

2021

ANNUAL REPORT



SNOHOMISH REGIONAL
FIRE & RESCUE





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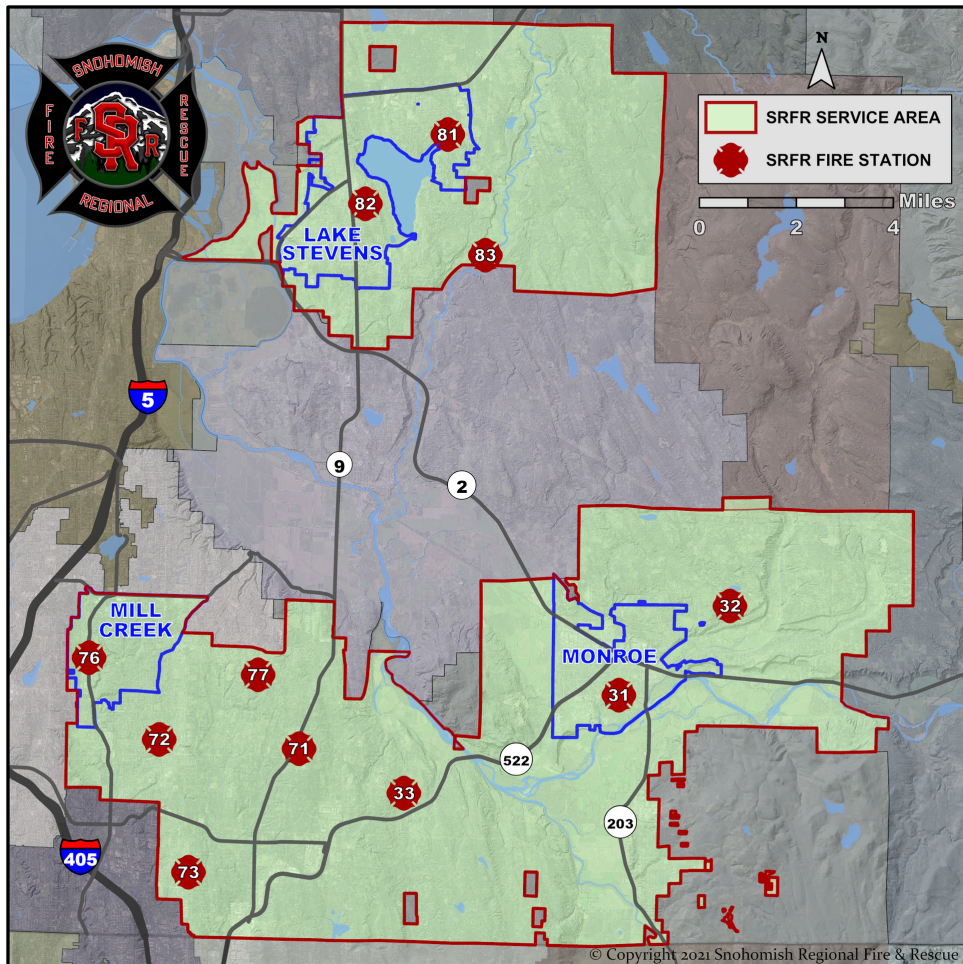
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Nextdoor



Square Miles
Protected:

140



Population
Served:

176,367



Number of
Personnel:

248



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 diligently operates 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. With voter approval, these levy rates are capped at a total of \$2 per \$1,000 of assessed property value (\$1.50 for fire and \$0.50 for EMS). When a levy rate falls, we ask our community to return it to the original amount. These "lid lifts" help us keep up with higher call volumes and increasing costs to provide service. Voters supported returning the fire levy to \$1.50 per \$1,000 in 2021, and we are grateful for your support. This support has allowed us to build one of the best emergency response agencies in the state.

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

Last year was a year of unprecedented circumstances. Through all of the adversity that we faced alongside our communities, Snohomish Regional Fire & Rescue was prepared and ready to serve. More than ever before, we lived out our mission of saving lives, protecting property, safeguarding the environment, and taking care of people. In 2021, our personnel responded to more than 18,000 incident calls.

