

2020

ANNUAL REPORT



SNOHOMISH REGIONAL FIRE & RESCUE





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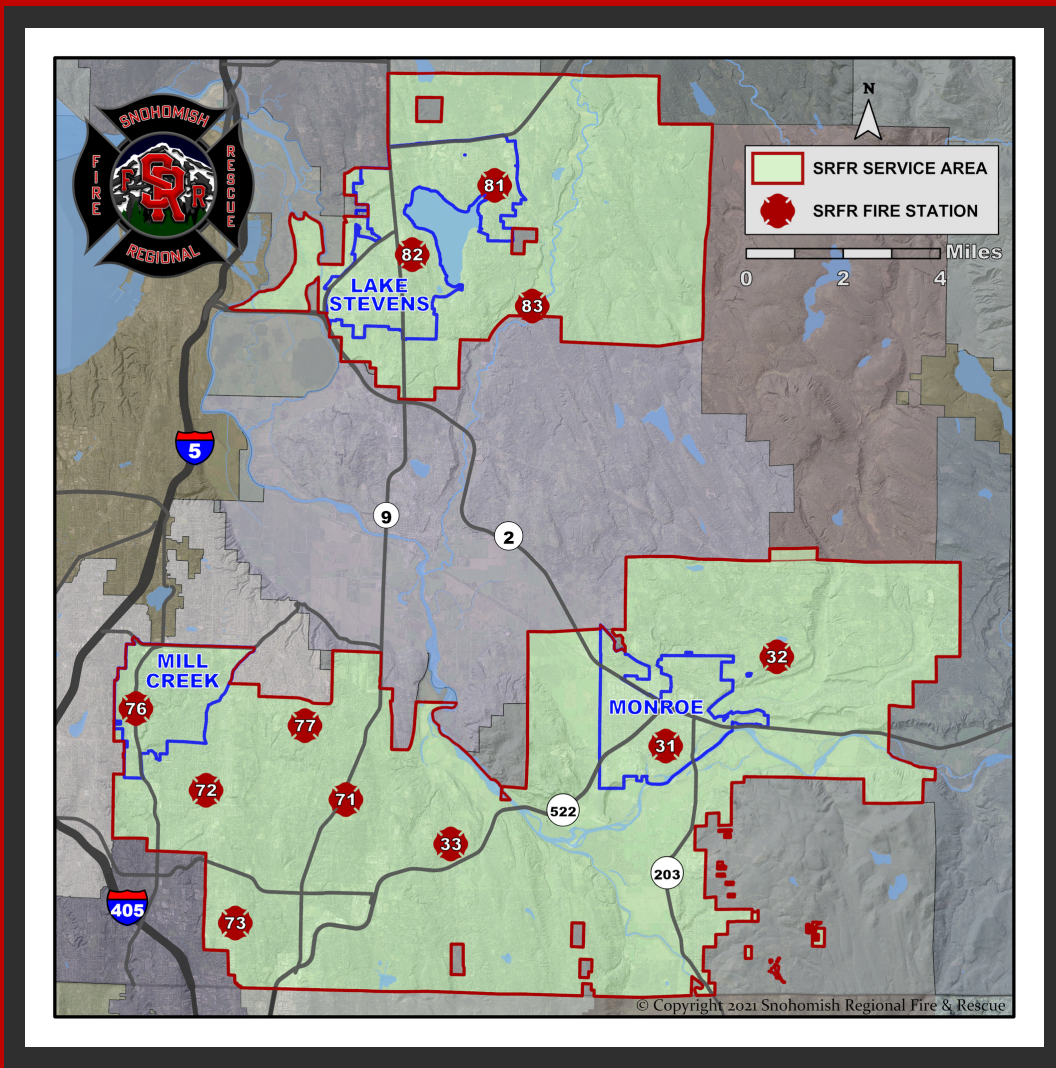
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Nextdoor



Square Miles Protected:

140



Population Served:

162,000



Number of Personnel:

257



Number of Fire Stations:

11

BOARD OF COMMISSIONERS

Snohomish Regional Fire & Rescue's Board of Fire Commissioners are elected by the voters to represent the public's interest for fire and emergency medical services. Our agency is committed to providing the best service possible in a fiscally responsible manner. The district works diligently to operate under a balanced budget, and has earned another clean audit by the state. All of the board's meetings are open to the public and accessible to our community through an online forum, BlueJeans. We also provide information through our website, community newsletters, and social media platforms.

