



City of Tukwila  
**Community Services  
 and Safety Committee**

- ◆ Cynthia Delostrinos Johnson, Chair
- ◆ De'Sean Quinn
- ◆ Zak Idan

<u>Distribution:</u>	
C. Delostrinos Johnson	Mayor Ekberg
D. Quinn	D. Cline
Z. Idan	R. Bianchi
K. Kruller	C. O'Flaherty
K. Hougardy	A. Youn
	L. Humphrey

# AGENDA

**MONDAY, AUGUST 2, 2021 – 5:30 PM**

FOSTER CONFERENCE ROOM  
 (6300-Building, Suite-100)

**THIS MEETING WILL NOT BE CONDUCTED AT CITY FACILITIES  
 BASED ON THE GOVERNOR'S PROCLAMATION 20-28.**

**THE PHONE NUMBER FOR THE PUBLIC TO LISTEN TO THIS  
 MEETING IS: 1-253-292-9750, Access Code 635842680#**

**Click here to: [Join Microsoft Teams Meeting](#)**

**For Technical Support during the meeting call: 1-206-433-7155.**

Item	Recommended Action	Page
<b>1. BUSINESS AGENDA</b>		
a. 2021 2nd Quarter Police Department report. <i>Eric Drever, Police Chief</i>	a. Discussion only.	<b>Pg.1</b>
b. Police Department Community Engagement Plan. <i>Eric Drever, Police Chief</i>	b. Forward to 8/9 C.O.W. Meeting.	<b>Pg.7</b>
c. Fire Marshal's Office alternatives. <i>Norm Golden, Deputy Fire Chief;</i> <i>Ben Hayman, Fire Marshal;</i> <i>Vicky Carlsen, Finance Director</i>	c. Discussion only.	<b>Pg.23</b>
<b>2. MISCELLANEOUS</b>		

**Next Scheduled Meeting:** *August 16, 2021*



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# Tukwila Police Department

## Community Services and Safety Committee

### Quarterly Information Brief

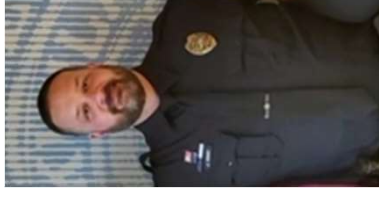
### Second Quarter, 2021



# SECOND QUARTER HIGHLIGHTS

## Staffing

- ❖ Promotions
  - Deputy Chief Eric Lund
  - Sergeant Josh Vivet
- ❖ Retirement
  - Officer Lisa Harrison



## Recognition

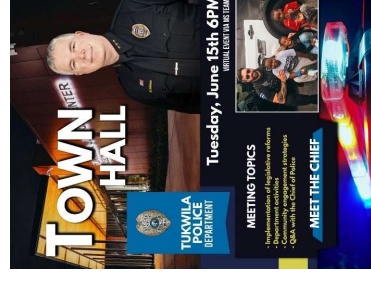
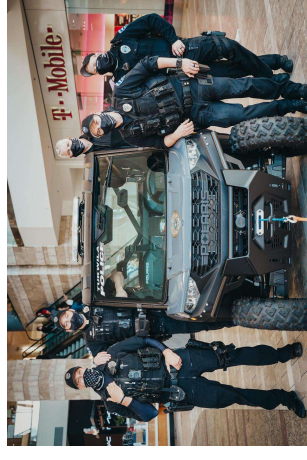
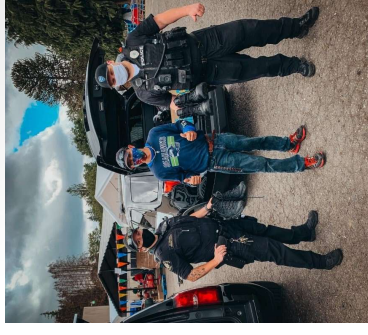
- ❖ Employees Of The Quarter
- ❖ Certificates of Commendation
- ❖ Life Saving Awards
- ❖ Meritorious Service Awards
- ❖ Medal of Valor
- ❖ Recognition of Former Medal of Valor Recipient



# SECOND QUARTER HIGHLIGHTS

## Community Engagement

- ❖ Continued Homeless Camp Check/Monitoring
- ❖ Meeting With Riverton Heights Community
- ❖ Meeting With 37<sup>th</sup> Ave S. Residents
- ❖ Meetings With Westfield Mall Management
- ❖ Monthly Meetings With Tukwila School District
- ❖ Meetings With COPCAB
- ❖ “Ring Neighbors” Application
- ❖ Boots Donation
- ❖ Workout Challenge With Tukwila Youth and Officers/Detectives
- ❖ Meeting With Teens For Tukwila
- ❖ Community Conversations Event At Westfield Mall
- ❖ Meeting With Museum Of Flight Management Team
- ❖ Community Town Hall



