



Pullman Fire Department

Response Standards Report - 2018

SHB 1756, 2005

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Mission Statement

“The Pullman Fire Department is committed to the preservation of life, property and the environment by meeting the public safety and welfare needs of our diverse community, and maintaining the highest standards of professional service through continued training and education.”

Executive Summary

Pursuant to SHB 1756, 2005, this report meets the intent in reporting specific response standards for certain major services provided by the fire department. These areas include the following; Fire suppression for structures and urban interface, Emergency medical services, Special operations, Aircraft rescue and firefighting, Marine rescue and firefighting, and wildland firefighting. Evaluating these areas allows the fire department to provide better service to the citizens of Pullman by identifying any deficiencies, and improving them in a timely manner.

Section 203 of SHB 1756 defines four (4) areas in which the timeframe needs to meet at ninety (90) percent or higher. These areas are turnout time, first arriving engine at a fire suppression incident, first arriving unit with a minimum of first responder capabilities to an EMS incident, and first arriving unit with advanced life support capabilities to EMS incidents where this level of care is required. **Turnout Time** is defined as the interval that begins when the fire department is notified by either audible alarm, visual annunciation, or both to the time when travel begins; **Response Time** is defined as the time interval from when travel begins to the time the first unit arrives on-scene.

According to National Fire Protection Association 1710 - *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments, 2016 Edition*, turnout times should be eighty (80) seconds or less for fire suppression incidents and sixty (60) seconds or less for EMS incidents. Response, or travel, times should be two-hundred forty (240) seconds or less for fire suppression incidents, two-hundred forty (240) seconds or less for Basic Life Support incidents, and four-hundred eighty (480) seconds or less for Advanced Life Support so long as a Basic Life Support unit arrived on-scene in two-hundred forty (240) seconds or less. Both the turnout time and response time standards need to be met ninety (90) percent of the time.

As adopted in SHB 1756, Section 203, subsection 4, these turnout and response standards shall be met ninety (90) percent of the time by response personnel. These standards shall be evaluated annually and define the geographic areas where the standards are deficient. As a result of these deficiencies, the predictable consequences shall be explained as well as the steps being taken to mitigate these issues in future responses.

Emergency Responses

The Pullman Fire Department provides fire and emergency medical services to City of Pullman encompassing the Washington State University campus, 10 square miles, as well as 450 square miles of unincorporated area surrounding the City. The fire department only provides advanced life support to the unincorporated area unless called upon for fire services.

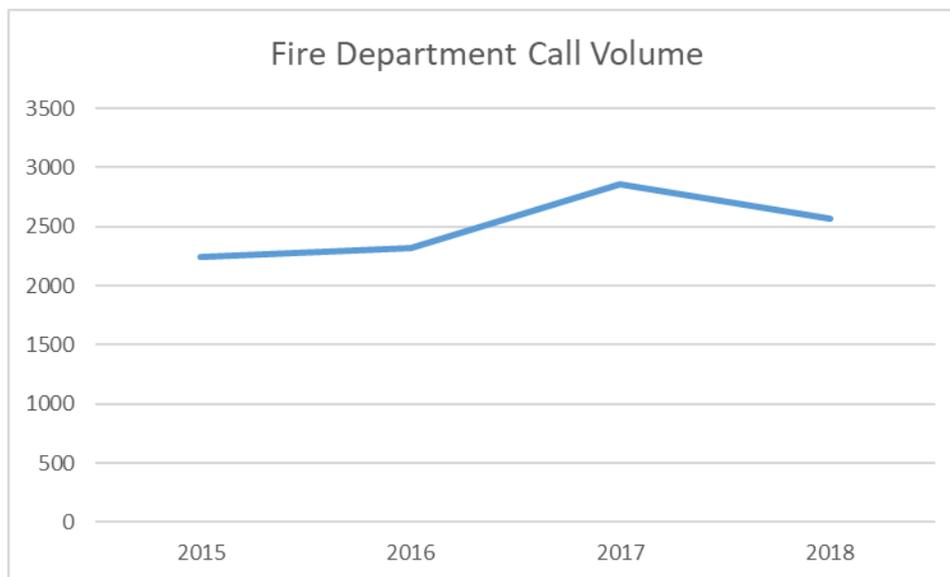
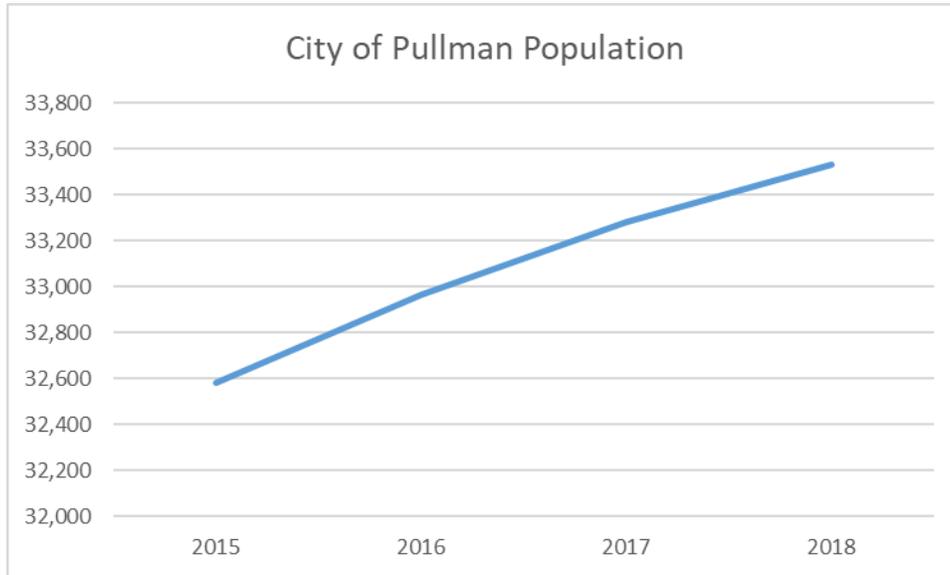
Total Responses by Category

