

Wenatchee Valley Fire Department



2023

Performance Standards Report

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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,

On September 30, 2022 Chelan County Fire District 1 and Douglas County Fire District 2 were combined into one fire department following a public vote. Combining the Fire Districts has streamlined emergency response, increased financial viability and provides improved continuity in operations.

The year 2023 brought us many opportunities and blessings. Our call volume increased to 5,621 calls for service which can largely be attributed to our increasing population, mental health issues and increased life threatening, drug related calls requiring fire response.

The demographics of our community have changed significantly over the years. Historically, we enjoyed a "buffer" from wildfires as our residential areas were protected by a green belt of orchards that not only stopped the spread of wildfires directly, but functioned as a heat sink capturing ember cast. That orchard buffer is all but gone throughout our jurisdiction. As such, the department is proactively engaging in pre-mitigation work to minimize the impact of wildfires. For example, the department currently has FEMA grant funds to replace wood shake roofs, we're conducting home assessments, and grant-funding is available for riverrock installation within the 5' home ignition zone around homes. Furthermore The department's Wildfire Liaison is at the community's disposal for wildfire mitigation guidance.

At present, the department is planning the sustainable-funding phase for our newly formed department. As stated during the formation of the new department, we had to first combine the two departments. Once the voters approved the new department, it was necessary to return to the voters to request funding that will sustain operations. This request for sustainable funding is on the August 2024 ballot.

We continue to plan for the future of your fire department. As 2023 concludes, we are developing a new Strategic Plan, creating a Capital Improvement Plan, and reevaluating the fleet deployment and apparatus needs to serve you efficiently and effectively.

The department's relationship with Cooperators (USFS, BLM, DNR) is stronger than ever. As the public witnesses every summer, we can not do this alone with our minimal staffing. Wildfire success takes the complete response of the Cooperators and neighboring fire districts in the region. The Department appreciates the way we operate together on incidents and we are looking forward to another collaborative fire season in 2024.

The year 2023 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.

District 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 5,621 incidents in 2023 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 2023 Board consists of Board Chair Dave Fennell, Ettore Castellente, Cam de Mestre, Phil Dormaier, Danny Johnson, and Gordon Zimmerman.

In 2023, the General Operating Budget for the department was \$22.1 million dollars. This revenue is derived primarily from property taxes, which were levied at \$1.50 per \$1,000 of assessed property valuation.

