

2024

ANNUAL REPORT



SNOHOMISH REGIONAL
FIRE & RESCUE





TABLE OF CONTENTS

02	Service Area	07	We Are Snohomish Regional Fire & Rescue
03	Message from the Commissioners	09	Accreditation
04	Message from the Fire Chief	11	Finance
05	Agency Overview	13	Emergency, Prevention, & Support Services

CONNECT WITH US



Headquarters:
163 Village Court
Monroe, WA 98272



360.794.7666



WWW.SRFR.ORG
INFO@SRFR.ORG



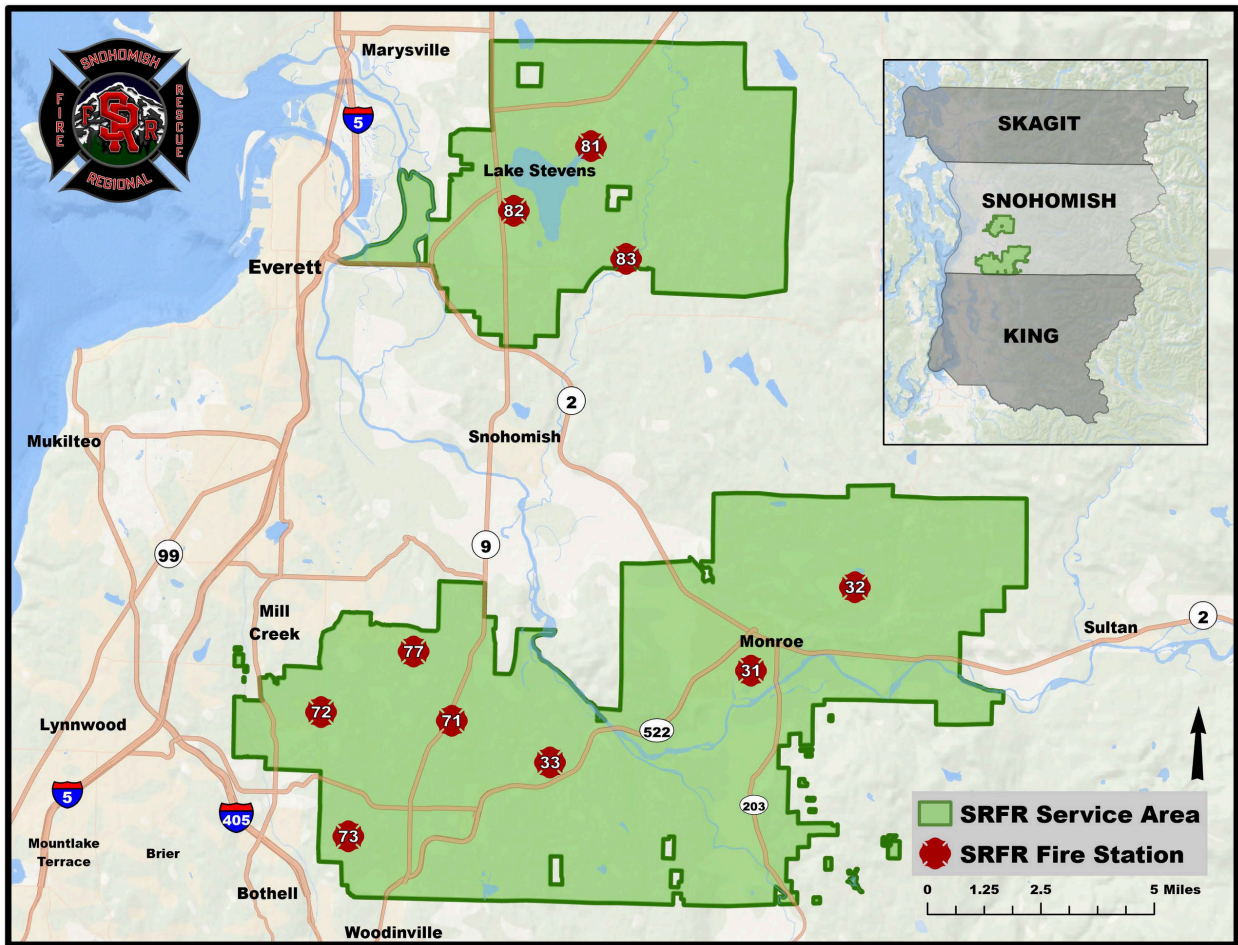
@SnoRegionalFire



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Square Miles
Protected:

135



Population
Served:

160,822



Number of
Personnel:

273



Number of
Fire Stations:

10

BOARD OF COMMISSIONERS

Snohomish Regional Fire & Rescue's Board of Fire Commissioners is elected by the voters to represent the public's interest in local fire and emergency medical services. Our district 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 board meetings are open to the public and accessible to our community through an online forum. We also provide information through our website, community newsletters, and social media platforms. As 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). Historically levy rates reduce over time, and we must ask our community to return them to their original amounts. These "lid lifts" help us keep up with higher call volumes and the increased cost of providing services.

The support of voters has allowed us to build one of the best emergency response agencies in the region. The Board of Commissioners continues to ensure that we provide the highest level of service for our citizens. We would not be able to do this without your support. As the second-largest fire district in Snohomish County, SRFR continues to grow along with our community. Our board provides equitable representation for the many residents and businesses we serve. We will continue to implement key service improvements, bolster quality assurance, and prioritize firefighter safety and training. We appreciate any feedback from our citizens and thank you for your support. We would also like to thank our first responders and staff for their dedication and commitment on behalf of our citizens.



