



## **INFORMATIONAL MEMORANDUM**

TO: **Public Safety Committee**

FROM: **Jay C. Wittwer, Fire Chief**

BY: **Chris Flores, Assistant Fire Chief**

CC: **Mayor Ekberg**

DATE: **03/26/18**

SUBJECT: **2017 Fire Department Annual Report**

### **ISSUE**

Presentation of 2017 Fire Department Annual Report by Chief Jay C. Wittwer.

### **BACKGROUND**

This presentation is intended to communicate the status, accomplishments, and challenges faced and experienced by the Tukwila Fire Department in 2017.

### **DISCUSSION**

N/A

### **FINANCIAL IMPACT**

N/A

### **RECOMMENDATION**

Information Only.

### **ATTACHMENTS**

2017 Fire Department Annual Report, Powerpoint Presentation



# TUKWILA FIRE DEPARTMENT

# 2017 Annual Report



**Tukwila Fire Department**  
444 Andover Park East  
Tukwila, WA 98188  
[www.tukwilawa.gov](http://www.tukwilawa.gov)





# CHIEF'S MESSAGE



Looking back on 2017, I am reminded of the challenges and subsequent growing opportunities that our Tukwila Fire Department experienced. An interdepartmental exercise established our own personal core values and were tallied to determine the top three values for the department. Family was the top value and I can see the theme of family strung throughout the year. The department increased collaboration locally and within our own doors, it forged relationships with regional partners and participated in national responses. Like all families, we were faced with challenges of communication, loss, finances, negotiation and health.

The passing of the Public Safety Bond opened doors to plan for the replacement of three fire stations. This has been an enlightening collaborative process involving community outreach, polls, feedback and selection of contract partners. The department also faced challenges of budget and finances throughout the year. The Fire Marshal's Office partnered with the city's Code Enforcement Team to target some of our most significant hazards that have major impact on firefighter safety.

The entire Command Staff met each month to openly discuss department challenges. We evaluated and prepared to deploy new MSA G1 Self Contained Breathing Apparatuses; a vital piece of equipment that will make a difference for years to come. We took major strides in updating our Critical Incident Stress Management processes and other policies including implementing Peer Support Program. We discussed policy-making and co-created guidelines to address, update and form policies. We selected KRONOS TeleStaff software to be implemented in 2018, which will bring consistency to payroll, deployment procedures and time analysis.

Throughout 2017, we sent our members around the country to train and assist in disaster management. Our personnel were deployed to Hurricane Harvey, and flooding in Texas. Some of the most significant assistance was provided due to the swift water training our personnel were able to put into practice during the deployment. We also deployed to Florida in preparation for Hurricane Irma where our people performed vital functions in staging for incident response. Each of these deployments allowed us to assist our national neighbors during very difficult times and I am proud that each time we could answer the call.

At a regional level, the Tukwila Fire Department management met with South King County Training Consortium's leadership to create and fine-tune best practices for the training consortium, logistics and began to establish a zone-wide strategic plan which may lead to significant changes within the region.

Once again, 2017 surpassed the previous year's total responses. We finished the year with a 4.71% increase in fire responses, and a 1.45% increase in aid responses by responding to 5,768 incidents. We found that more of the EMS calls are lower acuity or non-emergent responses. One of the biggest challenges that we will face in 2018 is keeping pace with our daily staffing levels. We will see departures and retirements in the future, and with nearly 30% of the department at retirement age, I don't expect this trend to change for quite some time. This will greatly impact our department wisdom and family dynamic. We commit to remain cohesive as we navigate the roller-coaster of changes.

I am proud to be a part of the Tukwila Fire Family and the impact it makes each day, whether it's taking the time to participate in an event, providing life-saving care or saving someone's home or business. We are assisting our community when they need it most. I am incredibly excited about our future and where we are headed.

