

# SENATE HOUSE BILL 1756 ANNUAL COMPLIANCE REPORT



– 2018 –

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## BACKGROUND

SHB 1756 requires the evaluation of the Council-adopted levels of service, deployment delivery methods, and response time objectives on an annual basis. The evaluations are based on data relating to the levels of service, deployment, and the achievement of each response time objective established by Council. The response time data is extracted from emergency information entered into the Fire Department records management system (Zoll RMS) by department personnel using Zoll software. The Zoll software is electronically connected to the Norcom dispatching computer. Times that are entered into the system by the dispatcher from the radio communication of city firefighters are electronically transferred to Zoll RMS. This connection reduces data-entering-errors and creates efficiencies.

Multiple years' worth of data was analyzed to determine the adopted standards. Area fire department standards of coverage reports were also consulted to reaffirm the standard was reasonable and achievable.

An annual compliance report will be added to the Annual Fire Department Report as an annex. This annex will mirror this document, and will utilize the previous year's data to affirm the standard is being met. Additionally, the report will be made available to the public in accordance with the RCW.

Below is the SHB 1756 Annual Compliance Report for 2018 based on previous year's data. Sections 1 and 2 highlight the historical elements of the report, where 3 and 4 addresses the comparison aspects of the report. The heart of the report appears in Sections 3 and 4.

## 2013 COMPLIANCE REPORT CONTENTS

As required by SHB 1756, the Compliance Report includes four (4) Sections:

- Section 1: Council Resolution 2014-1274
- Section 2: Five (5) Policy Statements that prove the existence of the Fire Department, describes services the department provides, the department's organizational structure, the expected number of department employees, and the functions those employees are expected to perform.
- Section 3: Comparison of 2016 response times to each adopted response standard.
- Section 4: An explanation of why Council-adopted standards are not met, the predictable consequences of failing to meet the adopted standards, the steps necessary to correct deficiencies in order to achieve compliance.

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# SECTION 1

## RESOLUTION NO. 1274

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SNOQUALMIE, WASHINGTON ADOPTING THE PERFORMANCE POLICY, STANDARDS AND OBJECTIVES OUTLINED IN RCW 35.103 AS SNOQUALMIE FIRE DEPARTMENT EMERGENCY RESOURCE DEPLOYMENT AND RESPONSE TIME OBJECTIVES

WHEREAS, the Snoqualmie Fire Department was established in 1939 and later codified in the Snoqualmie Municipal Code in 1980 by Ordinance No. 480 to provide for the prevention and protection from fire in the city and whose emergency services now include fire suppression, emergency medical services, technical rescue rope and swift water technician level, and fire and emergency medical services prevention; and

WHEREAS, the fire department has adopted a mission statement, goals, objectives, and standard operating guidelines that describe or prescribe how the fire department will provide fire, emergency medical services, and other all-hazard type emergency response; and

WHEREAS, the City of Snoqualmie has adopted a budget that describes the table of organization that includes elected officials, executive branch or government, and the number of employees and their rank with the fire department; and

WHEREAS, the fire department is required by Washington State through the revised code (RCW) to establish performance measures of emergency response including turnout (reflex) time, and drive (response) time to specific types of emergencies; and

WHEREAS, the fire department has developed a reporting tool that defines and explains the response elements identified in the RCW; and

WHEREAS, the document will be published on an annual basis as part of the fire department's Annual Report; and

WHEREAS, the response coverage document is not intended to explain the level of service a citizen will receive all the time, rather it is a tool that measures the performance of the organization in the 90th percentile.

THEREFORE IT BE RESOLVED, the Snoqualmie City Council hereby adopts the response coverage metrics attached as appendix A as the Snoqualmie Fire Department's official policy for determining fire, emergency medical services, and rescue resource deployment; and,

BE IT FURTHER RESOLVED, the adopted response coverage document will be produced annually in accordance with the RCW and be attached to the fire department's Annual Report as an annex.

PASSED by the City Council of the City of Snoqualmie, Washington this 27th day of October, 2014.

