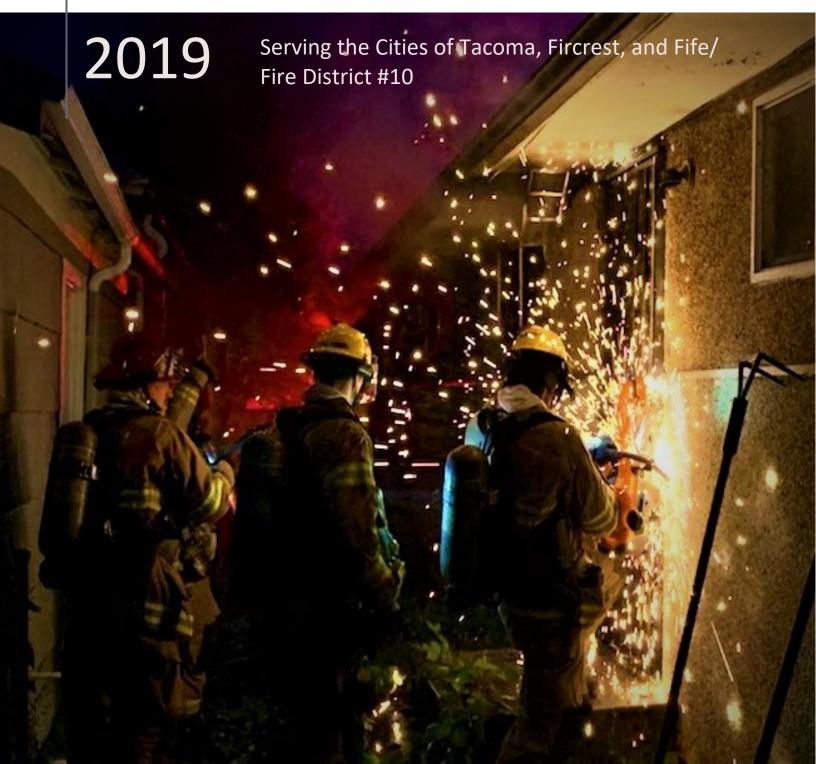
# Tacoma Fire Department Annual Report



# **CITY OF TACOMA OFFICIALS 2019**

Victoria Woodards

Mayor

Anders Ibsen

Council Member, Position 1

**Robert Thoms** 

Council Member, Position 2

Keith Blocker

Council Member, Position 3

Catherine Ushka

Council Member, Position 4

Chris Beale

Council Member, Position 5

Lillian Hunter

Council Member, Position 6

Conor McCarthy

Deputy Mayor, Position 7

Ryan Mello

Council Member, Position 8

Elizabeth Pauli

City Manager

# **CITY OF FIRCREST OFFICIALS 2019**

Hunter T. George

Mayor

Blake Surina

Council Member

Shannon Reynolds

Council Member

**Brett Wittner**Council Member

**David Viafore** 

Council Member

**Denny Waltier** 

Council Member

Jamie Nixon

Council Member

**Scott Pingel** 

City Manager

# **CITY OF FIFE (DISTRICT 10) OFFICIALS 2019**

Kim Roscoe

Mayor, Position 5

Bryan Yambe

Deputy Mayor, Position 1

**Tim Curtis** 

Council Member, Position 2

Doug Fagundes

Council Member, Position 3

Pat Hulcey

Council Member, Position 4

Lisa McClellan

Council Member, Position 6

Lew Wolfrom

Council Member, Position 7

**Hyun Kim** 

City Manager

**Greg Wambold** 

Fire Commissioner

Dan Nelson

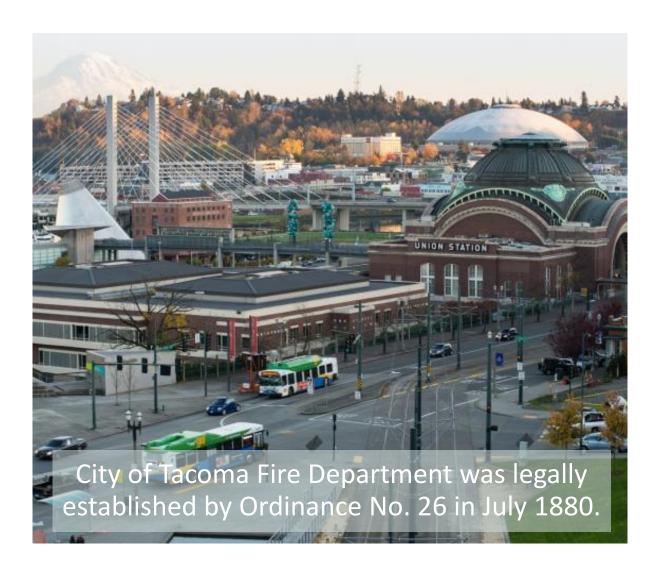
Fire Commissioner

**Dorthy Kephart** 

Fire Commissioner

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# **EXECUTIVE SUMMARY**

The Tacoma Fire Department (TFD) provides vital services to the community. From the collective efforts of our firefighters and administrative staff working with city management, other City of Tacoma departments, elected officials, neighboring fire departments, and the members of our community, we will continue to ensure that TFD meets the inevitable challenges that are a part of sustaining a first-rate municipal fire department.

