



ANNUAL REPORT



VALLEY REGIONAL FIRE AUTHORITY

2018

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FIRE CHIEF/ADMINISTRATOR'S MESSAGE



BRENT D. SWEARINGEN

I am pleased to present the Valley Regional Fire Authority [VRFA] 2018 annual report. I am extremely proud of the effort and creativity the men and women of the VRFA showed this past year. With resources stretched and calls for service increasing, we were able to sustain all of our service levels and implement several new initiatives that will improve safety and set the foundation for future VRFA operations.

Response crews had a busy year. Calls for service increased nearly four percent over 2017 levels. We also deployed personnel with Washington's FEMA task force to assist on two hurricanes. Specially trained VRFA wildland firefighters responded to eight out-of-area wildland fires in support of other agencies. Two of those deployments were to the devastating California wildfires. [It should be noted that expenses for all out-of-area deployments are reimbursed by the requesting agencies. Service levels are not depleted locally to provide resources to outside agencies.]

We also implemented a fire company level business inspection program. This program has the dual benefits of allowing our response crews to better familiarize themselves with businesses in their response areas while freeing highly trained fire inspectors to concentrate on more complex or hazardous occupancies.

The VRFA continues to be responsible stewards of provided resources. The Washington State Auditor audits the VRFA annually. Every one of these audits have come back clean with no findings. This past year was no exception. As part of our commitment to providing the best service at the best value, the VRFA continues to partner with our neighboring agencies to attain economies of scale. The VRFA is an integral part of the South King County Fire Training Consortium which provides fire training for all the departments in the south part of the county. We also partner with South King Fire

and Rescue to provide a Community Medical Team [CMT] for non-acute and preventable injuries and illnesses. This team provides support services to repeat 911 callers that lessens their need to rely on emergency services and relieves the burden on both the emergency 911 system and hospital emergency rooms. We continue in discussions with our neighbors to consolidate functions in other areas of mutual benefit.

This past year saw the retirement of Administrator Eric Robertson who was the founding leader of the VRFA. While losing such a long-serving leader always leaves a void in an organization, Administrator Robertson took care to assemble a well-prepared staff to step in and ensure a smooth transition.

With the continued support of our great team members, governance board, and communities, I see a great 2019 ahead for the VRFA!

In addition to the above-mentioned cooperative efforts with other departments, the VRFA has begun the arduous task of becoming an accredited fire department. This is a multi-year process that looks at every aspect of the fire department from our policies to our response times. At the end of the process we will be evaluated by outside experts who will confirm that every part of our operation is being done according to best practices.

With the continued support of our great team members, governance board, and communities, I see a great 2019 ahead for the VRFA!

If you have any questions or suggestions for this annual report, or the operation of the VRFA in general, you may contact me at: askthevrfa@vrfa.org

BOARD OF GOVERNANCE

2018 REVIEW

As your elected Board of Governance members, we are pleased to share with you the many accomplishments of the Valley Regional Fire Authority during 2018.

As always, we have maintained a conservative budgeting approach, ensuring that we have the highest quality workforce with the tools they need to do their job. We continue to deliver the highest level of professional fire and emergency medical services to our communities.

For the eleventh consecutive year, the annual accountability and financial audit produced a report free of findings. Each year's audit, performed by the Washington State Auditor's office, reviews many of the VRFA's internal controls and financial practices. This year, auditors focused on the fire benefit charge, overtime, and financial sustainability. Once again, they found that our work, policies and procedures were fully compliant with state law. We continue to be good stewards of your dollars and are pleased with these reports.

Our goal is to ensure that the VRFA meets the needs of our growing communities. Whether it is maintaining or improving our facilities, leveraging partnerships with other agencies, or ensuring funding for state-of-the-art training, we are here to serve the communities. Thank you for your continued support, as it has allowed us to meet the increasing demands for emergency services in Algona, Auburn and Pacific.

