

2013 Annual Report





From the Chief

Dear Mayor, City Council Members and Citizens of the City of Everett:

As Chief of the City of Everett Fire Department, I am pleased to present our 2013 Annual Report.

In review, our annual report lays out the statistics, data, charts and maps that demonstrate both our successes and challenges over the past year.

We are proud of our place in the community, our dedication to the citizens of Everett, and our contribution to this City.

The men and women of the Everett Fire Department are highly trained professionals who go about their daily tasks with integrity and compassion.

We strive to meet goals and standards to make our Department more effective and we are working within economic constraints to make our Department more efficient.

Our mission has not changed, and our goals remain in focus.

The ability to collect and analyze data to produce this report has given us a tool we can use moving forward. The 2013 Annual Report provides you with a very clear picture of your Fire Department.

I am honored to serve the City of Everett as Fire Chief and I am proud of the exceptional team of firefighters, paramedics, officers, civilians and staff that support Everett's citizens every day.

Sincerely,

A handwritten signature in blue ink, appearing to read "Murray Gordon".

Murray Gordon, Fire Chief



Mission Statement

The Everett Fire Department is a community-based emergency service provider dedicated to public safety and quality of life.



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Hodges building fire, December 2013

Photo credit: Doug Ramsay



Who We Are

Everett Fire Department proudly serves and protects a **population of 103,300** in a **29.19 sq mile** area.

Personnel by the Numbers:

- 1 Chief
- 4 Assistant Chiefs
- 7 Division Chiefs
- 4 Battalion Chiefs
- 32 Captains
- 32 Drivers
- 48 Firefighters/Emergency Medical Technicians
- 29 Paramedics
- 2 Medical Service Officers
- 3 Fire Inspectors/Investigators
- 2 Assistant Fire Marshals
- 3 Emergency Management Staff
- 8 Support Staff



Everett Fire celebrated the following **promotions** in 2013:



Eric Hicks
Assistant Fire Marshal



Roger Vares
Medical Services Officer



Jordan Givens
Captain



Tony Fitzpatrick
Driver

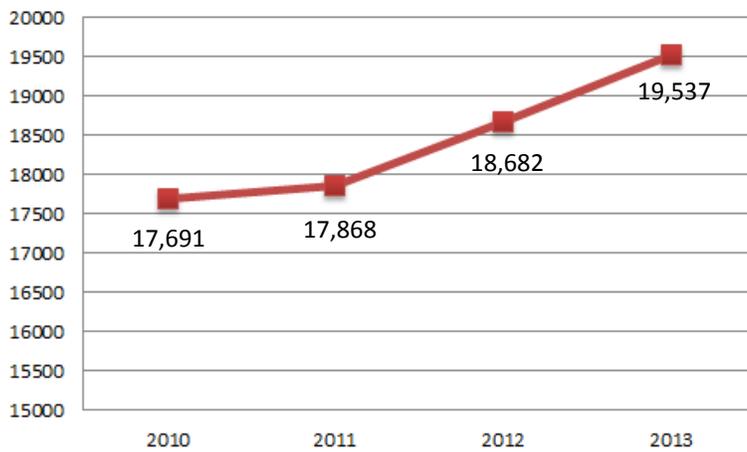


Call Types

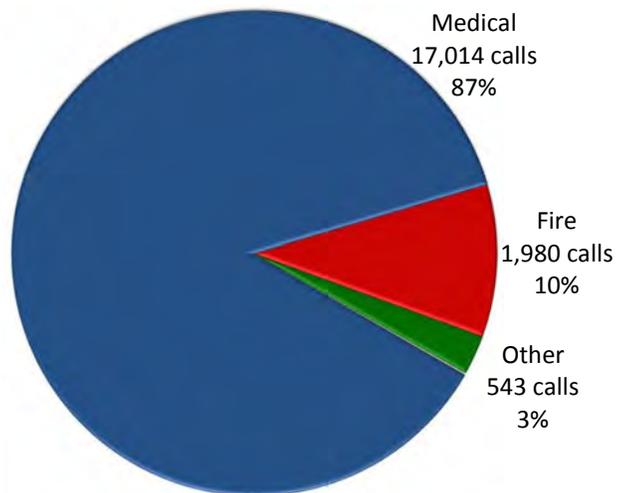
How many calls did we respond to and what type of calls were they?

The Everett Fire Department was dispatched to **19,537 calls** in 2013, which resulted in **31,330 unit dispatches**. That's an average of **54 calls/86 unit dispatches per day**.

Call Volume 2010-2013



Call Types as Dispatched



Call volume increased by **855** from 2012, and by **1,846** since 2010.