Chairman

Troy Elmore - Position 7
Troy.Elmore@SRFR.org



Vice Chairman

Randy Faye - Position 3
Randy.Faye@SRFR.org



Roy Waugh - Position 1
Roy.Waugh@SRFR.org



Jeff Schaub - Position 2
Jeff.Schaub@SRFR.org



Rick Edwards - Position 4
Rick.Edwards@SRFR.org



Jim Steinruck - Position 5
Jim.Steinruck@SRFR.org



Paul Gagnon - Position 6
Paul.Gagnon@SRFR.org

MESSAGE FROM THE FIRE CHIEF

As we reflect on 2024, we celebrate a year of progress, dedication, and investment in our community's safety. Maintaining our international accreditation reaffirmed our commitment to excellence and continuous improvement, while work on key facility upgrades strengthened our ability to serve. Through supporting our responders, careful planning, and responsible stewardship, we continue to enhance emergency services and prepare for the future.

Supporting our responders encompasses training and mentorship for our team members. Training programs are crucial for preparing personnel to effectively mitigate the evolving complexities of firefighting and rescue operations. Additionally, identifying and training future leaders within our district helps to ensure outstanding performance and effective decision-making during emergency incidents and day-to-day operations.

In 2024, Snohomish Regional Fire & Rescue (SRFR) successfully maintained its international accreditation through the Commission on Fire Accreditation International (CFAI)—a prestigious recognition that demonstrates our commitment to excellence. Accreditation is a rigorous process that evaluates fire and emergency service agencies against industry best practices, ensuring they meet high performance, safety, and operational standards. More than just a one-time achievement, accreditation requires ongoing self-assessment, strategic planning, and continuous improvement to better serve our community. By maintaining this status, SRFR reaffirms its dedication to accountability, efficiency, and providing the highest level of service to those who depend on us.

SRFR remains committed to stewarding our community's funds responsibly, ensuring that every dollar is utilized efficiently to enhance public safety. In 2024, SRFR focused on critical capital facilities projects, including expanding the Station 31 Shop, building Station 32, and rebuilding Station 81. Facilities upgrades are essential to maintaining and improving our ability to respond quickly and effectively to emergencies. Investing in modern, well-equipped facilities ensures our firefighters and paramedics have the resources they need to serve the community safely and efficiently. By prioritizing these necessary improvements, we reinforce our commitment to providing top-tier emergency services while maintaining transparency and accountability in how we manage public funds.



Fire Chief

Kevin K. O'Brien

Kevin.O'Brien@SRFR.org





AGENCY OVERVIEW

SERVICES PROVIDED

We are Snohomish Regional Fire & Rescue, serving over 160,000 residents in Lake Stevens, Monroe, and unincorporated southeast Snohomish County. SRFR responds to an average of over 12,000 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). We also provide fire prevention and life safety programs to prevent emergencies and accidents before they happen. We conduct inspections of businesses and all new construction to make sure they comply with the latest 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 12,000 calls per year with highly-trained personnel and state-of-the-art rescue programs.

PERSONNEL BREAKDOWN



Career
Firefighters:

204



Prevention
Staff:

9



Logistics
Staff:

4



Executive
Staff:

11



Administrative
Staff:

20



Mechanics:

11



Commissioners:

7



Chaplains:

7

Numbers pulled December 2024



**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.





ACCREDITATION

ACCREDITATION

In 2023, Snohomish Regional Fire & Rescue (SRFR) was awarded first-time accreditation from the Commission on Fire Accreditation International (CFAI) by a unanimous vote. This milestone was a multiyear effort on behalf of SRFR that required the agency to take a deep dive into all aspects of service delivery and organizational management. To maintain our accreditation status, the agency is required to annually review and report on our programs and service delivery systems. This systematic evaluation is compiled in an annual compliance report (ACR). This report is reviewed by a representative of the Commission on Fire Accreditation International (CFAI). The review summary affirmed that SRFR has continued down the path toward continuous improvement.

The CFAI Statement of Findings issued on March 7, 2024 stated, "The Snohomish Regional Fire & Rescue has demonstrated that it is following all stated standards and core competencies. The agency is in compliance with the most current edition of the Quality Improvement for the Fire and Emergency Services Manual. I recommend that the Commission on Fire Accreditation International accept the Snohomish Regional Fire & Rescue Annual Compliance Report, and that the agency retain accredited agency status."

The accreditation process does not stop once the agency is approved for accreditation. It requires a continuous focus on improvement in all areas of the organization.

As an accredited fire district, our focus is on community outcomes rather than just agency outputs. It has been proven that the communities served by accredited agencies have lower civilian injuries and deaths from fire, reduced fire property loss, improved WSRB protection class ratings, and lower insurance premiums paid by property owners.

"As an accredited fire district, our focus is on community outcomes rather than just agency outputs."





