

Woodinville Fire & Rescue 2010 Annual Report



17718 Woodinville-Snohomish Road NE
Woodinville, WA 98072
425-483-2131



Vision

Striving for Perfection, Focused on Excellence

Mission

We provide exceptional service to our community.



Values

We are:

Visionary

Trustworthy

Relevant

Accountable

Collaborative

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Message from the Board

Dear Woodinville Citizens:

The year 2010 was one of renewal, learning, change, conflict and hope. Your Board of Fire Commissioners started the year by hiring I. David Daniels as Fire Chief and CEO of the District. Chief Daniels came to us with a wealth of experience and knowledge and a passion for moving the District and the fire industry as a whole into the future. Less than two weeks into the new year, the Board met with Chief Daniels and members of the Union's Executive Board in a strategic planning session. We set out some lofty goals.

We developed a new Vision, Mission and set of Values for the District. To further solidify the new direction this Board was taking, we approved a new name for the District – Woodinville Fire & Rescue ("WF&R"). Chief Daniels proposed a new structure for the District and received the Board's approval to begin working toward that structure. There were many changes needed and many changes planned indeed.

Your Board of Fire Commissioners also had to consider some difficult issues and make some tough decisions. The annexation of part of our District by the City of Kirkland was approved by public vote in 2009 and action was needed early in 2010. Chief Daniels and his team presented several options for the Board's consideration and eventually the decision was made to close Fire Station 34 in mid-2010. The labor impact to the District was declared as 14 positions. Fortunately, for a variety of reasons, including the new structure, we were able to maintain several positions and will be transferring seven firefighters to the City of Kirkland in mid-May. Nobody is losing their job. We struggled through several Union issues during 2010, many of which have been jointly resolved. The Board, management and labor continue to work on building a healthy and strong relationship.

The Board was also able to enjoy many positive aspects of being representatives of the District's citizens. In 2010, we finalized the purchase and received two new aid cars by which to better serve our citizenry. We also signed the International Fire Service Seat Belt Pledge making WF&R one of only thirteen fire departments in Washington State to be 100 percent compliant. In April, the Board approved the purchase of 35 new portable radios for our first responders and approved a consultant contract for a fiscal management assessment. The District was pleased to recognize the outstanding achievements of our Explorer Scout Post and the awards they received at the State Muster. There were many other positive actions taken by your Board of Fire Commissioners during 2010, all of which are noted in the Board minutes and available for review on the District's Web site.

It has been a pleasure serving the people of Woodinville as the Chair of the Board of Fire Commissioners in 2010. Thank you for that honor.

Randy Ransom
Board Chair



A Letter from Chief Daniels



Greetings,

As you may be aware, 2010 was an extremely complex year for a variety of reasons, not the least of which was the significant transition that occurred after my arrival on January 1, 2010. Following the completion of an assessment of the District over the first 100 days, two strategic goals for the remainder of 2010 emerged as priorities - build District infrastructure and create sustainable systems.

The building of infrastructure requires a strong foundation. The Board of Fire Commissioners determined that a new foundation for the District would begin with the establishment of a new vision, a new mission and a new set of values. This new set of strategic anchors led the Board to conclude that the name of the District should be changed to "Woodinville Fire & Rescue." The establishment of a new infrastructure was only the beginning.

We also saw significant employee changes in 2010. Between January and May, a new

Executive Team was assembled to manage the new infrastructure. Some major undertakings included developing a new budget process, a focus on training and development and working to strengthen the relationship between management and labor. All the while service to the public remained at a high level.

In 2010, the District responded to 3,608 calls for service, and maintained an 8 minutes, 21 seconds response time to 90 percent of these calls, a 41 second decrease from 2009. We were able to accomplish this level of operational performance while at the same time lowering staff overtime expenditures by 6.7 percent from 2009 levels. District firefighters were able to directly protect \$5,663,050 worth of public and private property while only \$362,147 of property was lost. By far the most frequent service provided by the District in 2010 was the delivery of "pre-hospital health care services" as evidenced by the fact that 74 percent of our total calls were for emergency medical services.

