ANNUAL REPORT

2017

Proudly serving the City of Snoqualmie, Echo Glenn Children's Center, and the Upper Snoqualmie Valley through mutual aid agreements.

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Message from the Fire Chief

It is with great pride **that I present the 2017 Fire Department** Annual Report. The following is a culmination of efforts that display the outstanding work performed by the firefighters and administrative staff within the department. All Fire Department staff are committed to providing the highest level of service to the community and anyone who we respond to serve.

2017 was another exciting year for the Department. First and foremost, the firefighters responded to over 1,200 incidents. The growth within the community and upper Snoqualmie Valley has increased the demand for service and required us to respond to increasing volumes of incidents. While this is an exciting statistic, the Fire Department has been forced to evaluate the programs we provide and adjust for this growth.

This year brought a long sought-after goal of three (3) person career staffing at 24 hours a day. With the generosity of the citizens in passing the 2016 Public Safety Levy, the Fire Department hired one additional firefighter allowing the staffing level to reach the national and local level. In addition to meeting the three-person staffing level, the Fire Department also made history with the hiring of the first career female firefighter. As in other years, the Fire Department's operating expenses continues to rise. The department saw a 7.6% increase in the budget. This was to accommodate the increase in staffing from the affirmative vote on the Public Safety Levy, to adjust for cost-of-living adjustments in wages and the Finance Department's adjustment to how we pay for internal services like computer support, facilities maintenance and administrative services.

Also in 2017, the firefighters trained over 5,056 hours, and provided public education and community risk reduction events, reaching 3,535 people. Additionally, the department introduced a fire inspection program where they evaluate stores and businesses for codes compliance. This program led to the inspection of over 80 businesses in the community.

On behalf of all the firefighters and emergency responders, please accept our appreciation for another remarkable year. It has been a pleasure serving all of you.
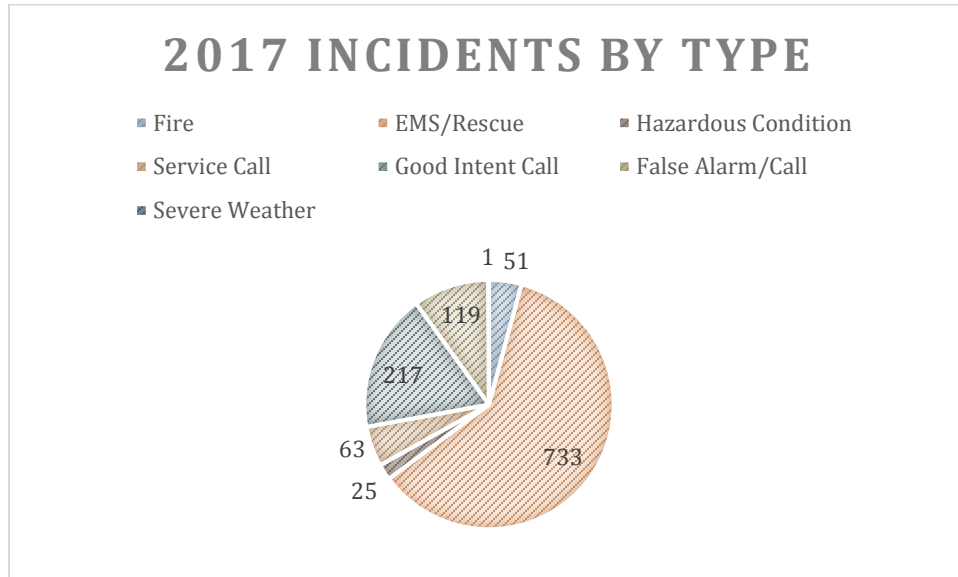
Sincerely,

Mark Correira
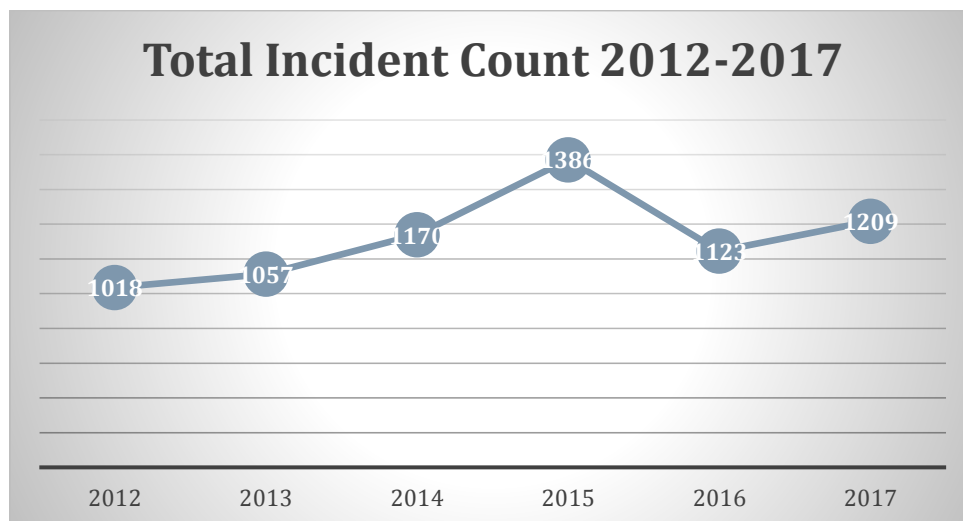Fire Chief / Emergency Management Director