## SECOND QUARTER HIGHLIGHTS

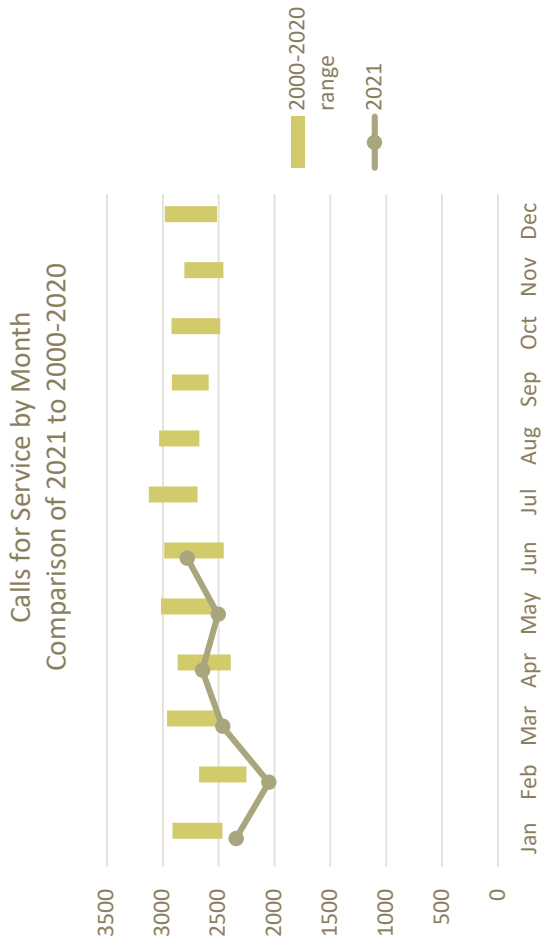
### □ Significant Operations & Events

- ❖ Monthly Department Town Hall Meetings
- ❖ Monthly Chiefs' Meetings
- ❖ PD Leadership Meetings
- ❖ Mall Shooting Response
- ❖ Days Inn Emphasis
- ❖ PD Assistance With Marches
- ❖ Public Disclosure Requests
  - 813 of requests received
  - 804 number processed and closed
  - 33 number open and active
- ❖ Accreditation Process
- ❖ New Legislative Reform Related To Law Enforcement
- ❖ Seattle Area Law Enforcement Violent Crime Summit



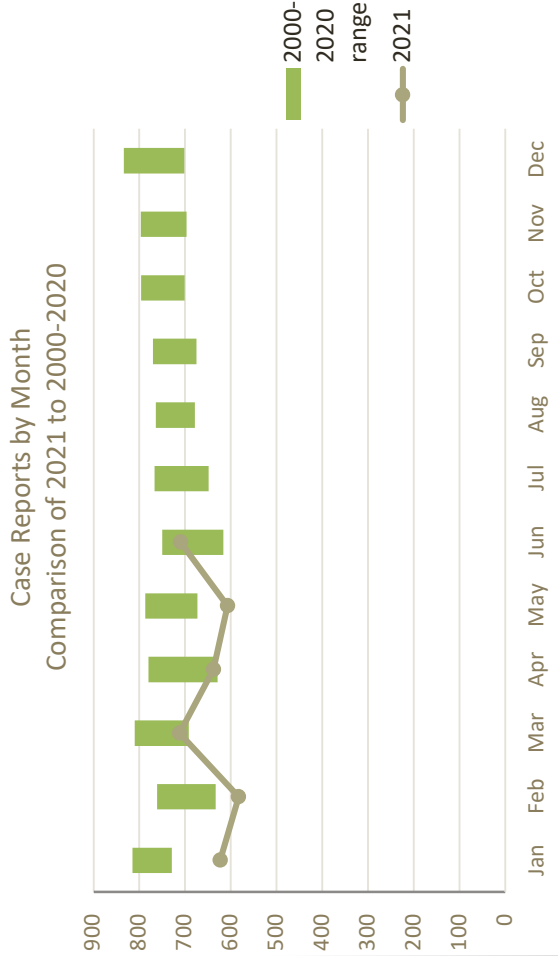
# SECOND QUARTER CRIME STATISTICS

Calls for service were below range in May, but are not significantly low for the second quarter. Case reports were also below range in May, but overall, relatively comparable to previous second quarters in terms of cases per day.



Robbery and residential burglary are on track to be lower than usual, with residential burglary being very low. Residential burglary has been dropping since 2018, but so far this year we have had only nine reported cases, where we have had more than that in a single month before. Two likely factors are the increase in “porch pirate” package thefts along with increased working from home during the pandemic (although in Tukwila it is more likely the former).

Thefts from vehicle were high in June, primarily from the mall and nearby hotels. Catalytic converter thefts continue to be a regional problem.



[These charts show the current year (line) as compared to previous years (rectangles). This gives perspective as to a normal range as calculated over the past years.]





Questions?





## INFORMATIONAL MEMORANDUM

TO: **Community Services and Safety Committee**

FROM: **Chief of Police Eric Drever**

BY: **Chief of Police Eric Drever**

CC: **Mayor Allan Ekberg**

DATE: **July 26<sup>th</sup>, 2021**

SUBJECT: **Tukwila Police Department Community Engagement Plan**

### **ISSUE**

Community safety requires a partnership between the community and its law enforcement. That partnership is established through community engagement; however, a law enforcement's community engagement efforts are only as effective as the relationship it has with the community it serves. Therefore, creating meaningful and sincere methods for establishing the community's trust in its law enforcement partner is critical to the success of any community engagement programs.

