



Central Whidbey Island Fire & Rescue

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Professionalism • Integrity • Compassion • Excellence

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To: Board of Fire Commissioners
From: Chief Ed Hartin
Date: April 12th, 2018
Subject: April Chief's Report

Administration

Projects

Financial Practices Standard Operating Guidelines (SOGs): Developed SOGs addressing the District's application for, use of, and administration of grants and the District's process and procedures for establishing fees for services. This accomplishment addressed the District's Strategic Goal to be fiscally responsible and operate with transparency. In addition, this accomplishment supported achievement of CFAI Accreditation Criteria 4B Financial Practices (4B.9 Grant Program Policies and 4B.10 Fee Policies).

Project Status: Drafts of SOGs, dealing with Debt, Investments, General Financial Guidance, Financial Reserves, and Transparency and Accountability have been completed. Remaining work includes completion of SOGs addressing Revenue, Grants and Grant Management, and Financial Risk Management. Related work also involved revisions to the Capital Projects and Budget SOG to improve consistency between these two documents. This project is projected for completion by June 30, 2018.

Project Lead: Chief Ed Hartin

Administrative Support Services Standard Operating Guidelines (SOG): Developed SOGs addressing dissemination and release of information to the public and the maintenance, availability, retention and destruction of district records in accordance with local, state and federal legal mandates. This accomplishment addressed the District's Strategic Goal to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this accomplishment supported achievement of CFAI Accreditation Criteria 9C Administrative Support Services (9C.4 Public Information and C.7 Public Records).

Project Status: An initial draft of the public records SOG has been completed and is under revision. Records retention remains to be addressed. This project is projected for completion by May 30, 2018.

Project Lead: Finance Officer Kim Harpe

ImageTrend Elite Migration: Complete migration from current version of ImageTrend Records Management System to Elite. This includes integration with WhidbeyHealth EMS to allow a single PCR to be completed on all medical responses and implementation of the fire inspections module. This project

addresses the District's strategic goal to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this initiative supports achievement of CFAI Accreditation Category 2 Assessment and Planning and Category 5 Programs. This project supports a great many of the CFAI performance indicators requiring the use of incident and response time data.

Project Status: Imagetrend Elite has been implemented live as of April 4, 2018. This interface is currently being used to enter both electronic patient care reports and National Fire Incident Reporting System (NFIRS) incident reports. Some data cleaning remains to be done (for incidents entered during the transition between systems). Testing and refinement of the live system is anticipated for the next month with project completion by May 30, 2018.

Project Lead: Deputy Chief Charlie Smith

Fire & Emergency Service Self-Assessment Manual: Finalize the written description, appraisal, and plan (single page) for all 252 of the performance measures specified in the self-assessment manual. This project will address the District's Strategic Goal to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this initiative supports achievement of all CFAI Accreditation Criteria.

Project Status: Description, Assessment, and Plan sections have been completed for 83 performance indicators (32.9%). Completion of the narratives for all 252 performance indicators by December 31, 2018 would require a considerable increase in pace of completion (mean of just over 21 performance indicators per month. Narratives for 34 of 86 critical criteria (39.5%) have been completed. Note that the critical criteria are included in the total of 252 performance indicators. As such, this project will extend into 2019.

Project Lead: Chief Hartin/Category Managers

Other Administrative Activity

Chief Hartin presented at Firehouse World in San Diego on March 6-8, 2018 and attended Blue Card Instructor CE in Phoenix on March 21-23, 2018. Chief Hartin and Commissioners Engle and Hutchinson attended the Center for Public Safety Excellence (CPSE) Excellence Conference on March 10-16, 2018.

Chief Smith attended both the GFOA seminar in Federal Way on 3/20 as well as the WA Fire Chiefs Spring Seminar in Yakima 3/21-3/23.

Operations

Emergency Response

Central Whidbey Island Fire & Rescue responded to 126 calls for service during the month of March (YTD=396). YTD call volume is 20.7% higher than the same period in 2017. CWIFR experienced 11 instances in which multiple calls for emergency service were received concurrently (total of 24 incidents). There was one instance that included four calls.

Average response time during the month was 9 minutes and 38 seconds. In this same time period, the 90th Percentile response time was 15 minutes and 9 seconds.

Annual Fire Situation, Concurrent Incidents, and Response Time Reports are attached.

