

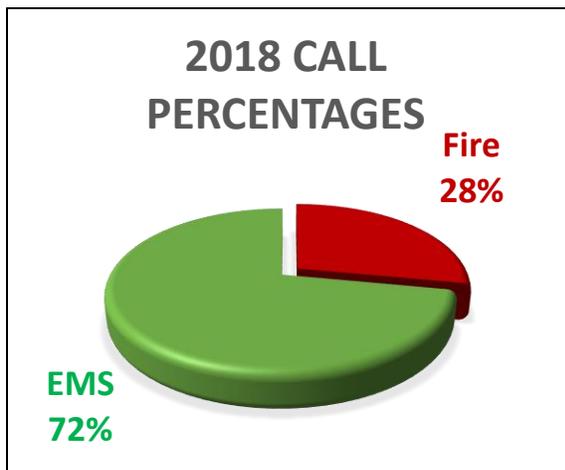
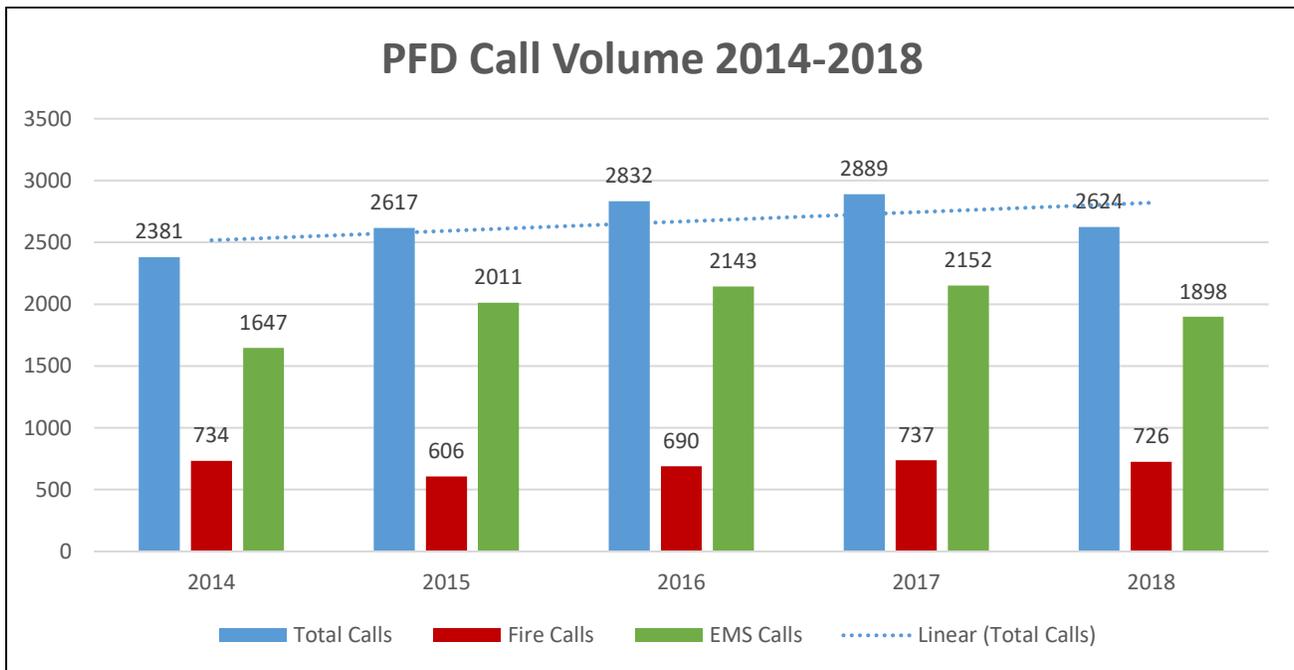


# Pullman Fire Department 2018 Annual Report



## Overview

The fire department ended the year with 2624 total calls in 2018. Promotions were held for a Captain and Lieutenant. The city of Pullman's fire protection class rating improved one level, the ambulance billing was enhanced through a shared billing process and the firefighters, department wide, began Firefighter 1 & 2 and Hazardous Materials certification due to support from an Assistance to Firefighters Grant (AFG).