#### **KEY OBJECTIVES AND HIGHLIGHTS**

Throughout 2019 we also continued the expansion of our opioid response program to be an additional resource to assist those who are struggling with opioid use disorder in our community. In 2018, we pioneered a community distribution program for free "rescue kits" containing the life-saving medication, Narcan, packaged as an easy-to-administer, fast-acting nasal spray. In 2019, we launched our Safe Station and mobile response service programs that provide no-cost initial assessment service, transportation to a medical facility, and first medication dosage for opioid use disorder, as needed.



# Other highlights include:

- Chief Jim Duggan retired, and Toryono Green was appointed Fire Chief in April 2019.
- Hired and trained a new firefighter class.
- Trained over 1,000 participants at our free annual community CPR training event.
- Recognized by the American Heart Association with a Gold Plus EMS Mission Lifeline award for our demonstrated success for meeting the latest research-based standards for resuscitation care.
- Placed into service a new Ladder Tower Apparatus located at Fire Station 8.



Safe Station Program Media Event – August 28, 2019

#### **FACTS AND FIGURES**

Fire departments commonly report on two distinct sets of data: incidents by initial dispatch type and incidents by the final situation found. Departmental activities are best understood by evaluating both our workload (dispatched incidents) and what services were provided (final situation found). Workload data is critical for establishing appropriate staffing levels and the necessary resources to meet requests for emergency service. Final situation found data most accurately explains the frequency that various types of incidents occur within our community and guides prevention efforts. For the sake of consistency, and except where noted, the data in this annual report is based on final situation found data.

# Dispatched Incidents by Initial Dispatch Type

	2019 by Month												
Dispatched As	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	Nov	<u>Dec</u>	<u>Total</u>
Fire Auto/Alarm	333	336	349	315	391	430	517	425	379	386	373	353	4,587
EMS	3,240	3,176	3,393	3,212	3,335	3,380	3,418	3,415	3,413	3,230	3,230	3,361	39,890
Other*	415	527	436	429	371	449	474	518	406	335	335	356	5,118
Grand Total	3,988	4,039	4,178	3,956	4,097	4,259	4,409	4,358	4,198	4,105	3,938	4,070	49,595

# **Dispatched Incidents by Final Situation Found**

					2019	9 by I	Montl	h					
Final Situation	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	May	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	Nov	<u>Dec</u>	<u>Total</u>
Fire	81	63	100	96	142	193	237	141	103	93	98	86	1,433
EMS	2,745	2,719	2,811	2,648	2,738	2,742	2,219	2,822	2,881	2,874	2,744	2,861	33.404
Other*	1,162	1,257	1,267	1,212	1,217	1,324	1,353	1,395	1,214	1,138	1,096	1,123	14,758
Grand Total	3,988	4,039	4,178	3,956	4,259	4,259	4,409	4,358	4,198	4,105	3,938	4,070	49,595

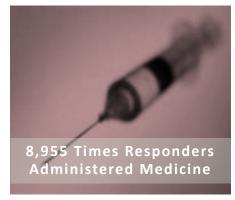
<sup>\*</sup>Examples of "other" incidents include search & rescue, hazardous conditions, technical rescue, hazardous materials, and investigations only.

#### **EMS**

In 2019, our community members called 9-1-1 nearly 50,000 times to request help. TFD dispatched nearly 77,000 companies to assist with those incidents. One company is a fire engine or ladder truck staffed with three firefighters, or a medic company staffed with two firefighter/paramedics.

What types of problems did we help with? The majority were emergency medical situations. We assessed and treated over 36,000\* people last year. The top five reasons for requesting help—getting hurt, feeling sick, breathing problems, heart issues, and losing consciousness.















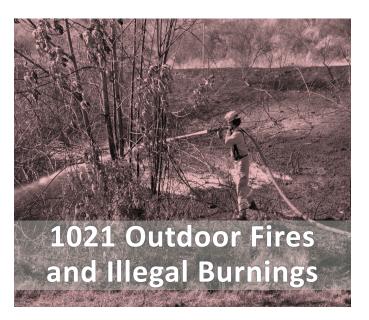


<sup>\*</sup>Some EMS incidents had multiple patients, so the patient count is greater than the total EMS incidents.

#### **FIRE**

Community members also called upon us to extinguish 1,433\* fires last year—an average of four times per day. Despite our notoriously "rainy" Northwest weather, the majority of our fires occurred outdoors (e.g., grass, brush, and trees) in the summer months.







<sup>\*</sup>Some fire incidents involved more than one of these type codes, so the total is greater than the dispatched by final situation found.

# **COMMUNITY OVERVIEW**

#### **COMPOSITION**

The City of Tacoma was incorporated in 1884. From its humble origins of less than 1,000 residents, the city has grown in population to over 213,000 today. TFD also provides contracted emergency response to the cities of Fircrest and Fife, as well as Pierce County Fire District #10, for an additional population of over 20,000.