Above all, 2010 demonstrated that even in the midst of economic uncertainty and organizational transition, providing the kind of exceptional service that the District's customers have come to expect remains our primary focus.

I. David Daniels
Fire Chief/CEO

Board of Fire Commissioners



2010 Board of Fire Commissioners

Randy Ransom, Chair
Tim Osgood, Vice Chair
Bob Miller
Clint Olson
Kevin Coughlin



Significant Board decisions from 2010:

- Hiring I. David Daniels as Fire Chief/CEO (Resolution 2010-01)
- Hiring Joan Montegary as Chief Administrative Officer (Resolution 2010-04)
- Decision to close Fire Station 34 (Minutes of 03/15/2010)
- Approval of a new budget process (Minutes of 06/17/2010)
- Hiring Mario Acosta as Deputy Fire Chief (Resolution 2010-05)
- Vote of Confidence in Fire Chief/CEO Daniels (Minutes of 09/07/2010)
- Hiring Mark Chubb as Deputy Fire Chief (Resolution 2010-09)
- 2011 Budget Adoption (Resolution 2010-13)

Information regarding the Board of Fire Commissioners' meetings may be found at: www.wf-r.org and click on the "Commissioners" tab.

The Board of Fire Commissioners is elected by the citizens to provide oversight of Woodinville Fire & Rescue. The Commissioners serve six-year terms. The Board holds regular meetings twice per month to provide administrative oversight, set policy and adopt the annual budget. Board meetings are held at 5 p.m. at the District's administrative headquarters at 17718 Woodinville-Snohomish Road NE, Woodinville.

Facts and Figures

| | |
|---|-------------------------------|
| Service area: | Approximately 36 square miles |
| Population served: | Approximately 48,364 |
| Number of staffed fire stations: | 4 |
| Number of 9-1-1 Calls in 2010: | 3,608 |
| Percent increase/(decrease) from 2009: | .083% |
| Percent of 2010 calls that were EMS calls: | 74.45% |
| Number of patients transported to area hospitals: | 1,682 |
| | |
| Average number of days to close a customer concern: | 14 |
| | |
| Number of fire investigations (City and King County): | 50 |
| Number of plan reviews: | 264 |
| Number of inspections (includes reinspections): | 1,411 |
| | |
| Number of citizens receiving CPR training: | 559 |
| Number of bike helmets sold: | 47 |
| Number of car seat inspections: | 61 |
| | |
| Number of pancakes served at 2010 Pancake Breakfast: | Approx. 2700 |

