



Effectively Respond, Continuously Improve, Compassionately Serve

CENTRAL PIERCE FIRE & RESCUE

ANNUAL REPORT

2019

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2019 ANNUAL REPORT

Message from the Fire Chief



Dan Olson, Fire Chief

During 2019, our dedicated staff responded to over 31,589 calls for assistance, an increase of approximately 4.42% over last year. The majority of this increase can be attributed to medical aid calls.

We are extremely thankful for the community support that we receive. Our citizens approved a lid lift in 2019 that will provide financial stability to the district to sustain the life and property-saving services we provide.

We completed many projects in 2019 and prepared for future initiatives to occur in 2020. All of these were addressed to ultimately achieve our mission: **"Effectively Respond, Continuously Improve, Compassionately Serve"**.

We implemented our long awaited CARES Program. CPFR call volume has increased in areas involving requests for service where our citizens have problems that are non-emergent. These types of 911 calls result in decreased availability of our response units when a time-life critical

emergency occurs. We have hired a registered nurse to assist these citizens in finding services to meet their actual need.

We look forward to the completion of the new Station 72 on South Hill, Puyallup. This station will open in the spring of 2020 and is an anchor point for planning the future deployment of stations and equipment throughout the district.

CPFR ordered three new engines and two ladder trucks. This investment provides stabilization to a fleet that had become less reliable and simply worn out because of the inability to purchase during the recession.

In December of 2019, CPFR brought home its first arson detection dog. His name is Hansel and we are learning how this new member of our team can assist us, our surrounding community, and the ATF (Bureau of Alcohol, Tobacco, Firearms and Explosives) in detecting arson-related fires.

As we have in the past, CPFR is ready to address any challenges head on and look to the future. Our goal and challenge is to adapt in a way that makes a difference in the lives and safety of the citizens we serve.

Follow us on social media:



@CentralPierce



Facebook/centralpierce



@centralpiercefir

www.centralpiercefir.org



Governing body, administration, IAFF Local 726, and OPEIU 8 working together to plan for the future

CENTRAL PIERCE FIRE & RESCUE

Mission, Vision, Values

Headquarters/Business Office:
17520—22nd Ave E
Tacoma, WA 98445
253-538-6400

Mailing Address:
PO Box 940
Spanaway, WA 98387

City of Puyallup Permits:
902—7th St NW
Puyallup, WA 98371
253-538-6402

Our Mission

Effectively Respond, Continuously Improve, Compassionately Serve

Our Vision

- ◆ *Dedicated to internal and external customer service*
- ◆ *Committed to professional development*
- ◆ *Innovative and adaptable*
- ◆ *Determined to meet or exceed industry best practices*
- ◆ *Supporting of a culture of health, wellness, and safety*
- ◆ *Committed to systems and processes that are consistent and provide accountability*
- ◆ *Financially sustainable*

Our Values

- ◆ *Commitment to excellence*
- ◆ *Respect*
- ◆ *Trust(worthiness)*
- ◆ *Integrity*
- ◆ *Competence and professionalism*
- ◆ *Compassion and selflessness*

GOVERNING BODY

Board members are elected by the public to provide administrative oversight, define the long-term vision for the district, set annual budgets, and employ and supervise the Fire Chief. Regular Meetings are held on the 2nd & 4th Mondays at 5:00 pm at CPFR Headquarters.