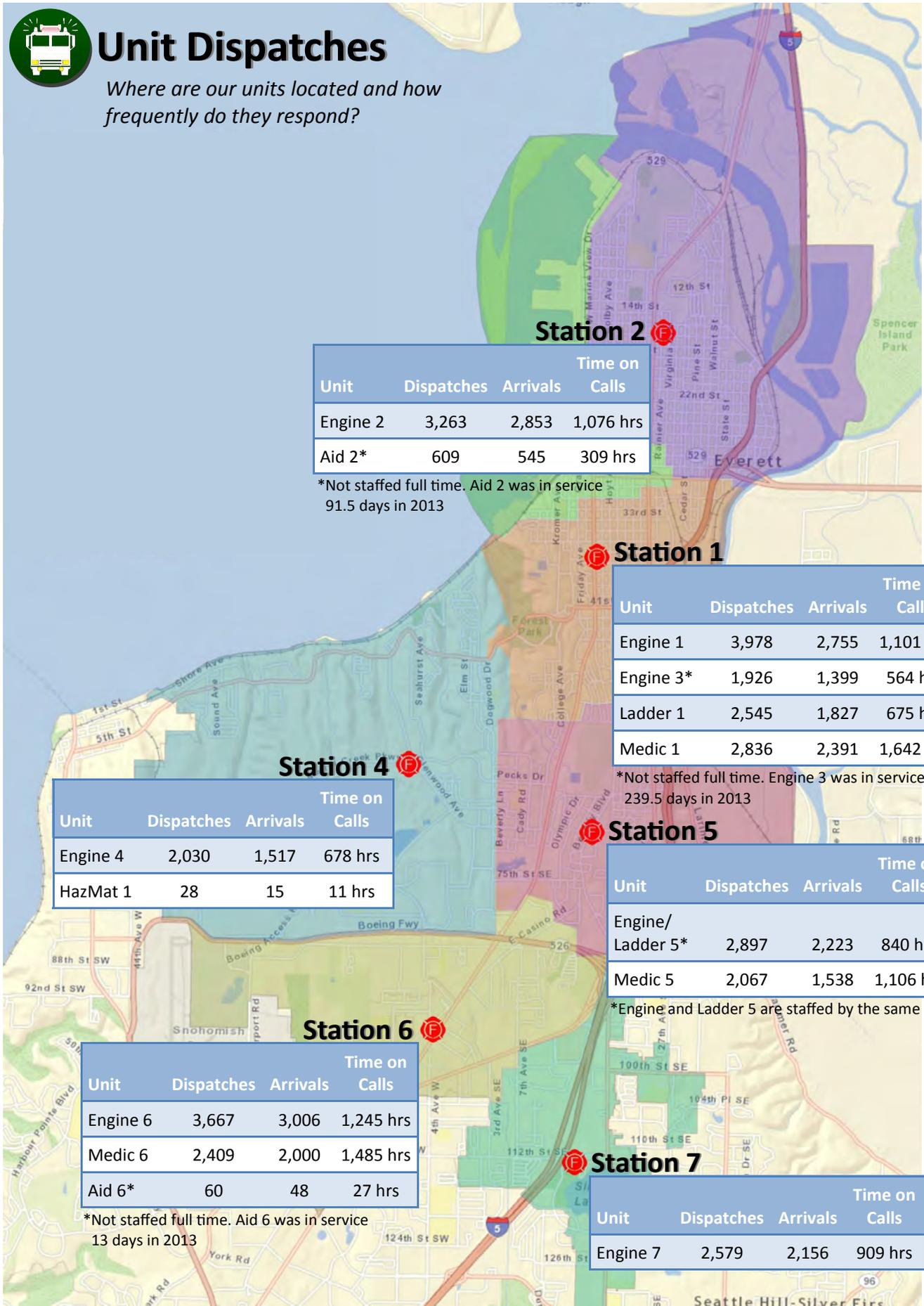
Parade greetings

Photo credit: Sean Ryan, Everett Herald



Unit Dispatches

Where are our units located and how frequently do they respond?



Station 2

Unit	Dispatches	Arrivals	Time on Calls
Engine 2	3,263	2,853	1,076 hrs
Aid 2*	609	545	309 hrs

*Not staffed full time. Aid 2 was in service 91.5 days in 2013

Station 1

Unit	Dispatches	Arrivals	Time on Calls
Engine 1	3,978	2,755	1,101 hrs
Engine 3*	1,926	1,399	564 hrs
Ladder 1	2,545	1,827	675 hrs
Medic 1	2,836	2,391	1,642 hrs

*Not staffed full time. Engine 3 was in service 239.5 days in 2013

Station 4

Unit	Dispatches	Arrivals	Time on Calls
Engine 4	2,030	1,517	678 hrs
HazMat 1	28	15	11 hrs

Station 5

Unit	Dispatches	Arrivals	Time on Calls
Engine/ Ladder 5*	2,897	2,223	840 hrs
Medic 5	2,067	1,538	1,106 hrs

*Engine and Ladder 5 are staffed by the same crew

Station 6

Unit	Dispatches	Arrivals	Time on Calls
Engine 6	3,667	3,006	1,245 hrs
Medic 6	2,409	2,000	1,485 hrs
Aid 6*	60	48	27 hrs

*Not staffed full time. Aid 6 was in service 13 days in 2013

Station 7

Unit	Dispatches	Arrivals	Time on Calls
Engine 7	2,579	2,156	909 hrs

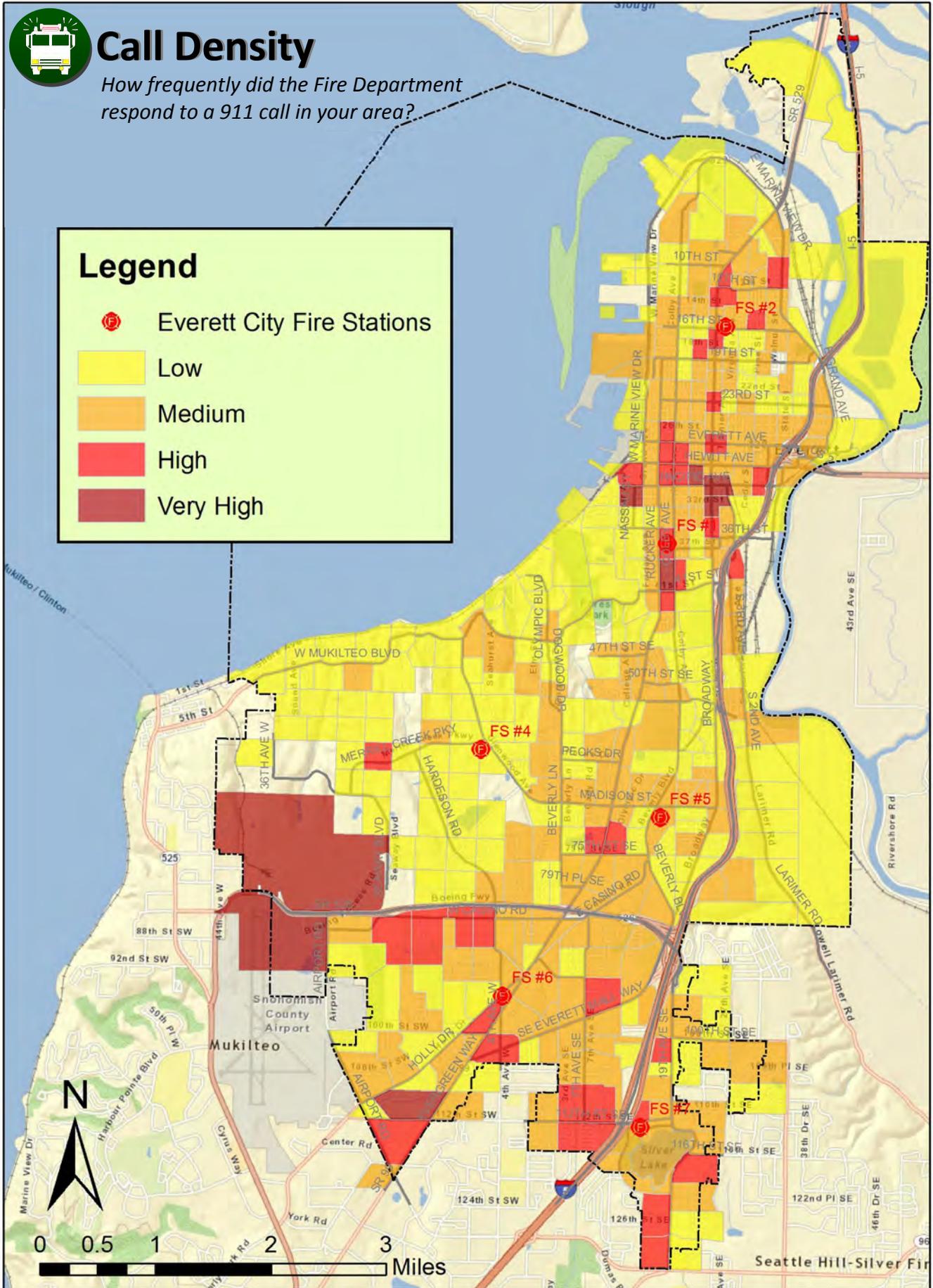


Call Density

How frequently did the Fire Department respond to a 911 call in your area?

