



## INFORMATIONAL MEMORANDUM

**TO:** Tukwila City Council  
**FROM:** Jay C. Wittwer, Fire Chief  
**BY:** Jay C. Wittwer, Fire Chief  
**CC:** Allan Ekberg, Mayor, David Cline, City Administrator  
**DATE:** 08/17/2020 & 09/14/20  
**SUBJECT:** 2020 Fire Department 2<sup>nd</sup> Qrt Report / Follow up

### **CURRENT STATUS**

The Fire Department is reporting on the performance of the 2<sup>nd</sup> Quarter of 2020. We are providing the status report for incidents and activities during the 1<sup>st</sup> and 2<sup>nd</sup> Quarter of the 2020 budget year. The Fire Department has met the total adopted budget for Jan 1 to June 30, reflected at 50%. Overtime use is tracking (\$77,802) under projected budget as of June 30, 2020. The Fire Department is projected to be at or below budget when the final 2020 budget report is provided by the Finance Department. July is not part of the 2<sup>nd</sup> quarter we did realize a higher use of overtime, that will be discussed. The focus of this report is based on performance of service to the community and not as much on budget. The 6 month review provided by the Mayor, City Administrator and Fire Chief on July 24, 2020 addressed budget in depth.

### **BACKGROUND**

This is a standard 2<sup>nd</sup> Qrt Fire Department report.

### **DISCUSSION**

#### 2nd Quarter covers the period through June 2020

As the attached report shows, the Fire Department is providing service to the community as predicted and within the standards that were adopted by city council in 2019. The Fire Call Trend report, that is attached, also shows that overall calls are down 19%, which is the affects that Covid-19 has had on the need for service to our community.

#### Overtime Usage

One of the key changes in the Fire Department is the reduction in overtime usage from January to June 2020 as compared to 2019. As the charts show in the attached Power Point, the Fire Department had already instituted changes to its overtime usage in 2020, which caused significant savings.

Due to the impacts of COVID-19 and the “Stay Home, Stay Healthy” order, there was an expectation of reduced revenues as well as reduced calls for service. The first phase of citywide operational reductions included a directive of no overtime without prior authorization of the Mayor. For the Fire Department, this meant not using overtime when there is unscheduled leave and to staff an aid car at Fire Station 52 rather than an engine. This change has resulted in additional savings. It should be noted that if staffing falls below 12, then overtime is incurred to maintain minimum staffing of 12.

- Throughout 2019, the average overtime usage per month was \$59,629. On average, of this \$59,629 monthly overtime cost, \$36,342 was for minimum staffing.
- In 2020, the average monthly overtime usage in Jan-June had decreased to \$22,764, of which \$9,887 was for minimum staffing. July 2020 did realize a total of \$40,344 for all overtime, with \$31,346 for minimum staffing. Total overtime year-to-date is \$165,645 (31.0% of the annual budget and \$145.9K **under** the budget allocated through July). The Department and City Administration team will make adjustments during the 3<sup>rd</sup> and 4<sup>th</sup> quarter, if needed to remain within budget for 2020.

The Fire Department has worked diligently in 2020 to stay within the Council's adopted budget. After 6 months in 2020, the Fire Department has only used 25.5% of its allocated budget for overtime. If this rate is sustained, overtime usage for 2020 will be on or below budget. The month of July has sustained an increase in minimum staffing overtime, so that daily staffing levels remain at 12 per shift. This is due to an increase in unscheduled overtime. The Fire Department Management Team is committed to monitoring the occurrences of overtime. Adjustments may be needed to remain within the adopted 2020 Fire Department budget.

**9/14/20 addition; Page 5, 6 & 13 were adjusted or added to the Power Point to include Dollar amounts and 90% Percentile reports. As requested by CSS Committee.**

#### **FINANCIAL IMPACT**

With these changes to the Fire Department budget tracking and adjustment efforts, the overall goal is to better track costs and to bring the ending fund balance for the Fire Department 2020 budget within the adopted budget as approved by the City Council. If a budget amendment is requested before the end of this year, these tracking efforts will bring clarity to the City Council concerning the status of service levels and the Fire Department Budget.

#### **RECOMMENDATION**

This is for discussion only, forward to the COW if CSS determines this is necessary.

#### **ATTACHMENTS**

- FD 2020 2<sup>nd</sup> Quarter Power Point Report w/charts
- Fire Call Trend July 2020 (updated Aug 4, 2020)