Nancy Backus,
Board of Governance Chair
City of Auburn Mayor



NANCY BACKUS
CHAIR
AUBURN



LEANNE GUIER
VICE-CHAIR
PACIFIC



DAVE HILL
MAYOR
ALGONA



CLAUDE DACORSI
AUBURN



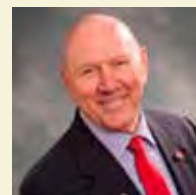
KERRY GARBERDING
PACIFIC



TROY LINNELL
ALGONA



LYNDA OSBORN
ALGONA



BILL PELOZZA
AUBURN



DAVID STORAASLI
PACIFIC

FIRE STATION LOCATIONS

STATION 31 | NORTH AUBURN
1101 D STREET N.E., AUBURN, WA



STATION 32 | SOUTH AUBURN
1951 R STREET S.E., AUBURN, WA



STATION 33 | LAKELAND HILLS
500 182 AVENUE E., AUBURN, WA



STATION 34 | LEA HILL
31290 124TH AVENUE S.E., AUBURN, WA



STATION 35 | SOUTHWEST AUBURN
2905 C STREET S.W., AUBURN, WA



STATION 38 | PACIFIC
133 3RD AVENUE S.E., PACIFIC, WA



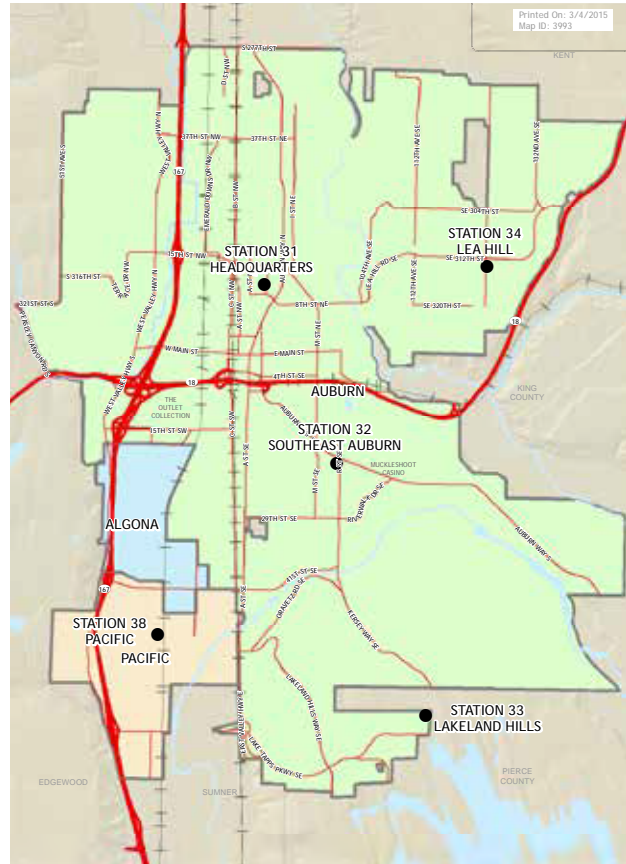
VRFA OVERVIEW

WHO WE ARE

The Valley Regional Fire Authority (VRFA) was established on January 1, 2007 and operates a legally organized Regional Fire Protection Service Authority (RFP SA) as authorized in Revised Code of Washington (RCW) Title 52. The VRFA is governed by a nine member Board of Governance (BOG) consisting of three elected officials representing each of the three founding cities of Algona, Auburn, and Pacific. The VRFA also serves KCFD#31 by intergovernmental contract.

The VRFA provides service to 37 square miles in South King County and North Pierce County, commonly known as the Green River and White River Valleys. Census estimates put the resident population at over 91,000. Emergency services are provided from five fire stations strategically located throughout the area. All of the VRFA fire stations are staffed by career firefighters 24 hours a day. Administrative services are provided through two facilities: Station 31 at 1101 D Street NE in North Auburn, which also serves as the Headquarters facility, and Station 35, located in the GSA complex at 2905 C Street SW, where the Technical Services staff is located.

VRFA SERVICE AREA



EMPLOYEE RECOGNITION

2018 HONORS



**PROFESSIONAL
EXCELLENCE AWARD**
NOAH CHANG
DATA ANALYST



FIREFIGHTER OF THE YEAR
SCOTT MCFERON
FIREFIGHTER/EMT



FIRE OFFICER OF THE YEAR
GUY SMITH
CAPTAIN

RETIREMENTS

HONORING YEARS IN SERVICE

The Valley Regional Fire Authority would like to recognize the following individuals for their years of service:



RUDY PEDEN
BATTALION CHIEF
41 YEARS



ERIC ROBERTSON
ADMINISTRATOR
35 YEARS



PAUL CAROLAN
CAPTAIN
27 YEARS

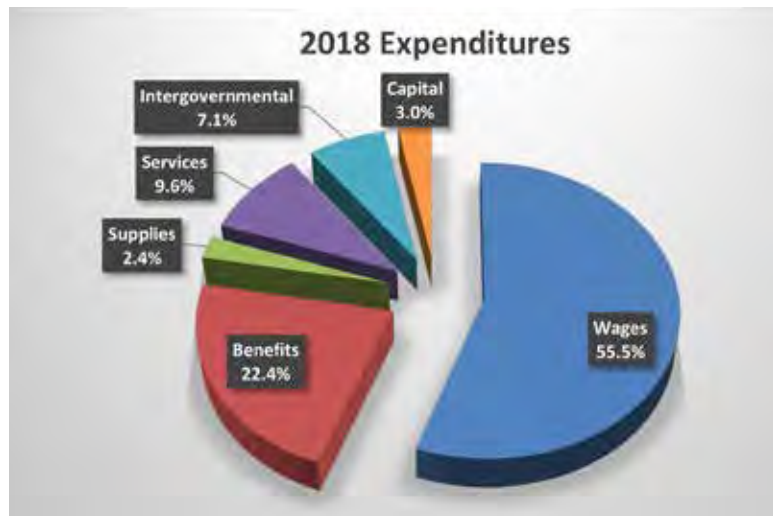
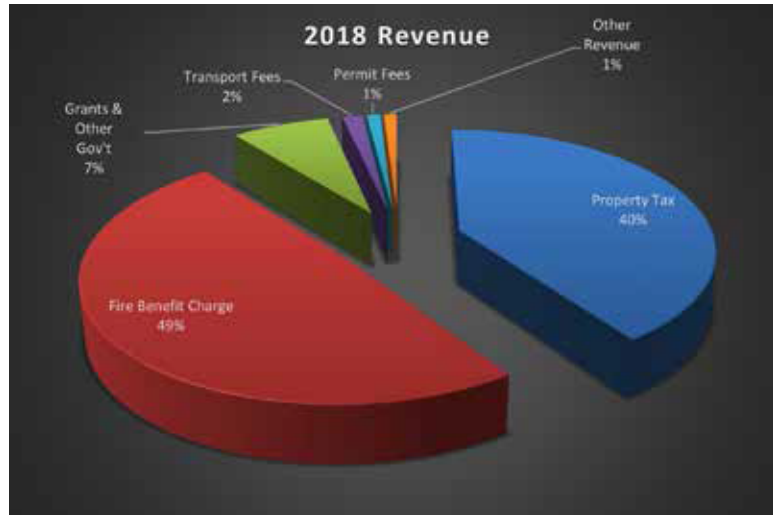
FINANCE AND ADMINISTRATION

2018 YEAR IN REVIEW

The VRFA Finance and Administration team highlighted our commitment to good stewardship when we received our eleventh consecutive clean financial and accountability audit reports from the Washington State Auditor's Office. We are very proud of this accomplishment!

A major project completed during the year now allows our program managers to quickly determine budget expenditures on a real-time basis. We are confident this will continue our quest for greater efficiencies within the organization.

Looking forward into 2019, our primary goal is to eliminate the paper associated with one of our major functional responsibilities. We look forward to updating you on this project in our next report.



OPERATIONS

The Valley Regional Fire Authority Operations Division provides emergency response services to our communities. Firefighters respond to calls for service from five fire stations that are strategically located throughout our 37 square mile service area. Typical calls for service include emergency medical calls (EMS), fires of all types, vehicle accidents, water and rope rescue, hazardous materials response and other rescue and aid responses.

The Operations Division is divided equally into four shifts (A, B, C and D), that provide 24/7 coverage to our member communities and the surrounding area. Firefighters work 24 hour shifts on a rotational basis that equals a 48 hour work week. A Battalion Chief is assigned to each shift to oversee five station captains.

All 93 VRFA firefighters and captains are Washington State Certified Emergency Medical Technicians (EMT's) and are trained to the International Fire Service Accreditation Congress (IFSAC) Standard of firefighting. Firefighters assigned to the VRFA Technical Rescue Team also maintain Dive, Swift Water and Rope Rescue Technician certifications as well as their firefighting and EMS requirements.

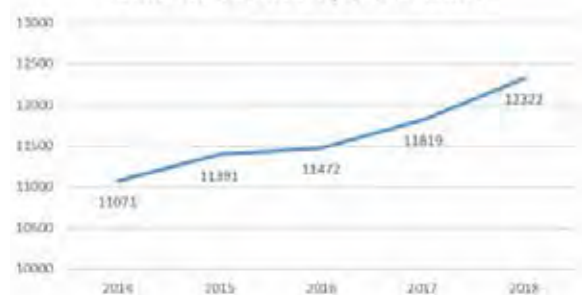
FIRE SUPPRESSION

- In 2018, the VRFA responded to 12,322 total calls for service; an increase of 4% over the previous year.
- Fire responses were down slightly in 2018, from 402 to 386.

