

# Douglas County

## Fire District 2



2021

## Performance Standards Report



## Table of Contents

Heading	Page
Mission Statement	3
Values	3
Message from the Chief	3
District Overview	4
Organizational Chart	5
Stations	6
Operations	6
Training and Safety	6
Fire Prevention and Public Education	7
Deployment Report	8
Expected Number of District Employees	8
Expected Function of District Employees	9
Policy Statements	9
Emergency Response	9
RCW 35.103	9
Intent of RCW 35.103	9
Time Temperature Standard	10
Cardiac Arrest Survival Standard	11
2021 Total Incidents	12
Response Time Standards and Objectives	12
Turnout Time	12
Total Emergency Incidents Pie Chart	13
Emergency Response by Zone	13
Arrival of First Engine at a Fire	14
Arrival of First Alarm Assignment at a Fire	14
Arrival of Emergency Medical Technician at a Medical Scene	14
Arrival of Wildland Firefighting-Trained and Equipped Personnel	14
Steps to Achieve Compliance	14
Map of Douglas County Fire District 2	15



## **Mission Statement**

Douglas County Fire District 2 stands proudly committed to the preservation of life and property.

## **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 Douglas County Fire District 2:

### **Vision**

- Achieve Excellence.

### **Values**

- People: I am here for we. We are here for them.
- Service: Compassionate service without judgement.
- Accountability: Taking responsibility for our actions.
- Humility: Be humble.

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**

Greetings citizens of Fire District 2. The year 2021 continued to bring unprecedented change to our way of life both economically and personally. We are optimistic to close out the pandemic, celebrate our return to a healthy society, and reopen our businesses to full capacity in 2022.

Covid aside, the Fire District was able to make many improvements. A major improvement is the completion of Fire Station 4 located at 240 35<sup>th</sup> Street NW. The addition of two new fire engines and one new ladder truck.

A fire station bid was awarded for construction of a new fire station in Rock Island located at 1600 Douglas Street. The station is expected to be completed in the fall of 2022. The District is planning to hire additional firefighters to guarantee staffing of this new station. This added staffing may be enough to lower the District's Community Protection Class rating from a 5 to a 4, resulting in increased service capabilities and lower insurance premiums for our citizens.

Additionally, the District is in the process of exploring the feasibility of forming a Regional Fire Authority with Chelan County Fire District 1. The results of the study will be available in the first quarter of 2022.

We are always a phone call or email away. Please reach out to us anytime with inquiries.