# Tukwila Fire Department

## 2nd Quarter Report

### 2020

# Contents

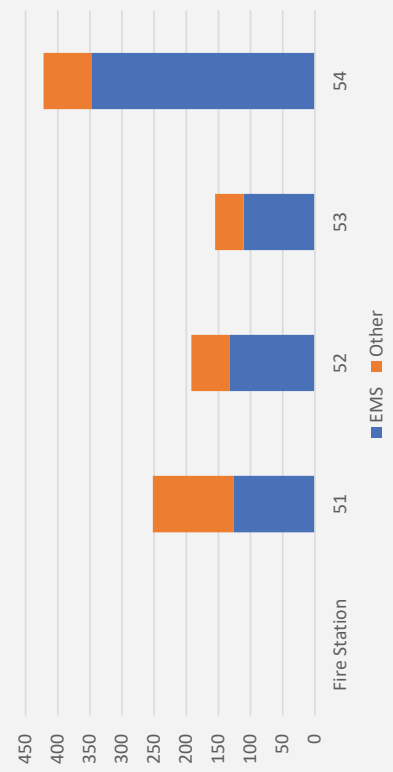
- Call Volume & Average Response Times
- Response Type
- Apparatus' Call Volume
- Response Times by Station for EMS and Fire
- Response 90% Percental
- COVID19 Highlights
- Administration
- Fire Marshal's Office
- Operations
- Overtime Usage – Minimum Staffing, FMO, Meetings, Trainings
- Goals for the year
- Adjusted COVID Goals
- Emergency Management





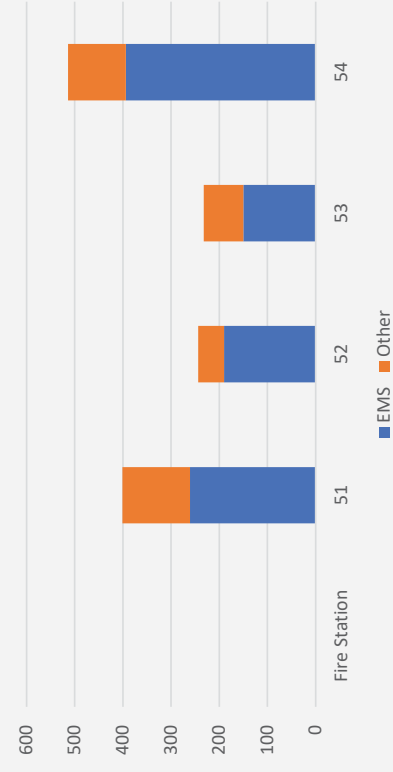
# 1st & 2nd Quarter 2020: Call Volume & Average Response Times

2020 2nd Q Incidents



Fire Station	2020 2nd Q		Total	Response Time
	EMS	Other		
51	126	60	199	5:20
52	132	44	192	5:46
53	111	74	155	6:58
54	348	304	422	6:11
Totals	717	968	1685	6:03

2020 1st Q Incidents



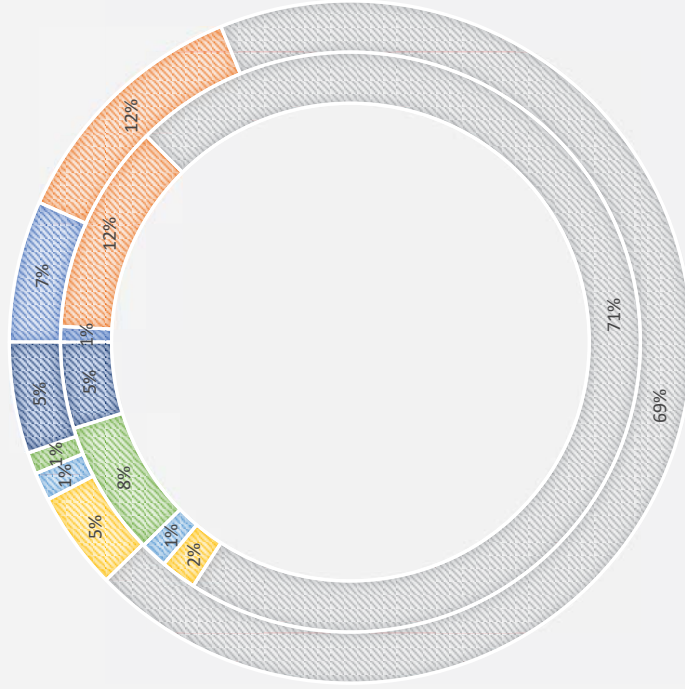
Fire Station	2020 1st Q		Total	Response Time
	EMS	Other		
51	261	140	401	7:12
52	190	54	244	6:44
53	150	82	232	6:51
54	394	120	514	5:14
Totals	995	396	1391	6:30