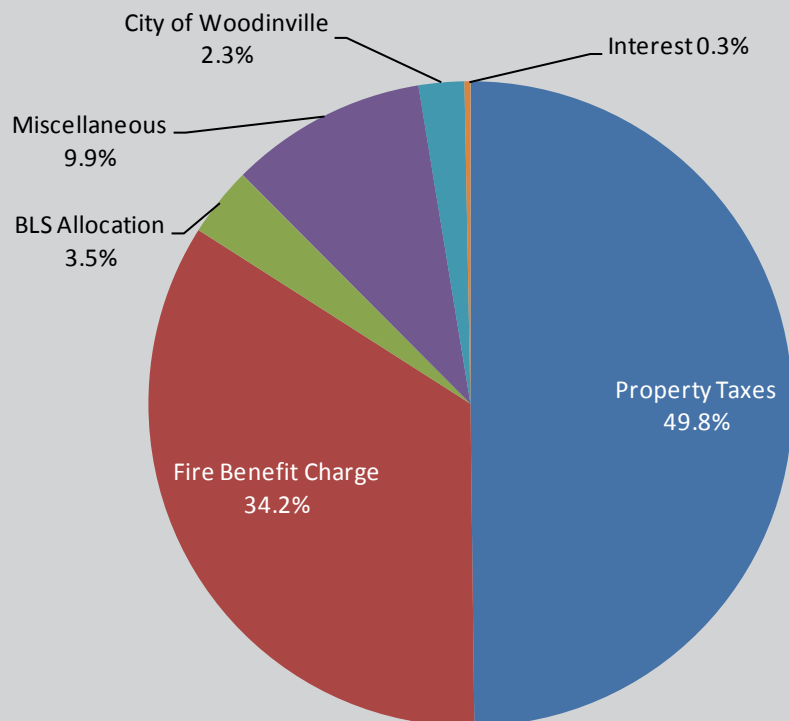


Administration - Finance

Woodinville Fire & Rescue's two major sources of revenue are real property taxes and the voter approved fire benefit charge. An annual financial statement is prepared and filed with the Washington State Auditor's Office. This report includes detailed financial statements and ensures compliance with District policy, State and Federal law and generally accepted accounting principles. The District is audited annually by the Washington State Auditor's Office; copies of annual audit reports are available at www.sao.wa.gov.

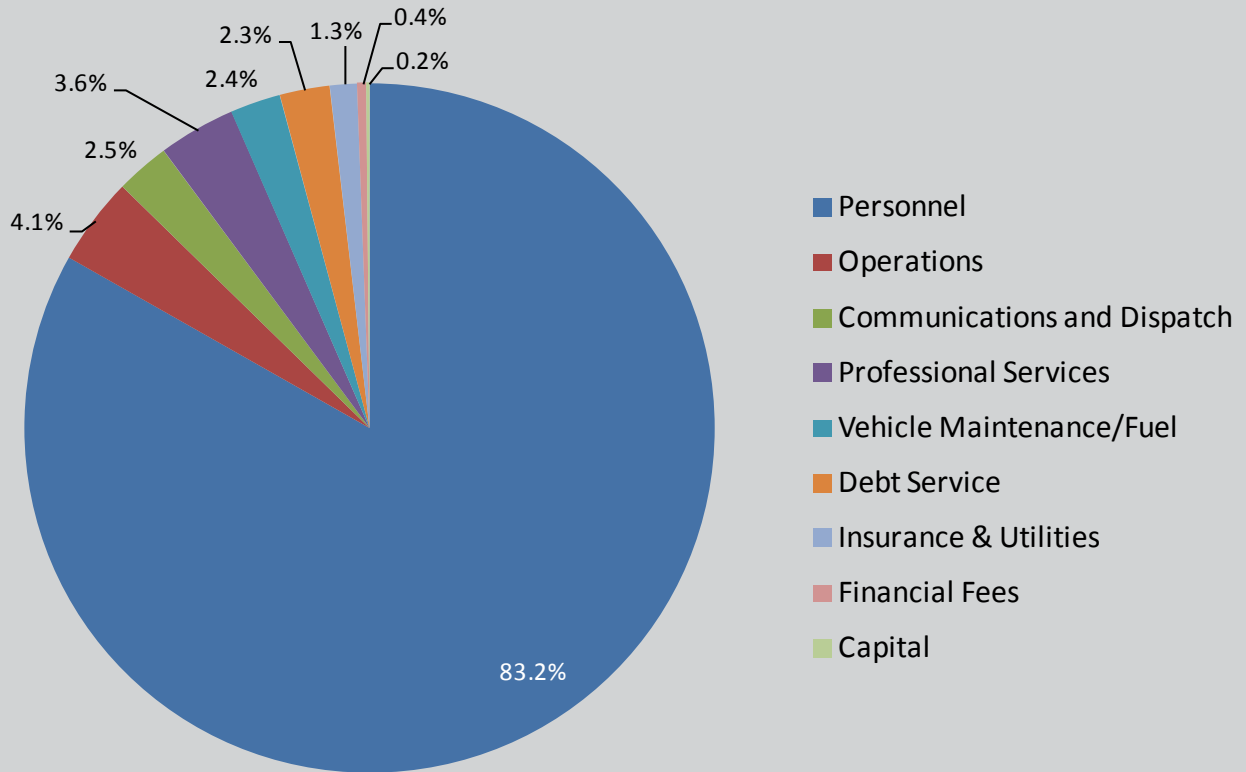
In 2010, the District hired its first Finance Manager. The finance division redesigned the District budgeting and procurement processes. It also began drafting a new fiscal management policy for adoption in 2011.