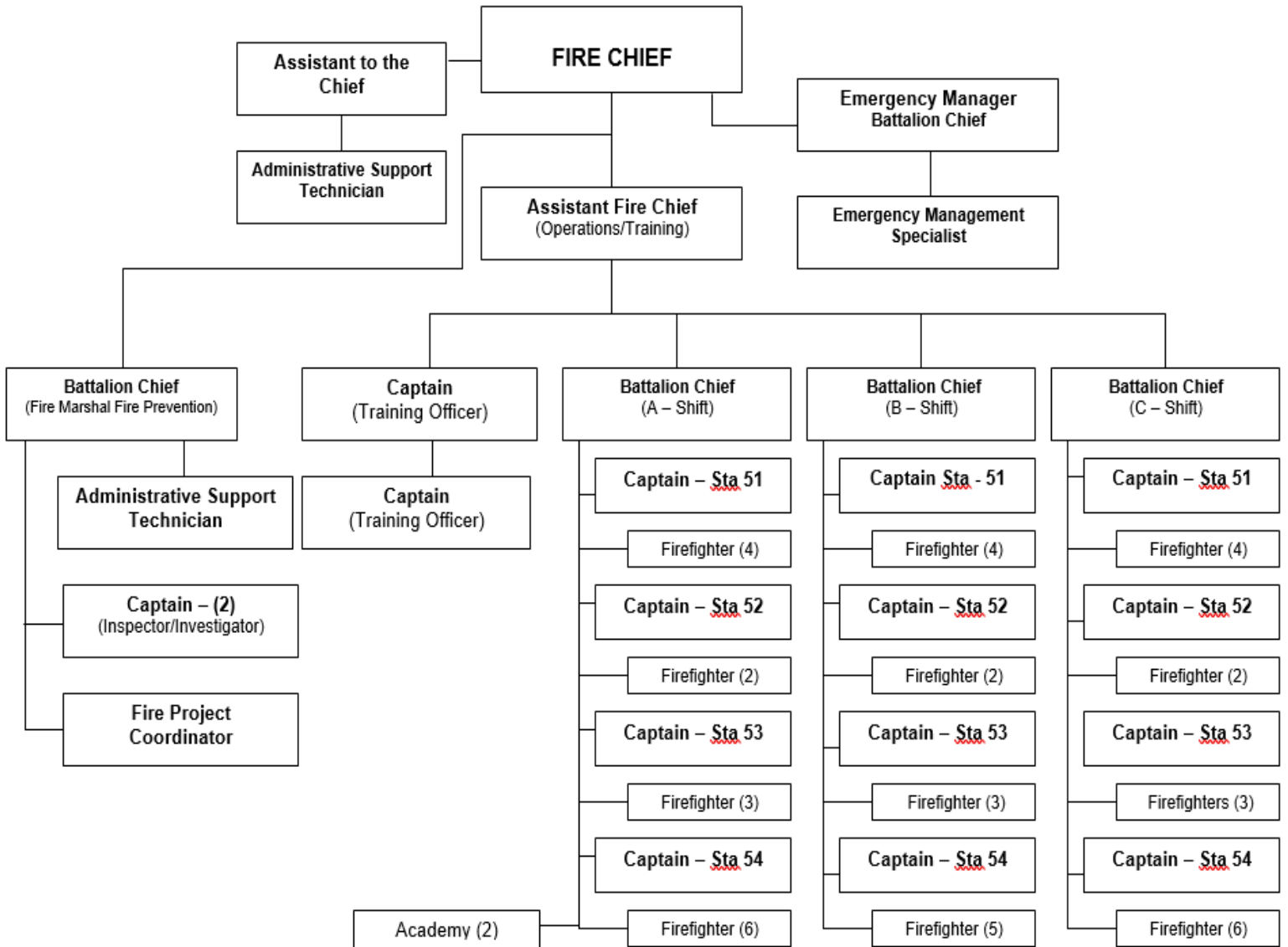
Sincerely,

**Fire Chief Jay C. Wittwer**



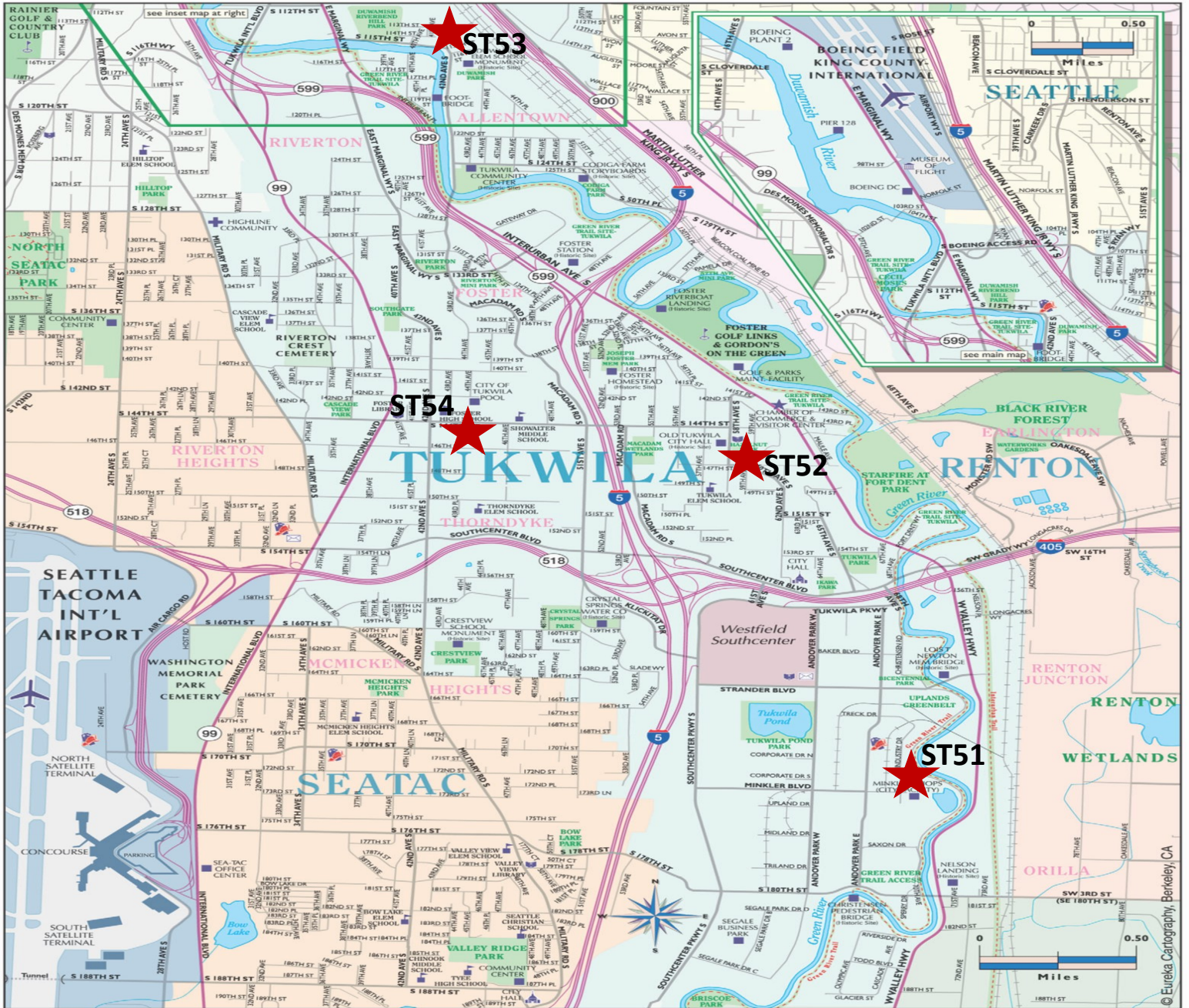
# ORGANIZATIONAL CHART

## Tukwila Fire Department Organizational Chart





# SERVICE AREA MAP



LEGAL JURISDICTION	POPULATION	AREA (SQ Miles)
City of Tukwila	19,765	9.65



# CODE OF CONDUCT

## CODE OF CONDUCT

**INTEGRITY** will be the cornerstone of our behavior. Integrity will be preserved on and off duty, during calls and in the station, with citizens and fellow employees alike.

**ADHERENCE** to the Law, City Policies, and Department Standard Operating Procedures (S.O.Ps) will be practiced. We will follow these to the best of our ability. If we find these laws, policies, or Department S.O.Ps require change, we will initiate this change through the proper channels.

**HONESTY** will be demonstrated among ourselves and with the public we associate with at all times.

**TEAMWORK** is the hallmark of our occupation. While individual actions are noticed and applauded, firefighting is a team effort. Together as a team, we are stronger and accomplish more than any individual can do. As a team, we will work to accomplish the goals and mission of the Tukwila Fire Department.

**MENTORSHIP** is the passing of previous training, experiences, and expertise from one employee to another to enhance the future and success of the receiving employee. Mentorship is to be practiced among our employees in the Tukwila Fire Department when such opportunities present themselves.