### **People – Service – Accountability – Humility**



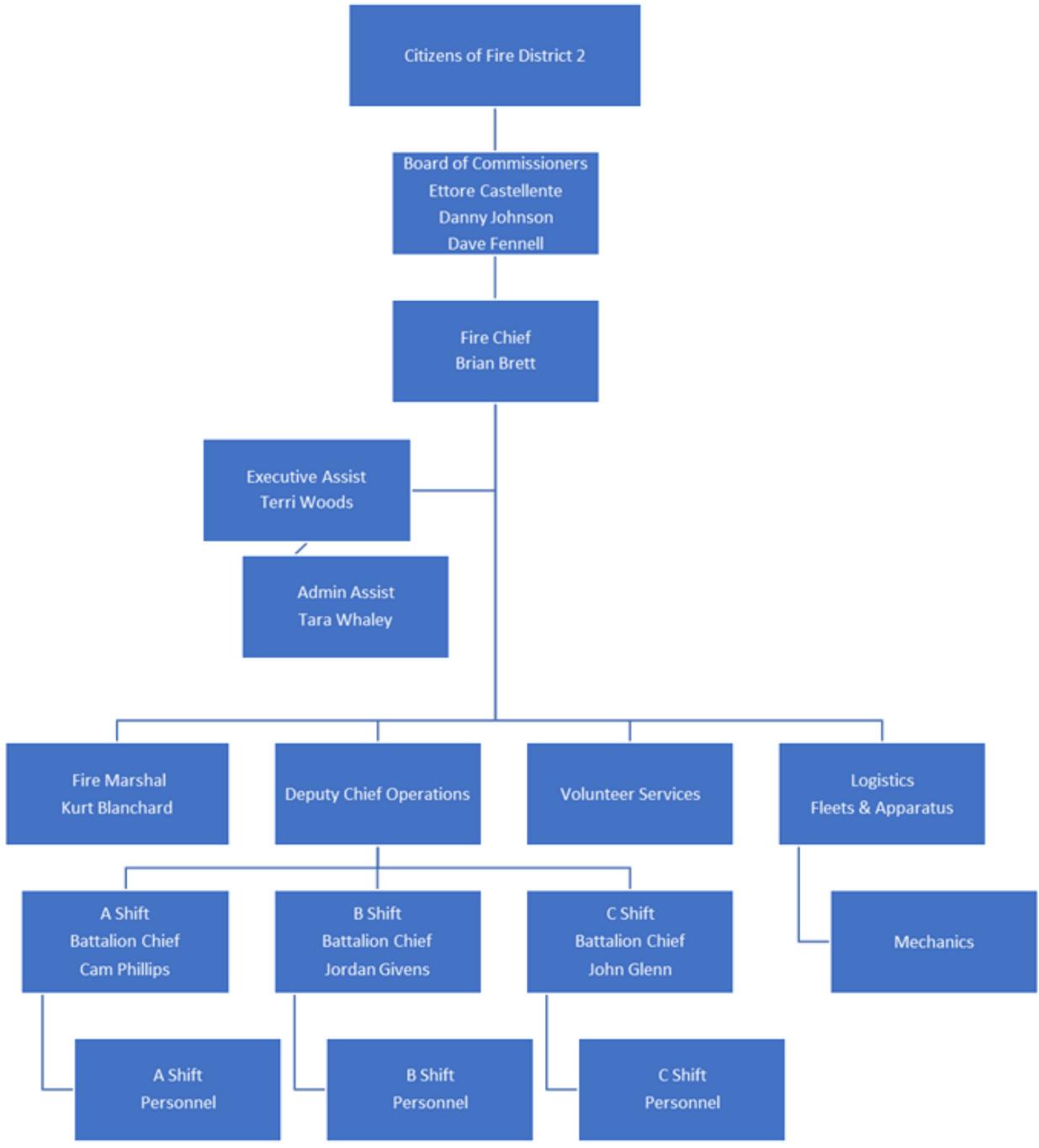
#### **District Overview**

Douglas County Fire District 2 provides a full range of services that include fire suppression, emergency medical services, technical rescue, fire prevention, education, and fire investigation to our 29,839 citizens in 99-square miles in the East Wenatchee area. Fire District 2 members responded to 1,929 incidents in 2021 from our four fire stations located throughout the Fire District. Two of the four fire stations are staffed 24 hours a day with a combination of career, volunteer and resident volunteer personnel.

The citizens of Fire District 2 elect a 3-member Board of Fire Commissioners to govern the organization, each of whom is elected to serve a 6-year term. The 2021 Board consists of Board Chair Dave Fennell, Dan Johnson, and Ettore Castellente. Commissioner Rick McBride stepped down in 2021 and subsequently replaced by Commissioner Castellente.

In 2021, the General Operating Budget for Fire District 2 was \$6.9 million dollars. This revenue is derived primarily from property taxes, which were levied at \$1.35 per \$1,000 of assessed property valuation.

### Organization Chart



## **Stations**

Station 1: 377 Eastmont Ave, East Wenatchee

Station 2: 200 Airport Way, East Wenatchee

Station 3: 301 Rock Island Road, Rock Island

Station 4: 240 35<sup>th</sup> Street NW, East Wenatchee

The average response times between stations is 9 minutes and 40 seconds.



## **Operations**

The dedicated personnel assigned to the Operations Division responded to 1,929 requests for service from our four strategically located fire stations. Requests for medical services (EMS) again accounted for the largest number of responses with a total of 62% 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.

Fire District 2 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**

Douglas County Fire District 2 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 4,300 hours of manipulative and classroom training, averaging 100 hours per member in 2021. 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 2 consists of approximately 15,545 residential structures and 638 commercial structures. Our Fire Marshal and Prevention Captain both conduct and oversee the business occupancy inspections on all 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 conducts multiple fire prevention activities to reduce the impact of wildfire in our community. Some of the 2021 projects include:

### **Community outreach**

- Home assessments: 5
- Smoke detectors installed: 260 in over 70 homes
- Neighborhood Wildland assessment: Sunrise East



## Deployment Report 2021

### Expected Number of District Employees

Douglas County Fire District 2 had the following employees in 2021:

The Chief Officers are a combination of CCFD1 and DCFD2 Chiefs resulting from an Interlocal Agreement while the RFA feasibility study is conducted.