Legend

-  Everett City Fire Stations
-  Low
-  Medium
-  High
-  Very High

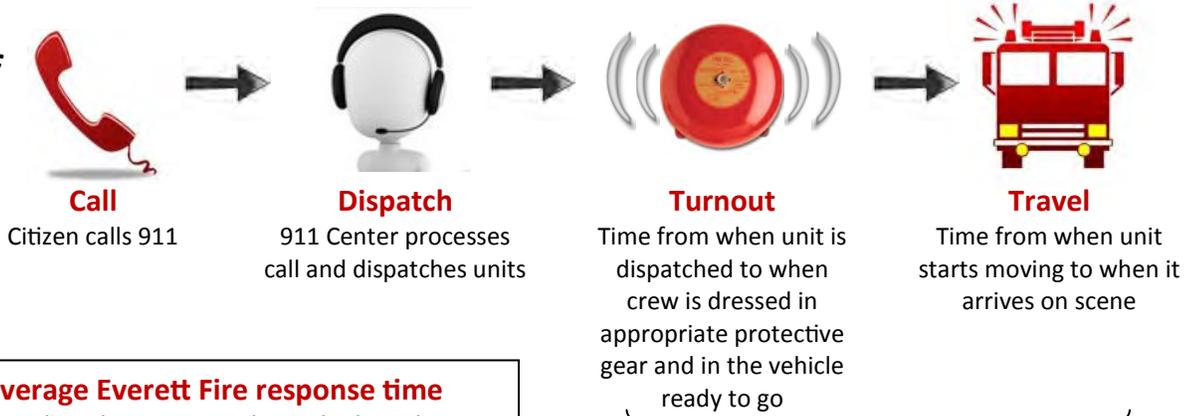




Emergency Response Times

How quickly do we get to you?

Anatomy of a 911 Call



Average Everett Fire response time
 from when the 1st unit is dispatched to when someone arrives at your door for an emergency call is
5 minutes, 18 seconds.

Fire Department Response Time



Fires



Emergency Medical

Turnout Time

Goal: 2 min or less, 90% of the time
Actual turnout in 2 min or less: 32% of the time
Actual turnout 90% of the time: 3 min, 10 sec or less
 Goal achieved: ❌ Change from last year: 2.8%

First Engine to a Fire Travel Time

Goal: 5 min, 30 sec or less, 90% of the time
Actual travel in 5 min, 30 sec or less: 85% of the time
Actual travel 90% of the time: 6 min, 5 sec or less
 Goal achieved: ❌ Change from last year: -1.1%

Full Assignment Arrival to Fire Travel Time*

Goal: 8 min or less, 90% of the time
Actual travel in 8 min or less: 53% of the time
Actual travel 90% of the time: 10 min, 41 sec or less
 Goal achieved: ❌ Change from last year: -14.0%

Turnout Time

Goal: 2 min or less, 90% of the time
Actual turnout in 2 min or less: 61% of the time
Actual turnout 90% of the time: 2 min, 56 sec or less
 Goal achieved: ❌ Change from last year: 3.6%

First Unit to a Medical Call Travel Time

Goal: 5 min, 30 sec or less, 90% of the time
Actual travel in 5 min, 30 sec or less: 90% of the time
Actual travel 90% of the time: 5 min, 28 sec or less
 Goal achieved: ✅ Change from last year: 0.3%

First Medic to an ALS Call Travel Time*

Goal: 8 min or less, 90% of the time
Actual travel in 8 min or less: 94% of the time
Actual travel 90% of the time: 7 min, 12 sec or less
 Goal achieved: ✅ Change from last year: 1.3%