Board Agendas and Meeting Minutes are
available on our website:

www.centralpiercefirerescue.org

About Your Department/Board of Commissioners

Meetings are open to the public



Matt Holm, Chair
2018 - 2023



Steve Stringfellow
Vice 2020—2025



Rich Coleman
2018 - 2023



Bob Willis
2020 - 2025



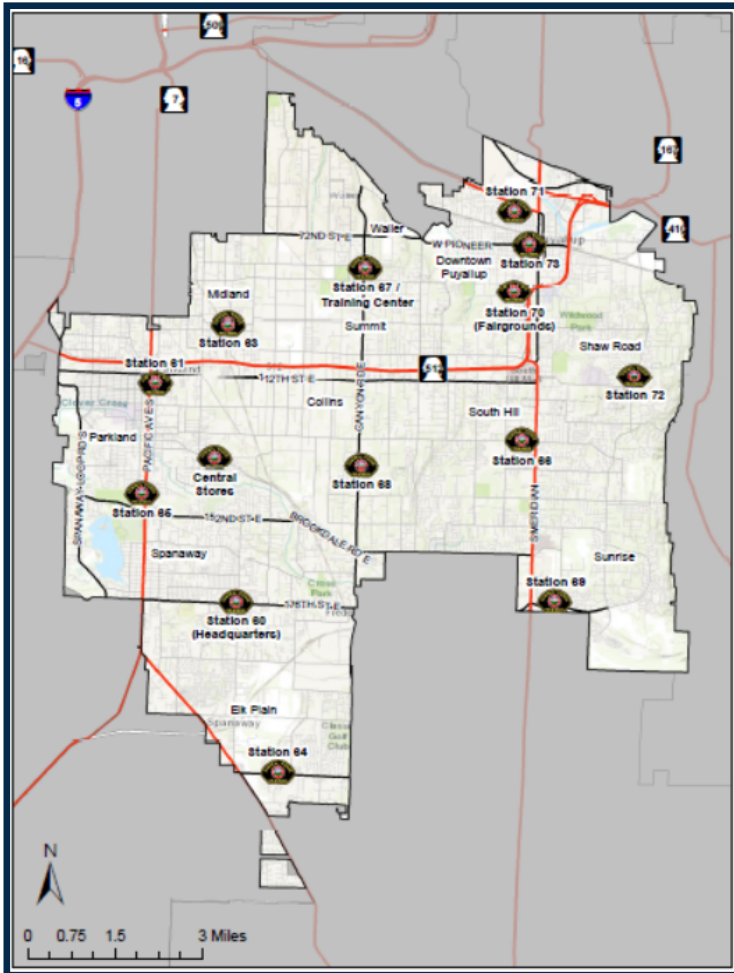
Bill Eckroth
2016—2021



Julie Door
Ex-Officio

ABOUT CPFR

Service Area



- 225,450 Population
- 84 Square Miles
- 310 Personnel
 - 257 Fire Suppression
 - 17 Uniformed Day Shift
 - 36 Day Shift Support (includes information technology, mechanics, purchasing, and non-uniformed administration)
- 3 Battalions (A, B, and C Shift)
- 12 Stations Serving 24/7/365
- 57 Firefighters daily staffing
- 31,589 Calls responded to in 2019
 - 76% were Medical Aid calls
- 1,060 Fire Safety Inspections

#OurFamilyProtectingYours

History

- CPFR, also recognized as Pierce County Fire Protection District No. 6, was created in 1996 through the merger of the Parkland/Midland, Spanaway/Elk Plain, and Summit/South Hill fire districts.
- In 2009, Puyallup Fire Department was annexed into our service area. In that same year, Fire District #11, commonly referred to as North Puyallup Fire Department, merged with CPFR. Once the merger took place, District #11 was dissolved.
- CPFR continues to be a fire district, but in December 2018, Pierce County Council approved a legal name change from Pierce County Fire Protection District No. 6 to Central Pierce Fire & Rescue.



Demonstrating to local high school students the dangers of driving while impaired

ABOUT CPFR

Our Organization

Led by Fire Chief Dan Olson, our workforce includes:

Administration – Executive staff manages all aspects of district business and provides support to all divisions; Finance, Human Resources and Information Technology.

Emergency Medical Services – Oversees and supports delivery of high-quality emergency medical services by emergency medical technicians (EMTs) and paramedics.

Operations – Oversees and supports line personnel who respond to a wide variety of fire, rescue and medical emergencies.

