

# 2017



## Annual Report of Service Level Objectives (RCW 52.33.020)

### Arlington Fire Department

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## INTRODUCTION

As required by the State of Washington, I am pleased to submit this annual report of service level objectives in compliance with Chapter 52.33 RCW, also commonly known as HB 1756. This legislation, first passed in 2005, mandates that every city fire department and fire district “set standards for addressing the reporting and accountability of substantially career fire departments, and to specify performance measures applicable to response time objectives of certain major services.” This legislation did not mandate what those standards should be so every agency is able to adopt those standards they feel are acceptable. The data and conclusions within this report represent our best effort at analyzing and interpreting the 2017 emergency response data for Arlington Fire Department.

## DEFINITIONS

The definitions in this section apply throughout this chapter unless the context clearly requires otherwise.

(1) "Advanced life support" means functional provision of advanced airway management, including intubation, advanced cardiac monitoring, manual defibrillation, establishment and maintenance of intravenous access, and drug therapy.

(2) "Aircraft rescue and firefighting" means the firefighting actions taken to rescue persons and to control or extinguish fire involving or adjacent to aircraft on the ground.

(3) "Basic life support" means providing of treatment to sustain life that may include cardiopulmonary resuscitation, control of bleeding, treatment of shock, stabilization of injuries and wounds, and first aid. (4) "Brain death" as defined by the American Heart Association means the irreversible death of brain cells that begins four to six minutes after cardiac arrest.

(5) "Fire department" means a fire protection district, a regional fire protection service authority or a municipal fire department responsible for firefighting actions, emergency medical services, and other special operations in a specified geographic area. The department must be a substantially career fire department, and not a substantially volunteer fire department.

(6) "Fire suppression" means the activities involved in controlling and extinguishing fires.

(7) "First responder" means provision of initial assessment and basic first-aid intervention, including cardiac pulmonary resuscitation and automatic external defibrillator capability.

(8) "Flash-over" as defined by National Institute of Standards and Technology means when all combustibles in a room burst into flame and fire spreads rapidly.

(9) "Response time" means the time immediately following the turnout time that begins when units are enroute to the emergency incident and ends when units arrive at the scene.

(10) "Special operations" means those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment.

(11) "Turnout time" means the time beginning when units receive notification of the emergency to the beginning point of response time.

## POLICY STATEMENT

The Arlington Fire Department was formed in 1905 and has proudly served the community for 113 years. Today the organization is a combination of career and part-time members. From three fire stations we provide coverage to the nine square miles of the City of Arlington. Additionally we provide services to our contract partners including:

- Snohomish County Fire District #19 (Silvana) – Advanced Life Support services.
- Snohomish County Fire District #21 (Arlington Rural)– Advanced Life Support services district wide, Basic Life Support services to the south side of the district and fire suppression to the south side of the district.
- Snohomish County Fire District #24 (Darrington) - Advanced Life Support Services.
- Snohomish County Fire District #25 (Oso) – Advanced and Basic Life Support Services.

We have a diverse response area that encompasses all hazards including residential, commercial, industrial manufacturing, rural wildland areas, the Arlington Airport and the Stillaguamish River.

Within the city limits we provide service to almost 19,000 residents, a daytime population of approximately 25,000 and an estimated additional 20,000 contract area residents.

Services provided by Arlington Fire Department include:

- Fire suppression
- Basic Life Support (BLS) Emergency Medical Services and transport
- Advanced Life Support (ALS) Emergency Medical Services and transport
- Hazardous Materials “Operations Level” all staff
- Hazardous Materials “Technician Level” three county team members
- Technical rescue as part of county team
- Public education
- Fire prevention

Emergency Medical Services continues to be our highest percentage of service requests averaging 80%. The remaining 20% of our call volume is comprised of fires, vehicular accidents and other emergencies. The national standard for response times as determined by the National Fire Protection Association is 4 to 6 minutes for the first arriving crew. We currently meet the standard just over 50% of the time (Exhibit 1). An additional 20% of our response times fall within 6 to 8 minutes (Exhibit 2). Response times will continue to rise as the community grows. Additional resources and changes in deployment will be needed in the next few years.