## SECTION 2

### POLICY STATEMENTS

The Fire Department maintains written policy statements that establishes the following:

1. The existence of the Fire Department is verified by Snoqualmie Municipal Code Section 2.32, and by Resolution 1274.

meets requirement  does not meet

2. Services that the Fire Department is required to provide are addressed in Resolution 1274.

meets requirement  does not meet

3. The basic organizational structure of the Fire Department is as depicted in the organizational staffing as identified through the annual budgeting process. It is also described in the Fire Department Annual Report.

meets requirement  does not meet

4. The expected number of Fire Department employees for 2018 and as adopted by Council as part of the 2018 budget.

meets requirement  does not meet

5. The functions Fire Department employees are expected to perform are listed in Snoqualmie Municipal Code and the Fire Department Policy, Procedures, and Guidelines, Series 1100.

meets requirement  does not meet

## SECTION 3

### STANDARDS OF RESPONSE COMPARISON (STANDARD OF COVER)

To measure the ability to arrive and begin mitigation operations before the critical events of “brain death” or “flashover” occur, the Fire Department is required to establish response time objectives, and compare the actual department results on an annual basis against the established objectives. The comparison began in 2014 and actual 2013 response time data is compared against the originally established, Council-adopted standard. This section provides a comparison between 2018 response data and the adopted standard.

1. Turnout time for all emergency incidents

Turnout Time Standard: The Fire Department has adopted a turn out time standard of 1:30, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: The Fire Department did not meet the turn out time objective 90% of the time; 90% of the Fire Department incidents experienced a turn out time of 1:56 minutes/seconds.

1:30 Percentile: 71%

2A. Response time of the first-arriving Engine Company to a fire suppression incident

Response Time Standard: The Fire Department has adopted a response/travel time standard of 6:30 for the arrival of the first engine company at a fire suppression incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: The Fire Department did not meet the response time objective 90% of the time; 90% of fire suppression incidents had the first engine arrive at the scene within 6:10 minutes/seconds of response time.

2B. Response time for the deployment of full first-alarm assignment to a structural fire suppression incident

Response Time Standard: The Fire Department has adopted a response/travel time standard of 17:45 for the arrival of the full complement of a first alarm response to a residential fire suppression incident, which the department should meet 90% of the time. The Fire Department has adopted a first alarm response of 15 firefighters.

Actual Department Comparison for the Year 2018: The fire department had no reportable incidents for this category during this timeframe.

3. Response time of the first-arriving unit with a first responder (BLS) or higher level capability to an emergency medical incident

Response Time Standard: The Fire Department has adopted a response/travel time standard of 6:30 for the arrival of the first emergency medical unit with appropriately trained personnel on board (BLS) to an emergency medical incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: The Fire Department did meet the response time objective 90% of the time; 90% of emergency medical incidents had the first-arriving first responder (BLS) arrive at the scene within 6:46 minutes/seconds of response time.

4. Response time for the arrival of an advanced life support (ALS - two Paramedics) unit to an emergency medical incident.

Response Time Standard: The Fire Department has adopted the County ALS response/travel time standard of 12:00 for the arrival of an advanced life support unit with appropriately trained personnel (two Paramedics) on board to an ALS emergency medical incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: The King County ALS System did not meet the response time objective 90% of the time; 90% of emergency medical incidents had the ALS (two Paramedics) unit arrive at the scene within 14:20 minutes/seconds of response time.

Snoqualmie Fire Department received its paramedic service from King County EMS / Bellevue Fire Department. KCEMS' response goal is 12:00 – 90% of the time. This element is added as an advisory element.

5A1. Response time of the first-arriving apparatus with appropriately trained and equipped Hazardous Materials Operations level personnel on board to a hazardous materials incident.

Response Time Standard: The Fire Department has adopted a response/travel time standard of 6:30 for the arrival of the first unit with appropriately trained and equipped Hazardous Materials Operations level personnel on board to a hazardous materials incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: The Fire Department had no incidents that met this level of response.

