



**Fire District 1
2019**

Performance Standards Report

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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/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

It is with great satisfaction that I present the 2019 annual report for Fire District 1. This past year was another exceptional year for the District, minimizing property loss in both our Wildland and Built environments. It would be really nice if the 2020 Wildland season resembles 2019. We all enjoyed a break from the smoke!

We were very fortunate this year to be able to hire a second full-time mechanic. Our fleet is very large with 42-pieces of specialized apparatus and we only had one amazing mechanic keeping the fleet in motion. The addition of a second mechanic will save the District time and money by reducing the work that was previously outsourced. Additionally, we hired a Program Coordinator to apply for and manage a variety of grants as well as to assist our Wildland Liaison; keeping him in the field assisting our citizens.

The Board of Commissioners allowed us to purchase two new fire engines in 2019. The new fire engines will be here in the summer of 2020. The addition of new apparatus will serve our fleet very well for the next 25 years. Our community may not be aware, that of our 10 fire engines, 6 of them were purchased used by the District. It was time to add new apparatus to the fleet!

The construction of the new fire station, at 731 N. Wenatchee Ave, started in October of this year. We expect to be moving in October of 2020. Once the move in is complete, we will be permanently staffing our Squilchuck fire station.

Again in 2019, we continued our efforts to improve firefighting capabilities, water supply, emergency communications and fire safety control as we are going to be reevaluated by the Washington Survey & Rating Bureau in March of 2020, with the goal of improving our rating. An improved rating should result in insurance premium savings for residents and business owners across the District.

Community outreach from our Wildland Liaison and Program Coordinator continue to benefit our District. We applied for multiple grants to improve Wildland prevention efforts and condition fire stations into healthier environments. Also, we look forward to convening our Citizens Advisory Group in 2020 to receive recommendations for direction in the District.

We are here to assist you in fire prevention as well as emergency response. Please reach out to us anytime to assess your specific needs.

PROFESSIONALISM – PRIDE – COMPASSION



DISTRICT OVERVIEW

Chelan County Fire District 1 provides a full range of services that include fire suppression, emergency medical services, fire prevention, education and investigation to our 44,000 citizens in 70-square miles in the Wenatchee area. Fire District 1 members responded to 2,749 incidents in 2019 from our seven fire stations located throughout the Fire District. Four of the seven 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 2019 Board consists of Board Chair Phil Dormaier, Herb Troxel and Gordon Zimmerman.

In 2019, the General Operating Budget for Fire District 1 was \$7.5 million dollars. This revenue is derived primarily from property taxes, which were levied at \$1.36 per \$1,000 of assessed property valuation.

Per the Washington Survey & Rating Bureau (WSRB), Chelan County Fire District 1 has an overall community protection class rating of 5. The Fire Protection Classification rating, which helps determine insurance rates for residential and commercial properties, is derived from several factors including, but not limited to, fire station location, staffing and water supply. Fire District 1 has been pursuing improvements in the areas of staffing, equipment and training and aspires to achieve a class rating of 4 by 2020.