While being on the front lines of the pandemic, Snohomish Regional Fire & Rescue remained committed to serving our communities in fire and EMS responses. Through 2021, we continued to monitor the impacts COVID-19 had on our agency and the people we serve. Over the last year, we have worked with our regional partners to provide protective measures, information, and education, to further safeguard our personnel and our communities.

Over the course of 2021, we continued to grow together as one team and worked diligently to finalize our Strategic Plan, Standards of Cover, and Capital Facilities Plan. These plans will work to guide the fire district by outlining our mission, values, and goals. Ultimately, these guiding documents serve as critical tools to help us assess the services we provide to our communities. Importantly, they will show us how we can continue to improve.

In November of 2021, residents voted to support the fire levy lid lift. It is only through this type of support that we have been able to build one of the most advanced emergency response systems in Snohomish County with highly trained personnel and progressive rescue programs to serve you. Guided by our values of Respect, Accountability, Integrity, Teamwork, and Service, Snohomish Regional Fire & Rescue is honored to respond to the needs of those we serve. Day or night, rain or shine, 24/7, 365 days a year, our responders are ready for any emergency, and during the week our Administrative and Prevention teams are ready to meet your customer service and prevention needs. Whether attending to a cardiac patient, responding to a vehicle accident, installing a smoke alarm, extinguishing a house fire, conducting a fire inspection, or helping a COVID-19 patient; our team of dedicated professionals are committed to your health, safety, and well-being.



Fire Chief

Kevin K. O'Brien
Kevin.O'Brien@SRFR.org





AGENCY OVERVIEW

SERVICES PROVIDED

We are Snohomish Regional Fire & Rescue (SRFR), serving 176,367 residents in Lake Stevens, Monroe, and unincorporated southeast Snohomish County. We also provide emergency services to the city of Mill Creek on a contract basis. SRFR responds to an average of 17,000 calls per year with highly-trained personnel and state-of-the-art rescue programs.

SRFR is known for providing the highest quality fire and emergency medical services (EMS). For example, our cardiac save rate is twice the national average. We also provide fire prevention and life safety programs to prevent emergencies and accidents before they happen. We inspect businesses regularly and all new construction to make sure it complies with fire safety codes. We're in our local schools, offer safety classes for seniors, and teach disaster preparedness, home fire safety, and fire extinguisher use. We also host two water safety camps for children in the summer and attend various community events throughout the year. Our philosophy is to serve people, save lives, protect property, safeguard the environment, and continuously improve to meet the needs of our community as it grows.

SRFR responds to an average of 17,000 calls per year with highly-trained personnel and state-of-the-art rescue programs.

PERSONNEL BREAKDOWN



Career Firefighters:

192



Prevention Staff:

5



Logistics Staff:

4



Part-Time Staff:

14



Administrative Staff:

10



Chaplains:

3



Mechanics:

7



Commissioners:

9



Executive Staff:

14

Numbers pulled December 2021



WE ARE SNOHOMISH REGIONAL FIRE & RESCUE



MISSION

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

VISION

We will be a proactive regional emergency services leader by partnering to provide safe communities for people to live, work and explore.

VALUES

RESPECT

- We are made stronger by the diverse backgrounds and experiences of our team members through their ideas, beliefs, and perspectives.
- We believe in treating all people, property, and the environment with dignity, compassion, and respect.
- We continually strive to earn the respect of our community and our co-workers through open communication and transparency.
- We choose to promote a collaborative and positive culture that respects and values the qualities and traits of all people.

ACCOUNTABILITY

- We exercise sound financial judgement and plan for fiscal sustainability.
- We seek feedback to learn and improve from experiences, always focusing on continuous improvement.
- We are responsible for our own attitudes and actions.
- We are open, transparent, and responsible to the public we serve.

INTEGRITY

- We honor public trust.
- We adhere to strong moral and ethical principles.
- We do what is right for the right reasons.
- We serve with sincerity and goodness.

TEAMWORK

- We are an engaged group of people with complementary skills who are committed through collaboration.
- We work with internal and external stakeholders driving toward a common purpose.
- We hold each other mutually accountable.