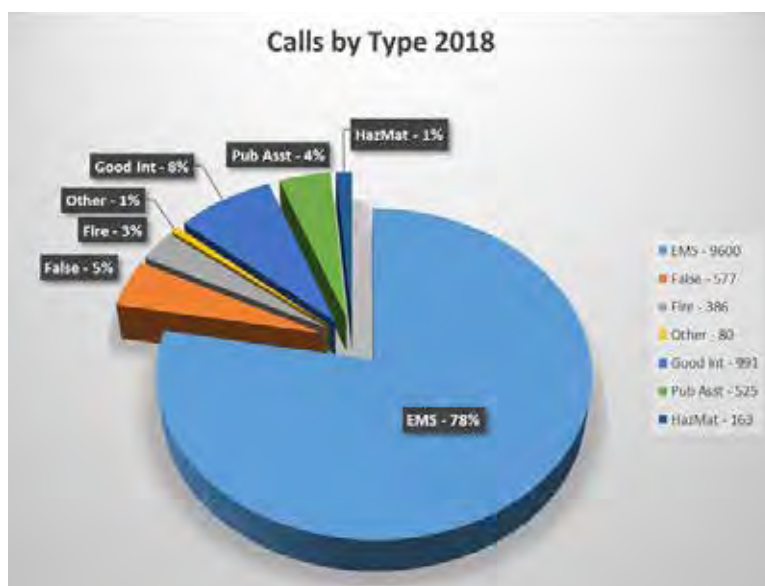
EMS

- EMS calls continue to dominate our call type and remained just below 80% of our total call volume.

Calls for Service Upward Trend



EMERGENCY RESPONSE



OPERATIONS

WILDLAND FIREFIGHTING

In 2018, the VRFA responded to eight major wildland fires, including two out of state fire mobilizations to California.



Cougar Creek Fire mobilization in Entiat, Washington.

The VRFA Wildland Firefighting Program provides Type-1 [Structural Fire Engine] and Type-5 [Brush Firefighting Engine] response capabilities to King County Zone-3 via mutual and automatic aid requests. The VRFA also provides regional, statewide and out-of-state response capabilities via Department of Natural Resources requests, Washington State Fire Mobilization requests and through our Emergency Management Assistance Compact [EMAC] agreements. In 2018, the VRFA responded to eight major wildland fires in support of our partners at the Department of Natural Resources, the State of Washington and the State of California. The VRFA Wildland Firefighting Team consists of 20 National Wildfire Coordinating Group [NWCG] "Red Card Certified" Firefighters, which includes battalion chiefs, captains and firefighters. NWCG Wildland Certified Firefighters are required to annually complete wildland fire continuing education training, demonstrate fire shelter deployment proficiency and also complete an arduous pack test: a fast paced three mile walk, wearing a 45lb weight vest in 45 minutes or less. The VRFA will be adding a 2500 gallon type II support tender/ water tanker to our operational capabilities in 2019.

URBAN SEARCH AND RESCUE

In 2018, VRFA personnel deployed five personnel on two separate Urban Search and Rescue [US&R] deployments with the Washington State Task Force-1 Rescue Team: one response to Hurricane Lane and one response to Hurricane Olivia. Both hurricanes impacted the Hawaiian Islands.

The VRFA has six personnel who are assigned to the Washington State Task Force-1 [WA TF1] Urban Search & Rescue Team. VRFA personnel serve in a variety of positions, one as a Task Force Leader, one as a Technical Search Specialist and four as Rescue Specialists. Rescue Specialists are trained to the technician level in confined space, trench, vehicle & machinery, structural collapse and swiftwater rescue. The VRFA also has one US&R member who is assigned to the FEMA US&R Blue Incident Support Team [IST]. The IST is an overhead/management team that is deployed prior to the deployment of geographically located US&R assets.



OPERATIONS

TECH RESCUE

The Valley Regional Fire Authority (VRFA) Technical Rescue Division provides resources to a regional response model that routinely responds throughout South King County and North Pierce County. These responses to high risk/low frequency events, such as water rescue, are coordinated between several different emergency response agencies. Many of the agencies in South King County provide surface and swift water resources while the Renton Regional Fire Authority (RRFA) and the VRFA are the only two agencies that provide SCUBA trained personnel. The VRFA Technical Rescue Division maintains 12 trained rescue specialists as well as two equally trained captains that are proficient in rope rescue, surface water, swift water, and dive rescue operations. Technical Rescue Specialists maintain a strict training schedule, in addition to all other mandatory firefighter training, in order to maintain their technical rescue certifications.