*Full assignment is a major fire response requiring at least 17 crew members

*ALS: Advanced Life Support

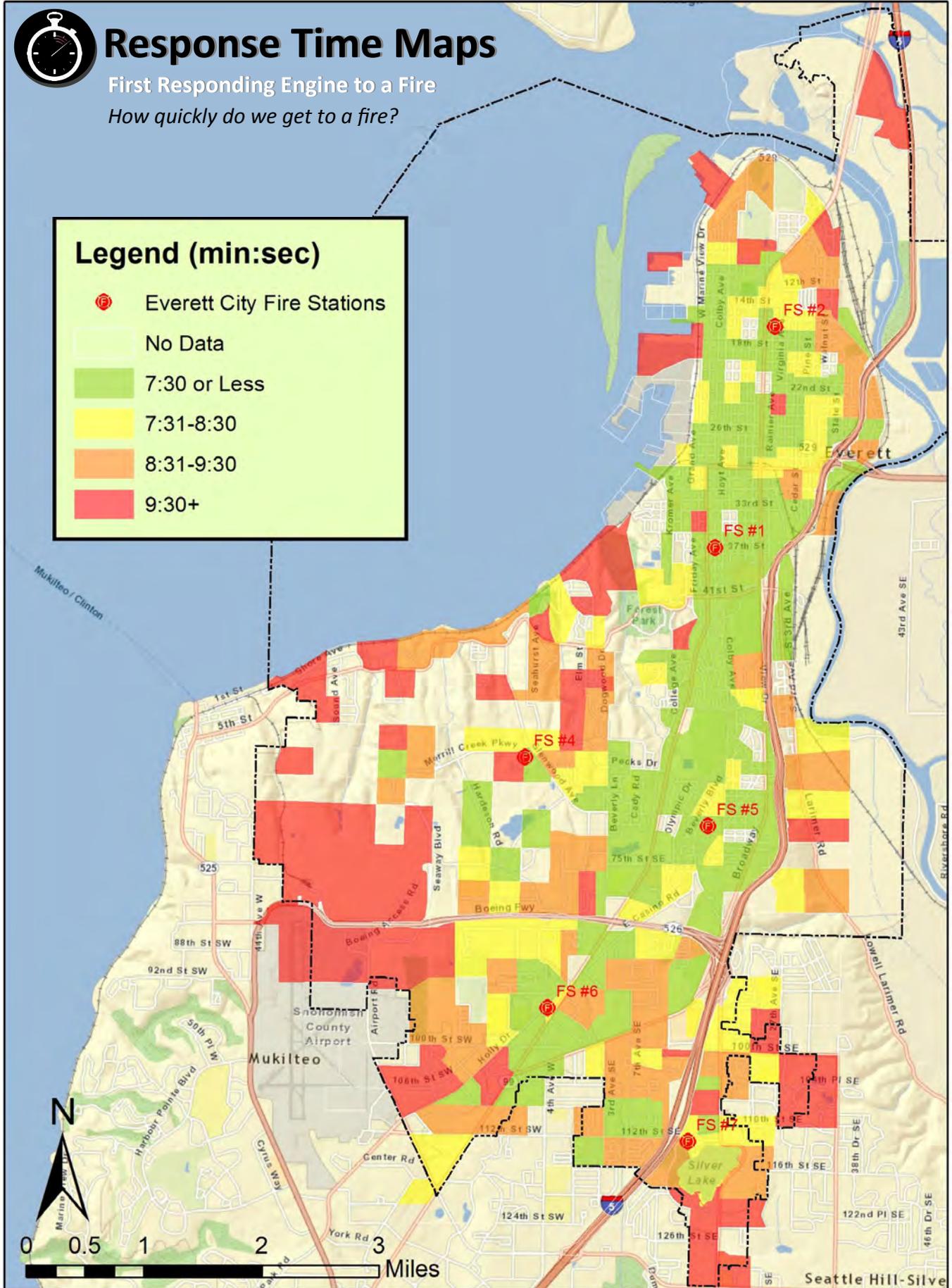


Response Time Maps

First Responding Engine to a Fire
How quickly do we get to a fire?

Legend (min:sec)

- Everett City Fire Stations
- No Data
- 7:30 or Less
- 7:31-8:30
- 8:31-9:30
- 9:30+





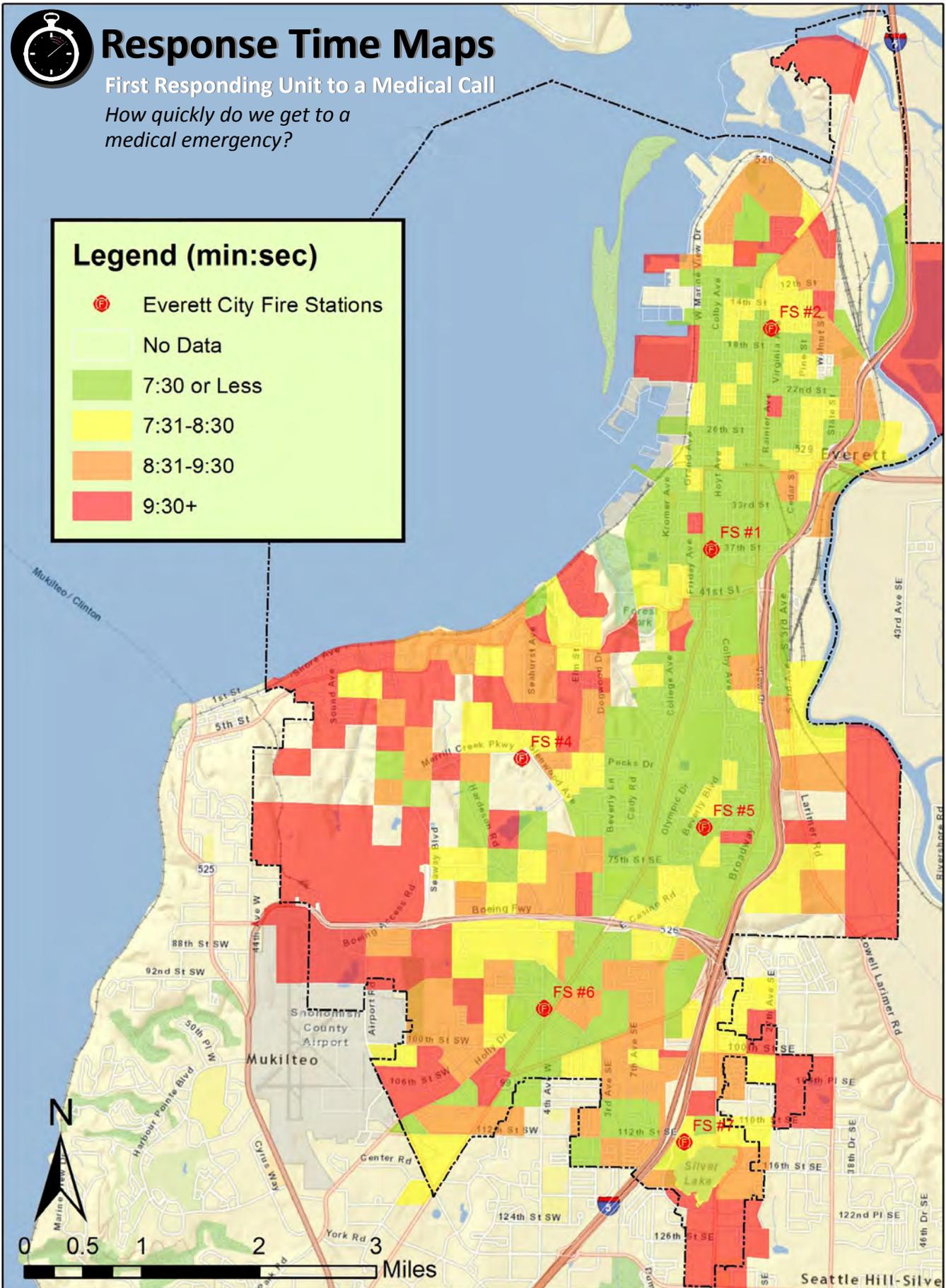
Response Time Maps

First Responding Unit to a Medical Call

How quickly do we get to a medical emergency?