Stations

Station 1: 377 Eastmont Ave, East Wenatchee

Station 2: 200 Airport Way, East Wenatchee

Station 3: 1600 Douglas Street, Rock Island

Station 4: 240 35th Street NW, East Wenatchee

Station 10: 731 North Wenatchee Avenue, Wenatchee

Station 11: 206 Easy Street, Wenatchee

Station 12: 408 North Western Avenue, Wenatchee

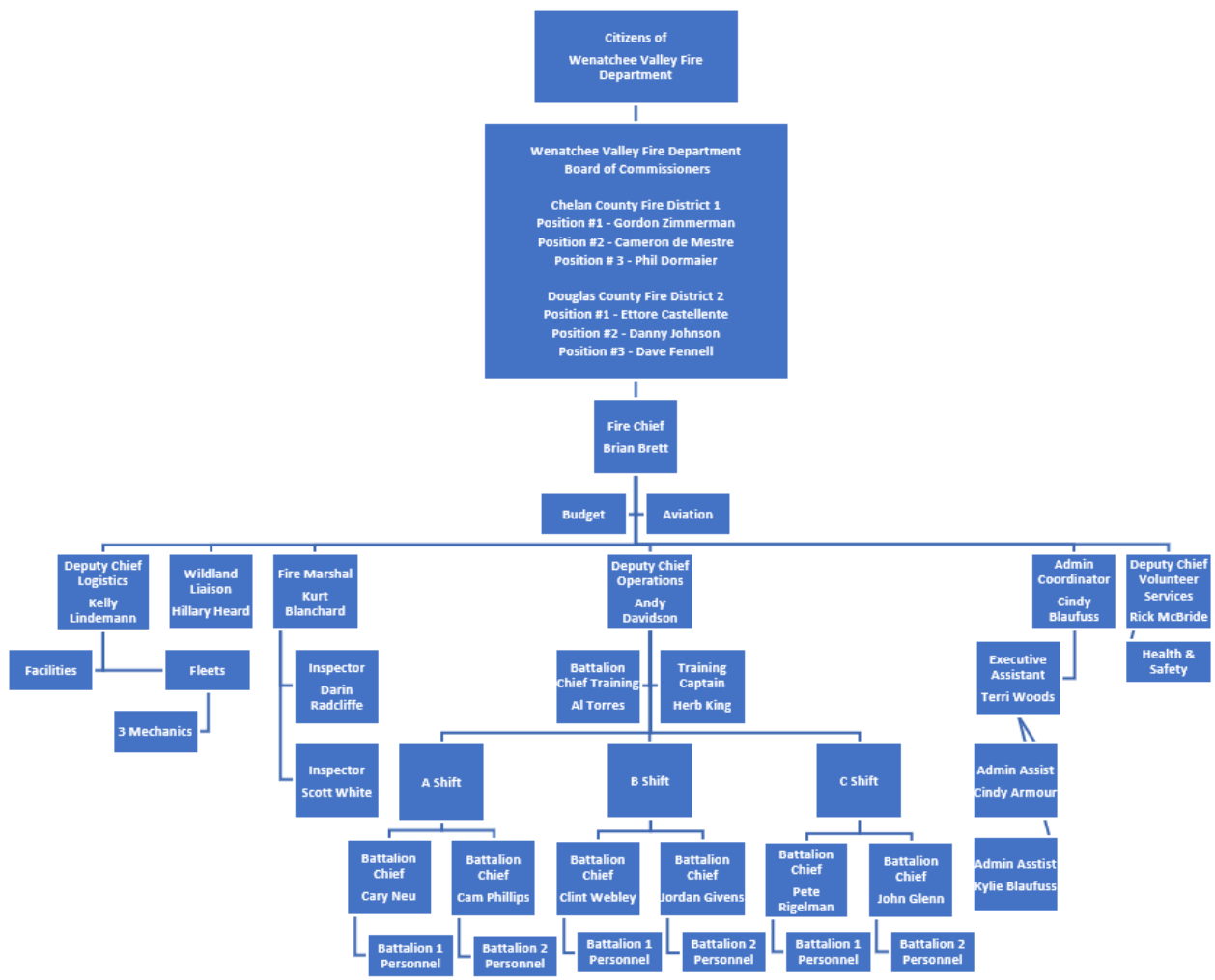
Station 13: 1836 South Mission Street, Wenatchee

Station 14: 4852 Squilchuck Road, Wenatchee

Station 17: 3760 West Malaga Road, Malaga

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

Organization Chart



Operations

The dedicated personnel assigned to the Operations Division responded to 5,621 requests for service from our ten strategically located fire stations. Requests for medical services (EMS) again accounted for the largest number of responses with a total of 66.7% 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.

The department continues to participate in automatic and mutual aid with our neighboring fire departments. This reduces response time 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

Wenatchee Valley Fire Department 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.

Department members recorded 22,421 hours of manipulative and classroom training in 2023. 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.

The department's boundaries include approximately 33,849 residential structures, 148 apartment complexes, and 2,604 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.

Our Wildland Liaison conducts multiple fire prevention activities to reduce the impact of wildfire in our community. Some of the 2023 projects include:

Wildfire Community Outreach

- Home assessments: 5
- Wildfire blog posts: 2
- Community events: 10
- Community engagement contacts: 1,045
- Acres treated: 30
- Piles chipped: 38
- Cubic feet chipped: 6,240
- Wildland-urban interface shake roof replacements: 16
- Funding awarded: \$204,836
- Grant applications: \$980,066

Deployment Report 2023

Expected Number of District Employees

Wenatchee Valley Fire Department had the following employees in 2023:

- Chief Officers: 5
- Volunteer Division Chiefs: 3
- Battalion Chiefs: 7 (one BC in Training)
- Officers: 24 (one Captain in Training and two in Prevention)
- Career Firefighters: 36 (on shift)
- Volunteer Firefighters: 24
- Administrative Staff: 4
- Wildland Liaison: 1
- Support Services: 6