# 1st & 2nd 2020 Quarter Response Type



1ST QRT INSIDE  
 2ND QRT OUTSIDE

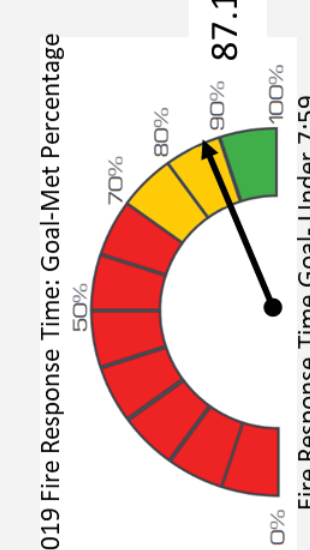
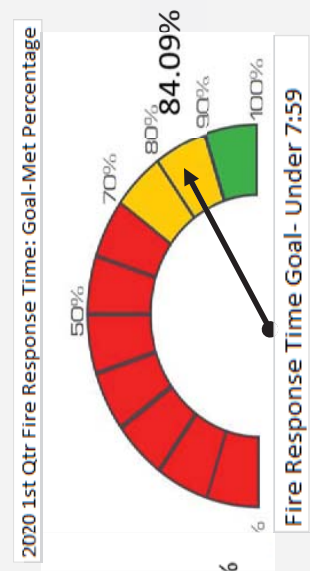
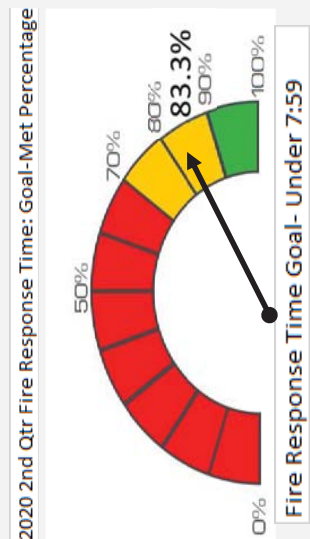
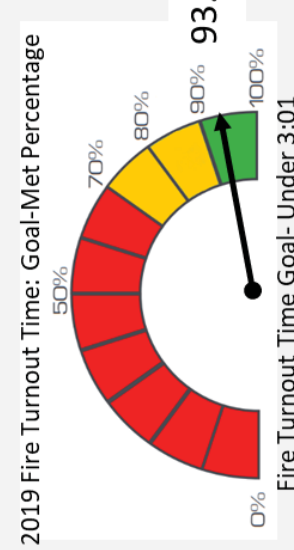
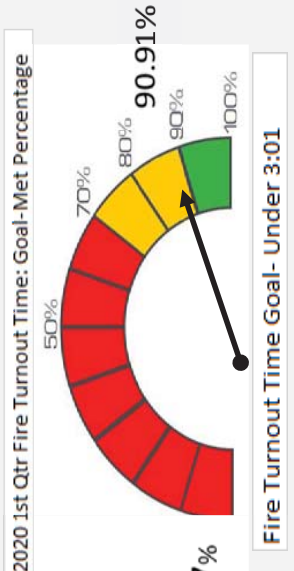
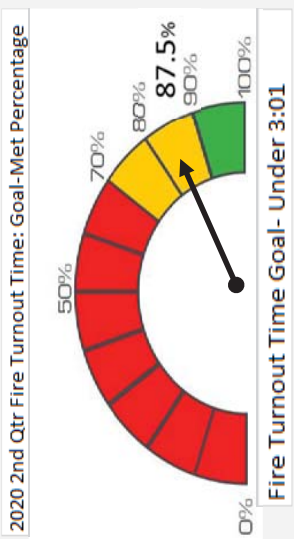
■ Other  
 ■ FALSE  
 ■ EMS  
 ■ Pub Asst  
 ■ HazMat  
 ■ Good Int  
 ■ Fire



Call Type	Q 1st	Q 2nd
FALSE	163	117
EMS	995	667
Pub Asst	28	45
HazMat	21	13
Good Int	105	10
Fire	67	51
Other	12	65
<b>Total</b>	<b>1391</b>	<b>968</b>