Prevention – Protects life and property through education, building design review, fire and life safety code enforcement, fire investigations, and community risk reduction programs.

Support Services – Logistics Division oversees and supports facilities maintenance; apparatus, equipment and maintenance facility; and central receiving. The Prevention and Education division oversees the community services volunteers. The Assistant Chief of Health & Safety supports the volunteer chaplains.

Training – Ensures that personnel at all levels have the knowledge, skills and abilities to safely and effectively respond to emergency calls for service.

Facilities & Emergency Apparatus

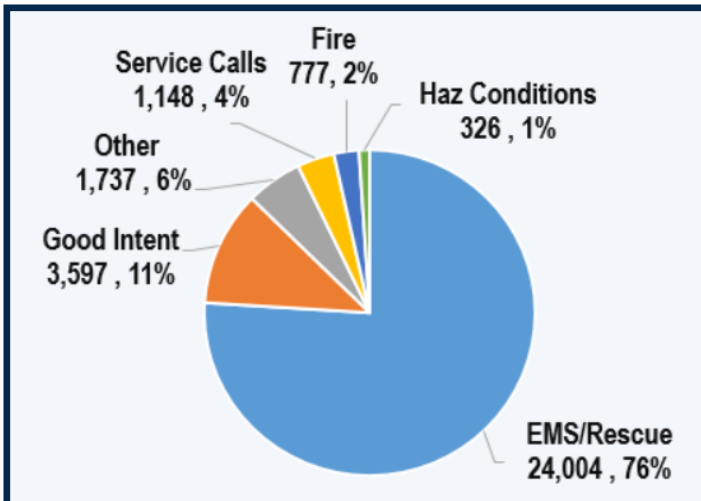
- 12 Staffed Fire Stations
- 1 Part-time Fire Station (WA State Fairgrounds)
- 1 Administration Building
- 1 Fleet and Maintenance Facility
- 2 Training Towers
- 2 Training Classrooms
- 1 Central Receiving Facility
- 12 Engines
- 8 Medic Units
- 2 Ladder Trucks
- 3 Brush Trucks
- 2 Water Rescue Boats
- 1 Air/Light Rig with fill station
- 1 Technical Rescue Trailer