STATIONS

Station 10 - 136 South Chelan Ave constructed in 1929

Station 11 - 206 Easy Street constructed in 1955

Station 12 - 408 North Western Ave constructed in 1964

Station 13 - 1836 South Mission St constructed in 2018

Station 15 - 1420 Maple Street constructed in 1995

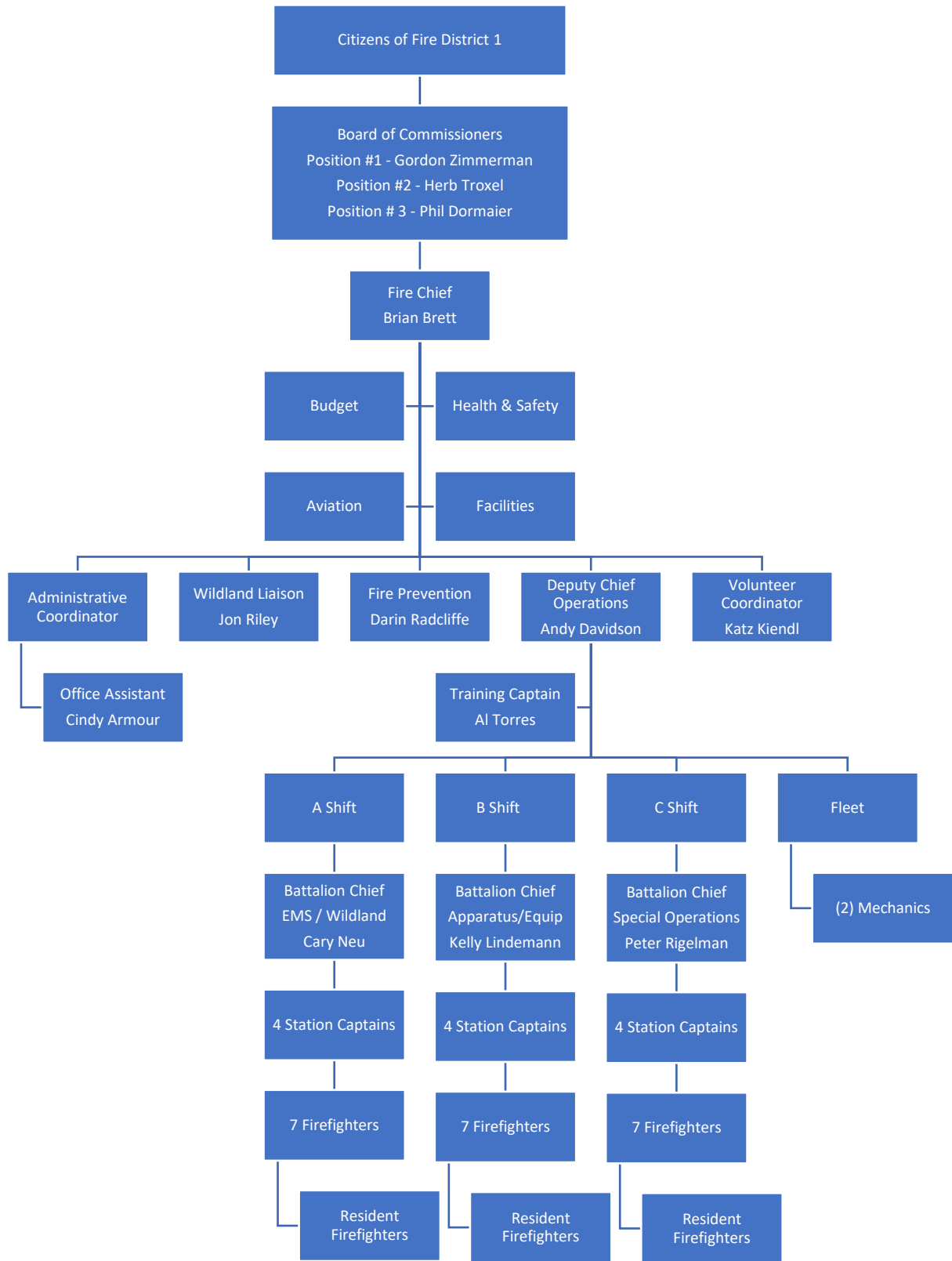
Station 14 - 4852 Squilchuck Road constructed in 1975

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 2,794 requests for service from our seven strategically located fire stations. Requests for medical services (EMS) again accounted for the largest number of responses with a total of 61% 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 to include, conducting building pre-fire plans, business inspections, public education events and maintaining equipment in a constant state of readiness.

As a result of succession planning in 2019, the Operations Division had a staffing change. Mike Burnett, who had been the Operations Chief, retired. This move resulted in a smooth succession as Andy Davidson was promoted from Battalion Chief to Deputy Chief of Operations.

Fire District 1 continues to participate in automatic 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 11,573 hours of manipulative and classroom training, averaging 178 hours per member in 2019. 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 mandates
- 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 19,500 residential structures and 2,200 commercial structures. Our Fire Prevention Captain conducts business occupancy inspections on over 1,800 commercial structures annually. Additionally, we flow and inspect all the hydrants in the District annually, and conduct origin and cause investigations on fire scenes to determine any areas of safety and outreach we need to make the community aware of.

