



## **INFORMATIONAL MEMORANDUM**

**TO:** Tukwila City Council  
**FROM:** Jay C. Wittwer, Fire Chief  
**BY:** Jay C. Wittwer, Fire Chief  
**CC:** Allan Ekberg, Mayor and David Cline, City Administrator  
**DATE:** 04/15/2020  
**SUBJECT:** 2019 Fire Department Annual Report

### **ISSUE**

The City of Tukwila Fire Department is transmitting the 2019 Annual Report to the City Council.

### **BACKGROUND**

Since 2017, the Fire Department has presented an Annual report to the City Council and community. During the end of 2018, the Fire Department Management Team set a goal within the City Work Plan process for 2019 to adopt the Standards for reporting data as outlined by the State of Washington RCW 35A.92.030. During the past year the Fire Department with assistance from the Finance Department presented data and information to assist the City Council to better understand the operations, revenues and expenditures for the Fire Department. On December 2, 2019, the City Council formally adopted performance policy, standards and objectives in accordance with RCW 35A.92.030.

### **DISCUSSION**

The Fire Chief and the City Management Team met regularly in the first quarter of 2020 to ensure that data has been collected and prepared using RCW 35A.92.030 as a guide and is included in the attached annual report. The City Council issued a budget proviso during the 2019-2020 Mid-Biennium Budget Amendment process outlining five reporting requirements for 2020. This 2019 Annual Report meets the first requirement. Many important processes including this report were postponed because of the COVID-19 issues that the city faces. The Fire Chief is prepared to answer questions regarding this report. Other Proviso conditions will be met soon.

### **FINANCIAL IMPACT**

The impact of COVID-19 National and State-wide "Stay Home, Stay Healthy" mandate has caused the City of Tukwila to make adjustments as noted above. There is no direct financial impact regarding this report.

### **RECOMMENDATION**

The TFD is requesting that the City Council review this report and provide feedback.

### **ATTACHMENT**

Fire Department 2019 Annual Report



# **TUKWILA FIRE DEPARTMENT**

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# **2019 ANNUAL REPORT**



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





Once again, I am pleased to present the Annual Report for the Tukwila Fire Department (TFD). Over the past 12 months, there has been continual change and progress within the Department that serves our community. TFD operates 4 fire stations and 4 fire companies with 54 total line personnel and 12 support positions. In 2019, we responded to 5979 calls for service, a 3.8% increase over 2018 and an increase of 15.5% over 2014. Our average response time in 2019 was 5.59 minutes. We have maintained this performance standard because of the commitment of our team. As a point of reference, the New York City Fire Department averaged 120 calls per firefighter last year. TFD averaged 110.

In June 2019, we placed 2 new fire recruits on-line following the completion of a rigorous and challenging 18-week fire academy. For the past several years our new recruits have been taking part in a three year Joint Apprentice Training Committee (JATC) program. This innovative training program was developed to increase the competency of our firefighters. After completing this program our new employees become Class One Firefighters.

I encourage our community members to reach out to the firefighters of the TFD to learn more about this training. You may have thought about a career in firefighting, ask these professionals for guidance about how to join this organization. We are open to all ethnicities, genders and lifestyles, and we encourage all to investigate this exciting occupation.

Community outreach continues to be a priority. We support charitable organizations such as MDA, Cancer Foundations, Still Waters Snack Pack and other local non-profit organizations. Our actions throughout the year support our commitment to the Community.

As we look forward to 2020, my priority will be to continue to provide the highest level of service to our community. We will work toward strengthening our staffing and equipment resources in order to support this service, a goal that will only grow in importance as the City continues to support its strategic priorities including promoting vibrant neighborhoods and public places along with well-managed growth. TFD continues to enjoy tremendous support from our residents, Mayor Allan Ekberg and the entire Tukwila City Council. Examples are the two new replacement Fire Stations that should open in 2020 and three new fire apparatus purchased in 2019. The members of the TFD will repay that support by providing a long standing tradition of First Class service to our Tukwila Community. As your Fire Chief, I am grateful for the support of this department and community. I will repay that support by continuing to advocate for progress and growth within the TFD and the City of Tukwila.

High Regards,

Jay C. Wittwer, Fire Chief

## MAYOR'S MESSAGE



I want to thank the City of Tukwila Fire Department on another year of tremendous service to our community.

This past year the department worked hard to meet and exceeded the City Council's recently adopted service standards, while also responding to the highest number of calls for service. This is a significant accomplishment and continues to show that Tukwila Fire Department is a leader in providing professional fire and emergency medical services.

In 2019, the City continued to fulfill its promise to build safe and efficient fire stations that the voters approved in the 2016 Public Safety Bond. The new Fire Station 51, which will open in the summer of 2020, will serve our current and future needs in the Southcenter area, while the new headquarters Fire Station 52, which will open in early 2021 on the City Hall campus, will provide better service to the whole community. These two new stations show our commitment to the safety of our community.

The City also commissioned a new ladder truck and two new engines into service, also as part of our commitment in the 2016 Public Safety Bond. I was proud to participate in their push-in ceremonies and our community's continued support for our Fire Department.

In 2019, the City embarked on a deep dive into the operational costs and service standards for our fire department and these efforts will translate into more transparency and accountability to the public into future years.

I was fortunate to meet with each of the Fire Department crews on several occasions this past year and I am impressed by the caring, responsive and professional service of our employees. I would like to thank the dedicated members of Tukwila Fire Department for their hard work and professionalism in delivering a high level of service to our community in 2019.

Thank you for your confidence and continued support.



Respectfully,

A handwritten signature in cursive script that reads "Allan Ekberg".

Allan Ekberg  
Mayor

## 2019 CITY COUNCIL



Zak Idan - Thomas McLeod - Verna Seal - Dennis Robertson - De'Sean Quinn - Kate Kruller - Kathy Hougardy