| 2010 Revenue (All Funds) | |
|--------------------------|---------------------|
| Property Taxes | \$7,642,079 |
| Fire Benefit Charge | \$5,253,867 |
| BLS Allocation | \$533,840 |
| Miscellaneous | \$1,518,509 |
| City of Woodinville | \$351,799 |
| Interest | \$45,625 |
| Total Revenue | \$15,345,719 |



Administration - Finance

2010 Operating Expenditures by Percentage



| 2010 Operating Expenditures | |
|-----------------------------|---------------------|
| Personnel | \$10,632,748 |
| Operations | \$525,553 |
| Communications/Dispatch | \$322,002 |
| Professional Services | \$460,857 |
| Vehicle Maint/Fuel | \$302,772 |
| Debt Service | \$299,369 |
| Insurance & Utilities | \$162,422 |
| Financial Fees | \$54,525 |
| Capital | \$19,904 |
| Total Expenditures | \$12,780,152 |

Administration - Finance

Revenues (All Funds) - A three-year comparison

| | 2010 | 2009 | 2008 |
|-----------------------|---------------------|---------------------|---------------------|
| Taxes | \$7,642,079 | \$7,731,354 | \$7,016,761 |
| Miscellaneous Revenue | \$2,404,148 | \$972,652 | \$1,164,171 |
| Interest | \$45,625 | \$62,406 | \$104,384 |
| Fire Benefit Charge | \$5,253,867 | \$6,124,615 | \$5,762,542 |
| TOTAL | \$15,345,719 | \$14,891,027 | \$14,047,858 |

Operating Expenditures - A three-year comparison

| | 2010 | 2009 | 2008 |
|--------------------------|---------------------|---------------------|---------------------|
| Personnel | \$10,632,748 | \$10,492,191 | \$10,417,522 |
| Operations | \$525,553 | \$488,504 | \$670,908 |
| Vehicle Maintenance/Fuel | \$302,772 | \$264,778 | \$325,629 |
| Insurance & Utilities | \$162,422 | \$175,162 | \$172,356 |
| Professional Services | \$460,857 | \$291,480 | \$201,524 |
| Communications/Dispatch | \$322,002 | \$348,892 | \$536,392 |
| Debt Service | \$299,369 | \$207,075 | \$203,095 |
| Capital | \$19,904 | \$22,521 | \$153,185 |
| Financial Fees | \$54,525 | \$59,754 | \$51,890 |
| TOTAL | \$12,780,152 | \$12,350,357 | \$12,732,500 |

Administration - Human Resources

2010 Retirements

Tom Beachler, Maintenance
Mark Emery, Battalion Chief
Brett Gregory, Sp. Projects Coord.
Wally Holstad, Fire Marshal
Joanie Stefansson, Secretary
Bob Whipple, Battalion Chief

2010 Promotions

Firefighter Garat to Lieutenant
Lt. Davis to Battalion Chief
Lt. Ahearn to Battalion Chief

2010 New Hires

I. David Daniels, Fire Chief/CEO
Joan Montegary, CAO
Mario Acosta, Deputy Fire Chief
Nitin Chadha, Finance Manager
Margene Michael, Executive Asst.
Mark Chubb, Deputy Fire Chief

Personnel Information (at 12/31/10)

