

# **Yakima Fire Department 2018 Annual Report**







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# Message from the Fire Chief

February 19, 2019



Honorable Mayor, members of the Yakima City Council and City Manager,

The Yakima Fire Department experienced numerous changes during the course of 2018. As your Fire Chief, I want you to know we are continuously evaluating the ways in which we provide the essential delivery of services to the residents of Yakima, in an effort to be as effective and efficient as possible. The most valuable asset to our department is our members; the men and women who are our responders, our 911 communications team and our support personnel, a team that responded to over ten thousand emergency incidents throughout 2018. As a department that is responsible for the mitigation of all risks and hazards, our members have countless hours invested in training. This training is required to maintain our operational readiness and also provides safety to our teams and the residents of our City. The purpose of this annual report is to highlight the activities of each of the divisions that make up our department and to acknowledge the achievements they made in 2018.

I would like to highlight for you that the fire department placed into service a new fire engine and a new ladder truck, replacing apparatus that had over 15 years of service. Placing the new engine and ladder truck in service allowed for us to transfer the engine being replaced to our sister city of Morelia, Mexico and the ladder truck we replaced will be transferred to Spokane County Fire District #4. Another highpoint for the fire department was the number of awards our Fire Prevention Division received for the programs we delivered to our residents and schools.

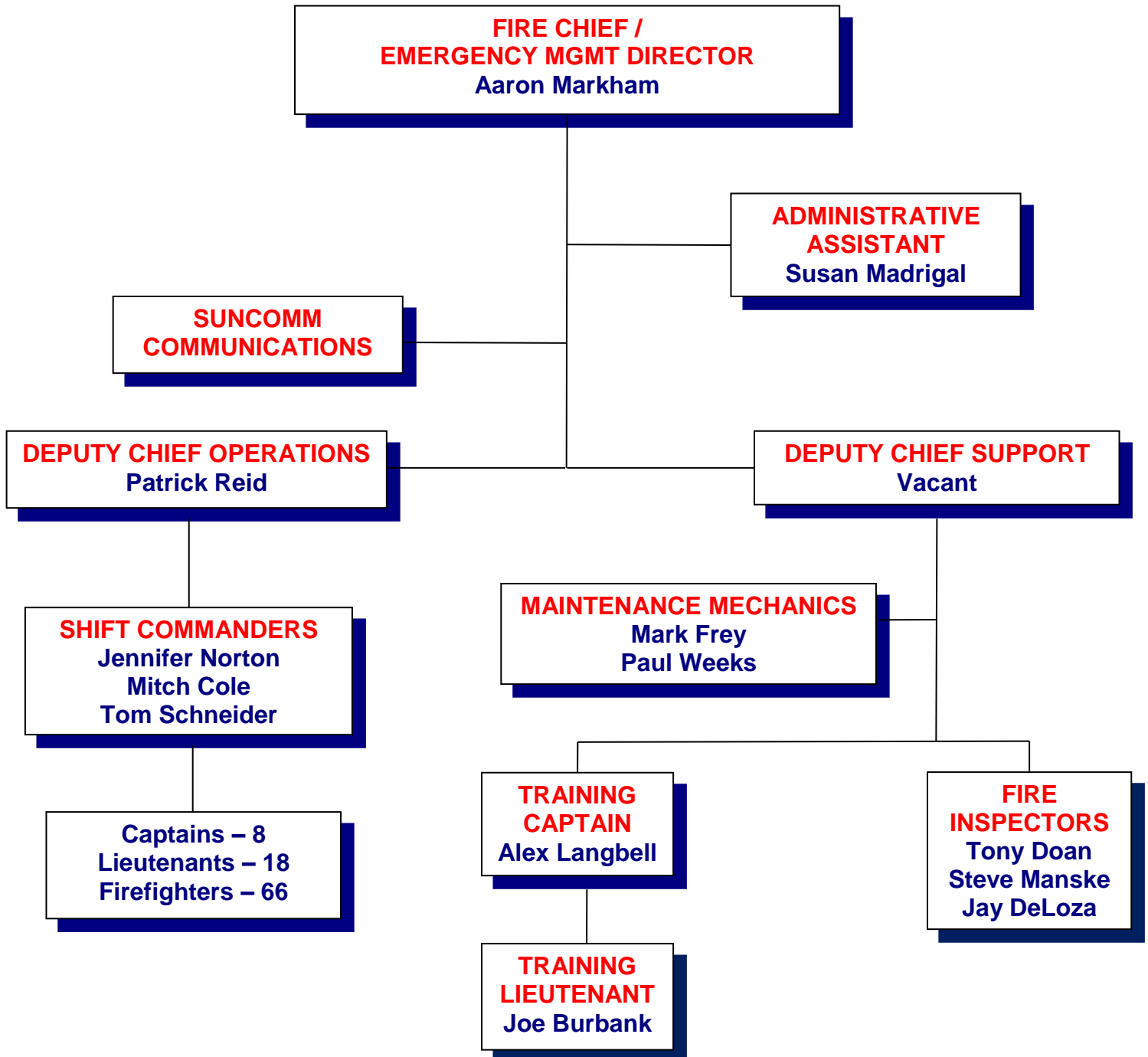
On behalf of the entire department, I want to thank you for continued support. It is an honor and privilege to serve you as the Chief of the Yakima Fire Department.