Fire Department Responses

The Fire Department responded to 1,209 incidents in 2017. Sixty-one (61%) of all incidents were for emergency medical service type incidents. The chart below breaks out these incident by type.
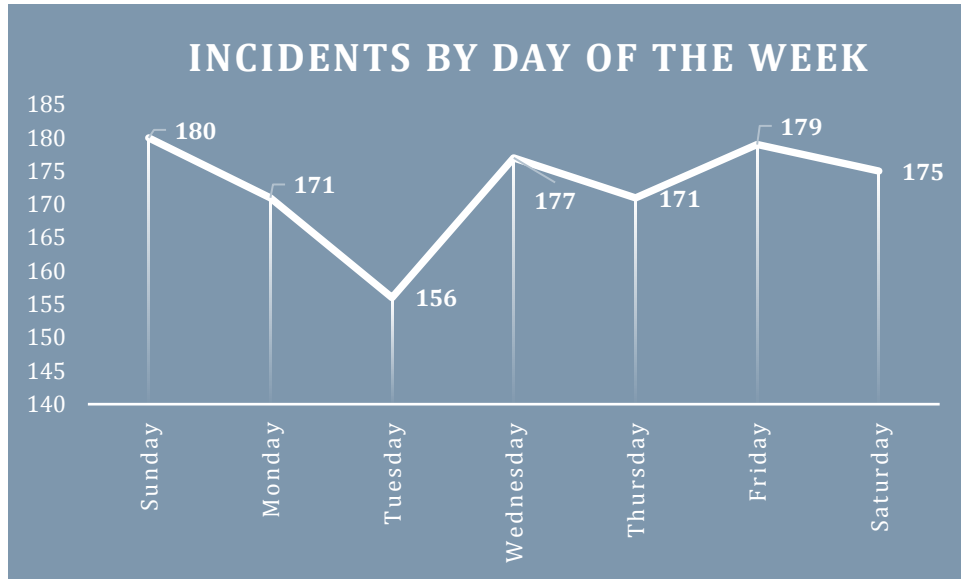
2017 INCIDENTS BY TYPE

- Fire
- EMS/Rescue
- Hazardous Condition
- Service Call
- Good Intent Call
- False Alarm/Call
- Severe Weather

1 51
119
217
63
25
733

The Fire Department saw a 9.3% increase in incident volume from the previous year. The chart below trends incident volumes from 2012-2017.

Total Incident Count 2012-2017

1018   1057   1170   1386   1123   1209

2012   2013   2014   2015   2016   2017

Incident volumes are consistent throughout the week with the most incidents occurring on Saturday, and the least on Sunday. The chart below shows incident volumes by the day of the week.

INCIDENTS BY DAY OF THE WEEK

| Day	Incidents
Sunday	180
Monday	171
Tuesday	156
Wednesday	177
Thursday	171
Friday	179
Saturday	175

Incident volumes vary by time of the day with the peak-time being between the hours of 4PM and 5 PM, and the valley-hours between 0400 and 0500. The peak-activity time of the day is between the hours of 0800 and 2000 hours. The following chart shows incidents by the time of the day.