### CITY VISION

**Working to make  
our community  
safer, healthier and  
stronger.**

### MISSION STATEMENT

**OUR MISSION IS TO DELIVER  
PROFESSIONAL SERVICES TO THE  
GREATER TUKWILA COMMUNITY AND  
PROVIDE A SAFE WORKING ENVIRONMENT  
FOR OUR PERSONNEL**



# UNIVERSAL CORE VALUES

**WE AT THE TUKWILA FIRE DEPARTMENT DECLARE THAT THESE ARE THE CORE VALUES THAT WE ESPOUSE AND WITH TO EMULATE.**

**INTEGRITY** To have sound moral principle; uprightness; sincerity. Integrity can also be defined as “doing the right thing regardless of reward or consequences”, or “doing the right thing-even when no one is watching”.

**HONESTY** To be truthful in our dealings with all other people. By exhibiting honesty, we will be found worthy of the great trust the public has in our department.

**COMPASSION** To show empathy for the hurting of others with a desire to help. Compassion is not only for the public we serve in their time of need, but for our fellow members as well when they have needs.

**RESPECT** To show honor or esteem for the people we serve and also those we serve with. Respect is to be demonstrated regardless of the color, creed, ethnicity, or culture of those we associate with.

**SAFETY** To protect to the best of our ability the physical, mental, and emotional well being of our citizens and fellow workers. Also safety extends to create a work culture that can express divergent opinions without fear of retaliation.

**COMPETENCE** To be well qualified; capable; have ability. Competence is achieved through on-going progressive training, effective mentorship, and a constant desire to do our very best.

**HUMILITY** To be free of pride and self-assertion. Humility encourages us to be less self-conscious and more mindful of the needs of others.

**CUSTOMER SERVICE** To anticipate, meet, and exceed the customer’s needs, expectations, or wants. Customer service also entails treating others as we ourselves want to be treated.