Our fire agency is an independent junior taxing district. We do not receive tax dollars from state or county governments. Our daily operations are primarily funded through two local voter approved levies paid through property taxes. The combined tax rate for 2020 was \$1.71 per \$1,000 of assessed property value. By law, levy funding is limited to a 1% annual increase. This presents a funding challenge when general inflation increases more than 2% annually. Despite this challenge, we will continue to work hard at being fiscally responsible.

The year 2020 presented many challenges due to COVID-19. Snohomish Regional Fire & Rescue was well positioned with pre-planning and preparation for these challenges. There were no interruptions in emergency services during the pandemic. Your dedicated first responders continually trained and adapted to safely deliver service to our citizens.

The Board of Commissioners continue to ensure that we provide the highest level of service for our citizens. We will continue to work toward service improvements, quality assurance and firefighter safety and training. We appreciate any feedback from our citizens and thank you for your support. We would also like to thank all of our first responders and staff for their dedication and commitment on behalf of our citizens.



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MESSAGE FROM THE FIRE CHIEF

For many reasons, 2020 will go down in history as an extraordinary year. The COVID-19 Pandemic certainly tops the challenges for this historic year. Other challenges have included civil unrest and a contentious presidential election.

On a very positive note, January 1, 2020 marked the genesis of our newly formed fire district; Snohomish Regional Fire & Rescue (SRFR). We brought together the strength, talent, dedication, and professionalism of Snohomish County Fire District 7 and Lake Stevens Fire to become a new robust, emergency services organization. SRFR now serves over 162,000 people, over 140 square miles in the great communities of Monroe, Lake Stevens, Clearview, Maltby, Mill Creek, and other areas of unincorporated Snohomish County.

2020 has been a year of building our team and coming together as one stronger organization. Our people have done an outstanding job working together, and we have improved service to the residents we serve. We see these efficiencies in firefighter training, administrative services, and most importantly in the fire district's ability to respond to large-scale emergencies like COVID-19. With a larger team, we have been able to specialize and dedicate staff to planning, organizing, and deploying our people and resources in a systematic and efficient manner.

As we continue to grow together as one team, we are working to update key guiding documents for the district. Over the last year, SRFR has had teams meeting virtually to develop our Strategic Plan, Standards of Cover, and Capital Facilities Plan. These plans will guide the fire district by outlining our mission and values, along with assessing the service we provide to our communities and how we can continue to improve.

It is only through community support that we have been able to build an advanced emergency response system in Snohomish County with highly trained personnel and progressive rescue programs. All of us at Snohomish Regional Fire & Rescue are grateful to have the opportunity to serve our amazing communities.



Fire Chief
Kevin K. O'Brien
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REGIONALIZATION

JANUARY 1, 2020 SNOHOMISH COUNTY FIRE DISTRICT 7 AND LAKE STEVENS FIRE
MERGED FORMING SNOHOMISH REGIONAL FIRE & RESCUE.

MERGER

During the August 2019 Primary Election, voters in Lake Stevens Fire's jurisdiction approved merging with Snohomish County Fire District 7 by almost 80 percent. The merging of the organizations officially took place January 1, 2020, and this involved several steps.

Effective January 1, 2020 both boards started representing and serving as fire commissioners for the new organization. Through the election process, the number of fire commissioners will be reduced back to five. Any resident who lives in former Lake Stevens Fire or Fire District 7 can run for these positions.

The two Districts started working to combine administrative functions early in 2019, immediately creating efficiencies. Fire District 7's Fire Chief Gary Meek retired at the beginning of 2020. Chief Kevin O'Brien from former Lake Stevens Fire assumed the role of Fire Chief of the merged agency.

Lake Stevens Fire's voters approved the merger with Snohomish County Fire District 7 by almost 80 percent.

