



ANNUAL REPORT



VALLEY REGIONAL FIRE AUTHORITY

2019



OUR MISSION

*We serve the whole community.
The VRFA saves lives and protects property
through reliable emergency services,
preparedness and prevention.*

OUR VISION

Creating the safest community to live, work and visit.

OUR GUIDING VALUES

Selfless Service. Integrity. Grit.



TABLE OF CONTENTS

IN THIS REPORT >>

Pg. 1	Fire Chief/Administrator's Message
Pg. 2	Board of Governance
Pg. 3	Fire Station Locations
Pg. 4	VRFA Overview - Who We Are
Pg. 5	Employee Recognition & Retirements
Pg. 6	Finance and Administration
	Operations
Pg. 7	Emergency Response, Fire Suppression and EMS
Pg. 8	Wildland Firefighting, Urban Search and Rescue
Pg. 9	Tech Rescue
Pg. 10	Pre-Incident Planning, Training and Training Highlights
	Technical Services
Pg. 11	Support Services
Pg. 12	Notable Accomplishments, CARES Team
Pg. 13	Emergency Management
Pg. 14-16	Fire Marshal's Office
Pg. 17-18	Public Information and Education
Pg. 19	Strategic Initiatives

FIRE CHIEF/ADMINISTRATOR'S MESSAGE



BRENT D. SWEARINGEN

Thank you for taking the time to read our 2019 Valley Regional Fire Authority Annual Report. For those of you who read the 2018 annual report, you will notice many similar themes. In 2019 we continued to execute our plans for improving our service and setting the path forward into the next decade.

As you will see in the Emergency Operations section of the report, we were able to hold the line on both the number of fires and the total calls for service on a year-to-year basis. The modest rises we saw this year come in contrast to years of steady growth. This leveling off of service demands follows several initiatives that we have undertaken to enhance public safety and simultaneously reduce the needs for 911 calls. Two of these programs that I am particularly proud of are the Community Assistance, Referrals, and Education Services (CARES) program and our fire company inspection program. The CARES program is run jointly with South King Fire and Rescue. The program operates as a prevention bureau for predictable health issues. Firefighters from each department pair with staff social workers to identify citizens that can benefit from simple fixes to their living arrangements or other social services so that they do not have to use the 911 system to deal with minor problems. This program also helps direct these patients to proper care facilities or behavioral/health services instead of area hospital emergency departments.

The second program that I'd like to highlight is the fire company building inspection program. This program provides for fire companies to perform fire inspections on low hazard buildings in their first-due response areas. This allows the companies to better familiarize themselves with the buildings and business people in their service areas. It also frees up specialist fire inspectors to perform more frequent inspections on high hazard occupancies like schools and extended care facilities.

A final initiative that I would like to highlight is the continuation of our accreditation process. Great strides were realized this year with the completion and governance board adoption of a new Standard of Cover document, which is a foundational requirement of the accreditation process. The Standard of Cover document analyzes our historic response capabilities and then weighs our capabilities against the potential emergencies we may face in the community. This process sets down a roadmap for closing any potential gaps in service. The Standard of Cover document for the VRFA is over 300 pages and was completed entirely by our existing staff.

We also continue to find opportunities to partner with neighboring jurisdictions to share resources and expand capabilities.

Another big step in the accreditation process was the Board of Governance adoption of a new Strategic Plan. This plan was written after input from a group of interested community members and intensive feedback from departmental subject matter experts collected over a four-day workshop.

The VRFA continued with its unbroken string of clean audits by the Washington State Auditor's office. We also continue to find opportunities to partner with neighboring jurisdictions to share resources and expand capabilities.

Finally, I would again like to thank the Board of Governance for their trust and unwavering support. This allows the exceptional men and women of the VRFA to provide the excellent service the community deserves.

I also thank you for your interest in the VRFA. If you have any questions or comments about the report, or the operation of the VRFA in general, you can contact me at: askthevrfa@vrfa.org.

Have a safe and prosperous 2020!

BOARD OF GOVERNANCE

2019 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 2019.

As always, we have maintained a conservative budgeting approach, ensuring that our skilled workforce has the tools and equipment 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 twelfth 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 control over transfer disbursements, inter-local compliance, financial condition and fiscal sustainability. They found that our work was fully compliant with state law and our policies/procedures. We strive to be good stewards of tax-payer dollars and are pleased with these reports.

Our goal is to ensure that the VRFA meets the needs of our growing communities. To address the increasing demands of services, the VRFA has created a new five-year Strategic Plan. The Strategic Plan will guide the agency in identifying future needs to meet the community's expectations for fire department-based safety services. We also continue to partner with neighboring agencies to share resources and better serve the region. In 2019, our firefighters documented over 25,000 hours of training through the South King County Fire Training Consortium. This regional training model has enhanced our knowledge, skills and abilities of our firefighters.

Thank you for your continued community support. Your assistance has allowed us to meet the increasing demands for emergency services in our communities. We are proud to serve the citizens of Algona, Auburn and Pacific.

