



ANNUAL REPORT

2023

Proudly serving the City of Snoqualmie, Echo Glen Children's Center and the Upper Snoqualmie Valley through Mutual Aid Agreements.

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SNOQUALMIE FIRE DEPARTMENT ANNUAL REPORT

Message from the Fire Chief

I am pleased to present the 2023 Snoqualmie Fire Department Annual Report. This report highlights the extraordinary work and effort our firefighters and administrative staff put into serving the citizens of Snoqualmie throughout the year.

2023 has been a year of change for the leadership of the department. After nine years as the chief of the department, Mark Correira left to pursue new opportunities in California. After serving as the interim fire chief since June, I was honored to be selected by Mayor Ross as the permanent fire chief in December. I came to Snoqualmie in 1999 when the department was restarted, and over the years have served in the roles of Lieutenant, Captain, and Deputy Chief. I am looking forward to the opportunity to lead the men and women of the fire department into the future, and to serve the citizens of Snoqualmie as their fire chief.

The fire department had another busy year for responses in 2023, responding to calls within the city as well as helping our neighboring departments through mutual aid agreements. The department responded to 1,572 emergency calls over the course of the year. This number was just under last year's total of 1,611, but still qualified as the second highest number of responses in department history.

When not responding to calls, firefighters were busy training and providing community outreach. Throughout the year, members logged 6,697 hours of training and interacted with over 1,400 individuals through public education and community risk reduction events. These numbers show a true commitment by the firefighters in preparing themselves to respond to your needs, as well as instructing and interacting with the public.

In 2023, the Department continued to maintain its Accredited Status with the Center for Public Safety Excellence. With only 320 accredited departments nationwide, and 13% of the U.S population protected by an accredited agency, the fire department is proud to remain in the top 1% of fire departments nationwide. By achieving and maintaining our accreditation, it shows that our department continually self-assesses itself, looks for opportunities for improvement, and is transparent and accountable through the application of a true third -party verification and validation process. During the year department staff have been preparing for their reaccreditation for another five years. In 2024 the department will be hosting a team to evaluate the department for reaccreditation and hope to be in front of the commission in August to be granted accreditation for another five years.

In closing, on behalf of the men and women of the Snoqualmie Fire Department, thank you for your continued support of our department. We are truly blessed to serve in this community and to protect those who live and visit here.

