



# ANNUAL REPORT 2019

CITY OF RICHLAND FIRE & EMERGENCY SERVICES





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# RICHLAND FIRE & EMERGENCY SERVICES

## Message from the Chief

Since 1959 the men and women of Richland Fire and Emergency Services have proudly provided a wide range of services to the community. From the beginning, fire suppression and medical care have always been at the center of our mission, but so have pro-active efforts such as fire prevention, community education, and pre-incident preparedness. Today, Richland Fire and Emergency Services is an all-hazard response organization. Our primary work, like most other emergency services organizations, has shifted over the years to emergency



medical services, and we also provide structural and wildland fire suppression, hazardous materials response, technical rescue response, community education and mentoring, fire prevention and fire code services, smoke detector checks for seniors, and a host of other initiatives which drive at improving the quality of life for our community.

In 2019 the department responded to 7,190 calls for services, backfilled two firefighter/EMT positions, and received a new ladder truck and ambulance. We also invested significant time and resources into planning for the community growth and the challenges that our city's geography presents to providing consistent emergency services response time standards. Future station site planning, disaster and wildland response and preparedness planning, as well as evaluating and planning interventions for community risk are some of the ways that Richland Fire and Emergency Services contributes to the quality of life and community-building in our amazing city.

I hope that after seeing what our amazing workforce accomplished in 2019, you will have a sense of pride in in the department and how we carry out or mission to *Protect and Enhance the Quality of Life!*

**Tom Huntington, EFO**  
**Director of Richland Fire and Emergency Services**



## History – The Early Years

General Electric Co. began operating the Richland Fire Department on September 1, 1946, under the control of the Federal Government, as part of the Hanford Project. The department originated as a small station operated by the DuPont Company on the southeast corner of George Washington Way and Knight Street.



The Richland Fire Department was established by City Charter in 1958. However, its official organization date with the State of Washington is March 25, 1959.

At that time, the fire department was operating out of one station, built in 1952, which is still considered the fire department's main station,

Station 71, on George Washington Way and Swift Blvd. In October of 1958, the City built two new fire stations, one of which, Station 73 on the corner of Jadwin Avenue and McMurray Street is also still occupied by the fire department today.

## Mission, Services, and Stations

The department's mission is To Protect and Enhance the Quality of Life. Our 65-member department is dedicated to carrying out our mission each day with our vision, "Service above all," always at the forefront. We do this through our highly trained firefighting personnel, nationally recognized emergency medical responders and with a heightened focus on prevention and public education.

The Richland Fire and Emergency Services Department (RF&ES) provides the citizens of Richland and surrounding areas with a range of emergency services, including fire suppression, hazardous materials response, emergency medical response and technical rescue, but also provides other critical services such as fire inspections, fire investigation, fire prevention and public education. Everything we do has a focus on teamwork, integrity, and excellence.

In 2019, RF&ES responded to 7,190 incidents, backfilled 2 Firefighter / EMT positions, spent over 100 hours reading to kids in the Richland School District, fulfilled 67 citizen requests for smoke alarm assistance, completed nearly 7,000 hours of training, and partnered with other local fire organizations to support the third Regional Entry Level Fire Recruit Academy.

The RF&ES team currently operates out of four fire stations located within the city limits. The Department's main station, 71, is located on George Washington Way and Swift Blvd. This location serves as the administrative headquarters facility as well as provides emergency response. A second station, 73, is located at the corner of Jadwin Avenue and McMurray Street. This station was constructed in 1958, and is scheduled to be replaced/relocated in the near future. Station 72 is located at the corner of Keene Rd and Gage Blvd. Station 74 was built in 2015, to serve the City View area. Two additional stations, 75 and 76, are currently proposed to be built within the next 7 years.

Each of the four stations are equipped with at least one engine and one ambulance. As maintenance occurs and apparatus' are retired, these units may rotate between stations.





## About Richland Fire & Emergency Services

*We are...*

Established as part of the City of Richland by Washington State in 1959, Richland Fire and Emergency Services (RF&ES) has grown to 65 personnel, including 60 Firefighters, paramedics and battalion chiefs. Our line and administrative personnel together deliver a variety of fire, rescue and emergency medical services, as well as fire prevention, commercial property inspections and public education about fire and life safety, and much more.

*We provide...*

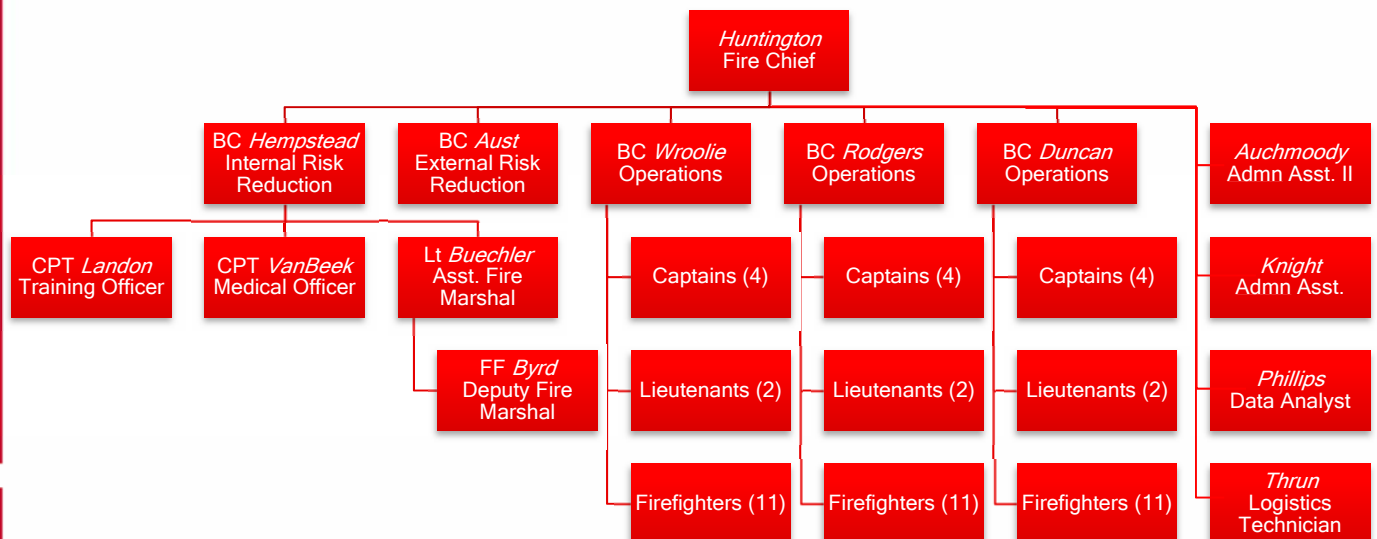
Non-emergency services such as plan review, business inspections, community education, fire prevention, and community risk-mitigation activities. All-hazard emergency response, including fire and medical services from four response stations, located strategically throughout the City of Richland (CoR). These stations are staffed 24 hours a day, seven days a week, by three rotating shifts.