Leanne Guier,
Board of Governance Chair
City of Pacific Mayor



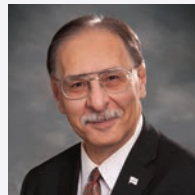
LEANNE GUIER
CHAIR
PACIFIC



DAVE HILL
VICE-CHAIR
ALGONA



NANCY BACKUS
MAYOR
AUBURN



CLAUDE DACORSI
AUBURN



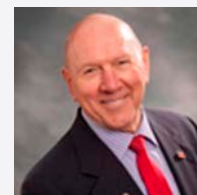
KERRY GARBERDING
PACIFIC



TROY LINNELL
ALGONA



LYNDA OSBORN
ALGONA



BILL PELOZA
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

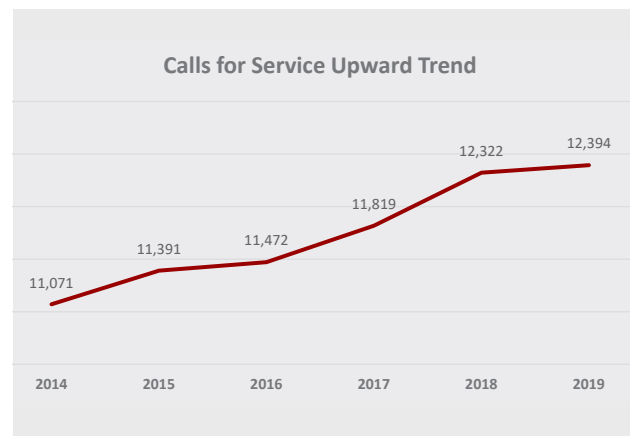
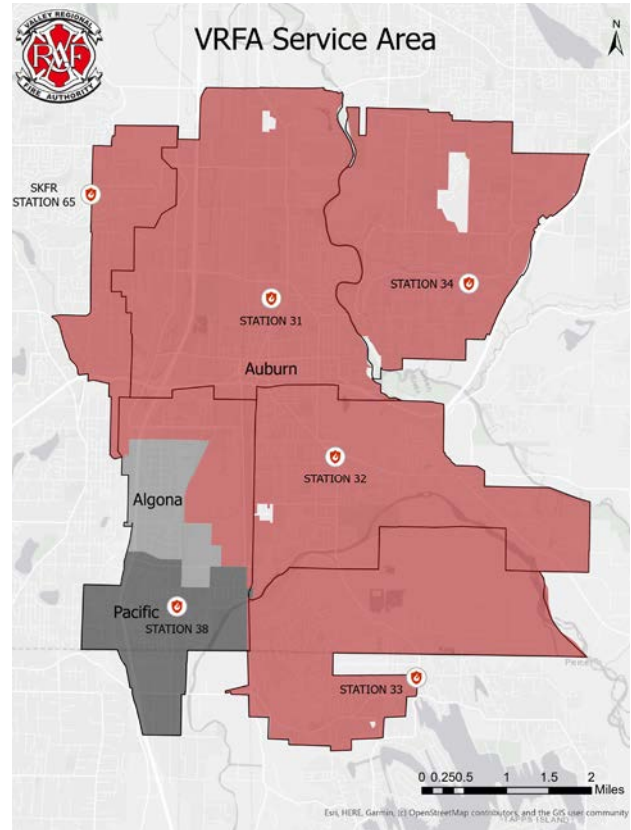


VRFA OVERVIEW

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 the three founding cities of Algona, Auburn, and Pacific. The VRFA also serves King County Fire District #31 by intergovernmental contract.

The VRFA provides services 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 92,000. Services are provided from six fire stations: 31, 32, 33, 34, 35 and 38. The VRFA also contracts with a neighboring fire department, South King Fire & Rescue (SKF&R), to provide coverage for the "West Hill Annexation Area." Fire stations 31, 32, 33, 34, 38 and SKF&R Station 65 are staffed 24/7 response stations. Station 35, the only non-response station, houses Emergency Management, Fire Marshal's Office, Support Services and Public Information and Education. The VRFA operates a single battalion with five response zones.