Budget

Income	US\$4,000
Payroll	US\$200
Additional income	US\$4,000
Total income	US\$8,000
Expenses	US\$1,000
Housing (Rent, mortgage, taxes, insurance)	US\$300
Utilities	US\$200
Food	US\$150
Transportation	US\$100
Healthcare	US\$50
Education	US\$50
Entertainment	US\$50
Travel	US\$50
Other	US\$50
Total expenses	US\$1,000
Net income	US\$7,000

Money Out



- Housing (Rent, mortgage, taxes, insurance)
- Utilities
- Food
- Transportation
- Healthcare
- Education
- Entertainment
- Travel
- Other



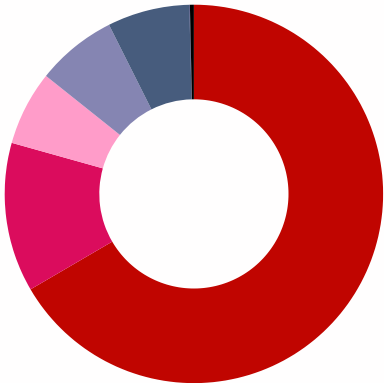
FINANCE

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 41 years of clean audits by the state.

REVENUE

Fire Levy	\$61,691,356
EMS Levy	\$11,826,845
GEMT**	\$5,898,920
Charges for Services*	\$6,372,402
Other	\$6,498,916
Grants	\$49,438
State Mobilization	\$312,699
Sale of Property	\$3,558,020
Total	\$108,753,157

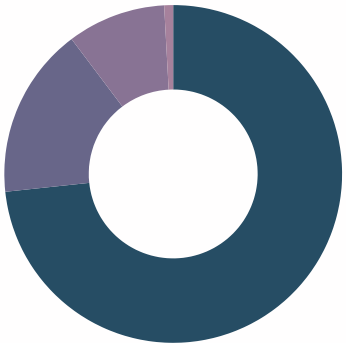


41 YEARS
of clean audits
from the
Washington State
Auditor's Office

*Includes Patient Transports
**Ground Emergency Medical Transportation (GEMT)

EXPENSES

Personnel	\$58,344,372
Maintenance & Operations	\$13,055,156
Capital****	\$7,499,459
Debt/Leases	\$681,793
Total	\$92,125,342



****Paid outside of general fund



EMERGENCY, PREVENTION, & SUPPORT SERVICES

RESPONSE TIME STANDARDS

When lives and property are at risk, every second counts. SRFR 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 geographic location, roads, traffic, and time of day. Each time is color coded based on the 90th percentile (**red** = benchmark not met, **green** = benchmark met). The benchmark for 90th Percentile Total Response Time is **09:49** for **Urban** and **12:47** for **Rural**. Risk classification is based on critical tasking and number of resources needed to mitigate an incident

2024 RESPONSE TIMES

Program/Risk	Low Risk		Moderate Risk		High Risk	
	Urban	Rural	Urban	Rural	Urban	Rural
Fire	10:53	15:30	8:34	10:42	8:48	8:25
EMS	11:49	15:01	9:12	11:11	N/A	N/A
Hazmat	11:03	12:30	N/A	11:03	N/A	N/A
Rescue	N/A	N/A	13:55	14:30	N/A	N/A
Wildland	9:22	13:26	13:26	N/A	N/A	N/A

Urban: Greater than 2,500 people / square mile Rural: 2,500 or less people / square mile
See appendix for predictable consequences and definition of risk types.

2024 Summary and Improvement Strategies

- Benchmark was not met on the majority of the Low Risk calls.
- Benchmark was met on most of the Moderate and High Risk calls in 2024.
- Alarm Handling for EMS calls is 1.5-2 minutes longer than for Fire calls.

Benchmark will be met if our response system:

- Reduces alarm handling & turnout times.


Improvement Strategies:

- Monitor response time data and provide timely feedback on system improvement.
- Evaluate options to reduce alarm handling times.
- Identify & mitigate factors contributing to delayed response.