Emergency services continued to be provided the same level and quality throughout the new jurisdiction. The merger improved firefighter training, increased the fire district's ability to respond to large-scale emergencies, and enabled the organization to create the Logistics Division. The Logistics Division focuses on facility maintenance of the organization's 13 facilities, supplies purchasing, procurement and distribution, and asset tracking, all of which translate to better service for the public.

PERSONNEL BREAKDOWN



Commissioners:

9



Administration:

15



Career
Firefighters:

180



Part-time
Firefighters:

25



Administrative
Support:

20



Mechanics:

7



WE ARE SNOHOMISH REGIONAL FIRE & RESCUE



MISSION - PRIORITIES - GUIDING VALUES

MISSION: Save lives, protect property, safeguard the environment, and take care of people.

PRIORITIES

BUILD OUR TEAM

- Support robust safety and training
- Seek continuous improvement with humility
- Engage our community - Learn about our communities and build relationships
- Support all team members to effectively accomplish our mission. We are one team.
- Pursue face to face communications - Seek first to understand then to be understood

UPDATE AND DEVELOP SYSTEMS AND PROCESSES

- Demonstrate fiscal stewardship for all activities
- Begin the strategic planning process
- Determine district funding philosophy
- Develop/update a comprehensive Capital Facility Plan

GUIDING VALUES

SERVICE

How you serve isn't a measure of your skills, it's an example of your character. We treat all professionally with dignity, kindness, empathy and respect.

LEADERSHIP

We are an organization that prepares our members to assume leadership roles through training and compassion to serve. We are an organization that ensures inclusiveness, participation at all levels, with organizational input measures in place. We will enable and empower our members to make decisions at all levels.

PROFESSIONALISM

Connect with our customers by holding ourselves accountable in a way that shows pride for what we do. We are highly trained and motivated to do our job and serve our customer.

FAMILY

Families look out for each other first and ourselves second. Families protect each other and build each other up. We will respect, encourage, and assist one another.

TRANSPARENCY

Open and honest communication with the goal of building trust and accountability. We promote openness and transparency ensuring we are accountable for our actions.

HUMILITY

We are all equal human beings serving each other with the common goal of serving other human beings. Anchored by humility we are able to expand our vision and see opportunities for growth and improvement with clarity.



COVID - 19 RESPONSE

OUR RESPONSE TO COVID-19

In January of 2020, the first known U.S. case of COVID-19 was identified in Snohomish Regional Fire and Rescue's jurisdiction. In response to this, our staff worked in a coordinated effort with the Snohomish Health District, the Snohomish County EMS medical director, and South Snohomish County Fire to transport the patient to the hospital. This collaborative approach used to transport this specific patient marked the start of our unified and on-going response to the COVID-19 pandemic.

After the first patient was transported, it wasn't until March that the presence of COVID-19 became significant in the greater community. Once the disease became more widespread, collaboration among Snohomish County fire agencies, Department of Emergency Management, Snohomish Health District, hospitals, 911 dispatch, and numerous other partners started in earnest. Since that time, the Department of Emergency Management has led efforts to coordinate the county-wide response to the pandemic.

As a result of these efforts, all of the county fire chiefs and their representatives had weekly virtual meetings to discuss the response to COVID-19. Each week, they analyzed current data regarding the status of COVID-19 in our community and data regarding the disease itself. In these weekly meetings, the group of chiefs developed and implemented a plan to procure personal protective equipment (PPE) for all fire agencies in Snohomish County. This resulted in the ability to keep all responders safe throughout the pandemic.

During the summer of 2020, a Vaccine Taskforce was formed to start the planning process of setting up mass vaccination sites throughout Snohomish County. Personnel from Snohomish Regional Fire & Rescue were part of these efforts to coordinate sites such as the one at the Monroe Fairgrounds.

First responders were only a spoke in a large wheel that worked to protect our community during the pandemic. While we addressed the unique needs presented by the pandemic, we still responded to fires, motor vehicle crashes, and medical emergencies throughout the community. Our public educators have also modified their approach during the pandemic. Virtual classes and visits using various online platforms allow our educators to still take a preventative approach to reducing risk in our community. The level of cooperation and collaboration between agencies in their response to this pandemic has been extraordinary.