### **BACKGROUND**

Law enforcement and the way that we interact with the community is changing. National attention on law enforcement, Washington State reform measures, and the evolving needs of the Tukwila Community require the Tukwila Police Department to evolve with our community.

### **DISCUSSION**

The Tukwila Police Department is taking a three-prong approach in its Community Engagement Plan to enhance the trust that the Tukwila Community has placed in its law enforcement. Through **Transparency, Accountability, and Community Engagement**, we will build stronger relationships with our community. The police department will be continuing standing programs that are effective at addressing public safety needs and establishing new initiatives directed at improving community engagement.

### **FINANCIAL IMPACT**

There is no financial impact for the Community Engagement Plan itself; however, there may be costs associated with specific programs within the plan as we identify resources and programs that could best meet the Tukwila Community's needs. The intent of the Tukwila Police Department is to absorb the costs of any of the listed programs within the current budget. As we identify programs that meet the community's needs and are repeating annually or require maintenance costs, we would address funding for continuation of these programs through future budget planning.

### **RECOMMENDATION**

Information Only – Forward to the August 9, 2021 C.O.W.

### **ATTACHMENTS**

Community Engagement Plan





# COMMUNITY ENGAGEMENT PLAN

## Tukwila Police Department

15005 Tukwila International Blvd

Tukwila, WA 98188

(206) 433-1808



## TRANSPARENCY – ACCOUNTABILITY - ENGAGEMENT

Community safety requires a partnership between the community and its law enforcement. That partnership is established through community engagement; however, a law enforcement's community engagement efforts are only as effective as the relationship it has with the



community it serves. Therefore, creating meaningful and sincere methods for establishing the community's trust in its law enforcement partner is critical to the success of any community engagement programs.

The Tukwila Police Department is taking a three-prong approach to enhance the trust that the Tukwila Community has placed in its law enforcement. Through *Transparency, Accountability, and Community Engagement* we will build stronger relationships with our community.

Although this plan documents how the Tukwila Police Department will enhance its community engagement programs, it acts as a reminder of the Department's ongoing commitment of service to the Tukwila Community and serves as a way to focus our commitment of service to the community well into the future.

# TRANSPARENCY

The first step towards building trust with the community is to establish law enforcement practices, processes, and programs that are transparent to the community. Law enforcement must create the means to open itself up to public scrutiny of how it operates, while also making available to the public accounts of both our achievements and our mistakes.

## Communication

The most critical step to achieve transparency is to establish effective communication with the Community. Having different mediums for communicating create a greater opportunity to reach more of the community.

**Social Media** - Social media has become the ideal way to get information to the community in



the fastest way possible. The strategies of its use are as diverse as the city itself. From emergency announcements that divert community members away from dangerous situations, to educating the public about crime prevention techniques, to relationship building with stories about the department's outreach efforts and interactions with the community we serve.

Social media has been and will continue to be an integral part of our communications with the community.

**Community Forums** - Establishing formal forums for the community allows access to the police department leadership and other department specialists through in-person and virtual events to address specific topics of community interest and open form Q&A.



**Community Survey** - The Tukwila Police Department is working with the Community Oriented Police Citizen's Advisory Board (COPCAB) and has produced a survey that will capture information about the police department's interactions with the community, providing input on how the department can best meet their specific needs. The survey has been created in multiple languages in order to reach a greater number of the community members. Knowing what the department is doing well, as well as, knowing areas of needed improvement will allow us to appropriately allocate resources to improve police services.



**Feedback** - Just as important as gathering the community's input regarding the services of its law enforcement, providing feedback to the community about the analysis and actions to be taken as a result of their input will be vital in creating legitimacy for the department's communication efforts.

### Community Involvement

After establishing sound communication platforms, it is imperative that the community be involved with and provide input regarding police department operations. Therefore, the Tukwila Police Department is finding new ways to include community members in the processes that should bear the most scrutiny.

**Hiring** - There is no better program to involve the community than with the department's



hiring process, as they will be in on the ground floor of forming the very make-up of the department members that will serve the community for years to come. The Police Department will initiate a public selection process that will create a roster of community members that will participate in the department's hiring, which will include being a part of an interview panel and providing input to the Chief of Police for the selection of new members of the Tukwila Police Department.

**Use of Force Review Board** - At the beginning of the year, the Tukwila Police Department established a Use of Force Review Board to assist with its annual review of all use of force by the members of the department.



The board consists of Use of Force subject matter experts, policy experts, and community members. The community members were selected as part of a public process that filled the state requirement, per I-940 and Washington Administrative Code (WAC) 139-12, known as the Law Enforcement Training and Community Safety Act (LETCSA), for

community representatives to be assigned to independent investigative teams for investigating officer involved use of deadly force. The Tukwila Police Department has chosen to broaden the community representatives' responsibilities to include review of all

of the department's use of force. Currently there are four Tukwila community representative that sit on the board.