Sincerely,



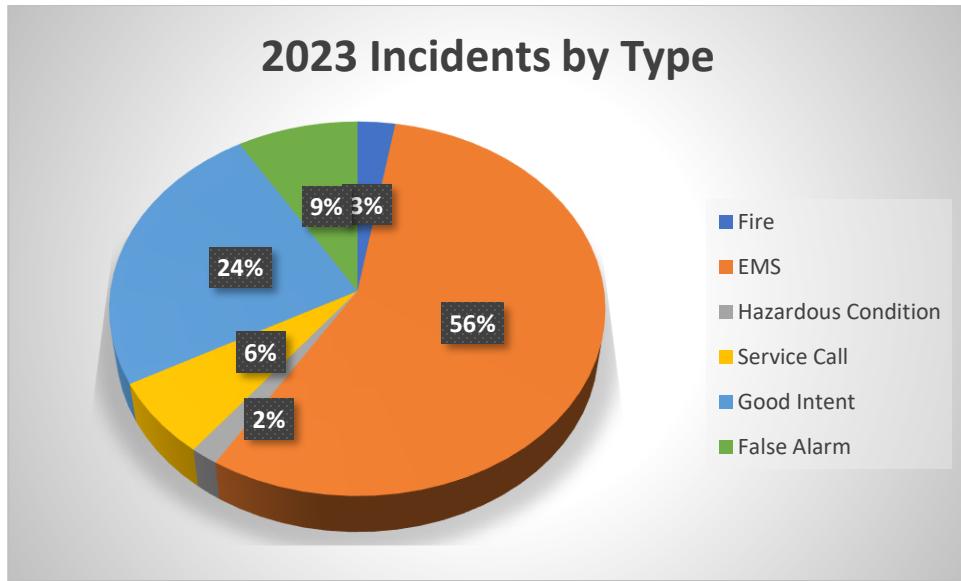
Michael Bailey
Fire Chief



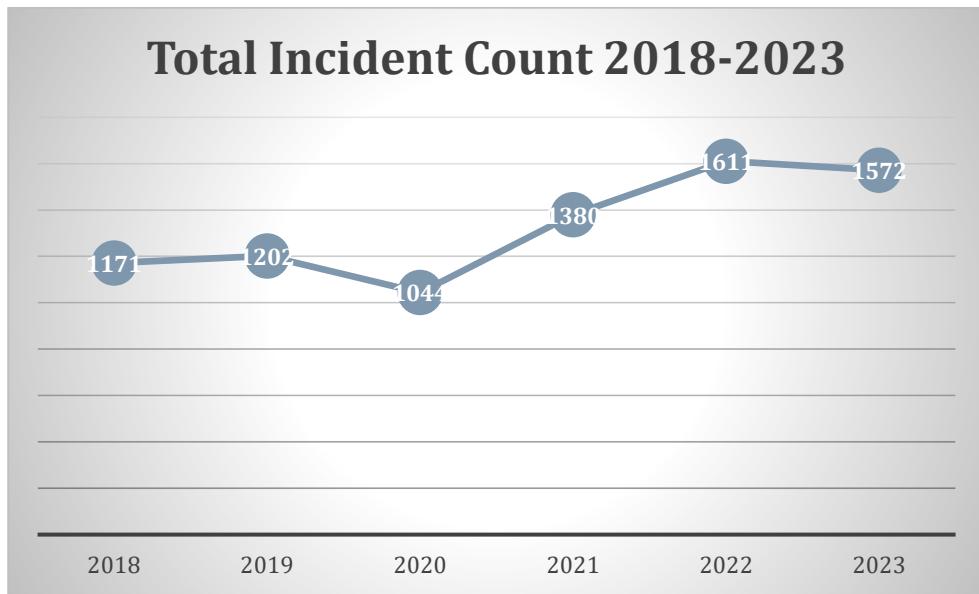
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Fire Department Responses

The Fire Department responded to 1,572 incidents in 2023. Fifty-six (56%) of all incidents were for emergency medical services. The chart below breaks out these incidents by type.

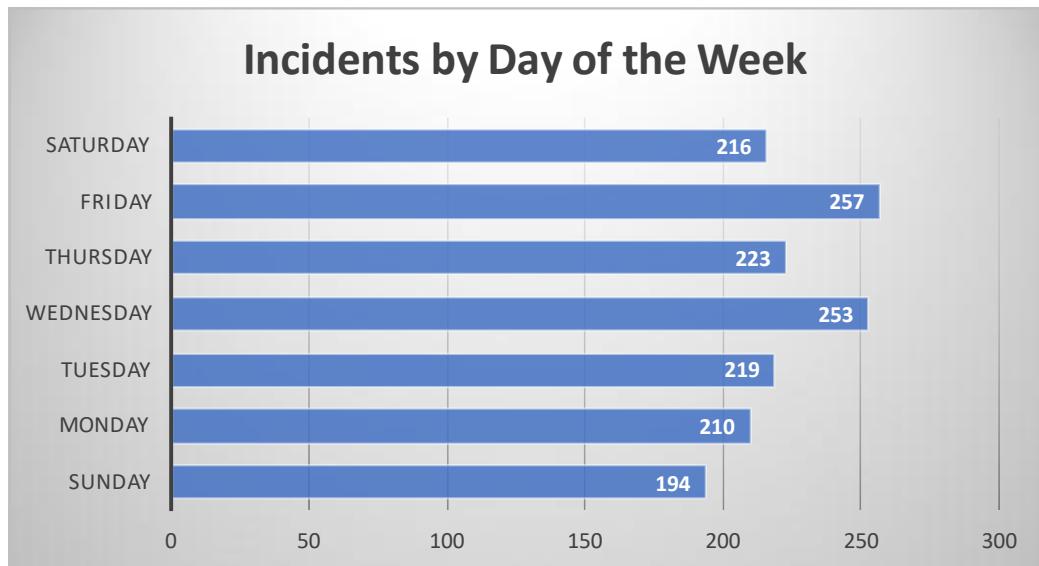


The fire department saw a 2.4% decrease in incident volume from the previous year. The chart below trends incident volumes from 2018-2023.