*We proudly serve...*

Residents, businesses, visitors, and organizations within our 42.74 square mile response area, which includes an estimated population of 58,005 citizens.

## Organizational Structure

In 2019, RF&ES saw several changes in the organizational structure including the addition of a data analyst, two probationary firefighters, the rotation of our captain medical officer position, and the promotion of a new lieutenant, captain, and battalion chief.





# PRIMARY ACHIEVEMENTS

## HeartSafe Richland Initiative

Improving cardiac arrest survival is a shared effort among our citizens, emergency responders, and local hospitals. When an emergency call is made, this coordinated system that includes EMS, fire departments, law enforcement and other first responder agencies works together to help increase the likelihood of neurologically intact survival. HeartSafe Richland is a public education initiative that focuses on preparing our community to respond in the event of sudden cardiac arrest. In addition to preparing each person emotionally, we provide them with the skills needed (Hands Only CPR and AED use) to increase out of hospital sudden cardiac arrest within the City. Furthermore, our ability to positively impact the community is increased as we build relationships through valuable dialogue in every class.



In 2019, the HeartSafe Richland program provided Hands Only CPR and AED education to 8,299 citizens, which is 15% of the total population of the City, well above the program's initial 10% goal. Partnerships with the

school district, city departments, private athletic facilities, community events, and private businesses provided the majority of the students trained. Businesses who commit to both training 80% of their staff and biannual refresher training are designated as HeartSafe Campuses. In 2019, the following locations / businesses became HeartSafe:

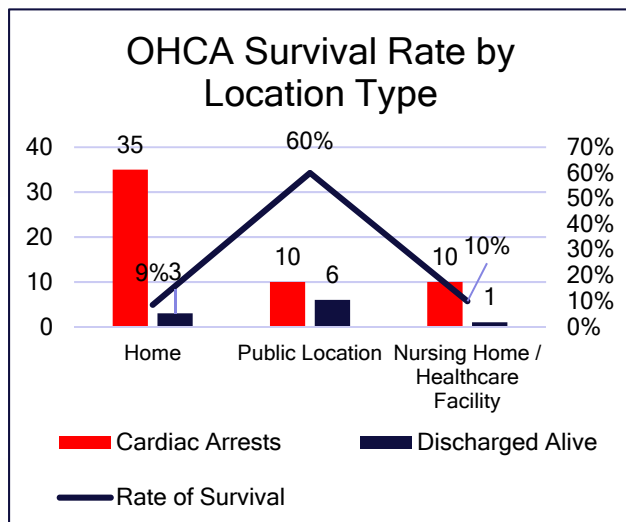
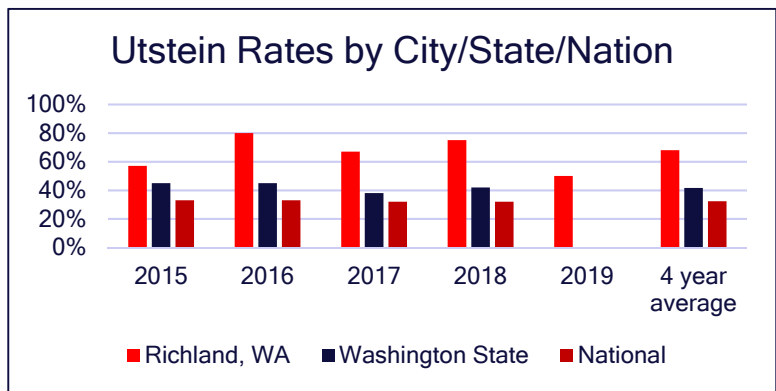
- Chief Joseph Middle School
- Richland Community Center
- Richland City Hall
- TC Futures
- Basin Pacific Insurance
- Center for Psychological Services
- Columbia Basin Racquet Club
- Windermere Group One



## Cardiac Arrest Survivors

In 2019, an unprecedented number of patients who experienced out of hospital cardiac arrest (OHCA) in or near the City survived through the efforts of RF&ES. Of the 62 patients who experienced OHCA (including presumed cardiac arrest etiology of drowning/submersion, drug overdose, electrocution, exsanguination/hemorrhage, respiratory/asphyxia, trauma, or presumed cardiac etiology), RF&ES was able to save the lives of 12 patients. This is the highest number of saves in a year for RF&ES, and is a 300% increase over 2018 incidents.

On a national level, OHCA are tracked utilizing the Utstein Style, which is a set of guidelines for uniform reporting of OHCA. The OHCA incidents which are included in this report must be witnessed by a bystander and found in a shockable rhythm. If the patient received bystander intervention (CPR and/or AED application), then they are considered in the Utstein Bystander numbers. RF&ES has consistently maintained a higher than average Utstein score for the last 5 years compared to the state and national statistics



Additional information shows that patients who experience OHCA in a public location have a higher chance of survival than those patients who go into OHCA at home or in a nursing home or healthcare facility. Several of our survivors were initially cared for by bystanders with a healthcare background, while other survivors were cared for by bystanders who had previously taken CPR / AED / First Aid training.

# ACCOMPLISHMENTS IN 2019

2019 was a year of preparation for upcoming growth and development within the City and the RF&ES organization. Projects including federal grant request, service agreements, response station land acquisitions, crew and leadership development training opportunities, public speaking events, and additional funding sources were all topics of great focus through the year which have yielded positive outcomes.

## Grants

### **Assistance to Firefighters Grant –Self-Contained Breathing Apparatus (SCBA)**

In (FY) 2018, RF&ES submitted a grant application for replacement of the organization’s 2002 version SCBA units. In October 2019, the grant funding opportunity was approved for the amount of \$235,325.45. With the CoR 10% matching funds, a total of \$258,858.00 has been allocated to purchase new NFPA compliant SCBA’s and associated equipment. The SCBA purchase took place January 2020 with hopes of complete implementation of the breathing apparatus by mid-2020.



### **Staffing for Adequate Fire and Emergency Response Grants (SAFER)**

In (FY) 2018, RF&ES submitted a grant application to provide financial assistance for personnel in anticipation of the opening of fire station 75. In October 2019, the grant funding opportunity was approved for 12 new firefighters at a sum of \$2,261,780.40. Round one of entry-level hiring has been completed and the process of hiring the remaining new firefighters is expected to be complete in August of 2020.