Respectfully,

Aaron J. Markham, Fire Chief

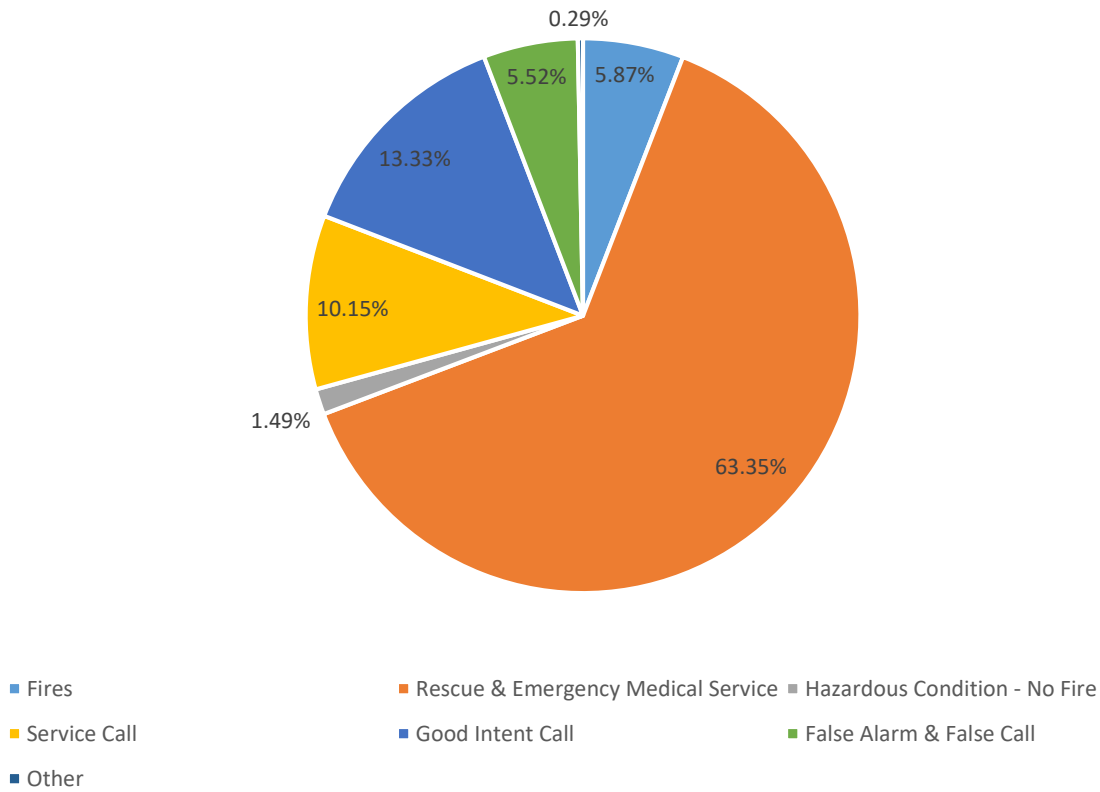
# City of Yakima Fire Department

## Organizational Chart – 2019



# TOTAL ALARMS IN 2018

This includes incidents within the City of Yakima, the City of Union Gap, Fire District #11 and Mutual Aid Responses