Legend (min:sec)

- Everett City Fire Stations
- No Data
- 7:30 or Less
- 7:31-8:30
- 8:31-9:30
- 9:30+





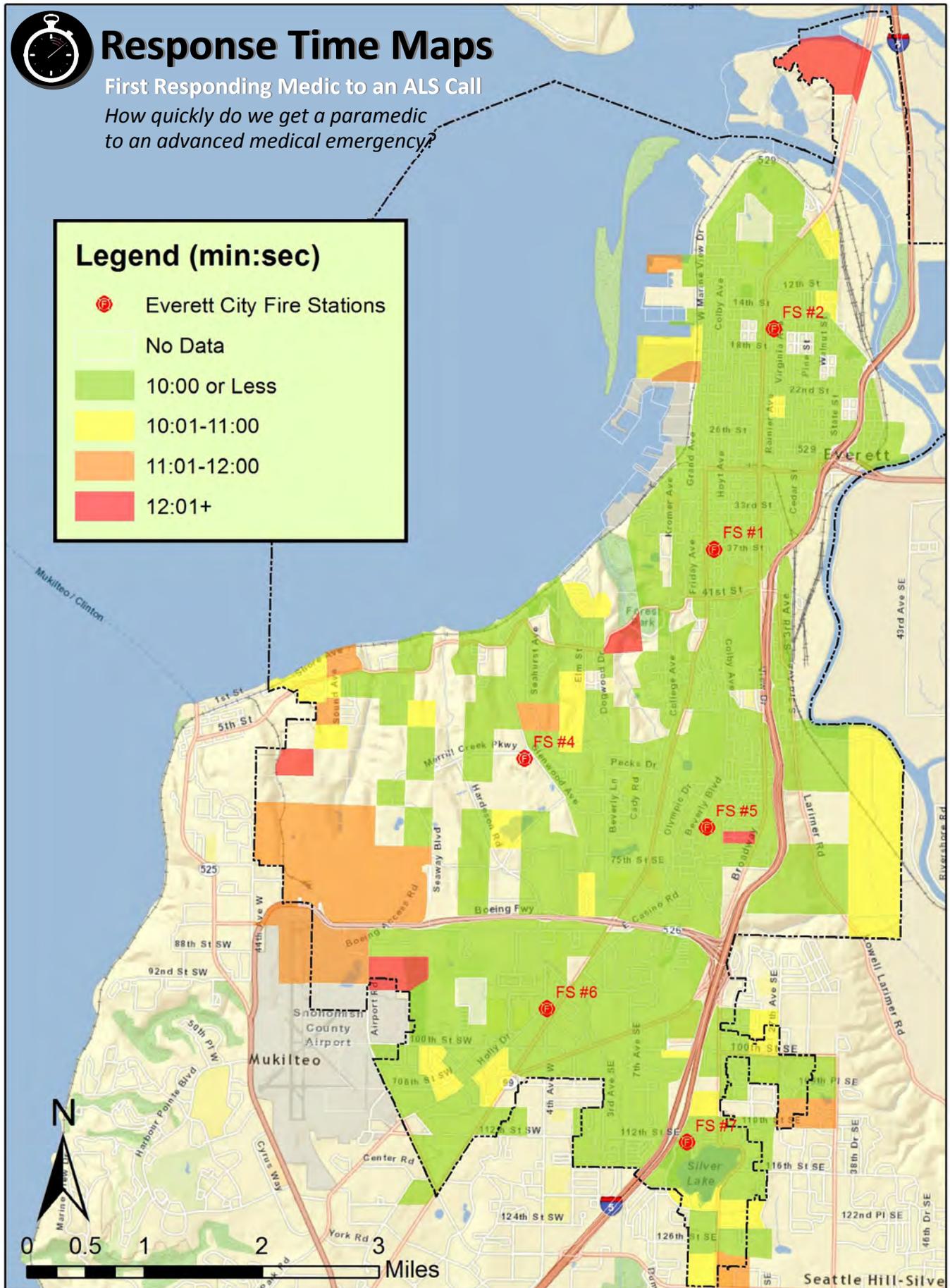
Response Time Maps

First Responding Medic to an ALS Call

How quickly do we get a paramedic to an advanced medical emergency?

Legend (min:sec)

- Everett City Fire Stations
- No Data
- 10:00 or Less
- 10:01-11:00
- 11:01-12:00
- 12:01+





Emergency Medical Services

Everett Fire's largest service area - providing quality emergency medical care when and where you need it



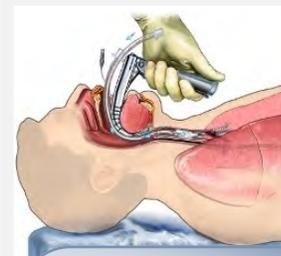
PATIENTS
13,715



CARDIAC MONITORING
2,645



MEDICINE ADMINISTERED
4,190



AIRWAY INTUBATION
150



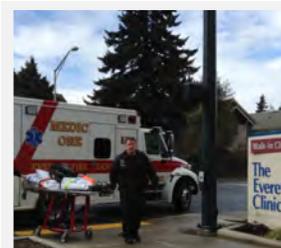
BLOOD PRESSURES
19,461



IVs
2,045



OXYGEN THERAPY
2,017

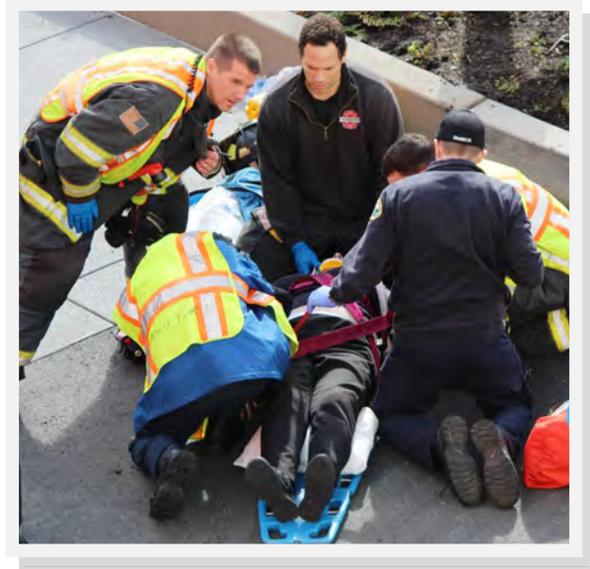


TRANSPORTS
3,001

2013 Medical Call Types

Everett Fire was dispatched to over 46 emergency medical calls per day for a wide range of issues, including, but not limited to:

Heart attacks/chest pain	1,249
CPR	107
Strokes	238
Motor vehicle accidents	1,179
Traumatic injuries	2,080
Drug and alcohol problems	827
Respiratory/breathing problems	1,069
Births, labor and OB problems	120





Emergency Medical Services

Everett Fire's largest service area - providing quality emergency medical care when and where you need it