In 2024 the Department plans to add the following positions:

- Traditional Volunteer Firefighters: 12
- Resident Volunteer Firefighters: 0
- Career Firefighters: 3-15

Expected Functions of Department Employees

Wenatchee Valley Fire Department employees had the following expected functions in 2023:

- 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

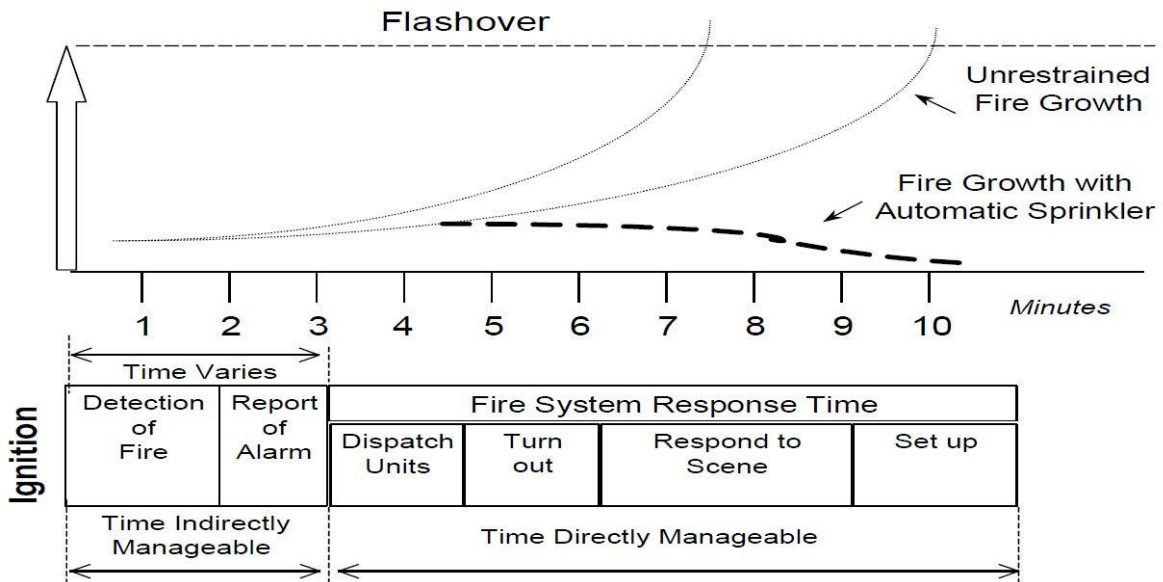
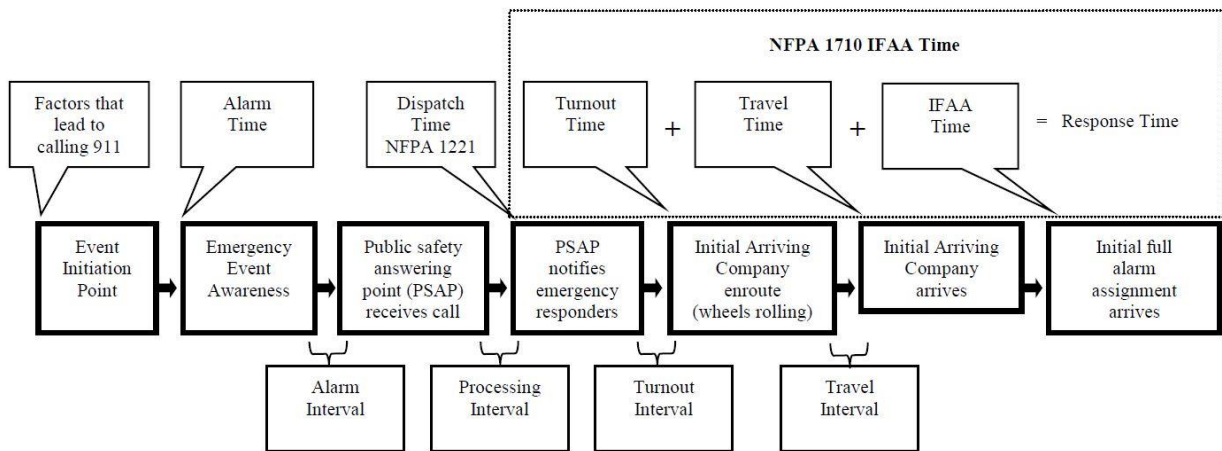
The “time-temperature curve” standard, in the figure below, is based on data from the National Fire Protection Association (NFPA) and the Insurance Services Organization (ISO) which have established that a typical point source of ignition in a residential house will “flash over” at some