The Use of Force Review Board just completed its first review for the department for all use of force during 2020. Moving forward, the board will meet quarterly to review reports of use of force, completing an annual review report in the first quarter of the year for the prior year. The annual report will be presented to Council and will be made public through our communication platforms.

**COPCAB** - The Community Oriented Policing Citizen's Advisory Board is a City Commission of Tukwila community members appointed by the Mayor. The Board's primary duties are to Enhance police-community relations, provide a community perspective concerning police services, and promote public awareness of Tukwila's police services. The Chief meets monthly with COPCAB, providing them with updates on the progress of department activities.

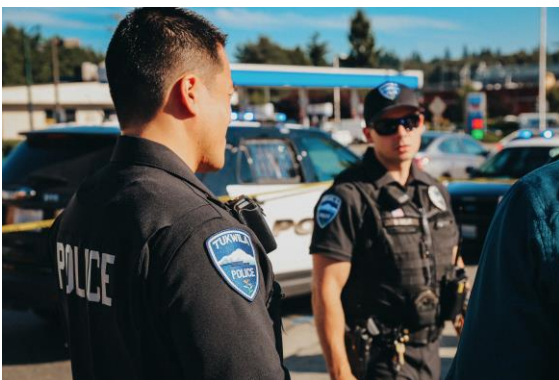
**Civil Service Commission**- is a City Commission of Tukwila community members appointed by the Mayor. In compliance with RCW 41.12, the Civil Service Commission regulates the rules established for objective hiring practices and promotions by the police department. The Chief meets monthly with the Commission to report on these items that fall under Civil Service.

# ACCOUNTABILITY

Regardless of how transparent the department maintains its operations, if members of the police department and the department itself have no accountability for their actions and processes, the relationship with the community and the trust they place in us will erode. Therefore, the department participates in programs that create that accountability and supports legislative reform that enhances the service that we provide to our community.

**Accreditation** - The Tukwila Police Department participates with the Washington Association of Sheriffs & Police Chiefs (WASPC) accreditation program. The program audits the department for maintaining mandatory standards for law enforcement to operate under established industry best practices. The department is not currently accredited but is in the process of being accredited and is on pace to be certified as an Accredited Agency at the WASPC Accreditation Fall Board meeting in November of this year.

**Active Bystandership for Law Enforcement (ABLE) Project** - The ABLE Project is a program established by the Georgetown University Law Center's national training and support initiative for U.S. law enforcement agencies committed to building a culture of peer intervention that prevents harm to the community and to law enforcement.



The benefits of meaningful active bystandership training are significant.  
Engagement with the Community:

- Improved Community/Police relations
- Improved community Satisfaction with their law Enforcement Agency



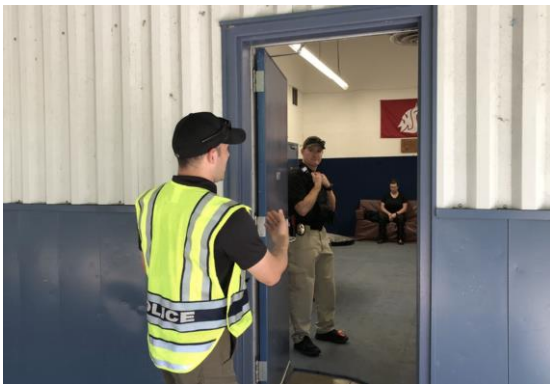
- Reduced harm to the Civilians

Engagement with the Officers:

- Improved Officer health, wellness, and job satisfaction
- Reduced harm to Officers
- Reduced risk of lawsuits against the City, Department, and Officers

The Tukwila Police Department is adopting the ABLE Project curriculum and is dedicated to continuing to build upon our culture of peer intervention.

**LETCSA** - The Tukwila Police Department has been involved with the *Law Enforcement Training and Community Safety Act* since early 2019. LETCSA was enacted into law and became effective in January, 2020. WAC 139-12 lays out training requirements and establishes protocols for investigating officer-involved use of deadly force.



The Department was among the first in the state to meet training requirements related to LETCSA. Additionally, Tukwila Police Department representatives have been on the forefront of establishing policies and administering compliance with the reform mandates for the region. The Department actively participates with the Valley Independent Investigative Team (VIIT), which is recognized as a leading independent investigation team in the state. The Tukwila Chief of Police is considered a subject matter expert on independent investigations and is currently assisting other agencies with establishing their own Independent Investigative Teams.

**2021 Legislative Reform** - In response to national attention on law enforcement, the State of Washington has several bills focused on police reform that passed through the recent legislative session. As these bills become enacted, the Tukwila Police Department will move to quickly adopt policy and train department members to comply with new reform measures.