Exhibit 1

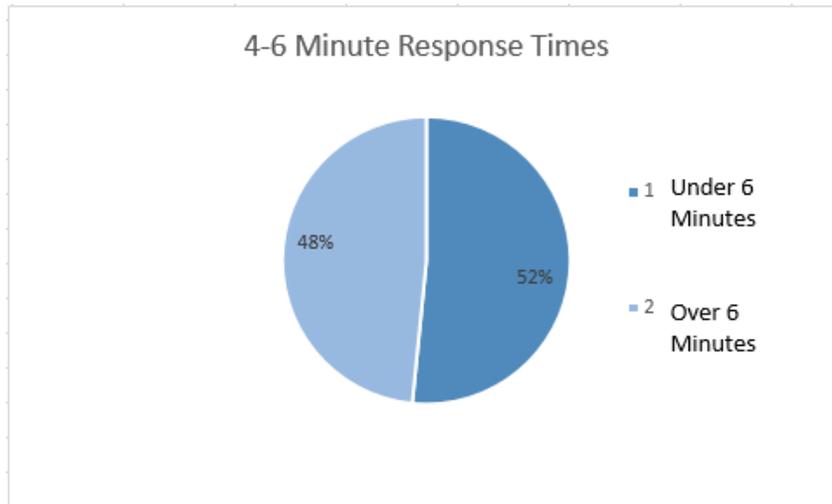
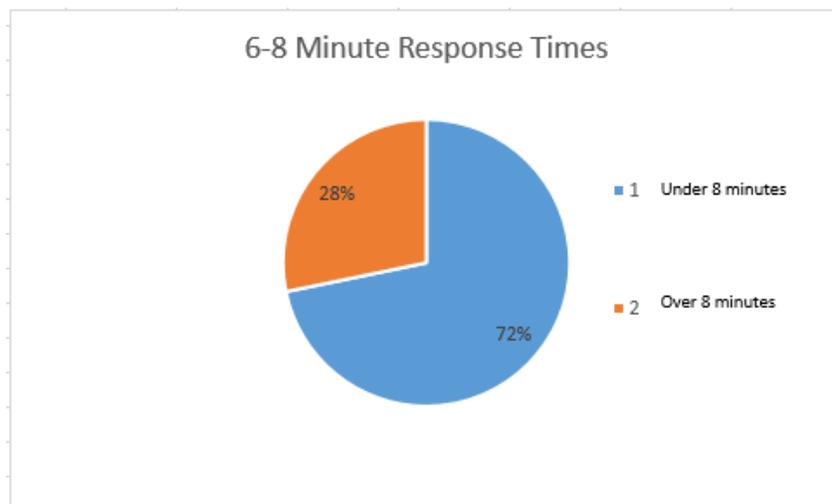


Exhibit 2

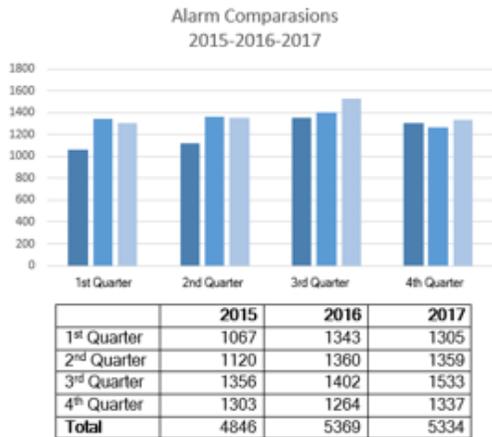


**Fire Department Responses**

Total AFD responses for 2017 were broken down as follows:

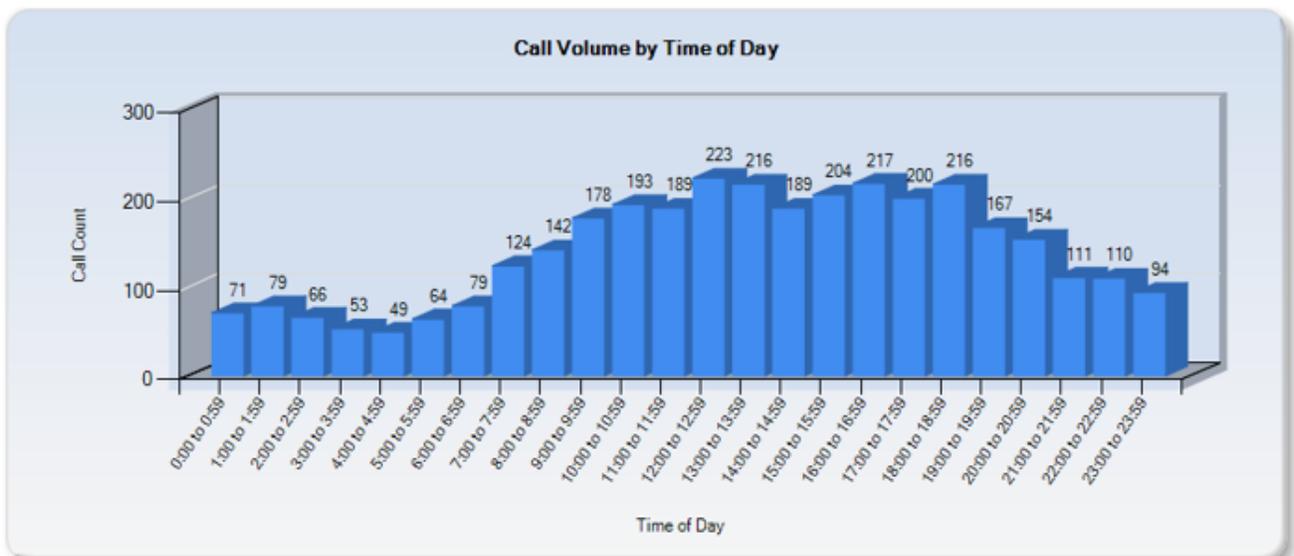
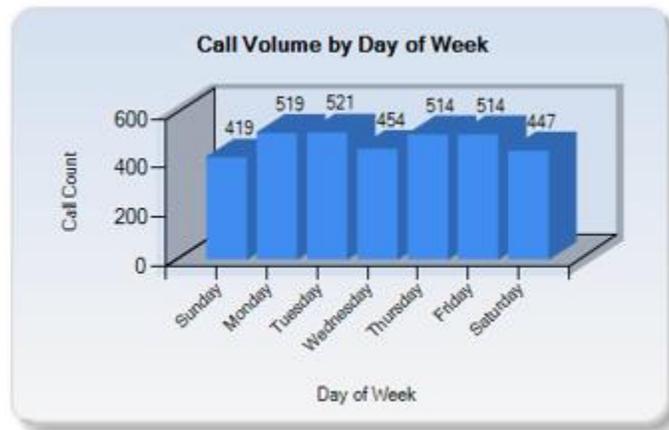
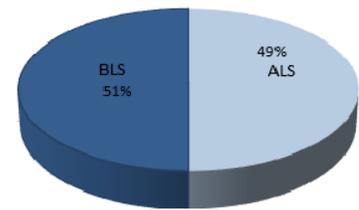
Fire (all types)	356
EMS	3,824
Hazardous Conditions	31
Non EMS or Fire	271
Police and Fire combined	1,052
<b>Total</b>	<b>5,534</b>

There were 5,534 incidents in 2017 which represents a 2.9% increase from 2016. EMS remains our most common call type. We have mutual aid contracts with Fire District 19 (Silvana), Fire District 21 (Arlington Rural), Fire District 24 (Darrington) and Fire District 25 (Oso).