Water rescue responses in our many area lakes and rivers occur frequently in the spring and summer months. Drowning is the second leading cause of

accidental death in the United States in children ranging in age from 1 – 14, and King County routinely has a fatality drowning rate that exceeds 100 deaths per year. This statistical information is one of the key factors in the VRFA strategic response plan that includes water and other technical rescue support functions to rescue and recover citizens involved in water related emergencies.

In addition to technical rescue operations, the VRFA also responds to hazardous materials spills and releases. All VRFA firefighters are trained to respond to the initial stages of a spill or release. When a significant hazardous materials incident occurs within the VRFA response area we rely on assistance from other fire departments in South King County that utilize trained technicians to mitigate large spills and releases. This regional response model allows the VRFA and other fire departments in King County Emergency Response Zone 3 to provide a cost effective all hazard approach to incident response.



OPERATIONS

PRE-INCIDENT PLANNING

Pre-incident plans (PIP) are used during emergency responses to display the layout of buildings and identify specific hazards that may present a danger to first responders. The information that is included in a PIP is collected by firefighters who conduct a site visit and a walk-through of a commercial building.

- » The operations division, working with the Fire Marshal's Office (FMO) updated 20 PIPs, completed 15 new PIPs and reviewed 300 PIPs for accuracy.

TRAINING

The VRFA continued its partnership with the South King County Fire Training Consortium (SKCFTC) in 2018. This partnership provides training curriculum and instruction for the VRFA and its 13-member fire departments. In 2018, VRFA firefighters documented 26,500 hours of training, the most ever recorded by our agency. Training was provided through several means including; practical hands-on, large multi-company evolutions and online. Training that is assigned and delivered is developed from industry "Best Practices," NFPA and the Washington Administrative Code. The VRFA assigns three personnel to the SKCFTC, a battalion chief, a captain and a firefighter.

TRAINING HIGHLIGHTS FROM 2018

BLUE CARD TRAINING

The VRFA has 65 certified Incident Commanders (ICs) in the Blue Card Command and Control Program. The program is used throughout the region as a way of managing and communicating with resources while operating on an emergency scene. Each year ICs are required to perform online continuing education training and simulation labs while being evaluated by a certified instructor.

MULTIPLE COMPANY OPERATIONS

VRFA crews participated in several multi-company drills throughout the year. These drills assign crews from neighboring fire agencies to perform different manipulative skill drills and complete tasks and objectives. The goal is to efficiently perform tasks in a drill scenario to reinforce skills needed in actual events.

WILDLAND TRAINING

The VRFA training division secured a private industry expert to assist in providing wildland urban interface training. This training focused on the role of structural engine companies in the wildland fire interface. The drill showed ways to coordinate resources, manage hose lines and operate safely when mitigating a brush fire in a housing development.

RECRUIT ACADEMY

In June of 2018, the VRFA welcomed five recruit firefighters. All successfully passed the rigorous 20-week long academy.

PROFESSIONAL DEVELOPMENT

The training division also assisted in the coordination of professional development training. VRFA leaders and company officers were given several opportunities to attend leadership and supervision trainings such as the Captains and BC's Academy, Leadership and Supervision, Officers Development Academy and several others.



TECHNICAL SERVICES

PLANNING AND LOGISTICS

Planning and Logistics (P&L) is the support services division that is responsible for fleet and facility maintenance, purchasing of goods and services, vendor contracts, uniforms and equipment. P&L is managed by a battalion chief, two captains and a logistics aide.

P&L welcomed a new Planning Captain, Ryan Freed. Along with Planning responsibilities, Captain Freed is assisting with the Accreditation process.

MAJOR PURCHASES INCLUDED:

- 40 sets of bunker gear to replace gear with expiring lifecycle dates [10 years].
- Several new Thermal Imaging Cameras [TICS] that are smaller, faster, lighter and more user-friendly.
- New battery operated extrication tools.
- A 2018 Pierce Enforcer pumper that will be located at Station 31 in the second quarter of 2019.

SEVERAL PUBLIC WORK PROJECTS WERE COMPLETED AT FACILITIES:

- Ceiling tiles and carpet were installed for a new conference room at Station 35.
- A siding project was completed at Station 31.
- The upstairs office was painted at Station 31.