# FIRE STATIONS



**STATION 51**  
**444 ANDOVER PARK EAST**



**STATION 52**  
**5900 SOUTH 147TH STREET**



**STATION 53**  
**4202 SOUTH 115TH STREET**



**STATION 54**  
**4237 SOUTH 144TH STREET**

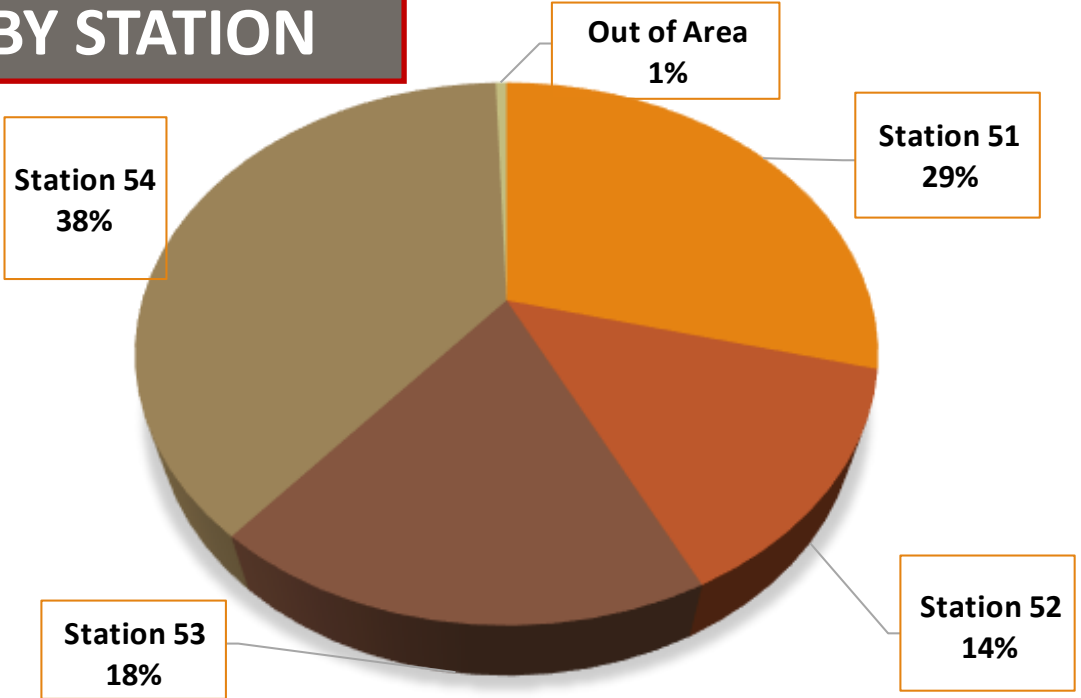


# RESPONSE OPERATIONS

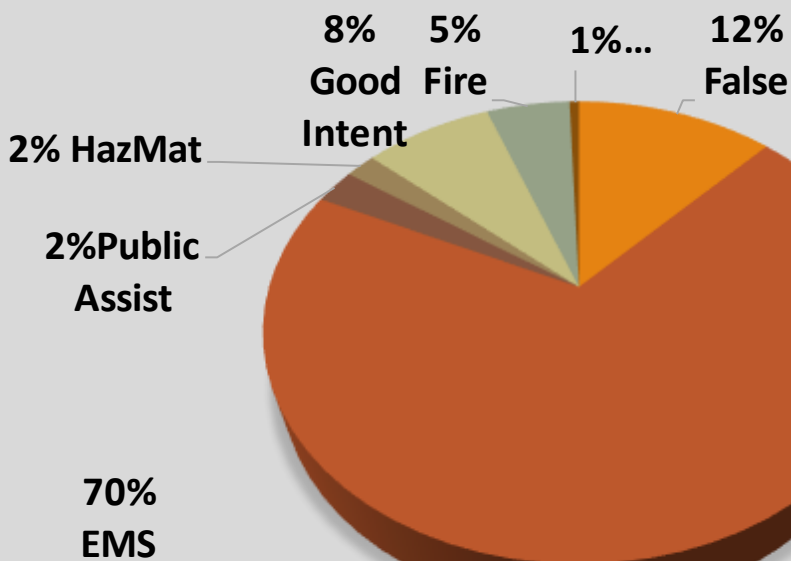
## RESPONSES BY STATION

Station	Number of Responses*
Station 51	1705
Station 52	804
Station 53	1077
Station 54	2254
Out of Area	33
<b>Grand Total</b>	<b>5873</b>

(\*In and Out of Service Area)



## CALLS BY TYPE



Call Types	Number of Responses*
False	713
EMS	4100
Pub Asst	146
HazMat	108
Good Int	463
Fire	302
Other	34
<b>Grand Total</b>	<b>5873</b>

(\*In and Out of Service Area)