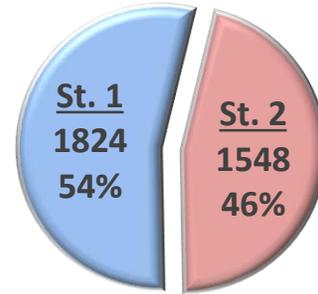


Incident Types	Counts
Fire	100
Rupture/Explosion	2
EMS/Rescue	1872
Hazardous Condition	57
Service Call	77
Good Intent Call	100
False Call	416
<b>Totals</b>	<b>2624</b>

Total Department Responses

The department responded to 2624 individual calls for service which is down 9 % from 2017 mostly due to providing limited out-of-city transports for Pullman Regional Hospital. This amounted to 3372 total station responses where resources from both stations were needed to respond. This is down another 348 responses or 9.4 % from 3720 in 2017. (Station 1). Of the total station responses, station 1 responded 1824 times (54 %) while station 2 responded 1548 times (46 %). The 4-platoon staffing model continues to decrease the reliance on dual station responses.

**2018 Station Responses**

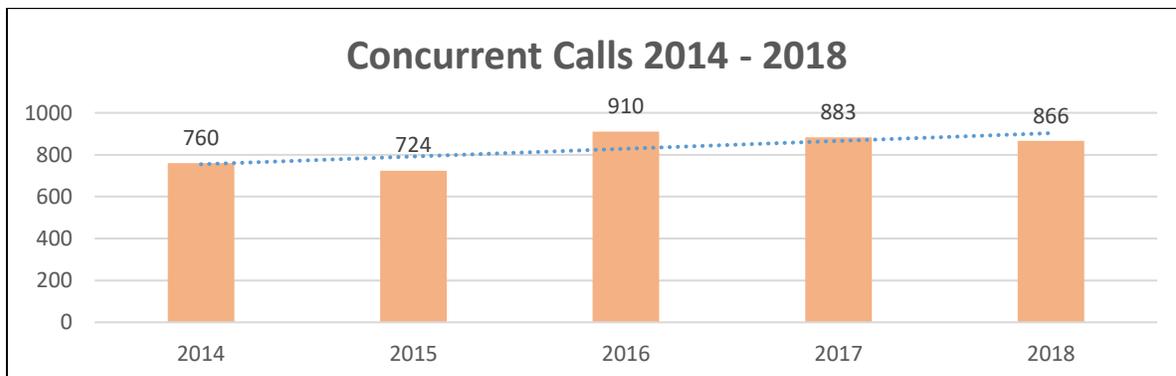


<b>FIRE Station 1</b>	
Incidents	1824
Fire	498
EMS	1326



<b>FIRE Station 2</b>	
Incidents	1548
Fire	370
EMS	1178

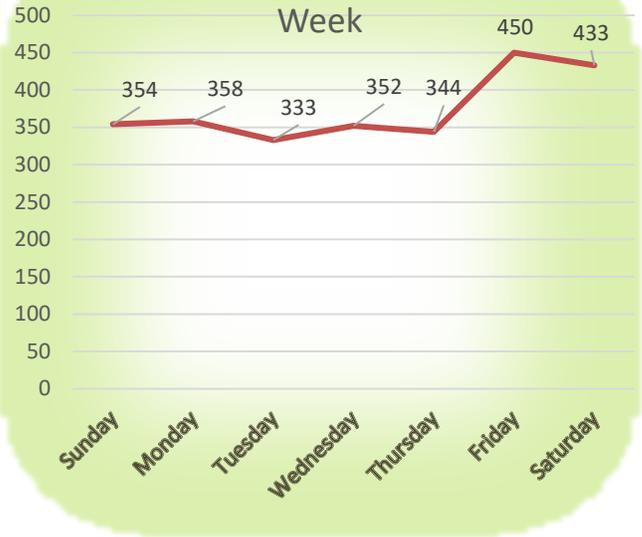
Concurrent responses or back-to-back calls in 2018 occurred 33 % of the time. This is a 3.7 % decrease over the 2017 concurrent call data due to periodic staffing of station 2 at four personnel. Concurrent calls has the potential to severely limit the number of adequate resources available to which increases the frequency of callback and mutual aid.