## Community

### **Service Agreement with PNNL**

Through a strong community partnership and shared goals of improving emergency response times in north Richland, Pacific Northwest National Laboratory (PNNL) and the City entered into a 20-year service agreement designed to enhance the city’s initial



emergency response capabilities to North Richland. The services encompass operational capacity relating to Fire, Emergency Medical, pre-incident preparedness and Community Risk Reduction services.

### **Ambulance Utility Rate Change**

The ambulance utility revenue is the primary funding source for the City's Emergency Medical services. In 2019, a Ambulance Utility rate increase was recommended by the Utility Advisory Committee and approved by City Council. The increased revenue will assist in staffing station 75, which builds response capacity and strengthens the overall emergency response delivery system in Richland. In addition to staffing, revenue will help fund a fifth advanced life support ambulance (to be housed at station 75) which will increase resource reliability and response capability throughout the city.

### **Smoke Alarm Assistance Program**

Through a partnership with the local American Red Cross, smoke alarm assistance is available to citizens in the City. Crews are available to assist homeowners with smoke alarm installs or battery replacements. Starting in late 2019, homeowners now have the ability to request assistance for non-emergent smoke alarm issues on the RF&ES webpage, by filling out a Residential Smoke Alarm Assistance Request form, which is automatically emailed to each of the stations in the city. This allows assistance without calling SECOMM or having to wait until the administrative office is open during regular business hours. In 2019, RF&ES assisted 68 homeowners with either smoke alarm installs or battery replacements. This service is provided to the community by way of the American Red Cross "Sound the Alarm" campaign, which provides smoke alarms to the department for install in at-risk communities.

## **Deployment Model**

When planning future locations for fire stations within the City, several critical elements are considered to ensure these public safety facilities will best support the needs of the community. These elements include the relationships with existing public safety facilities, transportation corridors, transportation improvement plans, projected population growth, zoning, economic development projections, service demand, having the ability to produce positive outcomes in the initial response areas, initial and full alarm response times, and other elements in the City's Comprehensive Plan.

In 2020, RF&ES will begin the construction of two stations, the replacement facility for station 73, and a new facility for station 75 in North Richland. The Area Existing & Proposed Public Safety Facility Map shows where these two stations will be located.

### Future Public Safety Response Stations 73 & 75

#### *Station 73 (Replacement)*

Constructed in 1958, Station 73 is located at the corner of Jadwin Avenue and McMurray Street. Currently the busiest of the four stations, it is also the smallest and in need of constant maintenance and repair. The replacement station will be located just .5 miles away, at the corner of Jadwin Avenue and Stevens Dr./Highway 240. This new location will allow the city to continue to provide care to its current area, as well as reduce response time to the Horn Rapids and North Richland areas. Tentative date for the public safety facility to be operational is mid-2021.

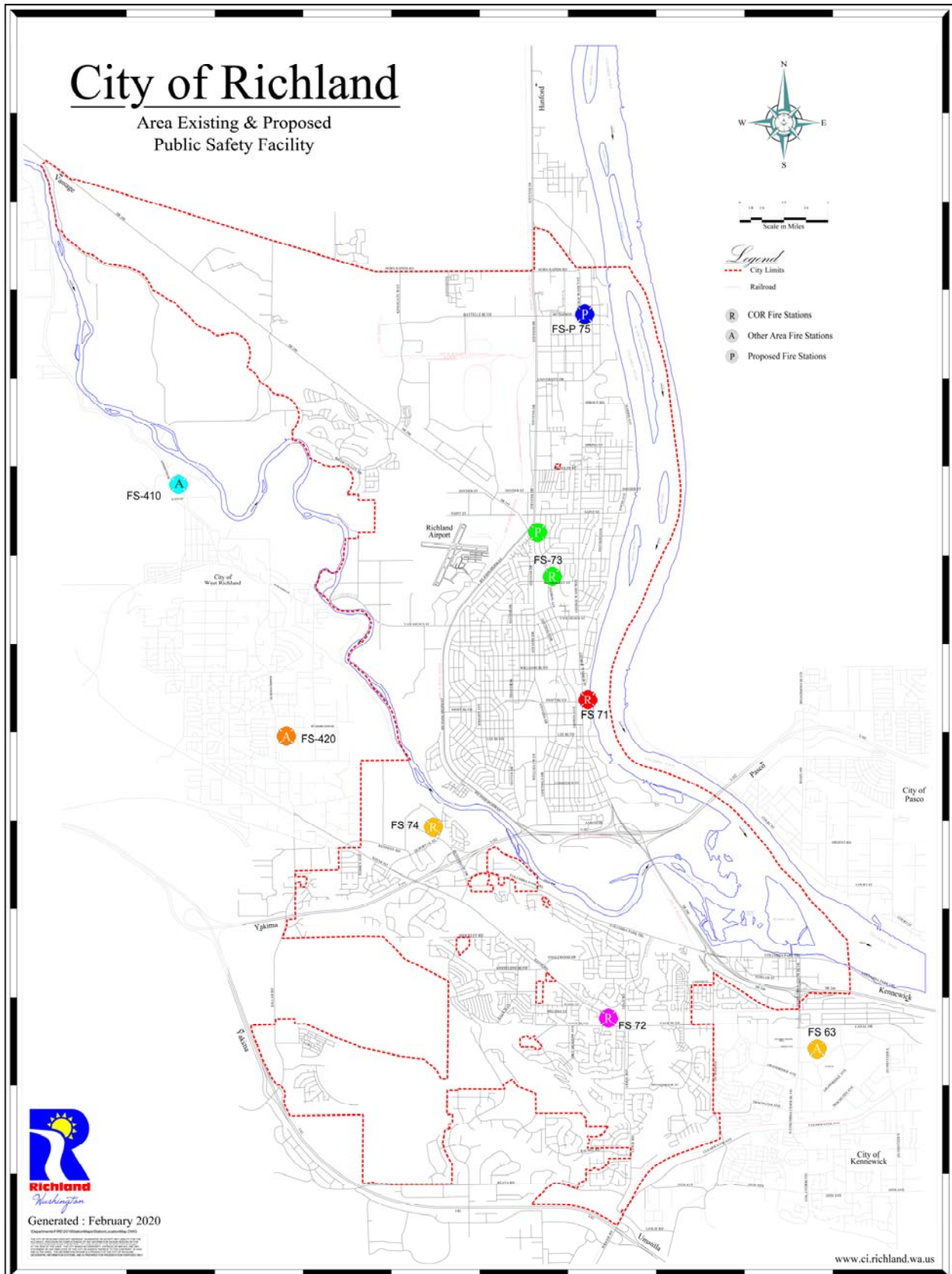
#### *Station 75 (North Richland)*

The property is located on the corner of Battelle Blvd. and Port of Benton Blvd. near George Washington Way (GWW). The facility will provide a unique opportunity for the City to collaborate and partner with Pacific Northwest National Laboratory (PNNL). The City and PNNL have a longstanding relationship and representatives have initiated a service agreement. This agreement lends to PNNL contributing funding toward the effort.