Projects

Standard Equipment Inventory: The District will achieve standardization of equipment carried on Type 6 Engines in 2018. Standard inventory for Type 1 Engines will be established in 2018 (implementation will be accomplished in 2019 with purchase of three Type 1 Engines). Implementation of a standard equipment inventory will improve tactical functionality and simplify training and maintenance requirements. This project addresses the District's strategic goal of reducing incident frequency and severity as well as Commission on Fire Accreditation International (CFAI) Accreditation Criteria 6E (6E.1 Small Tools and Equipment).

Project Status: Type 6 engines have been re-inventoried as of 02/18 and a list of equipment needed to standardize our new brush units has been updated. Acquisition of equipment will be concurrent with acquisition of new B53/B54.

Type 1 engine standardization has begun. Engines will be inventoried by end of second quarter. Standard inventory complete by end of 2018.

Project Lead: Lieutenant James Meek

HIPAA Compliance: HIPAA compliance and continued training of personnel of its importance are an essential component of our EMS delivery. A HIPAA compliance and policy evaluation, along with the development of an annual training program, will be assessed to enhance our knowledge and procedures regarding best practices related to EMS delivery and HIPAA compliance. This project addresses the District's strategic goal of identifying and applying best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this project addresses CFAI Criteria 5F Emergency Medical Services (5F.5 HIPAA Compliance).

Project Status: Work will begin on this project in April 2018 (deferred from March) with anticipated completion no later than May 30, 2018.

Project Lead: Firefighter/EMT Alex Majestic

Operations/B Shift Activity

The following activity was completed in the last month:

- B532 (Gator) outfitted with Medbed, pump and tank removed.
- FF/EMT Lyons certified as heavy AO
- Remounted M5 front scene light
- Assisted in development of specifications for Type 6 Engines.
- Smoke detector replacement Greenbank
- Volunteer and Part-time crews staffed the Musselstest event for two days
- Volunteer and Part-time crews staffed E54 for Station 31 coverage during SWFE annual banquet

Community Risk Reduction

Fire & Life Safety Inspections

Inspections are assigned on a monthly basis by shift for both the Town of Coupeville and Island County.

Shift	Monthly Inspections	Initial Complete	Inspections Complete	% Complete (Monthly)	% Complete (Annual)
A	7	4	2	29%	
B	6	3	2	33%	
C	5	3	3	60%	

Inspections have fallen behind schedule over the first three months of the year (with between 57% and 84% of inspections assigned to each shift having been completed over this time period. Deputy Chief Smith will be working with LT Porter to identify causal factors and a plan of action to complete annual commercial inspections on schedule.

Hydrant Inspection and Testing

Hydrant inspections and flow tests are assigned on a monthly basis by shift. Shifts may work ahead on inspections to aid in managing workload and the flow test schedule.

Shift	Inspections	Monthly % Complete	Flow Tests	Monthly % Complete	Annual % Complete
A					
B					
C					

Note: Hydrant Testing and Inspection is generally scheduled from April-October

Projects

Home Safety Survey Grant: Using grant funds received from the Department of Homeland Security, perform at least 250 home safety surveys focused on homes built prior to 1984 and in the 25th percentile for assessed value of improvements (buildings). This would reach approximately half of the homes meeting these criteria (n-508). This project addresses the District's strategic goal to reduce incident frequency and severity, and to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, it addresses CFAI Accreditation Criteria 5B Public Education Program (5B.4 High Risk Potential and High-Risk Audiences).

Project Status: A rough outline has been put together for the project addressing SOG completion, volunteer resources, neighborhood identification, and supply acquisitions. Completion of the Home Safety Survey Standard Operating Guideline (SOG), training program, and survey implementation anticipated no later than May 30, 2018.

Project Lead: Lieutenant Jen Porter

Hydrant Inspection & Testing SOG: Develop a SOG to address policy and procedure for inspection and testing of hydrants throughout the District.. This project addresses the District's strategic goal to reduce incident frequency and severity, and to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, it addresses CFAI Accreditation Criteria 9A Water Supply 9A.3 Communication with Water Purveyors and 9A.4 Water Supply & Hydrant Maps).

Project Status: Draft submitted for review from Chief Hartin, returned for final additions and revisions with anticipated completion by no later than April 30, 2017.