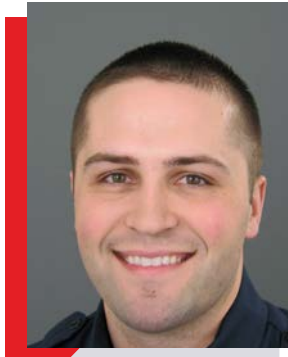


EMPLOYEE RECOGNITION

2019 HONORS



FIREFIGHTER OF THE YEAR
ERIKA BARTLETT
FIREFIGHTER/EMT



FIRE OFFICER OF THE YEAR
RYAN FREED
CAPTAIN



**SELFLESS SERVICE
AWARD**
SARAH BORDEN

RETIREMENTS

HONORING YEARS IN SERVICE

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



PARRY BOOGARD
BATTALION CHIEF
38 YEARS



LARRY UPTON
ASSISTANT FIRE MARSHAL
36 YEARS



KEVIN OLSON
DEPUTY CHIEF
28 YEARS



LOUISE BARTOL
EXECUTIVE ASSISTANT
11 YEARS

FINANCE AND ADMINISTRATION

2019 YEAR IN REVIEW

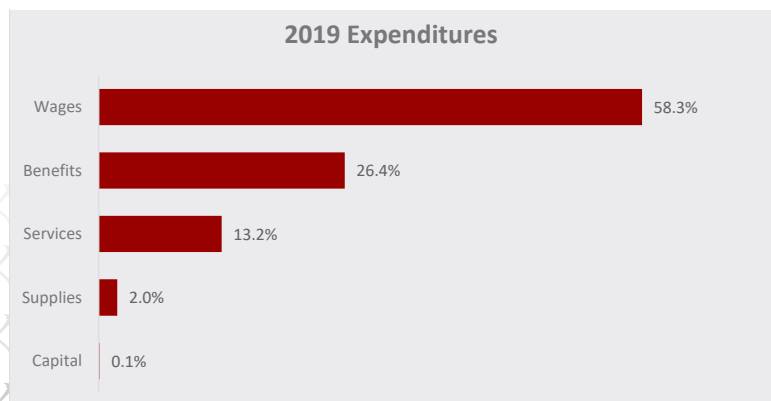
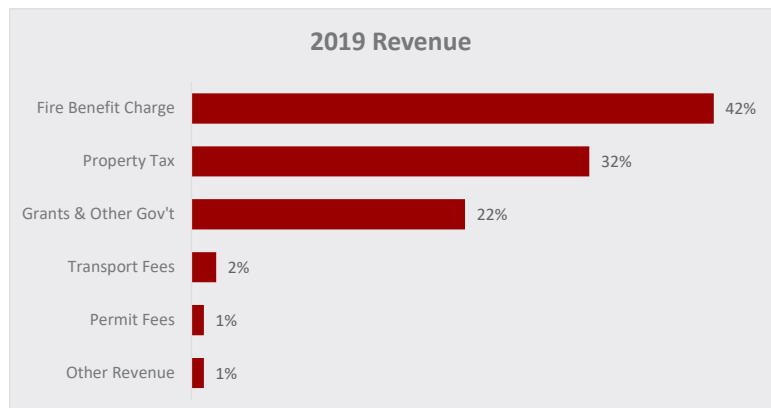
The VRFA finance and administration team is always working behind the scenes to ensure that our bills are paid, our computer networks keep running, external risks are managed, and that delivery of employee services is continuous.

Our finance department continues to highlight our commitment to good stewardship by receiving our twelfth consecutive clean financial and accountability audits from the Washington State Auditor's Department. We are proud of this achievement.

During the year, human resources began exploring efficiencies in our hiring process and is currently exploring joint initiatives with neighboring fire jurisdictions in an effort to create efficiencies for all of the fire departments in our zone.

Finally, the successful receipt of new revenue sources in 2019 has allowed our Board of Governance to reduce the annual fire benefit charge. This reduction was reflected in the notices mailed to all of our property owners in January 2020.

We are pleased with our results from 2019 and look forward to serving all of our internal and external customers in 2020!

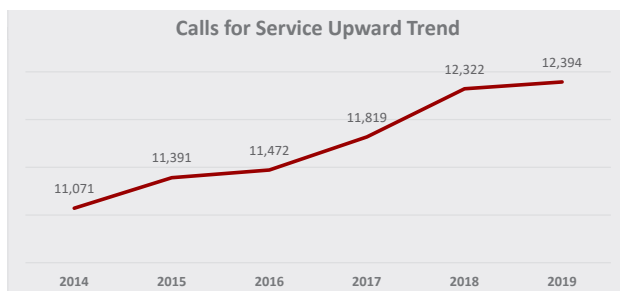


OPERATIONS

The Valley Regional Fire Authority provides an all-hazards emergency response to the communities of Algona, Auburn and Pacific, with automatic and mutual aid to and from neighboring jurisdictions. Our firefighters respond to emergencies from five strategically located fire stations across a 37 square mile area. A large majority of calls for service are emergency medical calls. The remaining calls are for fires of all types, vehicle accidents, water rescue, hazardous materials response, and other rescue and aid calls.

These five stations are staffed 24 hours a day, seven days a week, by four shifts (A, B, C, D). There is a minimum of 20 firefighters on duty, responding to emergencies across our communities. All of our firefighters are Washington State certified Emergency Medical Technicians and are trained to International Fire Service Accreditation Congress (IFSAC) standards of firefighting. The VRFA Technical Rescue Team members also maintain Dive, Swift Water, and Rope Rescue Technician certifications.

Depending on the type of emergency, the Fire Alarm Center [Valley Communications Center] will dispatch the appropriate resources to provide Basic Life Support (BLS), fire suppression, and technical operations. If a medical emergency requires Advanced Life Support (ALS), then VRFA firefighters will respond with King County Medic One paramedics, who are co-located at Station 31. Often, a number of different units are dispatched depending upon what resources are most needed to mitigate the emergency.



FIRE SUPPRESSION

- » The upward trend for calls for service continues. In 2019, the VRFA responded to 12,394 incidents. The six-year trend demonstrates an increase of 9 percent.
- » Fire responses remained steady at 390 in 2019, up from 386 in the previous year.

EMS

- » Emergency Medical calls represent the majority of our responses at 76% of total call volume.

