

2009 ANNUAL REPORT



Annual Report

In 2005 the Washington state legislature adopted House Bill 1756 in which a predominantly career fire department would be required to provide an annual written report on response times. The bill was later codified as Chapter 52.33 of the Revised Code of Washington.

This report is provided to meet the requirements of that legislation. Prepared in 2010 this report provides the data required for 2009 reporting period. While the District has established the time standards, the capturing of the actual times continues to be difficult. The current time stamp system offered by the computer aided dispatch system is not accurate, nor recorded to the second. This in fact can have a time difference of 1 minute 58 seconds should a time mark be initiated at the beginning of the minute and the second time stamp at the end of the minute. Radio calls to the dispatcher and subsequent entry into the computer varies significantly. Radio transmissions can be delayed due to other radio traffic on the frequency. When the dispatcher receives the radio transmission and actually enters the unit status in the CAD system also varies. While we believe this to normally be between 15-18 seconds it can be delayed by minutes if the dispatcher is busy providing other urgent dispatching functions such as providing CPR instructions to the caller.

This report uses sample independent time tests, dispatch time records and percentage of average to indicate the best information we have as to our true times for each time measurement. While we have installed Mobile data computers in all apparatus that helps to improve the time accuracy, it does not complete the time stamps to the second. Snohomish County is in the process of purchasing a new CAD system that will significantly improve the accuracy of time stamps. The new system is hoped to be in place in 2011. Until a new CAD system is operational with time stamps that include the seconds, we will continue to provide our best ability to capture the time reports.

Mission Statement

**DEDICATED TO MAINTAINING A STATE OF READINESS, TO PROTECT OUR COMMUNITY THROUGH
RAPID EMERGENCY INTERVENTION**

Vision

**TO PROVIDE A PROFESSIONAL SERVICE DELIVERY SYSTEM THAT EXCEEDS OUR CUSTOMER'S
EXPECTATIONS AND TO HAVE A REWARDING AND EQUITABLE WORKPLACE THAT
RECOGNIZES EACH MEMBER'S ABILITY TO CONTRIBUTE TO THE MISSION OF THE
ORGANIZATION**

Value Statement

**COMMITTED TO CONTINUOUS IMPROVEMENT WITH INTEGRITY WHILE WORKING TOGETHER AS A
TEAM.**

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SERVICE CRITERIA

Turnout time: (The time from receipt of alarm to the time the fire apparatus leaves the fire Station) each fire stations goal turnout time is 90 seconds or less for each call but criteria has been established that acknowledges time needs for dependent on the type of incident responding to.

This criteria cannot be obtained on an accurate basis due to the limitations of the current CAD system used by the fire district. While we can obtain the alarm time and show the time the dispatcher acknowledges the response of the apparatus we find that this information is not an accurate depiction of the true turnout time. Therefore the District chose to do random timed tests of the various companies for this category of time increment.

First Arrival Response Time: (The time measured from the first movement of the apparatus until arrival at the given incident location). The average first arrival response time goal being 300 seconds (5.0 minutes). The incident type is taken into consideration as to the expected response time. Larger fire apparatus will normally take longer than EMS type apparatus.

This criteria is based on the entry into the computer aided dispatch system by the dispatcher. The time criteria is not posted in seconds and times represent the full minute time as captured in the computer aided dispatch system. While the data has some inaccuracy it is the best indicator available to the district at this time. The times are most likely slightly less than what is shown because the dispatcher is unable to make an immediate entry into CAD upon radio voice acknowledgment of unit status.

Full Assignment Response Time: (The time measured from the first movement of a responding apparatus until the last assigned unit arrives at the scene). The fire district has established this time period shall be 690 seconds (11 minutes and 30 seconds) 90% of the time. The average full response time goal being 600 seconds (10.0 minutes.) A full response shall include the arrival of a minimum of 13 firefighting personnel.

This criteria just like the first is based on the entry into the computer aided dispatch system by the dispatcher. While the data has some inaccuracy it is the best indicator available to the district at this time. The actual times are most likely slightly less than what is shown because the dispatcher is unable to make an immediate entry into CAD upon radio voice acknowledgment of unit status.

The following charts show the times as they are available to this agency and indicate our best attempt at accuracy. It should also be noted that the only alarms analyzed and shown were the alarms within Fire District 7 and alarms that were categorized emergency response. No mutual aid calls or non emergency response calls were included in the following time charts.

STRUCTURE FIRE

Turn Out – Structure Fire

TURN OUT TIME	12 Tests		
(= or <) 90 seconds	5	42%	
91 to 120 seconds	4	33%	75%
121 to 132 seconds	3	25%	100%
133 to 144 seconds	0	0%	
➤ 144 seconds	0	0%	
Average Turn Out Time	1 minute, 22 seconds		

First Arrival – Structure Fire

ARRIVAL TIME	44 Responses		
(= or <) 300 seconds	16	36.4%	
301 to 345 seconds	5	11.4%	47.8%
346 to 390 seconds	6	13.6%	61.4%
391 to 435 seconds	6	13.6%	75%
➤ 436 seconds	11	25%	100%
Average First Arrival	5 min 14 seconds		

Full Assignment Arrival – Structure Fire

ARRIVAL TIME	30		
(= or <) 600 seconds	4	13.3%	
600 to 645 seconds	7	23.3%	36.6%
646 to 690 seconds	9	30.0%	66.6%
691 to 735 seconds	5	16.7%	83.3%
➤ 736 seconds	5	16.7%	100%
Average First Alarm	14 min 25 seconds		

