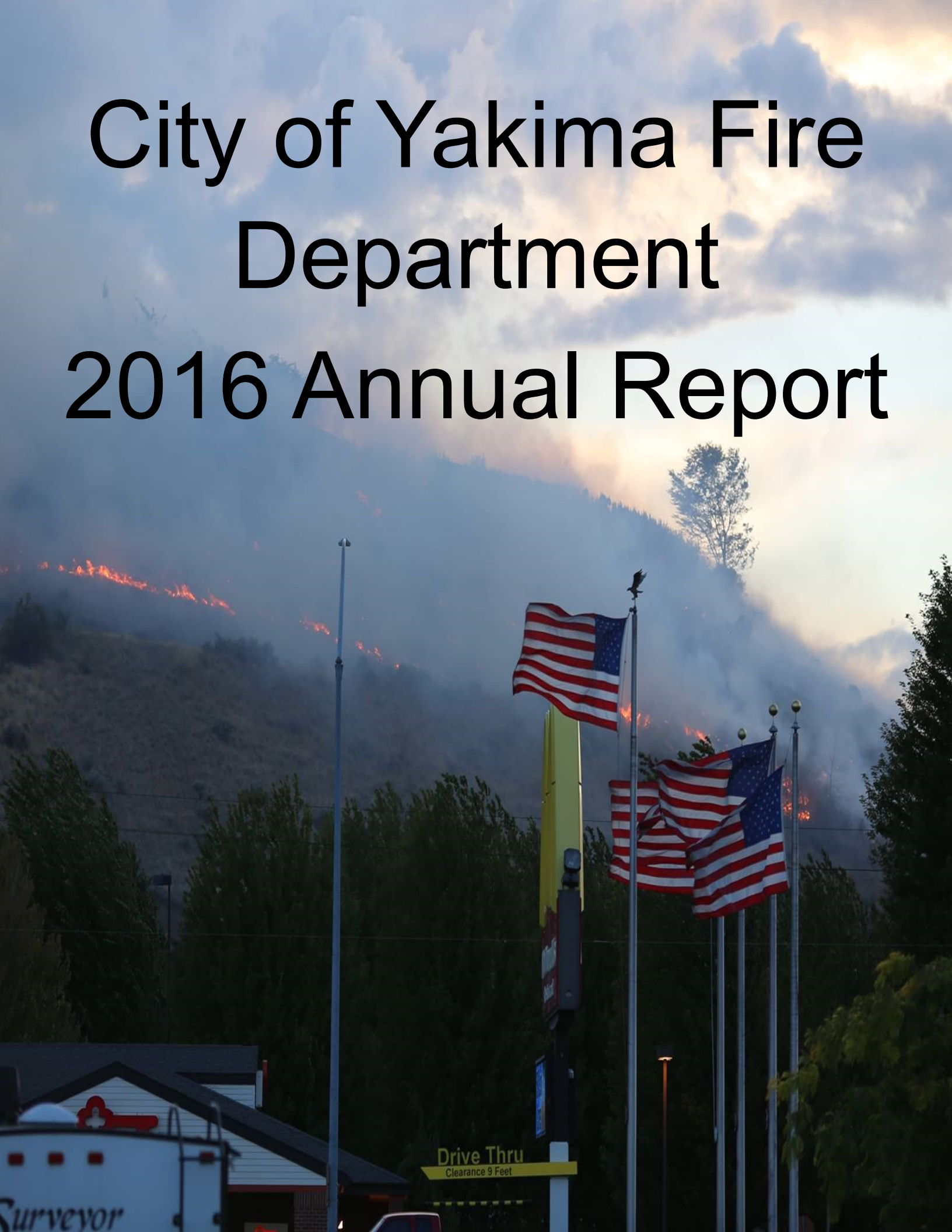
City of Yakima Fire Department 2016 Annual Report



CITY OF YAKIMA FIRE DEPARTMENT
2016 ANNUAL REPORT

TABLE OF CONTENTS

LETTER FROM THE CHIEF 1

ORGANIZATIONAL CHART 2

PERSONNEL LIST 3

PERSONNEL CHANGES 4

RUSTY HAUBER MEMORIAL OUTSTANDING ACHIEVEMENT AWARD 5

ALARM STATISTICS 6

RESPONSE TIME STANDARDS 7-8

OPERATIONS DIVISION 9

EMERGENCY MANAGEMENT DIVISION 10

PREVENTION DIVISION 11-13

TRAINING DIVISION 14

Administration
Fire Suppression
Fire Investigation
Fire Training
Fire Prevention
Public Education

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July 28, 2017

Honorable Mayor and members of Yakima City Council,

As staff members of the Yakima Fire Department (YFD) set about compiling information for the 2016 Annual Report, each of us expressed astonishment at just how quickly the year had come and gone. Not unlike each of the City's departments and divisions that work collaboratively to meet the needs of the residents of Yakima, YFD has been a veritable whirlwind of non-stop activity. In the midst of all this activity, it is my pleasure to reflect upon 2016, and to provide you with some interesting and easy-to-digest examples of the many things that have been taking place in your fire department.