Project Lead: Firefighter/EMT Dillon Rogers

Other Community Risk Reduction/A Shift Activity

The following activity was completed in the last month:

- Monthly open-enrollment CPR class delivered (B Shift-Majestic)
- Partnered with Coupeville Building Official to evaluated design plans for Coupeville Elementary School building expansion and FDC/sprinkler system design
- Evaluated plans for fire access/egress for Sportsman’s Assoc. shooting range expansion project
- Volunteers Marv Raavel and Chuck Hathaway provided multiple Station 51 tours in support of Central Whidbey Co-op Pre-school students, teachers, and parents – annual visit to fire station

Recruitment & Training

Training Completed

	Total Hours	Target
A Shift	67.25	TBD
B Shift	91.25	TBD
C Shift	89.25	TBD
Day	44.5	TBD
Volunteers	209.0	TBD
Total	501.25	TBD

Projects

Training Plan: Developed a multi-year integrated training plan that addresses the District’s current and future training needs for volunteer, part-time, and full-time staff. This initiative focused on the District’s strategic goal of ensuring adequate staffing. In addition, this accomplishment addressed CFAI Accreditation Criteria 8A Training and Education Program Requirements.

Project Status: Captain Helm and Chief Hartin have developed the organizational concept, delivery system, and distribution for the multi-year training plan. In addition, they have been working closely with South Whidbey Fire/EMS to integrate this plan across both agencies (maximizing efficiency and

interoperability). The 2018 Training Schedule is being built on an ongoing basis using the framework of the multi-year training plan. The multi-year training plan is scheduled for completion by April 30, 2018.

Project Lead: Captain Jerry Helm

Facilities

Projects

Renovation and Expansion of Station 53: Selection of an architect, development of final building design, development of plans and specifications, bid process to select a contractor for this major facilities project, and permitting. This project focuses on the District's Strategic Goal to maintain adequate infrastructure to support operations. In addition, it addresses Commission on Fire Accreditation International (CFAI) Accreditation Criteria 6B: Fixed Facilities on a comprehensive basis.

Project Status: Negotiations were completed with Carletti Architects and a contract for the initial phase of the renovation project (inclusive of structural and civil engineering assessments and development of conceptual plan options for selection of final design by the District) has been executed by the Board of Fire Commissioners. Work has commenced with a detailed work schedule and timeline to be provided within the next several weeks..

Project Leads: Chief Hartin/Lieutenant Derik Vrable

Other Facilities/C Shift Activity

The following activity was completed in the last month:

- Winter maintenance schedule is 77% complete. Deputy Chief Smith will be working with LT Vrable to identify what winter maintenance activity has not been completed and developing a plan to put facility maintenance back on schedule.
- Sta. 53 hot water heater and dishwasher replaced due to failure.

Fleet Maintenance

Projects

Type 6 Engines: Develop specifications and manage the procurement of two Type 6 Engines scheduled for replacement in 2018 as specified in the District's Capital Projects Plan (CWIFR, 2017b). Manage surplus and sale of the District's two existing Type 6 Engine apparatus. This project focuses on the District's Strategic Goals to maintain adequate infrastructure to support operations and be fiscally responsible and operate with transparency. This project also addresses CFAI Accreditation Criteria 6C Apparatus and Vehicles on a comprehensive basis.

Project Status: Pending Board approval, two Dodge 5500 cab and chassis will be ordered off the State of Washington Contract for construction of the Type 6 Engines. Specifications for the construction of the Type 6 apparatus on District provided chassis are substantively complete (final revisions and procurement boilerplate to be added) and will be sent out for bid by no later than April 30, 2018

Project Lead: Firefighter/Mechanic Mike Matros



Annual Fire Situation Report
Central Whidbey Island Fire & Rescue
From 01/01/2018 To 03/31/2018
Report Printed On: 04/12/2018

General Class	Jan 18	Feb 18	Mar 18	Total by Type
Bomb scare (72)			1	1
Combustible/flammable spills & leaks (41)			1	1
Controlled burning (63)	1		1	2
Cover assignment, standby at fire station, move-up (57)	4	6	4	14
Dispatched and cancelled en route (61)	23	20	19	62
Electrical wiring/equipment problem (44)	1			1
Emergency medical service (EMS) Incident (32)	82	38	63	183
False alarm and false call, other (70)			1	1
Fire, other (10)	1			1
Medical assist (31)	17	19	9	45
Mobile property (vehicle) fire (13)		1		1
Public service assistance (55)	14	23	6	43
Service call, other (50)		2		2
Severe Weather & Natural Disaster (8)	1	5		6
Smoke, odor problem (53)			3	3
Steam, other gas mistaken for smoke (65)	2			2
Structure Fire (11)	2		1	3
System or detector malfunction (73)			1	1
Unintentional system/detector operation (no fire) (74)	4	3	11	18
Water or ice-related rescue (36)	1			1
Water problem (52)			1	1
Total	153	117	122	392

Search Criteria

Dates: From 01/01/2018 To 03/31/2018 (mm/dd/yyyy)
 Service: Central Whidbey Island Fire & Rescue



