

2017

Annual Report of Service Level Objectives (RCW52.33)



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Introduction

As required by the State of Washington, the Board of Fire Commissioners and Command Staff for CIFR are pleased to submit this annual report of service level objectives in compliance with RCW 52.33, also commonly known as HB1756. This legislation, first passed in 2005, mandates that every city fire department and fire district “set standards for addressing the reporting and accountability of substantially career fire departments, and to specify performance measures applicable to response time objectives of certain major services.” This legislation did not mandate what those standards should be so every agency is able to adopt those standards they feel are acceptable. The data and conclusions within this report represent our best effort at analyzing and interpreting the 2017 emergency response data for CIFR.

Definitions

- 1) "Advanced life support" means functional provision of advanced airway management, including intubation, advanced cardiac monitoring, manual defibrillation, establishment and maintenance of intravenous access, and drug therapy.
- 2) "Fire department" means a fire protection district or a regional fire protection service authority responsible for firefighting actions, emergency medical services, and other special operations in a specified geographic area. The department must be a substantially career fire department, and not a substantially volunteer fire department.
- 3) "Fire suppression" means the activities involved in controlling and extinguishing fires.
- 4) "Flash-over" as defined by the National Institute of Standards and Technology means when all combustibles in a room burst into flame and the fire spreads rapidly.
- 5) "Marine rescue and firefighting" means the firefighting actions taken to prevent, control, or extinguish fire involved in or adjacent to a marine vessel and the rescue actions for occupants using normal and emergency routes for egress.
- 6) "Response time" means the time immediately following the turnout time that begins when units are enroute to the emergency incident and ends when units arrive at the scene.
- 7) "Special operations" means those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment.
- 8) "Turnout time" means the time beginning when units receive notification of the emergency to the beginning point of response time.

Policy Statements

Island County Fire District #1 has existed as a Fire District within the State of Washington since 1945. Camano Island was served by three Fire Districts until 1992 at which time a merger of the districts occurred under the name Island County Fire District #1 (aka Camano Island Fire & Rescue (CIFR)). The Fire District was organized under the tenants of Title 52 of the RCW, with the legal formation of the Fire District mandated by the commissioners – **Legal Authority**, Section 1.1 – 1.7.

CIFR serves a forty three (43) square mile island that is extremely diverse in its demographics. The island is twenty two (22) miles long, approximately six (6) miles across at the north end and less than one (1) mile across at the south end, and has more than 63 miles of coastal shoreline. Elevation ranges from sea level to five hundred and eighty one feet. Camano Island is considered primarily rural with small suburban residential developments dispersed within a rural environment. There is limited commercial property on the Island and we do not anticipate this changing at any point in the near future. The last few years have shown continuing new residential construction.

Current population estimates indicate that there were 15, 661 full time residents as of 2010, although the population swells on weekends and during the summer months. Of note is the fact that, for the full time residents, the average age exceeds fifty years (50).

Services Provided by CIFR

- 1) Fire Suppression
- 2) First Response Basic Life Support (BLS) Emergency Services
- 3) First Response Advanced Life Support (ALS) Emergency Services
- 4) Hazmat “Operations Level” Response
- 5) Technical Rescue
- 6) Marine Rescue
- 7) Public Education
- 8) Fire Prevention

Fire Department Responses

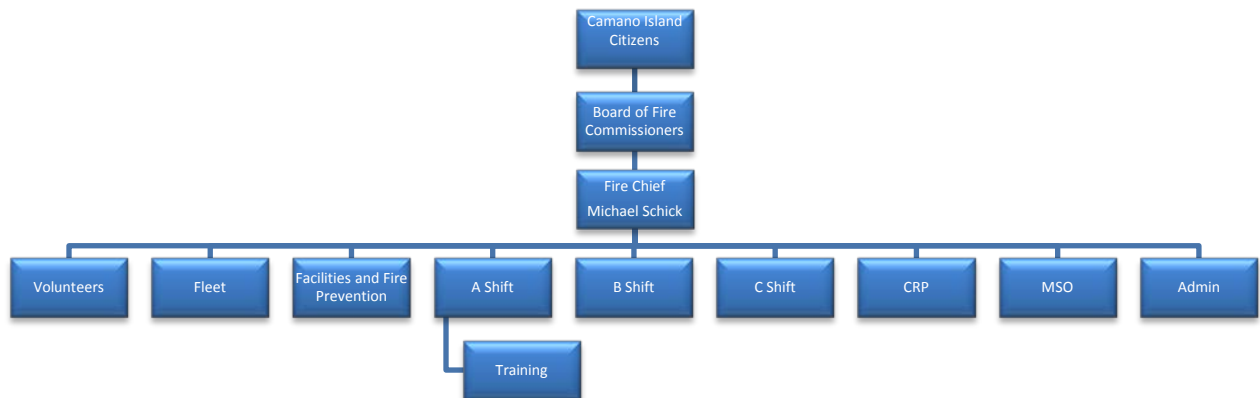
Total CIFR responses for 2017 were broken down as follows:

Fire	38
EMS	1295
Hazardous Conditions	30
Service Call	432
Good Intent	111
False Alarm and False Call	86
Severe Weather	0
Special Incident	0

There were 2007 total incidents in 2017 which represents a 6% increase from 2016 and is the highest number of calls received on Camano Island in a single year. EMS incidents remain our most common call type.

Command Structure

CIFR operates under a chain-of-command which has been established by the five (5) member Board of Fire Commissioners, who are elected to represent the public they serve. The chain-of-command, or organizational chart, looks like this:



Fire Department Staffing Levels

In 2017 CIFR employed twenty two (22) career members, fifteen (15) part-time, and twenty one (21) volunteers. CIFR is actively recruiting additional volunteer firefighters and it is expected that this number will increase once again in 2018. Three career firefighters were added to the roster in January of 2018 which will bring the career Firefighter total to twenty five (25). The total numbers by their assigned areas of responsibility are as follows:

Chief Officers	3
Career Full-time Firefighters	22
Career Part-time Firefighters	15
Volunteer Firefighters	30
Administrative Support	6
Mechanics	2
Total Staff	78

2017 Accomplishments

By a multitude of measures 2017 was an extremely successful year for CIFR. Our goal is to be a great fire department and this is only possible through the efforts of the men and women who strive each and every day to bring to our citizens their best efforts. The following list of accomplishments is not complete, to do that would significantly expand this Annual Report, but is only a synopsis of what we did in 2017.

- 1) Levy Lid Lift – Approval of the Levy Lid Lift in November will be critical to our financial stability and our ability to provide the proper levels of personnel and equipment for emergency responses. The additional funding from this levy will be used to increase staffing, replace aging apparatus with more fuel efficient and reliable ones, and ensure the upkeep of our facilities.
- 2) Operations – We responded to a record number of emergency incidents on Camano Island in 2017. The previous record was set in 2015 and we expect this trend of increasing number of incidents to continue. Although we responded to more calls than we ever had our response times were improved. The addition of a second part time firefighter position allowed us to staff Station 1-3 more consistently.
- 3) Grants – 2017 was another successful year for us in obtaining grant funding. We were awarded a SAFER grant from FEMA which will help to offset the costs of adding

personnel for three years, a grant for the purchase of a fire behavior trainer, and a grant for equipment to set up a simulation lab for incident command training.

- 4) Training – You can gauge the strength of a fire department by looking at how strong their training program is and this is an area of pride for CIFR. We documented over 8,700 hours of training which is an average of 130 hours for each firefighter. Last year alone our firefighters received the following certifications:
 - a. 9 Fire Officer 1 certifications
 - b. 8 Firefighter 1 certifications
 - c. 8 HazMat Ops certifications
 - d. 13 Emergency Medical Technician certifications
 - e. 12 Emergency Driving certifications
 - f. 4 Blue Card Incident Command certifications

Many of these certifications represent achievements by our personnel far above the minimum requirements for firefighters set by the State of Washington and our agency. We have also been very successful in keeping our training costs down by holding many of these training classes internally and using our own highly qualified personnel as instructors when possible and sharing training costs with our neighbors as well.

- 5) Administration – The backbone of this agency is the work of our Administrative personnel. Through their exceptional efforts we once again passed an audit by the Washington State Auditor’s Office with no adverse findings. In a move which we hope will help to stabilize our health care costs we completed the transition from a self-funded health insurance program to one run by the Washington State Fire Commissioners Association. Although we have little turnover in our personnel we continually try to provide development opportunities for our firefighters. Over this past year we held assessment centers for the positions of Captain, Lieutenant, Medical Services Officer, Paramedic, Community Resource Paramedic, and Career, Part Time, and Volunteer Firefighter.
- 6) Apparatus / Maintenance – For many years CIFR has had to postpone apparatus replacement to fund other vital areas. Due to safety issues we were forced to replace an ambulance and an engine. These two new acquisitions are designed to be smaller and more easily maneuvered than those we have purchased in the past. CIFR is fortunate to have fully qualified mechanics on duty in our fully functional shop. When not working on our own apparatus we provide services to our neighboring agencies. The revenue this brings in helps us to offset our own maintenance costs. In fact, the shop exceeded our revenue goals for 2017, a cost saving trend we expect to continue.
- 7) Pub Ed events – An important function of this agency is to educate the public so that we can minimize the number of emergencies which do occur. This lowers the burden on our