Because YFD is about people working together to accomplish a common mission, in addition to the traditional statistics you will find in this report I offer to you these personnel-related items of significance:

> 2016 involved the continuation of a fairly extensive personnel attrition cycle within our suppression division. The attrition cycle resulted in a domino effect, because at the same time we were saying farewell to several longtime members, we were busy recruiting, hiring, and training entry-level firefighters to fill those voids. Another consequence of the attrition cycle was the need to conduct assessments/promotion processes to fill the vacancies in our mid-level supervisory positions. Admittedly hectic at times, this personnel movement formed a stronger YFD through engagement of virtually the entire workforce in learning, teaching, mentoring, and most importantly serving.
>
> In a time when communication from the public clearly demonstrates their uneasiness, I am especially proud of the consistent, positive feedback that is received by YFD. Frequent correspondence received from members of the community cite positive customer service experiences as a result of emergency responses, public education activities and service calls where firefighters have helped to solve a problem when residents didn't know who else to call. Such positive feedback is no accident, but instead the product of an unmatched passion and capability of your fire department.

Lastly, in 2013 the Washington Surveying and Rating Bureau (WSRB) - a non-profit agency that is a source of property underwriting for the insurance industry – rated YFD for its overall fire protection and prevention capabilities. The class 4 rating assigned provided YFD with some quantifiable data, and a template for enhancements to virtually every area of our operation. Since the time of that 2013 rating, we have been working diligently toward the goal of achieving a class 3 rating during the next re-rating cycle.

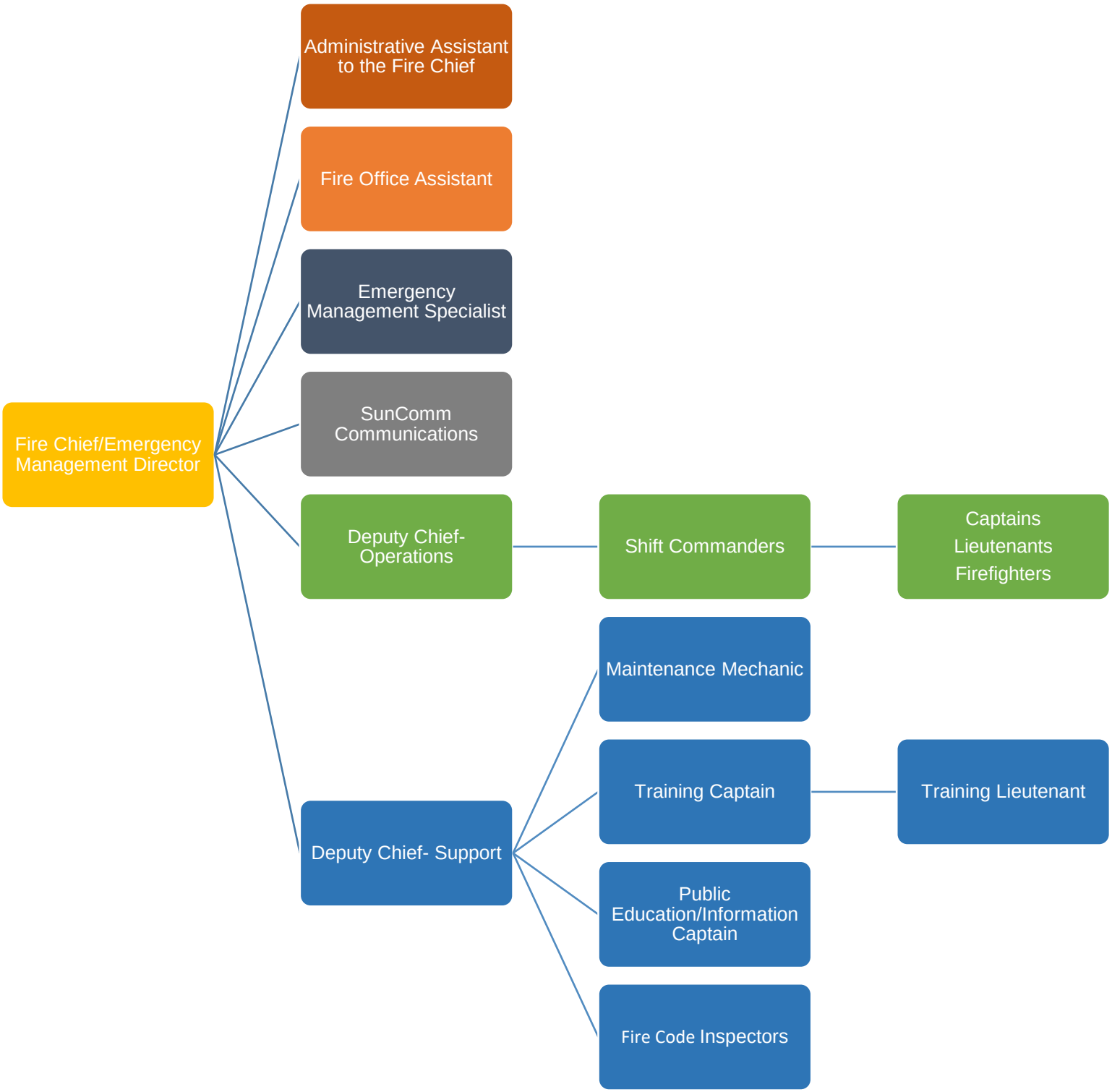
To call 2016 a dynamic year for YFD would be an understatement, and yet we fully anticipate – and are prepared for those challenges that await us in the future.