Incidents by Time of Day
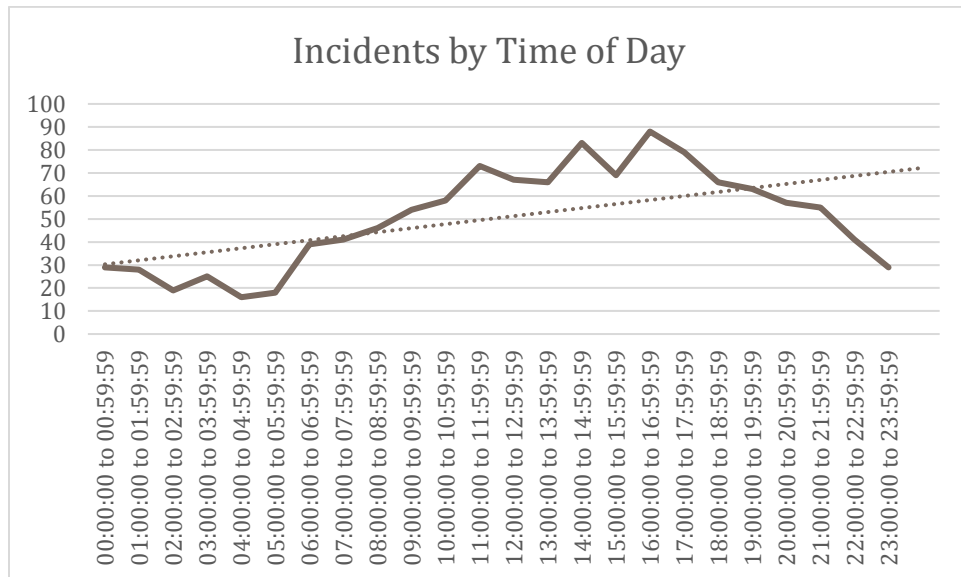
The Fire Department evaluates response times as a performance measure. Described as reflex time, the department measures from when the 911 dispatch center sends the incident to the fire station, to when the unit arrives at the scene or the emergency event. To best determine performance, it's important to evaluate each step in the call receiving and response process. It is also important to measure the reflex time.
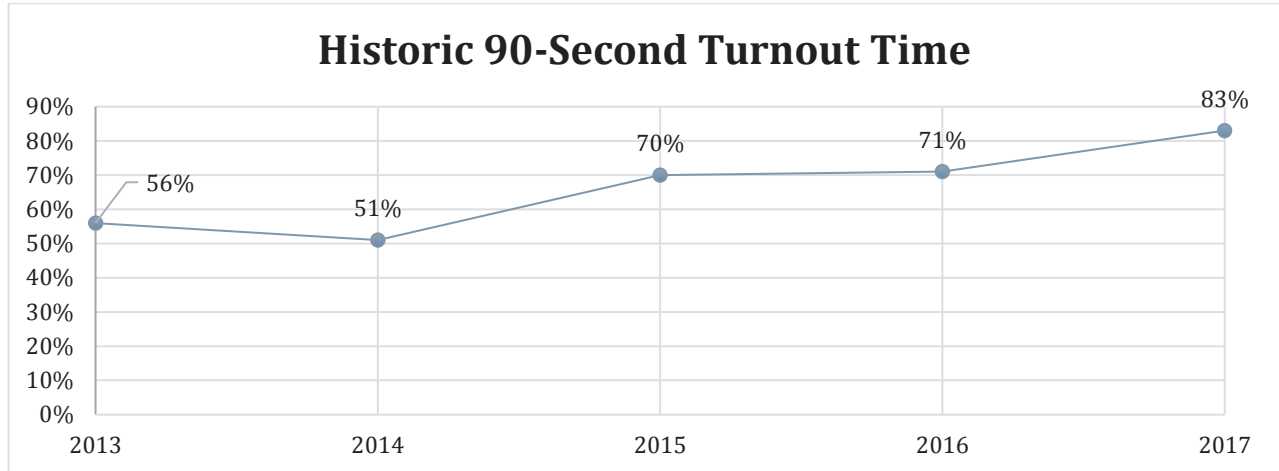
The Fire Department's total reflex time for 2017 was 8:22 – 90% of the time; a decrease of 5 seconds from the previous year. The following is a historical comparison of reflex times:

Total Reflex Time

0:07:23	0:07:32	0:08:12	0:08:27	0:08:22
2013	2014	2015	2016	2017
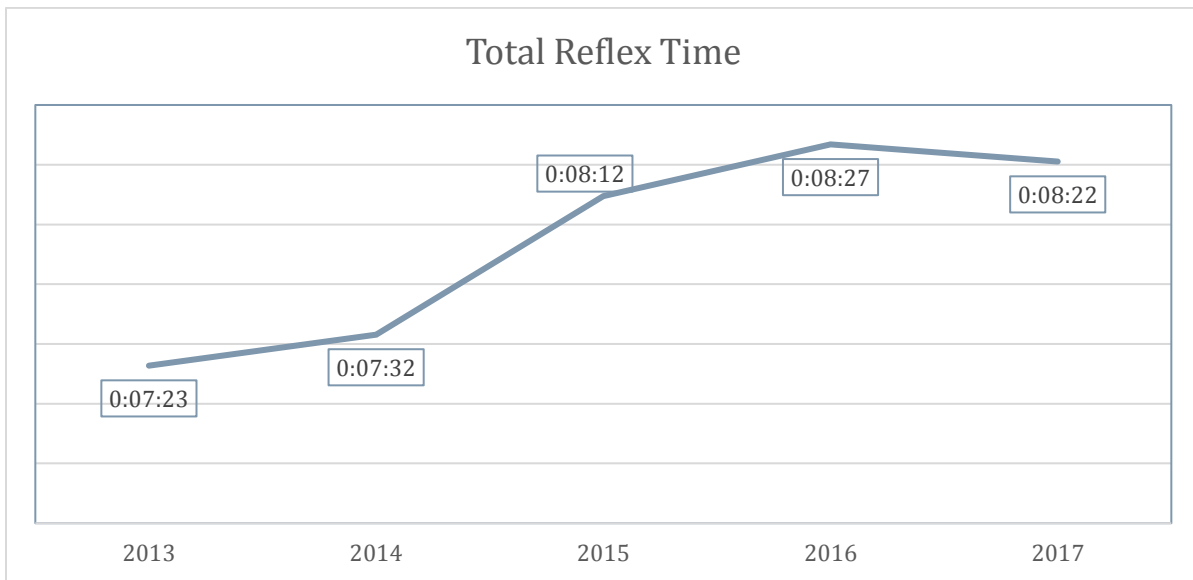
One element of the total reflex time measured separately is the time between notification of an incident to when the firefighters begin responding. This element is known as turnout time or reaction time. Substitute House Bill (SHB) 1756 was codified into law through RCW 35.103 and requires agencies to establish multiple response time standards and report them to the public. The SHB 1756 turnout time standard is 1:30 - 90% of the time. In 2017, the Fire Department's 90 second turnout time was met 83% of the time – an improvement of 12% from the previous year.
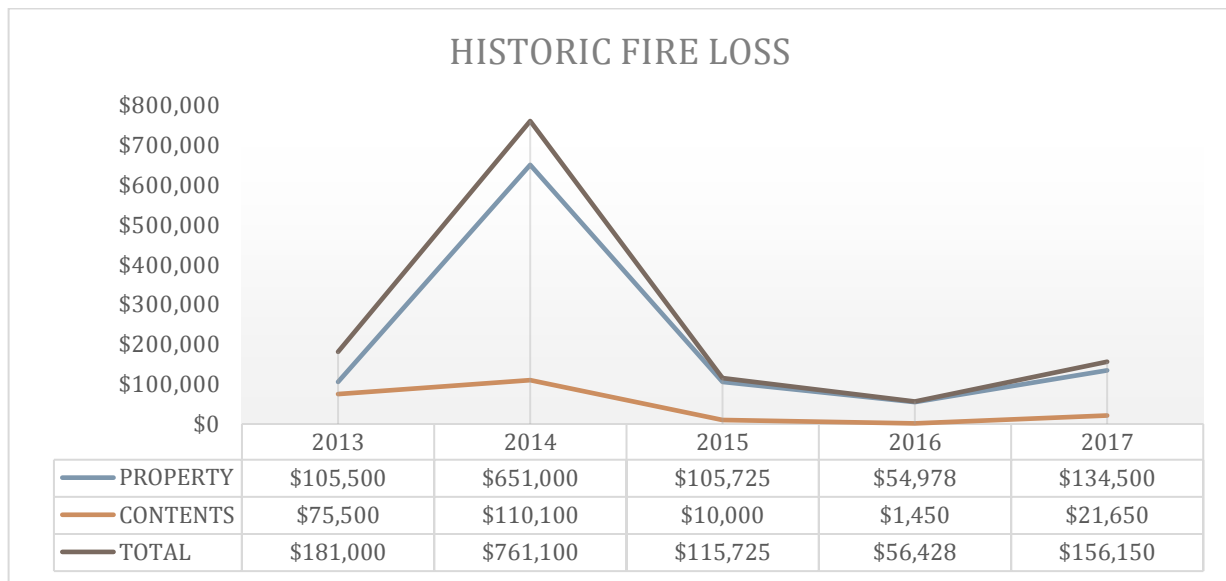
The following chart compares the historic 90 second reaction time:

Historic 90-Second Turnout Time

Chart showing turnout time percentages by year: 2013: 56%, 2014: 51%, 2015: 70%, 2016: 71%, 2017: 83%
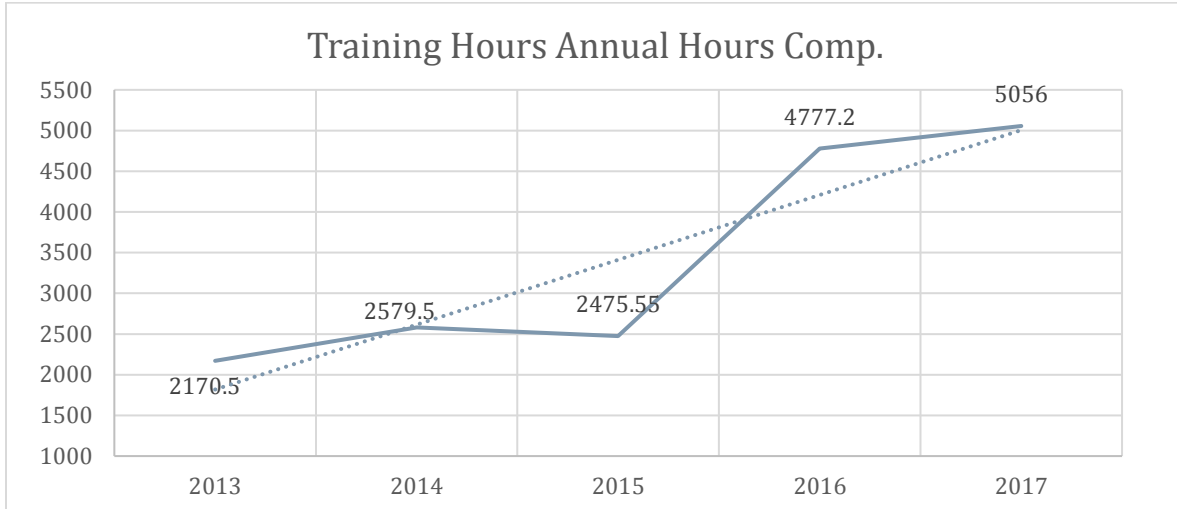
Property Loss Charts

For reporting purposes, fire loss is broken into two categories: property and contents. Property describes physical properties like cars, house, etc. Contents describes items that are not part of the structure but perish in a fire. In 2017, the fire loss totaled $156,150; an increase from the previous year of $99,722 (est.). The following chart compares the annual fire loss by year:

HISTORIC FIRE LOSS

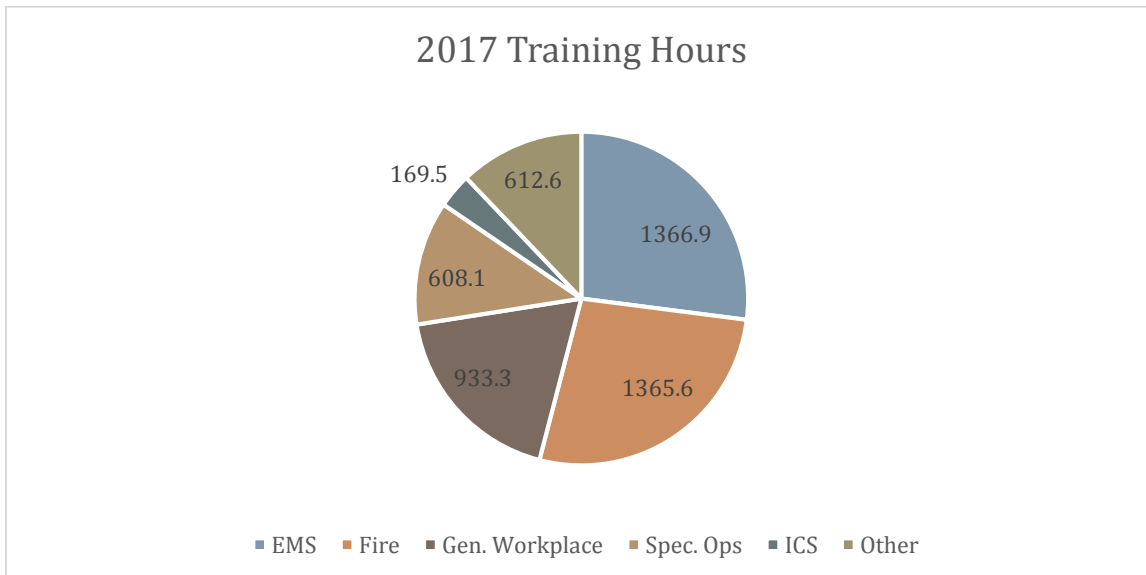|	2013	2014	2015	2016	2017
PROPERTY	$105,500	$651,000	$105,725	$54,978	$134,500
CONTENTS	$75,500	$110,100	$10,000	$1,450	$21,650
TOTAL	$181,000	$761,100	$115,725	$56,428	$156,150

Fire Department Training

The Fire Department trained for 5,056 hours in 2017, an increase of 277 hours from the previous year. The following chart displays this data point:

Training Hours Annual Hours Comp.