Major Incident Type	# of Incidents	% of Total
Fires	591	5.87%
Rescue & Emergency Medical Service	6375	63.35%
Hazardous Condition – No Fire	150	1.49%
Service Call	1021	10.15%
Good Intent Call	1341	13.33%
False Alarm & False	555	5.52%
Other	30	0.29%
Total	10063	100.00%

# Response Time Standards

## Fire Suppression

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Turnout Time: The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a fire suppression incident. The department should meet this standard 90% of the time.

2018 Average- 105 seconds  
Met standard- 68%

Travel Time: The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for the arrival of the first engine company to a fire suppression incident. The department should meet this standard 90% of the time.

2018 Average- 226 seconds  
Met standard- 69%



Full First Alarm Assignment: The City of Yakima Fire Department has adopted a response time standard of 480 seconds for the arrival of the full complement of a first alarm response to a fire suppression incident. The department should meet this standard 90% of the time.

2018 Average- 489 seconds  
Met standard- 66%

## Emergency Medical Service (EMS)

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Turnout Time: The City of Yakima Fire Department has adopted a turnout time standard of 90 seconds for an EMS incident. The department should meet this standard 90% of the time.

2018 Average- 88 seconds  
Met standard- 59%

Travel Time: The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for an EMS incident. The department should meet this standard 90% of the time.

2018 Average- 206 seconds  
Met standard- 70%

## Special Operations (Hazardous Materials and Technical Rescue)

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Turnout Time: The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a technical rescue incident. The department should meet this standard 90% of the time.

2018 Average- 125 seconds  
Met standard- 66%

Travel Time: The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for a special operations incident. The department should meet this standard 90% of the time.

2018 Average- 291 seconds  
Met standard- 51%

## Aircraft Rescue and Firefighting (ARFF)

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Turnout Time: The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for an ARFF incident. This standard should be met 90% of the time.



2018 Average-53 seconds  
Met standard- 100%

Travel Time: The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for an ARFF incident. The department should meet this standard 90% of the time.

2018 Average- 28 seconds  
Met standard- 100%

## Wildland Fire

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Turnout Time: The City of Yakima Fire Department has adopted a turnout time standard of 120 seconds for a wildland fire incident. The department should meet this standard 90% of the time.

2018 Average- 144 seconds  
Met standard- 58%

Travel Time: The City of Yakima Fire Department has adopted a travel time standard of 240 seconds for a wildland fire incident. The department should meet this standard 90% of the time.

2018 Average- 425 seconds  
Met standard- 27%





# Fire Prevention & Education Division

The Fire Prevention & Education Division's main focus is to educate residents about the risks from fire, hazards and injury in our community. Community Risk Reduction is paramount in prevention to keep our community safe by reducing loss of property and life through education.

In 2018, the Fire Prevention and Public Education Captain worked daily to educate our residents about the risks of fire, disaster preparedness, escape planning, improving health, and business safety education through safety messages, social media, local media, training classes and events within the community. Our Fire Prevention and Public Education Captain, Jeff Pfaff, received the 2018 Washington State Fire Chief's Outstanding Public Fire Educator of the Year Award and the 2018 Delta Dental of Washington Smile Award for his work in the community educating our youth and putting a smile on their face.