# 2020 1st & 2nd Quarter 90% Percentile

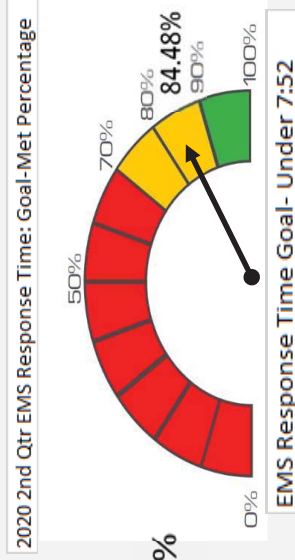
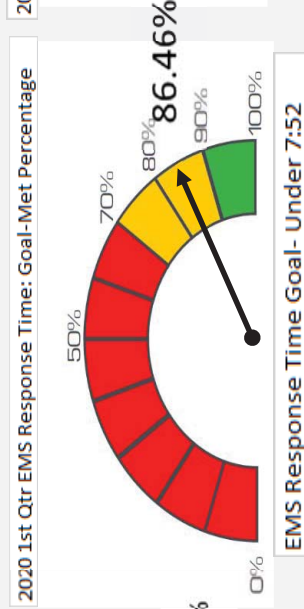
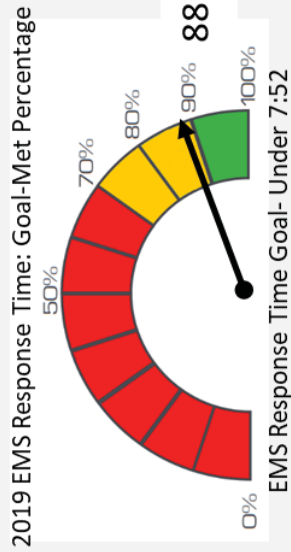
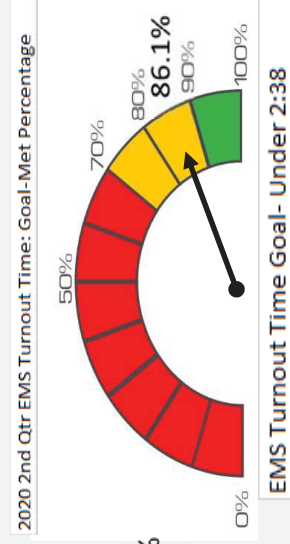
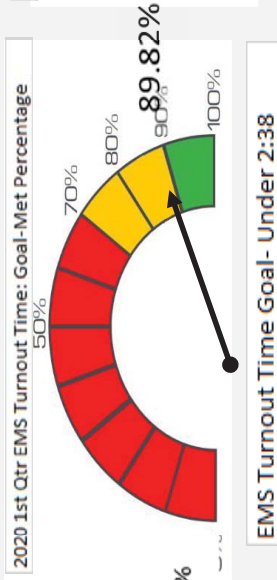
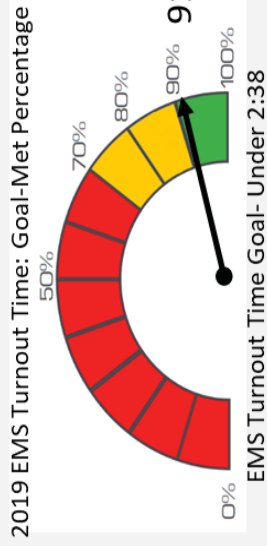


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2019 90% Percentile provided for comparison

# 2020 1st & 2nd Quarter 90% Percentile

## Page 2

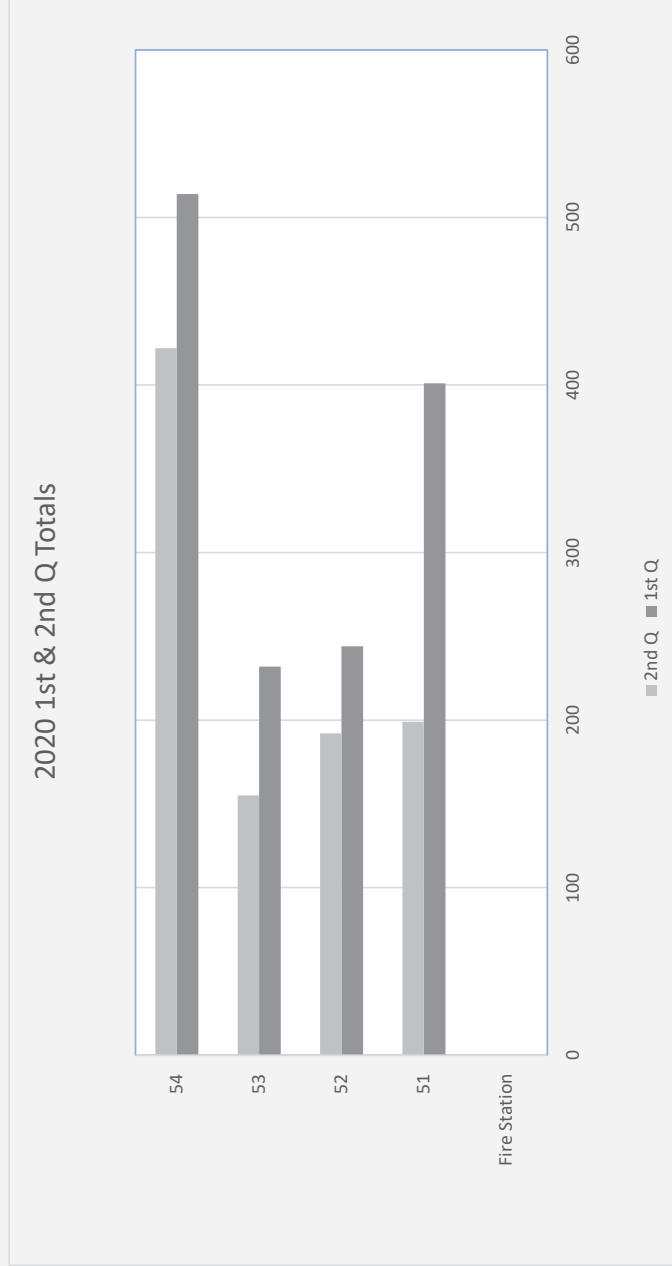


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Call Type	Q. 1st	Q. 2nd
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Pub Asst	28	45
HazMat	21	13
Good Int	105	10
Fire	67	51
Other	12	65
Total	1391	968