*Position 1 - Verna Seal*

*Position 2 - Kathy Hougardy*

*Position 3 - Thomas McLeod*

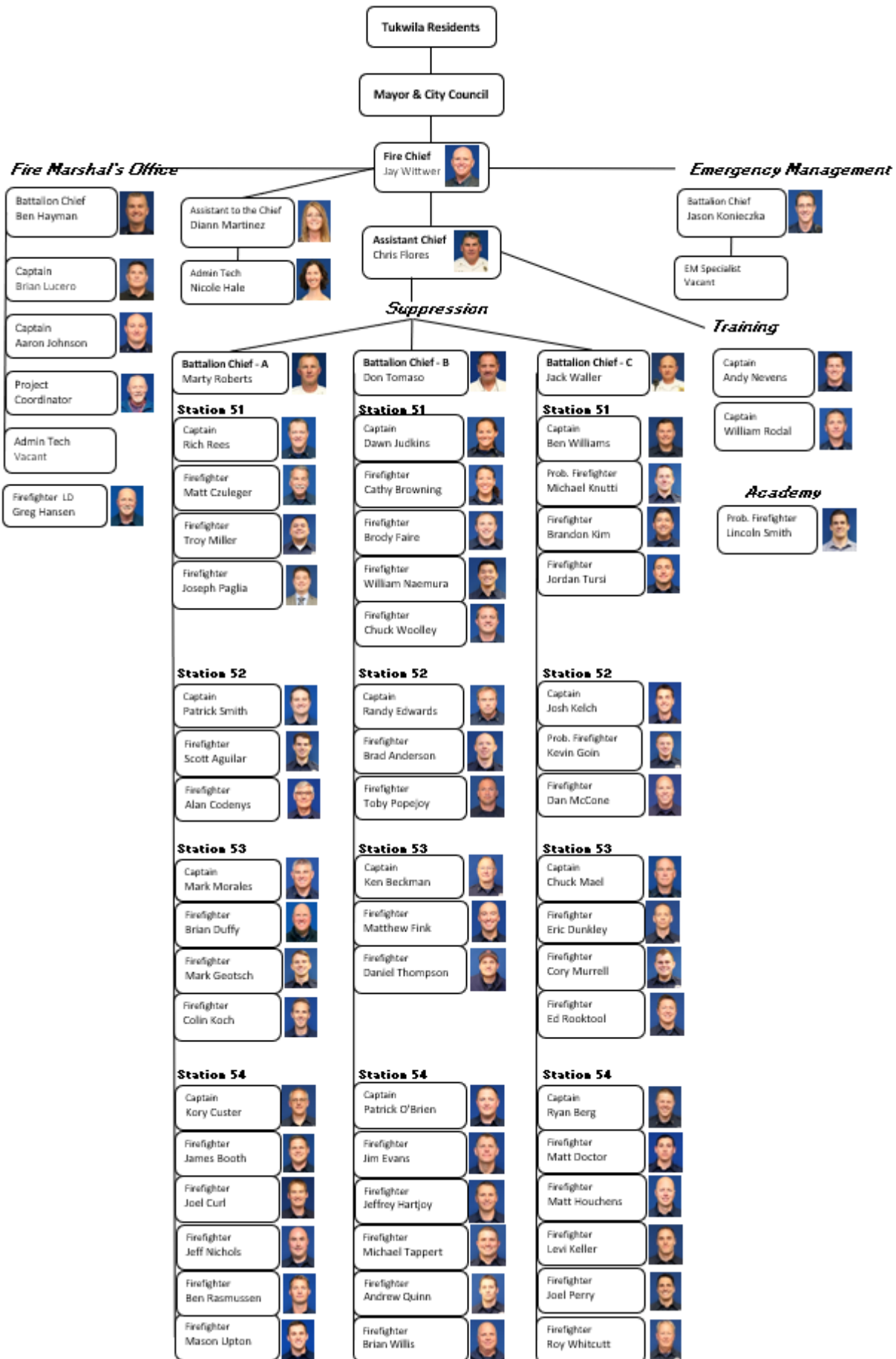
*Position 4 - Dennis Robertson*

*Position 5 - Zak Idan*

*Position 6 - Kate Kruller*

*Positions 7 - De'Sean Quinn*

# ORGANIZATIONAL CHART





# FIRE STATIONS



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



**STATION 52**  
**5900 S 147 ST**  
**4**



**STATION 53**  
**4202 S 115 ST**



**STATION 54**  
**4237 S 144 ST**



# SERVICE AREA MAP



## City of Tukwila Facilities



NOT TO SCALE

9.65 SQ Miles

19,765 Residential  
Population

150,000 Daytime  
Population

Map Legend	
	City Facility
	City Restroom
	Fire Station
	Police Facility
	School
	Trail
	Street
	Tukwila Park
	Waterbody
	City Limits

\* Please note: All transportation, surface water, sanitary sewer and water distribution facilities are too numerous to show on this summary map. See detailed Comp Plan section for this information.



Date: March 10, 2004



The department responded to 5,957 calls of service during 2019, including many different types of emergency and non-emergency calls. It is possible to display the information in a variety of ways to tell the story of the work that is done 24 hours a day, 365 days a year. Information concerning responses is displayed within the following pages of this report; however, just recording the work of the responders does not tell the whole story. Behind the fire and medical response, 14 members of the department work in various capacities to keep the department running.

## **RESPONSE TIMES:**

Most people are comfortable talking about averages, but it's important to note that with an average, one half of the responses take longer than the "average". That can be very disconcerting when you are the one waiting for a firefighter. A better way to report response times uses 90% response times. This means that nine out of ten times, the caller can expect the units to arrive in the specified time or less. It is a much more accurate planning number. Response times in the tables show both response time average and 90% response time.

## **FIRE LOSS:**

Fire loss is just one measurement demonstrating the work of a fire department. A better number might be represented by how much life and property is protected, but accurately reporting this type of number is difficult, if not impossible. With assessed value of over \$6 billion of properties within Tukwila, the Department limited fire loss within structures to \$768,711.00

## **CARDIAC ARREST SAVE RATE:**

Cardiac Arrest save rates are calculated using the Utstein Criteria, an internationally recognized cardiac arrest resuscitation measuring criteria. This criteria looks at a specific type of cardiac arrest and considers the outcome to be a save if the person leaves the hospital after the event and returns to their post-event level of activity.

These data points are reported to each agency by King County Emergency Medical Services. The average save rate over the past three years for King County has been in the 50 percent range. For 2019 Tukwila Fire Department it is at 80%. This higher number in Tukwila is most likely reflected by early bystander intervention, a quick response by the South King County Medic One Paramedics and an adequate number of trained firefighters being immediately available to respond.

All data used in this report was provided by the Valley Communications Center.



The Department responded to 5979 call in 2019. Information about responses is displayed below; however, just recording the work of responders does not tell the whole story. Along with the Fire-fighter EMT's on the front line, there are 13 members of Tukwila Fire who work in vital administrative capacities to keep the Department running efficiently.

## Department Data Overview

2019 Fire Turnout Time: Goal-Met Percentage



Turnout time is the time from when the fire station is alerted to an alarm until the vehicle leaves the fire station. Our 2019 goal was to meet 3:01 for fire-related calls and 2:38 for medical-related calls at least 90% of the time.

2019 Fire Response Time: Goal-Met Percentage



Response time is the time from when the fire station is alerted to an alarm until the crew arrives at the incident. Our 2019 goal was to achieve 7:59 for fire-related calls at least 90% of the time.

2019 Fire 1st Alarm Reponse: Goal-Met Percentage



"First Alarm Response Time" is how long it takes all of the apparatus to arrive at a fire-related incident, including ones that may be travelling from further away. The 2019 goal was for the last-arriving vehicle to arrive within 9:29 at least 90% of the time.





Turnout time is the time from when the fire station is alerted to an alarm until the vehicle leaves the fire station. Our 2019 goal was to achieve 2:38 for medical-related calls at least 90% of the time.

2019 EMS Turnout Time: Goal-Met Percentage



Response time is the time from when the fire station is alerted to an alarm until the crew arrives at the incident. Our 2019 goal was to achieve 7:52 for medical-related calls at least 90% of the time.