- Chief Officers                      5 (shared with CCFD1)
- Battalion Chiefs                    3
- Officers                                8
- Career Firefighters                15
- Volunteer Firefighters            12
- Administrative Staff                2
- Wildland Liaison                    1 (shared with CCFD1)
- Support Services                    1

In 2022 the District plans to add the following positions:

- Volunteer Firefighters            18

### Expected Functions of District Employees

Douglas County Fire District 2 employees had the following expected functions in 2021:

- 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
- Water Rescue



## **Policy Statements**

The Board of Douglas County Commissioners named the first Fire Commissioner for Douglas County Fire District 2 on April 25, 1942. The first Fire Commissioners were D.M. McNeill, Forest Dew, and A.C. Reid. On April 28, 1942, the Douglas County Commissioners approved, for a public vote, the formation of Douglas County Fire District 2. On June 6, 1942, Douglas County Fire District 2 was formed.

## **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. Douglas County Fire District 2, beginning in 2021, 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

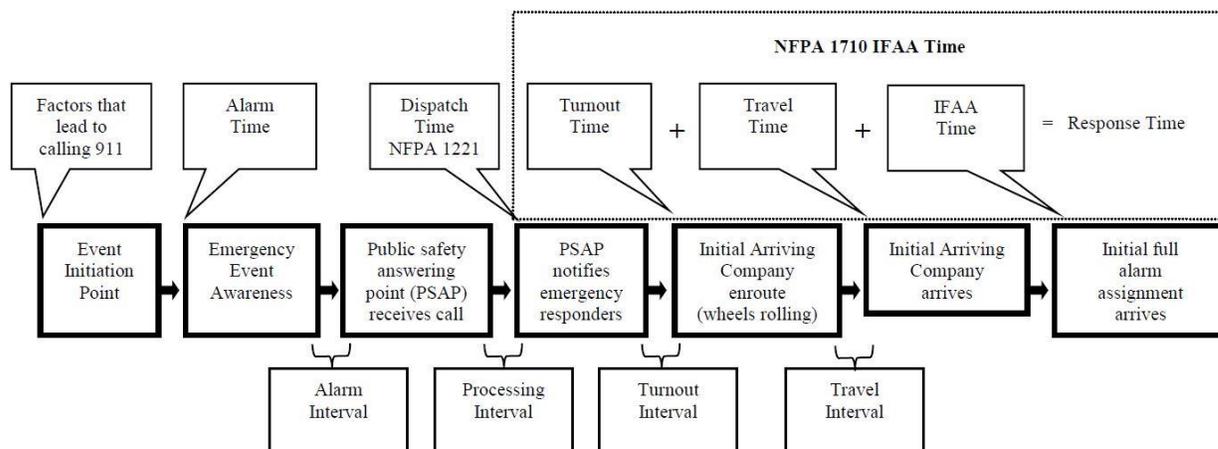
### Time Temperature Standard

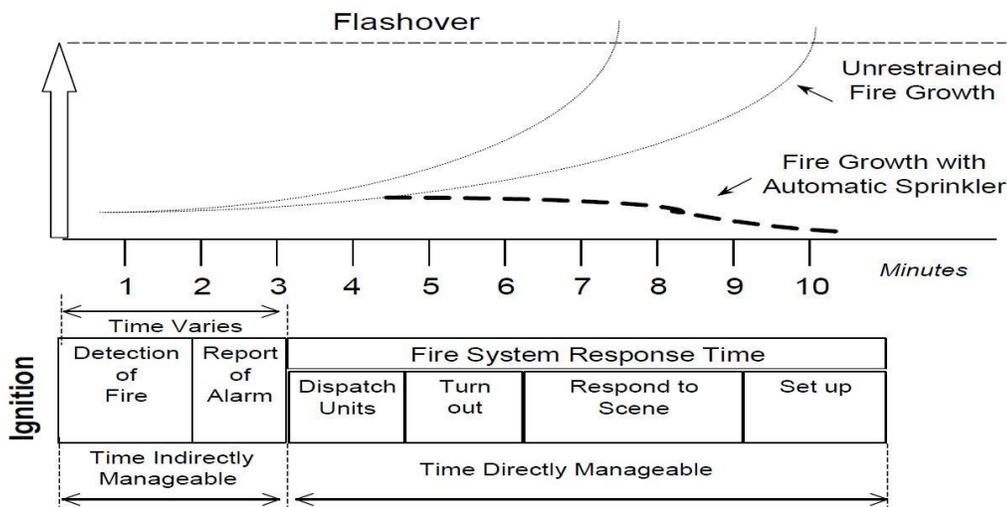
The “time-temperature curve” standard, in the figure below, is based on data from the National Fire Protection Association (NFPA) and the Insurance Services Organization (ISO) which have established that a typical point source of ignition in a residential house will “flash over” at some time between 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:

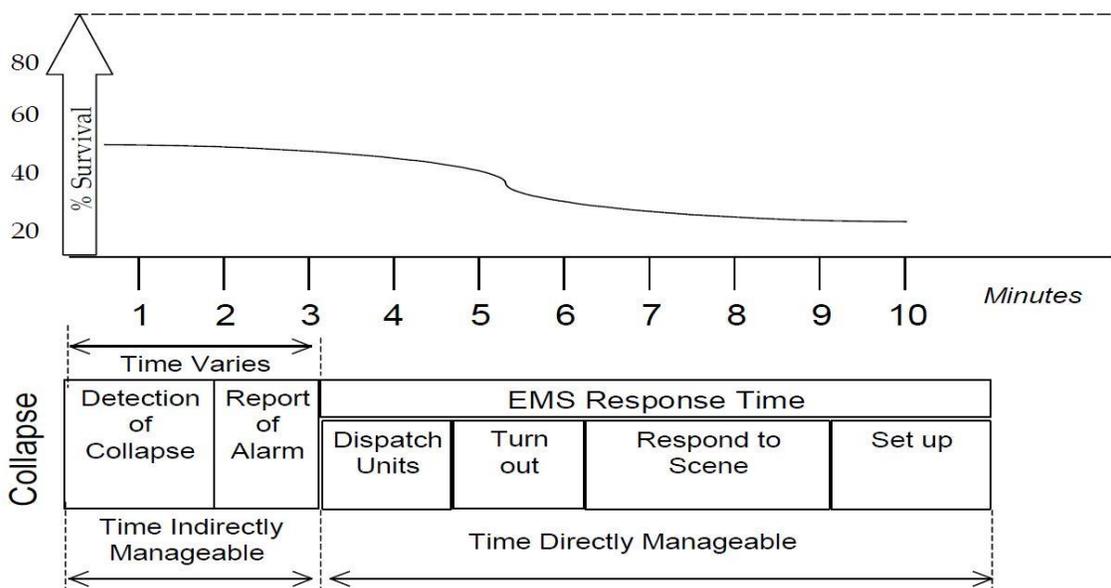
- It does not account for the time required for the existence of a fire to be “discovered” and reported to the fire department via the 911 system.
- The time from ignition to flashover varies widely (5-30 minutes depending on building characteristics).
- 





**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.

### **2021 Total Incidents**

<b>MAJOR INCIDENT TYPE</b>	<b># INCIDENTS</b>	<b>% of TOTAL</b>
Fires	181	9.38%
Overpressure rupture, explosion, overheat - no fire	3	0.16%
Rescue & Emergency Medical Service	1194	61.9%
Hazardous Condition (No Fire)	34	1.76%
Service Call	88	4.56%
Good Intent Call	329	17.06%
False Alarm & False Call	87	4.51%
Severe Weather & Natural Disaster	1	0.05%
Special Incident Type	12	0.62%
<b>TOTAL</b>	<b>1929</b>	<b>100%</b>

### **2021 Response Time Standards and Objectives**

Douglas County Fire District 2 has established response time standards for the zones within Fire District 2. The zones represent the area in proximity to our fire stations. The response time standards are:

- 5 minutes or less for 90% of the incidents in Zone 210.
- 6 minutes or less for 90% of the incidents in Zones 21, 23, 25.
- 7 minutes or less for 90% of the incidents in Zones 26, 28.
- 8 minutes or less for 90% of the incidents in Zones 24, 212.
- 10 minutes or less for 90% of the incidents in Zone 29.
- 11 minutes or less for 90% of all other areas of the District (Zone 27).

A full first-alarm assignment (3 Engines, 1 Ladder, and 1 Battalion Chief) for fire suppression is 10 minutes for 90% of the incidents.