# COMMUNITY ENGAGEMENT

*Transparency and Accountability* lay the foundation for effective Community Engagement. Engagement activities by both law enforcement and the community then allow for trust to build and relationships to grow. It is through our community engagement programs that the Department will gain a better understanding of how we can best meet the community's needs and the community can learn about how the department provides services for those needs. The Department is currently involved with the following community engagement programs:

**Theft Third and Mall Safety (T3AMS) Diversion Program** - Through collaborative partnerships with community-based organizations, the King County Prosecuting



Attorney's Office, Southcenter Mall Management, the Tukwila Police Department, and University of Washington Center for the Study & Advancement of Justice Effectiveness (SAJE), T3AMS successfully developed and managed a result-based pre-filing Theft 3 diversion program and culturally relevant Mall Safety prevention program. Over the last two years,

the work of T3AMS has become an integral part of Southcenter Mall's youth engagement strategy with the full support of the Tukwila Police Department and has been noticed by other organizations seeking to use the program as a benchmark.

**School Resource Officers** - The National Association of School Resource Officers (NASRO) recommends a triad approach to school policing, in which every SRO serves



the school community as: (1) a mentor/informal counselor, (2) an educator/guest lecturer, and (3) a law enforcement officer. The former two roles assist the latter role. School resource officers should not be involved in disciplinary issues normally handled by teachers and administrators. NASRO believes that wide acceptance of both its

triad concept and its recommendation against involvement in discipline help explain a decrease in rates of juvenile arrests that occurred throughout the U.S. during a period when the proliferation of SROs increased. The benefits of an SRO, in addition to improving security, carefully selected and well-trained SROs bridge gaps between youth and law enforcement, creating positive impressions that transcend the school environment. These officers also help troubled youth change behaviors that might otherwise lead to involvement with the criminal justice system.

**Coffee with a Cop** - Coffee with a Cop is an informal way to improve trust and build relationships between the Community and its Law Enforcement Partners - one cup of coffee at a time. We hold these events several times throughout the year and they are a great way for the public to meet Tukwila officers.



**Shop with a Cop** - Shop with a Cop is a Target sponsored program, which is also known as the Heroes & Helpers program, “helps build positive relationship by pairing officers with underprivileged elementary school students as they shop for holiday gifts for their families with gift cards donated by police and retailers.”



**Touch a Truck** - A program focused on kids of all ages to provide an opportunity for them to become familiar with and build relationships with first responders through the vehicles that we use to do our jobs.



**Community Police Academy** - A 13-week program for people who live or work in Tukwila where they learn about the Tukwila Police Department and what officers have to know to do their job. Additionally, participants hear about what officers see and experience here in our City.

**Bulldog Academy (High School Students)** - In 2017, the Bulldog Academy was created



as a means to be more involved with the Tukwila Youth, especially our students. Similar to the Community Police Academy, we teach students about the Tukwila Police Department and how officers do their jobs. It has been a successful program that has improved the Department's relationship with Tukwila students.

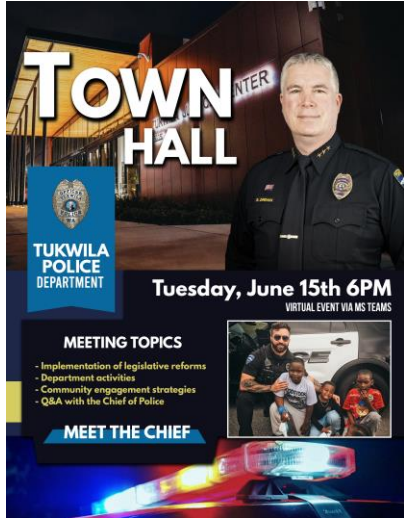
**Night Out Against Crime** - Night Out Against Crime enhances the relationship between neighbors and law enforcement while bringing back a true sense of community by allowing for neighbors to build relationships with each other in addition to its local law enforcement.



**Block Watch** - The police department liaisons with neighborhood communities to establish formal community watch programs. Block Watch is a program that is organized by neighbors that work together and in conjunction with the police to reduce crime and improve the quality of life for their neighborhood.



**Community Forums “Town Halls”** - Aside from being an effective way to be



*transparent*, topic focused forums provide a way for the police department to address specific areas of concern for the community.

**Homeless Outreach Efforts** - Homelessness impacts the entire community - Not just the individuals experiencing being homeless. The Tukwila Police Department

partners with the other departments in the city to provide resources to the



homeless and clean up unhealthy conditions within the city.

**Co-Responder Programs** - The Tukwila Police Department co-responder program is a collaborative approach with Mental Health Professionals designed to address the City of Tukwila’s desire to ensure Tukwila’s mentally ill and chemically dependent residents have access to community treatment in lieu of incarceration for non-violent misdemeanor offenses. The program also provides appropriate community services to facilitate diversion, including community after-care services.

Additionally, the Tukwila Police Department has partnered with other neighboring agencies with a grant that provides for on-call co-responder mental health professional services.

**Social Media** - As mentioned under *Transparency*, Social media has become the ideal way to get information to the community in the fastest way possible and is an integral part of our community engagement efforts.

**Active Daily Interactions** - The Tukwila Police Department strives to provide the best service possible on a daily basis. Using every interaction with the public as a means to build trust and grow our relationship with the Community. Following the City’s core values of *Caring, Professional, and Responsive* along with the Police Department core values of *Leadership, Excellence, Accountability, and Dedication*, we are able to create new opportunities to engage with the community and meet their needs.