2019 EMS Response Time: Goal-Met Percentage



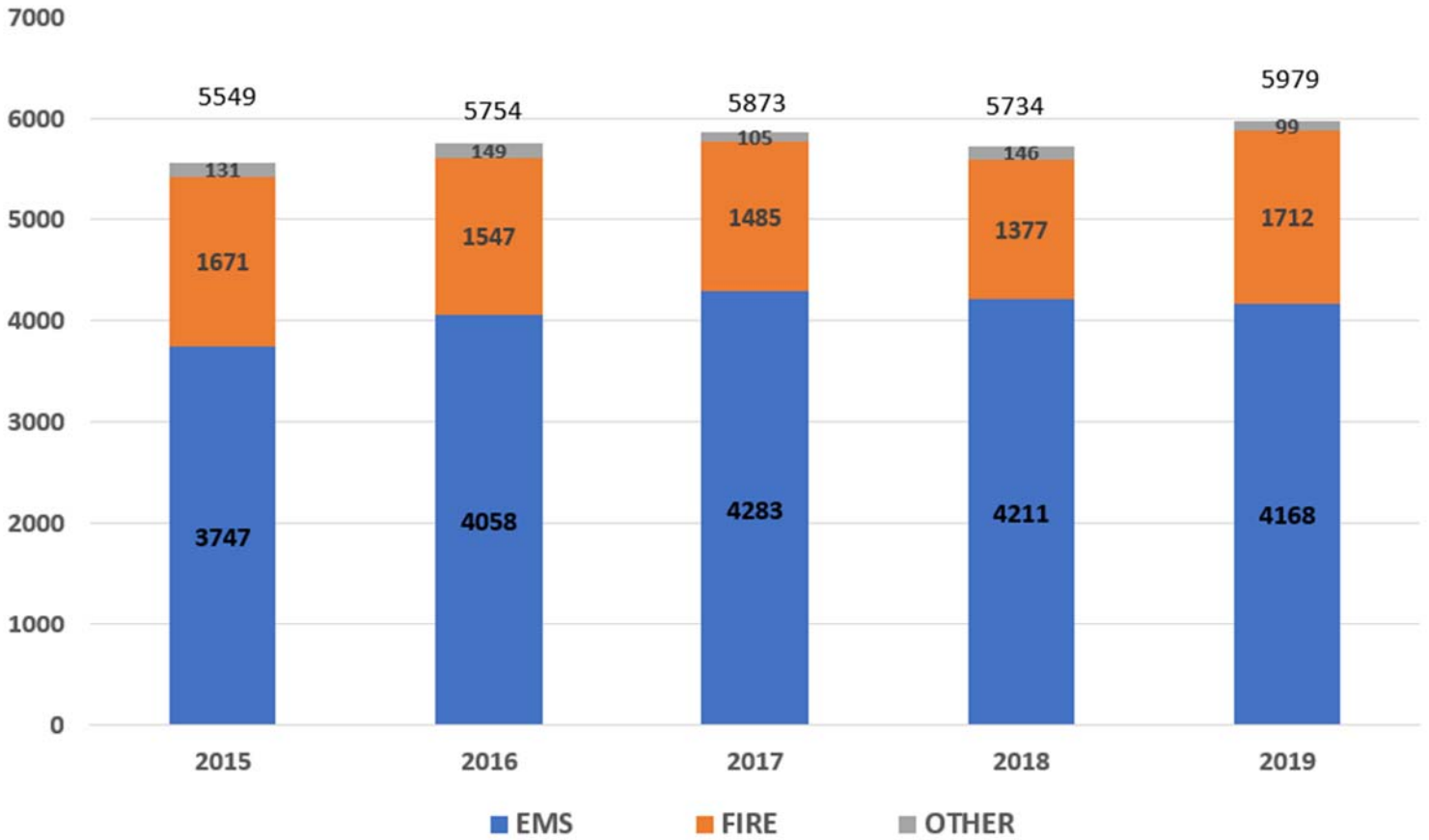
Although measuring the average response time for a fire department can be useful, the definition of "average" means that many of the people needing help could be waiting a lot longer for the fire department to arrive. Talking only about the average doesn't describe that. Instead, we set annual goals of responding 90% of the time within a certain time limit. These goals, and how we performed in meeting them, are shown in the graphs.