Plus, additional specialized and reserve apparatus



2019 RESPONSE DATA

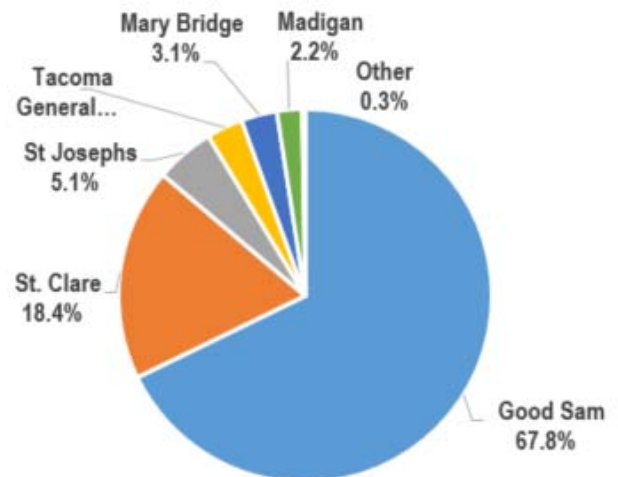
TOTAL CALLS FOR SERVICE—31,589



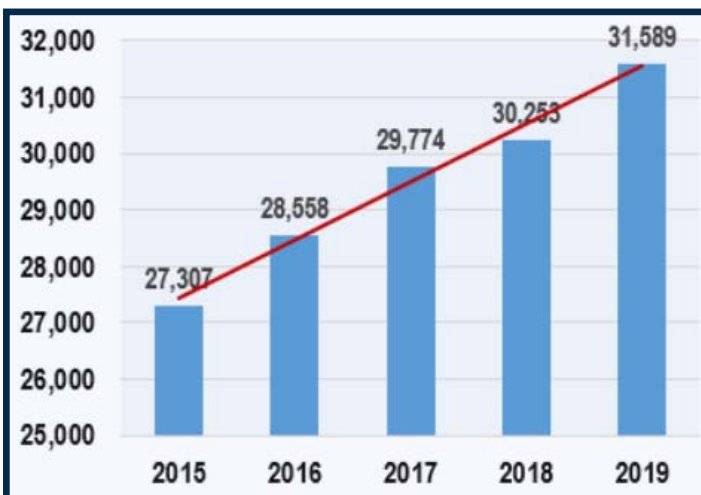
EMS CALLS—24,004

- 24,004 EMS/Rescue Calls - 1.9% Increase over 2018
- 19,506 Medic Unit Responses - 4.8% Increase over 2018
- 10,884 Hospital Transports - 6.1% Increase over 2018

MEDIC UNIT HOSPITAL TRANSPORTS



16% INCREASE IN CALLS FOR SERVICE OVER THE LAST FIVE YEARS



TOP 5 EMERGENCY MEDICAL CALLS

- Cardiac Emergencies (Heart Problems)
- Trauma
- Generalized Weakness
- Respiratory Emergencies (Breathing Problems)
- Patient Assist (Falls, Lift Assists)



Busy day at Good Samaritan Hospital



We appreciate our patients coming back to visit



EMERGENCY RESPONSE OPERATIONS

OPERATIONS DIVISION

The Operations Division oversees:

- Field Operations
- Special Operations Teams
- Emergency Medical Services

FIELD OPERATIONS: All suppression firefighters are state certified Emergency Medical Technicians (EMTs) or Paramedics and are trained to the state standards of firefighting.

Firefighters respond to all types of calls such as fires, calls for medical aid, vehicle accidents, technical rescues and hazardous materials incidents, just to name a few.

Depending on the location and type of call, firefighters will respond to emergencies in a fire engine, ladder truck and/or medical aid unit. Multiple units are often sent due to the initial reported 9-1-1 call. In a medical emergency, two units may be dispatched—one to assist the patient and the other to gather information and assist otherwise at the scene.

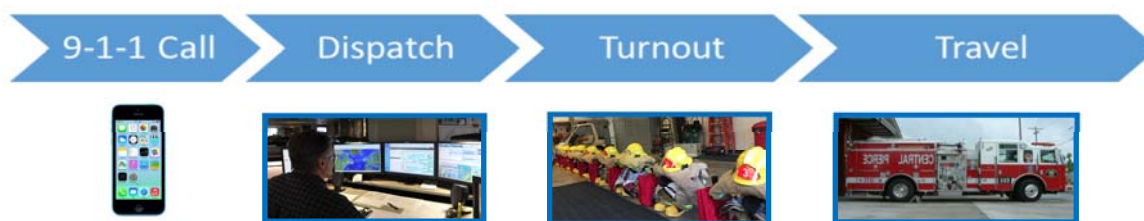
SPECIAL OPERATIONS TEAMS: CPFR has two special operations teams, Technical Rescue and Hazardous Materials. Team members participate in additional training to handle highly complex incidents such as:

- Chemical spills and other threats
- Confined space
- Water rescue
- Structural collapse
- Trench rescue
- High/Low angle rope rescue

Members are also part of regional and federal response teams that include surrounding fire departments.

While responding to emergencies is our priority, when not on calls, personnel spend their time on other critical activities such as maintaining stations and apparatus, training, and area familiarization.

Anatomy of a 911 Call



911 calls are received, processed & dispatched through South Sound 911, a regional dispatch center.



We are prepared for any type of emergency

EMERGENCY RESPONSE OPERATIONS

EMERGENCY MEDICAL SERVICES (EMS)

C.A.R.E.S. Program—The EMS Division's 2019 focus was the new C.A.R.E.S Program (Community Assistance, Referral and Education Services) implemented in August 2019. CPFR crews can make a referral to our in-house program, after identifying additional patient/family needs during and after a 911 call.