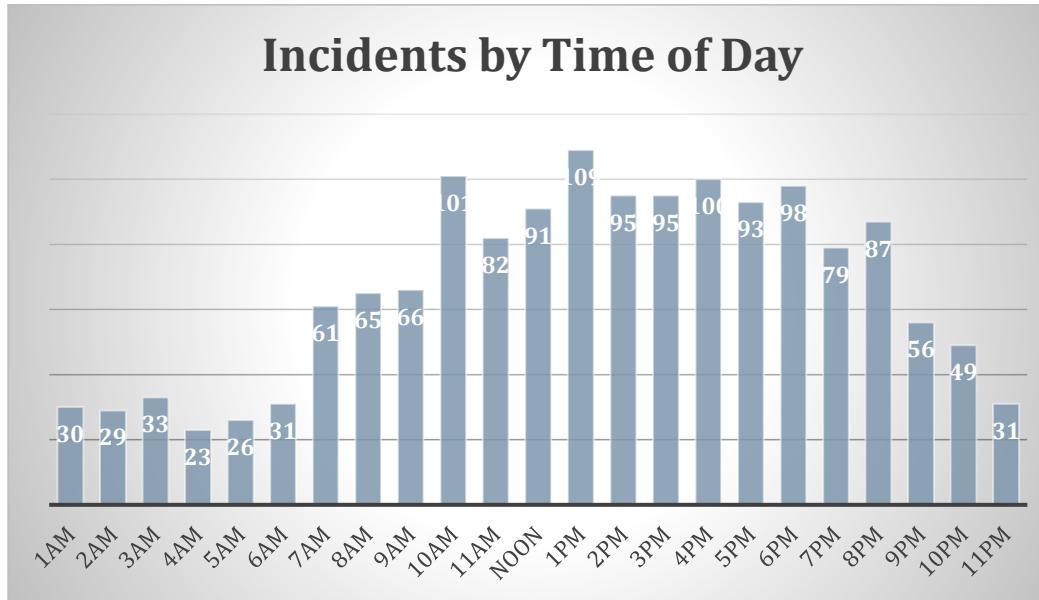


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Incident volumes are consistent throughout the week with most incidents occurring on Friday, and the least on Sunday. The chart below shows incident volumes by the day of the week.



Incident volumes vary by time of the day with the peak-hours being between noon and 6PM, and the valley-hours between 12AM and 6AM. The following chart shows incidents by the time of the day.



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Response Times

For 2023, the average total response time for the first arriving unit to the scene of an incident is 6 minutes, 42 seconds. As an accredited agency, the Department is required to measure response times and effective response force (ERF) for fire, EMS and other categories. The following charts shows the Department's performance for Fire (low risk) and EMS (moderate risk). These two categories were chosen to be highlighted as they make up the supermajority of all the incidents the Fire Department responded to in 2023. For accreditation purposes, response times below are required to be given in the 90th percentile as opposed to averages.

Fire Response

(Low Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2019-2023	2023	2022	2021	2020	2019
Alarm Handling	Pick-up to Dispatch	Urban		1:47	1:26	1:40	1:30	2:00	2:21
Turnout Time	Turnout Time 1st Unit	Urban		1:52	2:00	1:48	1:46	2:11	1:35
Travel Time	Travel Time 1st Unit Distribution	Urban		8:37	10:00	10:05	8:09	7:39	7:15
	Travel Time ERF Concentration	Urban		8:46	10:42	10:05	8:09	7:39	7:15
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	10:21	11:22	11:49	10:44	9:51	8:02
				n=364	n=68	n=62	n=100	n=45	n=89
	Total Response Time ERF Concentration	Urban	8:00	10:40	11:22	11:49	10:44	9:51	8:02
				n=364	N=68	n=62	n=100	n=45	n=89