**Creating more opportunities for the Community to engage with its Police Department -**  
While the Tukwila Police Department pride's itself on the community engagement that we have been involved in for years, it is important for us to continue to find new ways to continue our outreach efforts. Therefore, through our current methods of community engagement we hope to learn from the community new ways that they would like to see its police department interact with them.

### FIVE-YEAR STRATEGIC PLAN

Utilizing the Department’s Community Engagement Plan as a launching point for gathering information on how to best meet the needs of the Tukwila Community, we will put a work group together, including Community Representatives, that will layout a five-year strategic plan that incorporates what we have learned from the Tukwila Community.

The following is a schedule of transparency, accountability, and engagement action items:

<b>2021 Third Quarter</b>	Schedule Community Forums
	Initiate COPCAB/PD Survey
	Post selection process for Community Members to be involved with hiring process
	ABLE Project Training and implementation
	Review of SRO positions with Tukwila School district
	Present Use of Force Review Board Report to Council and then publish to Community.
	Preparation for Accreditation Process
	Review and implementation of WA Legislative session passed bills
	Implement Co-Responder Programs
	Ongoing efforts to provide outreach to homeless.
	Hold Community Forums
	Problem solving with community groups to address specific concerns as they come up through community engagement.

<b>2021 Fourth Quarter</b>	Establish work group for 5-year Strategic Plan
	Review input from COPCAB/PD Survey and Community Engagements to form the basis of a 5-Year Strategic Plan for the Police Department.
	Complete Accreditation process with WASPC
	Community Police Academy
	Hold Community Forums
	Ongoing efforts to provide outreach to homeless.

	Problem solving with community groups to address specific concerns as they come up through community engagement.
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<b>2022</b> <b>First</b> <b>Quarter</b>	Review of 2021 Engagement Plan and report to Council and Community.
	Update Community Engagement Plan for 2022





**INFORMATIONAL MEMORANDUM**

TO: **City Council**

FROM: **Fire Chief Jay Wittwer**

BY: **Deputy Chief Norm Golden  
Fire Marshal Ben Hayman  
Finance Director Vicky Carlsen**

CC: **Mayor Ekberg**

DATE: **July 27, 2021**

SUBJECT: **Fire Marshal’s Office Services**

**ISSUE**

The Community Services & Safety Committee has asked for information on what services the Fire Marshal’s Office (FMO) currently performs, and what services are currently not being provided.

The Council will need to determine the appropriate service, costs and staffing.

**Current Services:**

The Tukwila FMO, like all Fire Marshal Offices provide four main services, Fire Investigations, Development Review, Fire Inspections and Other Services (mainly public record requests). The FMO has focused on Development Review to support the development process. This area is closely tied with the Department of Development and supports the city desire to attract development.

		Provided	Not Provided
Fire Investigation	Substantial Fires	X	
	Minor Fires	X	
Development Review	Fire Construction Review	X	
	Non-Fire Construction Review	X	
	Land Use	X	
	Fire Construction Inspections	X	
Fire Code Enforcement	Life Safety Inspections		X
	Operational Permits		X
	New Business Inspections		X
	Impaired Systems Follow Up		X
	Code & Safety Violations	X	
Other	Public Records Requests	X	
	Address Management		X
	Lock Box Management		X
	Records Retention	X	

**Fire Investigations:**

- (YES) Substantial Fires - 60 – 75, 12-14 monthly
- (YES) Minor Fires – 120-140 Annually, 10-12 monthly

All fire investigations are being performed at this time. We have two certified Fire Investigators in the FMO. They will do all fires requiring a certified fire investigator and as many of the Minor Fires as circumstances allow. These are unplanned events that occur at any time. The Certified Fire Investigators are also the Certified Fire Inspectors and maintain a full schedule of Development Review (and inspections) duties. These schedules are interrupted by fire investigations and cause disruption in the other duties.

Note: Origin and Cause is required for all fires and can be done by Fire Captains, Battalion Chiefs, and/or Certified Fire Investigators. They can be done by Tukwila Fire staff or, when no Tukwila staff is available, King County Sheriff's Office (KCSO)

**Backlog** – None, all fires are being investigated for Origin and Cause by either Tukwila Fire staff or KCSO. Minor Fires are not being investigated by Certified Fire Investigators due to the amount of time this would take and the impact to their other work supporting Fire Development Review Services.

**Fire Development Review Services:**

- (YES) Fire Construction Permit Plan Review – 200-300 Annually, 17-25 monthly
- (YES) Non-Fire Construction Permit Plan Review – 400-450 Annually, 33-38 monthly
- (YES) Development Land Use Permit Review – 60 - 70 Annually, 5-6 monthly
- (YES) Fire Construction Permit Inspections – 350-400 Annually, 29-33 monthly

The FMO currently applies all available staff to this area. The city encourages and supports development and growth. Contractors seek streamlined permitting/inspection services when looking for areas to do a project. The FMO works in conjunction with the Department of Community Development (DCD) to provide these services.