WF&R Personnel by Group

| | |
|-----------|----|
| Uniformed | 71 |
| Civilian | 12 |

Average age of personnel: 47

| | |
|---------------|---|
| Chaplains | 6 |
| Commissioners | 5 |



Number by Age Group

| | |
|-------|----|
| 20-29 | 3 |
| 30-39 | 18 |
| 40-49 | 30 |
| 50+ | 32 |

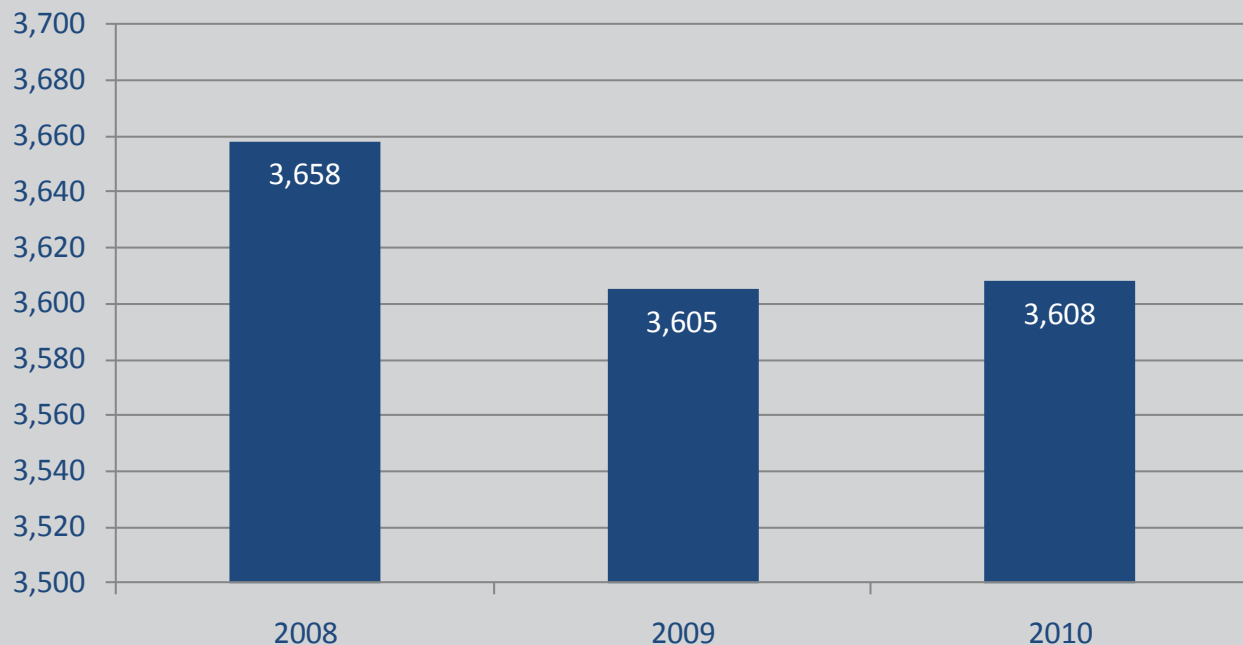
Number by Years of Service

| | |
|-------|----|
| 0-5 | 12 |
| 6-10 | 17 |
| 11-15 | 13 |
| 16-20 | 15 |
| 21-25 | 17 |
| 26-30 | 8 |
| 31+ | 1 |