Tacoma, like many established communities, is a mixture of old and new. Recently constructed high-rise condominium buildings in contrast with century-old, single-family residential neighborhoods. The city's economic base is comprised of a wide variety of industries—healthcare, education, retail, manufacturing, and the Port of Tacoma.

There are 72.1 square miles of land within the city limits and contract areas, along with 44 miles of shoreline, and 12 square miles of saltwater shore.

#### **2019 BUDGETED RESOURCES**



# **2019 ORGANIZATIONAL CHART**



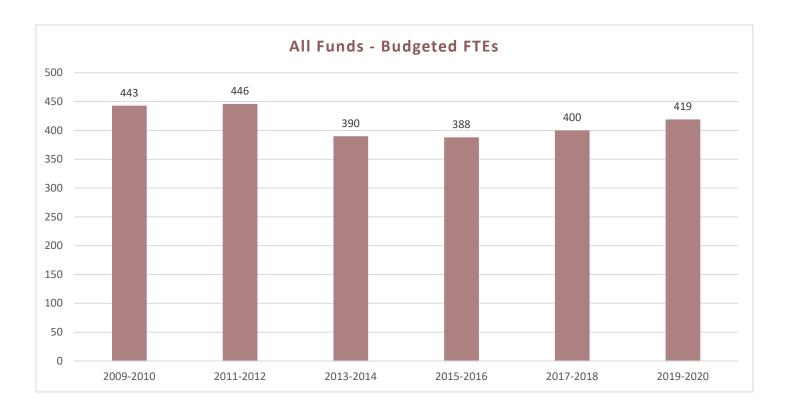
# OFFICE OF THE FIRE CHIEF

# **BUDGET, FINANCE, AND STRATEGIC PLANNING**

Responsibilities in the section include the development and implementation of departmental priorities, goals, objectives, measures, policies, and procedures. Staff in this section also support the development and maintenance of the biennial budget and provide financial oversight.

# **Budget and Finance**

Preliminary Final expenses for the Fire Department totaled \$86,752,656 in 2019. This was a \$10.2M increase from the previous year primarily related to the additional firefighter staffing for Tideflats emergency response and hiring five additional positions to support emergency management, prevention, recruitment, and finance.



# General Fund, Actual and Preliminary Final

	Actual	Actual	Actual	Actual	Actual	Preliminary Final
Expenditure Type	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Subtotal, Personnel	\$39,440,014	\$42,657,199	\$44,360,804	\$47,290,073	\$48,484,397	\$50,875,854
Subtotal, Maint & Ops	5,357,707	4,835,100	4,308,917	5,287,560	5,174,800	5,359,236
Subtotal, Assessments	1,164,322	927,003	1,315,359	4,143,414	4,029,986	5,801,141
Other Expenses	-	216,000	4,891	1,190,200	1,118,363	1,200,000
Capital Outlay	-	99,492	86,074	-	12,759	32,132
TOTAL	45,962,926	48,734,794	50,076,045	57,911,246	58,820,305	56,622,423

# All Funds, Actual and Final Preliminary

	Actual	Actual	Actual	Actual	Actual	Preliminary Final
Expenditure Type	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Subtotal, Personnel	\$53,687,448	\$56,200,031	\$56,482,375	\$59,600,399	\$62,373,991	\$65,358,859
Subtotal, Maint & Ops	7,188,113	6,907,566	6,506,078	7,410,649	7,317,951	9,926,935
Subtotal, Assessments	1,663,142	1,479,081	1,963,224	5,220,617	5,095,303	7,171,643
Other Expenses	345,393	559,660	435,023	2,053,934	1,663,266	2,223,843
Capital Outlay	2,706,458	1,501,776	1,202,088	72,707	23,767	114,520
TOTAL	65,590,554	66,648,114	66,588,787	74,358,306	76,474,276	84,795,800

# **OPERATIONS BUREAU**

#### **WHO WE ARE**

The Operations Bureau's responsibility is to provide fire, medical, hazardous materials, marine, and technical rescue services within our response area. Under the leadership of Deputy Chief Michael Mitchell, this bureau includes personnel who staff our stations: 3 battalion chiefs, 16 engine companies, 5 medic companies, 4 ladder companies, and 1 safety officer. Operations personnel also cross-staff 2 fireboats, 1 hazardous materials team, and 1 technical rescue team. In 2019, the minimum staffing was 74 fire station personnel 24 hours a day, seven days a week, 365 days a year. This bureau also includes Emergency Medical Services, Special Operations Division, Safety Division, and Tacoma Fire Communications.

#### WHAT WE DO

Firefighters in the Operations Bureau respond to emergency requests from the public for:

- Fire—residential and commercial structure, high-rise, vehicle, grass, and brush.
- Medical Aid—from general feelings of being sick to trauma, falls, heart attacks, and strokes.
- Technical Rescue—vehicle, water, confined space, industrial building collapse, high-angle rope.
- Hazardous Materials Incidents—transportation, industrial, environmental, and terrorism.



House Fire - 2500 blk S. J Street - July 22, 2019

#### **FIRE SUPPRESSION**

Community members called upon us to extinguish 1,433 fires last year—an average of 4 calls per day.