# RESPONSE OPERATIONS

## FIRES BY TYPE

Structure Fires

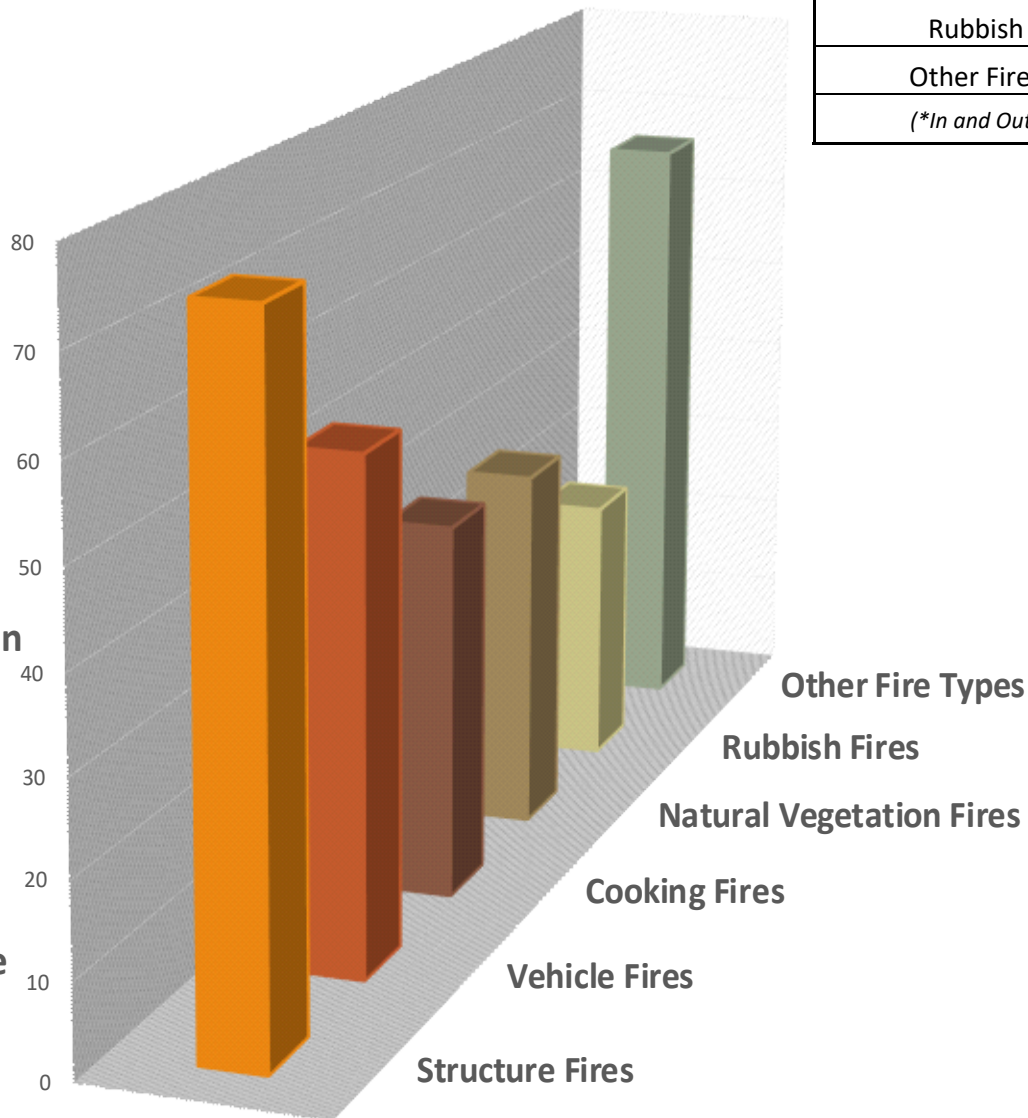
Vehicle Fires

Cooking Fires

Natural Vegetation Fires

Rubbish Fires

Other Fire Types



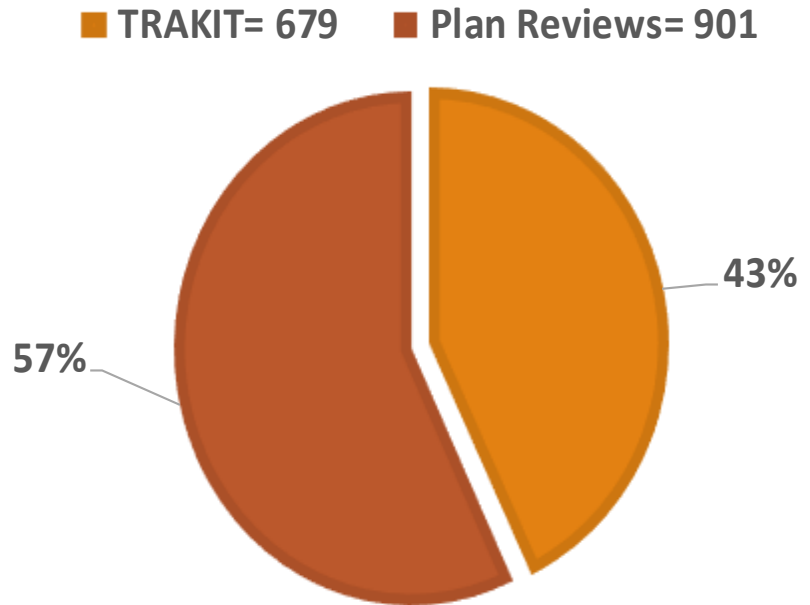
Fire Incidents	302*
Structure Fires	74
Vehicle Fires	54
Cooking Fires	40
Natural Vegetation Fires	39
Rubbish Fires	29
Other Fire Types	66
<i>(*In and Out of Service Area)</i>	



