

2020 Annual Report



*Effectively respond, continuously improve,
compassionately serve*

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Mission

Effectively Respond, Continuously Improve,
Compassionately Serve

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

Values

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

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Message from the Fire Chief



Dan Olson, Fire Chief

We are extremely thankful for the community support and trust that we receive from our citizens.

In 2020, our focus shifted from our operational goals back to a focus on only achieving our mission because of the COVID-19 virus that invaded our community.

Our Mission: **“Effectively Respond, Continuously Improve, Compassionately Serve”** guided our decision making and prioritization through the long term crisis we were all facing. The first statement, Effectively Respond, became the focus of our entire organization.

Your dedicated staff of responders took this challenge on with a strong sense of mission and purpose to save lives, reduce disability, and save property. This was all under a totally new environment with a risk we had not previously encountered.

Central Pierce Fire & Rescue responded early in the development of the pandemic. We changed our response safety protections for our employees beginning February 8, 2020, before any known cases had hit Pierce County. We reorganized the daily and emergency response

functions in order to most efficiently address the problems that were inevitable.

Because of these efforts, Central Pierce Fire & Rescue had no on-the-job related infection transmissions and was able to maintain the same level of service for our citizens. I am relieved of this accomplishment that came from our Officers leading and innovating through the most challenging time period.

During 2020, our committed staff responded to over 28,943 calls for assistance, a decrease of approximately 8.4% over last year. The majority of this decrease can be attributed to the impact of COVID-19 and the fear of exposure from any outside contact or medical intervention involving other people. This has probably been one of the most challenging years Central Pierce Fire & Rescue has served.

Today, we still are impacted by the pandemic. We still wear full respiratory protection that challenges our ability to communicate and connect with the citizens we serve. Our offices are still closed and our public meetings are accessible by technology.

We look forward to a day when we are able to attain a resemblance of the good from our past. We will take what we learned from this event to make our organization better for the hopeful future we have before us in serving our community.



Leadership



Governing Body—Board of Fire Commissioners



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

*Regular Meetings of the Board
2nd & 4th Mondays—5:00 pm*

Meetings are open to the public

Board Agendas and Meeting Minutes
are available on our website:

www.centralpiercefirerescue.org
About Your Department/Board of Commissioners

Executive Staff

Dan Olson, Fire Chief

Russ Karns, Deputy Chief Administration

Eric Stueve, Deputy Chief Operations

Woody Juarez, Assistant Chief Training

**Guy Overby, Assistant Chief Prevention &
Education**

Ron Kent, Assistant Chief Field Operations

Joe Bouchard, Assistant Chief EMS

**Radcliffe McKenzie, Assistant Chief Health &
Safety**

Paul Stueve, Assistant Chief Logistics

Suzi Washo, Human Resources Director

Tanya Robacker, Finance Director

Jay Kay, IT Director

Headquarters/Business Office:

17520—22nd Ave E
Tacoma, WA 98445
253-538-6400

Mailing Address:

PO Box 940
Spanaway, WA 98387

Permits:

902—7th St NW
Puyallup, WA 98371
253-538-6402



Stations / Apparatus

Stations & Communities We Serve

HQ/60	17520—22 nd Avenue East Spanaway/Fredrickson
61	100—114 th Street S Parkland
63	1704—97 th Street E Midland
64	3421—224 th Street E Elk Plain
65	301—146 th Street S Spanaway
67	8005 Canyon Road E Summit/Waller
68	5401—136 th Street E Summit/Collins
69	17210—110 th Ave E Sunrise
71	902—7 th Street NW Puyallup
72	3809—5 th St SE South Hill
73	311 West Pioneer Puyallup

229,779
Population

84
Sq. Miles

267
Uniformed
Personnel

36
Non-uniformed
Personnel



Workforce



Our Workforce

Administration—Executive staff manages district business and provides support to all divisions.

Finance provides comprehensive management of all aspects of the district's finances and financial reporting.

Human Resources provides a wide-variety of support including hiring, salary and benefits, and bargaining unit negotiations.