Property loss due to all structure fire incidents (n=272) was an estimated \$7,146,547. The estimated value of those structures was \$760,809,291. The value of the property saved through TFD suppression efforts was \$753,662,744 or 99 percent of the total value of the structures.

# Fire Loss Data (all fires)

	2014	2015	2016	2017	2018	2019
Total Fire Loss	\$6,926,105	\$12,749,207	\$12,491,406	\$11,221,413	\$10,555,322	\$10,868,930
<b>Property Loss Only</b>	\$5,748,545	\$7,755,853	\$9,066,526	\$7,921,323	\$7,997,307	\$7,146,547
Fire Injury Civilian	12	4	5	18	5	9
Fire Fatality Civilian	3	0	5	3	1	0



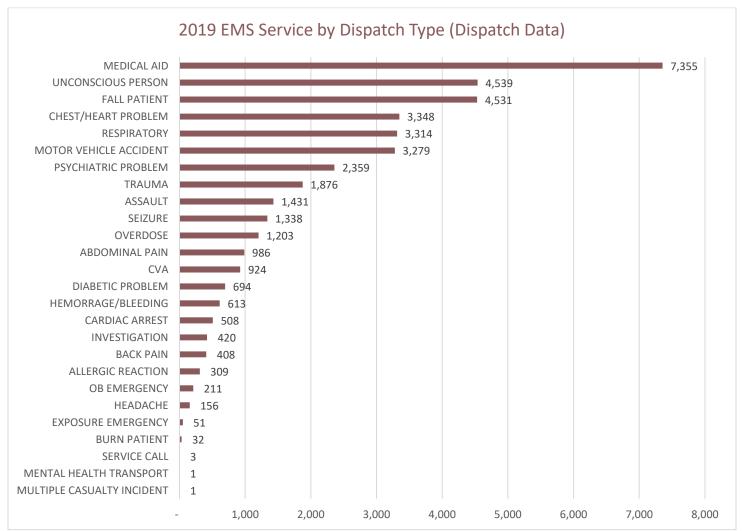
Commercial Structure Fire - 8200 blk S. Hosmer Street - November 5, 2019

#### **EMERGENCY MEDICAL SERVICES**

TFD has a long-standing history of providing advanced life support (ALS) services to the community. The first group of firefighters received paramedic training in 1973, and the department began transporting patients regularly in 1991. In 1994, the department started its in-house, fully accredited paramedic program to train members of the department as well as professional firefighters from neighboring jurisdictions. In addition to classroom time, the program includes hospital/clinical rotations and fieldwork.

In 2019 firefighter/paramedics staffed five medic companies and three ALS engines. There were 6,704 ALS transports.





#### **CPR Program**



TFD is strongly committed to improving the safety of our community. In 2019, our firefighters trained over 2,000 community members and City of Tacoma employees on how to perform CPR and use an automated external defibrillator.

This year's annual mass community training event was expanded to CPR weekend, with CPR Saturday being held at the Eastside Community Center, and CPR Sunday being held at Foss High School.

**CPR Sunday October 2019** 

#### SPECIAL OPERATIONS—HAZARDOUS MATERIALS

The goal of TFD's Hazardous Material Team (Hazmat) is to respond to potential releases of hazardous materials to prevent, contain, or stop a release. The Hazmat Team also responds to confirmed or suspected incidents involving chemical, biological, radiological, or nuclear agents.

All Tacoma firefighters are trained to the Hazmat Operations level, with 27 firefighters certified to the Technician level. Core competencies for the Hazmat Team include the recognition and identification of hazardous materials, response chemistry, environmental regulations, radioactive materials, toxicology, air monitoring and equipment, decontamination procedures, spill control/containment, as well as medical monitoring. The full Hazmat Team responded to 27 incidents in 2019.

#### **TECHNICAL RESCUE**

The TFD Technical Rescue Team provides the necessary skills and equipment to react quickly in extreme rescue situations. The team members are trained in the following five technical rescue disciplines:

- Rope Rescue
- Structural Collapse
- Confined Space Rescue
- Trench Rescue
- Technical Extrication

The Technical Rescue Team is comprised of 24 Technician level personnel, supported by 50 personnel trained to the Technical Rescue Operations level. To become a Technical Rescue Technician, our personnel must complete approximately 250 hours of discipline-specific training. All technicians and operations trained personnel complete monthly training, one shift each month, to maintain proficiency and increase efficiency and safety at technical rescue events. In 2019, the full technical rescue team responded to 34 technical rescue incidents.



Tech Rescue Pt Defiance Park - December, 2019

#### **MARINE DIVISION**

TFD's Marine Division fleet consists of a surface effect ship, the *Commencement*, as well as a rapid response boat, the *Destiny*, and 50-foot Metal Craft boat, the *Defiance*. In 2019, the Marine Division responded to 123 incidents, including 6 for the *Commencement*, 100 for the *Destiny*, and 17 for the *Defiance*.



#### **TACOMA FIRE COMMUNICATIONS**

TFD operates an emergency communications center and receives calls via the 9-1-1 system and from private alarm companies. The Tacoma Fire Communications Center (TFC) received 49,595 emergency calls in 2019. TFC dispatched a total of 74,656 fire companies and private ambulances to those incidents.