LOW RISK VS. MODERATE RISK FIRE CALL

LOW RISK

Motor Vehicle Collision = Low Risk Fire Call












2 Apparatus

5 Personnel

MODERATE RISK

Motor Vehicle Collision With Entrapment Or Fire = Moderate Risk Fire Call

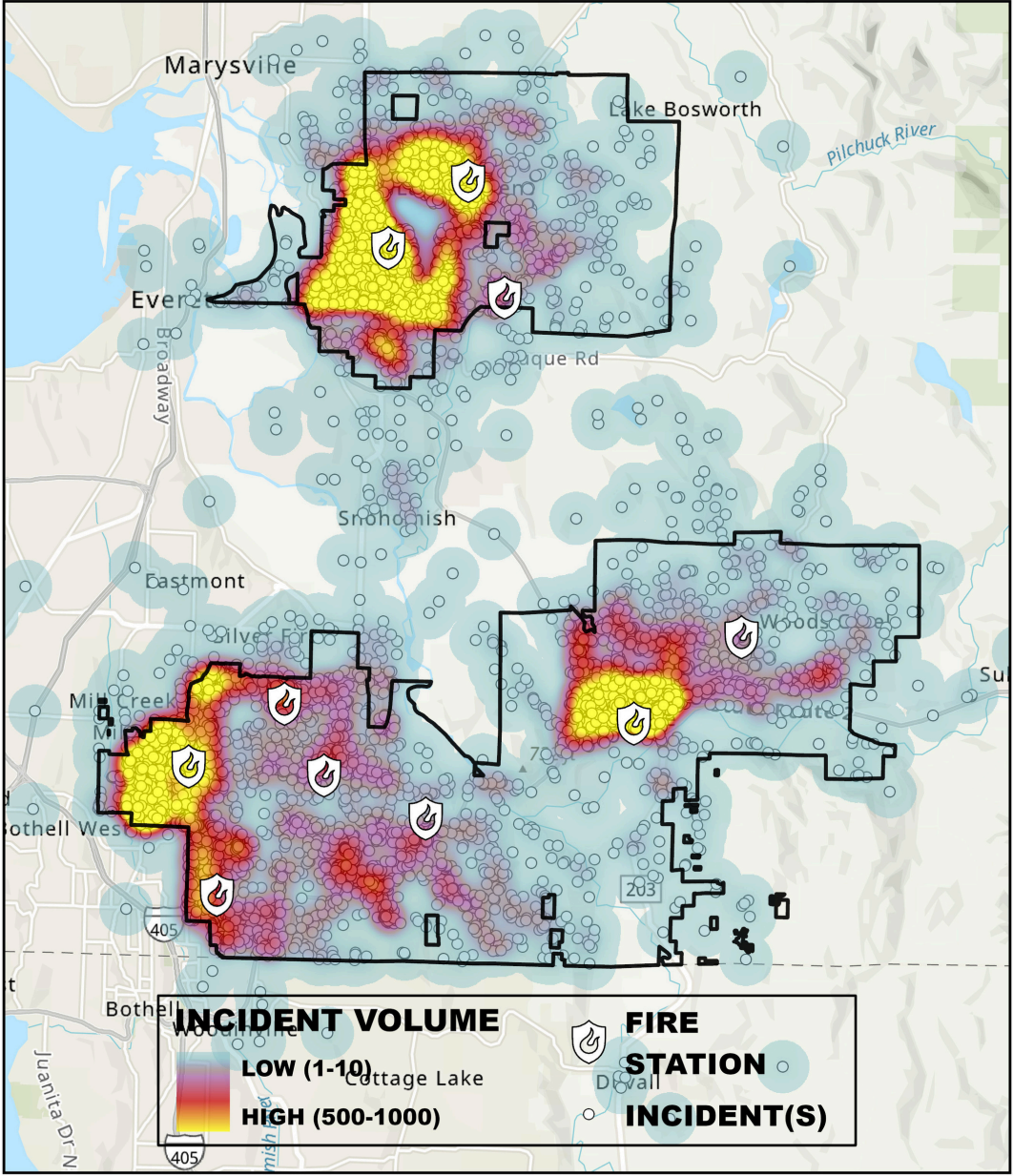




7 Apparatus

15 Personnel

2024 INCIDENT HEAT MAP



ANATOMY OF A 911 CALL



CALL

Someone calls 911.



ALARM HANDLING

The 911 center processes call and dispatches units.



TURNOUT

The time from when unit is dispatched to when the crew is dressed in gear and in the vehicle responding.



TRAVEL

The time from when the unit starts moving to when it arrives on scene.

$$\begin{aligned} &\text{ALARM HANDLING +} \\ &\text{TURNOUT + TRAVEL} \\ &= \\ &\text{TOTAL RESPONSE} \\ &\text{TIME} \end{aligned}$$

RESPONSE TIME STANDARDS

Fire service response times are primarily reported to the 90th percentile. Using the 90th percentile for response times outlines the maximum amount of time it required for units to arrive on scene in 90 out of 100 incidents. In most cases the resources arrived much sooner.

Sno911 is the single public safety answering point (PSAP) for all emergency calls in Snohomish County. The dispatchers at Sno911 play a critical role in ensuring efficient and effective responses to emergency situations. They are the first point of contact for individuals in need. The initial information that the dispatcher needs is the exact location of the emergency and a phone number incase the call is dropped. 911 dispatchers are trained to ask a series of questions that help to determine what type of response is needed. They can also provide life-saving guidance over the phone.

Low-Risk EMS 90 th Percentile Times							Moderate-Risk EMS 90 th Percentile Times						
Alarm Handling	Urban/Rural	2020	2021	2022	2023	2024	Alarm Handling	Urban/Rural	2020	2021	2022	2023	2024
	Urban	04:21	04:42	04:49	04:32	04:35		Urban	03:42	05:04	04:32	03:55	03:55
	Rural	04:31	05:10	04:36	04:31	04:58		Rural	04:01	06:24	03:45	04:40	04:07
Turnout Time	Urban/Rural	2020	2021	2022	2023	2024	Turnout Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	02:17	02:10	02:10	02:04	02:08		Urban	02:16	02:27	01:46	02:04	01:58
	Rural	02:24	02:19	02:14	02:11	02:22		Rural	02:19	02:11	01:42	02:15	02:20
Travel Time	Urban/Rural	2020	2021	2022	2023	2024	Travel Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	06:32	07:01	06:49	06:50	06:44		Urban	05:26	04:57	05:16	05:13	04:47
	Rural	09:32	09:54	10:02	10:06	09:58		Rural	08:13	06:21	06:53	07:51	06:55
Total Response Time	Urban/Rural	2020	2021	2022	2023	2024	Total Response Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	11:30	12:12	11:53	11:40	11:49		Urban	09:36	09:19	13:26	09:09	09:12
	Rural	14:35	15:22	14:39	14:58	15:01		Rural	12:43	11:37	10:27	12:21	11:11
Call Count		2020	2021	2022	2023	2024	Call Count		2020	2021	2022	2023	2024
		7325	4532	4496	8949	7896			309	29	33	312	277