Our Wildland Liaison and Program Coordinator conduct multiple fire prevention activities to reduce the impact of wildfire in our community. Some of the 2019 projects include:

- Home assessments: 52
- Door hangers: 116, 15 of which yielded Home assessment requests
- Curbside chipping: 65 Households, 9,222 cubic feet of piles
- Grazing: 6 acres, 24 landowners
- Roofs: 12 wood shake roofs replaced
- Youth outreach: 683 youth contacts through the school district, and youth events
- Chainsaw Class: 12 community participants
- FirewiseUSA: One new community recognition, four in good standing (five total)
- Jacobson Trailhead Demonstration site: Fuels reduction over two acres, chipping
- Jennings Neighborhood: Home Ignition zone treatments, and egress fuels reduction (eight volunteers)
- Chukar Hills Neighborhood: Home Ignition zone treatments, and egress fuels reduction (seven volunteers)
- Comfort (Wildfire): Partnership. Finalized a social survey report and hosted regional workshop.

2019 Funding Awarded:

- Washington Fire Adapted Communities (WAFAC): \$24,236 - sub award
- Puget Sound Energy: \$30,000 - Lift bed truck
- FEMA: \$76,000 - Mobile Mapping grant for Wildfire preparedness
- AIM: \$49,970 - Micro Grants for Firewise communities

Deployment Report 2019

Expected Number of District Employees

Chelan County Fire District 1 had the following employees in 2019:

- Chief Officers 2
- Battalion Chiefs 3
- Officers 14
- Career Firefighters 36
- Volunteer Firefighters 22
- Administrative Staff 2
- Support Services 6
- Seasonal Wildland 2
- Program Coordinator 1

In 2020 the District plans to add the following positions:

- Volunteer Firefighters 18
- Volunteer Services 1

Expected Functions of District Employees

Chelan County Fire District 1 employees had the following expected functions in 2019:

- 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

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

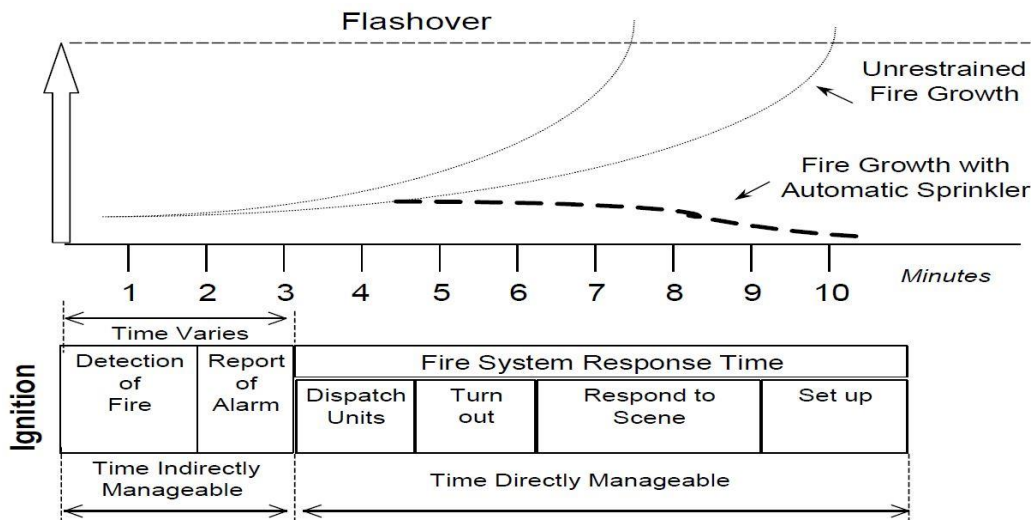
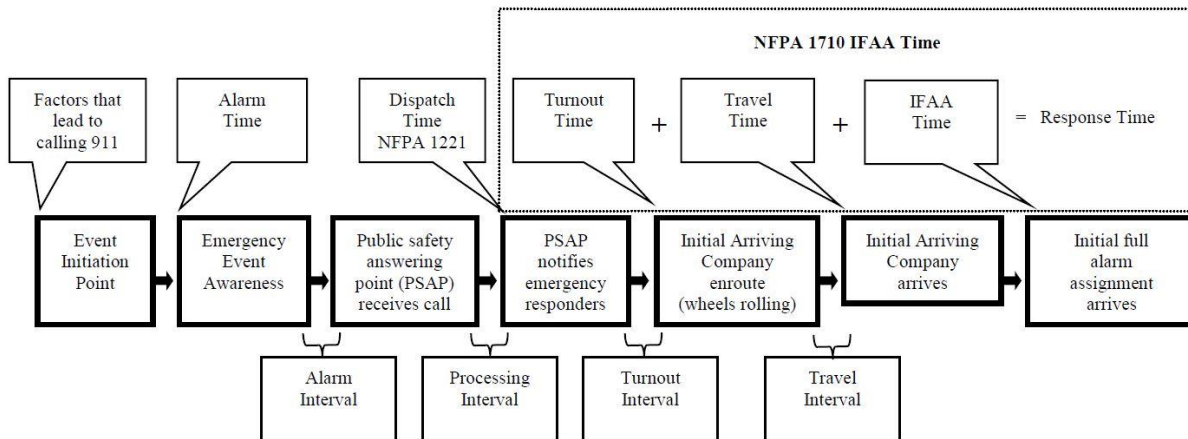
The “time-temperature curve” standard, in the figure below, is based on data from the National Fire Protection Association (NFPA) and the Insurance Services Organization (ISO) which have established that a typical point source of ignition in a residential house will “flash over” at some time between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