TFC is an Association of Public-Safety Communication (APCO) certified communications center and uses the recommended call processing time standards of NFPA 1221.

Seventeen commissioned personnel staff TFC. All dispatchers are certified as Emergency Medical



**Dispatch Floor - TFC** 

Technicians and maintain the same fire operations training as their counterparts in the field.

TFC Officers and Firefighter/Dispatchers are considered the "first responder on the scene" and can substantially affect the outcome of an incident. Working in partnership with field operations personnel, TFC uses a "community member-centric" approach to decision making. With the support of Computer Aided Dispatch (CAD) and Automatic Vehicle Locator (AVL), TFC dispatches the closest available appropriate resources to ensure community members are receiving the highest level of care in the shortest amount of time to mitigate the incident.

#### **SAFETY DIVISION**

The Safety Division focuses on the health and safety of department members. Through effective management, education, training, and programs the goal of the division is to prevent accidents, injuries, illnesses, and fatalities.

# Highlights in 2019 include:

- Increased emphasis on cancer prevention through on-site decontamination.
- Explored ways to isolate contaminated turnouts from apparatus cabs.
- Provided for the safety and accountability of emergency responders for various high-risk incidents through its five safety Lieutenants and two administrative safety officers.
- Ensured the accurate processing of structural fire data reports and continued to support the department by representing the leadership of TFD at Port safety meetings, Pierce County LEPC, internal accident review, and the city safety committee.

# **Firefighter Loss**

	2017	2018	2019
Injury Loss - Firefighter*	21	15	21
Life Loss - Firefighter	-	-	-

<sup>\*</sup>On-the-job injuries that resulted in time loss



**Tacoma Fire Training Center** 

# **ADMINISTRATION BUREAU**

#### **WHO WE ARE**

Under the leadership of Deputy Chief John Pappuleaus, the Administration Bureau provides systems and infrastructure that support TFD operations and firefighters throughout their careers and maintains regulatory code functions.

#### WHAT WE DO

Responsibilities in this bureau include Emergency Management, Fire Prevention, Public Education, Fire and EMS Training, EMS Prevention and Outreach, Harbor Code Enforcement, Information Technology, Apparatus, and Vehicle Maintenance, Electrical Maintenance, Departmental Human Resources, Facilities and Supplies, Budget, Finance, and Grant Management, Public Relations, Volunteer Services, and Administrative Support.

#### **GRANT MANAGEMENT**

TFD continued its pursuit of federal funding to support department operations in 2019. The department received \$1.26M in state and local grant funding and these awards supported firefighter staffing, training, and equipment.

#### **FIRE PREVENTION**

The Fire Prevention Division (FPD) aims to reduce the frequency and severity of fires and other life safety incidents through a multi-dimensional approach that includes enforcement, permitting, inspections, engineering, and education.

Plans for new construction are reviewed for adherence to the fire and life safety codes related to their fire protection systems. Permits are issued for fire protection systems and other construction-related activities. High-risk structures or activities such as large public assemblies, the use of explosives, pyrotechnics, liquefied gas, and hazardous materials are managed through the permitting and inspecting processes. In 2019, our plan reviewer processed 1,397 permits. Of those permits, 420 were fire protection permits, 912 were building and site permits, and 65 were land use permits.

#### Fire Investigations

Fire investigators are responsible for determining the origin and cause of all significant fires. TFD responded to 1,433 fires in 2019. The Prevention Division was dispatched to investigate 172 of those fires. After review, 137 of those investigations were deemed as negligence, incendiary/arson, and mechanical failure, or malfunction as the most common causes.

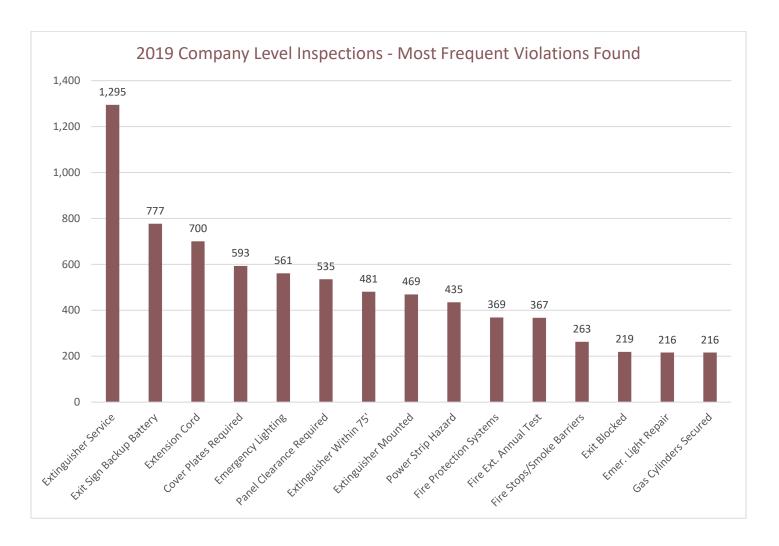
#### **Code Enforcement**

TFD is responsible for enforcing the Fire Code within the City of Tacoma. As part of the Fire Department's Building Inspection Program, Tacoma firefighters conducted 7,802 fire safety inspections in 2019. FPD fire inspectors also conducted 1,217 code enforcement inspections.