In January of 2020
the first known case
of COVID-19 was
within Snohomish
Regional Fire &
Rescue's jurisdiction.



FINANCE

FINANCIAL OVERVIEW

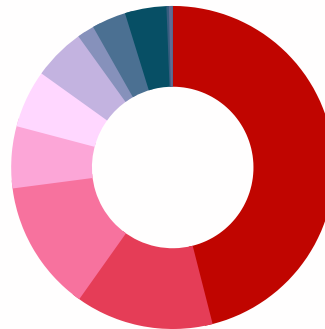
Snohomish Regional Fire & Rescue is committed to providing the best service possible in a financially responsible manner. The fire district operates under a balanced budget and has earned more than 37 years of clean audits by the state. Due to the uncertainty of the financial impact of COVID-19, the District suspended many expenditures in 2020.

37 YEARS

of clean audits
from the
Washington State
Auditor's Office

REVENUE

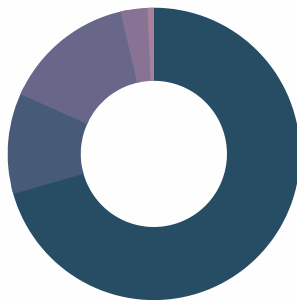
| | |
|---------------------------|---------------------|
| Fire Levy | \$35,816,343 |
| EMS Levy | \$10,740,148 |
| Lake Stevens Fire Merger* | \$10,196,244 |
| GEMT** | \$4,816,171 |
| Sale of Property*** | \$4,500,000 |
| Mill Creek Contract | \$4,029,014 |
| Charges for Services | \$1,343,803 |
| Transports | \$2,663,986 |
| Other | \$3,234,006 |
| Grants | \$189,675 |
| State Mobilization | \$294,008 |
| Total | \$77,823,398 |



*The carryover from the Lake Stevens Fire merger was apportioned to the general and reserve funds. The growth of the district required larger fund balances to maintain operations and the increased cost of liabilities.
 **Ground Emergency Medical Transportation (GEMT)
 ***Through the merger, Lake Stevens Fire sold their Administration building. Funds were transferred to the construction fund for capital facility needs.

EXPENSES

| | |
|--------------------------|---------------------|
| Personnel | \$41,950,911 |
| Interfund | \$6,603,321 |
| Maintenance & Operations | \$8,696,140 |
| Capital**** | \$1,766,813 |
| Debt | \$416,603 |
| Total | \$59,433,789 |



****Paid outside of general fund



EMERGENCY SERVICES

RESPONSE TIME STANDARDS

When lives and property are at risk, every second of the emergency response cycle counts. Snohomish Regional Fire & Rescue has adopted standards for emergency response that align with "best practices" as recommended by the Commissioner of Fire Accreditation International (CFAI) and the National Fire Protection Association (NFPA).

*The "Actual" time listed was met 90% of the time.

**The amount of time the standard was met.

ANATOMY OF A 911 CALL



**TURNOUT + TRAVEL =
RESPONSE TIME**

FIRE

Turn out



Standard - 1:30
Actual* - 2:40
Achieved** - 27%

Response Time



Standard - 7:30
Actual* - 10:08
Achieved** - 69%

Full Alarm Assignment with 16 personnel



Standard - 11:30
Actual* - 14:36
Achieved** - 48%

EMS

Turn out



Standard - 1:30
Actual* - 2:19
Achieved** - 61%

Response Time



Standard - 7:30
Actual* - 8:52
Achieved** - 80%

Full Alarm Assignment with Medic Unit on Scene



Standard - 10:30
Actual* - 11:22
Achieved** - 86%

HazMat

Turn out



Standard - 1:30
Actual* - 2:40
Achieved** - 23%

Response Time



Standard - 7:30
Actual* - 9:17
Achieved** - 73%

Technical Rescue

Turn out



Standard - 1:30
Actual* - 1:45
Achieved** - 61%

Response Time



Standard - 7:30
Actual* - 10:41
Achieved** - 80%

SIGNIFICANT EVENTS

30th Drive SE - FIRE

Firefighters were able to quickly gain control and extinguish the fire to keep it from spreading further into the home protecting valuables.