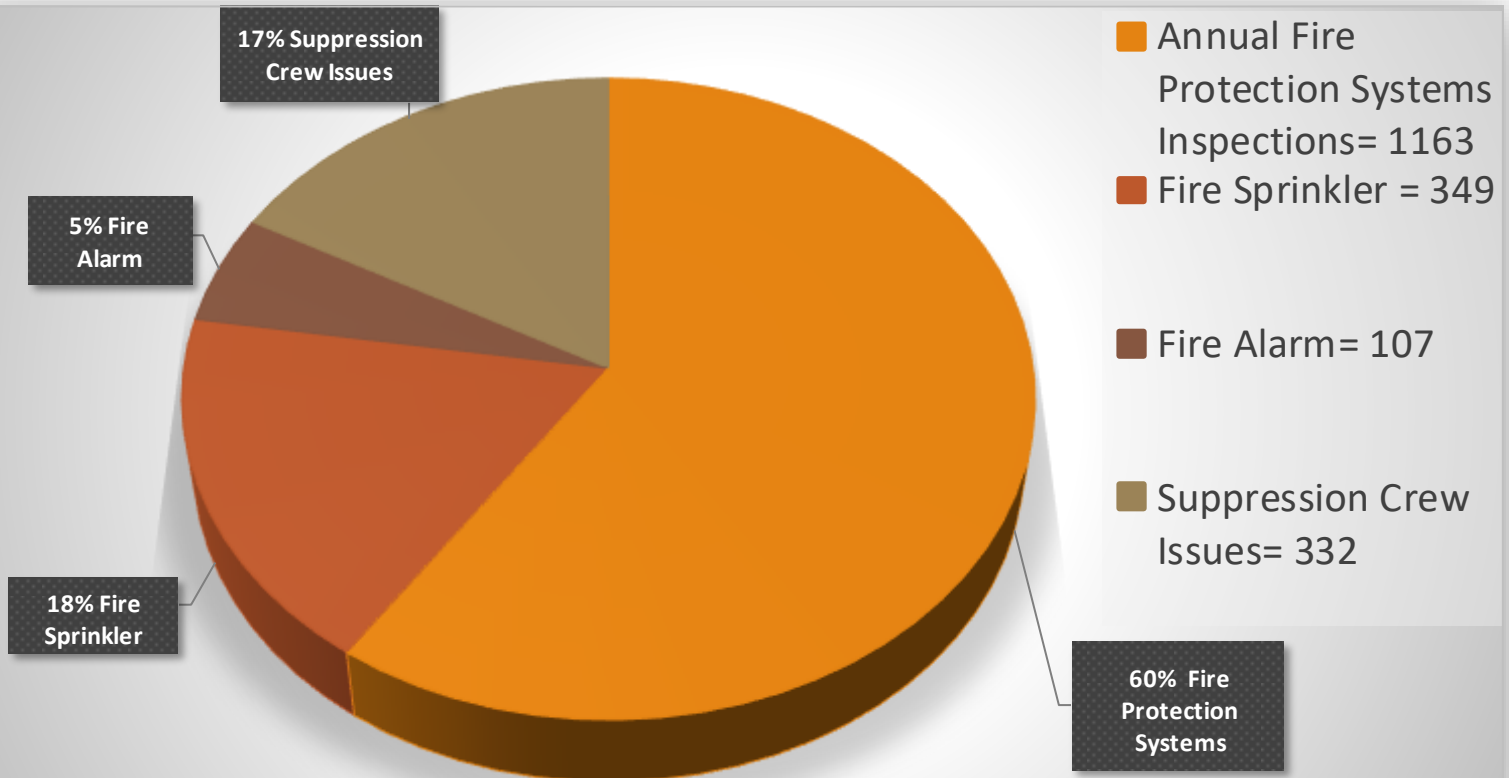
# OFFICE OF THE FIRE MARSHAL

## PERMITS PROCESSED

Staff issued 1580 permits. 901 of those were issued directly from the Fire Marshal's Office and 679 of those were processed as part of the City's multi-department permitting process.