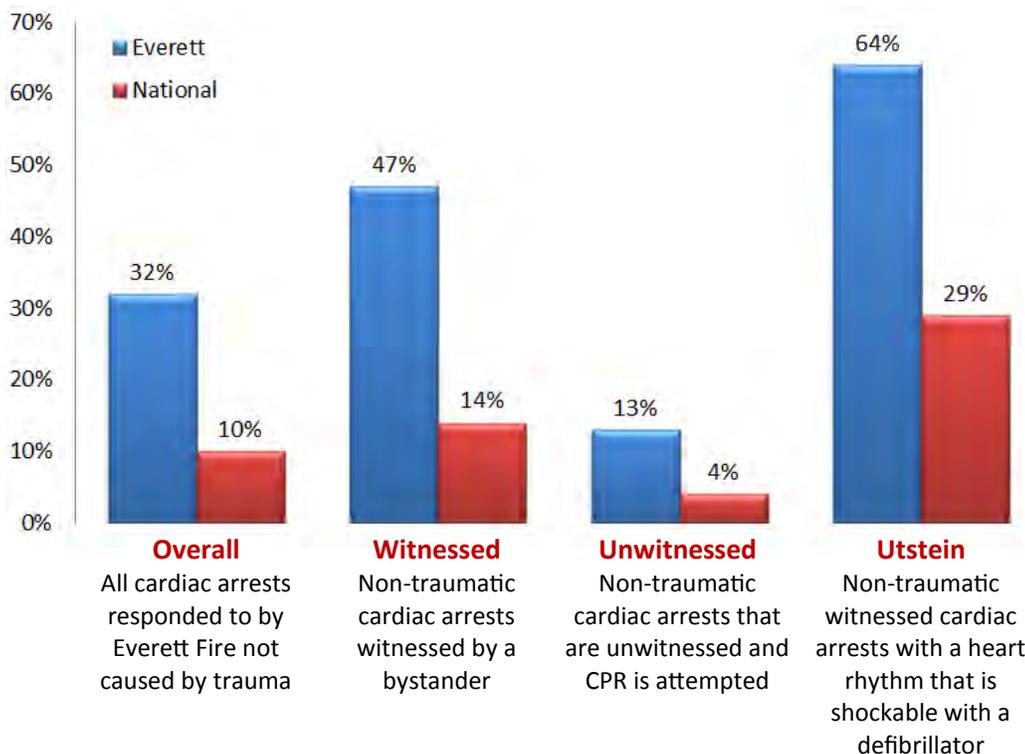
Everett Fire leads the way with High-Performance CPR

Every year the Everett Fire Department makes adjustments to improve our service to the citizens.

In addition to the new technology outlined below, over the last 3 years we have helped pioneer the use of High-Performance CPR, which has significantly improved the survival rate of our patients with sudden cardiac arrest.

As a result, if you have a cardiac arrest here in Everett, **your chances of walking out of the hospital are twice as likely as in the rest of the United States.**

2013 Cardiac Arrest Patient Survival Rates



Data compiled from the National Registry to track outcome measures for out-of-hospital cardiac arrest known as CARES (Cardiac Arrest Registry to Enhance Survival). More information about this registry and Utstein methodology is available at mycares.net.

Innovative Medicine: New Cutting-Edge Technology to Improve Our Service to You

Video Laryngoscope



Small, full-color camera that guides tubes into airways, which increases patient safety and survivability.

Veinlite



High-powered, high-frequency light to see hidden veins and minimize pain and anxiety for our patients.

Intraosseous IV



Drill that places a needle into the bone of unconscious patients with no vein access to deliver lifesaving medicines and fluid when seconds truly count.



Fire Prevention

Saving lives and property by stopping fires before they start

Inspections

Our department conducts inspections across the city in commercial buildings for the purposes of fire prevention and life-safety readiness. Most of these inspections are done by our response crews, with the more hazardous locations conducted by our three inspectors. When code discrepancies are found, inspectors follow up to ensure correction.

In 2013 Everett Fire inspected **2,504 businesses**. Crews and inspectors interact with business personnel in a manner that is respectful of the business operation and also conveys the importance and benefits of fire safety.

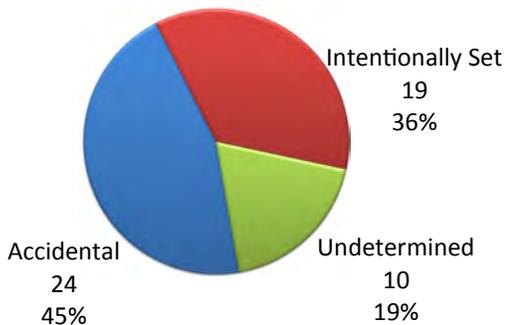


Plans Review

Our staff reviews all new construction plans for compliance with fire code requirements. In 2013, our department assisted in plans review and inspection of **12 new buildings, 92 commercial remodels, and 10 private homes** that incorporated sprinkler systems. Boeing, the city's largest employer, built two new buildings and completed 31 remodels. This alone involved 267 job-site inspections.

Looking ahead, we're already working on the 777X wing building plan review, ensuring a quick turnaround for that project. In addition, there are several large-scale projects shaping up in the downtown area which will change the landscape and bring a more modern mix of buildings to the neighborhood.

Causes of Investigated Fires



Fire Investigations

Everett Fire investigated **53 incidents** ranging from cooking fires to arson. The work is difficult when the evidence of a fire's cause is largely destroyed in the fire itself, leaving only the differing intensities of damage and smoke residue as starting points for an investigation.

The purpose of fire investigations is to educate the public about a fire's origin in order to prevent similar fires, and to provide an accurate account of what happened. If criminal activity was involved, prosecution is based on the investigative evidence gathered.