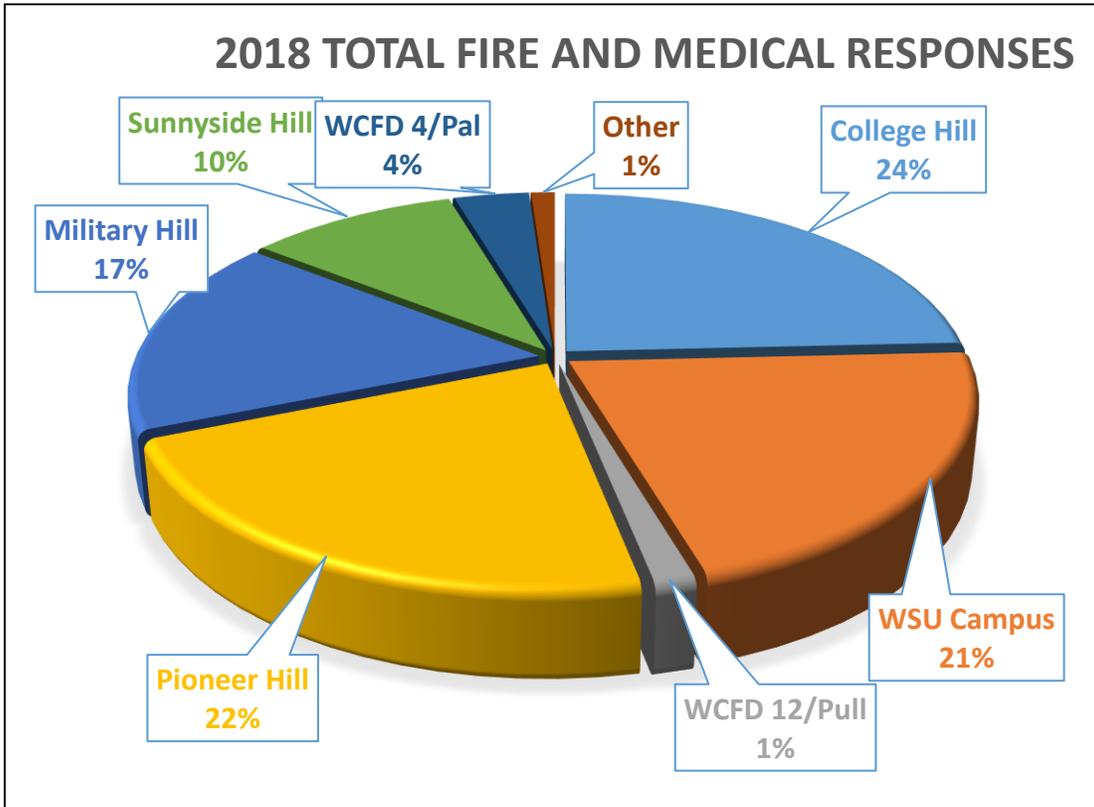
2018 Incidents by Time of Day



2018 Incidents by Day of the Week



The total 2018 fire and medical response are broken out as follows:



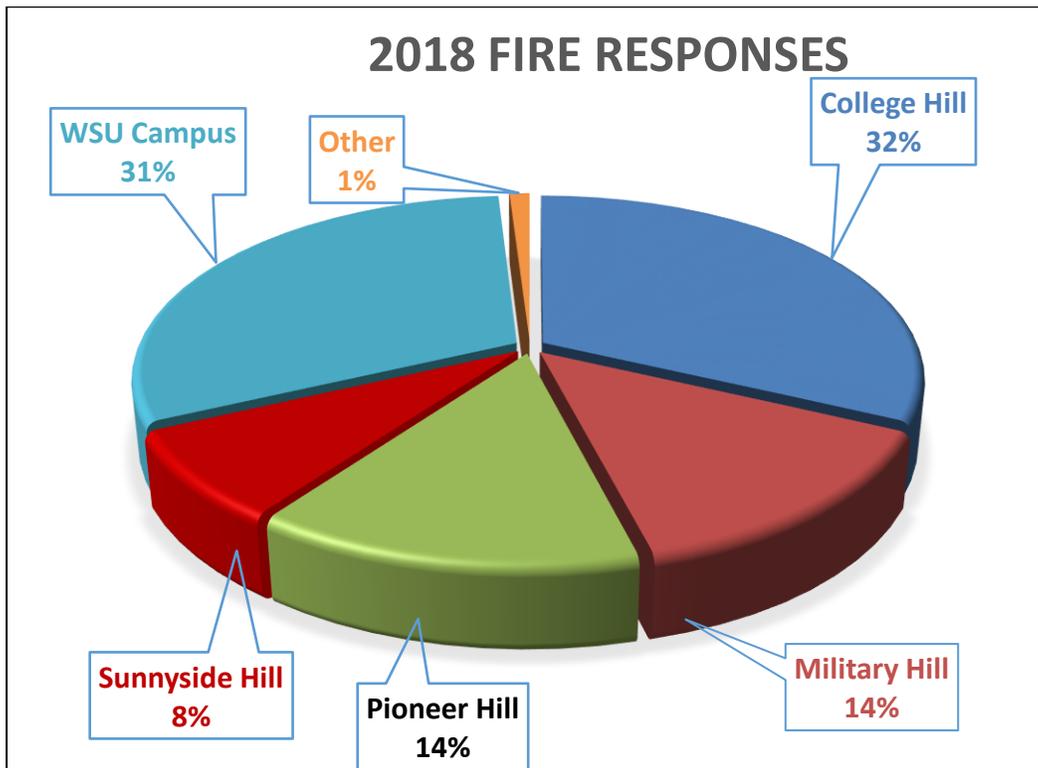
Fire Suppression

The department responded to 726 fire responses during 2018 totaling 28 % of the calls. During the 4<sup>th</sup> quarter of 2018 the department made an operational shift and moved to the Blue Card Incident Command System. The system simplifies the communication and priorities on emergency scenes. This move requires that all Incident Commanders receive ongoing education and certification before utilizing the Command System. The average response times (turnout and travel) to priority fire calls for the department were 5:00, or 300 seconds combined. This is a decrease of 40 seconds average per call from the previous year. The national standard for turnout and travel combined is 5:20 or 320 seconds. This response time improvement is due to the installation of dispatch CAD monitors in both fire stations providing early notifications of all calls before being dispatched which allows firefighters to get a head start.

**2018 Most Common Fire Calls**

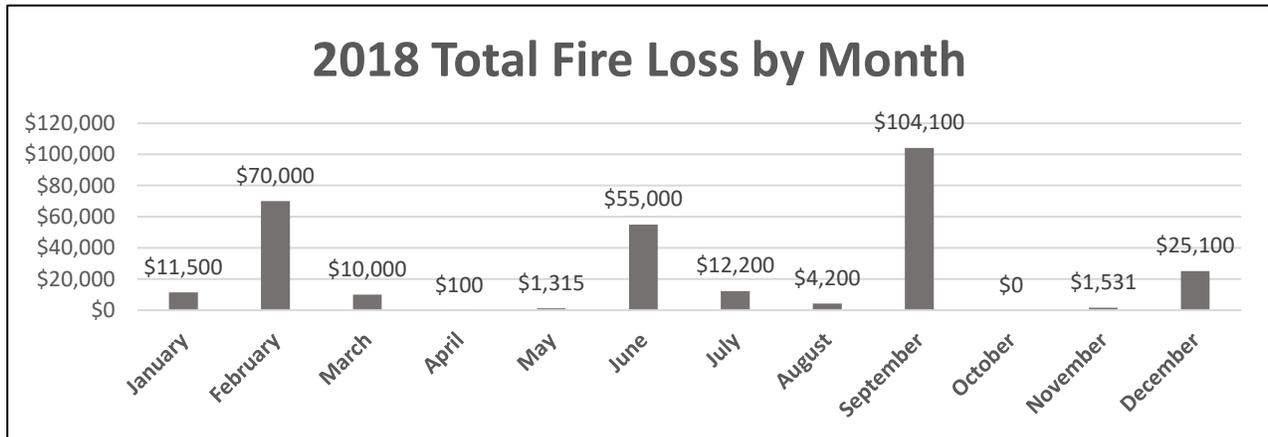
Nature		Nature		Nature	
<b>Fires</b>		<b>Hazardous Conditions</b>		<b>Good Intent Calls</b>	
Outside Rubbish/Trash	23	Natural Gas Leak/Odor	15	Cancelled Enroute	83
Cooking Fires	18	Electrical Problem	13	No Incident Found	25
Building Fires	16	Power Line Down	12	Smoke/Odor Investigation	16
Brush, Grass, Vegetation	13	Arcing, shorted Equip	7	Gas Odor	12
Vehicle Fires	5				
<b>Ruptures/Explosions</b>		<b>Service Calls</b>		<b>False Calls</b>	
Steam Rupture	1	Public Assist/Agency	30	Smoke Detector Related	336
Excessive Heat	1	Fire Drills	15	Malicious	19
		Unauthorized Burning	9	Carbon Monoxide	14
		Water Problem	8	Trouble Alarms	12
		Fire Alarm Reset	2	Sprinkler Related	6