A referral may be triggered due to a high number of calls, utilizing 911 for non-emergent complaints, poor living conditions, a request for resources by patient or family member, social issues, etc.

This program is managed by Shelley Rhone, a Registered Nurse Care Manager, who comes to us with an extensive background in case management, and possesses the skills and abilities to assist our citizens in navigating the healthcare system.

The C.A.R.E.S. RN will help connect patients and families to needed resources such as Primary Care and Specialty Care, Home Health Care services, Hospice, Social Support Agencies, and other community resources.



CARES Manager/RN Shelley Rhone, Assistant Chief of EMS Dan Beckman and Fire Chief Dan Olson

Low Acuity Unit Deployment—CPFR is deploying two aid units to respond broadly across the district in order to pick up calls that are important to our citizens to resolve, but do not have a time-critical element.

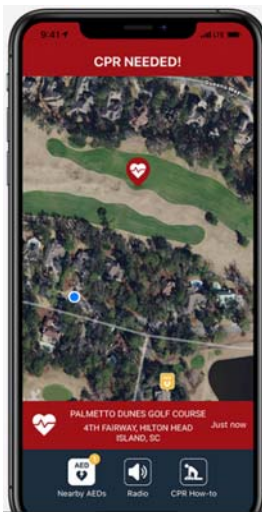
This second initiative, along with the C.A.R.E.S. program, are intended to shore up our emergency response assets' reliability so they are available when you call.

These units will be deployed during our peak call volume time period from 7am to 7pm.



Low Acuity Unit deployment March 2020

Pulse Point Application —CPFR is proud to have participated in the local roll-out of this new app. CPR-



trained citizens download the app and when there is a cardiac event happening nearby, they receive an alert not only telling them where the event is happening but also where the nearest AED (automated external defibrillator) is located.

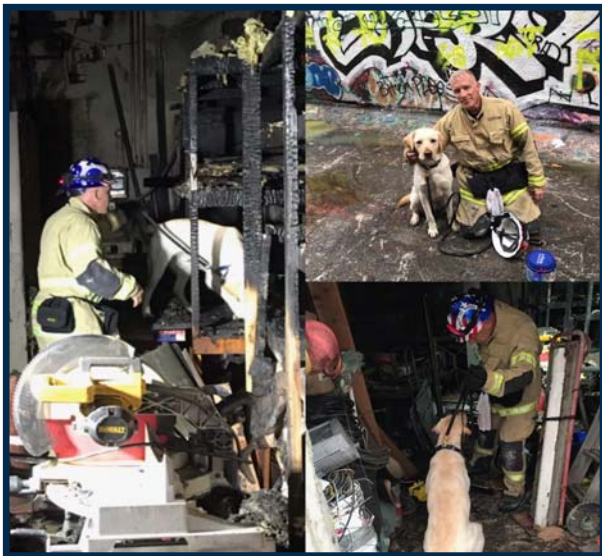
This allows for a community-based response until first responders arrive. Minutes count in these situations and you can help!

PREVENTION & EDUCATION

PUBLIC INFORMATION AND EDUCATION

Many types of classes are offered throughout the year:

- Juvenile Fire Setter Intervention Program
- DUI Prevention presentations to area high schools
- Partnership with PLU student nurses to provide senior living complex visits to help reduce 911 calls
- Medical Explorers program to enrich high school students' education in the medical field
- Safe Sitter babysitter training classes for ages 11-14
- Fall prevention classes for seniors
- CPR/First Aid classes
- Fire extinguisher training
- "Great Escape Contest" teaching 5th graders the importance of working smoke alarms and a home fire escape plan



PREVENTION INSPECTION

- Three Deputy Fire Marshals (DFMs) conduct inspections for fire and life safety issues for all business occupancies and permitted events in the City of Puyallup.
- They document fire code violations such as illegal storage of combustible material and electrical hazards, and ensure that all hazardous materials are handled, used, stored, and permitted as required by the International Fire Code.