personnel, helps to ensure that we have personnel and apparatus available when there is an emergency, and helps our citizens lead healthier and independent lives. A new program we initiated in 2017 was our “Take 10” CPR training. During EMS week in May our personnel were available during the day at the Plaza to train individuals in hands only CPR. By taking 10 minutes those citizens who stopped by now have the necessary skill and knowledge to perform CPR on someone who has suffered a heart attack. This is critical to provide life support until we can get our equipment, medication and personnel on the scene. We not only trained citizens from all over Camano Island but we even had some international visitors stop by. Last year this program trained well over 1,000 citizens in this life saving technique. Other major public education events included National Night Out in August, an Open House in September, school visits and other activities for Fire Prevention Week in October, and the Santa Run in December. Chief Schick also had the opportunity to give Fire department update presentations to many of our community groups. From Water Associations and Homeowner Associations to various civic groups around the Island.

- 8) The *Stanwood High School Fire Technology Program*, under the direction of Program Coordinator Roberto Guadamuz, successfully completed the 2016/17 school year with sixteen cadets; six of whom challenged the *IFSAC Firefighter 1* and *Hazardous Materials Operations* certification process. There are currently sixteen cadets enrolled in the 2017/18 program under the daily direction of Lieutenant Mark Norman. On November 7th, the cadets hosted an open house for parents and district members. The evening consisted of several demonstrations presented by Company officers and their crew members. Other class activities have included a rope challenge course, fire behavior studies, and auto extrication skills. 2017 saw the emergence of the *Camano Island Fire & Rescue Junior Volunteer Firefighter Program* in conjunction with the *SHS Fire Technology Program*. Qualified cadets may now enter into the volunteer ranks of the fire district in a limited capacity.

Response Standards

The Board of Fire Commissioners for CIFR has established response time standards which are extremely aggressive. Typically the standards we have adopted are those found in urban areas, i.e., densely populated cities, that can more easily afford to staff numerous fire stations. We feel that only by setting the bar high and striving to provide a better level of service can we provide our citizens with the emergency responses they deserve.

1) Turnout Time

Turnout Time Standard:

CIFR has adopted a turnout time standard of eighty (80) seconds 90% of the time for all calls.

Actual Department Comparison for the Year 2017:

CIFR met the turnout time objective 61% of the time. The fire department turnout time in 2017 was one hundred seventy (170) seconds 90% of the time with an average turnout time of eighty five (85) seconds.

2) Arrival of 1st Arriving Engine Company at Fire Suppression Incident

Response Time Standard:

CIFR has adopted a response/travel time standard of eight (8) minutes for the first fire engine to arrive when responding to a fire suppression incident 90% of the time.

Actual Department Comparison for the Year 2017:

CIFR met the response time objective 39% of the time. The fire department response/travel time for the arrival of the first fire engine to fire suppression incidents was fifteen (15) minutes and twelve (12) seconds 90% of the time with an average response/travel time of nine (9) minutes and twenty three (23) seconds.

3) Deployment of full first alarm assignment at a fire suppression incident

Response Time Standard for Full 1st Alarm Response:

A first alarm fire suppression incident is considered to be a small structure (less than 2000 sq. ft.) with single room and contents involvement. The first full alarm assignment defined by Camano Island Fire and Rescue is two (2) engines, one (1) tender, one (1) Medic/Rescue, and one (1) Chief Officer. CIFR has adopted a response/travel time standard of eight (8) minutes to deploy a first alarm response when responding to a fire suppression incident 90% of the time.

Actual Department Comparison for the Year 2017:

During 2017 there were two incidents in which a full alarm assignment was requested and all needed units responded. This is less than the total number of reported incidents (37). Typically mutual aid units and CIFR units not on scene will be cancelled when conditions on scene do not warrant a full response, e.g., reported as a stove fire but fire is out prior to arrival of first CIFR unit. In addition the majority of fire calls on Camano Island were classified as vegetation fires which do not warrant a full alarm assignment. The Fire Department's first alarm response times to the two calls classified as structure fires were thirteen (13) minutes and fifty two (52) seconds and twenty three (23) minutes and fifty seven (57) seconds.