Respectfully,

Bob Stewart
Fire Chief

"The Yakima Fire Department is dedicated to providing quality public safety services to our community."

City of Yakima Fire Department Organizational Chart



City of Yakima Fire Department Personnel

ADMINISTRATION

Chief of the Department	Bob Stewart
Deputy Chief- Operations	Mark Soptich
Deputy Chief- Support Services	Ted Vander Houwen
Administrative Assistant to the Chief	Royale Schneider
Fire Office Assistant	Susan madrigal

DAY POSITIONS

Public Education/Information Captain	Jeff Pfaff
Training Captain	Alex Langbell
Training Lieutenant	Kari Brown
Mechanic	Mark Frey
Fire Code Inspector	Tony Doan
Fire Code Inspector	Steve Manske
Emergency Management Specialist	Charles Erwin

SHIFT COMMANDERS

Mitch Cole
Jennifer Norton
Tom Schneider

CAPTAINS

Brandon Dorenbush
Tim Kerns
Jeremy Rodriguez
Dave Stark
Tim Whitehurst
Rocky Willette
Don Wolterstorff

LIEUTENANTS

Gregory Ahmann
Brent Bauer
Joseph Burbank
Cody Burton
Charles Derrick
Don Dexter
Gary Gefre
Jonathon Hood
Brian Kneisler
Steven Lockwood
Ed Moore
Kai Nishida
Jason Ray
Nick Sloan
Hans Solie
Michael Trujillo
Mike Wagner

FIREFIGHTERS

Joanna Albrecht
Mark Ancira
Daniel Apodaca
Joseph Armstrong
Bryan Bauer
Andrey Belza
Robert Benner
Larry Bird
Ty Brown
Mark Buskas
Christopher Casey
Jeff Charters
Travis Christopher
Ryan Croffut
Kyle Davis
Pete Day
Travis Dexter
Peter Duthie
Jay Elmo
Tim Gese
Patrick Golie
Peter Gresham
Ryan Hatfield
Justin Heilman
Travis Hellewell
Brad Hopkins
Jason Horton
Marcus Hudson
Dan Jensen
Kenneth Johnston
Jeff Jones
Bill Kotzin
Bil Lealos
Patch Lewis
Shane Macias
Chris Manion
Dan Mansfield
Kelley Melcher
Andrew Morales
Ronnie Morton
Shannon Needham
Trenton Nelson
Adam Nichols
Tyler Quantrille
Randy Raschko
Peter Rasmussen
Patrick Riffie
Brian Robertson
Brendan Rothwell
Keith Rumble
John Ryan
Michael Sandman
John Shahan
Kory Simmons
Brian Smillie
Kristine Stark
Jeremiah Stilley
Chris Willette
Brian Williams
Chad Williams
Robert Williams
Jason Wilson