2019 Calls by Type		
EMS	9,481	76.5%
Good Intent	1,003	8.1%
False	688	5.6%
Public Assist	558	4.5%
Fire	390	3.1%
Haz Mat	198	1.6%
Other	76	0.6%

RESPONSE TIME OUTCOMES

The VRFA has established benchmarks for our Total Response Time (TRT); the time it takes one of our units to arrive at a scene once the call is received at the Fire Alarm Center. For EMS calls, the TRT benchmark is 7 minutes and 34 seconds. For Fire calls, the TRT benchmark is 7 minutes and 49 seconds. The following table shows how often we met our benchmarks in 2019.

2019	TRT Benchmark	TRT Benchmark Achieved
EMS	7:34	62%
Fire	7:49	52%



OPERATIONS

WILDLAND FIREFIGHTING

In 2019, the VRFA responded to one Washington State Mobilization request and an additional request through our Emergency Management Assistance Compact to California. The VRFA's specially trained Red Card team was ready to assist whenever or wherever they were needed. Fortunately, the summer of 2019 was cooler and wetter than the predictions suggested and the team had limited out of area deployments. The VRFA Wildland Firefighting Program provides Type-1 [Structural Fire Engine], Type-5 [Brush Firefighting Engine] and Water Support [2500 Gallon Water Tender] response capabilities to our service area as well as 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 with other states and the federal government. 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 complete an arduous pack test. As the 2020 wildland season develops, the VRFA's Wildland Team will be ready to provide assistance when called upon.

URBAN SEARCH AND RESCUE

In 2019, the VRFA continued its support of Washington State Task Force 1 [WA-TF1] by ensuring its six representatives to the team maintained technical search and rescue capabilities. Each year the six members participate in training with other regional task force members in preparation for deployment to disasters. Training in 2019 consisted of structural collapse mitigation and search operations utilizing GPS, canine units and listening devices. The VRFA's task force members were prepared when Hurricane Dorian approached in late August. However, the impact of the hurricane did not require the deployment of any WA-TF1 members.

In the fall of 2019, Battalion Chief Parry Boogard retired from the VRFA and WA-TF1 after many years of service to accept a new position with the Federal Emergency Management Agency [FEMA]. His position as a representative of the VRFA on WA-TF1 was filled by a technical rescue specialist, Captain Jeremiah Mushen. Over the next few months, Captain Mushen will be attending training to become a Rescue Specialist on the task force.



OPERATIONS

TECHNICAL RESCUE TEAM

The VRFA Technical Rescue Division provides resources to a regional response model that routinely responds throughout South King County and North Pierce County. The Technical Rescue Team consists of four captains and 12 firefighters who respond to land and water emergency incidents. Our Technical Rescue Specialists maintain a strict training schedule to keep their technical rescue certifications. All of our specialists are trained to respond to both land and water rescue incidents. Land and water responses to high risk/low-frequency events are coordinated between several different emergency response agencies. All 13 of the agencies in South King County provide some level of land and water rescue personnel. However, the VRFA and the Renton Regional Fire Authority [RRFA] are the only two agencies that provide SCUBA trained personnel for dive-rescue response incidents to all of those agencies.

Water rescue responses in our many area lakes and rivers frequently occur 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 critical 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 2019, the VRFA dive team was dispatched to 21 water rescue incidents.

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/release to recognize and identify the hazard so additional resources can be dispatched. When a significant hazardous materials incident occurs within the VRFA response area, we rely on assistance from other fire departments in South King County who 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), produced five new PIPs and reviewed 500 for accuracy in 2019. A new computer based, real time pre-incident program is being evaluated for future use.



TRAINING

The VRFA Training Division is comprised of a battalion chief, captain, and a firefighter. They are assigned in a partnership to the South King County Fire Training Consortium (SKCFTC). The SKCFTC provides and coordinates training for the VRFA and 13 other fire departments throughout King County. The SKCFTC provides multiple levels of training to nearly 1,300 firefighters. In 2019, VRFA firefighters documented a record of over 25,000 hours of training. Training was provided through individual on-line computer classes, practical small group classes, and larger multiple company evolutions. The training was assigned throughout the year and was based on the requirements of the National Fire Protection Association (NFPA) and the Washington Administrative Code (WAC).

2019 TRAINING HIGHLIGHTS

BLUE CARD TRAINING

The VRFA has certified 65 Incident Commanders (IC's) in the Blue Card Command and Control Program. The program is used throughout the region to manage and communicate with resources on an emergency scene. Each year IC's are required to perform continuing education training and participate in simulation labs.

MULTIPLE COMPANY OPERATIONS

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

WILDLAND TRAINING

The VRFA training division brought in a private industry expert to assist in providing wildland-urban interface training. This training showed how structural engine companies should perform on the wildland fire interface. The drill demonstrated techniques to coordinate resources, manage hose lines and operate safely when fighting a brush fire in a housing development.

RECRUIT ACADEMY

In February of 2019, the VRFA was able to welcome four recruit firefighters. All successfully passed an extensive 20-week long academy and have been performing well on their shifts.

JOINT APPRENTICE TRAINING COMMITTEE (JATC)

In 2019, the VRFA had 14 apprentices involved in the Washington State apprentice training program. Twenty-four written and practical exams were scheduled and completed. Five apprentices completed the program in 2019 and were confirmed as journeymen firefighters.