Fire response percentage by geographical area:



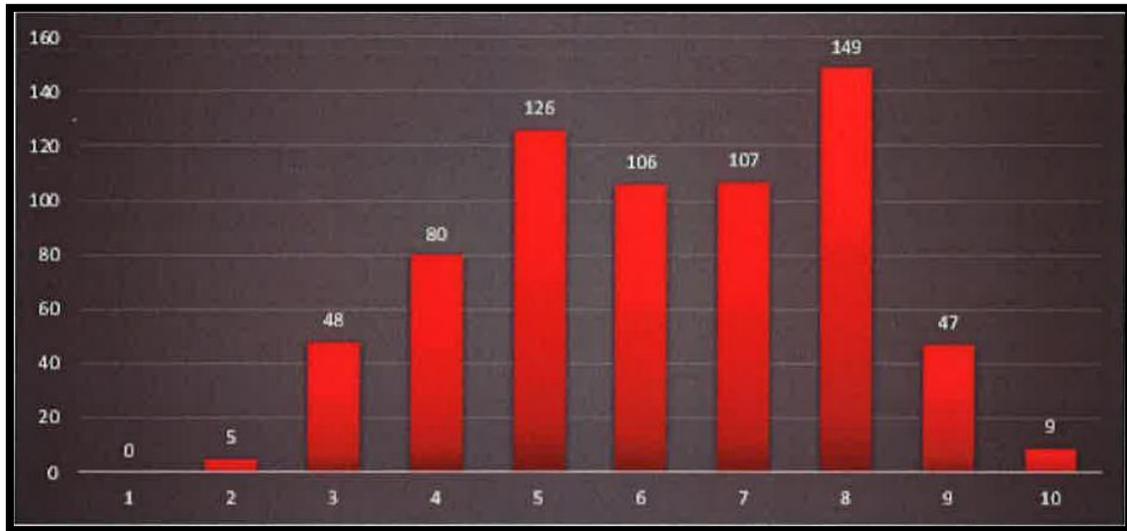
## Fire Loss

Total fire loss for 2018 was estimated at \$295,046 with the largest single fire loss at \$104,100 at an apartment complex involving four units. The department keeps track of fire loss from structures lost or damaged. Fire loss is an estimation of the total loss of the structure and the contents in terms of replacement in like, kind and quantity. This estimation of fire loss includes contents damaged by fire, smoke, water and overhaul. The department uses an “average” construction costs per square foot formula to estimate the initial property loss.



## Washington Surveying and Rating Bureau (WSRB)

In October 2018, the Pullman Fire Department improved its Fire Protection Class Grading from a 5 to a 4 moving Pullman into the top 20 % of Washington State Fire Departments. The grading ranges from 10 (worst) to 1 (best) and can ultimately have a positive effect on insurance rates depending on property value and insurance coverage.



The upgrade was due to a lot of hard work in improving the service delivery by City of Pullman and the Fire Department staff. The four main areas evaluated are: 1) Water Supply, 2) Fire Department Operations, 3) Emergency Communications and 4) Fire Safety Control. The department is evaluated every five years by WSRB, which is an independent, non-profit service organization that has been servicing the State of Washington since 1911.