This facility will address current and anticipated growth in north Richland, including the existing PNNL campus, Horn Rapids Industrial Park, the additional acres acquired by the DOE Land Transfer, and the continued residential development in North Richland.



## Area Existing & Proposed Public Safety Response Stations (Map)





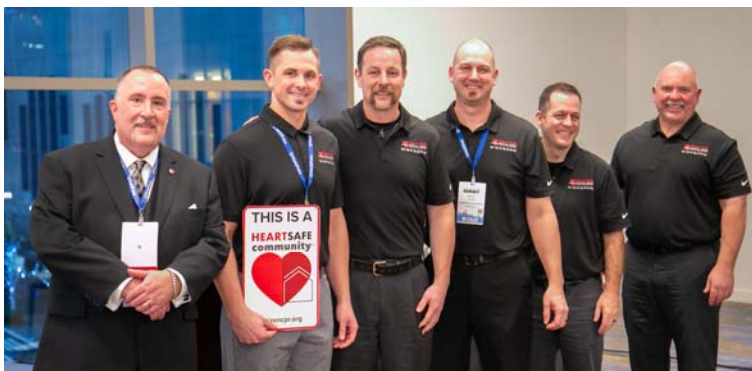
## Celebrations

### Cardiac Arrest Chain of Survival Ceremony

In September, RF&ES honored the Heart Safe Heroes and Survivors in a celebration of the success of the cardiac chain of survival. The quick action of the lay responders, emergency dispatch, and first responders were recognized as critical key players in the survival of 11 patients who had experienced cardiac arrest in the City since January 2018. The celebration was an opportunity to celebrate as one over the lives that were saved through the quick actions taken. Commemorative coins were handed out to the survivors and the heroes.



The hugs between survivor and responder have proven to be more valuable than initially thought. To our providers, it was a timely reminder that our training and relentless pursuit to provide the best care possible is not in vein. To our survivors, and other community members in attendance, it was evidence that when everyone does their part, lives can and will be saved.



### Cardiac Arrest Survival Summit

During the Cardiac Arrest Survival Summit held in Seattle over December 10-13 the City was formally recognized as a HeartSafe Community by the Citizens CPR Foundation. The city was the first in the country to

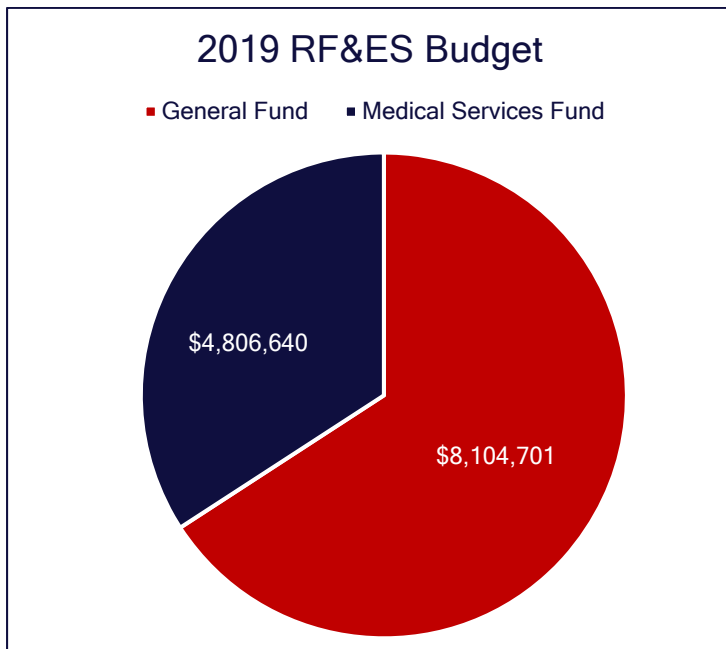
receive this designation based on 13 newly established criteria. In addition, firefighter Josh Smith was recognized as a 40 Under 40 Award cardiac resuscitation champion recipient. Award is designed to recognize 40 individuals throughout the country under the age of 40 that are doing great work in the area of cardiac resuscitation.

# ADMINISTRATION

The RF&ES administration team provides day to day business support to the operations division and community. Responsibilities include activities such as department finances, data validation and analytics, inventory, vehicle maintenance tracking, customer service, and logistics, in addition to the department training and fire prevention divisions.

## Budget & Finance

The RF&ES maintains and operates four fire stations spread throughout the City. The Departments total budget is \$12,991,341 and consists of a fire budget supported by the City's General Fund and a Medical Service budget supported by its ambulance utility charges and service charge reimbursement's.