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EMS

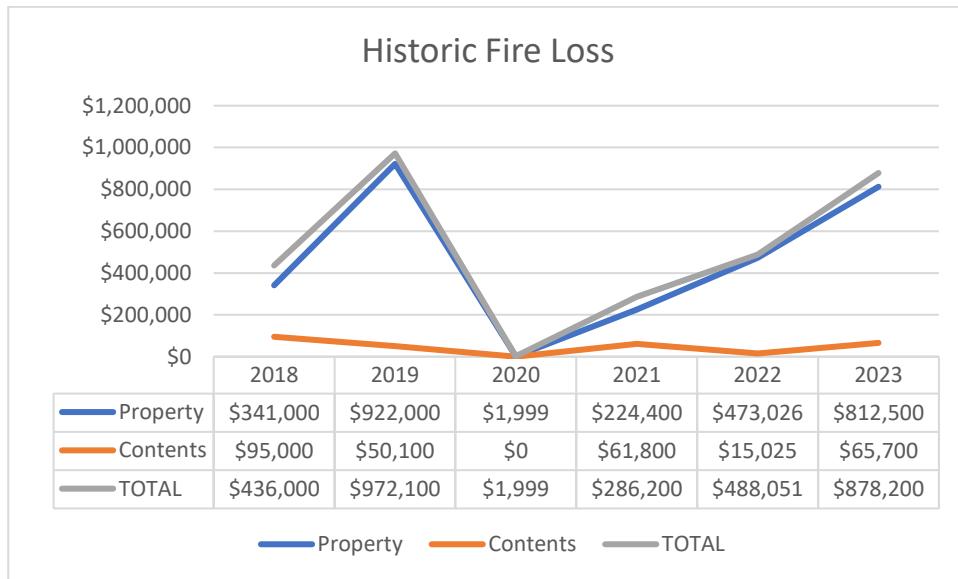
(Moderate Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2019-2023	2023	2022	2021	2020	2019
Alarm Handling	Pick-up to Dispatch	Urban		1:29	1:15	1:42	1:34	1:43	1:14
Turnout Time	Turnout Time 1st Unit	Urban		1:37	1:47	1:34	1:30	1:48	1:30
Travel Time	Travel Time 1st Unit Distribution	Urban		8:26	9:26	9:22	7:26	9:21	6:38
	Travel Time ERF Concentration	Urban		8:15	9:37	9:22	7:26	9:21	6:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	10:11	10:46	11:26	9:42	11:06	7:57
				n=1555	n=421	n=322	n=255	n=259	n=298
	Total Response Time ERF Concentration	Urban	8:00	10:13	10:56	11:26	9:42	11:06	7:57
				n=1545	N=411	n=322	n=255	n=259	n=293

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Property Loss/Save Charts

For reporting purposes, fire loss is broken into two categories: property and contents. Property describes physical properties such as cars, house, etc. Contents describe items that are not part of the structure but perish in the incident. In recent history, the highest year of property loss occurred in 2019 with a total of \$972,100. The majority of this property loss came from a single residential structure fire. 2023's property loss totaled \$878,200. Again, this large number can be contributed to a series of residential fires at a residence in early 2023.

The following chart compares the annual fire loss by year:



To look at the information another way, in 2023, \$5,671,701 in property and contents was at risk because of fire incidents. Although total loss for this same period was \$878,200, just over 84.5 percent of property and contents were saved due to the efforts of the department.