Fire Overlapping Calls Report
From 03/01/18 To 03/31/18
Report Printed On: 04/12/2018

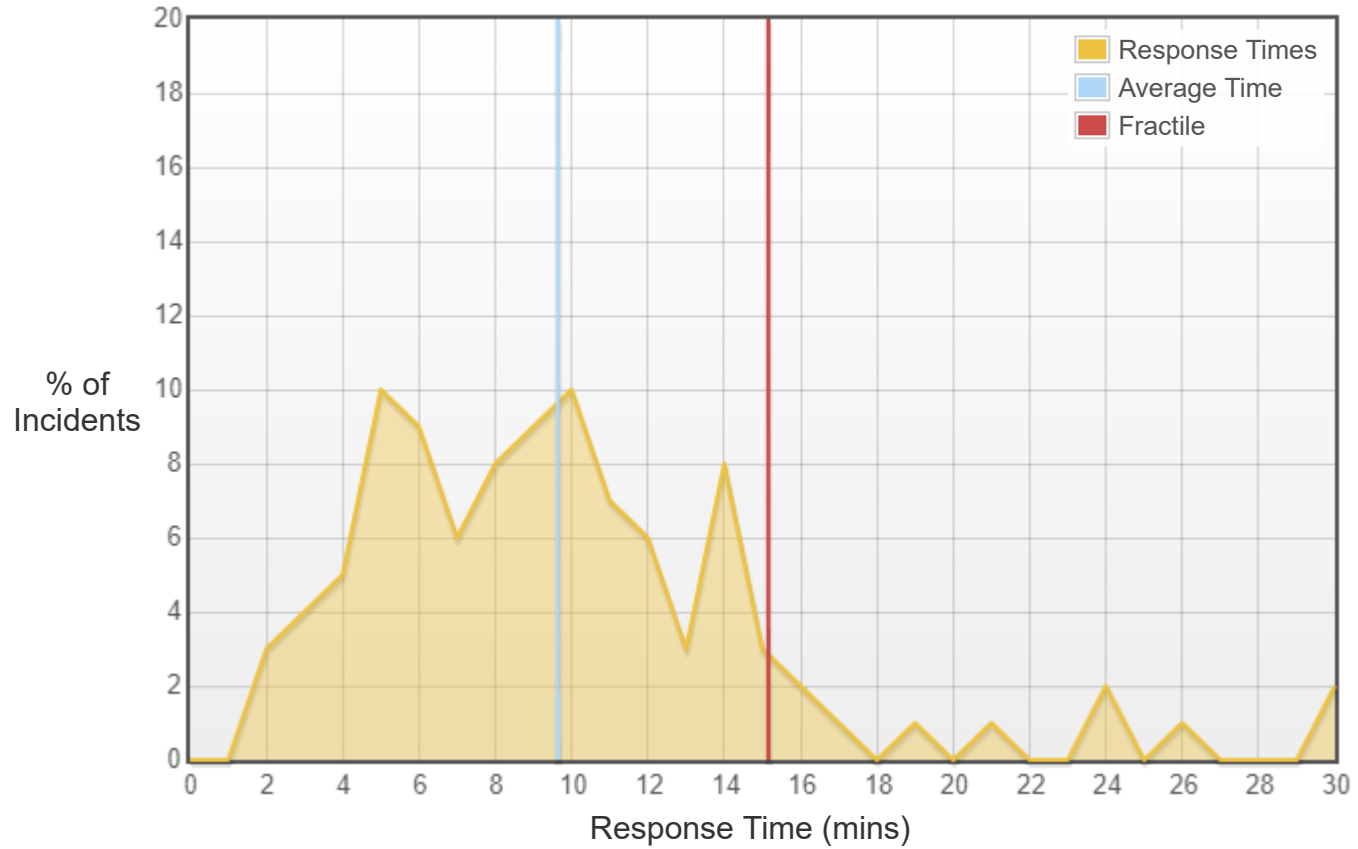
Incident Number	Exposure	Incident Type	Alarm Date/Time	Clear Date/Time
Overlap: 1				
18-CW0281	0	EMS call, excluding vehicle accident with injury (321)	03/02/18 14:18:33	03/02/18 15:19:54
18-CW0282	0	Smoke detector activation due to malfunction (733)	03/02/18 14:21:09	03/02/18 14:41:08
Minutes of overlap: 19.98				
Overlap: 2				
18-CW0290	0	Cover assignment, standby, moveup (571)	03/06/18 08:14:32	03/06/18 10:50:23
18-CW0289	0	Dispatched and cancelled en route (611)	03/06/18 08:40:28	03/06/18 09:23:58
Minutes of overlap: 43.50				
Overlap: 3				
18-CW0320	0	Water or steam leak (522)	03/13/18 14:04:37	03/13/18 15:52:29
18-CW0321	0	EMS call, excluding vehicle accident with injury (321)	03/13/18 14:19:49	03/13/18 14:48:56
Minutes of overlap: 29.12				
Overlap: 4				
18-CW0334	0	Cover assignment, standby, moveup (571)	03/15/18 17:32:00	03/15/18 21:50:00
18-CW0331	0	EMS call, excluding vehicle accident with injury (321)	03/15/18 17:36:24	03/15/18 18:30:29
18-CW0332	0	EMS call, excluding vehicle accident with injury (321)	03/15/18 20:56:49	03/15/18 21:42:26
18-CW0333	0	Medical assist, assist EMS crew (311)	03/15/18 21:24:32	03/15/18 21:51:14
Minutes of overlap: 125.17				
Overlap: 5				
18-CW0332	0	EMS call, excluding vehicle accident with injury (321)	03/15/18 20:56:49	03/15/18 21:42:26
18-CW0333	0	Medical assist, assist EMS crew (311)	03/15/18 21:24:32	03/15/18 21:51:14
Minutes of overlap: 17.90				
Overlap: 6				
18-CW0351	0	EMS call, excluding vehicle accident with injury (321)	03/21/18 02:04:23	03/21/18 03:25:27
18-CW0352	0	EMS call, excluding vehicle accident with injury (321)	03/21/18 02:10:55	03/21/18 03:23:45
Minutes of overlap: 72.83				
Overlap: 7				
18-CW0355	0	EMS call, excluding vehicle accident with injury (321)	03/21/18 11:58:48	03/21/18 12:53:08
18-CW0356	0	Bomb scare - no bomb (721)	03/21/18 11:58:48	03/21/18 13:30:47
Minutes of overlap: 54.33				