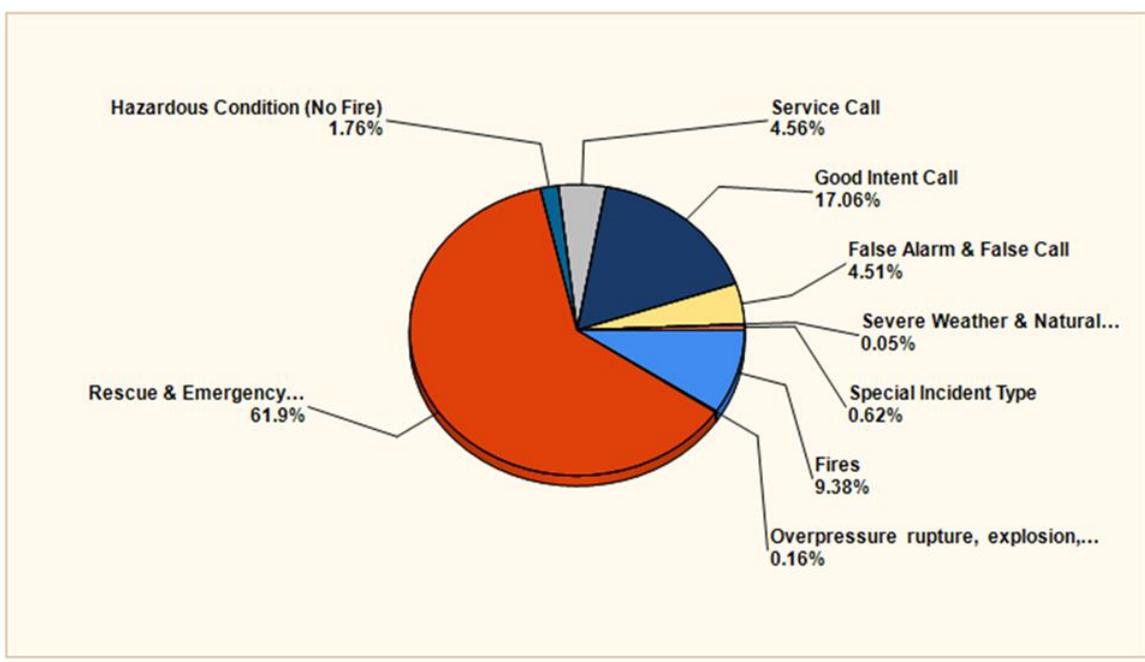
### **Turnout Time**

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.

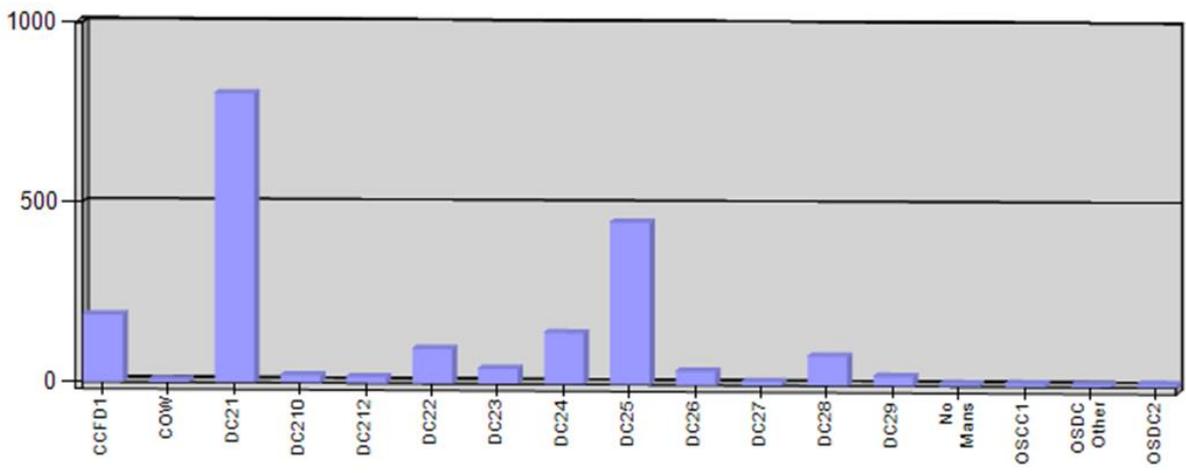
Douglas County Fire District 2 turnout time standard is:

- 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 2021 Response Types



### 2021 Emergency Response by Area



Douglas County Fire District 2 Board of Commissioners have adopted a Delivery Standards Policy 306, on December 8 of 2021. The District compiled the information for the 2021 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, DCFD2 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, DCFD2 is developing a process of evaluating our structure fire responses to manually evaluate the data for key benchmarks of assembling an Incident Management Team.

Consequently, 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 station near the Airport.
- Hiring additional firefighter to staff fire stations.
- Recruiting and retaining additional volunteers.
- Member training to reduce turnout times.
- Continued automatic/mutual 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. The timeframe for development is not delineated due to interface discussions with the current Spillman system utilized by Rivercom.

**Map of Douglas County Fire District 2**