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Fire Department Training

During 2023, the training program utilized the Vector Solutions LMS system for training and compliance tracking. These training programs were assigned throughout the year by the South King County Fire Training Consortium based upon workflows and instructional maps developed for a continuous building-block format for training. Further, multiple staff members worked on training objectives that had been identified in their annual work plans. With turnover in staff, some changes were observed in year-to-year milestones. Milestones achieved were as follows:

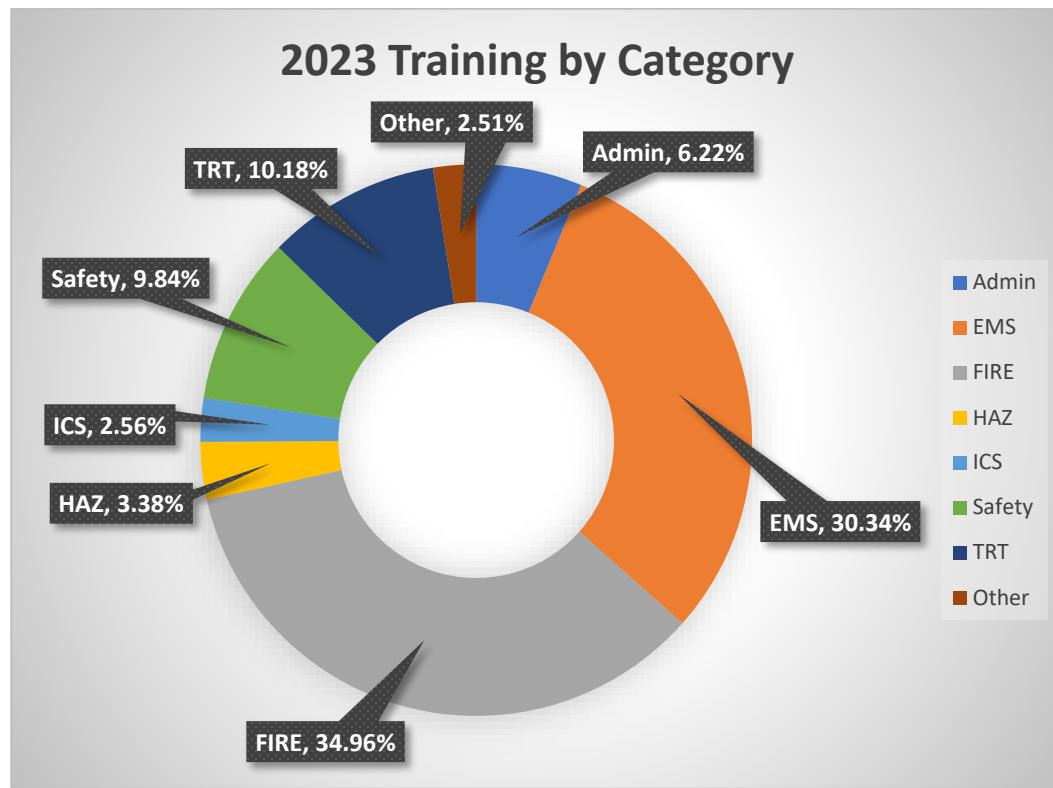
- Four new career firefighters coming on board, with two completing probation in late 2023.
- One career member certified to IFSAC Driver-Operator – starting a new trend for staff in the future.
- One volunteer member completing the King County EMS – Emergency Medical Technician Basic course, logging over 180 hours of classroom and field observation time.
- Four new volunteer members completing on-boarding and becoming eligible to count towards staffing.

Personnel participated in a total of 6,697 hours of training during 2023, which was a significant increase over 2022 (4,360 hours). This was due in large part to the addition of new employees as well as improving documentation training sessions. Further, this was done with less personnel than previously held in 2022.

<u>Staff Type</u>	<u>2022 - Average</u>	<u>2023 - Average</u>	<u>2022 - 90th Percentile</u>	<u>2023 90th Percentile</u>
Career (all staff no exclusions)	15.6 hours/month	26.6 hours/month	27.3 hours/month	52.0 hours/month
Volunteer (all staff no exclusions)	8.8 hours/month	6.3 hours/month	14.45 hours/month	12.7 hours/month
Fire Suppression Staff (career/vol)	20.35 hours/month	24.1 hours/month	27.3 hours/month	49.3 hours/month
EMS (Only) Staff (volunteer)	9.9 hours/month	10.2 hours/month	14.6 hours/month	16.9 hours/month
Totals (All Staff)*	15.4 hours/month	15.1 hours/month	27.5 hours/month	37.5 hours/month

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Training sessions were broken into groups that best fit the type of training being performed. Training types included Fire, EMS, Hazmat (Haz), Technical Rescue (TRT), Administrative (Admin), Safety, and Other. The following chart displays the training by session by hours.