Time Temperature Curve

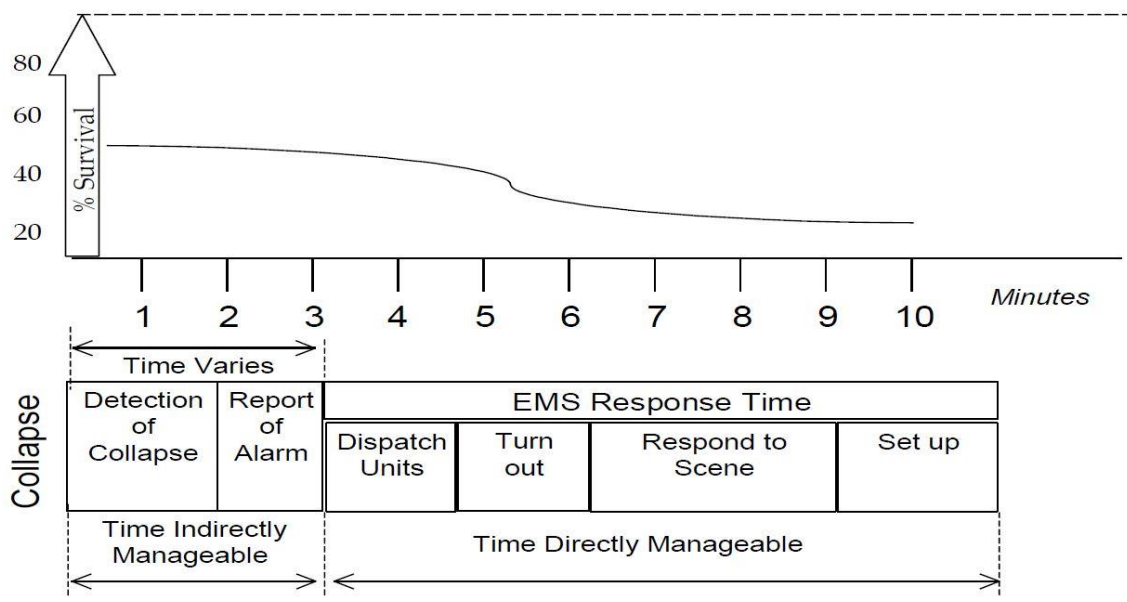
The utility of the time-temperature curve for fire station placement is contingent on several factors, including but not limited to the following:

- 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.

2019 Total Incidents

MAJOR INCIDENT TYPE	# INCIDENTS
Fires	176
Overpressure rupture, explosion, overhear - no fire	7
Rescue & Emergency Medical Service	1705
Hazardous Condition (No Fire)	73
Service Call	119
Good Intent Call	399
False Alarm & False Call	304
Severe Weather & Natural Disaster	2
Special Incident Type	9
TOTAL	2794

2019 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 Chief) for fire suppression is 10 minutes for 90% of the incidents.