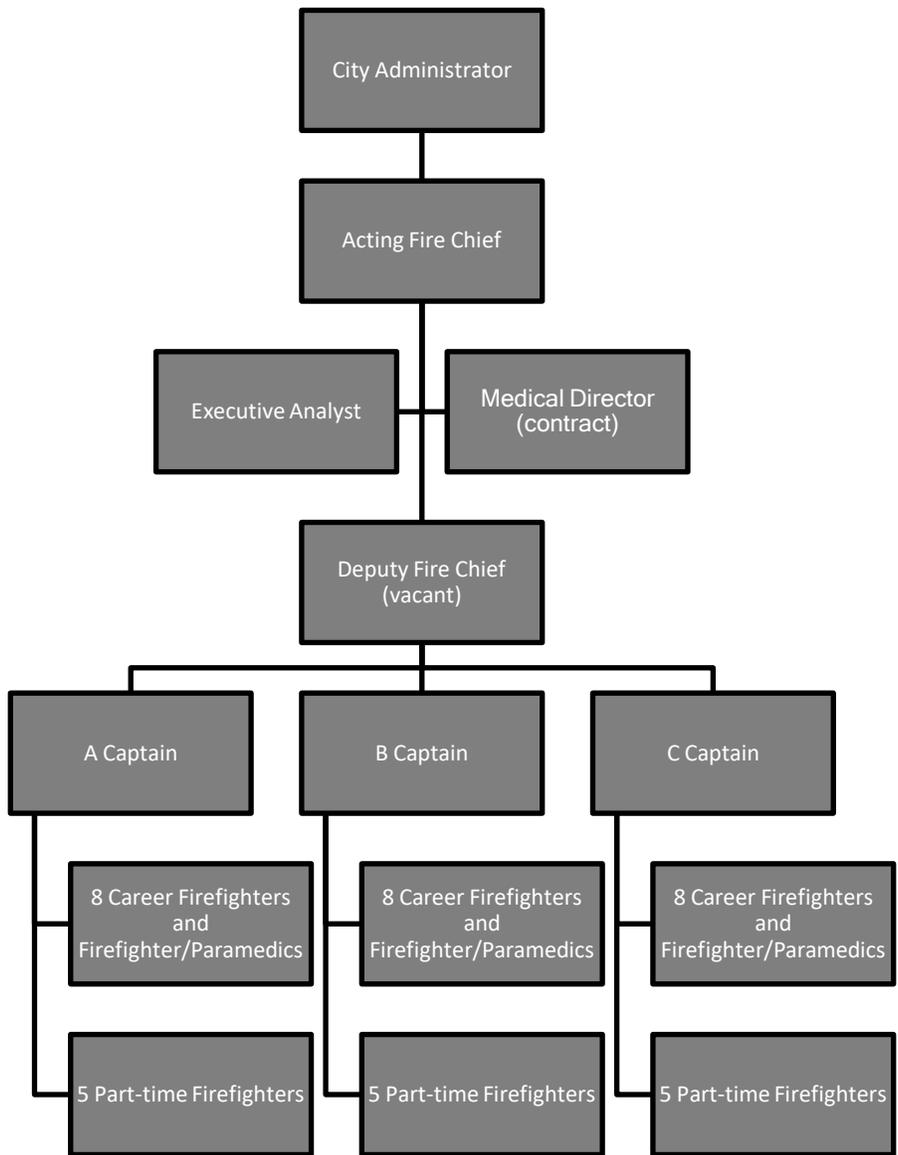
### ALS/BLS TRANSPORTS

	ALS	BLS	TOTAL
Jan	115	115	230
Feb	112	121	233
Mar	131	134	265
Apr	108	101	209
May	110	134	244
Jun	120	135	255
Jul	116	128	244
Aug	126	134	260
Sep	113	155	268
Oct	121	164	285
Nov	112	116	228
Dec	114	143	257
<b>Total</b>	<b>1398</b>	<b>1580</b>	<b>2978</b>