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

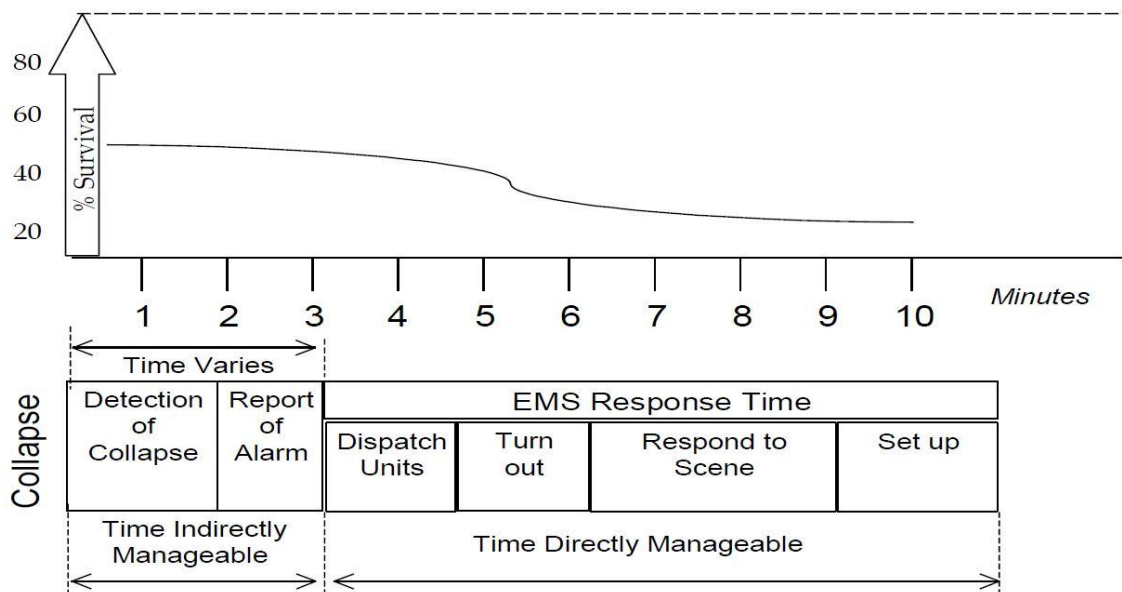
The utility of the time-temperature curve for fire station placement is contingent on several factors, including but not limited to the following:

- 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.

2023 Total Incidents

FDID	MAJOR INCIDENT TYPE	NUMBER OF INCIDENTS	% of TOTAL
04D01			
	Fires	264	4.7%
	Overpressure rupture, explosion, overheating - no fire	13	0.2%
	Rescue & Emergency Medical Service	3750	66.7%
	Hazardous Condition (No Fire)	103	1.8%
	Service Call	322	5.7%
	Good Intent Call	665	11.8%
	False Alarm & False Call	492	8.8%
	Special Incident Type	12	0.2%
	Total Number Incidents for 04D01:	5621	

2023 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.