PROFESSIONAL DEVELOPMENT

The training division assisted in the coordination of professional development training. VRFA leaders and company officers attended leadership and supervision training, including Captains and Battalion Chiefs Academy, Leadership and Supervision, Officers Development Academy and several other leadership topics.

In 2020, the training division will provide, coordinate and document more innovative and essential training. Live fire training and the beginning of another recruit academy begin in early 2020.

TECHNICAL SERVICES

SUPPORT SERVICES

SUPPORT SERVICES 2019

Support Services was a newly formed division in 2019. It consists of three sections; Planning, Logistics, and Emergency Medical Services [EMS]. Support Services is staffed by a battalion chief, three captains, and a logistics aide.

The Planning Division is responsible for accreditation, project management, capital facilities, asset planning, grant writing and other large-scale projects. The Planning Division Captain focuses on the current and future growth of the VRFA. These projects are accomplished through inter-departmental collaboration to ensure fire department goals and initiatives are aligned with priorities of external stakeholders.

The Logistics Division is responsible for facility, apparatus and equipment supplies, inventory, maintenance and repair. The Logistics Captain also maintains vendor contracts, coordinates certification testing of equipment and coordinates the State Surplus program. The Logistics Division is the foundation of Support Services for the entire fire department organization.

Emergency Medical Services is responsible for coordination and compliance of Basic Life Support [BLS] emergency medical training. The EMS Captain supervises the Medical Program Specialist [MPS] team and the Community Assistance, Referrals & Education Services [CARES] team. The captain is also the liaison to the South King County Fire Training Consortium [SKCFTC], King County Emergency Medical Services, American Medical Response [AMR] and MultiCare Auburn Medical Center [MAMC]. The EMS Division electronic patient electronic health records by providing quality assurance and reviewing EMS emergency calls and documentation.



SUPPORT SERVICES MAJOR PURCHASES INCLUDED:

- Purchased 40 sets of bunker gear. This gear replaces bunker gear due to expiring lifecycle dates [10 years].
- Seven Thermal Imaging Cameras [TIC's] were purchased. The new TICs are smaller, faster, lighter and more user-friendly.
- New extrication tools were purchased. The new tools are battery operated and replace older units that depended on an external hydraulic power source.
- A pre-owned water tender was purchased to shuttle water to areas not serviced by fire hydrants.

PUBLIC WORKS PROJECTS WERE COMPLETED AT FACILITIES:

- A new bathroom entrance at station 31 training room.
- High-efficiency lighting upgrades at multiple fire stations.

TECHNICAL SERVICES

SUPPORT SERVICES

NOTABLE ACCOMPLISHMENTS IN 2019 INCLUDED:

- All legal records were moved to a new VRFA owned facility. The Howard Road Support Facility will now store all official documents.
- The Accreditation process continues. A Standard of Cover document and a new five-year Strategic Plan were completed.
- Rebranded the Community Medical Team [CMT] name to South King CARES to better reflect its mission.
- A five-year South King CARES Strategic Action Plan was completed in collaboration with South King Fire & Rescue.
- Developed a CARES referral program to implement with two neighboring jurisdictions.
- Our full-time mechanic continues to be a valuable asset in keeping our fleet of apparatus in service and minimizing out-of-service times.

SUPPORT SERVICES ALSO MANAGED NUMEROUS PROJECTS DURING 2019, INCLUDING:

- Resolved 231 apparatus, 165 facility, and 157 small tool maintenance and repair requests
- Resolved 260 uniform requests
- Cleaned and inspected 153 sets of bunker gear
- Service maintenance of patient gurneys
- Service maintenance of all station generators
- Service maintenance of mobile breathing air compressors
- Service maintenance of facility fire alarm/sprinkler systems
- Service maintenance of HVAC systems
- Service maintenance of small tools/equipment
- Annual hose and ladder certification testing

In 2020, we will purchase new bunker gear, hose and extrication equipment. Station 35 will be updated with a new storage shed and emergency generator. The accreditation process is on-going and will continue to be a major objective for Support Services.



CARES TEAM

The VRFA works collaboratively with South King Fire & Rescue to deliver an alternative response model to non-acute medical calls for service with a Community Assistance, Referrals, and Educational Services [CARES] program. The CARES program, formerly named Community Medical Team [CMT], integrates and links EMS to the broader scope of health care and social services. The CARES delivery model includes two dedicated full-time firefighters and two social workers. The social workers and firefighters work together to determine the underlying long-term patient needs and create solutions for the most lasting intervention. As a team, they help steer patients to appropriate medical, social or community services. This model provides better patient care, reduces unnecessary visits to emergency departments and decreases impacts to the 911 system.

In 2020, we will hire an additional social worker and expand our CARES referral program with Mountain View Fire & Rescue and the Enumclaw Fire Department.