# 1st & 2nd Qtr 2020: All Incidents by Fire Station



2020	1st Q	2nd Q
Fire Station		
51	401	199
52	244	192
53	232	155
54	514	422

# COVID<sub>19</sub> Highlights



1. Total TFD Case Volume in July represented a decrease of 20% compared to July 2019 (Jan, Feb, March, April, May, June averaged a 17% decrease). In other words, July had 5 fewer cases than June
2. EMS continued carrying the case volume metrics lower, with 83 fewer in July and July was 12 fewer Fire cases and 8 fewer Service calls over these same ranges.
3. Year to date through July 31st, total case volume for the Tukwila Fire Department has fallen 17% compared to the same time frame in 2019. This equates to 616 fewer cases.  
By: Jake Berry
4. July 2020 did realize a total of \$40,344.00 for all overtime, with \$31,346.00 for minimum staffing. Total overtime year-to-date is \$165,645 (31.0% of the annual budget and \$145.9K under the budget allocated through July). The Department and City Administration team will make adjustments during the 3<sup>rd</sup> and 4<sup>th</sup> quarter, if needed to remain in budget for 2020.  
Numbers By: Jeff Friend

# Administration

## Public Safety Bond Update:

Apparatus: ~ 1 Pickup Truck ordered (Battalion Chief)

Stations: ~ **Stn 51**: Final Stages – opening End of Aug, 2020

~ **Stn 52**: Behind City Hall,  $\frac{3}{4}$  completed - opening 1st Qtr 2021

~ **Design Team**: Captain Judkins, BC Konieczka, Rachel B., Fire Chief

## Policies:

- Updating Fire Department Policies
- Adjusted staffing model to address budget, 12 / 13 staffing each shift.

## Strategic Plan:

- Updating 2014 Edition; process underway for 2020-2025



# Administration



## Staffing Software:

- Continuing Telestaff Integration w/new PA codes
- Preparing for Fire ESO Integration

## Regional Service:

- Valley Comm Finance Committee
- Training Consortium Governance Board Chair
- King County Fire Chiefs' Finance Oversight Committee
- King County Fire Chiefs' Education Committee
- FDCARES/EMS work groups - on hold because of COVID-19

## Revenue Sources:

- EFR HazMat & Vehicle Incident Responses
- EMS Service Contracts - TriMed Ambulance
- False Alarm Billing – addressing every shift

# Fire Marshal's Office



Chief Ben Hayman taken action with many processes in the FMO:

PROCESS	1 <sup>st</sup> Qrt	2 <sup>nd</sup> Qrt
Fire Plan Reviews	162	137
Special Event Projects	6	0
Addressing Projects	13	27
Fire Investigator Projects	24	11
Fire Code Enforcement Issues	16	51
Public Record Requests	11	10
Revenues Received for FMO Services	\$71,253	\$48,736
Operational Permits Inspections Conducted	0	0
Life Safety Inspections Conducted	0	0

# Operations



## Covid-19 Response:

PPE

Training

Isolation x 2

Quarantine x 10

## Trainings Attended:

- Pump Academy
- JATC
- Driver Training

## New Hires in Academy:

- None for Sept 2020 Academy

## Mentorship Program

## Staffing Adjustments



# Overtime Usage & Minimum Staffing

FD 2020 Overtime (\$)