SERVICE

- We are here for our community.
- We are here to support each other.
- We strive to provide exceptional service through our actions.
- Service is a commitment to mastery of skills, professionalism, and compassion.





FUTURE PLANS

FUTURE PLANS

Planning, preparing for, and responding to emergencies is what we do best. In 2021, SRFR completed a new Capital Facilities Plan, Standards of Cover, and a five-year Strategic Plan. The Capital Facilities Plan identifies where improvements are needed for stations, emergency apparatus, and equipment. The Standards of Cover outlines the number of emergency personnel needed to respond effectively to fires and emergencies. The Strategic Plan guides our spending decisions for the next five years. Most improvements will be funded through our fire and EMS levies. SRFR currently has no voter-approved bonds, but some capital needs (such as stations) may require such funding in the future.

In 2021, voters supported returning the fire levy to \$1.50 per \$1,000. This funding will be used to hire additional firefighters, two fire inspectors, and a medical services officer. It will also be used to further enhance our firefighter training programs. Our Training Division plans to use this funding to invite industry experts to teach and train crews. They also plan to purchase training props and structures for each battalion so firefighters can do more hands-on training. These improvements ensure that crews are well-equipped and ready to respond to all types of emergencies. The levy funding will also allow us to complete two or three fire station improvement projects.

Planning, preparing
for, and responding
to emergencies is
what we do best.

Improvements like these are important as we plan to seek accreditation by the Commission of Fire Accreditation International. This process will assess everything that the fire district does from emergency response to financial stewardship. There are currently 292 accredited agencies in the nation, seven of which are in Washington. Accredited agencies have better save rates for fire and EMS calls. Being accredited could also improve our risk rating, which is linked to what residents pay in homeowner insurance premiums.





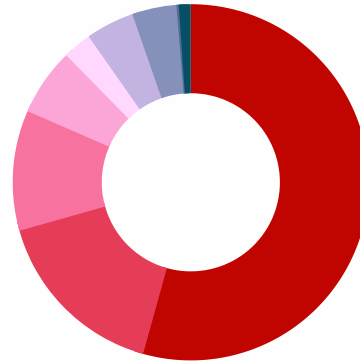
FINANCE

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 38 years of clean audits by the state.

REVENUE

Fire Levy	\$36,664,599
EMS Levy	\$10,995,769
GEMT**	\$7,373,625
Mill Creek Contract	\$4,129,740
Charges for Services	\$1,766,204
Transports	\$2,966,578
Other	\$2,725,507
Grants	\$145,122
State Mobilization	\$728,256
Total	\$67,495,400



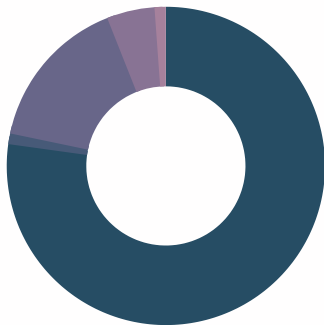
38 YEARS

of clean audits
from the
Washington State
Auditor's Office

**Ground Emergency Medical Transportation (GEMT)

EXPENSES

Personnel	\$47,003,670
Interfund	\$6,660,472
Maintenance & Operations	\$9,566,310
Capital****	\$2,963,974
Debt	\$698,257
Total	\$66,892,683



****Paid outside of general fund



EMERGENCY & PREVENTION SERVICES

RESPONSE TIME STANDARDS

When lives and property are at risk, every second counts. Snohomish Regional Fire & Rescue has adopted standards for emergency response based on a current community risk assessment and historical performance as recommended by the Commission on Fire Accreditation International (CFAI). Response time is the sum of alarm handling, turnout, and travel to the incident. Travel times vary based on roads, traffic, and time of day. Each category is calculated on its own and based on the 90th percentile.