TECHNICAL SERVICES

EMERGENCY MANAGEMENT

The VRFA and South King Fire & Rescue continue to share a full-time Emergency Management Coordinator. In 2019, significant progress was made updating regional plans, disaster response and public education. Numerous events, classes and workshops were conducted for public awareness and preparedness. The Emergency Coordinator also analyzes department resources, equipment and supplies in preparation for local emergencies and disasters. During 2019, the VRFA emergency management program accomplished the following:

- Evaluated multiple disaster preparedness drills for the Auburn School District
 - Earthquake response drill at West Auburn High School
 - Active shooter drills
- Assessed disaster readiness for several local businesses and regional supply centers
- Provided public education/outreach related to disaster preparedness [VRFA Scout Night, Auburn Senior Rock n Wellness fair, Auburn Latino Health fair, Auburn School Safety Summit]
- Taught classes and provided workshops for disaster preparedness [CERT, Disaster Preparedness for Seniors, General Disaster Preparedness]
- Developed and updated several regional coordination plans for disaster response operations
- Participated in several regional emergency management initiatives and exercises
- Supported the VRFA Accreditation Process
- Delivered three community-based disaster preparedness/empowerment workshops

Goals for 2020 include conducting an internal disaster response table top exercise and developing a Continuity of Operations Plan.



TECHNICAL SERVICES

FIRE MARSHAL'S OFFICE

The Fire Marshal's Office works with the cities of Algona, Auburn and Pacific to apply fire regulations from the International Fire Code, Washington State Amendments, city amendments and recognized design standards. The Fire Marshal's Office oversees two divisions: compliance and development. The Compliance Division is responsible for risk reduction inspections of existing buildings, new business inspections, fire system code compliance and fire investigations. The Development Division is responsible for fire plan reviews, construction inspections, land use reviews and pre-applications for new businesses.

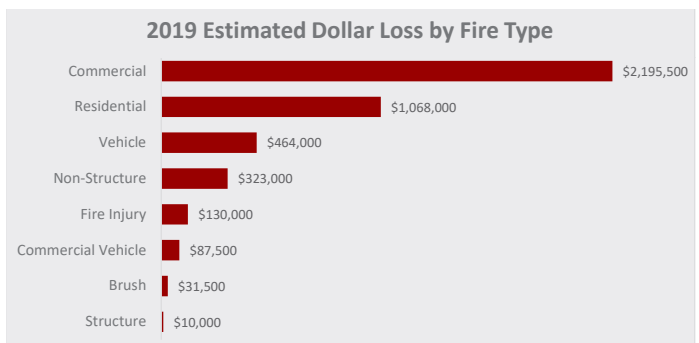
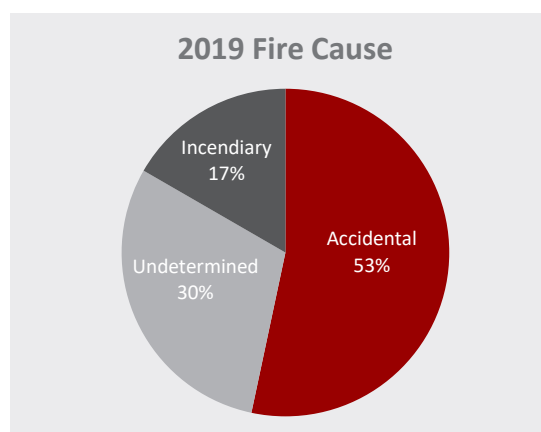
COMPLIANCE DIVISION

FIRE INVESTIGATIONS

Fire investigations are highly technical and skilled work. Fire investigation work includes response to the scene, fire scene forensic investigation, follow-up and report writing. Some fire investigations require public record disclosure, depositions and court appearances. In 2019, the fire investigation unit investigated 60 fires.

2019 Fires by City	
Auburn	53
Pacific	6
Algona	1

Of those 60 fires, 53% were determined to be accidental. Dollar loss was estimated at \$4,309,500.



FIRE CODE COMPLAINTS

The Fire Marshal's Office follows up with questions and complaints regarding fire codes, compliance and referrals from the cities. Topics resolved by this office include fire lane issues, false alarms at apartment/business 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 requirements of the fire code. The Compliance unit makes at least one additional attempt to gain compliance before contacting City Code Enforcement. These compliance issues often involve coordination with several different agencies including Puget Sound Clean Air, Consumer Product Safety, Labor & Industries and participating cities. Examples of problems resolved by this unit include businesses with extremely unsafe storage practices, exits blocked, out of compliance fire suppression systems and food trucks.