Building/E	Business I	nspection	<b>Activity</b>
------------	------------	-----------	-----------------

	2014	2015	2016	2017	2018	2019
Annual Company Inspections	5,381	6,122	6,213	7,102	7,147	6,532
Special FPD Inspections	787	901	827	1,293	1,570	1,217
<b>Grand Total</b>	6,168	7,023	7,040	8,395	8,717	7,749

In 2019, the most common code violations identified during inspection and re-inspection were related to fire extinguishers and issues with exits/exiting. Additionally, the improper use of extension cords, and electrical outlets without cover plates were also typical violations found.



#### **Public Education**

Public education focuses on teaching the community about the benefits of proper safety practices and eliminating hazardous conditions. Firefighters and fire prevention staff conducted over 200 classes and events for youth, businesses, and the community – reaching over 40,000 community members with important life safety messages.



Firefighter Pat Rapozo teaching a Fire Safety Class

# **TRAINING**

The Training Division is responsible for training all new firefighters and conducting ongoing in-service training for all members of the department. The activities of the Training Division are driven by the specific internal needs of TFD and the regulatory requirements of external agencies.

Highlights for 2019 included conducting a recruit firefighter class and providing several skills classes such as EMS, Wildland Urban Interface, Marine Oil Spill, and Rail incidents.



Live-Fire Training Prop - Training Center

#### **EMERGENCY MANAGEMENT**

In 2019, emergency management staff provided disaster preparedness, plan development, and training to community members, businesses, and government to increase our ability to survive both natural and manmade disasters.

Emergency management activated the City Emergency Coordination Center and Emergency Management 24/7 Duty Officer to coordinate inclement weather, flooding, and hazardous material incidents throughout the City of Tacoma. The training and exercise activities during 2019 and into 2020 are focus on regional coordination efforts during a large scale incident effecting the Tacoma, Pierce County, and other counties and cities along the I-5 corridor.

#### **HARBOR MASTER**

TFD is responsible for enforcing the regulatory aspects of the City of Tacoma Harbor Code. In 2019, in coordination with local marinas and Metro Parks, the TFD Harbor Master worked to identify possible derelict boats, illegally anchored boats, and vessels operating unsafely

#### **PUBLIC INFORMATION/RELATIONS**

TFD uses social media platforms to provide timely information regarding department activities, prevention and educational messages, and details regarding emergency incidents. In 2019, our most popular platform was Twitter, @twitter.com/tacomafire. Over 2 million twitter impressions were distributed to other twitter user's timeline (based on tweets posted by the department) in 2019.













#### **FIRE GARAGE**



Tower Two Push-In Ceremony - October, 2019

The Fire Garage is the vehicle maintenance facility responsible for the repair and maintenance of all TFD ladder trucks, fire engines, medic units, fireboats, and light-duty vehicles. Fire Garage personnel are also responsible for ordering, stocking, and delivering supplies to all TFD facilities via a messenger and supply delivery service, and the maintenance of all small tools and equipment used by TFD.

#### INFORMATION TECHNOLOGY

TFD Information Technology (IT) group consists of four Information Technology Analysts, Senior Technicians, and one Computer Support Technician. IT personnel support a variety of systems and hardware, including dispatch systems, applications, databases, e-mail, and web servers. Customized applications have been developed for personnel scheduling, incident reporting, building inspections, and training. Several mapping applications used by TFC and for administrative decision analysis are also maintained.

In 2019, the IT Division worked to complete the rollout of the ImageTrend Electronic Patient Care Reporting software system, migrate all TFD computers to Windows 10, and configure and put into service over 100 iPads and iPhones.

#### **FIRE ELECTRICIANS**

The TFD Electrical Maintenance Division consists of a supervisor and three state-licensed electricians involved in a variety of tasks; maintaining communication equipment, making electrical repairs and electrical upgrades, and several other large-scale projects.

In 2019 the Electrical division installed Telcom equipment for the Safe Stations program at fire station 1 to have a direct tie to Tacoma Fire Communications and completed the necessary wiring for the installation of personnel protective equipment extractor washing machines at 10 fire stations.

#### **FIRE BUFF BATTALION**

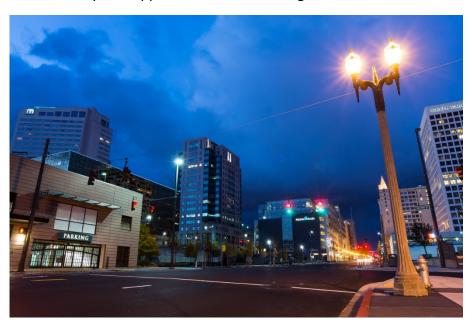
Tacoma Fire Buff Battalion was formed on November 23, 1986, with the primary mission of supporting firefighters engaged in firefighting activities. The Tacoma Professional Firefighters Local #31 supports the Fire Buffs by allowing Tacoma firefighters to contribute to the Fire Buffs with voluntary payroll deductions. This money is used for insurance and upkeep for the canteen vehicle and food supplies.