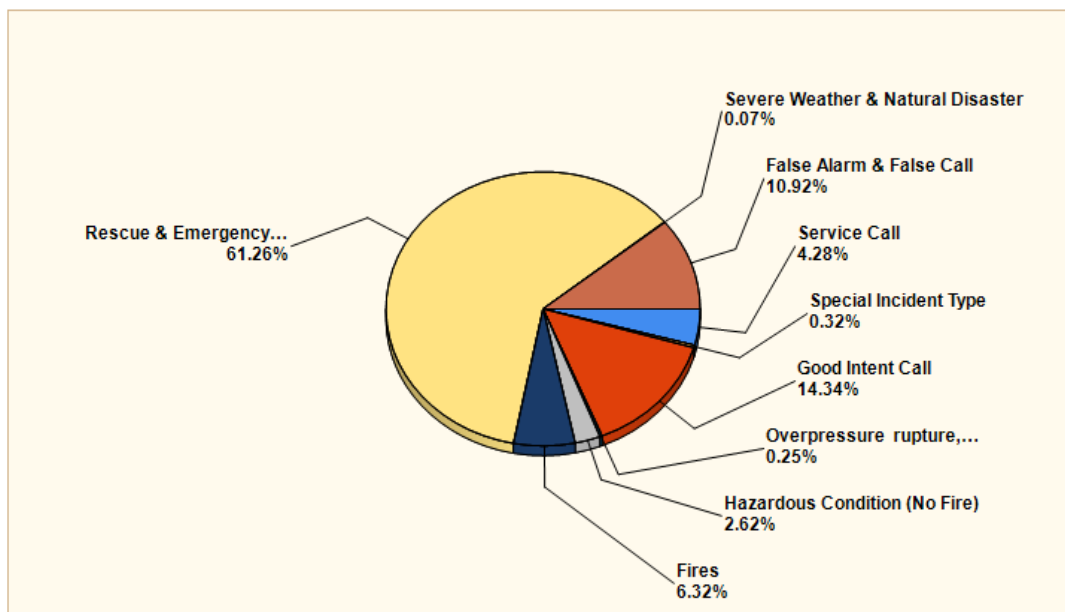
Turnout Time

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.

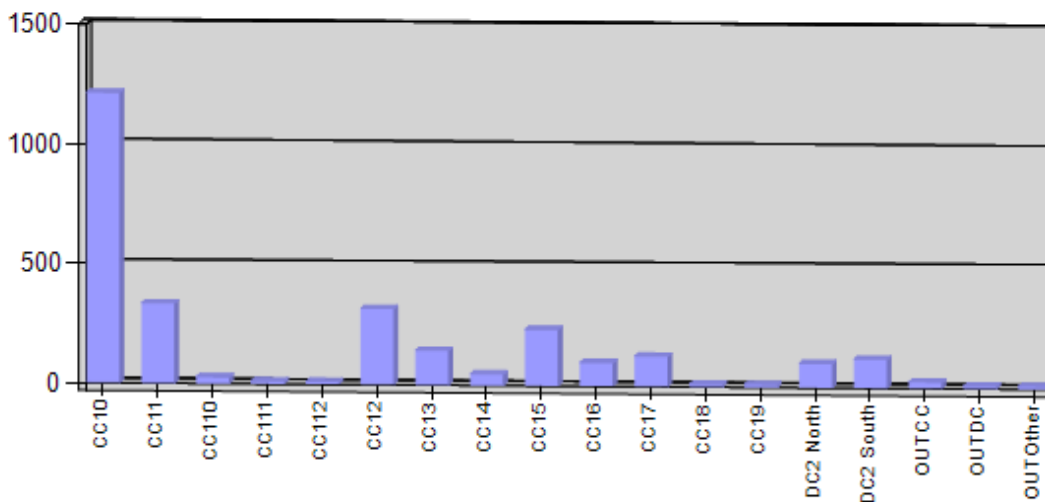
Chelan County Fire District 1 turnout time standard is:

- 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 2019 Response Types



2019 Emergency Response by Area



Chelan County Fire District 1 Board of Commissioners have adopted a Delivery Standards Policy, Article I, Policy 07, on June 12 of 2019. The District compiled the information for the 2018 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.

Currently, CCFD1 is unable to accurately report data for our key performance metrics because of the human factor 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.

Additionally, CCFD1 is developing a process of evaluating our structure fire responses to manually evaluate the date for key benchmarks of assembling an Incident Management Team.

We did not make any progress toward improving recording our measured times. The project is still in the inception stage at the time of this report.

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 responding and arrival times

The District is currently working with I-Spy Fire to develop a module for digitally documenting the turnout time, response time, arrival of first alarm assignment and arrival of wildland resources at a wildland scene. This capability will probably not be available until 2020.

Map of Chelan County Fire District 1