2013 Fires by type

Residential	85
Commercial	15
Vehicle	51
Brush	41
Dumpster/Rubbish	73
Other	98
False Alarms	702

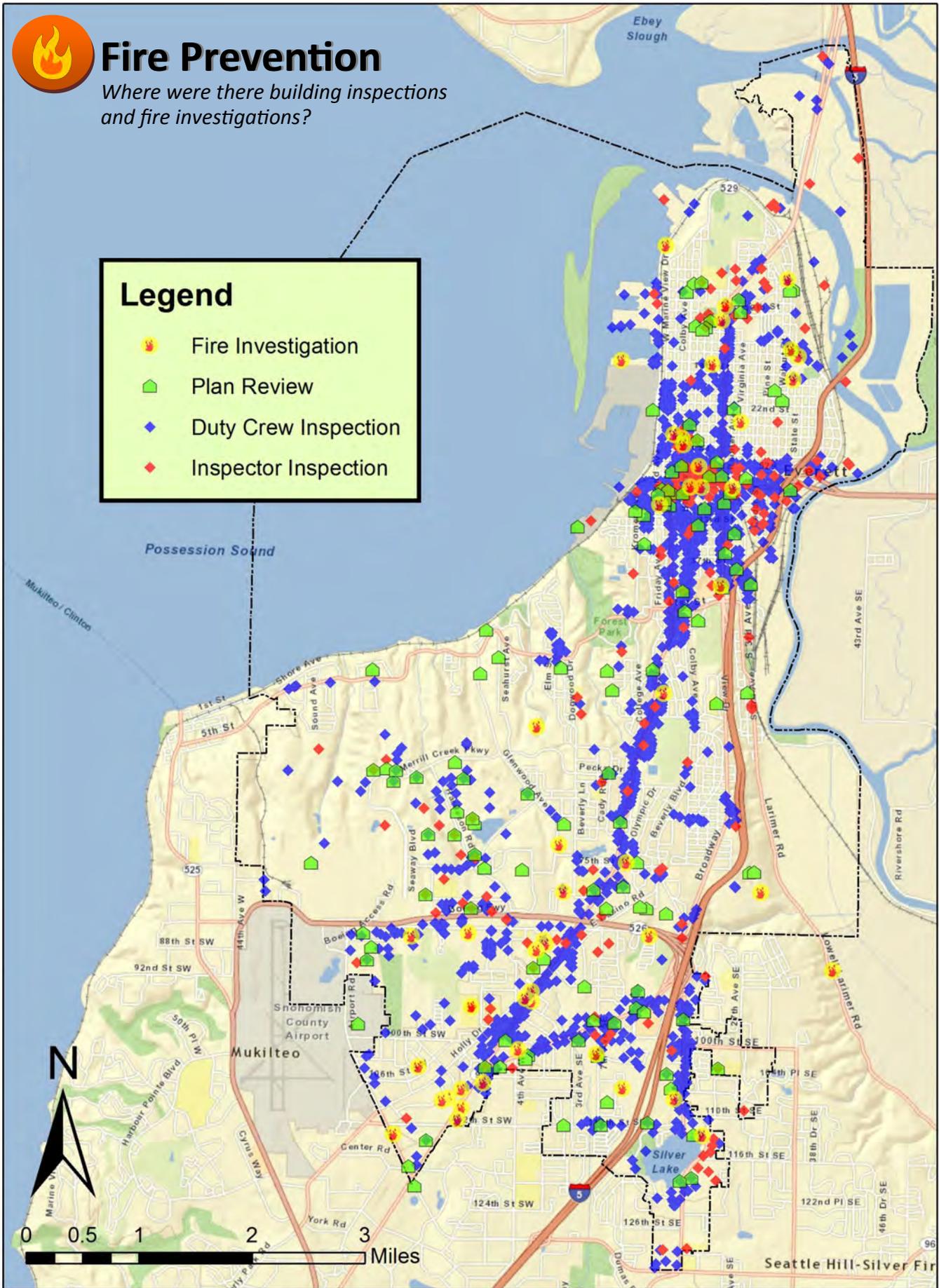


Fire Prevention

Where were there building inspections and fire investigations?

Legend

- Fire Investigation
- Plan Review
- Duty Crew Inspection
- Inspector Inspection



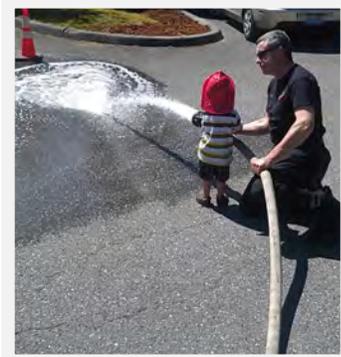
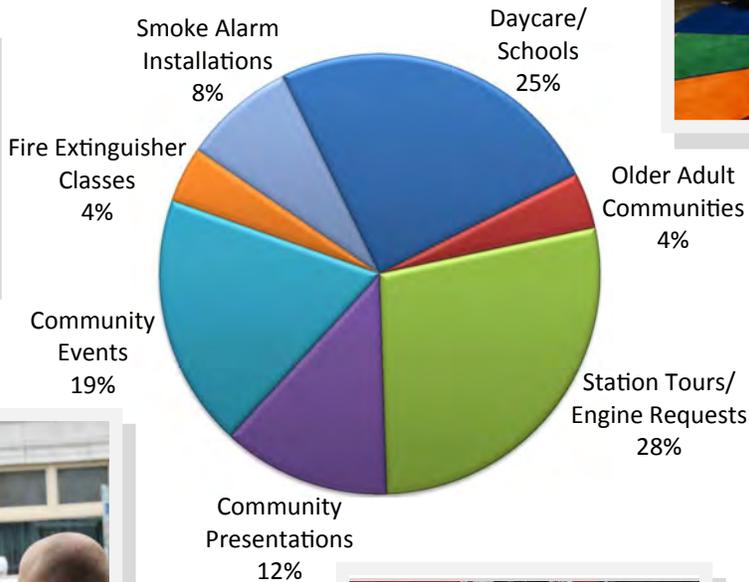


Public Education and Outreach

Keeping the community safe by increasing awareness

Everett Fire sponsored or participated in **97 events** in 2013, with over **5,000 participants**.

2013 Fire and Safety Education



When Tragedy Strikes: Everett Fire Chaplains



Everett Fire Chaplains provide solace and a small island of stability to families and victims in the midst of tragic circumstances. Seeing the immense need to help those we encounter that are grieving and hurting, the chaplaincy program began in 2011. It has now expanded to include three volunteer chaplains, including a retired Everett Fire Captain.

Equally important, the Chaplaincy program also provides a support system for firefighters themselves. While firefighters are tough individuals, they, too, can be affected by the traumatic events they often witness.



Emergency Management

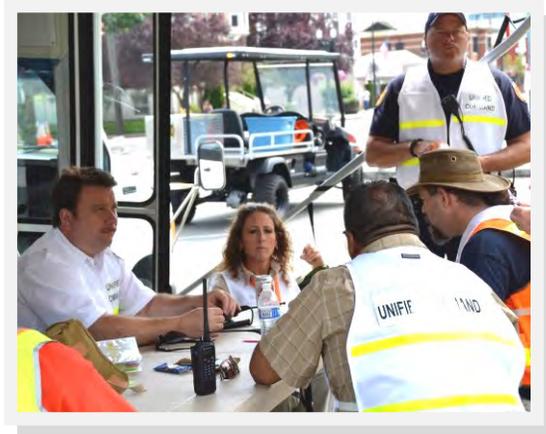
Regional leaders in helping the community prepare for when disaster strikes

Community Emergency Response Teams (CERT)

Our emergency management team conducted three eight-week CERT training courses, graduating **57 new team members**. We also provided 15 advanced CERT classes, including exercises where CERT members integrated with Everett Fire crews in post-disaster operations and a CERT training video for Everett Fire crews.