- 2170.5 (2013)
- 2579.5 (2014)
- 2475.55 (2015)
- 4777.2 (2016)
- 5056 (2017)

Firefighters attended 419 training session throughout 2017. Training sessions were broken into groups that best fit the type of training being performed. Training types used were Fire, EMS, Administrative / Occupational Health and Safety and Special Operations. The following chart displays the training by session count.
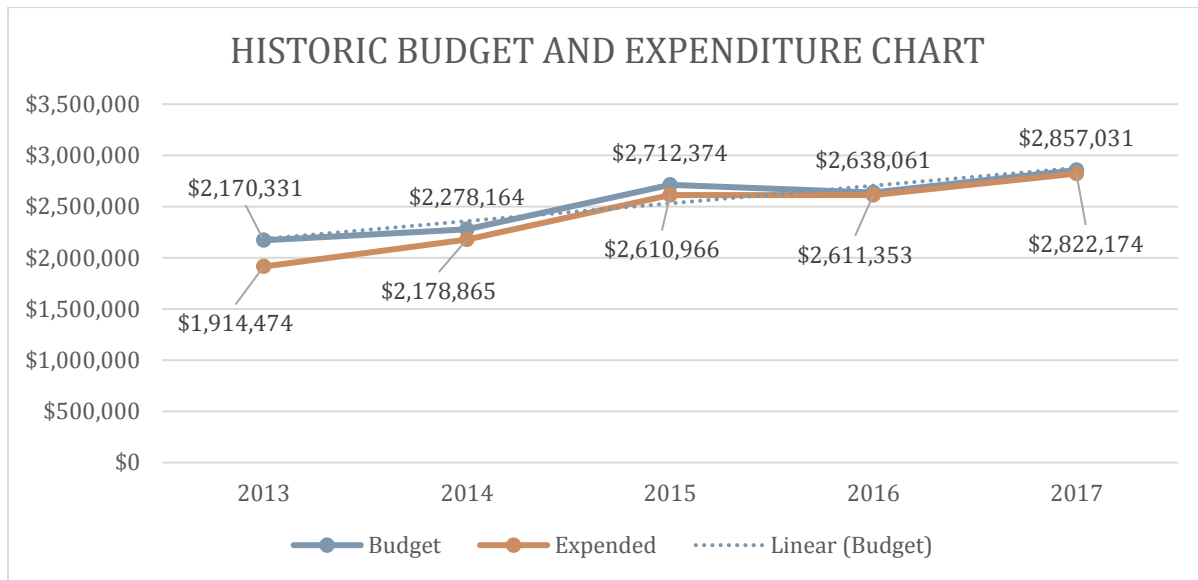
2017 Training Hours

- EMS: 1366.9
- Fire: 1365.6
- Gen. Workplace: 933.3
- Spec. Ops: 608.1
- ICS: 169.5
- Other: 612.6

Fire Department Finances

Budget and Expenses

The 2017 Fire Department Budget* was approved at $2,857,031; a 7.6% increase from 2016. The following charts break out the budget by expense type, and by historical comparison.

HISTORIC BUDGET AND EXPENDITURE CHART

* Fire Department Budget includes Emergency Management Program Budget.

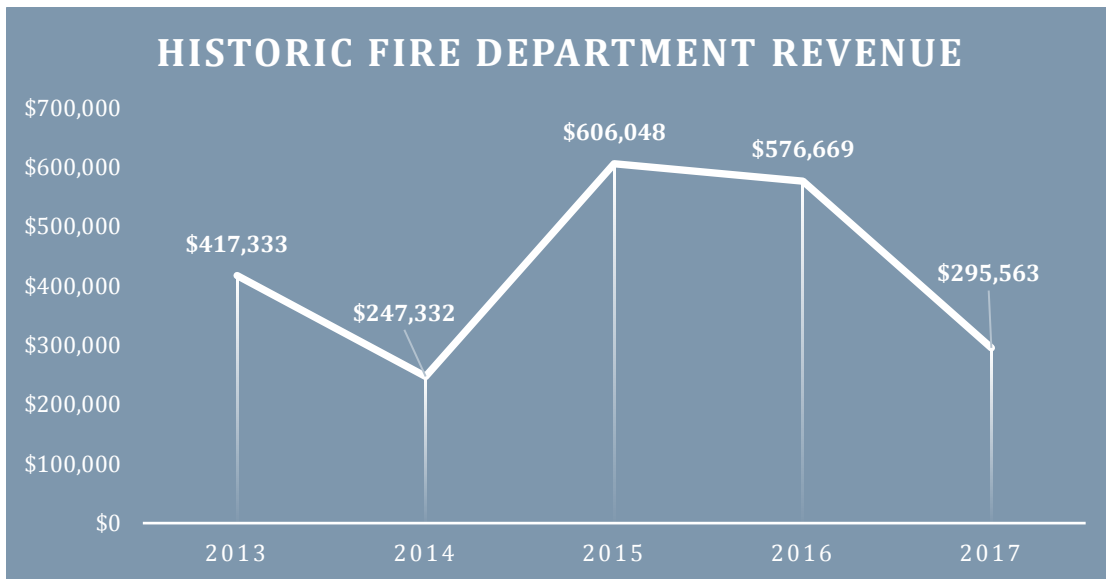**Revenue**

The Fire Department generated $295,562.86 in revenue in 2017. Fire Department revenue is broken down into three categories: Fire, EMS and Grants. The fire category captures fees generated from fire protection services. Grants captures funds received through annual or periodic grants. And EMS revenue comes from EMS transport fees and the King County BLS EMS allocation from the King County EMS Levy. The following chart displays these funds:

2017 Revenue by Type

$18,571

$26,850

$250,141

■ Fire ■ EMS ■ Grants
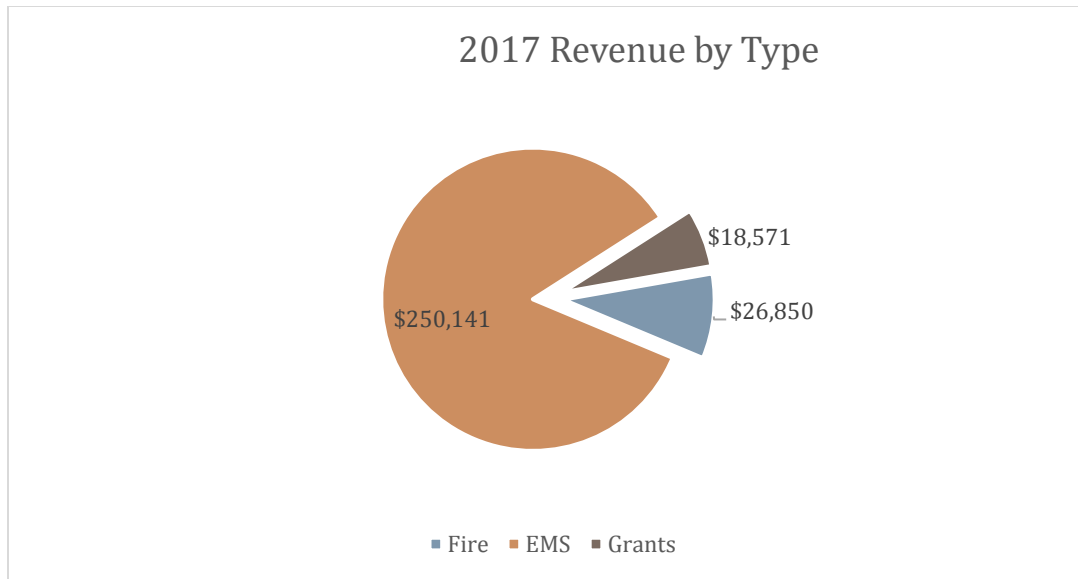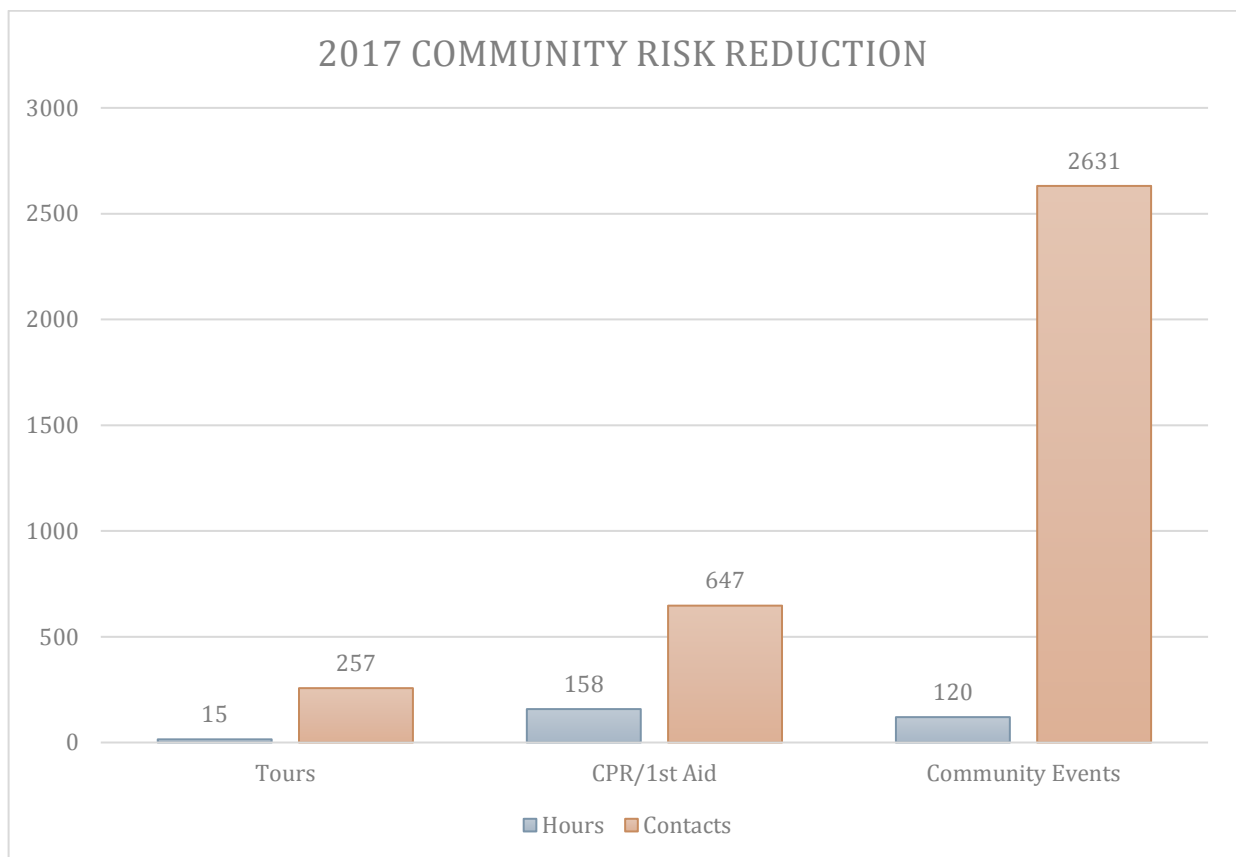
Fire service revenue has ebbed and flowed over the past seven years. The fluctuation in this chart is mainly caused by fire protection service contracts and the timing of receipt of funds.