Overtime Project Name	January	February	March	April	May	June	July	YTD Total	% Total	\$/hr
MINIMUM STAFFING - 'A' SHIFT	\$ 9,849	\$ 11,909	\$ 11,326	\$ -	\$ -	\$ 2,825	\$ 27,130	\$ 63,038	35%	\$ 64.37
MINIMUM STAFFING - 'B' SHIFT	\$ 2,903	\$ 6,323	\$ 4,431	\$ -	\$ 900	\$ 1,467	\$ 5,828	\$ 21,853	12%	\$ 68.72
CONTRACTOR BILLABLE OT	\$ 2,024	\$ 1,557	\$ 3,063	\$ -	\$ 688	\$ 1,162	\$ 997	\$ 9,492	5%	\$ 79.10
Overtime COVID	\$ -	\$ -	\$ 8,015	\$ -	\$ -	\$ -	\$ 303	\$ 8,318	5%	#N/A
FIRE INVESTIGATION	\$ 352	\$ 1,629	\$ 1,123	\$ 857	\$ 1,031	\$ 988	\$ 1,872	\$ 7,852	4%	\$ 102.30
MINIMUM STAFFING - 'C' SHIFT	\$ 5,368	\$ 182	\$ 1,654	\$ 84	\$ 102	\$ -	\$ -	\$ 7,389	4%	\$ 76.77
TRAINING	\$ 2,122	\$ 261	\$ -	\$ -	\$ 1,645	\$ 2,894	\$ -	\$ 6,922	4%	\$ 59.67
FIRE PREVENTION OT	\$ 3,608	\$ 2,744	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,352	3%	\$ 92.74
PUBLIC SAFETY BOND	\$ 399	\$ 2,162	\$ 889	\$ 34	\$ 1,115	\$ 602	\$ 840	\$ 6,041	3%	\$ 70.45
DEPARTMENT MEETING	\$ 3,853	\$ 178	\$ -	\$ -	\$ 396	\$ 436	\$ 238	\$ 5,319	3%	\$ 77.09
SPECIAL ASSIGNMENT	\$ -	\$ -	\$ -	\$ -	\$ 86	\$ 842	\$ 2,770	\$ 3,699	2%	\$ 68.82
Malfunctioning Radio Repeater	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,518	\$ 3,518	2%	\$ 73.30
INSTRUCTOR - TRUCK ACADEMY	\$ 527	\$ -	\$ -	\$ -	\$ -	\$ 2,856	\$ -	\$ 3,383	2%	\$ 65.06
ACADEMY	\$ -	\$ -	\$ 2,537	\$ -	\$ -	\$ 478	\$ -	\$ 3,015	2%	\$ 86.76
SHIFT EXTENSION (CALL)	\$ 361	\$ 295	\$ 139	\$ 333	\$ 270	\$ 207	\$ 895	\$ 2,501	1%	\$ 62.92
AIRPAK MAINTENANCE/SCBA	\$ 408	\$ 833	\$ -	\$ -	\$ -	\$ 680	\$ 161	\$ 2,083	1%	\$ 67.20
STARFIRE EVENTS/STANDBY	\$ 1,377	\$ -	\$ 670	\$ -	\$ -	\$ -	\$ -	\$ 2,047	1%	\$ 85.30
INSTRUCTOR - JATC	\$ 226	\$ -	\$ -	\$ -	\$ -	\$ 1,467	\$ 144	\$ 1,837	1%	\$ 61.24
INSTRUCTOR	\$ 527	\$ 1,066	\$ -	\$ -	\$ -	\$ 136	\$ -	\$ 1,729	1%	\$ 72.79
INSTRUCTOR - CBT	\$ 1,380	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,380	1%	\$ 58.72
JATC	\$ 230	\$ -	\$ -	\$ -	\$ 879	\$ -	\$ -	\$ 1,108	1%	\$ 48.18
INSTRUCTOR - RESCUE	\$ -	\$ 1,048	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,048	1%	\$ 89.16
CITY MEETING	\$ 945	\$ 79	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,024	1%	\$ 74.47
CALL BACK	\$ -	\$ -	\$ -	\$ -	\$ 436	\$ 277	\$ -	\$ 713	0%	\$ 79.23
SPECIAL COMMITTEE MEETING	\$ 277	\$ -	\$ 158	\$ 172	\$ -	\$ -	\$ 29	\$ 637	0%	\$ 65.31
SHIFT EXTENSION (REPORT)	\$ -	\$ 165	\$ 129	\$ 167	\$ 29	\$ -	\$ 101	\$ 591	0%	\$ 65.69
AID RUN	\$ -	\$ 272	\$ 215	\$ -	\$ -	\$ -	\$ -	\$ 487	0%	\$ 62.90
PUBLIC SAFETY COMMITTEE MEETING	\$ -	\$ 293	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 293	0%	\$ 58.56
EXPLORERS	\$ 248	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 248	0%	\$ 70.82
PHONE CALL OT	\$ -	\$ -	\$ -	\$ 32	\$ 100	\$ 44	\$ 25	\$ 201	0%	\$ 80.33
PROGRAM/EQUIPMENT SUPPORT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 34	\$ -	\$ 34	0%	\$ 68.04
<b>Total w/PA Codes</b>	\$ 36,984	\$ 30,997	\$ 34,349	\$ 2,076	\$ 7,718	\$ 17,198	\$ 44,831	\$ 174,154	96%	\$ 69.82
No PA Code	\$ 646	\$ 1,791	\$ 1,668	\$ 2,055	\$ 287	\$ 813	\$ 770	\$ 8,030	4%	
<b>Total Overtime</b>	\$ 37,630	\$ 32,787	\$ 36,018	\$ 4,130	\$ 8,005	\$ 18,011	\$ 45,602	\$ 182,183	100%	
Seasonality Adjusted Expected Value	\$ 39,717	\$ 33,152	\$ 41,905	\$ 29,212	\$ 25,505	\$ 39,615	\$ 51,863	\$ 260,968		
Difference	\$ 2,086	\$ 364	\$ 5,887	\$ 25,082	\$ 17,500	\$ 21,604	\$ 6,261	\$ 78,784		

Chart created by:  
Jake Berry

Projects listed by  
% Total

# Adjusted Overtime Chart – explanation

Jake Berry



I added two rows to the “2020 Overtime” sheet:

Seasonality Adjusted Expected Value: this is the amount of overtime that the methodology described below produced.

Difference: Seasonality Adjusted Expected Value less the actual value posted in Total Overtime.