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

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

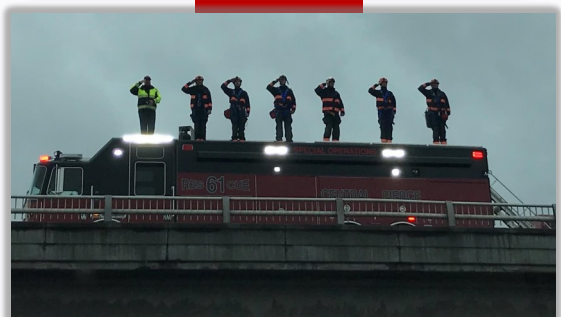
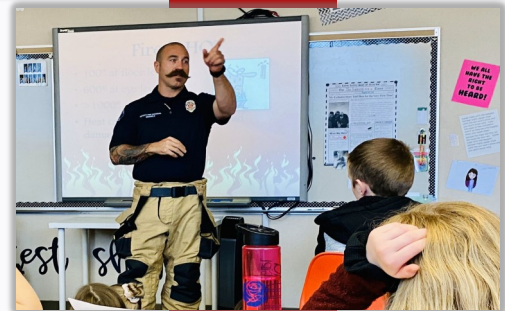
Emergency Medical Services oversees and supports delivery of high-quality emergency medical services by emergency medical technicians (EMTs) and paramedics.

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

Health & Safety goals are to eliminate accidents, injuries, exposures, damage to equipment/facilities and, sustain workforce mental & physical wellness.

Logistics oversees and supports facilities maintenance; apparatus, equipment and maintenance facility; and central receiving.

Information Technology is responsible for the deployment of necessary technology infrastructure and equipment, and providing support assistance.





History

History

CPFR, previously known as Pierce County Fire Protection District No. 6, was created in 1996 through the merger of Parkland/Midland Dist. 6, Spanaway/Elk Plain Dist. 7, and Summit/South Hill Dist. 9.

On November 4, 2008, voters in both Central Pierce and the City of Puyallup voted to approve the annexation of the City of Puyallup into Central Pierce Fire & Rescue. With a passing vote on both sides, the City of Puyallup officially became part of Central Pierce on January 1, 2009.

In August of 2009, the voters of Fire District #11 (North Puyallup) voted to dissolve their District and merge with Central Pierce.

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.



Districts 4, 6, 7, and 9 shown in a 1959 Mutual Aid Pack agreement. These same districts came together to first form what is now Central Pierce Fire & Rescue. In time, District #11 (North Puyallup) and the City of Puyallup also became part of our fire district.



2020 Highlights



Combined Station 72 Opens

Thank you, voters, for passing the Bond in 2016, which funded our new fire station on South Hill. We combined South Hill/Puyallup Stations 66 & 72 into a state-of-the-art response facility. Construction took longer than expected, but this new station is an anchor point for planning the future deployment of stations and equipment throughout the district.



Low Acuity Units Deployment

In effort to maintain our emergency readiness and continue to address important calls for service that are not time-critical, the District deployed a new resource type. Two "Aid Units" were staffed only during our busiest hours of the day and responded to events where traditionally a fire engine and/or advanced life support ambulance would have been committed.



C.A.R.E.S. Program

The program completed its first full-year with tremendous success! CPFR crews may make a referral to our in-house program, after identifying additional patient/family needs during and after a 911 call. The results are a significant reduction of 911 calls for social or routine care, and increased patient support and satisfaction. More information on both the C.A.R.E.S. Program and Low Acuity Units Deployment can be found on Page 11.



New Apparatus Replaces Aging Response Vehicles

You may have seen our new engines and medic units on the road. These new response vehicles have improved apparatus reliability and saved on vehicle maintenance costs. We are ready when you need us!





COVID-19 Challenges

2020 brought on new challenges with the onset of COVID-19. When the year started, we had great plans for moving forward and implementing new ideas to better serve our community. Many of those plans were halted through 2020.