**Backlog** – None. Turnaround times will vary with workload, complexity, and staff availability.

**Fire Code Enforcement Services:**

- (NO) Business Life Safety Inspections – 2,500 (varies based on frequency 50-200 monthly)
- (NO) Operational Fire Permit Inspections – 400-600 Annually, 34-50 monthly
- (NO) New Business Fire Inspections – 200 Annually, 17 monthly
- (NO) Follow Up on Impaired Fire Protection Systems – 500 Annually, 42 monthly
- (YES) Follow Up on Known Fire Code and Fire Safety Issues – 75 Annually, 6 monthly

The FMO does not have the staffing to conduct/follow up Life Safety inspections, issue Operational Permits, or conduct New Business inspections. An automated system (BRYCER) notifies the FMO of impaired fire protection systems in the city. The FMO does not have the staffing to follow up on these notifications (to get the system back up to code/functioning).

The FMO will follow-up and correct any known fire/life safety issue that is identified. This will cause a disruption in the schedule as life-safety issues require immediate action. This is reactionary, and the best practice is to be proactive to prevent the issue for occurring.

**Backlog** – These are not being done currently

**Other Administrative FMO Services:**

(YES) Fire-related Public Records Request - 150 - 200 Annually, 13-17 monthly

(NO) Address Management – 75 Annually, 6 monthly

(NO) Lock Box Program Management – 1,100 boxes in the city

(YES) Records Retention (EMS records, Fire Investigations, Training, etc.)

Public Records Requests have a specific protocol for the city to follow in responding to a request. There are specific timelines to follow and failing to properly respond subjects the city of potential penalties/litigation. The FMO identified this area as a high-priority and shifts administrative time to address all the requests.

FMO input into address assignments for construction projects is important for continuity and to ensure the system “makes sense” for first responders. Having a rubric such as odd number addresses on the north and west sides of the streets, and even number addresses on the south and east sides of the streets is an example. It helps first responders predict the location of emergency calls.

The Lock Box program is for occupancies that have fire protection systems such as automatic fire sprinklers, or a monitored fire alarm system. An access device (card, key, code, etc.) is secured in the Lock Box and the fire department has the key to access the Lock Box. This allows entry to the inside of an occupancy to be inspected by responders without them having to force entry (and damage the property).

The FMO creates records that are required to be retained by the city. Some of these records are in “hard copy” and stored in boxes. A plan to digitize the records would be beneficial in many ways. Digitize records are significantly cheaper to store, locate, and provide to requestors. Currently, the FMO is retaining the records, but there is not staff to undertake the digitization plan.

**Backlog** – Some Public Records Requests are delayed by the lack of staff to respond to the request. All requests are acknowledged with the specified time and a projected time to produce the records is given to the requestor. The delay in producing the records will depend on the current workload of the staff (mostly the Administrative Technician). Some records must be reviewed by Legal before being released.

**DISCUSSION**

The level of service provided is a policy choice of each jurisdiction. The level of service and cost of staff will need to be balanced versus other high priority issues within the Fire Department, such as suppression services, with other services provided by the City, such as police and public works, and with the available revenues to support ongoing service levels.

The following proposed scheduled outlines a process to methodically review these service options and costs and provide a roadmap for these policy decisions to be discussed at the Council committee and with the full Council. The proposed timeline takes into account the current Fire Advisory Task Force schedule which contemplates adding in broader community input into the Fire Service discussions. This schedule would allow these options to be provided to the Task Force to ensure a comprehensive view of all Fire Services, including the Fire Marshal Office.

### **Proposed Schedule**

July/August –

- Community Safety and Services Committee Meeting on July 19 and August 2 - outlining current services of FMO office and high-level options for possible service alternatives.
- August/September
  - Review service levels in surrounding communities (Renton, PSRFA (Kent, SeaTac), VRFA (Auburn))
  - Review options for restarting Fire Code Enforcement Services – low, medium, high
- October
  - Review Pricing/Staffing Options for services
  - Provide information to Fire Advisory Task Force for consideration
- November
  - Possible budget amendments/contracts for services
- December
  - Execute options
- January 2022
  - Agreed upon new service level begins

Throughout there would be Council Committee and full Council of the Whole deliberations.

### **Fire Advisory Task Force**

The Fire Advisory Task Force will start their process in September 2021 reviewing all Fire Service Options and this information could be combined with the Task Force and/or be a separate work plan.

### **REVIEW OF SERVICE LEVEL OPTIONS**

As mentioned previously, a key policy issue for the City Council is what service levels does Tukwila want to provide in these four areas? Below is a high level review of the four main areas of service and possible options for high, medium to low level of services for staff to analyze further.

#### **Review of Zone 3 Service Levels**

Renton RFA, Puget Sound RFA, Valley Regional Fire Authority (VRFA), and South King Fire & Rescue all provide FMO services in Zone 3 as outlined in all four areas. The frequency and degree of service varies and could be adjusted for the City of Tukwila to fit our specific needs. The following is a primer of the levels of service typical of Zone 3. A range from “High Level” (Gold Standard) to “Minimum Level” is used to bracket the options.