TECHNICAL SERVICES

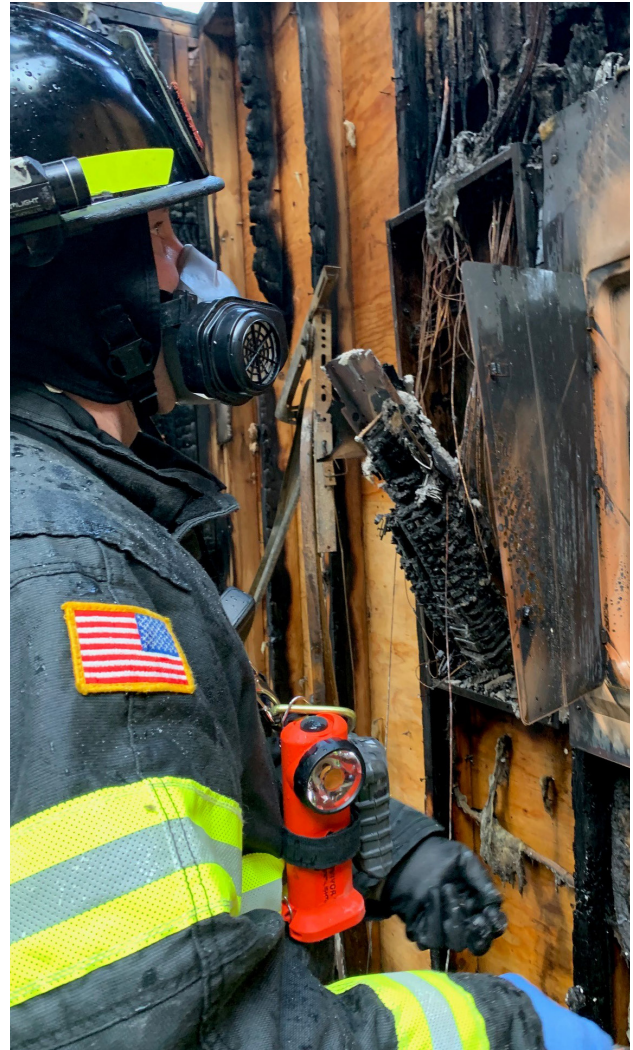
FIRE MARSHAL'S OFFICE

FIRE SYSTEM TESTING

The VRFA started using a web-based service, Compliance Engine, to track inspection, testing and code compliance for fire protection systems in our jurisdiction. Compliance Engine allows the department to track systems by type, testing date, previous test results and many other factors. This service has dramatically improved the quality and efficiency of inspections, testing and maintenance of fire protection systems.

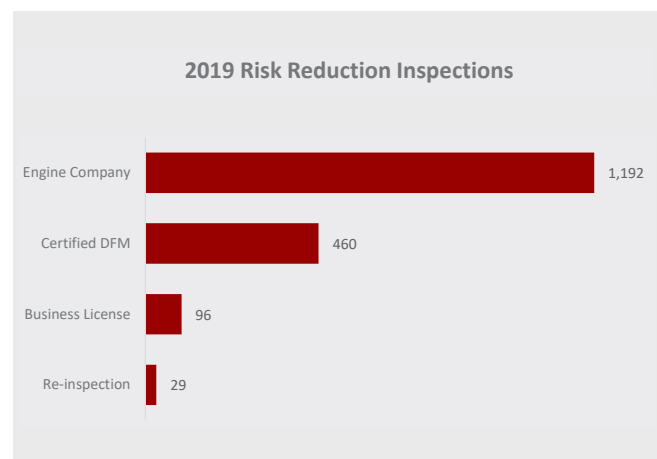
In 2019, the VRFA received 1,388 reports from Compliance Engine. Of those reports, 33% of the fire protection systems had deficiencies. The web-based service informs and easily allows the agency to track and follow-up on fire protection systems. The agency will likely see more fire prevention systems added to the database and a higher compliance rate in the future.

2019 Building Fire Systems			
Type	Count	Compliance	
Sprinkler	662	55%	
Fire Alarm	508	81%	
Hood	158	73%	
Clean Agent	26	58%	
Spray Booth	22	82%	
Fire Pump	22	55%	
Standpipe	15	80%	
Commercial Kitchen Cleaning	5	80%	
Emergency Power Generator	4	100%	
Private Fire Hydrants	3	33%	
Automatic Fire Assemblies	1	100%	



RISK REDUCTION INSPECTIONS (RRI)

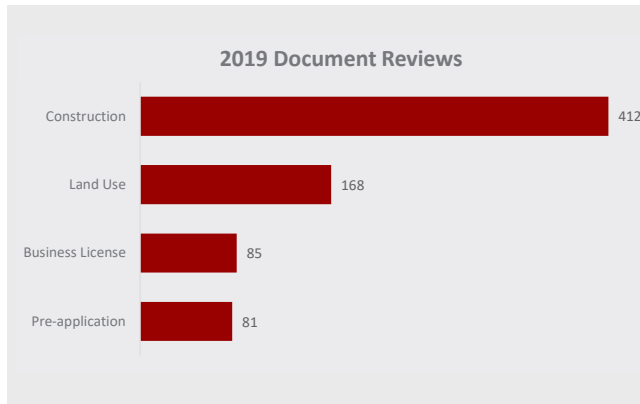
Risk Reduction Inspections reduce the risk of a fire occurring in buildings and improve the building safety for workers, customers and firefighters engaged in fire suppression activities. The focus in 2019 was to complete data collection and risk mitigation calculations for the new Risk Reduction Inspection program. Each building/occupancy in our response area was given a risk score. Inspections were completed based on higher risk scores. The VRFA completed 1,777 inspections in 2019. The Deputy Fire Marshals completed 583 inspections and 1,192 inspections were completed by on-duty firefighters.