FIRE INVESTIGATION

- DFMs are responsible for the examination of fire scenes within the city limits of Puyallup.
- This is done primarily by collecting, analyzing and preserving evidence, interviewing witnesses, and testifying in court proceedings.
- It is important to investigate the origin and cause of every fire. As trained Reserve Law Enforcement officers, our DFMs work closely with local police on these issues.

In October, DFM Chris Lorenz trained at the ATF Canine Academy for the acquisition of our own ATF Canine Officer Hansel. Hansel is an accelerant sniffing tool for arson detection. After seven weeks of training, our newest employee joined CPFR. Two days after arrival, Hansel was hard at work and determined an arson fire.



"Great Escape Contest" teaching local 5th graders the importance of having a fire escape plan

PREVENTION & EDUCATION

2019 PREVENTION AND EDUCATION ACTIVITIES



Public Events

26



Multi-sport Helmet Fittings

28



CPR/First Aid Class Graduates

168



Safe Sitter Students

81



Various Education Classes

60



Fire Extinguisher Training Attendees

57



New Facebook Subscribers

4,575



Smoke Alarm Installations (including hearing impaired)

82



Knox Box Services

594



Operational Permits-City of Puyallup

390



Code Violation Corrections

896



Fire Investigations

52



Building Inspections

1,060

HEALTH & SAFETY

The Health and Safety Division's main focus for 2019 was the evaluation of the Tactical Athlete Program. The partnership with Tactical Athlete Health & Performance Institute (TAHPI) provides rapid care to injured firefighters.

The system allows firefighters to have quick access to orthopedic surgeons and physical therapists. TAHPI is the firefighter's patient advocate and helps them navigate the logistics of their injury. By receiving treatment quickly, the injured firefighter can start the healing process for a quicker return to work.

The evaluation concluded that the program is working very well. There was a very positive response from the firefighters and the district has saved money in reduced overtime costs.

The other major project for 2019 was the implementation of a Tacoma-Pierce County Peer Support Team. This is a regional team comprised of first responders throughout the county. The peers provide emotional and mental health support to fellow first responders that have experienced trauma. This regional concept allows us to share the responsibilities and provide the best service possible.



TRAINING

We strive for excellence!

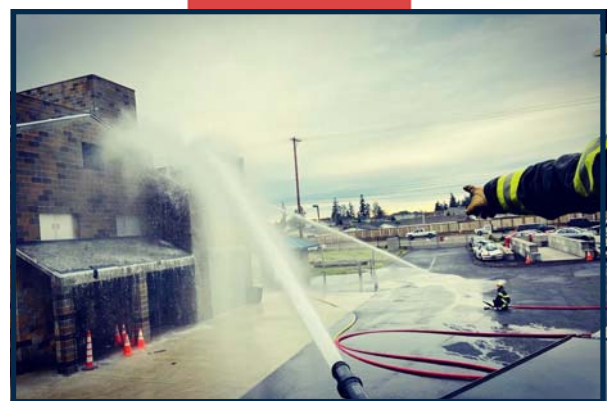
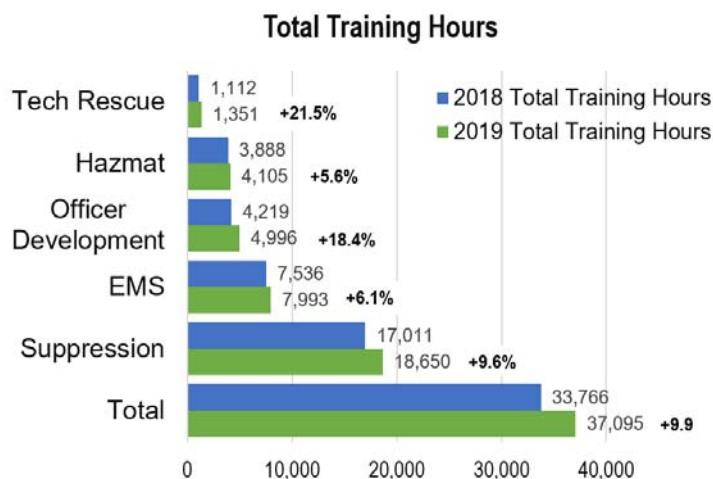
In order to meet our mission, training of personnel is of the utmost importance.