OTHER NOTABLE ACCOMPLISHMENTS IN 2018 INCLUDED:

- All legal records were moved to a VRFA owned facility.
- The Accreditation process began.



P&L ALSO MANAGED NUMEROUS PROJECTS DURING 2018 INCLUDING:

- 695 apparatus, facility, and small tool requests
- 296 uniform requests
- 150 bunker gear inspections
- Service maintenance of gurneys
- Service maintenance of station generators
- Service maintenance of mobile air compressors
- Service maintenance of fire alarm/sprinkler systems
- Service maintenance of HVAC systems
- Service maintenance of small tools/equipment
- Annual hose and ladder testing

In 2019, we look forward to putting a new pumper, thermal imaging cameras, and extrication equipment in service. The accreditation process is on-going and will continue to be a major objective for our division.



TECHNICAL SERVICES

EMS DIVISION ANNUAL REPORT

COMMUNITY MEDICAL TEAM (CMT)

The VRFA continues to work collaboratively with South King Fire & Rescue to deliver an alternative response model with the CMT program. In March 2018, the CMT delivery care model restructured to include two dedicated full time firefighters and a full time social worker. The addition of the social worker brings a unique skill set to the team. The social worker and firefighters work together to determine the underlying patient needs and create solutions for the most meaningful intervention. As a team they help navigate patients to appropriate medical, social or community services. This new model provides better patient care coordination which improves the patient's overall health and decreases impacts to the 911 system.



KING COUNTY QUALITY IMPROVEMENT/ QUALITY ASSURANCE

The VRFA is participating in the King County Basic Life Support (BLS) Training and Quality Improvement Strategic Initiative. This initiative is a regional approach to improve consistency among agencies regarding BLS training and quality improvement through reviewing emergency calls. The VRFA has partnered with a King County Medic One paramedic to review emergency medical calls, provide feedback and supply additional training to the firefighters.

EMERGENCY MANAGEMENT

In 2018, we entered into an agreement with South King Fire & Rescue to hire a full time emergency management coordinator. In April, Sarah Yancey was hired to serve both agencies. Sarah attended the University of Washington and Tulane University and has Master of Arts degrees in Homeland Security, Emergency Management and Public Health. While emergency management is not new to the VRFA, having someone fully dedicated to this endeavor is invaluable. In a very short time, Sarah has made significant progress for both agencies coordinating emergency planning. Since April, the emergency management program has accomplished the following:

- Acquired emergency supplies (food, water, blankets, cots) to support full operating VRFA staff for a period of seven days
- Installed National Oceanic and Atmospheric Supported Weather radios at every VRFA fire station
- Sent representatives to train at the Center for Domestic Preparedness for Chemical, Biological, Radiological, Nuclear and Enhanced Conventional Weapons
- Maintained 100% National Incident Management System (NIMS) training compliance
- Observed and evaluated several community evacuation drills
- Delivered a "Disaster Preparedness Workshop" for the City of Algona
- Regular attendance and participation in Emergency Management initiatives in the region
- VRFA staff participated in the nationwide "Great Shakeout" drill

Goals for 2019 include the delivery of at least three community-based disaster preparedness/empowerment workshops and two internal disaster response table top exercises.

TECHNICAL SERVICES

FIRE MARSHAL'S OFFICE

The VRFA Fire Marshal's Office is responsible for fire plan review of new and existing buildings, construction inspections for fire code compliance, maintenance risk reduction inspections of existing buildings, new business inspections, and fire investigations. The Fire Marshal's Office (FMO) works with the cities of Algona, Auburn and Pacific to apply fire regulations from the International Fire Code (IFC), Washington State Amendments, city amendments, and design standards.

In 2018 we focused on creating and implementing the Company Level Inspection Program. This program,

provides officers and firefighters the opportunity to become familiar with buildings in their response area, while allowing more time for Deputy Fire Marshals to complete more complex inspections.

Deputy Fire Marshals Dave Casselman and Mike Homan completed the IFSAC Fire Investigator Certification and attended the New Mexico Tech class Incident Response to Terrorist Bombing to become familiar with bomb evidence and investigations.

COMPLIANCE SERVICES

INVESTIGATIONS

Fire investigations require highly technical and skilled work. In 2018, 63 fires were investigated by the VRFA. Fifty-eight percent of these were determined to be accidental. There were five fire fatalities: one in an apartment building and four in vehicles. The dollar loss for 2018 fires is estimated at \$675,000.