ANATOMY OF A 911 CALL







ALARM HANDLING +
TURNOUT + TRAVEL =
RESPONSE TIME

Urban: Greater than 2,500 people / square mile
Rural: 2,500 or less people / square mile





FIRE

	Alarm Handling	Turnout Time	Travel Time	Response Time
				
Urban	Baseline: 2:44 Benchmark: 2:28	Baseline: 2:23 Benchmark: 2:09	Baseline: 6:45 Benchmark: 6:05	Baseline: 10:32 Benchmark: 9:29
Rural	Baseline: 3:10 Benchmark: 2:51	Baseline: 2:44 Benchmark: 2:28	Baseline: 9:57 Benchmark: 8:57	Baseline: 13:28 Benchmark: 12:07

EMS

	Alarm Handling	Turnout Time	Travel Time	Response Time
				
Urban	Baseline: 4:18 Benchmark: 3:52	Baseline: 2:08 Benchmark: 1:55	Baseline: 7:35 Benchmark: 6:49	Baseline: 12:15 Benchmark: 11:01
Rural	Baseline: 4:05 Benchmark: 3:41	Baseline: 2:13 Benchmark: 2:00	Baseline: 10:12 Benchmark: 9:11	Baseline: 15:05 Benchmark: 13:55

HazMat

	Alarm Handling	Turnout Time	Travel Time	Response Time
				
Urban	Baseline: 3:12 Benchmark: 2:53	Baseline: 2:34 Benchmark: 2:19	Baseline: 6:44 Benchmark: 6:04	Baseline: 11:13 Benchmark: 10:06
Rural	Baseline: 6:00 Benchmark: 5:24	Baseline: 2:44 Benchmark: 2:28	Baseline: 15:26 Benchmark: 13:53	Baseline: 19:09 Benchmark: 17:14

*Baseline: SFRF's 2021 90th percentile performance for low-risk calls
**Benchmark: Standard set based on 10% improvement of baseline performance

SIGNIFICANT EVENTS

300 BLK 91st Ave. NE - FIRE

Firefighters battled a two-alarm commercial structure fire in Lake Stevens and prevented the fire from spreading to adjacent businesses.



1/8/2021

3000 BLK 117th Ave. NE - FIRE

A neighbor called 911 to report smoke coming from a garage. SRFR crews arrived, attacked the fire, and got the family out of the house safely. It took 15 minutes to extinguish the fire.



3/10/2021

Kayakers Stranded - WATER RESCUE

Two kayakers were stranded on the river's edge and unable to get out. Bt31 launched from Lewis St. Boat Launch and safely brought kayakers and their boats back to shore.



5/31/2021



400 BLK 103rd Ave. SE - FIRE

A two-story structure which housed two families was fully engulfed as crews arrived. The house was completely destroyed yet thankfully no one was injured.



500 BLK 97th Drive NE - FIRE

A Lake Stevens family was displaced after a late night duplex fire. Five agencies responded quickly and protected the adjacent unit. All occupants were able to safely get out with no injuries.

18800 BLK Yew Way - FIRE

A large heap of scrap metal caught fire and required the assistance of heavy machinery to break it apart in order to get to the foot of the blaze. SRFR spent the day soaking the pile.



6/12/2021

SRFR Opens Hot Weather Shelters

SRFR opened two hot weather shelters during record breaking temperatures in the region. Stations 31 and 71 served the public for the two days.



6/21/2021

6/13/2021

6/27/2021



14000 BLK Chain Lake Road - FIRE

A propane tank used for cooking ignited and rapidly spread to the house. Seven people were displaced, and a family pet perished in the fire.



Old Snohomish Monroe Rd - FIRE

SRFR responded to a house fire up a steep gravel driveway. A family was displaced, and some pets were lost in the fire.