Training Division responsibilities include:

- Develop and provide continuing education with the goal that each firefighter operate at their maximum performance level.
- Coordinate a wide range of educational opportunities to prepare our firefighters to respond to any emergency—whether it be fires, emergency medical calls, hazardous materials, technical rescues, motor vehicle collisions, or other incidents.
- Recruit and train new firefighters. In 2019, the Training Division graduated 13 new firefighters from our internal firefighter recruit academy.
- Provide live-fire training to multiple surrounding fire districts at our state-of-art training facility.
- Authorized to administer and award over 70 Pro Board accredited firefighter training certifications.

*“Don’t train until you get it right,
train until you can’t get it wrong”*

TRAINING HOURS BY CATEGORY



2019 Training Hours

37,095 All Suppression Personnel

9,968 Class 2019-1 & 2 Recruit Academy

LOGISTICS

FACILITIES SECTION

Repair and maintenance of facilities

- 12 Fire stations
- 1 Washington State Fairground station
- 2 Training towers
- 1 Training center facility
- 1 Maintenance shop
- 1 Central receiving location
- 1 Facilities maintenance technician
- 1 Ground maintenance technician

MAINTENANCE SHOP

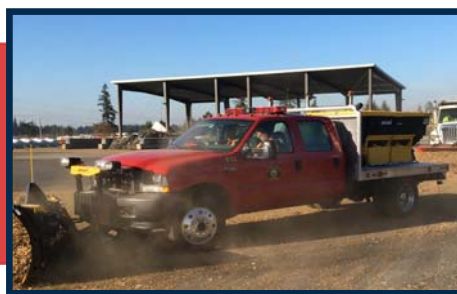
Maintain the fleet of fire apparatus & equipment

- 8,100 Sq Ft maintenance facility
- 6 Full-time, 1 Part-time mechanic
- Apparatus and staff vehicle repairs and maintenance
- Small tools, suppression equipment, and other equipment repairs
- Converted fleet vehicle to snow plow/sand hopper for added capacity of our infrastructure

CENTRAL STORES

Procurement and distribution operation

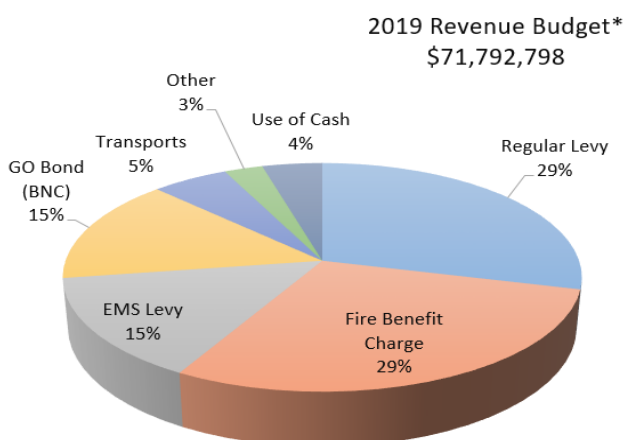
- 2 full-time and 3 part-time employees
- 1,601 Station supply orders filled and shipped
- 1,512 EMS supply orders filled and shipped
- Outfitted and supported 2 recruit academies
- Purchased and supplied equipment for new engines and medic units