Low-Risk Fire 90 th Percentile Times							Moderate-Risk Fire 90 th Percentile Times							High-Risk Fire 90 th Percentile Times						
Alarm Handling	Urban/Rural	2020	2021	2022	2023	2024	Alarm Handling	Urban/Rural	2020	2021	2022	2023	2024	Alarm Handling	Urban/Rural	2020	2021	2022	2023	2024
	Urban	02:59	02:47	02:34	03:08	02:53		Urban	03:52	02:35	03:10	03:31	03:05		Urban	02:24	03:12	02:50	02:26	02:46
	Rural	03:22	03:09	03:16	03:30	03:55		Rural	01:55	02:38	02:13	02:20	02:24		Rural	03:60	02:31	01:56	04:42	01:17
Turnout Time	Urban/Rural	2020	2021	2022	2023	2024	Turnout Time	Urban/Rural	2020	2021	2022	2023	2024	Turnout Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	02:33	02:30	02:29	02:31	02:34		Urban	03:02	02:29	02:27	02:38	02:14		Urban	02:33	02:27	02:41	02:05	01:57
	Rural	02:42	02:45	02:35	02:24	02:48		Rural	02:42	02:30	03:02	03:05	02:04		Rural	02:18	01:09	02:25	05:14	01:56
Travel Time	Urban/Rural	2020	2021	2022	2023	2024	Travel Time	Urban/Rural	2020	2021	2022	2023	2024	Travel Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	07:37	07:03	07:22	07:24	07:17		Urban	06:18	06:08	05:20	05:35	05:20		Urban	07:35	05:32	06:01	04:60	05:42
	Rural	10:22	10:03	11:47	11:22	10:31		Rural	09:54	08:30	08:14	10:27	07:38		Rural	04:38	05:46	06:54	07:09	05:26
Total Response Time	Urban/Rural	2020	2021	2022	2023	2024	Total Response Time	Urban/Rural	2020	2021	2022	2023	2024	Total Response Time	Urban/Rural	2020	2021	2022	2023	2024
	Urban	11:35	11:15	11:19	11:17	10:53		Urban	10:08	09:07	08:33	08:45	08:34		Urban	10:37	09:46	09:28	08:37	08:48
	Rural	13:55	13:47	15:46	14:42	15:30		Rural	13:37	11:41	11:27	14:32	10:42		Rural	08:45	08:26	10:17	10:29	08:25
Call Count		2020	2021	2022	2023	2024	Call Count		2020	2021	2022	2023	2024	Call Count		2020	2021	2022	2023	2024
		884	931	1059	844	781			80	76	83	67	81			24	27	33	17	21

SIGNIFICANT EVENTS

15000 Blk High Bridge Rd - Fire Residential Confirmed

A detached structure used as an office space was fully engulfed in flames when crews arrived. Firefighters utilized water tenders to knock down the fire within 20 minutes.



2/7/2024

3/4/2024

13000 Blk 44th St NE, Lake Stevens - Fire Residential Confirmed

A single-wide mobile home was completely destroyed in a fire that broke out during a windstorm. Sadly, a dog perished in the fire.



6/3/2024

Skykomish River Ben Howard Rd - Swift Water Rescue

Ten people, including a child, were floating down the river on tied-together inner tubes when one got snagged, causing all of them to be thrown into the water. They were all rescued by SRFR swift water technicians.



7/21/2024



100 Block W Main St Monroe - Fire Commercial Confirmed

A fire broke out in an apartment above a commercial business. The fire was contained within the apartment and brought under control within 30 minutes. There were no injuries to firefighters or citizens.



Fourth of July, Lake Stevens - Multiple Fires

Multiple fireworks related fires broke out across Lake Stevens including one structure fire caused by misused and illegal fireworks.

15600 Blk SR 2 Snohomish - HazMat Spill

A semi truck rear-ended a pickup towing a trailer carrying chemicals, causing a spill into the environment. The HazMat team responded to assess the situation, identify the spilled chemicals, and prevent further spread, before handing over cleanup efforts to WSDOT.



9/17/2024

2100 Blk 71st Ave SE, Lake Stevens - Fire Residential Confirmed

A fire that started in a garage with multiple vehicles inside quickly spread to the structure and other vehicles under a carport. The house sustained significant damage.



10/1/2024

9/18/2024

12/30/2024



17400 Blk Snohomish Ave, Snohomish - Fire Residential Confirmed

A fire broke out in an attached garage in Clearview. Working smoke alarms alerted the occupants, allowing them to evacuate quickly. A dog ran off but was later safely located.



17200 Blk SR 203, Monroe - Fire Residential Confirmed

A chimney fire spread to the walls and attic of a house, causing significant damage. Due to a lack of hydrants, water tenders were required. The Red Cross provided assistance to the displaced family.

INCIDENT DATA

IN DISTRICT
INCIDENTS

11,379

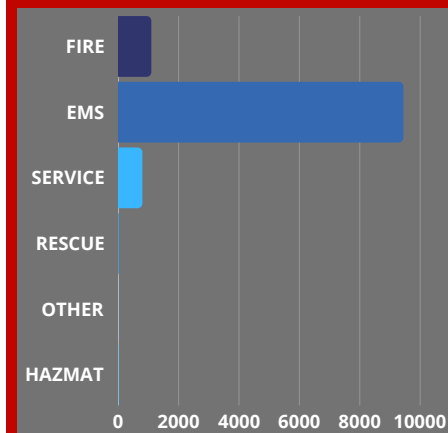
OUT OF DISTRICT
INCIDENTS

1,163

TOTAL INCIDENTS

12,542

IN DISTRICT INCIDENTS



1,096	■	FIRE
9,444	■	EMS
800	■	SERVICE
16	■	RESCUE
15	■	HAZMAT
8	■	OTHER

BRUSH FIRE
RESPONSES

32

WILDLAND
TRAINING HOURS

800

WILDLAND
DEPLOYMENTS

13

WILDLAND
MOBILIZATION
HOURS

1,935

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 which means that they are trained to respond to medical emergencies, wildland fires, and structure fires.