## INSPECTIONS

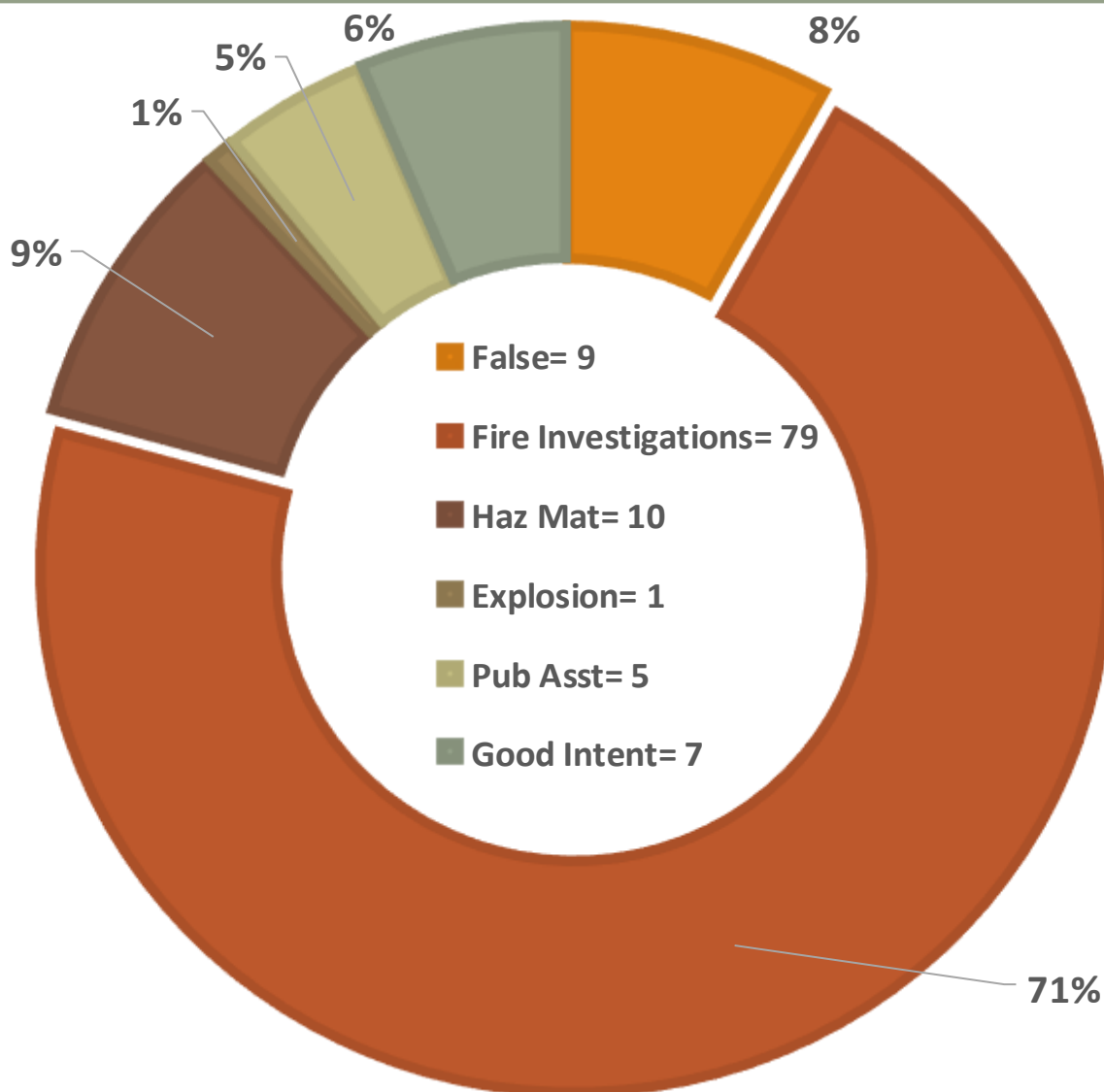




# OFFICE OF THE FIRE MARSHAL

## INVESTIGATIONS

Staff investigated 79 fires and 32 non-fire incidents. There was an estimated \$1,081,861.00 in property loss for 2017.





# 2017 SUMMARY

## Population Served

19,765 Total Population

## TFD Personnel

Uniformed	66
Civilians	5

## Fires by Type

Structure Fires	74
Cooking Fires	40
Vehicle Fires	54
Natural Vegetation Fires	39
Rubbish Fires	29
Other Fire Types	66
<b>Total Fire Incidents</b>	<b>302</b>

## Coverage Area

9.65 square miles

## Responses by Fire Station

Station 51-HQ	1,705
Station 52	804
Station 53	1,077
Station 54	2,254
Out of Area	33
<b>Grand Total</b>	<b>5,873</b>

## Total Property Loss

\$1,081,861.00

## Fire Stations

Station 51-Headquarters  
Station 52  
Station 53  
Station 54

## TFD Sections

- Administration
- Suppression
- Office of the Fire Marshal
- Emergency Management
- Training
- Special Teams

## Calls by Type

EMS	70.0%
False Alarms	12.0%
Fires	5.0%
Good Intent	8.0%
Public Assist	2.0%
HazMat	2.0%
Other	1.0%

## Inspections

(Annual Fire Protection Systems, Fire Sprinkler, Fire Alarm and Suppression Crew Issues) **1951**

Plans Reviewed **1580**

### Notes:

- Responses include both in and out of the Tukwila Fire Department service area.
- More than one unit may respond to a single incident.
- Aid 54 was not staffed full time.

*With safety, commitment,  
excellence and honor, we serve  
and protect our community.*





## Looking forward:

- \* Public Safety Plan—planning & building new fire stations

- \*Preparing future leaders:

  - Administrative Staff

  - Battalion Chiefs

  - Captain

  - Driver or Engineer

- \*Staffing levels

- \*New Software—Kronos Telestaff

- \*Light Duty changes—24 hour shifts

- \*Education:

  - Current needs

  - Formal & Outside





The End