Activities	2015	2016	2017	2018
Fire Suppression Services				
Structure Fires	39	53	51	66
Vehicle Fires	2	5	6	4
Emergency Medical Services				
Basic Life Support	860	1125	1121	999
Advanced Life Support	624	427	939	818
Special Operations				
Hazardous Materials	73	58	57	57
Technical Rescue	11	9	6	11
Airport Firefighting Services	0	0	0	0
Marine Firefighting and Rescue	0	0	0	0
Wildland Firefighting	12	21	14	30
**Miscellaneous Responses	619	626	666	639
Total Calls	2240	2324	2860	2624

**In order to give a complete picture of the fire departments total responses, all calls not specifically categorized within SHB 1756 were placed into the "Miscellaneous Responses" category. These responses include service calls, good intent calls, false alarms and false calls, severe weather, natural disaster, and special incidents.

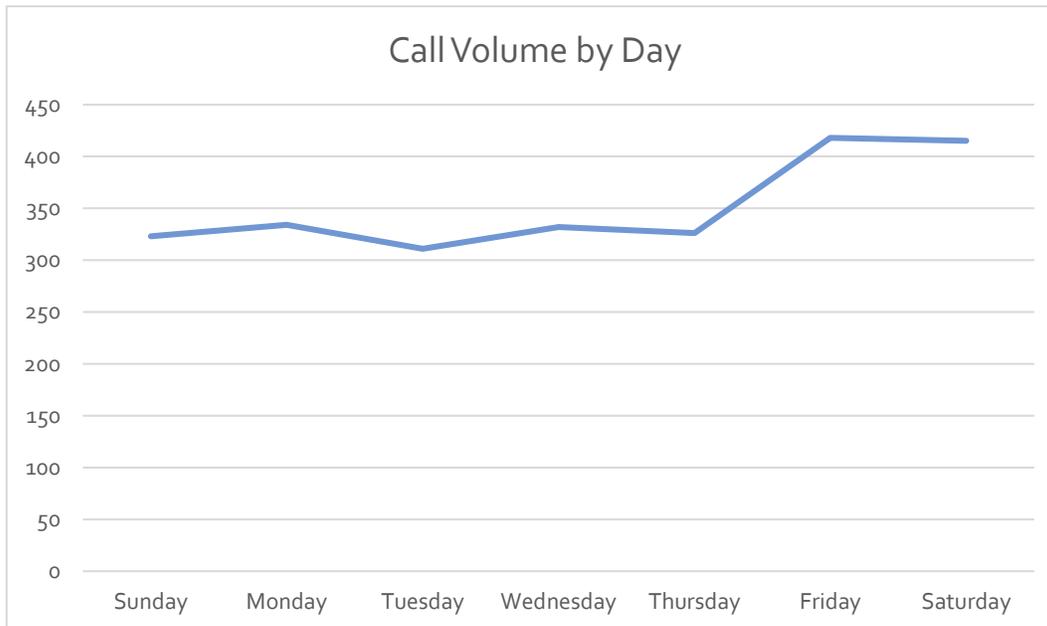
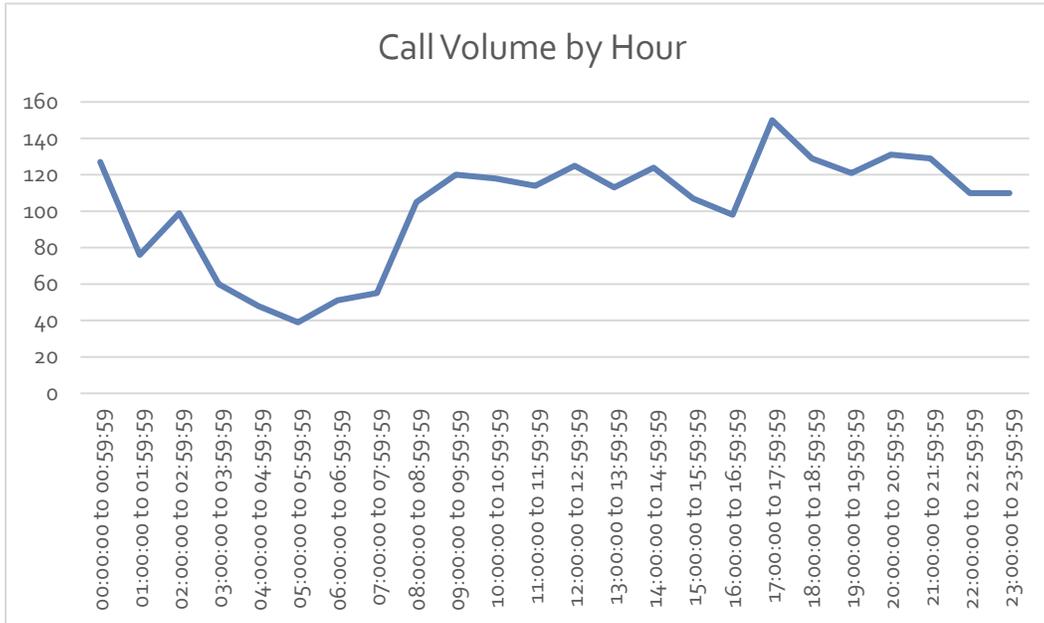
Call Volume Trend

There is a saying in the emergency services industries, “people cause calls.” For the timeframe this report covers, 2015 through 2018, Pullman has experienced a steady increase in population. As a result of the afore mentioned relationship between people and number of responses, the fire department has also seen a steady increase in call volume. As the city continues to grow, so will the demand for emergency services.



Up until this year, the fire department call volume has trended up with the population of the city. The decrease in call volume can be a result of many factors from people using the 911 system properly, to department programs such as fire prevention and education decreasing the amount of false calls. In 2018 alone, our EMS calls are down twelve (12) percent or 234 responses, mainly from