Average years of service: 15

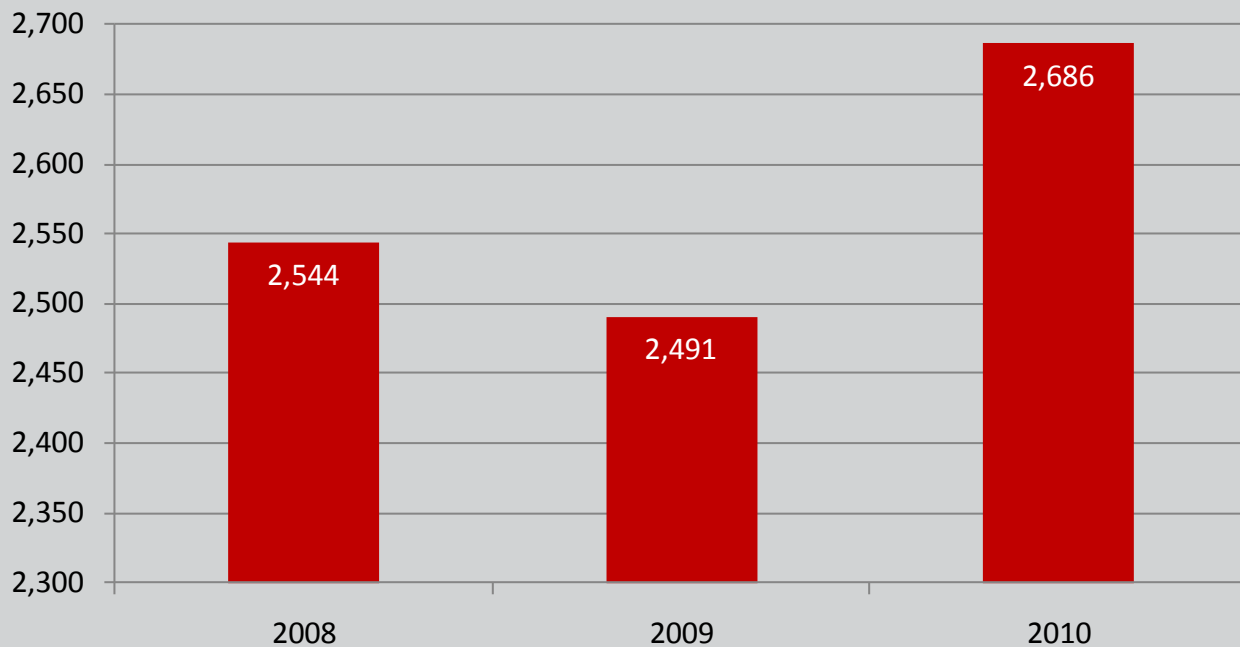
Response Operations

Total Number of Responses



Response Operations

Total # of EMS Calls



Response Operations

| Total Incidents by Type | | | | |
|--|----------------|-------------------|----------------|-------------------|
| Call Type | 2009 | | 2010 | |
| | Total # | % of Total | Total # | % of Total |
| Brush Fires | 33 | 0.92% | 22 | 0.61% |
| Emergency Medical Calls (including motor vehicle accidents) | 2,491 | 69.10% | 2,686 | 74.45% |
| False Alarms | 379 | 10.51% | 292 | 8.09% |
| Good Intent | 348 | 9.65% | 262 | 7.26% |
| Hazardous Conditions | 65 | 1.80% | 63 | 1.75% |
| Other Fires | 9 | 0.25% | 11 | 0.30% |
| Service Calls | 205 | 5.69% | 211 | 5.85% |
| Severe Weather | 5 | 0.14% | 2 | 0.06% |
| Structure Fires | 58 | 1.61% | 42 | 1.16% |
| Vehicle Fires | 9 | 0.25% | 13 | 0.36% |
| Other Alarms | 3 | 0.08% | 4 | 0.11% |
| Total Calls | 3,605 | 100.00% | 3,608 | 100.00% |

Total 9-1-1 Calls by Assigned Incidents

| <u>2009</u> | <u>2010</u> |
|--------------------|--------------------|
| 4304 | 4182 |

Total 9-1-1 calls by assigned incidents reflects the total number of incidents assigned to Woodinville Fire & Rescue by the dispatch center. These include calls that were handled by automatic mutual aid without Woodinville Fire units.

| | |
|---------------------------|-------------|
| Total 2010 Property Loss | \$362,147 |
| Total 2010 Property Saved | \$5,663,050 |

Response Operations

House Bill 1756 was passed by the State Legislature in 2005 to standardize reporting and track response times each year. The parameter for this reporting uses a 90th percentile time standard. Different from an average time, the 90th percentile measures the greatest time it takes units to arrive 90 percent of the time. This time is generally higher than an average response time.