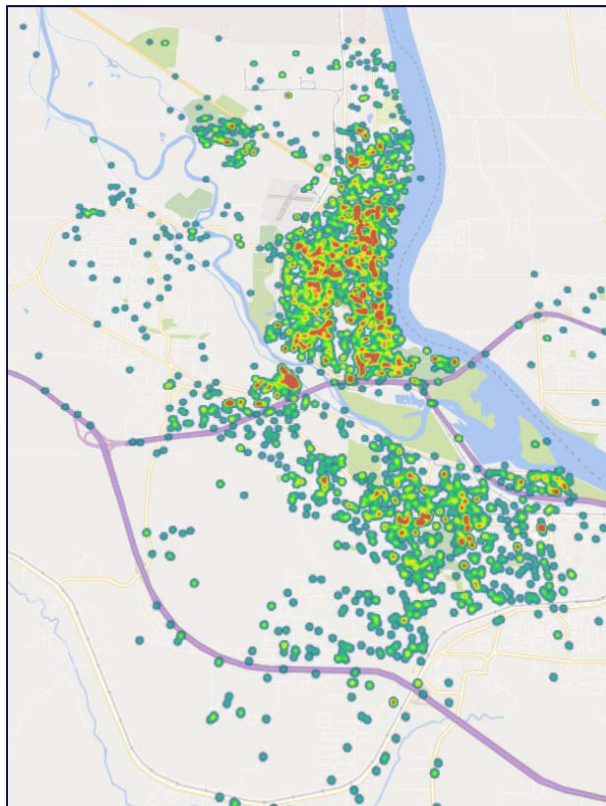
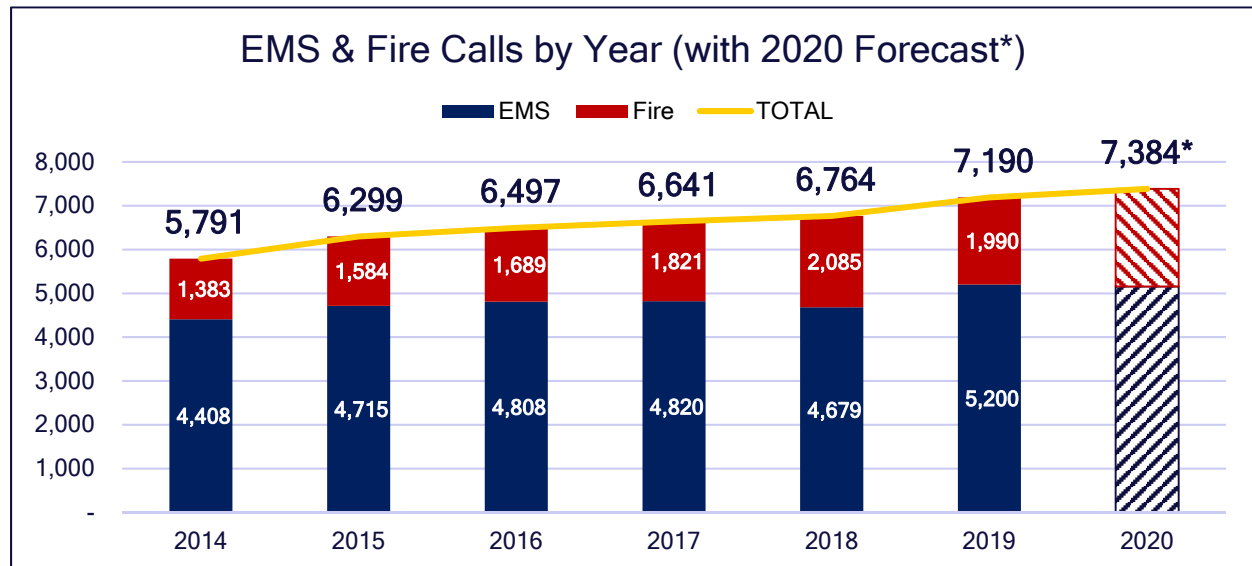
The 2019 budget consisted of \$4,806,640 out of the general fund and \$8,104,701 out of the medical services fund. Final 2019 expenses of RF&ES will not be available until 2Q 2020, due to a new financial software the City transitioned over to in 4Q 2019.

During the second quarter of 2019, FCS GROUP produced a cost of service study, which included an analysis of the cost of service, fire and EMS response data, and customer class data. The report was presented to City Council during 2nd quarter of 2019, which resulted in increasing the ambulance utility from \$7/mo to \$10/mo effective January 10, 2020, as reflected on citizens utility bills, which will be used to hire operations staff for Station 75.

## Data Validation & Analytics

### Total Calls

In 2019, RF&ES responded to 7,190 calls. Since 2014, incident call volume increased by 1,339 calls or 24%. In 2020, RF&ES is forecasted to respond to 7,384 incidents. In 2019, fire calls accounted for approximately 28% of all dispatches, with the remaining calls being EMS, accounting for 72% of the total. RF&ES responded to 170 actual confirmed fires through the year. The heat map below accounts for all call volume by incident location.



<b>All Fire Related Calls</b>	<b>1,990</b>
Building Fires	48
Cooking Fires	19
Vehicle Fires (passenger, motor home, etc.)	25
Brush / Grass Fires	53
Gas Leak	19
Electrical Wiring Problem	17
Police Matter	25
Assist Invalid	404
Unauthorized Burning	5
Good Intent Call	88
Dispatched & Cancelled En-Route	466
False Alarm	73
Alarm Malfunction (smoke, CO, heat)	127
<i>All other Fire Related Calls</i>	621
<b>Rescue &amp; Emergency Medical Service Calls</b>	<b>5,200</b>
Rescues	126
EMS (excluding vehicle accidents)	4,532
Motor Vehicle Accident	277
<i>All other Rescue &amp; EMS Calls</i>	265



## Benchmark Standards

When lives and property are at risk, every second of the emergency response cycle counts. Guided by National Fire Protection Association Standard 1710, RF&ES has established benchmark standards in relation to turnout time and response time, for both EMS and Fire related emergencies, as outlined in the 2009 RF&ES Standards of Coverage. The benchmark standard for turnout time (when emergency units are notified that they have been assigned an emergency incident to the time they go en route) is 60 seconds for EMS incidents and 90 seconds for fire incidents. Actual turnout time within the department for 2019 is 69 seconds for EMS incidents and 87 seconds for fire incidents. It has become apparent that with the 24% increase in calls across the CoR over the last 5 years, the crews are unable to respond to emergencies within the 90th percentile target of 240 seconds. Additional resources scheduled for 2020 and beyond will allow the department to get closer to established goals.

Average number of seconds First Responders take to go en route to Emergency Medical Service (EMS) incidents:

**69**

Near Target of 60 Seconds for Turnout Time

Average number of seconds First Responders take to go en route to Fire incidents:

**87**

Meets Target of 90 Seconds for Turnout Time

Percentage of Emergency Medical Service (EMS) incidents responded to by a first responder within 240 seconds of response time:

**36%**

Needs Improvement to Meet Target of 90%

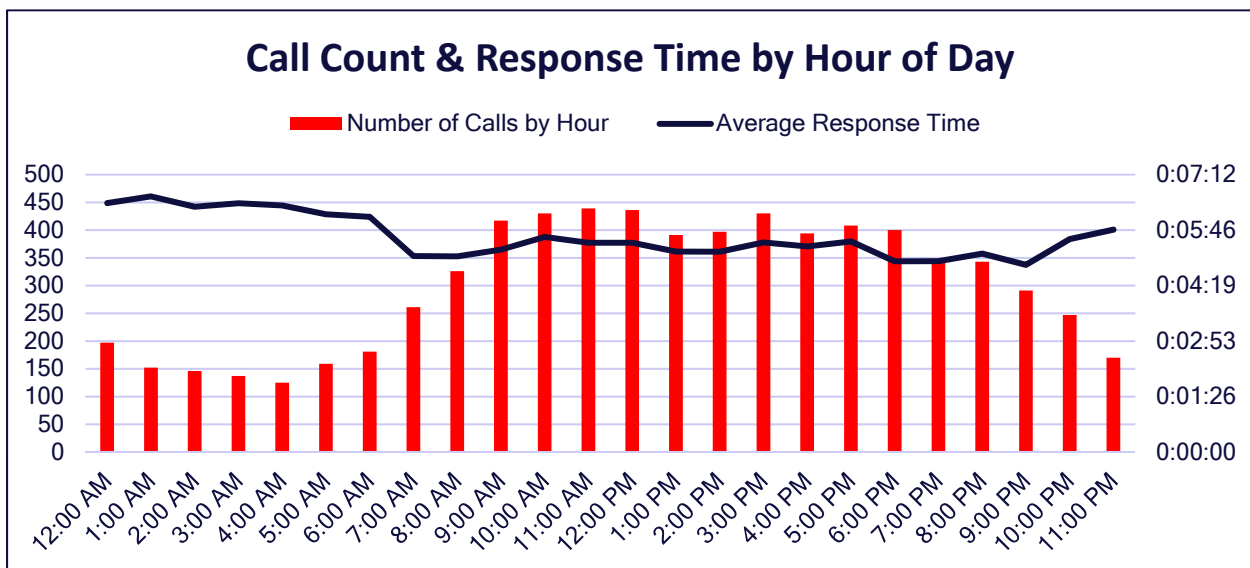
Percentage of Fire incidents responded to by a first engine company within 240 seconds of response time:

**26%**

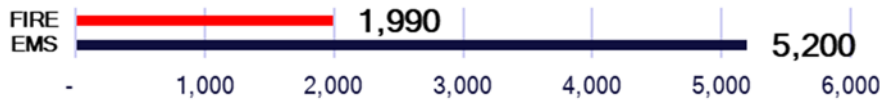
Needs Improvement to Meet Target of 90%

## Additional Call Information

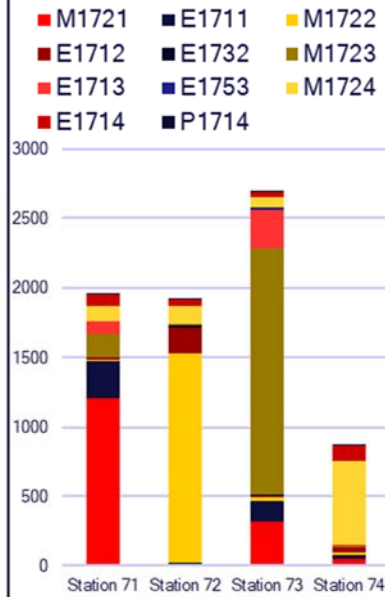
On average, it takes approximately 5 minutes and 48 seconds for the department to respond to an emergency. Between the hours of 9 p.m. and 8 a.m., the response time increases by approximately 20 seconds, as the crews are likely in their quarters.



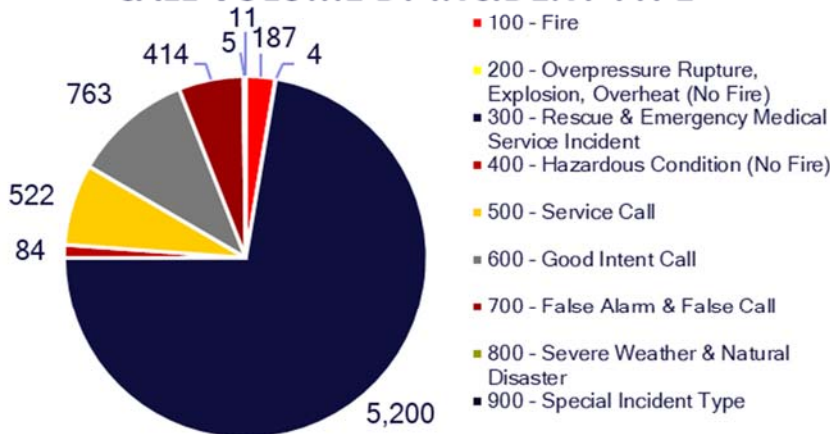
### CALL RATIO



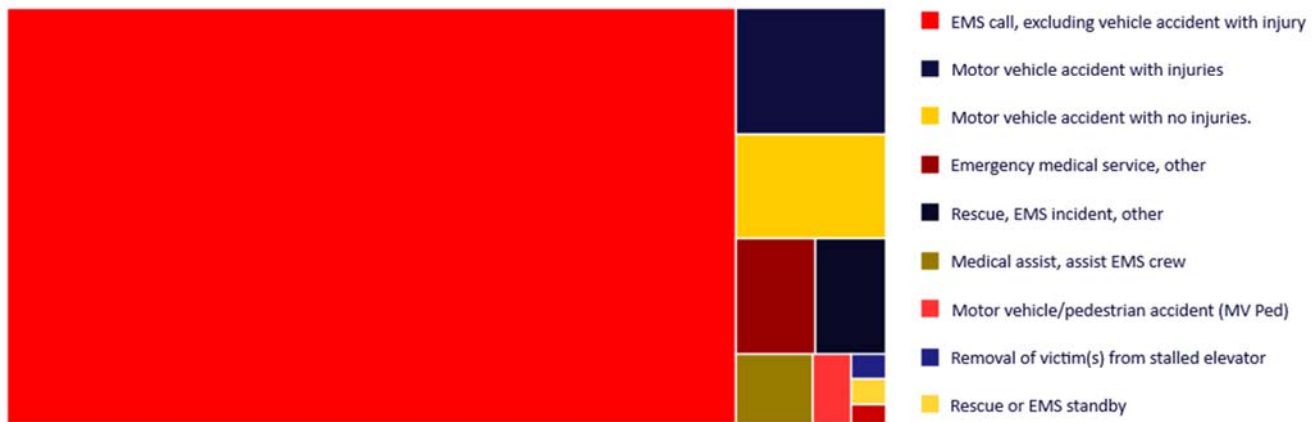
### APPARATUS USAGE



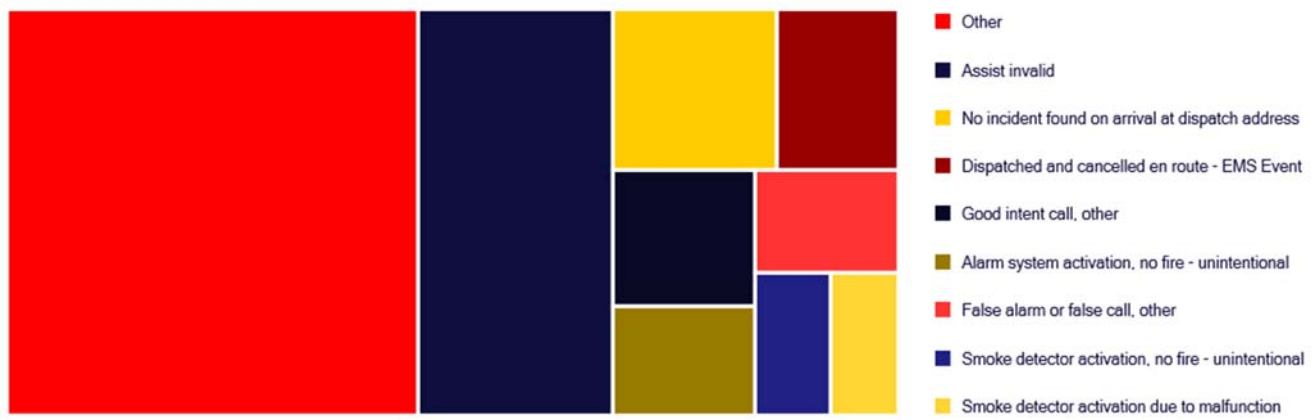
### CALL VOLUME BY INCIDENT TYPE



### EMS CALLS BY TYPE



### FIRE CALLS BY TYPE



## Training

The RF&ES response team logged nearly 7,000 staff-hours of training. Our department training Officer, Captain Kevin Landon, works diligently with all members of the team to ensure classroom, hands-on and online training sessions were appropriate and met the standards of the department and state.