The fire department participates in the South King County Fire Training Consortium (SKCFTC) which is made up of 15 fire departments, 1300 firefighters, and covers over 75% of the King County region. As a member agency, this gives us access to subject matter experts in all disciplines to include not only firefighting and emergency medical services, but special topics such as swiftwater rescue, high-angle rope rescue, driver/pump operator training, and officer development courses. By training with this entity, we get to experience the best of the best when it comes to instruction and align our practices with entities throughout the region, allowing our operations to be seamless for the consumer of our services.

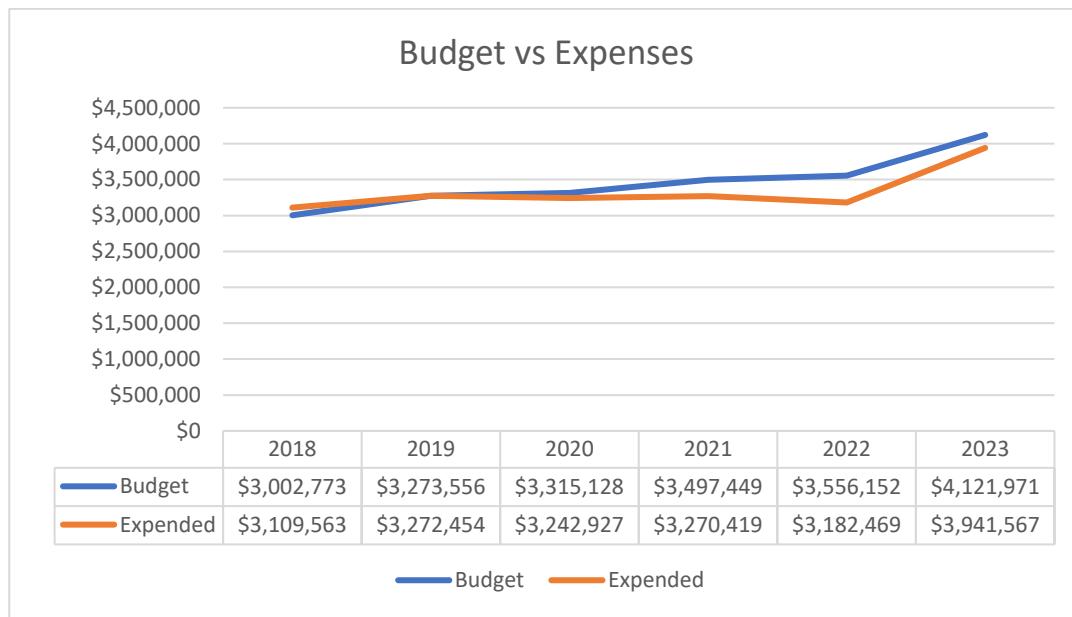
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Fire Department Finances

Budget and Expenses

The 2023 Fire Department Budget* was approved at \$4,121,971: a 13.7% increase from 2022. For this same period the Department expended \$3,941,567 – underspending it by \$180,404, or 4.4%.

2023 marked the beginning of the biennium (2-year budget).



* Includes Emergency Management Budget

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Community Risk Reduction and Outreach

An ounce of prevention is worth a pound of cure, and if it's predictable – it's preventable. This mantra is why the fire department spends a portion of its time investing in community risk reduction 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, high school career shadow programs and community events. For 2023, the department estimates we taught over 45 structured classes to 1,433 students, for 96 hours of instruction. Below is a breakdown of the classes taught.