Overlap: 8				
18-CW0356	0	Bomb scare - no bomb (721)	03/21/18 11:58:48	03/21/18 13:30:47
18-CW0355	0	EMS call, excluding vehicle accident with injury (321)	03/21/18 11:58:48	03/21/18 12:53:08
Minutes of overlap: 54.33				
Overlap: 9				
18-CW0362	0	EMS call, excluding vehicle accident with injury (321)	03/23/18 09:40:30	03/23/18 10:41:52
18-CW0363	0	EMS call, excluding vehicle accident with injury (321)	03/23/18 10:16:59	03/23/18 10:47:07
Minutes of overlap: 24.88				
Overlap: 10				
18-CW0418	0	Cover assignment, standby, moveup (571)	03/26/18 14:36:00	03/26/18 15:30:00
18-CW0377	0	EMS call, excluding vehicle accident with injury (321)	03/26/18 14:49:19	03/26/18 15:35:00
Minutes of overlap: 40.68				
Overlap: 11				
18-CW0382	0	EMS call, excluding vehicle accident with injury (321)	03/27/18 17:19:55	03/27/18 18:26:01
18-CW0383	0	EMS call, excluding vehicle accident with injury (321)	03/27/18 18:17:24	03/27/18 18:54:02
Minutes of overlap: 8.62				
Overlap: 12				
18-CW0390	0	EMS call, excluding vehicle accident with injury (321)	03/30/18 09:33:17	03/30/18 10:56:01
18-CW0391	0	EMS call, excluding vehicle accident with injury (321)	03/30/18 10:28:47	03/30/18 11:05:04
Minutes of overlap: 27.23				
Overlap: 13				

18-CW0397	0	EMS call, excluding vehicle accident with injury (321)	03/31/18 22:48:09	03/31/18 23:38:07
18-CW0398	0	EMS call, excluding vehicle accident with injury (321)	03/31/18 23:19:13	04/01/18 00:05:42

Minutes of overlap: 18.90

Report Totals:
Occurrences of 2 Overlaps: 12
Occurrences of 4 Overlaps: 1

Fractile Response Times Report for Apparatus Times	
Date Range	03/01/2018 to 03/31/2018
Time Frame	"Dispatch Time" to "Arrival Time"
Total # of Incidents Fitting Criteria	64 (119 apparatus records)
90% Fractile Response Time	15 min 9 sec
Highest Response Time	30 min 51 sec
Lowest Response Time	1 min 26 sec
Average Response Time	9 min 38 sec
Service(s)	Central Whidbey Island Fire & Rescue
Incident Type(s)	All
Response Mode(s) to Scene	Emergency



 Report Description