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 bunker gear or air tanks. Instead, they wear lighter gear and use small hand tools and small hose lines to combat the fire. As a part of their initial training, every newly-hired SRFR firefighter completes their Red Card training which certifies them to fight wildland fires. The goal of SRFR is to have 100% of our response personnel trained to the level of initial "Red Card." We are continually striving to reach this goal to keep our community and our responders safe.



EMERGENCY MEDICAL SERVICES DIVISION

In 2024, Snohomish Regional Fire & Rescue continued to provide patients with the highest level of EMS care. This high performance is reflected in the outstanding ratings delivered by third-party EMS Satisfaction Surveys which averaged patient satisfaction at **95.87%** through 2024.



220 Stroke Alerts Performed



46 Heart Attack Alerts Performed



Narcan Leave Behind Program
Launched

In 2024, we responded to 10,391 EMS calls and transported 5,785 patients to area hospitals. Of these responses, we performed 220 stroke alerts and 46 heart attack alerts. EMS calls continue to make up over 80% of the calls we see each year. Because of this, we see the importance of continuous training and innovation. At the beginning of 2024, the paramedic group set a goal of increasing their first pass success rate for intubations. The paramedics achieved their goal by increasing their percentage to 91% which exceeds the national average by 22.5%.¹

Over the course of the year, Snohomish Regional Fire & Rescue welcomed one new paramedic back to the line after he graduated from the Michael Copass Paramedic Training Program at Harborview Medical Center. We also welcomed two newly hired lateral paramedics to SRFR to begin their paramedic and fire training. In the fall of 2024, SRFR sent one Firefighter/EMT to Central Washington University’s Paramedic Program with graduation anticipated in the summer of 2025. 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.

¹ Association Between Emergency Medical Service Agency Intubation Rate and Intubation Success
Thomas, Jordan et al. Annals of Emergency Medicine, Volume 84, Issue 1, 1 - 8

EMS PATIENT
SATISFACTION

95.87%

NUMBER OF EMS
RESPONSES

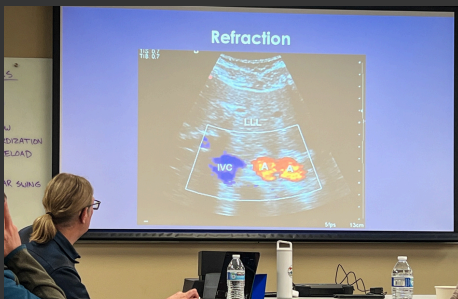
10,391

HEART ATTACK
ALERTS PERFORMED

46

NUMBER OF PATIENT
TRANSPORTS

5,785



SPECIAL OPERATIONS TEAM RESPONSES*

TECHNICAL RESCUE TEAM RESPONSES

5

WATER RESCUE TEAM RESPONSES

21

HAZMAT TEAM RESPONSES

10

*Team responses require special operations team members from multiple stations or agencies within the county.

SPECIAL OPERATIONS

TECHNICAL RESCUE

Seven jurisdictions in Snohomish County have come together as partners to create a regional Technical Rescue Response Team. Having a regional team combines these rescue resources and reduces duplication to provide a seamless and efficient emergency response. Snohomish Regional Fire & Rescue houses one of three dedicated technical rescue apparatus available in the county. 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 Rescue
- Rope Rescue
- Urban Search & Rescue (USAR)
- Water/Ice Rescue
- Confined Space Rescue



WATER RESCUE

SRFR 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. 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

The Training Division has the responsibility to deliver high quality training to all members of the department to meet the mission of serving our citizens. The rapid, safe, and effective delivery of emergency services to the public is dependent on the response of well-trained professionals to emergencies that demand a wide variety of skills and knowledge to handle each emergency successfully. The Training Division ensures all personnel can perform their designated job functions by meeting or surpassing the training standards set by federal, state, and local regulating bodies. The department uses a master training calendar that projects the annual training requirements and classes for the year to help guide the training process that occurs. All training records are maintained on an online training platform.

In 2024, we conducted in-house scheduled training events, hosted training classes, and sent personnel to training events around the state and the nation. This variety of training gives us greater ability to explore new ideas and techniques and to collaborate with surrounding departments so we can better serve our community. The Training Division formed a collaborative training group with South County Fire and Snohomish County Fire District 4 in an effort to both share training resources and to increase interoperability between agencies which will help standardize how neighboring fire departments operate on emergency scenes. The Training Division also added several new training props that will help simulate structural components found on fire scenes. An example of these props includes entry door and garage door props that we can cut into, and force open an unlimited number of times.