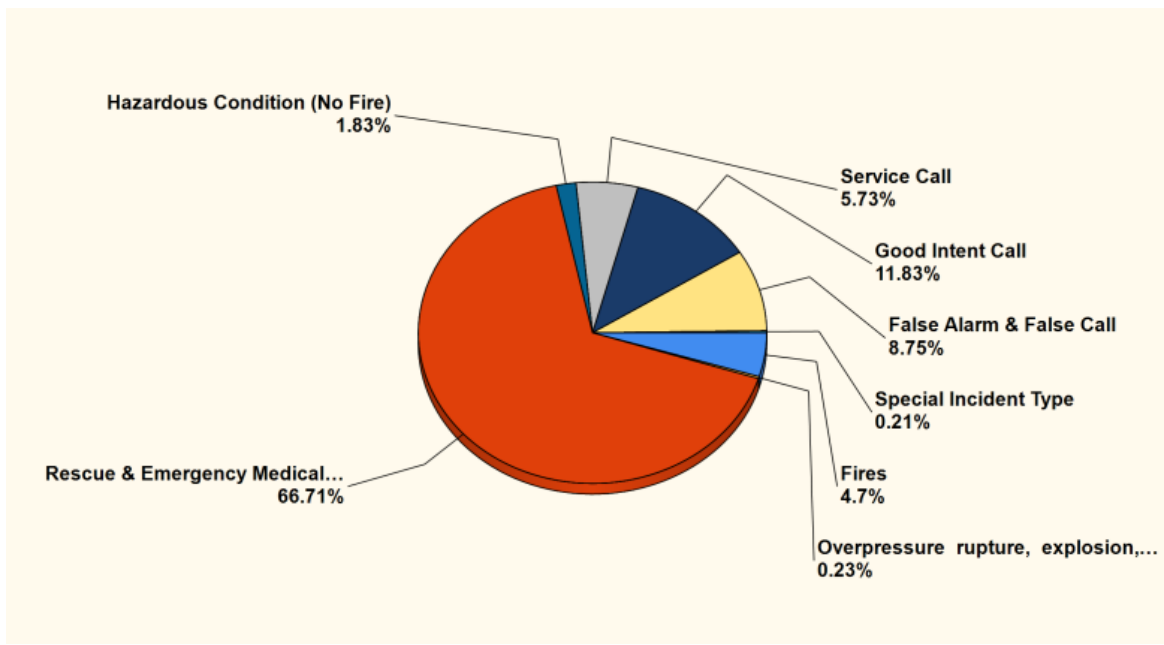
Turnout Time

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.

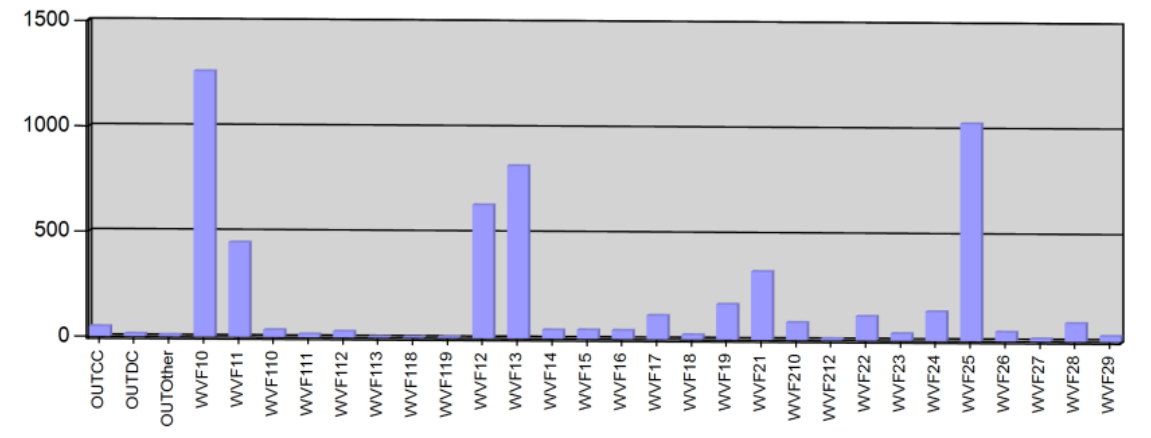
The Wenatchee Valley Fire Department turnout time standard is:

- 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 2023 Response Types



2023 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 had 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.

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 2023. Therefore, our performance metric data, for 2023, lacks the confidence interval for complete reliability.

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.

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.

ISpyFire will have completed the module updates for reliable data capture in 2024.

Map of Wenatchee Valley Fire Department