Operations. Our Operations, how we respond to emergencies, had to be rethought to address the crisis that became a pandemic. Because of the risk of infection, our responders began to respond to all medical incidents with a higher level of personal protective equipment to include a respirator, gown, eye protection, and gloves. They performed extensive decontamination procedures to assure our citizens' and employees' safety. These protective measures implemented early on protected our employees and citizens. CPFR had a very low rate of job related exposures.

Prevention & Education Division. Public education and outreach programs were significantly impacted by the COVID restrictions which were put into place. We had to pause all CPR, Safe Sitter and Fire Extinguisher Classes. We were also unable to offer our Great Escape presentation to our District's 5th graders due to school closures.

Many of our most popular PR events were also canceled including the Spring Fair, Fall Fair, Meeker Days, National Night Out, and the Daffodil Parade. In addition we were unable to offer station visits, helmet fittings and our

Smoke Detector Saturday program was also suspended.

We miss our Community Service Volunteers! They would have provided support to most all of these events.

Training. The Training Division had multiple challenges. Department level firefighter training halted for several months. New in-station tactical and other training opportunities had to be created.

Following strict COVID protocols, the Training Division was able to successfully train and graduate 13 new firefighters through our in-house recruit academy. Much of the curriculum had to be modified to adhere to local mandates.

Administration. In March, we sent our support staff home to telecommute due to the mandated lockdown. Our stations and offices were closed to the public and all ancillary services were put on hold for the rest of the year. Support staff was brought back in increments beginning the latter part of June through the middle of July. Daily disinfecting of all common and personal areas became the norm. Masks were required and adherence to posted occupancy levels was mandatory for social distancing.

Health & Safety Division. The H&S Division has been and continues to be heavily invested in the Sars-COVID-19 pandemic response. The safety and well-being of our citizens and our employees are of utmost importance.



Emergency Response Operations



Field Operations

District Operations Center (DOC)

In 2020, the District turned office space into a mini Dispatch Center and Central Command Post to assist the 911 system when unable to keep pace with call volume. The DOC is typically activated during large weather events and high fire activity.

Equipped with computers, radios, televisions and broadcast screens, the DOC is able to assist with both emergent and non-emergent fire and medical events. The Command Center is able to handle single large events as well as multiple events occurring simultaneously. When activated, it is staffed with four to six specialty trained personnel.

The DOC was activated five times between July and September, unburdening the 911 call center of 212 calls for service.

When the 911 system is overwhelmed and you need help, CPFR is ready to ensure that your call is answered and that we are available to serve you.

Consider a career in the fire service.

Watch our website for openings!

2020 Total Incidents	28,943
EMS & Rescue Incidents	22,011
Good Intent Call	2,998
False Alarm and False Call	1,680
Service Call	1,283
Fire - All types	648
Hazardous Conditions (No Fire)	278
Other	45

Special Operations Teams

Team members of our two special operations teams, **Technical Rescue** and **Hazardous Materials**, participate in additional training in preparation to handle complex incidents such as:

Confined Space
Rescue

Water
Rescue

Structural
Collapse

Trench
Rescue

High/Low
Angle Rescue

Chemical Spills
& other threats



*Technical Rescue Team
sharpening their skills so they
are ready when you need them!*



Emergency Medical Services

Emergency Medical Services

The EMS Division had several outstanding accomplishments, none more meaningful than partnering with Pierce County and Mary Bridge Children's Hospital as lead agency on the Pediatric Out-of-Hospital Cardiac Arrest Study. This study will help standardize pediatric cardiac arrest care and improve outcomes of our smallest patients.

The division embraced technology in 2020, resulting in efficiency and time savings. They moved to a more progressive on-line educational program for elective and required training. A new, more user-friendly incident reporting platform was implemented to reduce firefighter time spent completing reports. Partnering with our Training Division, they coordinated with Pierce County EMS to update the electronic process of Paramedic and EMT recertifications county-wide.