1/13/2020



SNOW STORM RESPONSE

Heavy snow caused many downed trees and branches. Firefighters cleared multiple trees from a neighborhood along Snohomish-Cascade Drive.

Crescent Lake Road - WATER RESCUE

Water Rescue crews rescued three people from two separate vehicles who were trapped by flood waters.

One vehicle was completely submerged with the victims found on the roof.



2/3/2020



145th Ave SE - FIRE

Firefighters battled a quick moving fire. Extreme fire conditions and proximity to a fire hydrant made it difficult to gain control of the fire.

Sky View Estates - LANDSLIDE

Excessive rainfall caused the roadway to give way impeding emergency services access to the community. Responders developed alternate response plans while the roadway was repaired.



2/10/2020

INCIDENT DATA

IN DISTRICT INCIDENT DISPATCHES

12,929

OUT OF DISTRICT INCIDENT DISPATCHES

2,903

NO LOCAL RESPONSE DISPATCHES

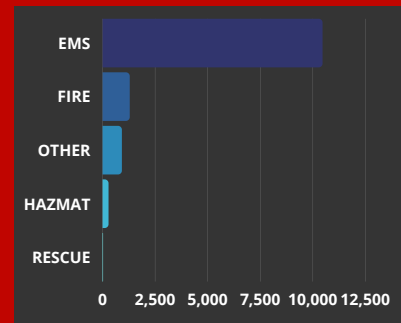
172

TOTAL INCIDENT DISPATCHES

16,004

TOTAL APPARATUS DISPATCHES

25,213



10,453 EMS
 1,282 Fire
 908 Other
 273 HazMat
 13 Rescue

Cromwell Road - FIRE

Firefighters battled a well involved house fire that quickly spread to the rest of the home. A neighbor alerted the family of the fire. There were no injuries.



4/19/2020

Annual Holiday Gift Giving

Snohomish Regional personnel adopted 150 kids and provided gifts to them during the holidays which is a tradition that started 11 years ago.



12/21/2020

5/9/2020

9/24/2020



154th Street SE - FIRE Girl hiding in toy box, rescued

Firefighters responded to a house fire with one child missing. While searching the home, responders found the child hiding in a toy box. The child was rescued and sustained no injuries.



Maltby Road - FIRE

Multiple agencies responded to a commercial structure fire with active flames that came from a hopper belonging to one of the businesses. Firefighters kept the fire from spreading saving additional businesses.

WILDLAND
DEPLOYMENTS

18

APPROX. WILDLAND
MOBILIZATION
HOURS

9,500

APPROX.
MOBILIZATION
RESOURCES FOR
REIMBURSEMENT

\$775,000

DOLLAR WORTH OF
STRUCTURES SAVED

\$5,004,200

FIRE SUPPRESSION

One of Snohomish Regional Fire & Rescue's primary focuses is fire suppression which has two primary areas of focus; Structural and Wildland. Each require very different equipment, training and strategy. All operations personnel are cross-trained as firefighters in both fire suppression areas, as well as EMS providers.

STRUCTURAL FIREFIGHTING

Structure, or building fires require the expertise of firefighters that have knowledge and equipment to allow the flow of large volumes of water, search and rescue of occupants trapped inside a building, roof ventilation operations, and the removal of harmful gasses and smoke. The bunker gear that they wear protects them from heat and smoke in the structure. The gear that firefighters wear to fight a structure fire weighs approximately 60 pounds.



WILDLAND FIREFIGHTING

Wildland, or brush fires require a completely different set of skills. Although brush fires will often result in structure fires that are in its path of destruction. Wildland fires depend on a fast attack of smaller trucks that have all terrain capability and the firefighters that wear a completely different set of protective gear. You won't often see your firefighters wearing the heavy clothing and breathing apparatus. You will see them in much lighter gear with small hand tools and small hose lines along with bulldozers and aerial water drops when needed.