**Command Structure**

Arlington Fire Department operates under a chain-of-command which has been established by the Mayor and City Council. The chain-of-command, or organizational chart, is as follows:



**Fire Department Staffing Levels**

In 2017, Arlington Fire Department employed 27 career members and 15 part-time members. Arlington Fire Department is always actively recruiting part-time firefighters. No new career firefighter positions were added to the roster in 2017. The total numbers by their assigned areas of responsibility are as follows:

Chief Officers	1
Career Full-time Firefighters	27
Career Part-time Firefighters	15
Administrative Support	1
<b>Total Staff</b>	<b>44</b>

## 2017 YEAR IN REVIEW

2017 was a year of change and employee turnover at the administrative level within the department. Deputy Chief Cooper retired in June and Captain Kraski was promoted to assume the position beginning in July. In September, Chief Stedman left the organization to pursue other opportunities. Chief Kraski assumed the role of Acting Fire Chief and is serving in that capacity today. The Deputy role is currently vacant. Chief Cooper returned and is serving in a contract capacity approximately 16 hours per week, assisting where needed. Executive Analyst Stephanie Shook left in November to pursue other opportunities. In February 2018, the Executive Analyst position was filled by Theresa Ramey, who comes to us after a 20-year career as a 9-1-1 dispatcher at SNOPAC.

Firefighter/ EMT Jason Abrahamson graduated from paramedic school at the University of Washington Harborview Medical Center in June after 10 months of extensive training. The department's participation in the paramedic training program was made possible in part with the support of the Stillaguamish Tribe of Indians that provided the monetary funding and the firefighters union (IAFF Local No. 3728) that allowed the position to be backfilled by a part-time member of the department.

One of the department's goals is to grow our people in the fire service. Many of our part-time staff fulfilled their career goals by becoming full time firefighters at Arlington or other departments in Washington State. Craig Monson, Willy Harper and Sam Johnston were hired full time with Arlington. Nick Ames was hired by Bothell Fire, Sean Halpin was hired by Mukilteo Fire, Hunter Day was hired by Marysville Fire District, Karl Wiggins was hired by South King Fire & Rescue, Dan Wilson was hired by East Pierce Fire & Rescue, and Alex Johansen was hired by Central Kitsap.



Arlington Fire again activated for nine wildland fires in Washington and in Napa, California. This program is self-supportive, paying for salaries, backfill of staff, and compensation for equipment. In 2017, we billed \$166,000 for total expenses; \$127,000 was for salary reimbursement and \$39,000 was for equipment reimbursement. This continues to be a worthwhile program for department morale and community engagement.

We upgraded Medic #46 using the existing patient box and mounting it on a new chassis. Additionally, we replaced one of the staff vehicles that was 16 years old and was overdue for replacement on our replacement schedule. We participated in a regional grant to replace our aging self-contained breathing apparatus (SCBA's) with neighboring agencies through a FEMA Assistance to Firefighters Grant. We were unsuccessful in our application and have already reapplied in 2018.

In December 2017, 18 months of discussions to form a Regional Fire Authority (RFA) with Marysville Fire and Snohomish County Fire District 12 came to an end. We continue to look for ways to best serve the City of Arlington and surrounding areas.

## **MISSION, VISION AND PRIORITIES**

### **Our Mission:**

The mission of the Arlington Fire Department is to provide outstanding fire and emergency medical services to our citizens, businesses and guests with integrity, compassion and professionalism.

### **Our Vision:**

Our citizens always come first! To continually be recognized by our community as the leader in providing world-class customer service.

### **Our Priorities:**

Firefighter safety, incident effectiveness, and to reduce liability.