WILDLAND FIRE INCIDENTS

Turn Out – Wild land Fire

TURN OUT TIME	4 Tests		
(= or <) 90 seconds	1	25%	
91 to 120 seconds	3	75%	100%
121 to 132 seconds	0	0%	100%
133 to 144 seconds	0	0%	
➤ 144 seconds	0	0%	
Average Turn Out Time	1 minute, 54 seconds		

First Arrival – Wild land Fire

ARRIVAL TIME	58 Responses		
(= or <) 300 seconds	25	43.1%	
301 to 345 seconds	7	12.1%	55.2%
346 to 390 seconds	4	6.9%	62.1%
391 to 435 seconds	8	13.8%	75.9%
➤ 436 seconds	14	24.1%	100%
Average WL Response	5 minutes 10 seconds		

OTHER FIRE INCIDENTS

Turn Out Time – Other Fire

TURN OUT TIME	15 Tests		
(= or <) 90 seconds	6	40%	
91 to 120 seconds	3	20%	60%
121 to 132 seconds	3	20%	80%
133 to 144 seconds	3	20%	100%
➤ 144 seconds	0	0%	
Average Turn Out Time	1 minute, 46 seconds		

First Arrival Time – Other Fire

ARRIVAL TIME	340 Responses +		
(= or <) 300 seconds	149	43.8%	
301 to 345 seconds	50	14.7%	58.5%
346 to 390 seconds	41	12.1%	70.6%
391 to 435 seconds	30	8.8%	79.4%
➤ 436 seconds	70	20.6%	100%
Average Arrival time	4 min 18 seconds		

There were 123 canceled responses and 33 non-code responses not counted in this category

EMS INCIDENTS

Turn Out time - EMS

TURN OUT TIME	34 Tests		
(= or <) 90 seconds	16	47%	
91 to 120 seconds	10	29%	76%
121 to 132 seconds	4	10%	86%
133 to 144 seconds	3	12%	97%
145 to 156 seconds	1	3%	100%
Average Turn Out Time	1 min 38 seconds		

BLS Response Time

RESPONSE TIME	1561 Responses		
(= or <) 300 seconds	974	62.4%	
301 to 345 seconds	180	11.5%	73.9%
346 to 390 seconds	131	8.4%	82.3%
391 to 435 seconds	75	4.8%	87.1%
➤ 436 seconds	201	12.9%	100%
Average BLS Response	4 min 06 Seconds		

This report shows the 1469 BLS Code responses, there were 653 non code Responses and 36 cancelled responses not calculated in BLS Response times.

ALS Response Time

RESPONSE TIME	1024 Responses		
(= or <) 300 seconds	610	59.6%	
301 to 345 seconds	111	10.8%	70.4%
346 to 390 seconds	92	9.0%	79.4%
391 to 480 seconds	121	11.8%	91.2%
➤ 480 seconds	90	8.8%	100%
Average ALS Response	6 min 54 seconds		

There were no tests performed for turn out time of these Special operation incidents. These incident type were to infrequent to capture results. Based on the CAD reports and information the Turn out time will be calculated the same as structure fire response.

Response Time – Hazardous Materials Ops Level

RESPONSE TIME	2 Responses		
(= or <) 300 seconds	1	50%	
301 to 345 seconds	1	50%	100%
346 to 360 seconds	0	0%	100%
361 to 435 seconds	0	0%	100%
➤ 436 seconds	0	0%	100%
Average Resp. Time	5 min. 30 seconds		

Response Time – Hazardous Materials Tech Level

RESPONSE TIME	0 Responses		
(= or <) 300 seconds	0	100%	
301 to 419 seconds	0	0%	100%
420 to 539 seconds	0	0%	100%
540 to 720 seconds	0	0%	100%
➤ 721 seconds	0	0%	100%
Average Resp. Time	0 min 00 seconds		

Response Time – Technical Rescue

RESPONSE TIME	2 Responses		
(= or <) 300 seconds	2	100%	
300 to 419 seconds	0	0%	100%
420 to 539 seconds	0	0%	100%
540 to 720 seconds	0	0%	100%
➤ 721 seconds	0	0%	100%
Average Resp. Time	4 min 30 seconds		

DEFICIENCIES

The following areas are deficient in the response times as established by the fire district.

STRUCTURE FIRE

First fire unit arrival	61.4%	28.6% deficient
First alarm assignment arrival	66.6%	23.4% deficient

WILDLAND FIRE

First unit arrival	62.1%	27.9% deficient
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OTHER FIRE

Turnout time	80%	10% deficient
First fire unit arrival	70.6%	19.4% deficient

EMS INCIDENTS

Turnout time	86%	4% deficient
Basic Life Support arrival	82.3%	7.7% deficient

The response time data shows a mix of improvements and deficiencies. Even with the opening of two new stations and increased staffing, times did not improve as hoped for. This is most likely due to the fact that the majority of calls occur in the areas that were previously staffed. The relatively low call volume in the outlying areas of new stations staffing does not have a number volume that improves the overall numbers. It is obvious that the response times have improved in those areas that stations staffing occurred. The fire response data shows a decrease in fire related response times while EMS shows an improvement over 2008. One possible explanation for the slower fire responses in 2009 is several of the fires were during freezing and/or snow conditions. This was an above average year for these weather conditions. A decrease in overall structure fires with a relatively low number when used for statistical data causes percentages to change significantly when used in the response time charts.

CLOSING

This is the fourth Annual report is in response to Chapter 52.33 of the Revised Code of Washington which requires a reporting made available to the public. This report is the best representation of the required reporting contents. We are continuing to work on more accurate information to be used the time reporting intent of the legislation.

Any questions of the contents of this report should be directed to Fire Chief Richard Eastman or one of the Fire District's Assistant Fire Chiefs.