# FIVE YEAR HISTORY OF VOLUME AND TYPE



### Annual Call Volume & Type

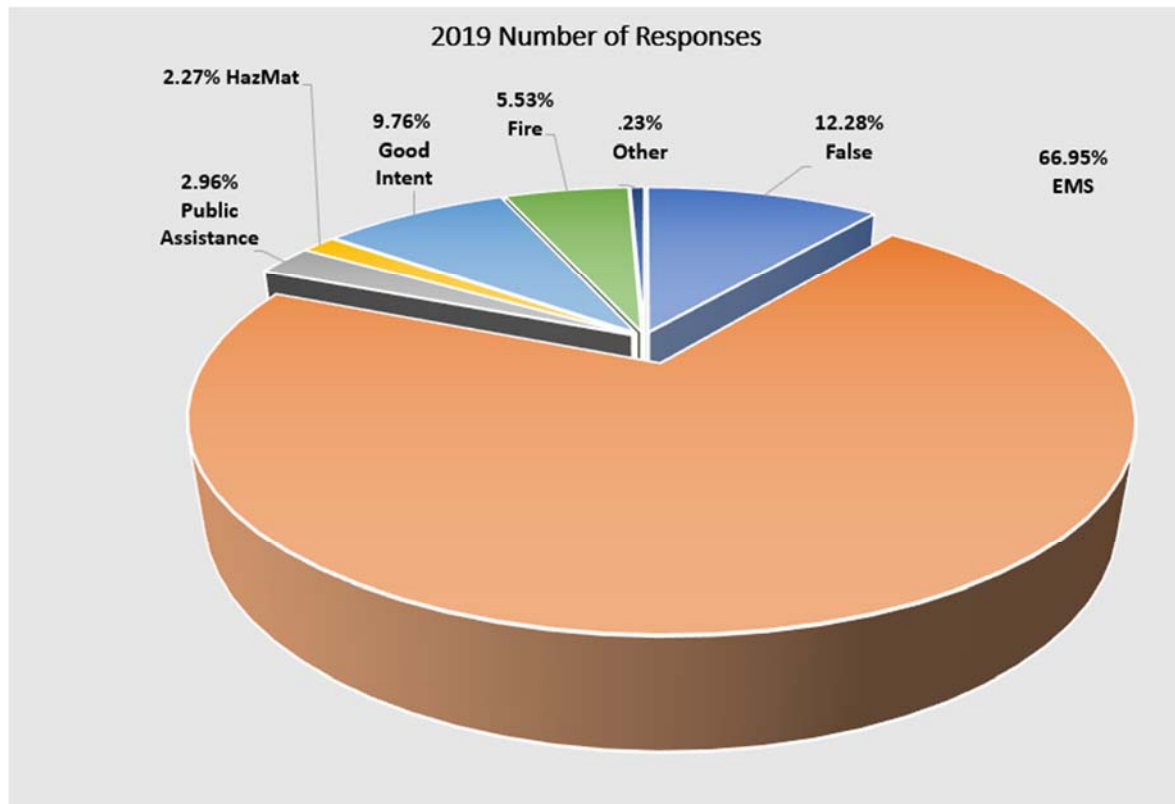


# FIVE YEAR HISTORY OF CALLS BY TYPE



## 2015 - 2019 Calls By Type

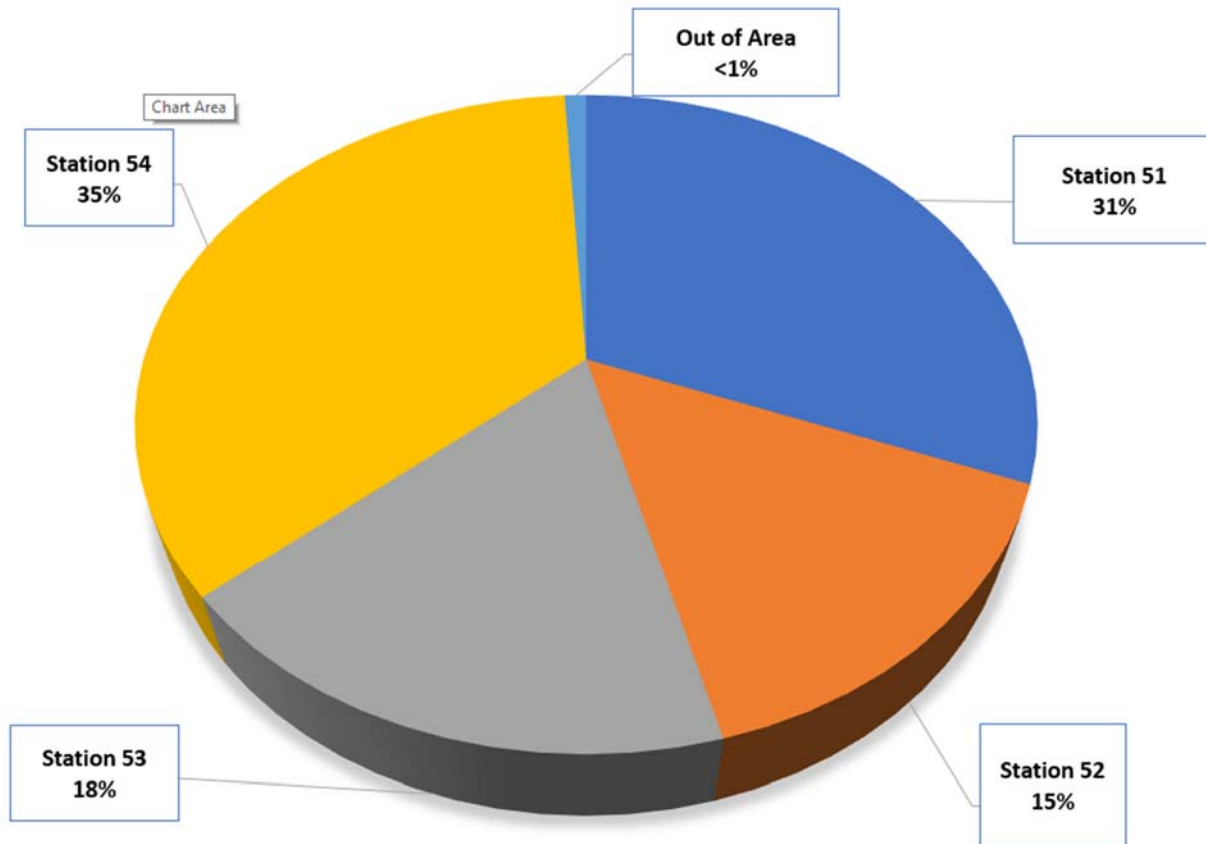
Call Type	2015	2016	2017	2018	2019
EMS	3747	4058	4100	4049	4003
False Report	605	631	713	611	734
Good Intent	542	475	463	481	584
Fire	380	318	309	326	331
Public Assistance	138	123	146	145	177
Hazardous Material	97	118	108	86	136
Other	31	28	31	36	11
Explosion	6		4	3	
Weather	3	3	3		3
Total	5549	5754	5873	5734	5979







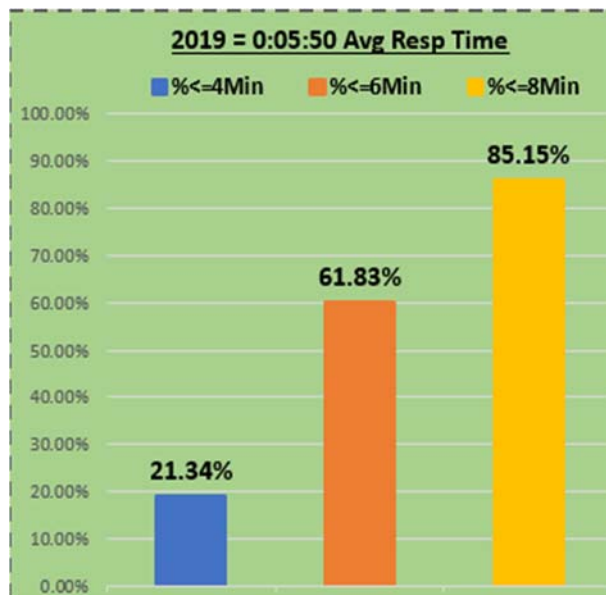
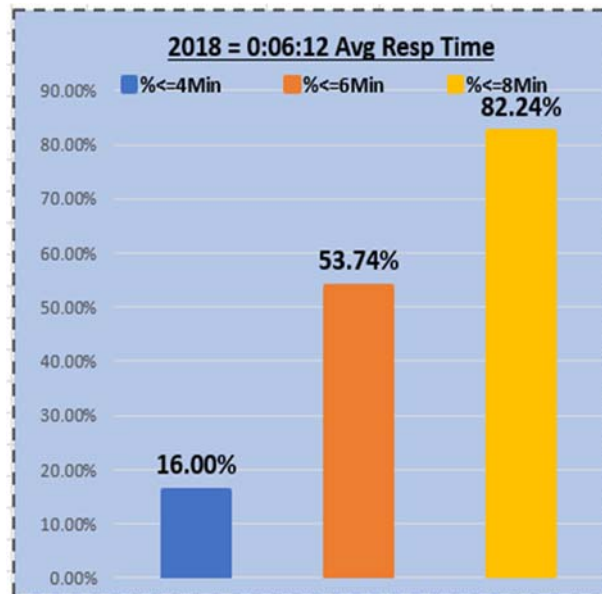
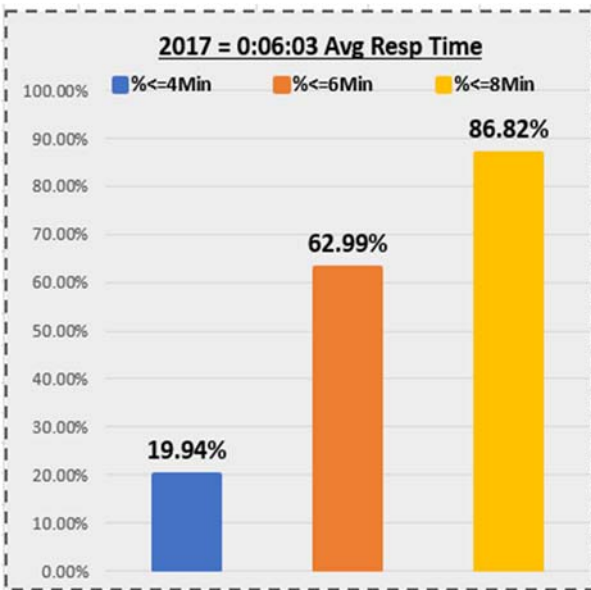
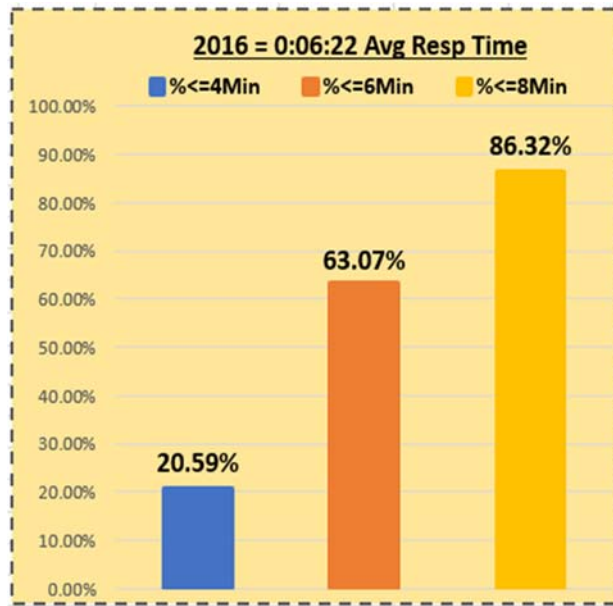
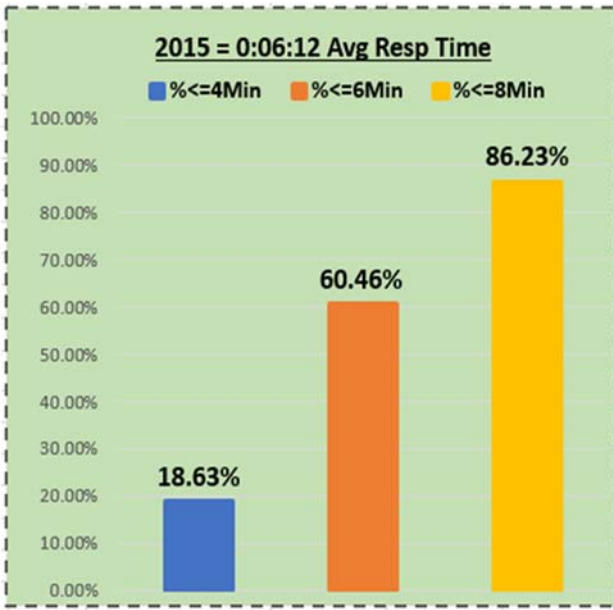
## 2019 Call Distribution