The Tacoma Fire Buff Battalion is a member of the International Fire Buffs Association, an organization of local fire buffs clubs in many cities throughout the US and Canada. In 2019, the buffs assisted at 48 significant events, volunteering 279 staff hours.



#### **CHAPLAIN**

In 2019, the Tacoma-Pierce County Chaplaincy (TPCC) provided in-person, on-scene crisis support for victims, emergency teams, and families in need of emotional and spiritual support. Chaplain Dr. Russ Peters is an integral part of the support services provided by TFD. Dr. Peters leads a team of Chaplains including Bob Reifsnyder, Ed Jacobs, Hugh Milloy, Tony Powell, Kathy Bill, Cole Chambers, and Julie Westfall. Each of our Chaplains completes a rigorous training program, are all licensed or endorsed by their church, and continue their education through resources provided by the Tacoma-Pierce County Chaplaincy and the International Conference of Fire Chaplains. Last year, the Chaplains from Tacoma Fire responded to over 208 calls for service, including fatalities, fires, and funerals. Our Chaplains also provide care for TFD personnel and are integrally involved with ways to support the staff and firefighters of TFD.



# **PERFORMANCE INDICATORS**

#### RCW 35.103 FIRE DEPARTMENTS—PERFORMANCE MEASURES

The Washington State legislature requires city fire departments to set standards for addressing the reporting and accountability of substantially career fire departments and to specify performance measures applicable to response time objectives for certain major services. The arrival of first responders with automatic external defibrillator capability before the onset of brain death and the arrival of adequate fire suppression resources before flash-over is critical during the mitigation of an emergency and is in the public's best interest. For these reasons, this section contains performance measures, comparable to industry research, relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations by substantially career fire departments. The following are TFD's adopted performance benchmark goals and 2018 actual performance at the 90 percentile.

# Tacoma Fire Department Response Totals\*

	2014	2015	2016	2017	2018	2019
Fire	268	305	277	306	330	367
% increase/decrease	-6.9%	13.8%	-9.1%	10.5%	7.8%	11.2%
EMS	25,690	27,223	28,389	28,226	29,301	34,669
% increase/decrease	7.6%	6.0%	4.3%	-0.6%	3.8%	1.2%
All other	6,125	6,043	6,080	6,103	6,142	1,539
%increase/decrease	.9%	-1.3%	0.6%	0.4%	0.6%	-0.3%
Total	32,083	33,571	34,725	34,635	35,773	36,575
%increase/decrease	6.1%	4.6%	3.4%	-0.2%	3.2%	1.0%

<sup>\*(</sup>Based on critical/urgent incidents only, and final situation found data)

# TACOMA FIRE DEPARTMENT BENCHMARKS OBJECTIVES

TFD response benchmarks specify the minimum criteria needed to effectively and efficiently deliver fire suppression, emergency medical services, and special operations response. These response objectives are designed to protect the community members of Tacoma and the occupational safety and health of Tacoma firefighters. For this report, NFPA 1221: Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems (2016 edition), NFPA 1710: Standard for the Organization and Deployment of Fire, EMS, and Special Operations (2016 edition) were used as guidelines in the development of TFD response objectives.

#### **ANATOMY OF A 9-1-1 CALL**



Calls to 9-1-1

**DISPATCH** 

9-1-1 center processes calls and dispatches units.

**TURNOUT** 

Dispatched units are dressed in appropriate protective gear and in the apparatus.

**TRAVEL** 

Dispatched units travel to the scene.

# **CALL PROCESSING TIME (DISPATCH)**



This measure tracks the time elapsed from the receipt of a 9-1-1 call to the completion of the dispatch directing firefighters to respond. Performance benchmarks are one minute and four seconds or less for critical and urgent fire incidents and one minute and thirty seconds or less for critical and urgent EMS and specialty incidents (e.g., Technical Rescue, Hazardous Materials) for 90 percent of incidents. Times are based on TFD receipt of a call transfer from SS911 to dispatch.

# 2019 Calls to Dispatch

Dispatched As	Incidents	Goal	Actual at 90%	% Meeting Goal	Average
Fire	367	1:04	1:18	79%	0:41
EMS	34,529	1:30	1:18	94%	0:42
Specialty	1,531	1:30	0:42	98%	0:17
Total	36,427	-	1:06	94%	0:40

#### **TURNOUT TIMES**



This measure tracks the time elapsed from the receipt of notification of the emergency to the beginning point of travel time to the incident. Performance benchmarks are one minute for critical and urgent EMS incidents and one minute and twenty seconds for critical and urgent fire and specialty incidents or less, for 90% of incidents. Note the total number of turnout frequency is greater than the number of incidents as multiple units can be dispatched to one incident.