One of the services WSRB provides for the insurance industry is determining the Protection Class Grading of communities and the Protection Class Ratings of the individual properties. The Protection Class Ratings are used by insurance companies to help determine fire insurance premiums. WSRB determines the Protection Class Grading of Washington State cities and fire protection districts by evaluating their fire protection/suppression capabilities using a schedule approved by the Washington State Office of the Insurance Commissioner. Pullman Fire Department attends regularly scheduled meetings held by WSRB to stay informed on new updates and provide feedback on the evaluation criteria and process.



### **Water Supply**

WSRB evaluates the capacity, distribution and maintenance of water systems and fire hydrants.



### **Fire Department**

WSRB evaluates the fire department, including fire stations, apparatus, equipment, personnel and their training.



### **Emergency Communications**

WSRB evaluates the emergency communication system used to dispatch the fire department.



### **Fire Safety Control**

WSRB evaluates the fire code enforcement and fire safety education activities in the community.

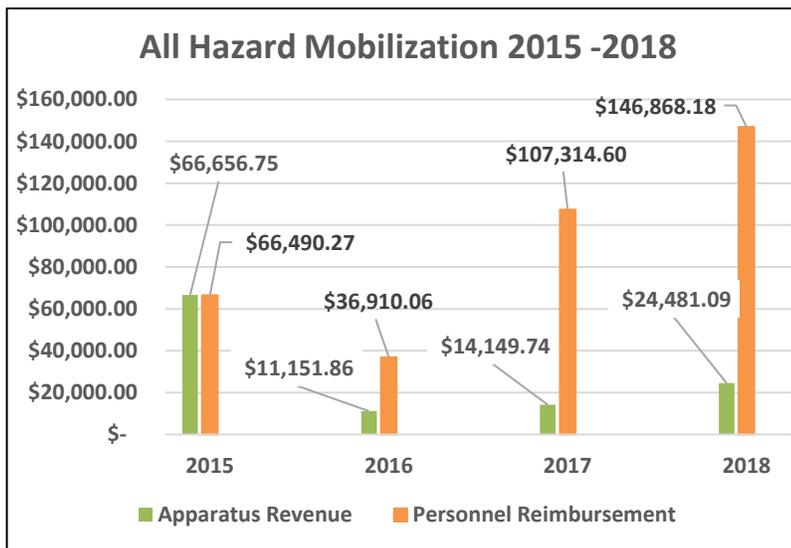
### Wildland Mobilization

Fire department members and apparatus responded to a record number of All Hazard Mobilization requests. The majority of these requests were for individuals serving on Incident Management Teams, but there was a fair share of apparatus responding to wildland incidents as well. All duty shifts were covered and the costs were reimbursed while invaluable experience was gained.



The department has contracts with Washington State Patrol (WSP) and Department of Natural Resources (DNR) for sending equipment and personnel to fires in Washington and Oregon. These are normally for short periods of time (3-4 days) but could last up to 14 days. Other members serve on local (eastern Washington) and regional (Washington-Oregon) Incident Management Teams (IMT's) which serve as the overhead support team for these fire resources.

The City of Pullman is highly recognized around the state for their professionalism, skill and willingness to assist other agencies and jurisdictions in their time of need.



### Personnel

Due to the retirement of Captain Don Foster at the end of 2017, Lieutenant Andrew Howell was promoted to Captain and senior firefighter Blake Richards as promoted to Lieutenant in 2018. Firefighter paramedic Dain Houske was hired to fill the vacancy and sent to the Washington State Fire Academy in North Bend.