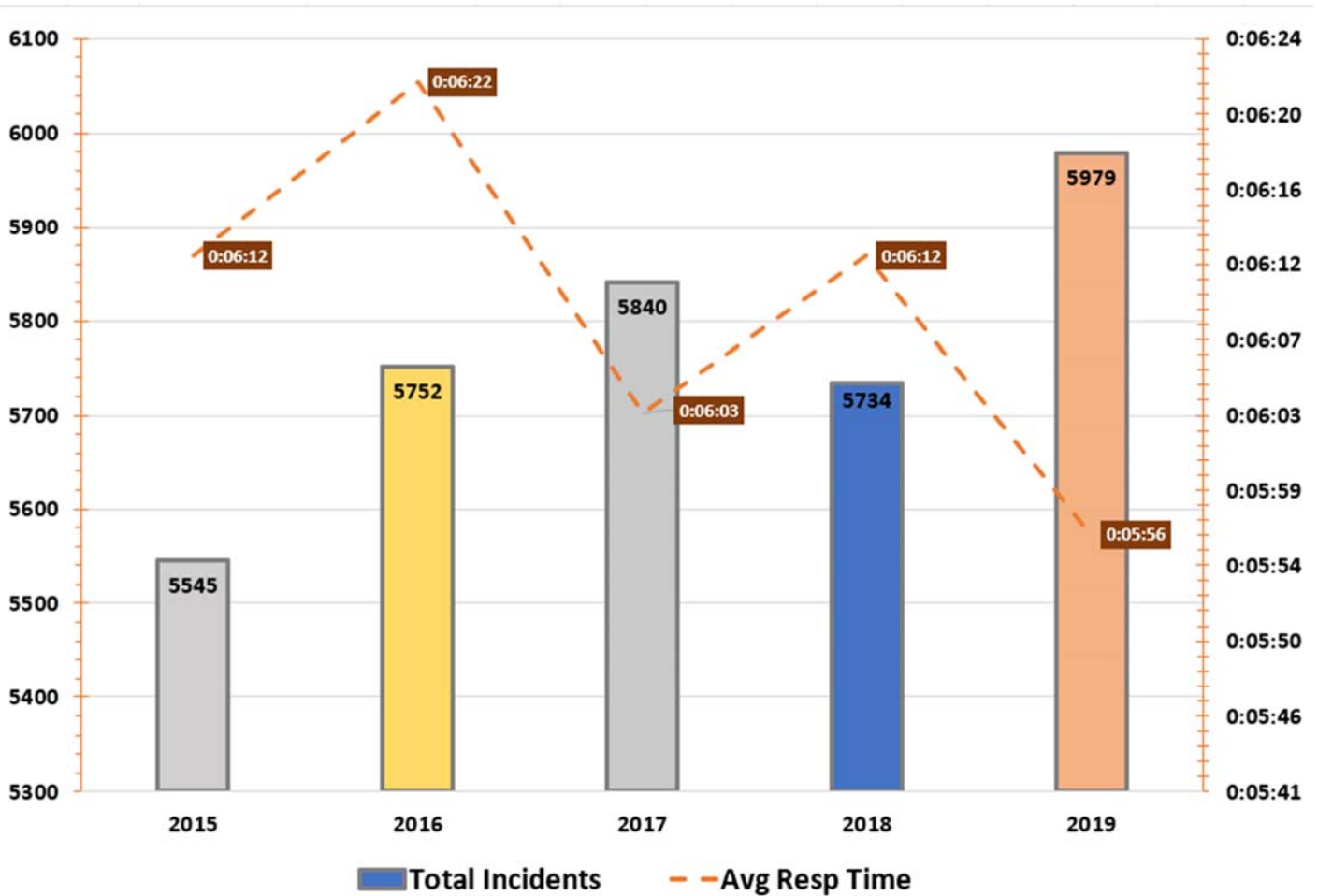
Station	Number of Responses*
Station 51	1877
Station 52	904
Station 53	1061
Station 54	2130
Out of Area	7
<b>Grand Total</b>	<b>5979</b>

(\*In and Out of Service Area)