***Your safety is
our priority!***



Low Acuity Units Program

Our personnel who participated in this program demonstrated we could continue to answer the non-time-critical needs of our community, while improving our response to those time-critical events. Our two responding Aid Units resulted in the improved availability of our fire engines and ambulances, and allowed for more time invested in essential emergency-response, readiness components such as member training, and apparatus & facility preventative maintenance. Combined with our C.A.R.E.S. Program, this initiative demonstrated adaptation that allows us to be responsive to our community and maintain a high service level.

C.A.R.E.S. Program

Our Community Assistance Referral and Education Services program (C.A.R.E.S.) connects our citizens and their families to community resources. Referrals to our in-house patient support program may be made by CPFR crew members, a patient themselves, or the patient's family member. A referral may be triggered due to a high number of calls, utilizing 911 for non-emergent complaints, poor living conditions, or social issues.

Providing this assistance has resulted in many of these patients safely remaining in their homes.

Program accomplishments:

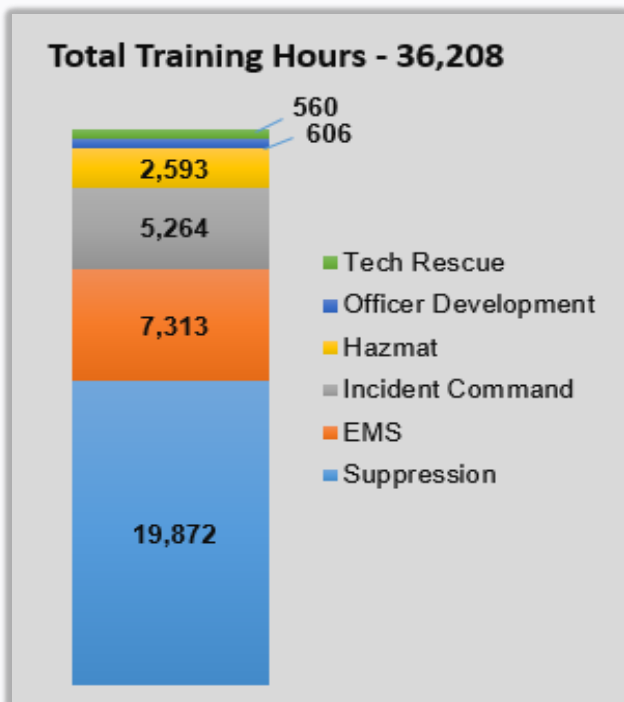
- Managed 259 patient referrals in 2020, providing support, education, and resources.
- Fully implemented a new software program, which seamlessly allows crews to refer patients for follow up when needed. It also enables electronic referrals to outside agencies, which shortens the time between the original referral and patient contact.
- Expanded community resources used by CPFR crews, including a newly formed rapid response behavioral health team, which serves citizens who are struggling to connect with mental health services.
- Partnered with Pierce County's Accountable Communities of Health (ACH) to improve the health of communities as a whole. This partnership enables access to expanded resources for our citizens, additional funding to CPFR, and educational opportunities for our crews.
- Developed and maintained relationships with care facilities, providing ongoing education regarding community resources and use of EMS services resulting in a decrease in the use of EMS Services for non-emergent needs, allowing our crews to remain available for true emergencies.

Training / Health & Safety



Training

The **Training Division** contributes to a safer and healthier community by ensuring all fire and EMS personnel are knowledgeable, highly skilled, and experienced professionals. All members engage in continuous training and development to maintain and upgrade their skills to safely and effectively respond to your emergency calls for service.



2020-1 Firefighter Recruit Class—Screaming Eagles
Class Motto—"Earn it"

Health & Safety

Central Pierce Fire & Rescue stands ready, as always, to effectively respond to emergencies as we remain vigilant and prepared to address the needs of our citizens in this changing environment of COVID-19.

Some division projects had to be delayed due to the urgency of the pandemic response and restrictions such as new equipment implementation and training.