Emergency Medical Services

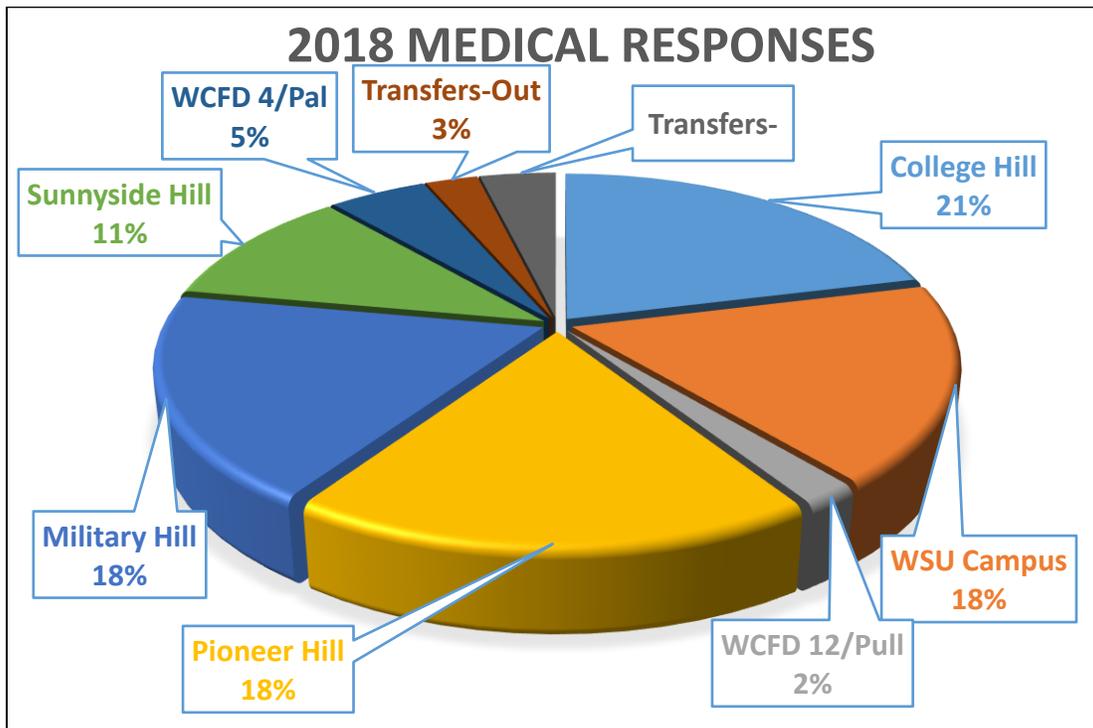
The department responded to 1898 individual medical responses in 2018 totaling 72% of the call volume. This was a decrease of 254 responses from 2017. The reduction was mostly due to a decline in requests for out-of-area Basic Life Support (BLS) transports by the hospital. Patients were transported 64% of the time with 48% of the responses dispatched as needing a paramedic or Advanced Life Support (ALS). The average response times (turnout and travel) for medical calls were 4:56 or 296 seconds. The national standard for turnout time and travel time is 320 seconds. The efficiency of the ambulance billing process was enhanced through the assistance of a billing company. This has allowed staff to spend more time on the reporting process.

**2018 Most Common Medical Transports**

Nature		Nature	
Sick Person*	13.2%	Injured Person*	3.2%
Falls*	12.1%	Vehicle Accidents	2.8%
Syncope/Unconscious*	9.6%	Stroke/CVA	2.4%
Transfers	7.8%	Psych/Suicide*	2.1%
Breathing Problems*	6.7%	Allergic Reaction	2.0%
Chest Pain/Cardiac	7.0%	Overdose/Poisoning*	1.9%
Convulsions/Seizures*	5.6%	Hemorrhage/Lacerations	2.1%
Other Medical*	4.7%	Back Pain	0.8%
Alcohol	3.6%	Diabetic Problems	1.0%
Abdominal Pain	3.6%	Traumatic Injuries	3.0%

\*Alcohol/drugs are sometimes a contributing factor

Medical response percentage breakdowns by geographical area were:



## Fire Prevention and Investigation

The Fire Prevention had an extremely busy year with training and certifications in arson investigation, explosive investigator, fire sprinklers and building plan reviews. The increase in building construction in the city and at WSU also added to the workload. The prevention office reviewed over 138 construction plans in 2018. The city composed of 113 plan reviews and WSU accounted for 25. Two of the largest and very complex projects were the WSU-Global Animal Health Phase II and WSU-Plant Sciences Building. Both Projects started this year and will continue into the next year. A large apartment complex began construction just north of Pullman, The Hills on Grand Ave, and will carry through 2019. Seventeen operational and 63 construction permits were issued for 2017 generating fee revenue just over \$26,000.