a decrease in interfacility transports out of PRH. Other categories such as good intent calls are down seventeen (17) percent, or 29 calls.



There is an expected decrease in call volume from 0300 to 0800 hours, then it progressively increases and stays fairly steady until 0100 when it starts to decrease. Being in a college town, it is predictable that the call volume would increase on Fridays and Saturdays. Because of this foreseeable trend, Operations increases staffing at Station 2 to ensure the department has enough staffed apparatus to respond to the multiple calls for service that come in at once in all areas of Pullman.

Department Staffing

In 2018, the Pullman Fire Department employed thirty (30) career firefighters, and twenty-five (25) reserve firefighters. Department staffing and areas of responsibility is broken down as follows:

EMPLOYEES	NUMBER OF EMPLOYEES	RESPONSIBILITIES
FIRE CHIEF	1	Department oversight, immediate supervisor to the Assistant Chief, Deputy Chief, Fire Marshal, and Admin Assistants
ASSISTANT FIRE CHIEF	1	Department operations, immediate supervisor to the four (4) Captains
DEPUTY CHIEF	1	Department training both EMS and Fire, oversees the Reserve Firefighter program, and grants
ADMIN ASSISTANTS	2	All administrative functions including ambulance billing
FIRE MARSHAL	1	Plan review, occupancy inspections, fire code enforcement, site inspections, and immediate supervisor for the Deputy Fire Marshal
DEPUTY FIRE MARSHAL	1	Plan review, occupancy inspections, fire code enforcement, and public education
CAREER FIREFIGHTERS	30	Emergency response, occupancy inspections, public education
RESERVE FIREFIGHTERS	25	Emergency response, public education, hydrant maintenance
TOTAL NUMBER OF EMPLOYEES	62	

* The three (3) Chief Officers are also on a one (1) week on, two (2) weeks off rotation to fill the role of Duty Chief.