#### **Fire Investigations:**

High Level = All fires are investigated by certified and experienced fire investigator

Minimum Level = Origin and Cause is determined by someone that responded to the fire (usually a company officer (Captain or Lieutenant) that is not certified.

Fire Investigation is variable in how investigations are conducted and the certification of the investigator. The common practice in Zone 3 is to have all Substantial Fires investigated by a certified fire investigator. Some departments also follow up suspicious fires in the Minor Fire

category with certified fire investigators. Some departments will use company officers on the responding fire engines to investigate minor fires and simply determine origin and cause. Criminal fires are handed off to local law enforcement.

**Fire Development Review Services:**

These services can be billed under the city approved fee schedule with the goal of being cost neutral.

High Level = On-staff Fire Protection Engineer (FPE), all plans reviewed by certified and experienced staff. Short turnaround times.

Minimum Level = FMO staff reviews plans and offers input to building officials. Turnaround times that are longer based on staffing.

Most FMOs in our area focus on providing a high level of service in this area. Certified and experienced staff will be integrated into the permitting process to streamline the process for the client. One relevant measure of service level in this area is “turnaround time” which is the time needed to process a set of plans from the intake day to the approved plans. This is generally measured in weeks, and most developers would consider a 4-week turnaround time to be acceptable.

Some plans require a FPE to review and stamp the plans prior to approval. This can inject considerable time into the turnaround time and delay a project. The VRFA has one of their certified fire plan reviewers pursuing their FPE certification to keep this process in-house (thus shortening turnaround time).

**Fire Code Enforcement Services:**

These services can be billed under the city approved fee schedule with the goal of being cost neutral.

High Level = Using certified fire inspectors to conduct inspections on all occupancies under the most frequent Washington State Ratings Bureau (WSRB) criteria.

NOTE: The WSRB rates fire services based on established criteria for insurance companies to use in determining fire insurance premiums.

Minimum Level = No inspections are performed or performed by non-certified staff.

This is an area with a lot of variability and scalability. Most inspection programs focus on the medium and high hazard occupancies and their related operations that require an Operational Permit to conduct. A certified fire inspector can conduct an inspection of the occupancy on a frequency determined by the desired level of service. One of the functions of the WSRB is to evaluate FMO inspection programs. The highest rating is given to programs that inspect Ultra-high hazard occupancies quarterly, and all other occupancies at least annually. Most systems in Zone 3 will inspect high hazards annually to every 18 months, and medium hazard occupancies from annually to every three years. Some systems will also inspect low hazard occupancies from annually to every three years, or not at all.

Some systems use a Company Inspection program that sends non-certified, but trained crews to conduct inspections of low hazard occupancies as time allows during their normal shifts. These inspections are rarely pre-scheduled and sometimes interrupted by emergency calls. While the

WSRB does not recognize these types of inspections as far as insurance ratings go, there are many benefits to these inspections. Crews get familiar with local occupancies, meet local business owners/staff, and recognize common fire code violations that could potentially harm the business or a person.

Inspections will produce additional work in the record keeping and need for follow up inspections. Company Inspections as well as inspections by certified fire inspectors will create the need for follow up inspections as violations are discovered. Sometimes a company inspection will discover an occupancy that is no longer considered a low hazard and will shift this occupancy to the FMO for a certified fire inspector to conduct the inspection.

### **Other Administrative FMO Services:**

High Level = Highly automatic processes for 24/7 scheduling and access. All records are digitized, and most processes are online/automated reply (Outdoor Burn Permits, inspections, records requests, fire codes, other reference materials). Administrative Technicians available to answer questions, follow up, and troubleshoot issues.

Minimum Level = Paper records, longer turnaround times for record requests, some services are not performed.

Most FMOs in Zone 3 have administrative staff that do scheduling, public records requests, and records management. This staff will also triage general emails and distribute for action as needed. The variability in this area is dependent on technology as well as the number of dedicated staff. An example is the automated process some FMOs use to reply to public records requests. Some systems post the information online for a “self-serve access” to common information such as adopted codes, standards, and fee schedules. Other records are vastly easy to access in a digital format.

### **CPSM Report**

In March 2021, the Council received a third party review of all fire services including Fire Marshal Office services. The following is short summary of the recommendations pertaining to the Fire Marshal Office.

#### Section 8. Essential Resources – Fire Prevention and Code Enforcement

The CPSM report recommends integrating prevention as a core value throughout the organization. The report goes on to recommend the following:

- In-service company inspection program (Outlined above)
- Pre-fire plans created and accessible on the Mobile Data Terminals on the engines
- Perform a Community Risk Reduction Assessment
- Non-certified Company Officers perform fire investigations
- Replace uniformed staff with civilian staff (Fire Marshal, and both Deputy Fire Marshals)

### **FINANCIAL IMPACT**

This can be more accurately calculated once desired level of service has been determined.

### **RECOMMENDATION**

Continue discussion on Fire Marshal Office services using the proposed timeline for reviewing and analyzing the issues. Staff will provide information to the Council to facilitate direction on service level for the Fire Marshal’s Office.