## **All Hazards Community Education:**

Our Fire Prevention & Education Captain taught fire safety and emergency evacuation skills to all of the 2<sup>nd</sup> grade students in Yakima Schools, Union Gap School, West Valley (Apple Valley, Wide Hollow and Summitview) Schools, St. Joseph Catholic School and Yakima Adventist Christian School. Over 2,000 second graders learned what to do in case of a fire, how to call 911 to report an emergency and how to make an emergency plan for home. We also interacted with many of our preschools to show the kids that "firefighters are your friend" and to not be afraid of us when we are in our gear.

Part of our commitment to Fire Life and Loss Prevention is our Smoke Alarm Program for those that cannot afford one. Since 2014, our program has been funded solely through a grant from Legends Casino. In 2018 our crews, with the assistance of the American Red Cross, inspected and replaced 258 smoke alarms and installed 40 batteries in over 130 homes in Yakima and Union Gap.



## **Media Relations and Events:**

Yakima Fire Department's Public Information Officer, continually works with our local media to get the most timely and accurate information out to our residents. Today everything is accessed in a split second, making his role with the media a critical component to keeping you informed about emergencies/hazardous conditions that can affect you and your family. From breaking news to public education announcements, we work hard to keep you informed.







In 2018, Yakima Fire Department's Training Division was led by Training Captain Alex Langbell and Training Lieutenant Joe Burbank and was overseen by the Deputy Chief. The Training Division, located adjacent to Station 95, utilizes its five story drill tower/burn room, training grounds, classrooms as well as other means to ensure that the department has the latest training in emergency response delivery.

Throughout the year 16,454 training hours were logged, which included structural, wildland and Aircraft Rescue (ARFF) firefighting operations. Additional training that occurred includes hazardous materials, a motorized jet boat handling class for our technical rescue team, emergency medical, driver operator and administrative training.

The Training Division also conducted two 8 week recruit academies, with a total of eight recruit participants. A total of twelve firefighters were on probation during the course of the year, four of which completed the 12 month probationary period in 2018.

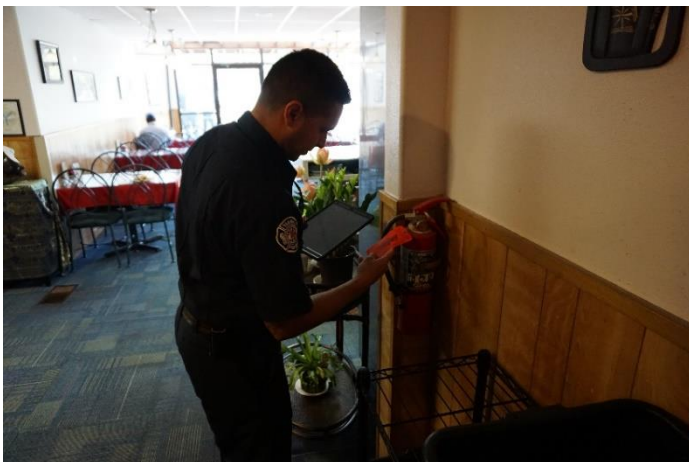


# Fire & Life Safety Division

In 2018 Yakima Fire Department's Fire & Life Safety Division, comprised of three Fire Code Inspectors, completed a total of 5,766 inspections. Steve Manske, Tony Doan and Jay DeLoza are all certified through the International Code Council as Fire Code Inspectors.



In the months of October and November the Inspection Division completed all of Union Gap's Annual Fire Code Inspections for a 4<sup>th</sup> straight year. Union Gap's Inspections totaled 786, while Yakima totaled 4,980. The Fire & Life Safety Division was able to complete initial inspections on 48% (2,257) of the 4,708 occupancies located in Yakima.



Type of Inspections	Total Inspections in 2018
Annual Fire Code Inspections Commercial	2,274
Annual Fire Code Inspections Residential	441
Compliance Re-Inspections	2,649
Daycare Inspections	18
Fire Inspection Reports	248
Quarterly Inspections	33
Complaint Follow Up	12
Events	91
Total	5,766





One of the Divisions that the City of Yakima Fire Chief oversees is SunComm (Yakima County 911). SunComm is a multi-agency and multi-jurisdictional 9-1-1 and dispatch center that serves the City of Yakima and Yakima County.