EMERGENCY MEDICAL SERVICES DIVISION

Although this last year has been a year of many challenges, Snohomish Regional Fire & Rescue has been able to provide the highest level of EMS and positive patient experience. This high level of service is reflected in our outstanding ratings in our third-party EMS Surveys that ranked our EMS Providers at a **95.25%** in 2020.



6,444 Basic Life Support



4,009 Advanced Life Support



138 COVID-19 positive patients

In 2020 we responded on **10,453** EMS responses within our jurisdiction and transported **6,119** to area hospitals. Of these responses **6,444** were Basic Life Support (BLS) and **4,009** were Advanced Life Support (ALS) responses. During the Covid-19 pandemic our members have responded and provided care to **138** Covid-19 Positive patients and hundreds of others suspected Covid-19 patients.

Although most of the year was focused on the COVID-19 pandemic, Snohomish Regional Fire & Rescue added four new Paramedics to serve our communities. Three firefighters completed the rigorous Michael Copass Paramedic Training Program in July 2020, and one more is currently enrolled in the program. We welcome these new Paramedics and know that they are ready to respond to when our communities need them most.

EMS PATIENT
SATISFACTION

95.25%

NUMBER OF
PATIENT
CONTACTS

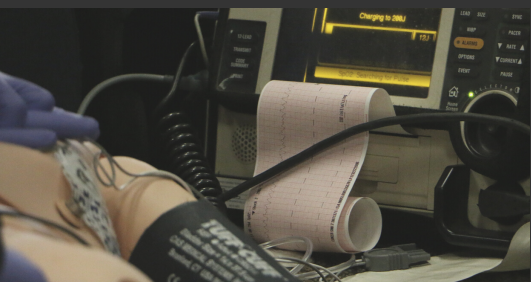
10,453

CPR SURVIVAL RATE

52.4%

NUMBER OF PATIENT
TRANSPORTS

6,119



TECHNICAL RESCUE
CERTIFICATIONS

23

WATER RESCUE
CERTIFICATIONS

46

HAZMAT
CERTIFICATIONS

15

TECHNICAL RESCUE & HAZMAT

TECHNICAL RESCUE

Seven jurisdictions in Snohomish County have come together as partners to create a regional technical rescue response team to better serve our communities. Having a regional team combines these rescue resources and reduces duplication to provide a seamless and efficient emergency response. Snohomish Regional Fire & Rescue has one of three dedicated Technical Rescue apparatus stationed in the district. The Tech Rescue Team is made up of highly trained professionals who are ready to assist with tasks associated with the following rescue disciplines:

- Trench
- Rope
- Urban Search and Rescue (USAR)
- Water/Ice Rescue
- Confined Space



The new Technical Rescue Truck was placed in service in October of 2020.

WATER RESCUE

Snohomish Regional Fire & Rescue has three major rivers and countless lakes within its jurisdiction where we respond to water related rescue calls; such as missing person(s) in swim areas, capsized boats, vehicles into the water, flooding and other water related incidents. The Water Rescue Team is highly trained in swift water rescue, boat operations, rescue swimming for free diving to 40 feet deep, and long distance swims.

HAZARDOUS MATERIALS RESPONSE

Five jurisdictions in Snohomish County have come together as partners to create a regional hazardous materials (HAZMAT) response team to better serve our respective communities. This team requires specialized resources and training to respond to these types of emergencies. Their technical skills and equipment provide them with the ability to detect and/or identify chemical, biological, radiological, and explosive materials. The team utilizes various levels of chemical protective clothing and equipment needed to enter dangerous atmospheres.



TRAINING DIVISION

Snohomish Regional Fire & Rescue's Training Division is committed to preparing our personnel to deliver excellent customer service to the citizens of our communities while adhering to training requirements that are mandated by law. We do this by proactively responding to standard changes, solving problems, collaborating on issues, assessing the needs of our community and personnel, and developing viable solutions. The training division accomplishes this by incorporating the best instructional and training methods, as well as continuously evaluating the capabilities of our personnel.

Although 2020 presented us with challenges for in person training, the Training Division adapted and was still able to meet the district's training needs. We adapted classroom materials to teach online, and conducted hands-on training in small groups while adhering to all safety guidelines.