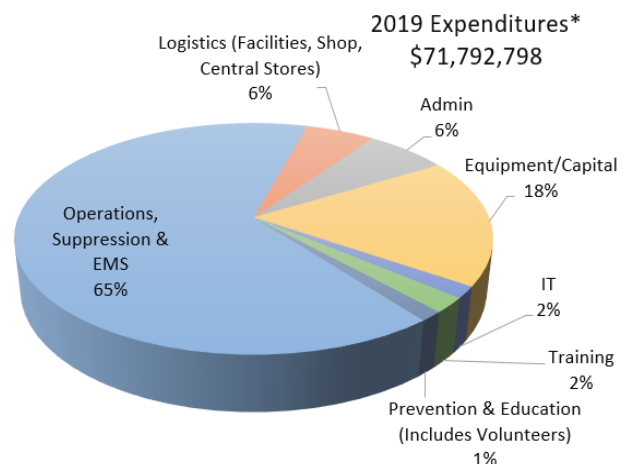
FINANCE

2019 District Assessed Value—24,665,409,771

2019 REVENUE



2019 EXPENDITURES



* Note: Excludes Transfers & Debt

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COMMUNITY AND GOVERNMENT RELATIONS

Central Pierce strives to be an effective and collaborative partner with the community we serve. Our Community and Government Relations Officer (CGRO) attends many Pierce County and Puyallup City planning and council meetings to stay informed of happenings that will affect our community and the fire department. We work hand in hand with the Pierce County Sheriff's Department, Puyallup Police Department, and Washington State Patrol. The CGRO is available to attend civic group meetings, HOA events and meetings, and large community activities. Providing timely and accurate information to the public is vital to the mission of Central Pierce Fire & Rescue. Information is released as quickly as possible, often in a variety of formats, to news media and across our social channels, including Twitter, Instagram and Facebook.



@CentralPierce



Facebook/centralpierce



@centralpiercefire

Building strong relationships in the community has always been a tradition of Central Pierce. Over the years, countless businesses and non-profit groups have partnered with Central Pierce to provide for the well-being of our community. We appreciate your continued support!



Sunrise Village Community "Trunk or Treat" event

*Citizen Life Saving
Award presentation
at Emerald Ridge
High School*



Pierce County Council Meetings



Daily updates on our social media

COMMUNITY SERVICE VOLUNTEERS

Our dedicated community members offer their time to support our department in non-emergency roles such as:

- Staffing community events including the Washington State Fair
- Advising the Medical Explorer Program
- Managing Senior care facility gift program and coordinating fundraising events
- Coordinating smoke alarm installations for low-income and senior communities
- Responding to major fires and events to provide support to crews with food and water
- Assisting with the training of new recruit firefighters
- Operating Safe Sitter® babysitter program
- Volunteer chaplains through the Tacoma Pierce County Chaplaincy program



IAFF LOCAL 726

Off-duty members give back to the community in many ways, including support through their Local 726 Benevolent Fund. Several of their activities in 2019:

- Raised over \$35,900 benefiting the Muscular Dystrophy Association through Fill-The-Boot
- Provided 300 coats to local students in need through their Coats for Kids program
- Annual banquet/auction raised \$24,300 to sponsor families in need throughout the holidays
- Fundraised and participated in the annual Scott Firefighter Stair Climb to support the Leukemia & Lymphoma Society
- T-shirts sales raised \$3,650 supporting breast cancer awareness
- Volunteered their time at Camp Good Times supporting children affected by cancer
- Participated at a local Burn Camp for 110 young burn survivors

Community supporters of the L726 Benevolent Fund:

- Jerry Beckwith—provided college scholarships
- All Things Fun Sports—proceeds of events held donated to Coats for Kids program
- Bumpy's—donated their proceeds from Freddie Fest to the benevolent fund



Looking to make a difference in your community? Consider joining our Community Services Volunteer program. Call us at 253-538-6402 for more information.



Follow us on social media:



@CentralPierce



Facebook/centralpierce



@centralpiercefire

www.centralpiercefire.org