Standards of House Bill 1756:

Every city and town, in order to measure the ability to arrive and begin mitigation operations, shall establish time objectives for the following measurements:

- Turnout time;
- Response time for the arrival of the first arriving engine company at a fire suppression incident and response time for the deployment of a full first alarm assignment at a fire suppression incident; and
- Response time for the arrival of a unit with first responder or higher level capability at an emergency medical incident.

Every city and town shall also establish a performance objective of not less than 90 percent for the achievement of each response time objective of this section.

| Response Times | |
|---|--|
| Measure | Time |
| Turnout Time <i>The initial time when units first received notification of emergency to the point they respond.</i> | 2 minutes, 11 seconds 90% of all code red responses |
| Arrival of First Alarm Assignment <i>(3 engines, 1 ladder, 1 aid unit, 1 command unit; the time for ALL units to arrive)</i> | 25 minutes, 31 seconds 90% of the time |
| Arrival of First Engine at a Fire Incident | 8 minutes, 21 seconds 90% of the time |
| Arrival of EMT at an Emergency Medical Incident | 9 minutes, 13 seconds 90% of the time |

* A First Alarm Assignment includes all units that are initially dispatched to a structure fire. Firefighting operations begin immediately when the first unit arrives (this time is noted in the "Arrival of First Engine at Fire Incident" category). The response time standard measures the time it takes for the last unit to arrive at the scene. Frequently, some of the units are from neighboring mutual aid departments and have to travel farther.

Community Risk Reduction

In 2010, Woodinville Fire & Rescue provided annual fire inspections, plan reviews, new construction inspections and initial fire investigation services for the City of Woodinville. These services were provided with a staff of 5.5 full-time employees: one Fire Marshall, one Deputy Fire Marshal, one Fire Inspector/Investigator, one Firefighter/Inspector, one Permit Coordinator/Administrative Assistant and one part-time secretary.

Revenue

| | |
|--|------------------|
| Fire Plan Check Fees | \$ 48,870 |
| Fire Alarm Permit Fees | 1,818 |
| Fire Sprinkler/Suppression Permit Fees | 10,338 |
| International Fire Code Permit Fees | 130,459 |
| Inspector wages cost share with City | <u>51,152</u> |
| | <u>\$242,637</u> |

Inspections

| | |
|--|--------------|
| Building/Planning Permit Inspection | 140 |
| Fire System Inspections (Alarm, Sprinkler, Suppression) | 133 |
| International Fire Code Permit Inspections and Reinspections | 393 |
| Annual Inspections (includes Specials and Reinspections) | <u>745</u> |
| | <u>1,411</u> |

Plan Reviews

| | |
|---|------------|
| Planning Permits | 33 |
| Building Permits | 118 |
| Site Development Permits | 11 |
| Mechanical Permits | 26 |
| Fire Systems (Alarm, Sprinkler, Suppression) Permits | 55 |
| IFC Permits (i.e. Tanks, Tents, Special Event Assembly) | <u>13</u> |
| | <u>264</u> |

City and King County Fire Investigations

| | |
|--------------------|----|
| Accidental Fires | 34 |
| Incendiary | 14 |
| Natural Fires | 0 |
| Undetermined Fires | 2 |
| | 50 |