5B1. Response time of the first-arriving apparatus with appropriately trained and equipped Technical Rescue Operations level personnel on board to a technical rescue incident.

Response Time Standard: The Fire Department has adopted a response/travel time standard of 8:30 for the arrival of the first unit with appropriately trained

and equipped Technical Rescue Operations level personnel on board to a technical rescue incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: See 5B2.

5B2. Response time of the first-arriving apparatus with appropriately trained and equipped Technical Rescue Technician level personnel on board to a technical rescue incident.

Response Time Standard: The Fire Department has adopted a response/travel time standard of 6:30 minutes for the arrival of the first unit with appropriately trained and equipped Technical Rescue Technician level personnel on board to a technical rescue incident, which the department should meet 90% of the time.

Actual Department Comparison for the Year 2018: There were no fire department responses that met this response standard.

## SECTION 4

### COUNCIL-ADOPTED STANDARDS NOT MET

SHB 1756 requires an explanation when Council-adopted standards are not met, the predictable consequences of failing to meet the adopted standards, the steps necessary to correct deficiencies in order to achieve compliance.

#### PERFORMANCE STANDARDS NOT MET

The Council Adopted 2014 performance standards that were not met in 2018 were:

1. Turnout time for all emergency incidents  
Standard: 1:30 Actual: 1:57
2. Response time for the arrival of a basic life support unit to an emergency medical event.  
Standard: 6:30 Actual: 6:46
4. Response time for the arrival of an advanced life support (ALS - two Paramedics) unit to an emergency medical incident  
Standard: 12:00 Actual: 12:46

#### PREDICTABLE CONSEQUENCES

Predictable consequences for the deficient standards above can be very challenging to predict. Consequences may include the potential for greater deterioration in the patient/victim's medical condition, death, and increased property loss.

Although response times are measurable as a risk factor, other inherent and varied risk factors that are less measurable also play a large role in outcomes. For example, time lapse between the onset of the emergency, discovery, and reporting; dispatch center processing; distance traveled; weather and road conditions; access; out-of-service / unavailable status of emergency units due to training, mechanical, or other emergencies; patients' medical history and lifestyle; presence of bystanders able to assist; emergency devices that allow bystanders to assist; built-in fire detection and protection equipment; type of construction; and square footage. The list of variables that directly and indirectly influence the outcome of a specific emergency incident are not only numerous but come in various gradations and degrees.

Despite the various factors that affect outcomes that are outside the control of emergency responders, turnout times are one factor in the medical chain-of-survival and structure fire time-temperature curve that governments can affect. Focus on improving turnout time will continue in an effort to reach these standards.

As mentioned earlier, predictable consequences for the standard above are difficult to predict. Measuring response in a 90<sup>th</sup> percentiles reduces the number of incidents that are outside the measured standard, and not all the responses are high risk incidents. Additionally, outliers in the data set can cause deviations to the 90% measurement. As



an example, one 3:00 turnout time will move the entire 90% standard to a higher level. This number of incidents can create a nebulous risk that is very hard to predict. At best, a mild increase in property loss could occur on fire-related responses, and a delay in treatment for medically-related incidents may occur.

### CORRECTIVE ACTIONS

The following is a list of proposed actions currently being taken by the Fire Department and recommendations for City Council consideration to improve overall performance:

- Awareness and Training: Awareness and training will continue to maintain the current level of service. Training and awareness can be very effective in improving turnout time.
- System Evaluation: The dispatching technology, alerting system, and process used in responding will be evaluated to affirm they are the most expeditious way of responding. Once gaps are realized, improvement measures will be attempted, measured, and reevaluated on an ongoing basis.
- Technological Fixes: There are a few technological or engineering tools that can be implemented. This includes better lighting, garage door openers closer to the doors, and requiring the use of mobile data computers (MDC).
- Station Relocation: The Fire Department has identified that the fire station is not in the most advantageous location. Moving the fire station closer to Center Street would place resources closer to the high call volume area of the community. Fire Department staff will continue to pursue this long term strategy to improve response times for all emergency incidents.