# AVERAGE RESPONSE TIMES



# AVERAGE RESPONSE TIMES

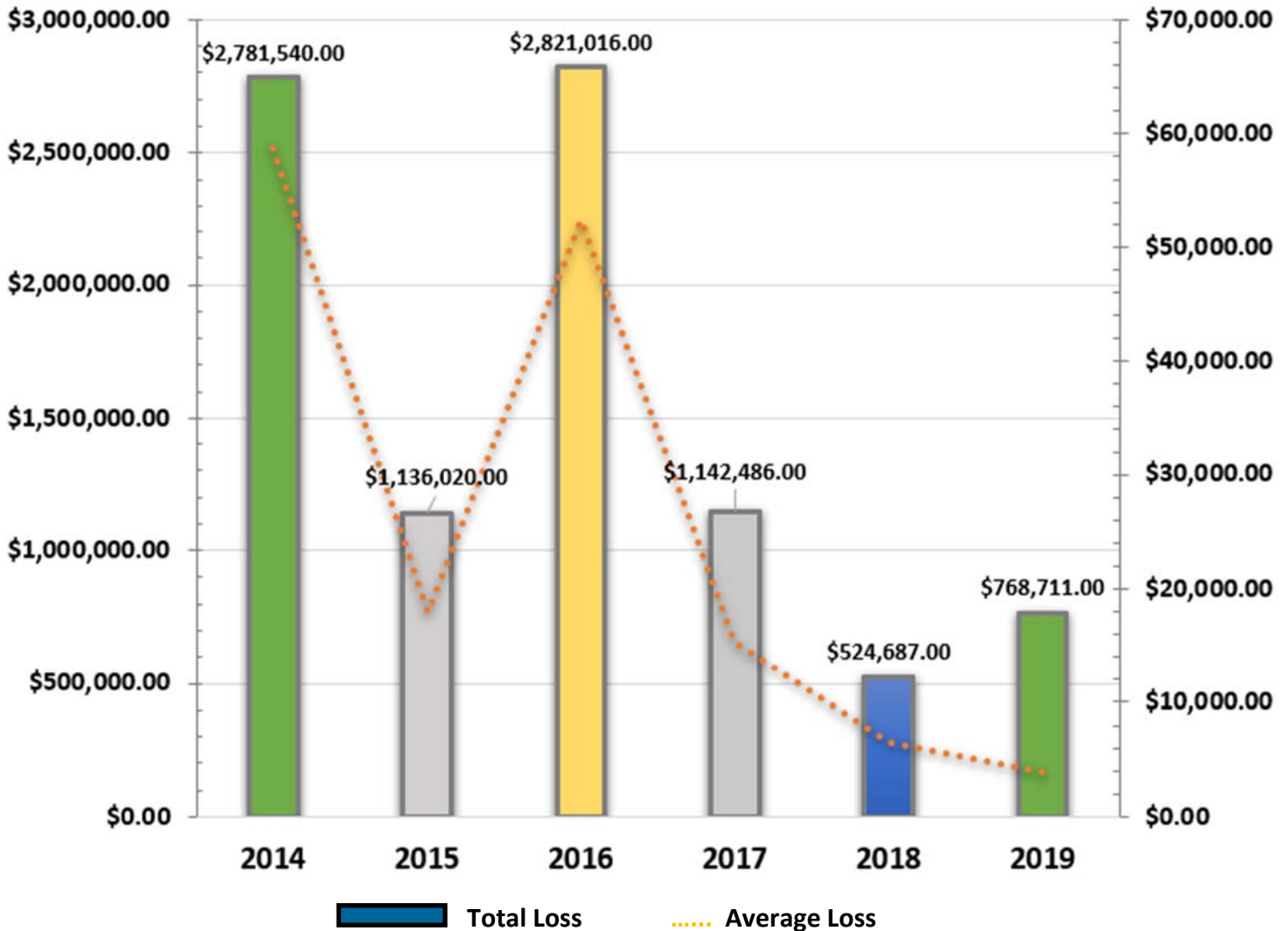


YEAR	Total Incidents	Avg Resp Time
2014	5156	0:05:50
2015	5545	0:06:12
2016	5752	0:06:22
2017	5840	0:06:03
2018	5734	0:06:12
2019	5979	0:05:56





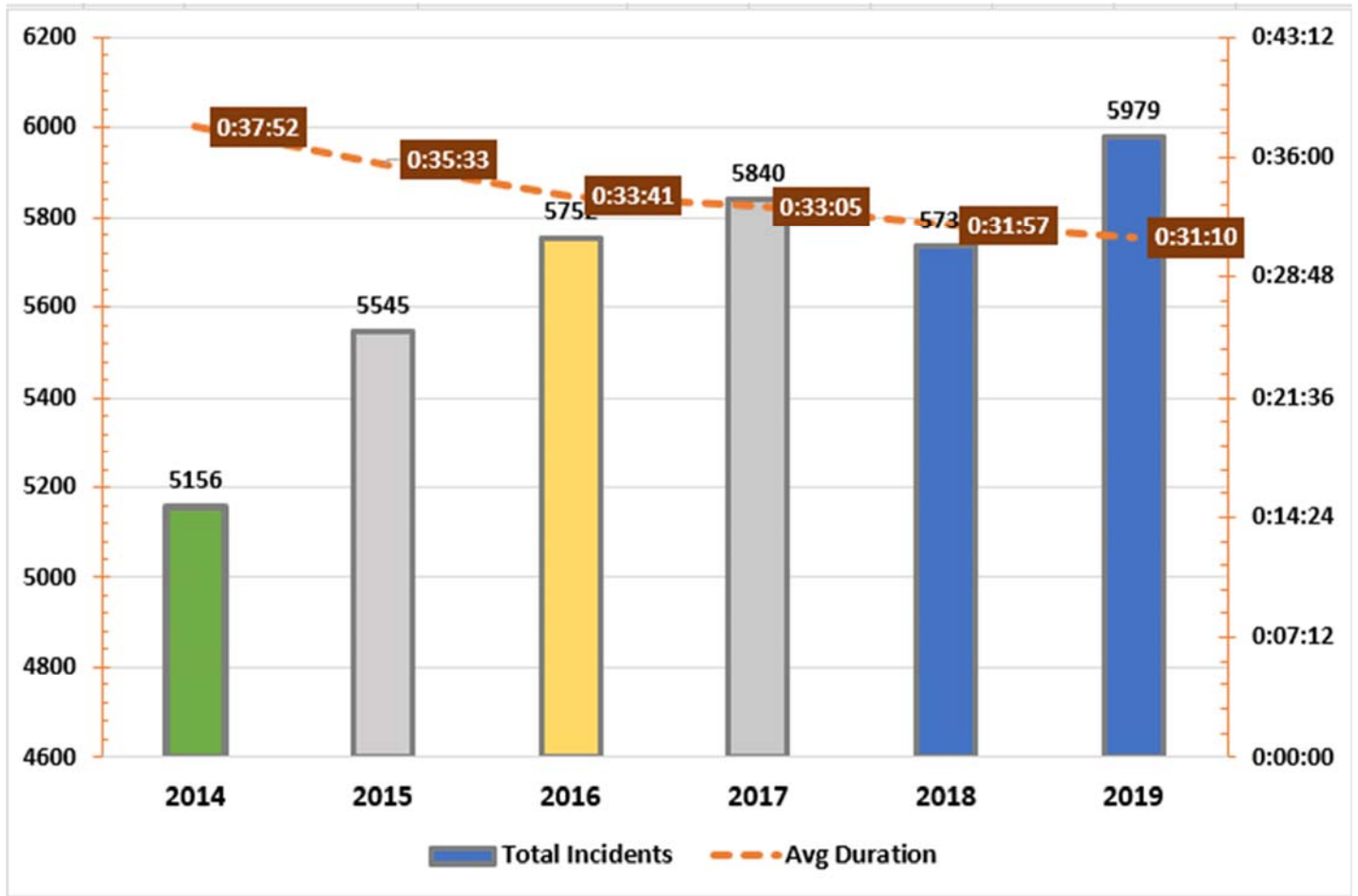
## Total and Average Loss



Year	Total Loss	Average Loss
2014	\$2,781,540.00	\$58,708.09
2015	\$1,136,020.00	\$17,958.12
2016	\$2,821,016.00	\$52,299.64
2017	\$1,142,486.00	\$15,388.57
2018	\$524,687.00	\$6,510.32
2019	\$768,711.00	\$3,824.43