I found the Seasonality Adjusted Expected Value by taking an average of the percent of total overtime each month accounted for over the last four years. For example January has averaged 10% of each year’s total overtime over the past four years. To find January 2020 expected value, I multiplied 2020’s Adjusted Overtime budget by that 10% to get \$39,717. April has accounted for an average of 12% of each year’s total overtime so April 2020’s expected value was \$29,212. This method works best for systems that have clear seasonal trends. Our system does not, but it at least gives us an idea of how each month this year compares to the previous four years for that same month. Of course, an external factor such as C19 throws a wrench into nearly any forecasting model. But it still does a much better job than the dismal straight-line forecast.

How well does this model work? Taking the standard deviation of each month’s last four years, the seasonality method works really well for some months (May, June, October, November, and December all have a standard deviation less than .03) and poorly for others (January, July, and September all have a standard deviation of at least .06). Based on this alone, we can expect this model to do a good job predicting values for the months with a low Std Dev than we’d expect for month’s with higher StdDevs. Again, external stimuli can still easily wreck this model.



# Goals For The Year (provisos)



1. 2019 Annual report - RCW 35A.92.030 / COMPLETED
2. Quarterly reports / 1<sup>st</sup> and 2<sup>nd</sup> Completed
3. Mid-year report / COMPLETED
4. Third-party consultant budget and management practices / In Process
5. Additional revenues / In Process
6. To remain within the 2020 adopted budget / In Process

# Adjusted COVID -19 Goals

1. Health of our responders – PPE, education, safety
2. Reduce training, except for mandatory or required
3. Scrub Fire Budget - approximately \$80,000
4. Reduce Overtime
5. 12 vs 13 Minimum staffing / Aid354 in service
6. Hiring Freeze - 2 positions (Administration/Support)
7. Working with Local IAFF Local #2088
8. No Travel





## **Emergency Management / Support Services**

**The Future of Emergency Management:** The first quarter of 2020 was supposed to be transition from the Fire Department to the Mayor's Office for emergency management. With the COVID-19 pandemic, everything was quickly re-prioritized, and the focus was instead shifted on safely dealing with the deadly virus instead of transitioning the office.

**COVID-19:** With the sweeping changes across the entire City, it was clear that we would have to change the way we do business to make it through this pandemic. This meant allowing employees work from home if possible, with only essential employees reporting to work. Those that did report to work took their temperature upon arrival and used social distance practices.

**Social Media/PIO:** Tukwila is one of 6 departments in Zone 3 (South King County) that is part of a PIO (Public Information Officer) response team. We are taking our turn on a 24-hour rotation to provide coverage for any large emergency when information is requested or needs to be shared with the public through social media or more traditional means.