2024 Training Topics

- Firefighter Strategies and Tactics
- Emergency Medical Services
- Firefighter Health & Safety
- Driver/Operator Academy
- Wildland
- Hazardous Materials
- Auto Extrication
- Leadership

TRAINING HOURS

30,055

16 NEW CAREER
FIREFIGHTERS -
INITIAL HOURS OF
TRAINING

18,000

4 ACADEMY
COMPANY
OFFICERS -
INITIAL HOURS OF
TRAINING

2,560



NUMBER OF BURN
PERMITS ISSUED

382

ANNUAL FIRE
SAFETY
INSPECTIONS

2,122

APPROX.
CONSTRUCTION
PERMIT
INSPECTIONS

764

PLAN REVIEWS

1186

FIRE
INVESTIGATIONS

7

OFFICE OF THE FIRE MARSHAL

The Support Services Section is home to the Office of the Fire Marshal. Our specially trained staff focus on carrying out 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 known risks within our community.

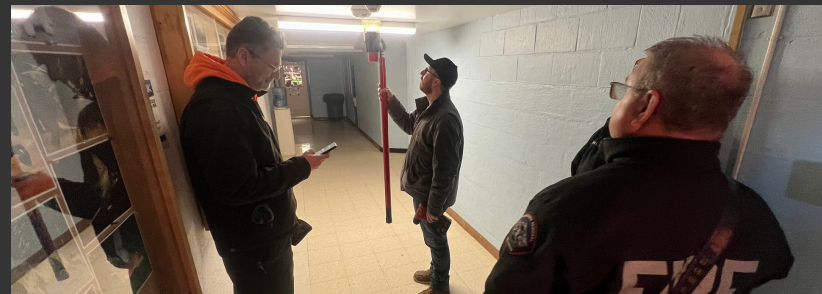
The Office of the Fire Marshal provides fire marshal services which include annual fire safety and operational permit inspections, plan review, construction permit inspections, code enforcement, and fire investigations to the cities of Lake Stevens, Monroe, and Sultan. Fire Marshals work with local business owners, developers, and community members to educate and enforce the adopted codes and standards of our cities and state.

A safer community is achieved through:

Community Risk Assessment: Using the Commission on 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

In 2024, Snohomish Regional Fire & Rescue's educators delivered lessons to the Kindergarten, 2nd Grade, Middles School, and High School classrooms in our district. Over the course of the calendar year, we taught a total of 177 classes and about 3,775 public school students who participated in lessons in their classrooms. The district also partnered with schools to be a part of three back-to-school resource fairs and one field day. In total, the district serves schools from 5 different school districts, a total of 24,111 public-school students.

Throughout the year, we also continued to teach our Adult and Senior Safety classes: Home Fire Safety, Disaster Preparedness, and Aging in Place. These classes were offered online and in person and allowed our team to interact with the adults and seniors in our communities. Class participants learned about smoke alarms, sheltering in place, escape planning, emergency preparedness kits, medication safety, wildfire preparedness, and falls prevention.

We started our event season by partnering with our countywide PIO/PE group to host one of two Scout Day Open Houses. These open houses allow staff to interact with scouts and teach them about escape planning, water safety, and fire service careers. In addition to teaching online and in-person classes, we hosted two water safety camps over the summer where 40 campers were taught about life jackets, paddling safety, and situational awareness. Early in the summer, we partnered with the city of Monroe, to set up a Safe Kids life jacket cabinet at Lake Tye in Monroe. We also attended various community events throughout the summer including Lake Stevens Aquafest and National Night Out Against Crime. For Fire Prevention Week in October, we hosted a large open house which featured safety booths, our fire safety trailer, and forcible entry and auto extrication demonstrations. This open house allowed us to interact with community members and share safety information with over 600 attendees.

In 2024, the district implemented a data platform called Dark Horse, which will help the Community Relations Division develop future Community Risk Assessments and targeted public education outreach.



TOTAL NUMBER OF
CLASSES
DELIVERED

177



NUMBER OF ADULT
& SENIOR SAFETY
CLASSES

20



COMMUNITY
EVENTS
HOSTED/ATTENDED

63



TOTAL STUDENTS
TAUGHT

3,775



RECORDS
REQUESTS

330

ESTIMATED
IT SERVICE TICKETS
CLOSED

675

APPLICATION
PACKETS REVIEWED

1,039

SUPPORT SERVICES

The district's support services are comprised of multiple divisions including our administrative team, the IT team, the HR Division, the Logistics Division, the Strategic Analysis team, and the Fleet Mechanics. All of these groups play a vital role in ensuring that that SRFR runs as efficiently as possible.

ADMINISTRATIVE SUPPORT TEAM

Our Administrative team is made up of personnel who handle important tasks that keep our district functioning as an effective and fiscally responsible public business. These important team members are responsible for records requests, invoicing, payroll, leave, benefits, district finances, customer service, and supporting our other divisions.

INFORMATION TECHNOLOGY

The IT team helps keep the district's technology working and up-to-date. This group is made up of our IT Systems Manager, IT Systems Analyst, and IT Systems Assistant. They work to ensure all of the district's technology is working properly, from district desktop computers used by our office staff to the Mobile Digital Computers or MDCs that the firefighters use as they respond to emergency calls. This team focuses on supporting the district at all levels while working towards efficient service delivery.

HUMAN RESOURCES

The HR team, which is made up of the HR Director, two HR Analysts, and one HR Assistant, manages recruitment and onboarding processes, facilitates legal and labor negotiations, and oversees employee leave and injury claims. The team has recently transitioned to a new online platform that allows them to use digital forms which will streamline workflows, enhance transparency, and improve overall efficiency. These important team members are also committed to enhancing recruitment and streamlining onboarding and other HR processes.