**Statistics:**

In 2018, SunComm officially began accepting 9-1-1 calls via text. After several media releases and interviews SunComm slowly began to see an increase in activity via text to 9-1-1. While we saw several thousand texts incoming to 9-1-1, of those texts only 201 actual incidents were generated in 2018.

Total 911 Calls: 149,829  
Admin. Lines: 146,976  
Text-2-911: 201

SunComm dispatched the following number of incidents for the following agencies in 2018:

Yakima Fire: 9,816

Yakima Police:  
Incidents – 91,484  
Traffic Stops – 28,390

Yakima County Fire Districts: 4,503

Union Gap Police:  
Incidents – 6,909  
Traffic Stops – 2,402

The National Emergency Number Association (NENA) call answering standard/model recommendation is that 90% of all 9-1-1 calls are answered during peak hours within 10 seconds. SunComm does an exceptional job exceeding those standards during all hours, not just during times of peak call volume.

January: 99.87% in 3.886 Seconds	July: 99.53% in 3.864 Seconds
February: 99.59% in 3.772 Seconds	August: 99.71% in 4.006 Seconds
March: 99.57 in 3.962 Seconds	September: 99.39% in 3.894 Seconds
April: 99.42% in 3.769 Seconds	October: 99.81% in 3.872 Seconds
May: 99.16 in 4.005 Seconds	November: 99.78 % in 4.228 Seconds
June: 99.81% in 3.981 Seconds	December: 99.73 % in 4.073 Seconds

**Personnel:**

SunComm has 36 total personnel positions. Three Administrative positions consisting of a Director, Assistant Manager and an Office Assistant. Six Supervisors positions, of those, five are floor Supervisor and one Training Supervisor. Thirteen Dispatcher positions and Fourteen Calltaker positions.

## Special Teams

### **Tactical Dispatch:**

Since the inception of the Tactical Dispatch team in 2016, there has been much growth. In 2018, the team began planning with Yakima Fire for the Fire Coordinator position. Tactical dispatchers provide a much needed support position for the planning and coordination of single large incidents, multi-jurisdictional incidents and scenarios where several incidents are occurring at the same time. In January, the tactical dispatchers attended a course for coordinating several complex incidents, including acting as a liaison with emergency management in efforts to ensure proper resource distribution and documentation.



Equally so, Tactical Dispatch team members continued training and deploying with Yakima's Special Weapon And Tactical (SWAT) Team. Dispatchers attended SWAT's full scale scenario training, which occurred at Yakima Training Center, deploying real-life scenarios to test responses. Tactical Dispatchers took part as scribe and timekeeper, documented the details of the incident, acted as liaison with the Crisis Negotiation Team and SWAT Tactical Command in an effort to keep a cohesive scene, all while keeping Suncomm updated with activity that may impact the center.



### **CISM:**

SunComm's Critical Incident Stress Management (CISM) team is made up of four individuals trained to deal with critical incidents. This group of individuals assists those involved in critical incidents to share their experiences and emotions, provide education in regards to the reactions or symptoms of stress and possibly assist with the referral process for higher care if needed. This process is voluntary, confidential and informal. On average each member conducted 29 one-on-one's during 2018. We held 2 group sessions and responded to SunComm a handful of times to allow for adequate reflection time.

### **TERT:**

SunComm is a part of the Washington State Telecommunicator's Emergency Response Team, otherwise known as TERT. This team deploys to other Communications centers in the event of large scale emergencies, allowing the employees at that those communications centers the opportunity to focus on their families, homes and personal matters while our dispatchers work the imminent threat of the event. Mutually, if SunComm were to face a large scale disaster in their area, other TERT teams would deploy and provide the same service to them.

While our team did not deploy to any incidents in 2018, they maintained their certifications, held their annual planning meetings and were prepared throughout 2018 to aid in the event of any disasters.