Public Education

- Graduated 36 high school age students from the WaNIC fire and life safety program
- Conducted facility tours for community groups totaling 30 presentations and 540 individuals reached
- Participated in two fire/disaster drills at the primary and secondary grade levels for the Northshore School District's local schools
- Collaborated with the City of Woodinville in two community-wide public events in education/support and emergency operational staffing
- Provided portable fire extinguisher training to 50 students in the public and private sector
- Assisted 100 scouts and 30 Daisy group members in merit badge requirements involving fire and life safety education
- Fit tested and sold bike helmets within the community
- Instructed seniors in fall prevention and fire and life safety, reaching 35 individuals
- Conducted preschool visits to 4 locations reaching 80 children and 32 adults
- Trained 23 Woodinville Fire Explorer Scouts in the areas of fire and life safety skills and community involvement, totaling 2,390 hours of training and public service
- Participated in community parades, birthday party visits, safety fairs and picnics
- Provided services to at-risk youth and care providers through the FireStoppers Program focusing on youth firesetting intervention and education strategies
- Provided inspection and education to parents and care providers in the installation of child safety seats for vehicles



Training & Development



Our firefighters work hard to provide the highest quality services to the citizens of Woodinville. The skills they possess are crucial to ensure their own safety and well being and that of the citizens.

Ongoing training is necessary to ensure proficiency. WF&R's Training & Development Division is responsible for the development, delivery and scheduling of all training for our firefighters. This training is delivered in a variety of ways: computer/online at their station, classroom with an instructor, hands-on (manipulative) or a combination of hands-on and classroom or hands-on and computer/online. In-house instructors are utilized for classroom and hands-on training, except when it is necessary to hire an expert to teach a particular subject or skill.

WF&R firefighters completed over 6,100 hours of training in 2010. Nearly 1,500 of these hours consisted of emergency medical services (EMS) education, including enhanced paramedic interaction training. Other training offered included health and safety, incident management, fire suppression, hazardous materials, technical rescue and wildland firefighting. On average, each firefighter was assigned 101.63 hours of training and completed 99.23 hours, with a total completion rate of 97 percent. (Occasionally someone misses scheduled training due to illness or leave of absence.)

Training Battalion Chief Bob Whipple retired from WF&R in June. BC Peder Davis stepped in as Chief Whipple's replacement and finished 2010 with great success. In addition to the impressive training completion rate, our personnel were brought up to date with their NIMS (National Incident Management System) and HIPAA (Health Insurance Portability and Accountability Act of 1996) training. Additionally, we began work on our goal to have all uniformed employees IFSAC (International Fire Service Accreditation Congress) certified as Firefighter 1 by December 31, 2011.



Honoring Our Fallen



Woodinville Fire & Rescue experienced its first line of duty death when Firefighter Matthew Durham lost a courageous battle with duty-related cancer on December 30, 2010. Matt, a 45 year old, 15-year fire service veteran, was married and had two sons, ages nine and eleven.

Firefighter Durham grew up in California and earned a degree in photojournalism from San Jose State University. He worked as chief photographer for the West Seattle Herald for several years prior to and during his job with Woodinville Fire. His photos have appeared in all of the major newspapers in the Seattle area. With Woodinville, Firefighter Durham's many career highlights include his participation on the FEMA Urban Search and Rescue Task Force as the Hazardous Material Team Leader and as Acting Lieutenant at Fire Station 34 in the Kingsgate area.

Matt will be greatly missed by everyone at Woodinville Fire & Rescue and the community he faithfully served.



Matthew Durham
1965-2010

Where to Find Us

Administrative Headquarters/Station 31

17718 Woodinville-Snohomish Road NE
Woodinville, WA 98072-8509

Mailing:

P.O. Box 2200
Woodinville, WA 98072-2200
Telephone: 425-483-2131
Fax: 425-486-0361

Station 33

19401 NE 133rd Street
Woodinville, WA 98077

Station 34 (closing 6/1/2011)

12703 NE 144th Street
Kirkland, WA 98034-4800

Station 35

17825 Avondale Road NE
Woodinville, WA 98077



www.wf-r.org

Woodinville Fire & Rescue