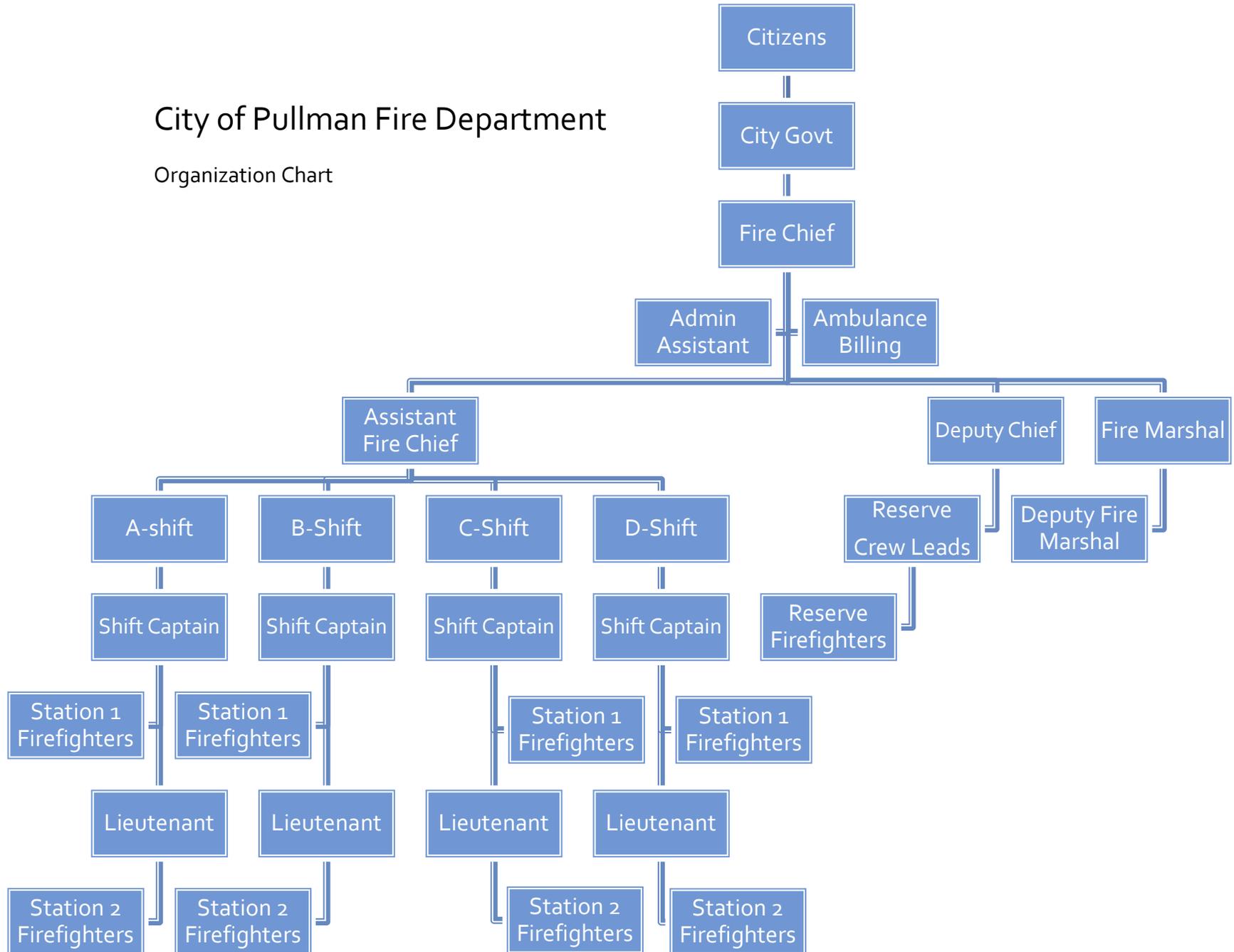
The functions performed by the Pullman Fire department include, but not limited to, the following:

- Emergency and non-emergency responses to fire related calls.
- Emergency and non-emergency responses related to medical calls, including transports.
- Mutual aid emergency responses when requested by our neighboring jurisdictions.
- Public education presentations, classes and drills to the area schools, activities, events, facilities, and the public.
- Medical coverage for area events such as Lentil Festival, 4th of July, and WSU sporting events.
- New construction plan review, occupancy inspections, and site inspections for new construction.
- Coordination with local Emergency Management personnel from Whitman County.
- Hazardous Materials and Technical Rescue response all at the "Technician" level to the City of Pullman and surrounding areas when called upon.
- Investigation of all major fires within the City of Pullman.

The Pullman Fire Department operates under a chain-of-command which has been established by the Mayor, and seven (7) City Council Members, who are elected to represent the public they serve. This chain-of-command, or organizational chart, is represented by the following.

City of Pullman Fire Department

Organization Chart



Response Standards

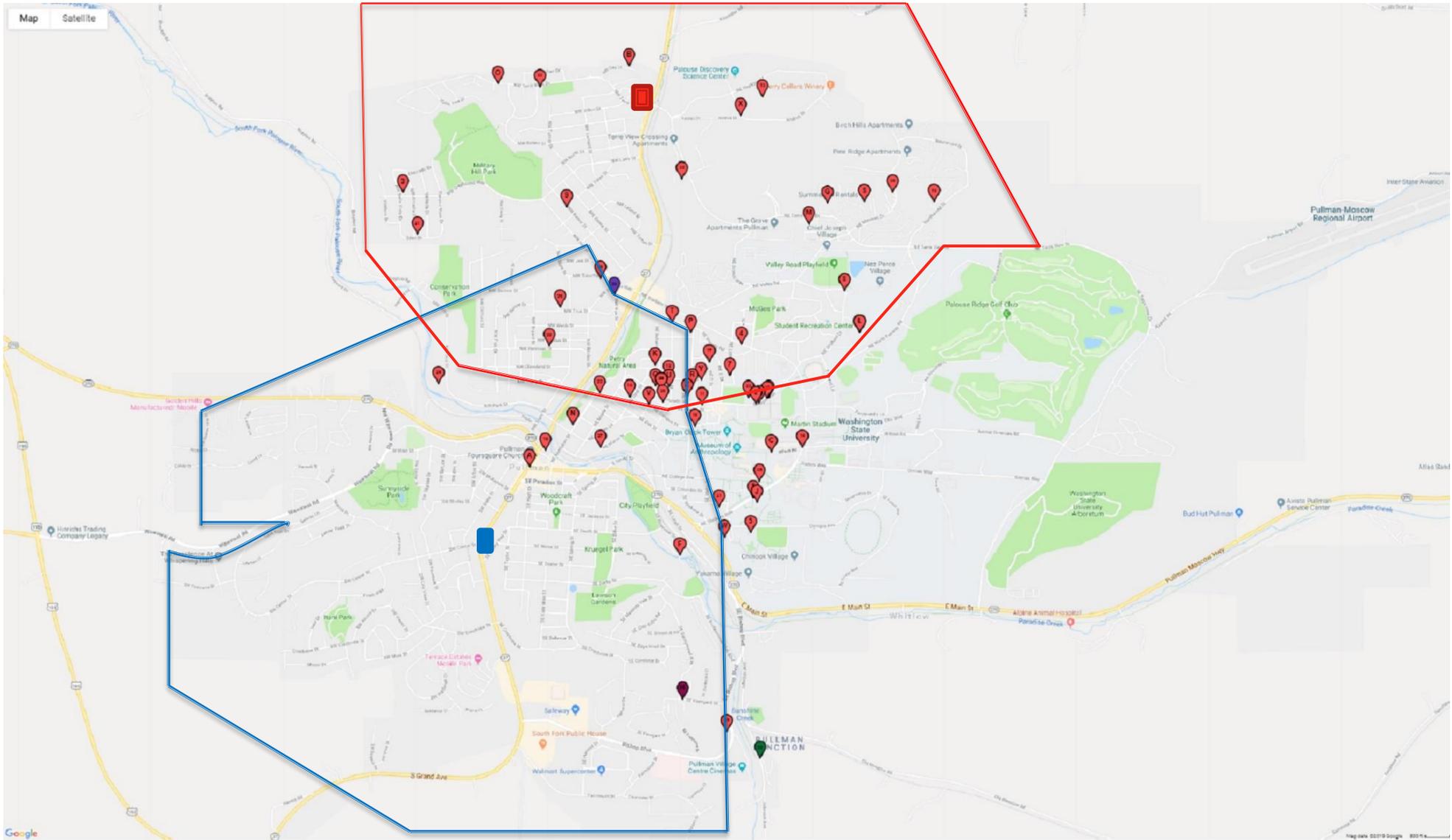
Turnout Time: The interval that begins when the fire department is notified by either audible alarm, visual annunciation, or both to the time when travel begins. Turnout times should be eighty (80) seconds or less for fire suppression incidents and sixty (60) seconds or less for EMS incidents.