RESERVE MEMBERS

Eferon Betancourt
Erin Betancourt
Jacob Brown
Jay Cruz
Scott Eier
Lloyd Jensen
Cindy Parsons
Francis Razey
Stephanie Razey
Matt Strunk
Cody Tusler
Susan Whitman

PERSONNEL CHANGES

New hires in 2016:

Patrick Golie
Trenton Nelson
Brendan Rothwell
Keith Rumble
Chris Willette

Promotions in 2016:

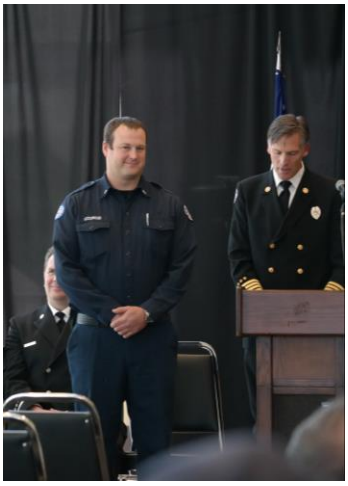
Tim Kerns
Steven Lockwood
Nick Sloan
Jeremy Rodriguez

Retirements in 2016:

Bruce Drollinger
Chuck Heath

Separation from Service in 2016:

Andrew Blake
Adrian deMestre
Joshua Weaver



Rusty Hauber Memorial Outstanding Achievement Award

Named for City of Yakima Firefighter Rusty Hauber, who lost his life during a rescue operation in 1997, this annual peer-nominated award recognizes members of the City of Yakima Fire Department (YFD) who have demonstrated an over-and-above passion for making both the department and the community a better place. Of the several commendable nominations that were submitted, it was difficult to choose between two standouts, so a decision was made for both to receive the award. Those members are:

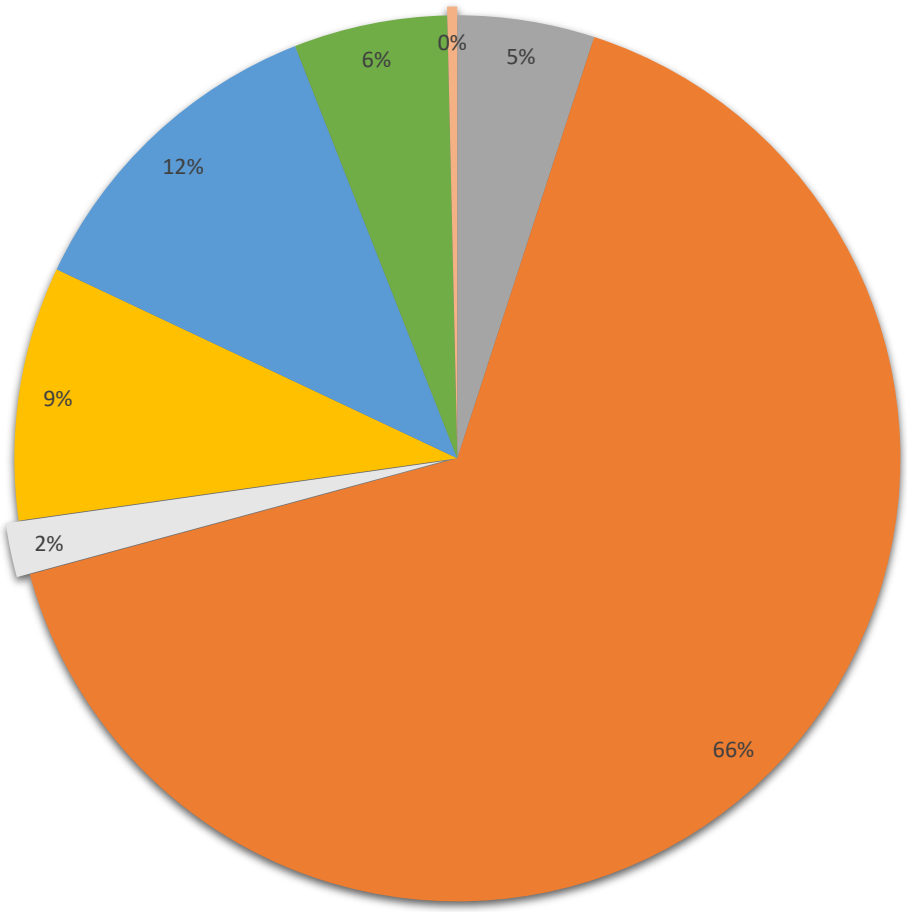
Firefighter Dan Jensen, a 12 - year veteran of YFD