Ongoing COVID-related activities include:

- Continued review and update of PPE requirements and department safety/hygiene practices.
- Addressing personnel safety through vaccinations, testing, exposure response, and contact tracing.
- Monitoring and responding to Centers for Disease Control, Department of Health, Labor & Industries, and Tacoma Pierce County Health Department guidelines/recommendations.
- Supporting TPCHD initiatives through mobile vaccine clinics for nursing homes and homeless population, and both hosting and participating in mass vaccination clinics throughout the district.



Assisting Tacoma-Pierce County Health Department
with Mass Vaccination Event at Station 60



Prevention & Education

Public Education

Deputy Fire Marshals participated in several public education events while still complying with COVID restrictions. Those events included Zoom classes teaching trauma response to PLU nursing students, and meet and greets with ATF Canine Hansel.

Throughout the year, crews participated in drive-by events to continue our connection to our citizens. In December, social distancing "Santa Runs" were very well-received throughout various neighborhoods.



Prevention/Inspection

While a number of occupancies were closed during the pandemic, over 800 inspections were completed in-person and more than 600 self-inspection requests were mailed to local businesses.



We are thankful for the many businesses, organizations, and individuals that donated food, handcrafted masks, and other items to our stations in 2020!

Fire Investigation

It was a busy year for ATF Canine Hansel. His services were requested 73 times by 22 different agencies, both in Washington and Oregon. His work led to over a dozen felony arrests, some including fire fatalities.

He has been with us a full year now and recently passed his annual recertification with flying colors! On his open field test with a time limit of 25 minutes, Hansel found a drop of diesel fuel in approximately 20 seconds!! His 19,694 training evolutions in 2020 have certainly had a positive impact. He continues to be a tremendous asset to Central Pierce and our surrounding communities.



The difference a closed door can make in the event of a fire!

Logistics / Information Technology



Logistics

Facilities Section is responsible for repair and maintenance of capital facilities, which includes 11 fire stations, 6 auxiliary buildings, and 2 training towers.

Central Stores, the District's procurement and distribution operation, provides daily deliveries to re-supply stations with EMS and other necessary supplies.

Maintenance Shop is responsible to maintain the fleet of fire apparatus and equipment. Serving out of our 8,100 sq ft. maintenance facility, are 6 full-time and 1 part-time Mechanics with over 200 years combined experience, and 1 Support Specialist.