FIRE CODE COMPLAINTS

The Fire Code Complaints unit follows up with questions and complaints called into the Fire Marshal's Office, referrals from our cities, and VRFA

Fire Cause Determination



Number and Location of Fire Investigations



staff. Issues resolved by this unit include: fire lane concerns, fire engine access, false alarms at apartment complexes and illegal burn complaints.

CODE COMPLIANCE

The Code Compliance unit conducts follow-up on risk reduction inspections when the client does not voluntarily comply with the fire code. The Compliance unit makes at least one additional attempt to gain compliance before referring the complaint to City Code Enforcement. These complaints often require coordination with several different agencies, including: Puget Sound Clean Air Agency, Consumer Product Safety Commission and Labor and Industries. Examples of issues resolved by this unit include: businesses with extremely poor storage practices, blocked exits and non-compliant fire suppression systems.

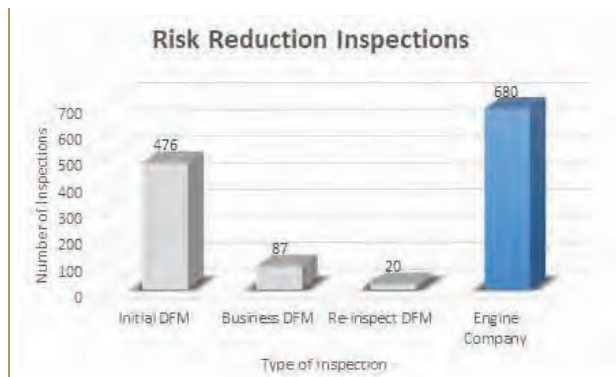
TECHNICAL SERVICES

FIRE MARSHAL'S OFFICE

DEVELOPMENT SERVICES

RISK REDUCTION INSPECTIONS (RRI)

Risk reduction inspections reduce the risk of a fire occurring in a building and provide a safe place for workers, customers, and firefighters engaged in fire suppression activities. In 2018, 1,263 inspections were completed. Deputy Fire Marshals (DFM) completed 583 inspections and 680 inspections were completed by on-duty firefighters.



PLAN REVIEWS

In 2018, the Fire Marshal's Office completed 832 plan reviews.

BUILDING PLAN REVIEW & CONSTRUCTION INSPECTIONS

Plan review and construction inspections are tied to the economic development of our cities. The reviews include; building, tenant improvement, building additions, mechanical, plumbing, fire sprinklers, fire alarm, fire sprinkler underground, spray booths, underground and aboveground tanks, and hazardous materials.



LAND-USE REVIEWS

Land-use reviews are also tied to the economic development of our cities. Land-use reviews include plats: boundary line adjustment, variances, facility extensions, grading, right-of-way use, and pre-application meetings. Land-use reviews provide fire department access, fire hydrant locations, fire flow for the buildings, and other items that affect the ability of responding fire units to access buildings and to fight a fire.

NEW BUSINESS LICENSE REVIEWS

Business license reviews continue to increase every year. Each application is reviewed and then placed in queue for inspections. The business license reviews and inspections are vital to our Risk Reduction Inspection program. The business license inspection is the Fire Marshal Office's first opportunity to educate new business owners on the requirements in the IFC that affect their business.

TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

The Public Information and Education Division is comprised of two full time Public Information and Education Officers and four Firefighter Public Information Education Specialists.

2018 ACCOMPLISHMENTS

COMMUNITY EDUCATION PROGRAMS

- Over a thousand smoke alarms and 200+ carbon monoxide alarms were received through a grant from World Vision and the Costco Corporation. Smoke alarms were picked up, sorted and distributed throughout our service area and shared with other fire departments.
- Open houses were planned and held at Station 31 and Station 33.
- Grants were submitted and funds secured through the Auburn Area Fire Medic Campaign for the installation of grab bars for fall patients, the purchase of bicycle helmets and smoke alarms.
- Annual Report information gathered, edited, sent to designer and published.
- Fire Prevention Week and Change Your Clock, Change Your Battery Banners displayed at stations. Safety messages were shared on social media pages throughout the month of October for Fire Prevention Month.

PUBLIC INFORMATION

- Three articles on safety and prevention were written and included in the *Auburn Magazine*.
- The role of the PIEO Specialists in public information was expanded, allowing them to post topics of interest on Facebook.
- PIEO Kimberly Terhune was re-elected as Chair of the King County Fire and Life Safety Association [KCFLSA] and PIEO Kelly Hawks was re-elected as a Board Member to both KCFLSA and Washington Public Fire Educators.
- PIEO Hawks presented on the role of the PIO at large scale fires at the annual Washington Fire Chief's Conference.



TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

COMMUNITY EDUCATION PROGRAMS

- Classroom Fire and Life Safety lessons were provided to 150 classrooms, reaching approximately 4,500 kindergarten, first and second grade students in 14 public and four private elementary schools.
- Forty-one fire station tours and fire engine visits were completed by firefighters and public education staff.
- Seven groups from preschools and childcare centers received fire safety education along with engine visits.
- Over 800 students in 34 classrooms at five high schools received distracted driving, as well as drinking and driving prevention lessons through our Think Again program.
- The VRFA participated in 26 community events in Algona, Auburn and Pacific.
- Eighteen evacuation drills, fire extinguisher trainings and other safety courses were provided for businesses, schools and community organizations.
- Thirty-eight bicycle helmets were custom fit to children and adults in need of them. We also attended numerous events throughout the year where we fitted or provided bike helmets.



TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

COMMUNITY EDUCATION PROGRAMS CONTINUED

- Public education staff assisted with 48 car seat installs.
- We provided 189 standard smoke alarms and 28 smoke alarm batteries to senior and/or low income homeowners.
- Thirty-eight carbon monoxide alarms were installed or given to seniors and/or low income homeowners.
- There were no referrals to the Juvenile Firesetting Intervention program in 2018.
- Over 150 local scouts and their leaders received fire and life safety education at our eighth annual "Scout Night at the Fire Station."
- The antique engine was decorated and used to chauffeur the guest of honor (Santa) in Auburn's annual Santa Parade.



TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

PUBLIC INFORMATION

- Ten press releases were issued to the media regarding emergency incidents or VRFA announcements.
- Tweets regarding significant incidents, activities or events were posted 369 times. The VRFA has over 4,700 Twitter followers. In November, a tweet regarding a two alarm fire at Auburn Public Storage received the highest number of impressions for the year at 15,700.
- The VRFA website and Facebook pages were updated weekly. The website received 119,161 unique visits and the VRFA Facebook page had 2,484 followers with average post reach of 973. In 2018, we posted our first live video on Facebook.
- A VRFA Instagram page has 367 followers with the highest demographic being the 25 to 34 age group.
- The Fire Watch community newsletter is distributed three times per year, reaching over 32,000 households in the VRFA service area.



STRATEGIC INITIATIVES

In 2018, the VRFA completed work on several strategic initiatives. These initiatives combine to improve the strength of our team and foster a culture of continuous improvement at the VRFA. These initiatives align with our mission, vision and guiding values. Below is a summary of our improvements.

1 INITIATE THE ACCREDITATION PROCESS

- The VRFA became a registered agency with the Center for Public Safety Excellence on Oct 8, 2018 for Accreditation.
- An accreditation team was assembled and began work on the VRFA's Standard of Cover.
- A Community Risk Assessment was completed.
- A Standards of Cover/Deployment analysis has been initiated.

2 IMPROVE MARKETING/BRANDING

- Enhanced social media presence: Updated social media policy to reflect contemporary standards. Utilized approved social media tools to provide timely information on 911 activity, educational topics and human interest stories.
- Trained Public Information and Education Team members on use of Twitter.
- Expanded posts on Facebook.
- Obtained equipment to start vlogging; a type of social media with video.
- Work began on the redesign of our website to make it more efficient and user friendly.

3 PERSONNEL RECOGNITION WORKGROUP

- Updated the process for recognizing employee's performance.
- Expanded firefighter and fire officer of the year top nominees to all shifts.

4 POLICY

- Signed an agreement with a cloud based document management company called Power DMS. This site will allow us to better manage our policies and simplify work flows.

5 IMPROVE THE JATC TRAINING APPRENTICE PROGRAM

- Entered into a regional agreement through South King County Fire Training Consortium to join all departments programs together.



VALLEY REGIONAL FIRE AUTHORITY

20
18





MISSION STATEMENT

The VRFA creates a safer community through effective prevention, preparedness and aggressive emergency response.

VISION STATEMENT

The VRFA is a leading public safety agency, efficiently providing premier services focused on minimizing the risk to lives and property.

GUIDING VALUES

Pride in Service, Integrity, Courage, Respect



VALLEY REGIONAL FIRE AUTHORITY

North Auburn Fire Station 31
1101 D Street NE, Auburn, WA 98002
[253] 288-5800

WWW.VRFA.ORG