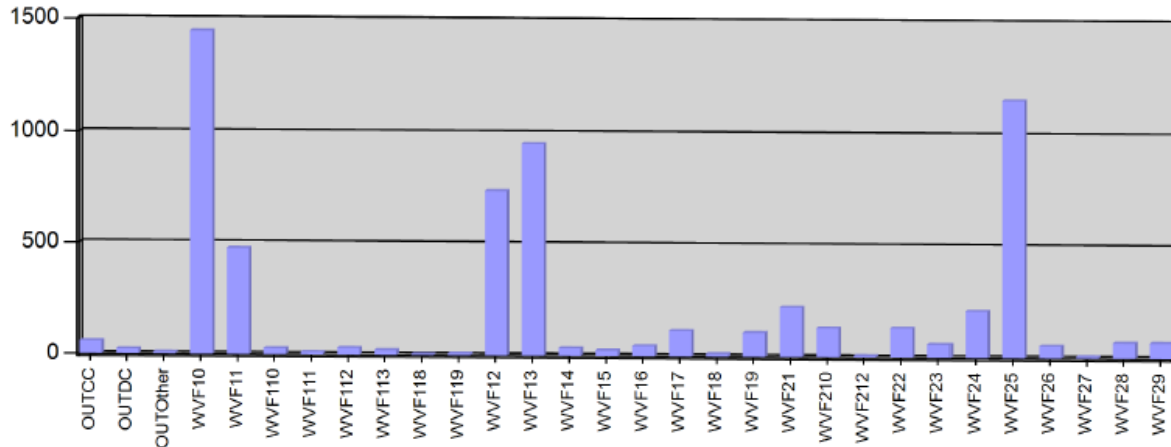
The Wenatchee Valley Fire Department turnout time standard is:

- 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 2024 Response Types**



## 2024 Emergency Response by Area



Wenatchee Valley Fire Department Board of Commissioners adopted a Delivery Standards Policy, Article I, Policy 07, on December 14, 2022. The Department compiled the information for the 2023 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.

Historically, the Wenatchee Valley Fire Department has been unable to accurately report data for our key performance metrics due to the way our data is captured. This is due to our CAD system being a Spillman law enforcement system not specific to fire departments and our pertinent times being recorded manually.

The following is an explanation of the Spillman law enforcement and Telecommunicator interface. 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.

In 2022, ISpyFire completed their touchscreen module allowing the use of I-Pads to capture key performance data. We implemented touchscreen response in 2023 to mitigate the Spilman

deficiency. However, ISpyFire was required, by Android, to install a major version update that was not ready for production use. The update resulted in the Push To Respond (PTR) feature not being usable until mid-March of 2023. Throughout 2023, multiple version updates occurred affecting the operation of ISpyFire PTR. The deficiency continued throughout the year 2024. Therefore, our performance metric data, for 2024, lacks the confidence interval for complete reliability. To our reporting detriment, the issue was present throughout most of 2024.

The Spillman Law Enforcement platform is not the correct platform for the fire service CAD functions. As such, we are at the mercy of ISpyFire PTR function as a cost conducive mechanism for accurate data. The ideal solution may be the purchase of a fire specific CAD platform for our region's fire dispatch criteria. We continue to work with Rivercom and the North Central Washington Chiefs Association to address this issue. We now have a seat on the Rivercom Board beginning in 2025.

### **Steps to Achieve Compliance**

Steps necessary to achieve compliance with the Department'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.
- Obtain a Board position on the Rivercom Board to prioritize the fire service.

ISpyFire completed the module updates in 2025. Reliable touchscreen data is expected for the 2025 Performance Standards Report. This is critical for our Accreditation application. We cannot receive Accreditation without accurate incident response data.





## Map of Wenatchee Valley Fire Department