SUPPORT SERVICES

LOGISTICS

The SRFR Logistics Division supports our emergency responders with the tools, equipment, supplies, and support needed to respond to alarms. Additionally, the team is responsible for maintaining the facilities that house our emergency responders, apparatus, and equipment. 2024 was an extremely busy year for Logistics, which continued to provide outstanding service to the District.

STRATEGIC ANALYSIS

The Strategic Analysis Team is comprised of our Data Analyst and our GIS Coordinator. The team works to support our Operations and Prevention teams with the most up-to-date data and GIS information allowing the district to make informed decisions. Through the combined capabilities of the division and vendor support, we have offered increased access to response reporting, evaluation of deployment performance, impact analysis of possible deployment changes, and multi-division support through ad hoc analysis projects.

FLEET MECHANICS

The SRFR Fleet Mechanics manage emergency apparatus maintenance and repair. Collectively, this team has years of experience under the hood, and they boast impressive certifications which allow them to service many different types of vehicles. Five of them hold Double Master Emergency Vehicle Technician (EVT) Certifications, an impressive feat considering only 202 mechanics hold the same type of certification in all of North America, and only 32 hold it in Washington state. All of these mechanics work to maintain and service all of SRFR's vehicles. They perform routine maintenance, like oil changes on SRFR SUVs, but also work under the hoods of 20-ton fire engines. In addition to this, the mechanics also serve other partner agencies in the region, so at times you will see them working on neighboring-agency rigs. In total, the team services and maintains up to 380 vehicles.

LOGISTICS SERVICE
TICKETS CLOSED

2,686

NUMBER OF
VEHICLES
SERVICED ANNUALLY

380

NUMBER OF
DUAL MASTER
CERTS AT SRFR

5





UPCOMING COMMUNITY EVENTS



UPCOMING 2025 COMMUNITY EVENTS

- **March 15th:** Scout Day Open House-Station 71, Clearview
- **July 8th:** Water Safety Camp-Lake Tye, Monroe
- **July 11th-13th:** Aquafest-Lake Stevens
- **July 16th:** Water Safety Camp-Lundeen Park, Lake Stevens
- **July 17th:** Water Safety Camp-Lundeen Park, Lake Stevens
- **August 5th:** National Night Out Against Crime-Monroe, Willis Tucker, Lake Stevens
- **October 4th:** Fire Prevention Week Open House-Station 31, Monroe





APPENDIX

APPENDIX

Response Time Standards (Page 14):

The response times presented on this page reflect the first unit on scene times, reported at the 90th percentile in alignment with the Accreditation model and industry fire standards. Only **emergent calls** are included in this analysis and responses outside the SRFR boundaries are excluded. Response times are divided using Program types of **Fire, EMS, Hazmat, Rescue** and **Wildland** and are categorized based on the **Initial Call Type**—i.e., the call type under which the incident was originally dispatched to Fire Services. Each Program Type is further divided into Low, Moderate, and High Risk, classification of which is done based on critical tasking and number of resources needed to mitigate an incident. For instance, a Motor Vehicle Collision is classified as low risk fire call as it requires at least 2 apparatus and 5 personnel. However, a Motor Vehicle Collision involving Entrapment or Fire is classified as Moderate risk Fire call as it needs at least 7 apparatus with 15 personnel.

Outlier Policy & Predictable Consequences (Page 14):

To ensure data accuracy and meaningful response time analytics, this policy excludes incidents with unusually long response times, which are often the result of data entry errors, system anomalies, or situations outside the agency's operational scope. Upper threshold limits are applied to various stages of the response process—up to the point when a unit arrives on scene. As a result, **4.5% of total calls** have been excluded from the reported dataset. This approach ensures that the analysis remains representative of typical agency performance.¹ **Predictable Consequences:** Delays in incident mitigation can correlate to an increased likelihood of occupant fatality and property loss from fire, and delays in CPR during cardiac arrest result in a higher mortality rate.²

Incident Data (Page 19):

This page includes the **total number of incidents**, covering both **emergent and non-emergent calls**, and includes responses both **inside and outside the district**. Please note that the **Fire category also includes low-risk Hazmat calls**, such as gas leaks and carbon monoxide alarms, which were previously reported under Hazmat.

Call Type By Incident Category (Page 19):

Fire:	FAC, FAR, FAS, FIRE, FS, FSN, FTU, FR, FRC, FC, FCC, FB, FWI, FFB, FI, GLI, GLO, COA, MAF
EMS:	BLS1-3, MED1-3, MEDX, MVC, MVCE, MVCF, MVCM, MVGN, MVCP, MVCT, COAM, AWWX, AID, MAA, MAB, CRP, MCI, BCTRAIL, NURSE, TRANSFER
Rescue:	RESA, RESCS, RESST, RESSW, RESTR, RESWA
Hazmat:	HZ, MAH
Service:	SC
Other:	AF, COLP, HOLD, INFO, MU, NOTICE, NOTICEP, THAZ, WELC

¹ National Fire Data Center, ed. 2024. "Fire Risk 2022." Topical Fire Report Series 22, no. 6 (November): 1-16.

² Dan, Nguyen. 2024. "Association Between Delays in Time to Bystander CPR and Survival for Witnessed Cardiac Arrest in the United States." Circulation: Cardiovascular Quality and Outcomes 2024, no. 17 (February): 146-153.