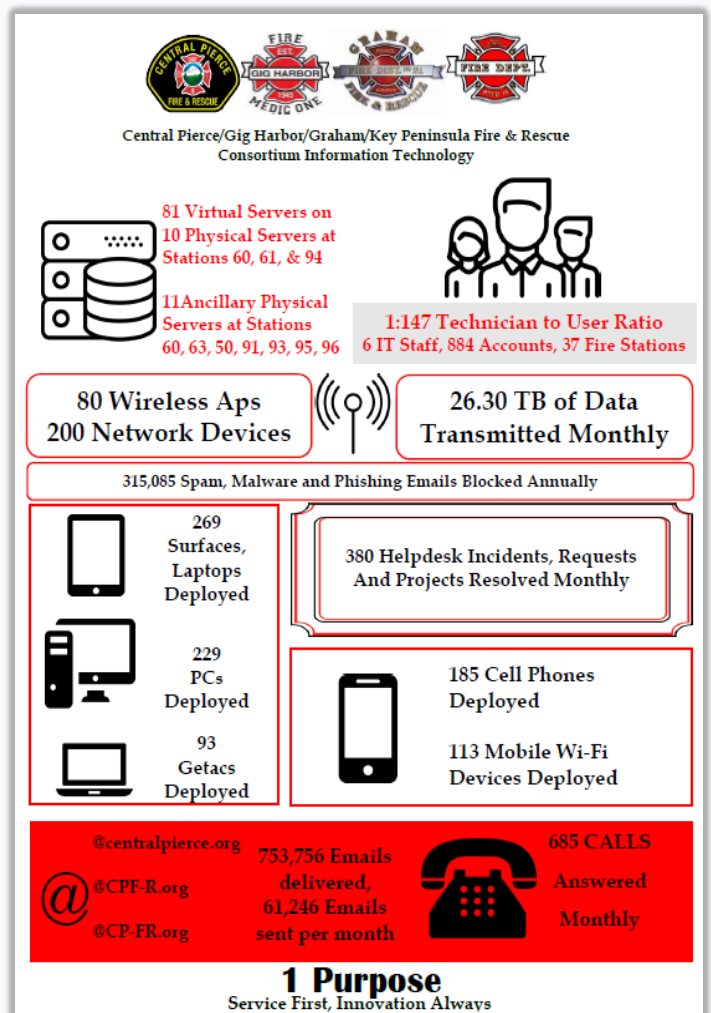
Division Accomplishments

- COVID Isolation Center established at New Station 72.
- Successfully supplied essential PPE to Operations throughout COVID response.
- Combined Station 66 and Station 72 Apparatus & Facilities to Operationalize the "new" Station 72.
- Completed all annual services on emergency apparatus.
- Processed approximately 860 Shop Maintenance requests from the field on the fleet.
- Delivered two Aid Units, per Operations specification, for in-service and deployment; established a reserve Aid Unit from current fleet for reliability.



Information Technology

The IT Division not only provides CPFR with technology infrastructure and IT support, but also to Graham Fire & Rescue, Gig Harbor Fire & Medic One, and Key Peninsula Fire.





Budget / Finance

Budget / Finance

The Finance Division is responsible for the accountability and stewardship of funds received and expended by the district.

The division is committed to keeping the public, Board of Commissioners, and staff fully informed of the District's financial status by providing comprehensive accounting, budgeting, and financial reporting. They ensure compliance with state and federal laws, and generally accepted accounting practices.

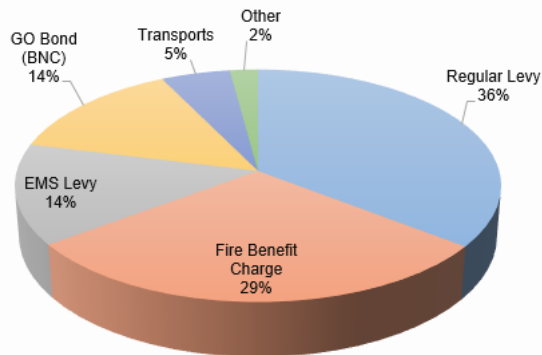
As shown in the Expenditures graph, Operations,

District Assessed Valuation - \$27,211,705

Suppression and EMS costs make up 69% of the overall budget. The remaining 31% covers materials and supplies, including firefighting equipment, fire and medical supplies, and fixed costs such as fleet and radio operating costs.

The three major funding sources for the district are regular property tax collection, the voter-approved EMS levy, and the fire benefit charge. Without these voter-approved funding sources, CPFR could not sustain current levels of emergency response.

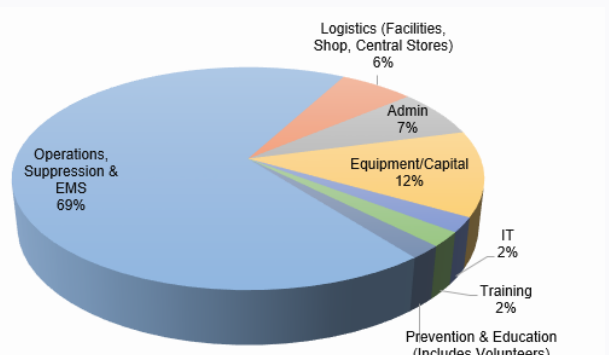
2020 Revenue Budget*
\$76,855,110



■ Regular Levy
■ EMS Levy
■ Transports
■ Fire Benefit Charge
■ GO Bond (BNC)
■ Other

* Note: Excludes Transfers & Debt

2020 Expenditures*
\$71,032,377



■ Operations, Suppression & EMS
■ Admin
■ IT
■ Prevention & Education (Includes Volunteers)
■ Logistics (Facilities, Shop, Central Stores)
■ Equipment/Capital
■ Training

*Note: Excludes Transfers & Debt





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