HISTORIC FIRE DEPARTMENT REVENUE

$700,000

$600,000

$500,000

$400,000

$300,000

$200,000

$100,000

$0

$606,048

$576,669

$417,333

$247,332

$295,563

2013   2014   2015   2016   2017

Fire Prevention and Outreach

An ounce of prevention is worth a pound of cure, and if it is predictable – it's preventable. This mantra is why the Department spends a portion of time investing in fire prevention and outreach programs. Included in these activities are fire safety talks with elementary schools, CPR training, first aid training, school visits to the fire station, fire extinguisher training, CERT (Community Emergency Response Team) training, high school career shadow programs and community events. In 2017, the department invested 293 hours, and reached 3,535 people. The following chart breaks out these activities:

2017 COMMUNITY RISK REDUCTION

Category	Hours	Contacts
Tours	15	257
CPR/1st Aid	158	647
Community Events	120	2631

Fire Inspections

In October of 2017, the department celebrated its first year of fire inspections program. This enhancement brought firefighters into businesses and storefronts to affirm these locations were meeting code requirements. The last time the Fire Department performed these types of inspections was 2005*, and many businesses had minor issues that needed to be addressed. In total, the department inspected over 80 businesses.

* In 2005, the City returned these inspections to the Building Department.

Fire Department Accomplishments

- Increase in funding from the 2016 Public Safety Levy
- Staffing increase to a minimum of three firefighters on duty 24 hours a day, seven days a week
- Hired first female career firefighter in the history of the department
- Completed first year of business and storefront code enforcement inspections
- Implemented kayak swiftwater rescue program
- Trained on the use of unmanned aerial aircraft with a plan to implement program in 2018
- Proposed a comprehensive Standards of Response Coverage document
- Updated and adopted five-year Department Strategic Plan

Significant Incidents

- Commercial Structure fire- May 3, 2017 (8651 Meadowbrook Way)
- Swiftwater rescue response- May 29, 2017 (Fish Hatchery Road)
- Residential structure fire- June 15, 2017 (38348 Maple Street)
- Swiftwater rescue response- July 2, 2017 (Assist Fall City off David Powell Road)
- Residential structure fire- September 2, 2017 (34802 Kinsey Street)
- Commercial structure fire- September 26, 2017 (38845 Newton Street)

Emergency Management

EOC Activations:

Two partial activations in 2017

- January 21, 2017 – Flooding Event
- October 21, 2017 – River Flooding

There were no full activations in 2017

Staff time delegated to Emergency Management: 2,080 hours

Major accomplishment:

May 25, 2017 – South Whidbey Island Fault Earthquake Table Top Game

October 30, 2017 - EOC Exercise – Scenes of violence (Active School Shooter)

Comprehensive Emergency Management Plan (CEMP) updated and approved by the State

Continuity of Operations Plan (COOP)

Director of Emergency Management graduated from Emergency Management Advance Academy

Contact Information

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http://www.ci.snoqualmie.wa.us/Departments/FireDepartment/tabid/91/Default.aspx