Response Time: The time interval from when travel begins to the time the first unit arrives on-scene. Response times should be two-hundred forty (240) seconds or less for fire suppression incidents, two-hundred forty (240) seconds or less for Basic Life Support incidents, and four-hundred eighty (480) seconds or less for Advanced Life Support so long as a Basic Life Support unit arrived on-scene in two-hundred forty (240) seconds or less.

*Turnout times are based on ALL incidents.

**Response times are based on priority responses only.

Fire Incidents	Average Times	Percentage Met
Turnout Time	2:00	22%
Response Times:		
Structural Firefighting	3:00	87%
Aircraft Firefighting	Not Applicable	Not Applicable
Marine Firefighting	Not Applicable	Not Applicable
Wildland Firefighting	2:30	100%
EMS Incidents	Average Times	Percentage Met
Turnout Time	1:46	42%
BLS Response Time	3:10	89%
ALS Response Time	3:10	89%
Special Operations	Average Times	Percentage Met
Technical Rescue	No Responses	No Responses
Average Response Time	3:00	89%



Predictable Results

As the City of Pullman continues to annex land and expand its boundaries, it draws in more people wanting to live in an area with city amenities but a country feel. Washington State University enrollment also continues to increase as it continues to take the level of education offered to the next level. As our City continues to grow, so will the strain on our emergency services.

New construction continues to be a factor, both on and off campus, increasing revenues the city can collect. However with the ever increasing training requirements, increased call volume, increased contractual obligations, maintaining the highest standard for safety equipment and clothing, and the need to replace apparatus as they age out of the applicable standards it makes it increasingly difficult to mitigate the fiscal impact to the City budget.

As the City of Pullman continues to increase its footprint, there will inevitably be areas of the City the fire department will not be able to service according to national standards and best practices of the fire service. These areas are already becoming prevalent on areas of the WSU campus, and as the city pushes east it will become even more of an issue. The level of risk the City chooses to take on will be set by the citizens, through their elected officials representing them on the City Council, according to the funding ultimately available to the fire department. The fire department will continue to engage and educate the public to ensure they understand what level of service is available with the financial resources provided.

Plan of Action

As you can see, there are already areas of the City the fire department cannot get to within the two-hundred forty (240) second standard. The fire department will continue to try and find efficiencies, and evaluate deployment models to try and meet the standard. Ultimately, as the City footprint increases, more stations will need to be built in order to provide adequate coverage to all areas of the City. Obviously this type of project is a major financial undertaking and will be brought to the City Council through the City's planning and budgeting processes for their input and approval.

We have also identified that our turnout times need to be decreased to meet the national standard. The department has installed computer aided dispatch screens in both stations to better alert crews to incoming calls. These CAD screens were installed in September 2018, and we are already seeing a substantial decreases in our turnout times. We are also working with our dispatch center to possibly move to unit based dispatch. Currently, a call comes in and the crews need to figure out which station should respond based on the incident location. With unit based dispatch, this component is taken out

of the equation, in turn, decreasing turnout times. If the crews no longer have to figure out which station should respond, they can decrease their turnout times.

The Pullman Fire Department is also preparing to embark on the accreditation process through the Center for Public Safety Excellence. The accreditation process will walk the department through a thorough self-assessment, the creation of short term and long term strategic plans, and a standard of response cover all culminating in a team of assessors coming in and evaluating what the department says it can do. While this is a long and tedious process, it will give the fire department the information and tools needed to set the department up for continued success in the future.

As the fire department moves forward, department management will ensure that all stakeholders are engaged in the planning and implementation processes. Only through a shared vision and cooperation can the City take our plans and put them into action to better serve the citizens of Pullman and keep our city safe.