Disaster preparedness outreach and support

We helped develop a standardized guide for **emergency planning in Adult Family Homes** and led 3 training workshops for 80 Adult Family Home providers. The guide was used as a foundational document.



We partnered with Snohomish County Department of Emergency Management and KXA Radio to produce and air **disaster preparedness messages**.

Our team developed a presentation on **mass shooting impacts** to a community and delivered it statewide to over 500 participants.



Large-scale incident management

We developed and successfully facilitated the first **Unified Command** with city departments in management of Everett's 4th of July programs including the parade with 60+ volunteers, 1,100 participants and 15,000 spectators.

Mary Schoenfeldt, PhD, Public Education Coordinator 2013 Hall of Fame International Women in Emergency Management

"Congratulations to Mary for her induction into the Hall of Fame for being a pioneer in school crisis response, disaster stress management and emergency management. She brings decades of research and real-life experience to our team. Mary is a world-class expert and we are incredibly fortunate to have her in Everett."

~Dave DeHaan, Division Chief of
Emergency Management





Training, Special Operations and Safety

Keeping firefighters and our community safe and ready for any situation

Rescues, hazardous materials, and more

In 2013, Everett Fire responded to **235 rescue/hazmat calls**, ranging from a train derailment to chemical spill cleanup and medical treatment, from water rescues off Jetty Island and Silver Lake to high angle rescues at Boeing.

Everett maintains a **32-member Technical Rescue team** and a **48-member Hazmat team** that receive specialized training each year. Last fall Everett also participated in a multi-jurisdiction, large-scale weapons of mass destruction rail exercise.



Amtrak mudslide derailment, April 2013

Training

Everett Firefighters received over **3,600 hours of hands-on and classroom training** in 2013 in addition to countless hours of computer based and off-duty instruction. Topics included:

- Auto Extrication
- Mass Decontamination
- Nursing Home Fires
- Trench/Confined Space Ops
- Shipboard Firefighting
- Residential Search and Rescue

New this year was the creation of an **Acting Captain Academy** and



Live fire training



Silver Lake water rescue

mentoring program - providing an additional 1,224 hours of training for the developing leaders of the department.

Improved training resources included building a residential search prop, expanding the roof ventilation prop, and bringing the training tower up to current safety standards.

Safety

The Everett Fire Department also maintains an ongoing **Safety Program** which includes quarterly safety meetings, accident and near miss investigations, respiratory fit-testing, and safety inspections.

Meet the New Recruit: Technical Rescue 1

Introducing the newest member of Everett's fleet - Technical Rescue 1.

Placed into service in late 2013, it was funded by an Urban Area Security Initiative grant. Fully equipped for heavy rescue situations, it has already proved invaluable as a regional resource at the Oso disaster.





Firefighters in our Community

A look at the great work of the Everett Firefighters Association and the multiple ways our firefighters give even more to their community.



17 members of Everett Fire participated in the Scott Firefighter Stairclimb, racing up the 69 flights of Seattle's Columbia Tower in full gear and raising \$16,176 for the Leukemia & Lymphoma Society. Firefighter Molsberry placed 6th overall out of 1,475 finishers.



Everett firefighters have helped out at Camp Phoenix, the Burned Children's Recovery Foundation week long summer camp, since its inception over 20 years ago. In 2013, 15 firefighters volunteered their time there.



Firefighters from across the country converged at the waterfront last August at the first Scott Firefighter Combat Challenge held in Everett.



Memorial Day cleanup at Evergreen Cemetery



Firefighters & family prepare and serve Thanksgiving dinner at the Everett Senior Center



Fill the boot for the Muscular Dystrophy Association



Collecting donations for Christmas House



Looking Ahead

Planning for the future of Everett Fire

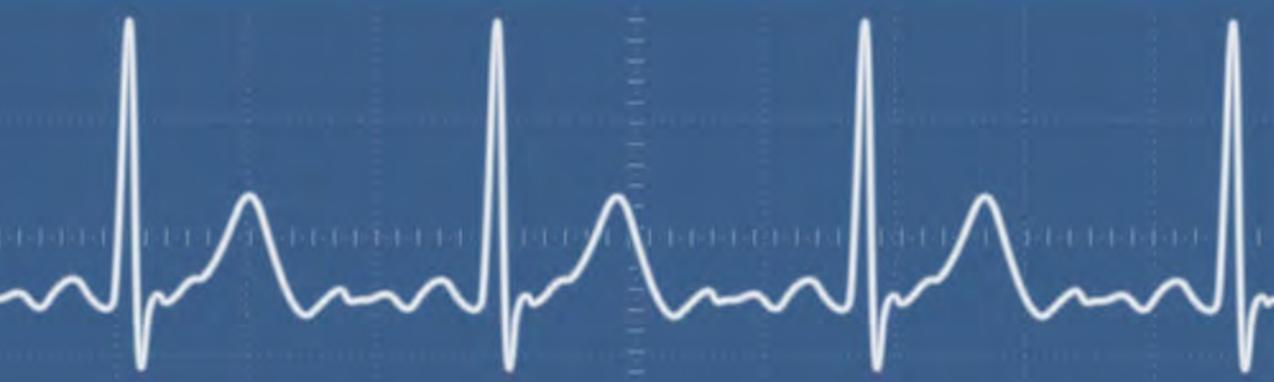
The Everett Fire Department seeks to maintain its current level of operations, even in the face of increasingly constrained resources. As such, we recognize the need to identify opportunities for increased efficiencies within the department.

With our partners in Local Firefighters Union 46, we recently completed a collaborative effort to create the department's first Strategic Plan. We have many tasks to finish in both the short and long term to bring this plan to fruition, and that work has begun in earnest.

As one follow-up effort from the Strategic Plan, and in concert with the recommendations of Everett's Strategic Deficit Advisory Team (SDAT) report, the city expects to conduct a further in-depth analysis of fire department operations.

This next step would produce an independent and comprehensive analysis of fire department operations in light of our economic, geographic, and demographic environments. The study would highlight our strengths and weaknesses as an emergency service and provide a great planning tool for all of our stakeholders as we approach our future operations.





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 Everett Fire Department

 @EverettFire