## CHALLENGES AND OPPORTUNITIES AHEAD IN 2018

- Creating a sustainable funding model for Public Safety (Police and Fire).
- Negotiate all our partner agency contracts.
- Negotiate a continued lease on Fire Station #48.
- Adjust EMS billing rates.
- Explore regional opportunities for service.
- Return to budgeted administrative levels.

The community will be experiencing growth in the coming years especially in multi-family housing with over 1,350 units planned in the next two years. This will bring approximately 2,750 additional people to our community and raise our call volume by an estimated 1,500 calls. We will hopefully hear a positive outcome regarding the five county grant request to establish a Community Paramedic program. Once it receives the funding, we can move forward with working with our most vulnerable and frequent users of emergency medical services resulting in more positive outcomes and fewer transports to hospitals.

## COMMUNITY OUTREACH

### PUBLIC EDUCATION AND COMMUNITY INVOLVEMENT

Public education and community involvement help to keep us connected with the residents of Arlington. Public education programs, while striving to provide accessible fire safety information to all Arlington residents, focus primarily on children, vulnerable populations, and historically underserved populations.

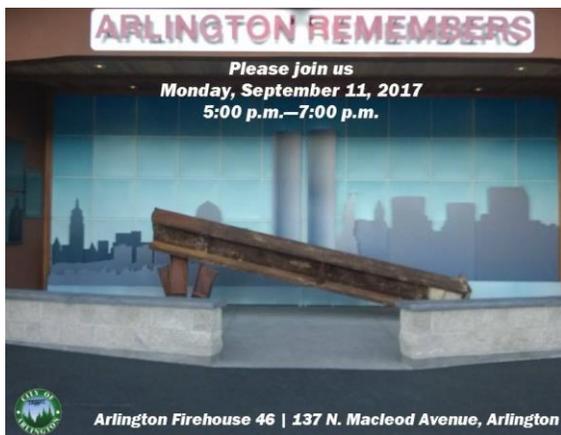
- The 2017 Santa Run generated 10,433 pounds of food and raised over \$1,800 for the Arlington Food Bank.
- During Fire Prevention week in November 2017, the department coordinated public education activities in all of our local preschools, elementary schools and surrounding child cares, reaching over 600 primary age children on fire safety.
- We participated in National Night Out 2017, visiting over eight neighborhoods in three hours, providing information and talking public safety measures with our residents.
- Muscular Dystrophy Association Fill-a-Boot.
- Cascade Valley Health Foundation's Festival of Trees.
- Arlington Community Resource Center's 2017 Point in Time (PIT) Count of homeless and unsheltered individuals in north Snohomish County

- Arlington Firefighters joined with Snohomish County Fire District #21 (Arlington Rural) to collect funds to give 120 brand-new winter coats to children in need in the Arlington School District.
- Presidents Elementary: Touch-a-Truck, Carnival and Hero Ball
- Eagle Creek Elementary: Great Kindness Challenge



## WE REMEMBER

For the last four years, the Arlington Fire Department has hosted 8<sup>th</sup> grade students from Post Middle School on Patriot Day, September 11 at Fire Station 46. Firefighters and command staff share the events of the fateful day, and the meaning of the day, not just to those in the fire service, but the nation as a whole. Students and staff gather at the City's memorial, a piece of steel from the World Trade Center (WTC), and learn some of the history of those that lost their lives. This is followed by a tour of Station 46. We take pride in the community's efforts to bring this piece of history to Arlington and invite the public to visit the memorial at any time.



## IN SUMMARY

2017 was a year of change for our department and 2018 will be no different. Some changes and decisions will be easy, while others will be more difficult. We look forward to working with the council, staff, and the community to create a sustainable funding model for public safety. Doing this prior to the next budgeting cycle of 2019-2020 will set our department up for success in the coming years. In the end, we will do what we have always done. We will continue to serve the community with pride and professionalism. I am proud to be a part of this organization because together, we are GREAT!

-Interim Fire Chief Dave Kraski

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