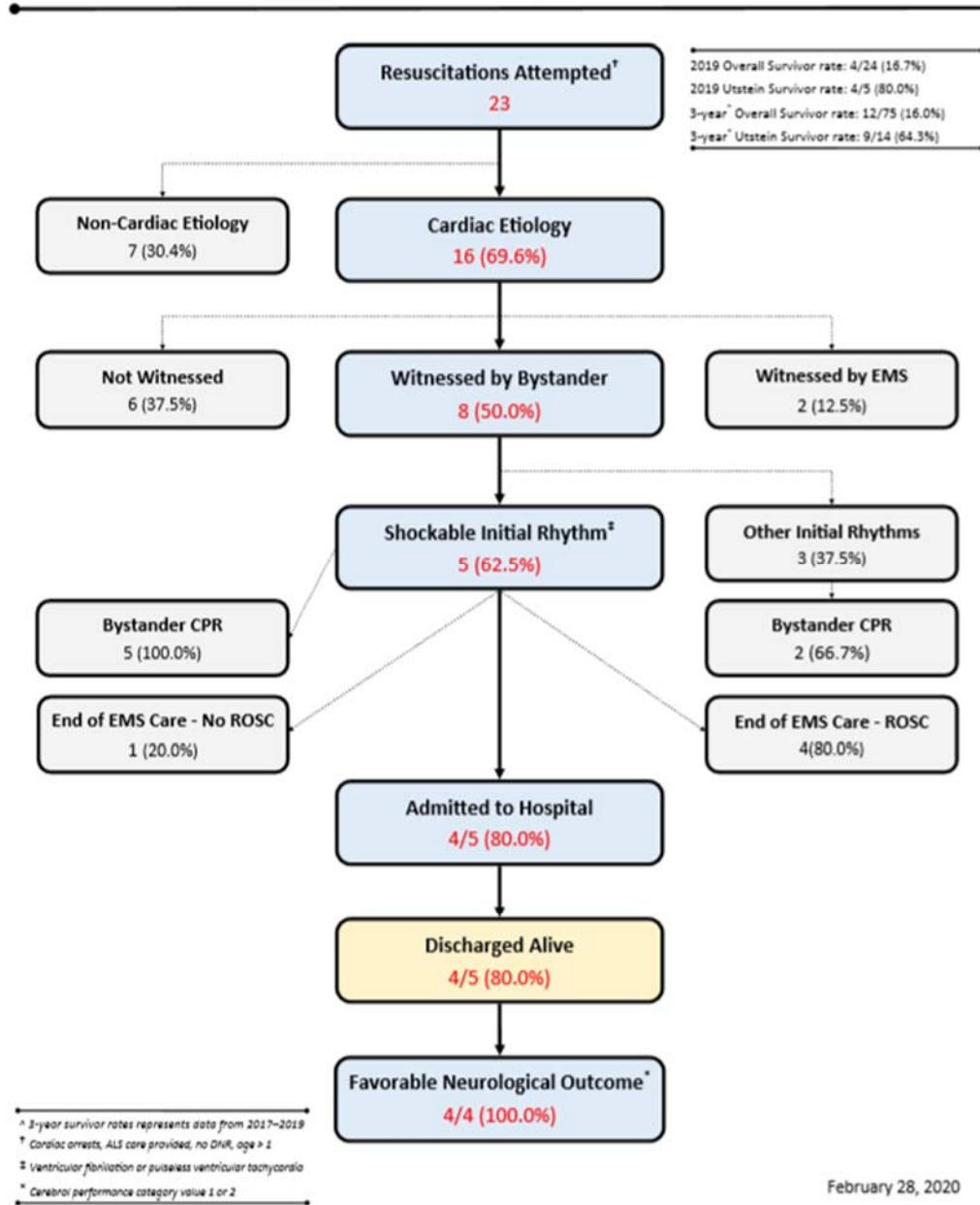


## Average Duration On-Scene





## Preliminary 2019 Cardiac Arrest Utstein Flowchart Tukwila Fire Department



Utstein Survival Rate is a standardized metric used to track the performance of the entire chain of emergency medical service for heart attack victims. Starting with the total number of resuscitation attempts last year in Tukwila (23 total), it focuses on patients who had a witnessed collapse, had an actual heart problem, and initially had a recoverable or shockable cardiac rhythm when they were connected to a defibrillator. This leaves 5 Tukwila patients total. The Utstein Survival Rate measures how many of this type of patient survived and were discharged from the hospital. 4 out of 5 of our patients survived and returned home to their lives, giving Tukwila a 80% Utstien Survival Rate for 2019. This compares favorably with the overall King County 2018 rate of 56%, and very favorably with the 2017 national rate of 33.5%.





## FIRE MARSHAL'S OFFICE

Fire Prevention reviews plans to determine compliance with the adopted 2015 International Fire and Building Codes as well as all local codes, ordinances, standards and regulations. Fire Plan reviewers look for such things as adequate and compliant fire safety systems, fire resistant building materials, TFD access, and proper and adequate exiting. The number of construction plans reviewed in 2019 increased by 20% from the previous year.

### Staffing:

- 1-Battaion Chief-Fire Marshal
- 1-Project Coordinator-Development Plan Review
- 2-Captains-Development Inspections and Fire Investigations
- 1-Vacant Admin Tech position (effective 09/2019)
- 1-Vacant Captain position (effective 2011)

### Current Service Level provided:

- Conduct Fire plan reviews for Construction and Development Permits
- Conduct Fire Inspections for Construction and Development permits
- Conduct Cause and Origin Fire Investigations for Tukwila
- Limited ability to follow-up on Fire Safety issues that are routed to the Fire Marshal's Office.

### ***2019 Accomplishments***

- Worked with the Permit Center to build all FMO development and maintenance services within TRAKIT.
- Moved all Fire Permit services to the City Permit Center, to provide a unified permitting location for our customers.
- Updated the FMO Fee Schedule to better recover more of our service delivery costs and provide a means to increase FMO staffing ; fees will cover a large portion of the cost for the additional FTEs needed for the FMO.
- Identified the appropriate staffing model within the Fire Marshal's Office, so the appropriate service levels can be provided to our customers; also identified options for sustainable Fire Investigation services within Tukwila.
- Updated the Fire Marshal's Office web page, so we can better serve our external customers.
- Increased paperless processes and worked on integration with the City's records management program.
- Updated Fire Code regulation for the Tukwila Municipal Code/City Ordinances.
- Developed succession plan for future Fire Prevention staff to provide certification training prior to their assignment.
- Started to using the Bomb Arson Tracking System BATS, as a records management system for our Fire Investigations.
- Identified services/inspections within the Fire Marshal's Office, that are non-critical FMO functions that can be moved to another City Department: Addressing, Special Event Permit Coordination, FMO Records managements for development process starting in 2020, and Egress Lighting inspections.



# EMERGENCY MANAGEMENT

Emergency Management saw a year of big changes. Jason Konieczka was promoted to Battalion Chief and assigned as the new Emergency Manager. Just as Jason completed his first FEMA Basic Academy Class, the City encountered a large snow event which allowed us to operate the EOC at a level III and help keep the City running for nearly two weeks.



**Public Works plowing during 2019 Snow Event**



**Southcenter Mall evacuation from Smart Cart fire, 02/08/19**



**Downed power line near City Shops 02/11/19**



**LPG Tank Mitigation**

In July, a large underground propane tank started leaking and had to be mitigated under less than ideal circumstances. A large section of the central business district had to be evacuated as the propane was transferred to a truck. Because of a second and third tank, the process ended up taking place over two different days. The job was performed safely with the assistance of mutual aid from our neighboring departments with as little impact as possible to the effected businesses.

We were sad to see Raejean Kreel leave the City in 2019 to take on a new chapter in her life. We wish her the best and will miss her great attitude and helpful nature.