Medical Based Classes

Public CPR/First Aid (5-hour classes)
4 classes, 48 total students, 20 contact hours

Public CPR/AED (3-hour class)
4 classes, 34 students, 12 contact hours

Highschool CPR
6 days of teaching, 6 classes a day, 405 students, 36 contact hours

Stop the Bleed (2 hours)
3 classes, 35 students, 6 contact hours

Opioid Education (1 hour)
New offering taught in conjunction with stop the bleed classes or stand alone.
3 classes, 31 students, 3 contact hours

Fire Prevention Month School Visits (October)

During the month of October firefighters visit area schools to provide fire education presentations.
4 schools, 805 students, 14 contact hours

Station Tours

The department performed numerous station tours for groups who requested it. Groups are given a tour of the fire station as well as a fire safety message.

5 tours, 75 estimated participants, 5 contact hours

Besides the above-mentioned classes, the fire department also participated in several community events. Some of the events we were able to participate in (but not limited to):

- Easter Egg hunt
- Pancake Breakfast
- Mt Si Football Standbys
- State send-offs for sport teams
- Holiday tree lighting

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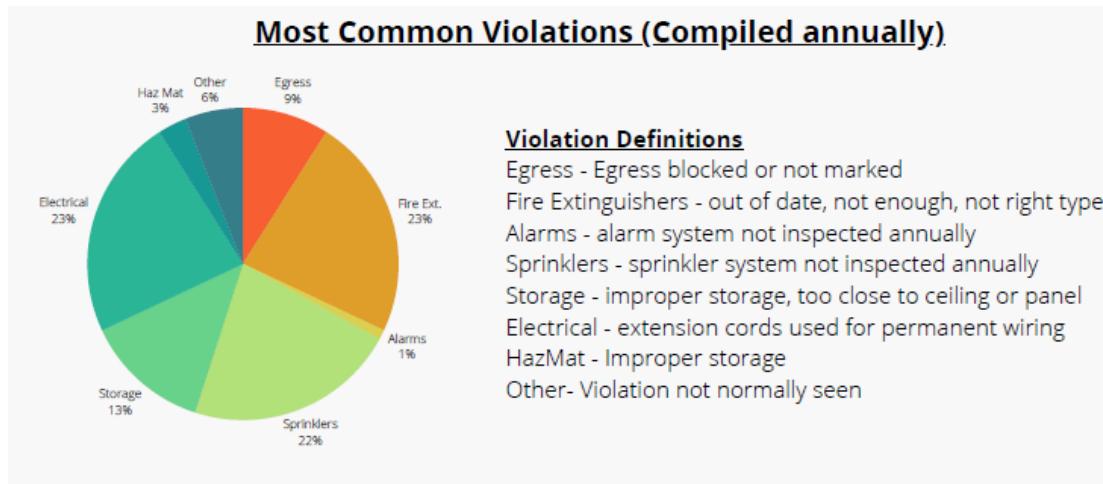
- Down Hill Soap Box Races
- Big Truck Day at Centennial Field
- 4th of July kids parade, block party, and Red/White/Boom fireworks
- St. Joseph's School Carnival

Fire Inspections

Since October of 2017, the fire department has conducted the majority of life safety inspections for the City of Snoqualmie annually. Inspections are done by on-duty crews, with oversight provided by the building department. Having the on-duty crews complete the inspections has been beneficial to the department as it allows for interaction with the business owners, as well as gives the firefighters familiarity with the buildings and layouts in case there is an emergency in the occupancy. Prior to 2023, firefighters were performing inspections in every occupancy within the city annually. In 2023, due to the large number of inspections required, the department re-evaluated the need for annual inspections and instead switched to an industry best practice model which allows for an inspection cycle based on hazard class. Low hazard occupancies will be inspected every three years, moderate level every two, and high hazard occupancies still inspected annually.

In 2023 the department performed 188 inspections, roughly 47% of the businesses in the city. This number is reflective of the change to the frequency of inspections.

Of those 188 inspections, 145 violations were noted and corrected. Below is a graphic showing the most common violations found by crews.