INCIDENT DATA

IN DISTRICT
INCIDENT DISPATCHES

14,368

OUT OF DISTRICT
INCIDENT DISPATCHES

3,744

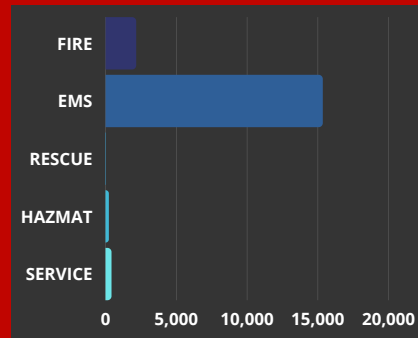
TOTAL TRANSPORTS

6,866

TOTAL INCIDENT DISPATCHES

18,112

IN DISTRICT INCIDENT DISPATCHES



2,150 FIRE

15,323 EMS

14 RESCUE

219 HAZMAT

406 SERVICE

WILDLAND DEPLOYMENTS

17

APPROX. WILDLAND MOBILIZATION HOURS

3,182

APPROX. MOBILIZATION RESOURCES FOR REIMBURSEMENT

\$431,026

WASHINGTON STATE WILDFIRE STATISTICS

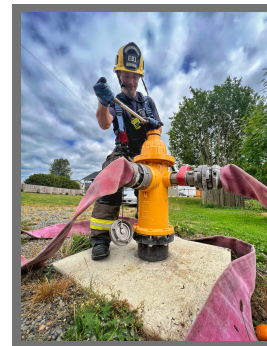
- 774,249 TOTAL ACRES BURNED
- 12% OF WA WILDLAND FIRES CAUSED BY LIGHTNING
- 44 WA WILDLAND FIRES WERE LARGER THAN 1,000 ACRES

FIRE SUPPRESSION

Fire suppression is a fundamental part of the emergency services provided by Snohomish Regional Fire & Rescue. Fire suppression has two primary areas of focus: structural and wildland. Each requires very different equipment, training, and response strategies. All operations personnel are cross-trained, as EMS providers and as both wildland and structural firefighters.

STRUCTURAL FIREFIGHTING

Structure, or building fires require firefighters to have the knowledge and equipment that allows them to manage the flow of large volumes of water, search for and rescue occupants trapped inside a building, ventilate roofs, and remove harmful gasses and smoke. The bunker gear that structural firefighters wear protects them from heat and smoke emitted by the structure. The gear that they wear to fight a structure fire weighs approximately 60 pounds.



WILDLAND FIREFIGHTING

Even though brush fires often result in structure fires when buildings are in the wildfire's path of destruction, wildland and brush fires require a completely different set of skills. Wildland fire suppression depends on a fast attack using smaller trucks that have all-terrain capability. You won't often see wildland firefighters wearing heavy clothing or breathing apparatus. You will see them in much lighter gear using small hand tools and small hose lines often aided by bulldozers and aerial water drops when necessary.



EMERGENCY MEDICAL SERVICES DIVISION

Even though this last year continued to pose many challenges for people across the nation, Snohomish Regional Fire & Rescue was able to provide patients with the highest level of EMS. This caliber of service is reflected in the outstanding ratings delivered by third-party EMS Satisfaction Surveys which ranked our EMS Providers at a 95.65% in 2021.



235 Stroke Alerts Performed



157 Advanced Airways Placed



PulsePoint Respond Launched

In 2021 we responded on **15,323** EMS responses within our jurisdiction and transported **6,866** to area hospitals. Of these responses we performed **235** stroke alerts and placed **157** advanced airways. We also launched **PulsePoint Respond** which is an application that is designed to improve cardiac arrest survival rates through increased bystander CPR performance. This smart phone app empowers the public to provide lifesaving assistance for victims of sudden cardiac arrest prior to first responder arrival.

Over the course of the year, Snohomish Regional Fire & Rescue welcomed one new paramedic back to the line after he completed the rigorous Michael Copass Paramedic Training Program, and we had another firefighter begin paramedic school with the hopes of graduating in the Summer of 2022. We are excited to add to our paramedic team, and we know these new paramedics will be ready to respond when our communities need them most.

EMS PATIENT
SATISFACTION

95.65%

NUMBER OF EMS
RESPONSES

15,323

CPR SURVIVAL RATE

42.9%

NUMBER OF PATIENT
TRANSPORTS

6,866



COUNTYWIDE TEAM RESPONSES

TECHNICAL RESCUE TEAM RESPONSES

9

WATER RESCUE RESPONSES

32

HAZMAT TEAM RESPONSES

12

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



WATER RESCUE

Snohomish Regional Fire & Rescue has three major rivers, the county's largest lake, and countless, smaller bodies of water within our jurisdiction. These waterways are heavily trafficked during the summer months and are often the spots where we respond to water related rescue calls; such as missing person(s), capsized boats, vehicle submersion, flooding, and drownings. 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 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 protective clothing and equipment needed to respond to calls involving these dangerous and potentially toxic materials.