### 2019 Regional Recruit Academy

RF&ES hired and sent two firefighter recruits to the 2019 Tri-Cities Regional Recruit Academy. The highlights are as follows:

- RF&ES provided multiple subject matter experts as instructors for academy
- Captain Adam Hardgrove served as an Academy Company Officer for the duration of academy
- Training Officer Captain Kevin Landon served as part of the Academy administrative staff for the duration of academy as Richland's contribution to the academy program. The Cities of Pasco and Kennewick provided the training facilities and equipment used for the academy.
- RF&ES sent Battalion Chief Hempstead on a limited basis to serve as the Chief-level liaison for the duration of academy
- The Regional Academy commits the bulk of RF&ES training resources, reducing in-house training during academy delivery.



'Training Tuesday' sessions resumed after academy with company operations revolving around residential structure fires.

- A mockup of a legacy Richland house style was built using OSB and pallets up to the 4 ft. level, behind Station 71 for the hands-on training drills.
- Materials for this effort were provided through generous financial donations by a community member.

### Training Highlights for the Year

- January and additional months throughout the year - Leadership and communication training sessions with Blue Rudder Consulting for the front office personnel.
- March - Battalion Chief Promotional Exam
- April - Regional Live Fire training at the Pasco Training Center



- June - Hosted outside course with Mike Gagliano: The art of Go/No Go and Rock This house, with an evening session about how to navigate the challenges of a Firefighter/first responder marriage.
- July - Participation in the Annual Wings and Wheels event at the Richland Airport hosted by the Port of Benton.
- August - Collaborative regional training with RF&ES, Richland Police, Kennewick Fire, and Kennewick Police participating in an 'active shooter' drill at a local school.
- September - Local training officers attended a site visit to South King Fire and Rescue, where they met with representatives from the Puget Sound Fire Training Consortium. The Consortium is providing training for a large majority of the Puget Sound and surrounding area fire departments, and may provide a model for increased efficiency and consistency for training in our region, long-term.
- September - Training and operations representatives attended the Servant Leadership Conference in Sherwood, OR along with Electrical Director Clint Whitney.
- October - Collaborative forcible-entry training session with the U.S. Marshals at Station 71.
- December - Hosted Washington Fire Chiefs Fall Leadership Seminar at the Richland Library with over 60 participants from all over the state. The Richland session exceeded the same session scheduled earlier in the year on the west side of the state.
- December - Critical Thinking for the Initial Incident Commander course taught by outside instructor Stan Cooke for Richland personnel at station 71.



### Employee Development Highlights

- January - Captain Kevin Landon became a certified instructor for the new Emergency Vehicle Incident Prevention Program 3.0, as required by Washington State to operate emergency vehicles in the emergent mode.
- March - Firefighter Chris Roney attended a Command Officer Boot Camp course.
- March - Captain Scott Clemenson attended the IWCE Conference for Radio Communications Technologies in Las Vegas, NV.
- March - Captain Joe DeRousie attended the International Association of Fire Chiefs Community Risk Reduction Leadership Conference in Reno, NV.
- March - Captain Scott Clemenson attended the Wildland Urban Interface Conference in Reno, NV.
- April - Lieutenant Steve Austin obtained the Swift Water Rescue Technician Certification.
- November - Three RF&ES members successfully completed the IFSAC Fire Officer 1 certification process.
- November - Battalion Chief Hempstead presented at the Cardiac Arrest Symposium in Spokane on leadership, culture, systems, and neurologically intact outcomes.

## Staff Development

### National Fire Academy (NFA)

Captain Randy Aust attended the second of four courses required to complete the NFA's Executive Fire Officer Program (4 yr program). The Executive Fire Officer Program (EFOP) is an initiative of the USFA/NFA that provides senior officers/others in key leadership roles with an understanding of the need to transform fire and emergency services organizations from being reactive to proactive and to reflect the diversity of America's communities. Value of research and its application to the profession as well as the value of lifelong learning are also instilled in the participants. In addition, participants are exposed to enhanced executive-level knowledge, skills and abilities necessary accomplish the above.

Firefighter Jim Stovall attended his first year of the NFA's Managing Officer Program (2 yr program), which introduces emerging emergency services leaders to personal and professional skills in change management, risk reduction and adaptive leadership. Acceptance into the program is the first step in professional development as a career or volunteer fire/Emergency Medical Services (EMS) manager, and includes all four elements of professional development: education, training, experience and continuing education.

Firefighters Jon Walling, Tim Estell, Noah Bowen, Colt O'Brien, and Josh Smith attended the NFA's Leadership Strategies for Community Risk Reduction (LSCRR), which is a six-day course designed for the student who has or will have responsibility to develop, implement and lead community risk reduction and health programs to include human-caused, natural disasters, and health risks. Sending a group of members to attend LSCRR is an initiative that was started several years ago in an effort to enact cultural change within the organization. With a number of those that had attended now holding officer positions in the department the focus has shifted towards the next generation of leaders within our department.



## Prevention

The fire prevention division oversees the enforcement of fire codes, new construction plan reviews, fire investigations, and public education activities designed to reduce hazard and risks throughout the community. Our fire prevention division consists of a deputy fire marshal and an assistant fire marshal. This team inspects hundreds of building plans, buildings, and properties each year.



- Evaluated and approved 134 new business licenses
- Completed 468 business inspections
- Conducted 214 commercial building plan reviews
- Inspected 41 new commercial sprinkler systems
- Performed 62 new building final inspections
- Inspected 39 new commercial alarms
- Inspected 77 new residential sprinkler systems
- Conducted 373 residential plan reviews
- Fire investigation team call-outs: 15
- Valuation of reviews conducted: \$172,881,307

From 2018 to 2019, the prevention division saw an increase in new business license evaluations and approvals of 35%. In the same time period, the prevention division also saw an increase in business inspections of 71%.

## Logistics

With the help of our logistics technician, RF&ES made a major investment in developing and maintaining the department's inventory control system for managing uniforms, supplies and equipment; ordering of and distribution of fire suppression/EMS equipment and supplies, including dissemination and delivery to the various fire stations in accordance with operating procedures and quality requirements; monitored station supplies inventory and ordering cycle according to policy and procedures; and coordinates vehicle regular maintenance and repair with the Equipment Maintenance division and any external vendors. In addition to this work, Above and beyond assigned tasks, the logistics technician also implemented process improvements and technologies that will better prepare RF&ES for future endeavors.