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Volunteerism

Volunteers play a vital role for the Snoqualmie Fire Department. At the end of 2023, the department had a total of 12 EMS volunteers. Our volunteers provide a variety of services complimenting career staff including filling shifts, transporting patients to the hospital, teaching CPR classes, and various other community outreach activities. In 2023, volunteers provided 3,361 hours of support. Those hours were completed while participating in the following activities:

- Total number of duty shifts 298
- Total number of emergency responses 591
- Total number of drill nights 322
- Total hours of community events 298

By comparison, a career firefighter in a year will complete 2,584 hours of service (not including overtime or call-backs). As such, the combined hours of the volunteers equate to 1.30 FTE career firefighters.

The volunteer hours also demonstrate a financial benefit to the department. Given an average hourly salary of an FTE career firefighter at \$65.48 per hour, the combined volunteer hours reflect a salary savings of \$220,089 (not including benefits).

Here is a chart reflecting the cost benefits of the volunteer staff:

Total # of Volunteers	12
Average FTE Hourly Rate	\$65.48
2023 Volunteer Annual Hours	3,361
VOLUNTEER COST BENEFIT SUBTOTAL	\$220,089
2023 Volunteer Program Expenses	-\$43,579
Uniforms/PPE (5% of total)	-\$2,600
TOTAL VOLUNTEER COST BENEFIT	\$173,910

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Emergency Management

The emergency management department operates as a sub-program of the fire department. The chief of the fire department also serves as the Emergency Management Director. The emergency management budget is managed by the fire chief, and the Emergency Operation Center (EOC) is housed in the fire department.

EOC Activations:

There were no full EOC Activation for 2023

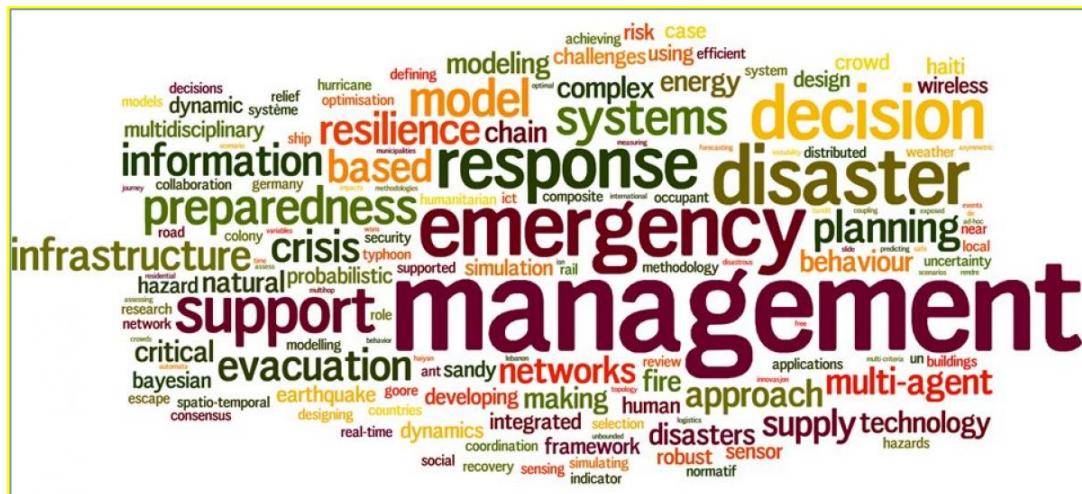
Several partial activations of the EOC were performed throughout 2023 for snow events, extreme heat and cold events, and potential flooding. Partial activations occur when the Emergency Management Director puts city staff on standby, monitors the event, and provide updates to city staff regarding needs and potential full activations.

Major accomplishment:

Upgraded A/V equipment in the EOC and associated meeting rooms.

Re-started the Snoqualmie Emergency Communication and Support Team (SECAST). The SECAST group is a dedicated team of volunteers who are responsible for ensuring communications are operational during EOC activations and emergencies, as well as support the technology within the EOC. The SECAST group was inactive for several years due to low interest but was re-formed in 2023.

Review of Comprehensive Emergency Management Plan, scheduled to be updated in 2024



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