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 to solve issues, assessing the needs of our community and personnel, and by developing viable solutions to problems that arise. The Training Division accomplishes this by incorporating the best instructional and training methods and by continuously evaluating the capabilities of our personnel.

Although 2021 continued to present us with challenges in regards to 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

44,687

10 NEW CAREER
FIREFIGHTERS -
INITIAL HOURS OF
TRAINING

9,760

10 NEW
LIEUTENANTS -
INITIAL HOURS OF
TRAINING

3,920



NUMBER OF BURN
PERMITS ISSUED

324

ANNUAL FIRE
SAFETY
INSPECTIONS

663

APPROX.
CONSTRUCTION
PERMIT
INSPECTIONS

471

PLAN REVIEWS

625

THE OFFICE OF THE FIRE MARSHAL:

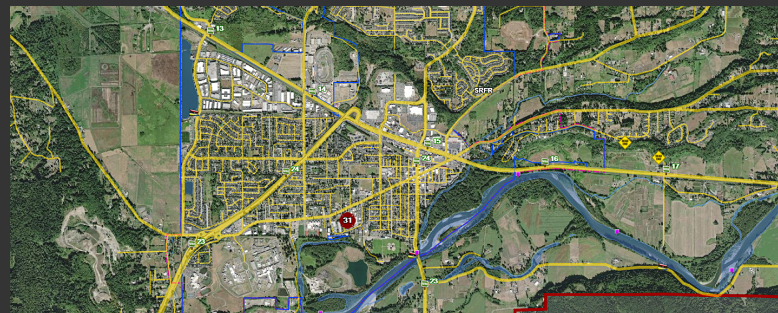
The Planning Section is home to the Office of the Fire Marshal. Our specially trained staff focus on implementing projects and programs that prevent injuries, loss of life, fire damage to property, and environmental harm. Fire and life safety prevention activities identify and prioritize risks, then 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, Monroe, and Sultan. 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 can 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

Pivoting from in-person to digital learning for the 2020-2021 school year, Snohomish Regional Fire & Rescue's Public Education Team continued to create more online, video lessons to add to our collection of Home Education Lessons. We created three new lessons, which included Toys vs. Tools, Disaster Preparedness, and The Heart and How to Help It.

Like those created in the year prior, these lessons were developed using a three pronged approach. Each lesson meets state teaching standards, delivers a fire and life safety message, and highlights the diverse roles our firefighters and team members play on a day-to-day basis.

All of these video lessons are featured on our website and are complete with instructor companions, worksheets, and lesson enrichment activities. These can be viewed using the following QR code:



In 2021, we also adapted our 2nd grade lesson so that it could be shared digitally using online conferencing platforms. Using this method, we were able to nearly double the amount of 2nd grade classes visited in the two school years prior while still meeting the objectives of the in-person lesson. Over the course of the year, we taught a total of **1,825** students who joined meetings from home and from their classrooms. Because these lessons were so successful, we also made plans to develop online Adult & Senior Safety classes which we plan to offer in 2022. These classes will cover the topics of Home Fire Safety, Disaster Preparedness, & Aging in Place.

In addition to teaching online classes, we hosted three open houses for Fire Prevention Week in October which featured safety booths, badge pinning ceremonies, and auto extrication demonstrations. These open houses allowed us to open our doors and interact with community members that we hadn't seen since the start of the pandemic. These three open houses were widely popular with more than 600 residents attending the three events combined.



NUMBER OF
VIDEO LESSONS
CREATED

3 Lessons



VIDEO LESSON
REACH

6,653



NUMBER OF
CLASSES VISITED
VIRTUALLY

78



TOTAL STUDENTS
TAUGHT

1,825