4) Arrival of First Responder or higher level capability at an emergency medical incidentResponse Time Standard:

CIFR has adopted a response/travel time standard of six (6) minutes 90% of the time for the arrival of the first medical unit with Basic Life Support (2 Firefighter / Emergency Medical Technicians). This was calculated using the response time of the first arriving vehicle which has personnel with at least BLS training. At times the engine has a paramedic on board which is still tracked as a BLS unit.

Actual Department Comparison for the year 2017

CIFR met the response time objective 40% of the time. The Fire Department's response time for the first arriving unit responding to an emergency medical incident was eleven (11) minutes and fifty nine (59) seconds 90% of the time. The average response time on a medical incident was seven (7) minutes and twenty four (24) seconds.

5) Arrival of Advanced Life Support unit at an emergency medical incidentResponse Time Standard

CIFR has adopted a response/travel time standard of eight (8) minutes 90% of the time for the arrival of the first medical unit with Advanced Life Support (1 Firefighter / 1 Paramedic). This response time is calculated as the first medic unit to arrive on scene.

Actual Department Comparison for the year 2017

CIFR met the response time objective 44% of the time. The Fire Department's response time for the first arriving unit responding to an emergency medical incident was fourteen (14) minutes and forty two (42) seconds 90% of the time. The average response time for the first medic unit on scene was nine (9) minutes and twelve (12) seconds.

6) Arrival of First Marine Unit at a Marine Rescue

CIFR has not adopted a response/travel time standard for marine rescue calls but has a goal of ten (10) minutes 90% of the time for the arrival of the first marine unit (Marine 1-2 or Marine 1-4).

Actual Department Comparison for the year 2017:

CIFR met the response time objective 25% of the time. The Fire Department's response time for the first arriving marine unit responding to a marine rescue was twenty (20) minutes and fifty six (56) seconds 90% of the time.

Predictable Consequences

Response standards within the fire service are based on certain critical time factors, e.g., time to flash-over in a burning room, decrease in survival rates over time following a cardiac arrest without defibrillation, and a decrease in survival rates over time following severe traumatic injuries prior to arrival at a trauma facility. While all fire departments must deal with these critical time points, it is a fact that departments serving rural areas, such as CIFR, will not easily be able to meet national standards that larger municipal fire departments can. An added burden is that the department is absolutely dependent on mutual aid from our neighboring district for first alarm and other resource dependent types of calls.

Plan of Action

First and foremost when analyzing response times it is imperative that accurate data be obtained. One of our top priorities continues to be to standardize our reporting procedures by training officers and staff to use common data entry procedures for every incident. We are much more confident that the data collected for 2017 represents an accurate depiction of actual response times and that comparisons to previous years are relevant. Another common error we feel has been corrected is to correctly identify calls as to the type of incident.

We feel we have made improvements in our response times with slight changes in staffing models, increased spending on overtime, and the addition of a second part time firefighter position in the last quarter of 2017. Further improvements will require changes by adding resources and changes in the way we distribute those resources, both personnel and apparatus. With the passage of the levy lid lift in November CIFR will immediately move forward with adding personnel. This will allow permanent staffing of Station 1-3 on the north end of the Island and occasional day time staffing at Station 1-5 on the south end. We expect these moves to have a positive impact on response times.

A major goal of the department is to continue improving our response times on the south end of Camano Island. Our station there, Station 1-5, has been served primarily by volunteer responders, when they are available. Although we respond with career personnel on every incident in that area the long travel distances leads to longer average response times. With the additional personnel we plan to staff Station 1-5 more often during the day. We have shown previously that having just one person in the Station during the day can have an impact on our response times in that area. At the present time we do not have sleeping quarters at Station 1-5 so we are limited to day time staffing only.

Action Items for 2018

- 1) Continue working with ICOM to ensure rapid dispatching of fire department resources
- 2) Expand volunteer shift program at outlying stations
- 3) Modify personnel staffing to ensure best response times
- 4) Consider options for minimum staffing of two paramedics
- 5) Determine feasibility of providing sleeping quarters at Station 1-5 in order to provide overnight staffing.

A Final Word

On behalf of the CIFR Board of Fire Commissioners, we hope that you have found the enclosed information informative and helpful. The intent of this report is to meet our legal obligations under Washington State law, but more importantly it allows us a vehicle to keep our citizens informed as to the performance of their fire department. We encourage comments or questions from our citizens on any of the material presented within this report.

Respectfully submitted,

Paul Williams, M.D.

Chair, Board of Fire Commissioners

Michael Schick, EFO, NRP, Ph.D.

Fire Chief

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