TECHNICAL SERVICES

FIRE MARSHAL'S OFFICE

DEVELOPMENT SERVICES



BUILDING PLAN REVIEW & CONSTRUCTION INSPECTIONS

Plan review and construction inspections are essential to the economic development and safety of our cities. Plan reviews include tenant improvement, building additions, mechanical, plumbing, fire sprinklers, fire alarm, spray booths and hazardous materials. In addition to the plan review, several site inspections are required by a Deputy Fire Marshal.

LAND-USE REVIEWS

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

PRE-APPLICATION REVIEWS & MEETINGS

Pre-Application reviews and meetings are completed for projects and new developments. The reviews require research of the project for compliance with the city codes, design standards and the International Fire Code. After the research is completed, city officials and VRFA personnel meet to discuss code and design concerns.

NEW BUSINESS LICENSE REVIEWS

Business license reviews at the City of Auburn went through significant changes in 2019. Due to these changes, there was a drop in the number of business license reviews and inspections from 2018. Each application is reviewed and placed in a queue for inspection. The business license reviews and inspections are vital to our Risk Reduction Inspection program. The business license inspection is the Fire Marshal's first opportunity to educate new business owners on fire code requirements. In 2019, the VRFA completed 66 new business license reviews and approximately 96 new business license inspections.



TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

The Public Information and Education Division implements community outreach and safety education programs with the ultimate goal of preventing fires and injuries. In addition, this division provides information to the public and news media regarding daily operations, special events and important safety messages.

This division is comprised of two full-time Public Information and Education Officers and four Firefighter Public Information Education Specialists. In 2019, two firefighter specialists received promotions and left the team. The two vacant positions were quickly filled to continue the same level of education and outreach to the community.

In 2019, a new VRFA website was launched. The website has a new look, is mobile friendly and allows the public to easily find and request information.

A VRFA Nextdoor page was created mid-2019. Nextdoor is community-based social media platform that is divided by neighborhoods in our service area. This platform allows us to target messages that are significant to specific neighborhoods or our community as a whole.

In addition to these two platforms, information is provided to the public through Facebook, Instagram, Twitter, the Fire Watch newsletter, the Auburn Magazine, press releases, YouTube and on camera interviews with local media.



TECHNICAL SERVICES

PUBLIC INFORMATION AND EDUCATION

2019 COMMUNITY OUTREACH ACCOMPLISHMENTS

- Classroom Fire and Life Safety lessons were provided to 110 classrooms, approximately 3,600 students in 14 public and four private elementary schools, in Kindergarten, first and second grades.
- Twenty-two fire station tours and fire engine visits were completed by firefighters and public education staff.
- Eleven groups from preschools and childcare centers received fire safety education along with an engine visit.
- Eight hundred [800] students in 30 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 25 community events in Algona, Auburn and Pacific.
- Eight evacuations, fire extinguisher training and other safety courses were provided for businesses, schools and community organizations.
- Over 250 free bicycle helmets were provided to children and adults in need, most custom fit. The helmets were provided through numerous events including our toy drive. Preschool classes at Dick Scobee and Pioneer elementary schools received custom fit helmets and a bike safety lesson.
- Public education staff assisted with 22 car seat installs. Both Public Information and Education Officers were re-certified as car seat technicians this year.
- Three hundred and seventy-three [373] standard smoke alarms and 22 smoke alarm batteries were installed or given to senior and/or low-income homeowners. The alarms were received through a grant from World Vision and the Costco Corporation.
- Seventy-six [76] carbon monoxide alarms were installed or given to seniors and/or low-income homeowners.



STRATEGIC INITIATIVES

In 2019, the VRFA completed work on several strategic initiatives through the accreditation process. A new strategic plan was completed that will set the future direction for the VRFA. The strategic plan will guide the agency in identifying current and future needs in order to satisfy the community's expectations for emergency and safety services. Accreditation will improve the strength of our team and foster a culture of continuous improvement at the VRFA. Below is a summary of our strategic initiatives and the progress that occurred on each in 2019.

1 CONTINUE THE ACCREDITATION PROCESS

- A Community Risk Assessment was completed
- A Standard of Cover document was completed
- A new Strategic Plan was completed
- A Self-Assessment manual has been started

2 IMPROVE COMMUNICATION AND MARKETING

- Continue to enhance social media presence: Utilized approved social media tools to provide timely information on 911 activity, educational topics and human interest stories
- A new website was created
- Increase education outreach to the whole community
- Two public education specialists replaced outgoing members on the Public Information/Education team

3 EMERGENCY MANAGEMENT

- A new Disaster Preparedness Plan was created
- New Disaster Response protocols were created
- Continuity of Operations Procedures was updated
- Additional emergency facility supplies were purchased
- Participated in regional disaster drills



4 EMPLOYEE RECOGNITION

- Revised the process for recognizing employee performance
- Created a new onboarding process for new employees

5 POLICY

- Power DMS, a cloud-based document management company, was implemented to better manage policies and simplify workflows
- A Process Improvement Committee project was implemented to examine business/administrative processes within each division of the department

6 INCREASE OUR VALUE THROUGH SERVICE TO CITIZENS/COMMUNITIES

- Maintained our partnership with South King Fire & Rescue with our CARES [Community Assistance, Referrals, and Education Services] program
- Explored opportunities to expand CARES services to neighboring departments







VALLEY REGIONAL FIRE AUTHORITY

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