Firefighter Patch Lewis, a 1 - year veteran of YFD

Congratulations to both, and thank you for your contributions

TOTAL ALARMS IN 2016

This includes incidents witin in the City of Yakima, the City of Union Gap, Fire District #11 and Mutual Aid responses



Fires
Rescue & Emergency Medical Service
Hazardous Condition- no fire
Service Call
Good Intent Call
False Alarm & False Call
Other

Major Incident Type	# of Incidents	% of Total
Fires	466	5.00%
Rescue & Emergency Medical Service	6129	65.78%
Hazardous Condition- no fire	184	1.97%
Service Call	863	9.26%
Good Intent Call	1120	12.02%
False Alarm & False Call	522	5.60%
Other	34	0.36%
Total	**9318**	**100.00%**

Response Time Standards

Fire Suppression

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.

2016 Average- 110 seconds

Met standard- 64%

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.

2016 Average- 238 seconds

Met standard- 58%

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.

2016 Average- 429 seconds
Met standard- 69%

Emergency Medical Service (EMS)

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.

2016 Average- 85 seconds
Met standard- 62%

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.

2016 Average- 208 seconds
Met standard- 71%

Special Operations (Hazardous Materials and Technical Rescue)

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.

2016 Average- 110 seconds
Met standard- 65%

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.

2016 Average- 295 seconds
Met standard- 51%

Aircraft Rescue and Firefighting (ARFF)

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.

2016 Average-28 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.

2016 Average- 92 seconds

Met standard- 100%

Wildland Fire

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.

2016 Average- 102 seconds
Met standard- 67%

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.

2016 Average- 288 seconds
Met standard- 34%

Operations Division

The functions of the Operations Division are what most members of the community are familiar with. Operations has the responsibility for emergency and non-emergency response/service calls (9,318 in 2016) as well as the highly visible apparatus its members use to accomplish those calls.

In the simplest of terms, members of YFD's Operations Division are problem solvers. It is true they are Firefighters and Emergency Medical Technicians (EMT's), and those functions account for most of their activities, yet what they do on a daily basis goes well beyond suppressing fires and helping the sick and injured. These members train relentlessly to develop the capability to mitigate a wide range of eventualities, but at the incident scene there are few – if any – situations that can be considered textbook. Atypical is perhaps the best way to describe what our members find at many incident scenes, and these very situations are where the members' training and creativity come together to develop and execute an appropriate course of action to mitigate the problem.

So then, the Operations Division is the response backbone of YFD. When members of the public see a fire engine or ladder truck out in the community, that crew is comprised of a 3-person team that possesses the knowledge, skills and ability to effectively solve a vast array of problems.

Emergency Management Division

The City of Yakima Emergency Management Division leads and coordinates mitigation, preparedness, response and recovery to minimize the impact of disasters and emergencies on the people, property, environment and economy.

Some of the accomplishments of 2016 include:

- The printing and distribution of emergency preparedness guides in both English and Spanish.
- The enhancement of the city's Emergency Notification capability by adding groups that would be notified; e.g., high-risk population centers, hospitals and other community partners.
- The acquisition of the Department of Homeland Security (DHS) Preparedness Grant Program funding of $53,449, to be used for emergency/disaster planning, preparedness and response activities.
- Continuation of enhancements and sustainability of the city's multiple Emergency Operations Center (EOC) Command Centers.
- The division maintains 24/7 on-call operational capability locally using our SunComm alert and warning system, county-wide with Yakima County's Emergency Notification Network and state-wide through the Washington State Emergency Notification System.

City of Yakima
Emergency
Management
Public Safety, Public Trust

Prevention Division

Inspection Division

The Fire and Life Safety Inspection division plays a crucial role in the prevention of fires. Comprised of three inspectors certified as Fire Inspector I through the International Code Council (ICC), these members are tasked with verifying compliance with the International Fire Code (IFC), as adopted by the State of Washington and the City of Yakima.

The mission of this division is accomplished through on-site inspections of retail, commercial and industrial establishments, and multi-family residential housing with 3 or more units. Although not the primary mission of the division, through their contacts with the business community, the inspectors provide valuable education. Explaining code requirements and answering questions creates safer work environments for employees, for the public who visit their establishments, and for the first responders who respond to emergencies.

During 2016, the division completed 2,760 initial inspections. Of those, 501 were completed within the City of Union Gap as a component of the Fire Services Agreement. In addition to the initial inspections, a total of 2,898 re-inspections were conducted to verify compliance.