# 2019 Dispatch to Departure

Dispatched As	Turnouts	Goal	Actual at 90%	% Meeting Goal	Average
Fire	2,626	1:20	2:22	41%	1:30
EMS	47,723	1:00	2:01	43%	1:11
Specialty	3,186	1:20	2:19	39%	1:30
Total	53,535	-	2:14	43%	1:13

#### TRAVEL TIME-FIRST ARRIVING UNIT



This measure tracks the time elapsed from when the company goes en route to arrival on the scene of an emergency incident. TFD travel time benchmarks for the first arriving company on the scene of a critical fire or EMS incident is four minutes or less, for 90% of incidents. Note that due to the variability in marine incidents, a 20-minute travel time benchmark is currently associated with the marine response.

# 2019 Departure to Scene

Dispatched As	Incidents	Goal	Actual at 90%	% Meeting Goal	Average
Fire	355	4:00	6:42	51%	4:21
EMS	32,055	4:00	7:51	45%	4:55
Specialty	1,393	4:00	7:40	46%	4:42
Total	33,803	-	7:49	45%	4:54

#### **TOTAL RESPONSE TIME**

This measure tracks the time elapsed from when TFD receives a 9-1-1 call until the first unit arrives on the scene of a critical or urgent emergency incident. Total Response Time is the sum of 9-1-1 dispatch, turnout, and travel time and is considered industry best practice in performance reporting.

# 2019 Total Response Time

Dispatched As	Incident	Goal	Actual at 90%	% Meeting Goal	Average
Fire	357	6:24	8:26	73%	5:44
EMS	32,460	6:30	10:18	57%	6:55
Specialty	1,397	6:50	8:54	69%	5:57
Total	33,401	-	10:13	58%	6:52

# **Advanced Life Support**

Tacoma Fire Department response time standard for the arrival of an advanced life support unit with two firefighter/paramedics is 10:30 or less, for 90 percent of incidents.

# **2019 Advanced Life Support Response Times**

Dispatched As	Incident	Goal	Actual at 90%	% Meeting Goal	Average
EMS	9,835	10:30	17:49	71%	9:47

# **Effective Response Force at a Structure Fire**

Tacoma Fire Department response time standard for the arrival of an effective response force with a minimum of 15 firefighters at the scene of a structure fire is 10:30 or less, for 90 percent of incidents.

# **2019 Effective Response Force Response Times**

Dispatched As	Incident	Goal	Actual at 90%	% Meeting Goal	Average
Structure Fire	186	10:30	14:29	73%	9:55

# **Predictable Consequences and Plan of Action to Achieve Compliance**

Given the current response time performance, the following are predictable results:

- As the population grows, we expect continuing increases in the demand for department services.
- We expect that response times will remain constant, but not meet all of our overall performance goals given our current level of resources.
- The geographical and road network challenges that delay travel time responses in the Tideflats and Northeast Tacoma will continue until additional resources are added in that area.

TFD's plan of action continues to identify and implement operational efficiencies to offset unit availability. One example is the concentrated effort to reduce non-emergency response. FDCARES program intervention reduced high-utilizer participants' use of the 9-1-1 system by 91 percent in 2019.



Training Burn - 50th & Pacific Ave -April 24, 2019

Dispatch Totals by Company – Critical, Urgent, and Routine Incidents

Unit	2015	2016	2017	2018	2019
E01	4,156	4,348	4,250	4,218	4,617
E02	3,238	3,502	3,558	3,198	3,589
E03	1,253	1,148	1,212	1,296	1,233
E04	3,150	3,163	3,216	3,292	3,306
E05			402	1,791	1,663
E07	3,332	3,269	3,307	3,072	3,236
E08	3,622	3,569	3,775	3,771	3,905
E09	3,190	3,180	3,128	3,162	3,005
E10	4,382	4,502	4,445	4,443	4,421
E11	4,113	4,009	3,939	3,683	3,869
E12	2,483	2,503	2,484	2,514	2,427
E13	145	101	519	1,457	1,835
E14	1,510	1,660	1,700	1,864	1,607
E15	834	1,031	1,522	3,115	3,144
E16	3,177	3,259	3,241	3,077	3,029
E17	2,625	2,779	2,804	2,624	2,714
L01	2,473	2,586	2,885	2,968	2,951
L02	2,183	2,291	2,498	2,632	2,029
L03	1,829	1,956	2,083	1,926	1,647
L04	1,141	1,311	1,347	1,293	1,293
M01	2,252	2,054	2,016	2,222	2,387
M02	2,989	2,639	2,765	3,292	3,423
M03	1,429	1,209	1,133	1,354	1,456
M04	3,227	2,854	2,726	3,087	3,349
M05	3,012	2,534	2,502	2,790	3,115
M06	159	166	180	175	209
SAF03	1,362	1,312	1,403	1,670	1,514
SQ13	1,241	1,286	874	19	73
SQ15	2,182	2,019	1,559	-	-
BC01	940	922	933	941	1,068
BCO2	1,436	1,448	1,514	1,640	1,677
BC03	1,037	1,086	1,122	1,171	1,147
COMMENCEMENT	41	1	4	1	6
DEFIANCE		44	20	30	16
DESTINY	129	118	109	99	96



# MISSION: TO PROTECT PEOPLE, PROPERTY AND THE ENVIRONMENT

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