Some training topics included:

- Firefighter Strategies and Tactics
- Firefighter Safety
- Emergency Medical Services
- Hazardous Materials
- Search and Rescue
- Fire Protection Systems
- Driver/Operator Pumping Development
- Leadership

TRAINING HOURS

40,240

9 NEW CAREER
FIREFIGHTERS -
INITIAL HOURS OF
TRAINING

7,000

NEW PART-TIME
FIREFIGHTERS EACH
RECEIVING 6 WEEKS
OF INTENSIVE
TRAINING

24

8 NEW
DRIVER/OPERATOR
CANDIDATE
TRAINING HOURS

320



FIRE & LIFE SAFETY

NUMBER OF BURN
PERMITS ISSUED

444

ANNUAL FIRE
SAFETY
INSPECTIONS

0*

(*Due to COVID-19 Shut-down)

CONSTRUCTION
PERMIT
INSPECTIONS:

199

PLAN REVIEWS

591

The Division of Fire & Life Safety is home to the Office of the Fire Marshal. Our specially trained staff focus on implementing projects and programs that prevent injuries, loss of life, fire damage to property, and environmental harm. Fire and life safety prevention activities identify and prioritize risks, then direct resources in a coordinated effort to minimize the probability and consequence of both natural and man-made disasters.

Historically, the Office of the Fire Marshal conducts all fire code review and enforcement activities within the Cities of Lake Stevens, Mill Creek, and Monroe. Fire Marshals work with local business owners and developers to educate on contemporary fire and life safety best practices. A safer community is achieved through:

Community Risk Assessment: Using the Commission of Fire Accreditation International (CFAI) Community Risk Assessment model, methods are used to classify and categorize risk based on probability of occurrence, consequence to the community, and impact to emergency response resources. The community risk assessment then aids in decision making for the distribution of fire stations, concentration of staff and apparatus, and reliability of our emergency response.

Risk Mitigation Programs: Based on the results of the community risk assessment, programs such as annual fire safety inspections, focused public education, targeted community engagement, and changes to emergency response deployment are made to address identified risks where they occur.

Continuous Improvement: The community risk assessment helps to establish historical baseline risk occurrence and performance for our fire and life safety programs and emergency response. Using national standards and best practices SRFR is able to set benchmarks that alert staff to changes in our performance and community for which we need to assess. This cycle of assessment, enhancement, and enactment is proof of our dedication to excellence.



COMMUNITY ENGAGEMENT & PUBLIC EDUCATION

With the onset of the Coronavirus Pandemic, people were challenged to rethink the way they do their jobs and live their lives. Necessity bred innovation and invention, and this was true for Snohomish Regional Fire & Rescue. Upon hearing the news that all public education lessons and events would be canceled as a result of COVID-19, Snohomish Regional Fire & Rescue's Public Education Team chose to be innovative and create interactive lessons for students, parents, and educators to continue to learn during the shut down.

Snohomish Regional Fire & Rescue values building trust and resilience while connecting with our communities. In an effort to uphold these values during the pandemic, the Public Education Team launched a weekly Firefighter Homeschool Lesson Curriculum during the 2019-2020 school year.

All of the lessons were created using a three pronged approach with each lesson:

- Meeting state teaching standards
- Delivering a fire and life safety message
- Highlighting the diverse roles our firefighters and team members play on a day to day basis

The state learning standards addressed by the lessons range from Next Generation Science Standards, Common Core State Standards, and Washington State Teaching Standards. Each lesson contained a safety message linked to the lesson's instructional content. The lessons also highlighted the numerous, and diverse jobs and skillsets that firefighters and support staff use on a daily basis to serve the community. Each lesson was full of lesson specific learning objectives, vocabulary, experiments, and enrichment materials for students and families. All lessons and homework

can be viewed on our website at www.SRFR.org/education.



NUMBER OF
VIDEO LESSONS
CREATED

14 Lessons



NUMBER OF VIDEO
LESSON VIEWS

40,900



TOTAL STUDENTS
REACHED

222,470