### SharePoint

In an effort to track inter-department tasks on facilities, fleet, small equipment, information technology, and other issues, a departmental SharePoint site was created with the assistance of the IT department. This allows for a central location for communication and turnover to coordinate and streamline processes and information with all shifts, which is especially critical with the rotating 24 hour operations shift schedule.

### iPads (cellular data)

Patient records are an imperative part of patient care. At the start of 2019, the iPads being used by the crews only operated on Wi-Fi, which did not allow access to existing patient information or have access to the dispatch information once the crew went into a residence. Once this issue was identified, iPads with cellular capabilities were purchased and distributed, which have streamlined the patient records process, allowing the crews to have up-to-date information while providing care to the patient.

### Radio Frequency Identification (RFID) Technology

With funding from our Information Technology Governance Committee, RF&ES is implementing Radio Frequency Identification (RFID) technology on the ambulances, fire trucks, and station storage rooms. The RFID technology will allow for physical counts to be taken on ambulance, fire trucks, and station storage room inventories, without having to physically touch every item. This will allow for quicker tracking of inventory, assets, and supply room restocks.



Going into 2020, the logistics technician position is vacant, and the job will re-post in the near future.

## Community Outreach

Members of RF&ES provide outreach to our community in many ways, including while on shift, on their own time, or in partnership with the Community Outreach Program which is sponsored by International Association of Firefighters (IAFF) Local 1052.



### **Safe Kids Saturday**

Safe Kids Saturday is a great way to support the investment that Kadlec has made through hosting this event for so many years. We are able to educate those in attendance on HOCPR, the use of AED's, and provide an opportunity for Q/A, providing us with a valuable perspective that assists us in our service to the greater community.

### **Kidz Dig Rigz**

In partnership with the Kadlec Foundation, RF&ES participates in the annual Kidz Dig Rigz event located at Columbia Park in Kennewick. The event allows the community to familiarize themselves with the fire engines, meet the firefighters, and learn about our community initiatives (including HeartSafe Richland and PulsePoint).

### **National Night Out with Richland Police Department**

As community members make their way by our station, they are able to enjoy the "firefighter challenge" as they spray water from a fire hose and move a sled with the swing of a mallet. After that, they come to our tent and meet a few of our members, ask any pressing questions and walk away with a fire helmet and a few stickers. This proves to be a fun environment for us to partner with our partners in public safety and connect with the community in a fresh way.

### **Kadlec Regional Medical Center Pediatric Unit**

On the last Wednesday of every month, representatives of the COP visit the Kadlec Pediatric Unit and hand out games, toys, and books to the patients.

### **Benton Franklin County Fair "Lisa House"**

Fire prevention is the focus of the regions "Lisa House" prop at the Benton-Franklin County Fair. Members of fire departments across the region partner to operate the fire simulation prop each year, which teaches kids the importance of evacuating a structure fire, and the safe methods in which to do so.

### **Station Tours**

Station tours last approximately 30 minutes and include a review of the fire engine, ambulance, and emergency response equipment, as well as provide an opportunity to interact with firefighters about their job while learning important fire safety tips. Through the year, approximately 20 station tours were provided to over 300 community members.

### **Ride-A-Longs**

The RF&ES Ride-A-Long program is geared towards prospective firefighters, students in medical programs, and students at both Columbia Basin College and Tri-Tech Fire Science Programs. The purpose of these opportunities is to provide these individuals with a real-life experience related to the job.

### **Second Harvest Mobile Food Market**

As a result of the last 3 mobile food markets, RF&ES has distributed over 25,000 lbs of food to more than 2,500 community members in 668 households. In addition to fulfilling such a great need within our community, these events provide an opportunity for anyone in the CoR workforce to come alongside RF&ES to serve in such a meaningful way. This is just another great way to prove that we don't just work for the City, we too are community members that desire to see others thrive.

### **Communities in Schools Benton/Franklin Counties (*Fired Up to Read*)**

In 2019, RF&ES committed to reading to students in five of the eight Richland School District elementary schools. Over 110 visits to these schools over the course of the year totaled over 60 hours of reading with the students. Each student was measured at the beginning of the school year, and again at the end of the school year, and the majority of their academic and reading scores have increased across the board.

### **Community Rapid Intervention Meals Program (*CRIMP*)**

Through a partnership with the Three Rivers Community Foundation and Meals on Wheels, the Community Rapid Intervention Meals Program (CRIMP) has been piloted with the RF&ES organization. The CRIMP project allows freezers to be located at the fire stations, with meals provided by Meals on Wheels, which can be used by first responders for patients who call 9-1-1 but are really more hungry than ill. The goal of this partnership is to feed hungry people and to free up the first responders to handle medical and other emergencies.



# 2020 LOOK AHEAD

## Projects and Programs

- Station 73 & 75 Groundbreaking
- Hiring 14 firefighters (13 new positions and one backfill due to retirement)
- Operative IQ Rollout (inventory management)
- Promotions to support the station 75 response crew
- SAFER Grant Initiation and Fulfillment
- SCBA Grant Initiation and Fulfillment
- AFG Application for new radio hardware
- Promotional testing for lieutenants and captains
- Finalization and implementation of an annual *Public Education & Communications Plan*
- Continued Policy Management System Implementation (Lexipol)
- Benton/Franklin VHF Radio System Infrastructure Replacement Planning
- Centers for Medicare and Medicaid Services (CMS) Audit
- Purchase and In-Service of 2 fire engines and 2 ambulances



**Mission**

Protect and Enhance the Quality of Life

**Vision**

Richland Fire and Emergency Services is  
Community Driven, Customer Focused, Competition Ready

**Values**

Teamwork, Integrity, Excellence

Chapter 35.103 RCW: Revised Code of Washington Chapter 35.103 was passed into law during the 2005 legislative session (House Bill 1756). This law mandated certain response criteria be established and measured by fire departments across the State of Washington beginning in 2007 with an analysis of responses in 2006. The requirement was passed and is now the law for all substantially career fire departments. The purpose of this law is to report to the Governing Body of each fire jurisdiction, as well as to the residents of any given area, how the fire department is doing in meeting its established emergency response standards. These standards take into consideration a number of response types: A) Fire Suppression, B) Emergency Medical Services - Basic Life Support (BLS), C) Emergency Medical Services - Advanced Life Support (ALS), D) Special Operations (i.e. Hazardous Materials response and Technical Rescue response), E) Aircraft rescue and firefighting, F) Marine rescue and firefighting, G) Wildland firefighting.