Recognizing the value in prevention activities, the Yakima City Council in 2016 demonstrated support for the inspection program through implementation of a modest inspection fee schedule. The fees assessed are proportionate to the actual costs associated with the program, and help to ensure the continuous operation of this important prevention function.

Since the inspection program's resurrection in 2015 under authority of the Yakima Fire Department, the work accomplished by this division has served as one of the key components toward the goal of improving our Washington Surveying and Rating Bureau (WSRB) rating from a class 4 to a class 3.

Education

Education plays a large role in Fire Prevention for residents, in local schools, and within the business community. The main focus is Community Risk Reduction or CRR, which identifies risk factors that we focus on to reduce the risk of fire and injury to our residents. Our efforts strive to educate you about the risks of fire, disaster preparedness, escape planning, health improvement, and business safety education through safety messages, social media, local media, training classes, and events within the community.

Fire Prevention begins at the basic level of education and engaging our residents to make a change in an unsafe behavior, habit or routine. Our priority is you and preventing fire from destroying everything you've worked so hard for. Part of our commitment, solely through donations and grants, is our Smoke Alarm Program. With the assistance of the American Red Cross we installed, inspected and replaced smoke alarms, for those that could not afford them, in over 230 homes in Yakima and Union Gap.

Our Fire Prevention Captain taught over 2,100 2nd grade students about fire safety, how to escape a fire, stop drop and roll, escape planning, and the importance of a Smoke Alarm in their home. Our crew members' days are filled with mandatory training and education, but we do get some time to schedule tours of the stations. In 2016 we had 23 station tours where over 325 children and adults learned about the daily life of a firefighter.

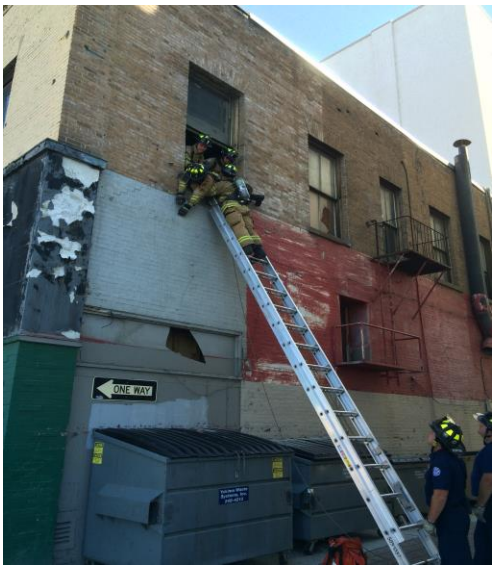
Teaching and training local businesses in the use of a Fire Extinguisher is another part of our education program. Two major components of this training are to identify when to use an extinguisher and how to activate responders. In an emergency one thing that can be overlooked is calling of 911, delaying the response. We stress that we would rather have multiple calls reporting the incident vs. none. The sooner you call, the quicker the response. Throughout the year, the Fire Prevention Captain conducted nine Fire extinguisher training classes to local businesses, educating over 110 staff members from small businesses to large corporations, including Yakima Valley College (YVC) maintenance staff.

Media Relations and Events

Media Relations: A big part of Fire Life & Safety Education is to use multiple sources to get our message out. In 2016 Fire Prevention Captain Jeff Pfaff spent time daily communicating safety messages on Facebook and Twitter as well as scheduling stories with our local and national television and newspaper affiliates. Our goal is to utilize all means of media to notify the public when there is a fire or medical impact to our community. In our community, and nationwide, statistics show that nearly 20% of the population does not have access to the internet or social media. Our organization had the honor of having Captain Pfaff participate in the 2016 Washington State Fire Chief's Conference, as a speaker, educating fire service leaders on how to engage their community through the media.

Events: Fire Department crews attended some of the major events throughout Yakima, including downtown, during the course of the year. They provided safety education and EMS/Fire services, as a part of our commitment to the residents of the City of Yakima.

Training Division

In 2016 the City of Yakima Fire Department's Training Division was led by Training Captain Alex Langbell and Training Lieutenant Kari Brown; overseen by Deputy Chief Mark Soptich. 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 16,827 training hours were logged, to include: Aircraft Rescue Firefighting (ARFF) training, Hazardous Materials training, Wildland training, Technical Rescue training, EMS training, Driver training, firefighter training and other miscellaneous training.

In 2016, the Training Division also conducted two 8 week recruit academies, with a total of seven recruit participants. There were a total of nine firefighters on probation during the course of the year, three of which completed the 12 month probationary period.