A majority of time was spent in inspections for the installation of sprinkler and alarm systems though out Pullman and WSU. The Evolve on Main took the majority of the time due to its size and complexity. The project took a lot of cooperation and coordination between the Prevention Office and the City of Pullman Buildings department. Because of this joint effort, personnel from both offices have established a great working relationship. The department investigated five structure fires in the city and one fire out of the city with mutual aid request to assist area departments.

Deputy Fire Marshal Nuttman held the second annual fire investigation task force meeting which involved the cooperation of area fire and police departments from Washington and Idaho. The Fire department continues to conduct occupancy inspections in the city businesses with the most common findings were extension cords improperly used as permanent wiring, non-working exit signage, fire extinguishers and hood systems out of annual inspection date. Great improvements were made in the Fraternity inspection process this year. More pro-active meetings were held discussing improved strategies for success with the house representatives. The increased education and cooperation with the Fraternities increased the first-time fully compliant houses from 9 in 2017 to 12 in 2018 (30% increase). The Prevention office also took the first step in minimizing paper processes with the use of computers for producing inspection reports by email.



## Public Education

The department conducted 16 First Aid and/or CPR classes in 2017 at the fire station as well as local businesses improving the skill level and awareness of over 140 students.



The annual open house was held at fire station 1 in May and was again a huge success with hundreds of people attending. Local partners with the fire department set up booths with several games, activities and educational opportunities for all ages. One part of the open house was the car seat fitting station in which numerous



families took advantage. The flow of customers was constant during the entire open house.

In October, the department collaborated with Walmart for the annual Prevention Week in utilizing their parking lot. Numerous community members braved the challenging weather to attend the educational event. The Fire Safety House from Moscow Fire Department and Sparky teamed up to teach families how to react to a simulated smoke and crawl out of the room while staying low as the smoke detector sounds.



The department continued to provide dozens of tours at the fire station and at local children centers. Many residents and prospective firefighters take advantage of shift ride-alongs getting to know the members. The Fire Marshals and the crews spent numbers hours teaching fire extinguisher classes, holding fire alarm drills and safety talks at Washington State University residence halls, apartment complexes, academic buildings and the Greek community. One of the department's priority is to attend and participate in as many community activities and events



and promote fire safety. This includes the 4<sup>th</sup> of July, Lentil Festival, Holiday tree lighting, Community Egg Hunt at Kruegel Park, Pullman Family Fair, Schweitzer Engineering Health Fair, Neill Public Library book reading, Pullman High School football games, WSU-Pullman Community Safety Fair, WSU Alive Orientation sessions, WSU and YMCA Youth camps and Lend a Hand for seniors.

## Training



2018 was an exciting year in the training division. An internal department audit was done towards the end of 2017 to see how many career staff did not have their Firefighter 1, Firefighter 2, and Hazardous Materials Operations accreditations. There were ten (10) personnel that did not possess these accreditations, and three (3) more that had some but not all of them. Training applied through the Assistance to Firefighter Grant program for monies to bring all career members up to the Firefighter 2 standard. Pullman Fire was awarded \$82,334 to fund the project. The items funded within the project were class materials, books and study guides, and contractual

overtime costs for members attending the class, test day, and member's backfilling for those involved in the testing process. This process will carry over into 2019.

The officers and future officers continued to develop themselves in both leadership and tactics. We had another member accepted into the National Fire Academy's Managing Officer Program. Deputy Chief Lamoureux was awarded his associates degree in fire science from Everett Community College. With the help of our civil service staff, and the three Chiefs, we successfully established a new promotional list for Lieutenant.

The Reserve Program graduated its first ever academy class using the International Fire Service Accreditation Congress (IFSAC) testing process. The current academy class has already successfully passed their Hazardous Materials Operations test, which happened in December. The graduating class will have completed over 250 hours of fire training, and 184 hours of EMS training.



Washington State University continues to support the Pullman Fire Department Training Division. The access they have given to the Training Division has been invaluable in making our training as realistic and challenging as we can make within the confines of non-destructive training.