**Emergency Management Specialist, Raejean Kreel**



# STATION 51 DEVELOPMENTS



Grading– 6/2019  
 Slab On Grade - 8/19/2019  
 Framing– 10/2019  
 Roof Dry In - 12/10/2019

# STATION 52 DEVELOPMENTS



Grading 11/2019      Water Retention Vault - Lid set 10/25/2019      Footings 12/10/2019  
 Steel Erection Started 12/2019 - Steel Erection Completed 1/17/2020



## TRAINING/JATC



Tukwila Fire assigns two captains to the South King County Fire Training Consortium (SKCFTC). Captains William (Bill) Rodal and Andy Nevens represent Tukwila Fire, with Bill in his second year of his assignment and Andy in his first year of his assignment. Both Training Officers assist at the Recruit Academy, Block Training, JATC testing and their own area of responsibility. Bill's area of responsibility is Auto-Extrication and Andy's is Rope Rescue, Structural collapse and Trench.

All Tukwila crews participated in multiple suppression drills including hose drills, forcible entry, ventilation, live fire, SCBA drills and ongoing JATC drilling. We also had members attend a Truck Academy, Pump Academy, as well as Special Operations Training, such as Rope Rescue, Water Structural Collapse and Trench.

Tukwila had two recruits in Recruit Class 7 who graduated in June of 2019. We also had several firefighters in the JATC program. Tukwila Fire had 16,000 total training hours logged for the department.







## 7 Members

est. in 2004



FF Browning at Fallen FF Memorial



Captain Beckman, FF Browning & Captain Morales at Chief Lemon's Memorial Service

## 25 Events



Washing E52 before Push-in Ceremony



Pushing-In L54

### Events Serviced:

- TPD Police Memorial Ceremony
- 1 in house Retirement Ceremony
- WA State Fallen Firefighter Memorial (Olympia)
- Academy Graduation Class #7
- Colors presentation at the Tacoma Rainier's game
- Assisted East Pierce Badge Pinning
- Assisted South King F & R Badge Pinning
- We had 3 Push in Ceremonies for our 3 new apparatus
- One Bell Ringing Ceremony
- Quarterly training



Bell Ringing Ceremony:  
FF Charles Aguilar



# AWARDS



**FF Patrick O'Brien: Employee of the Year**



**FF Matt Czuleger: Pride in Service**

# PROMOTIONS & NEW HIRES



**Jason Konieczka, Battalion Chief & Ben Williams, Captain**



**PFF Troy Miller**



**PFF William Naemura**

# RETIREMENTS



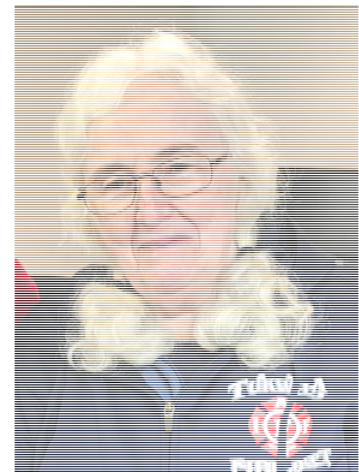
**FF Jim Brooks, 30 years**



**FF Merle Brooks, 30 years**



**FF Jim Schell: 30 years**



**Administrative Technician, Norita Deckard: 34 years**

# 2019 FIRE DEPARTMENT BUDGET



CITY OF TUKWILA  
 GENERAL FUND EXPENDITURES  
 Year-to-Date as of December 31, 2018

EXPENDITURE TYPE		FIRE									
		BUDGET			ACTUAL			VARIANCES			
		Original Budget	Budget Amendments	Amended Budget	2017	2018	2019	ACTUAL OVER/(UNDER)		% CHANGE	
								AMENDED BDGT	% EXPENDED	2017/2018	2018/2019
11	Salaries	7,189,704	260,385	7,450,089	7,463,759	7,575,800	7,594,717	144,628	106%	2%	0%
12	Extra Labor	-	-	-	5,124	5,536	8,130	8,130	-	8%	47%
13	Overtime	530,848	259,654	790,302	537,408	640,208	752,311	(37,991)	142%	19%	18%
15	Holiday Pay	270,454	-	270,454	243,525	231,759	245,466	(24,988)	91%	(5)%	6%
21	FICA	228,541	124	228,665	138,286	145,665	149,384	(78,281)	65%	5%	3%
22	Pension-LEOFF 2	422,492	471	422,963	480,121	498,758	501,305	78,342	119%	4%	1%
23	Pension-PERS/PSERS	50,017	5	50,022	44,583	51,326	45,307	(4,715)	91%	15%	(12)%
24	Industrial Insurance	386,815	280	387,095	283,231	288,027	341,327	(45,768)	88%	2%	19%
25	Medical & Dental	1,447,842	1,008	1,448,850	1,503,239	1,427,818	1,497,956	49,306	103%	(5)%	5%
<b>Total Salaries &amp; Benefits</b>		<b>10,526,313</b>	<b>521,927</b>	<b>11,048,240</b>	<b>10,699,278</b>	<b>10,864,916</b>	<b>11,135,903</b>	<b>87,663</b>	<b>106%</b>	<b>2%</b>	<b>2%</b>
31	Supplies	206,877	973	207,850	147,388	161,781	182,940	(24,910)	86%	10%	13%
35	Small Tools	87,288	-	87,288	4,228	13,071	27,433	(59,835)	31%	209%	110%
41	Professional Services	296,586	-	296,586	236,181	303,392	294,156	(2,430)	99%	28%	(3)%
42	Communication	32,170	-	32,170	41,241	42,498	30,654	(1,516)	95%	3%	(28)%
43	Travel	7,000	-	7,000	12,512	15,473	16,195	9,195	231%	24%	5%
45	Rentals and Leases	672,616	-	672,616	484,771	496,242	450,807	(221,809)	67%	2%	(9)%
46	Insurance	190,402	-	190,402	173,286	191,453	164,888	(25,514)	87%	10%	(14)%
47	Public Utilities	73,360	-	73,360	84,095	89,164	82,045	8,665	112%	6%	(8)%
48	Repairs and Maintenance	36,921	-	36,921	54,338	43,171	43,621	6,700	116%	(21)%	1%
49	Miscellaneous	143,874	-	143,874	121,719	135,038	133,635	(10,239)	93%	11%	(1)%
64	Machinery & Equipment	200,000	-	200,000	7,934	-	-	(200,000)	-	-	-
<b>Total Operating Expenses</b>		<b>1,947,074</b>	<b>973</b>	<b>1,948,047</b>	<b>1,367,702</b>	<b>1,491,284</b>	<b>1,426,374</b>	<b>(521,673)</b>	<b>73%</b>	<b>9%</b>	<b>(4)%</b>
<b>Total Expenses</b>		<b>12,473,387</b>	<b>522,900</b>	<b>12,996,287</b>	<b>12,066,980</b>	<b>12,356,200</b>	<b>12,562,278</b>	<b>(434,009)</b>	<b>101%</b>	<b>2%</b>	<b>2%</b>

Percent of year completed 100%

Notes:

- These numbers are draft until the fiscal year is closed.
- 85% of the Budget is based in Salaries and Benefits.
- The figures above include the mid-biennium budget amendment of \$522,900 (\$213,000 to true up overtime costs, \$160,000 for academy, \$100,000 for retirement/separation payouts, \$38,400 for February snowstorm, \$11,500 for Andover Park East propane leak)
- There are savings in two major operating expenses accounts:
  - \* Rental & Leases: \$172,000 in savings from truing up the actual costs for vehicle maintenance.
  - \* Machinery & Equipment: \$200,000 in savings from not purchasing the Knox Box upgrade.

-The End -