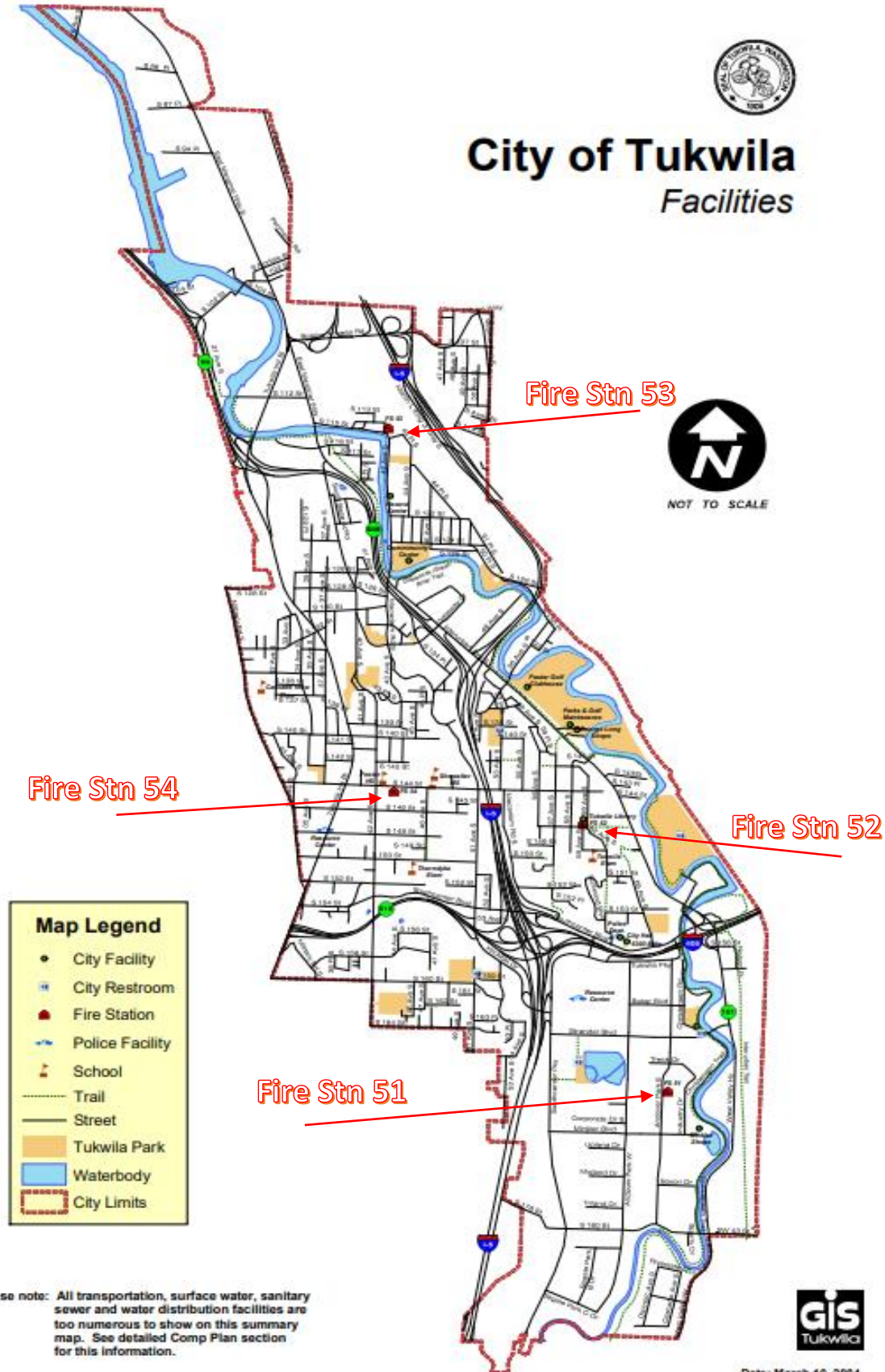


# Tukwila Fire Department Volume Study

July '20 Edition



## City of Tukwila Facilities



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

## % Change in Case Volume Metrics ('20 vs '19)

### Change in Total Case Volume

### Change in EMS Case Volume

*% Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-12%	11%	-19%	-47%	-47%	-23%	-24%	-23%
52	5%	-1%	0%	-35%	-35%	-35%	-69%	-25%
53	6%	-23%	-8%	-32%	-24%	-46%	-23%	-22%
54	-11%	-14%	-11%	-27%	-25%	-14%	-3%	-15%
All TFD	-7%	-6%	-10%	-27%	-26%	-26%	-20%	-17%

*% Change*

Station	January	February	March	April	May	June	July	YTD
51	-11%	26%	-12%	-50%	-49%	-30%	-27%	-23%
52	3%	12%	-1%	-35%	-59%	-41%	-74%	-30%
53	-6%	-7%	9%	-29%	-31%	-37%	-24%	-18%
54	-7%	-12%	-13%	-31%	-24%	-8%	-7%	-15%
All TFD	-7%	4%	-6%	-28%	-32%	-24%	-22%	-17%

### Change in Fire Case Volume

### Change in Service Case Volume

*% Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-5%	-4%	-42%	-20%	-52%	0%	-18%	-21%
52	-7%	-22%	0%	-11%	19%	-25%	-47%	-14%
53	83%	-9%	-44%	-10%	-24%	-57%	-14%	-17%
54	-35%	11%	63%	7%	-41%	-47%	-13%	-20%
All TFD	3%	-8%	-22%	-9%	-21%	-31%	-10%	-15%

*% Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-50%	-42%	100%	-73%	17%	-31%	-14%	-32%
52	100%	-50%	50%	-80%	700%	50%	-67%	4%
53	-38%	-87%	-57%	-86%	N/A	-80%	-67%	-60%
54	-29%	-78%	-80%	-14%	33%	400%	700%	-6%
All TFD	-32%	-69%	-35%	-61%	100%	-13%	-31%	-34%

## # Change in Case Volume Metrics ('20 vs '19)

### Change in Total Case Volume

### Change in EMS Case Volume

*# Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-15	12	-22	-50	-59	-27	-32	-193
52	4	-1	0	-28	-28	-33	-61	-147
53	4	-18	-6	-24	-20	-37	-19	-120
54	-18	-22	-17	-40	-38	-19	-4	-158
All TFD	-35	-29	-51	-131	-135	-130	-105	-616

*# Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-10	19	-10	-38	-45	-23	-24	-131
52	2	6	-1	-23	-38	-29	-50	-133
53	-3	-4	5	-17	-21	-19	-13	-72
54	-9	-16	-18	-40	-32	-9	-8	-132
All TFD	-28	14	-22	-105	-129	-85	-83	-438

### Change in Fire Case Volume

### Change in Service Case Volume

*# Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-1	-1	-14	-4	-14	0	-7	-41
52	-1	-4	0	-1	3	-5	-7	-15
53	10	-1	-7	-1	-4	-13	-3	-19
54	-7	1	5	1	-7	-14	-3	-24
All TFD	3	-7	-22	-6	-22	-40	-12	-106

*# Change '20 vs '19*

Station	January	February	March	April	May	June	July	YTD
51	-4	-5	2	-8	1	-4	-1	-19
52	3	-3	1	-4	7	1	-4	1
53	-3	-13	-4	-6	5	-4	-4	-29
54	-2	-7	-4	-1	1	4	7	-2
All TFD	-10	-33	-7	-19	15	-3	-8	-65

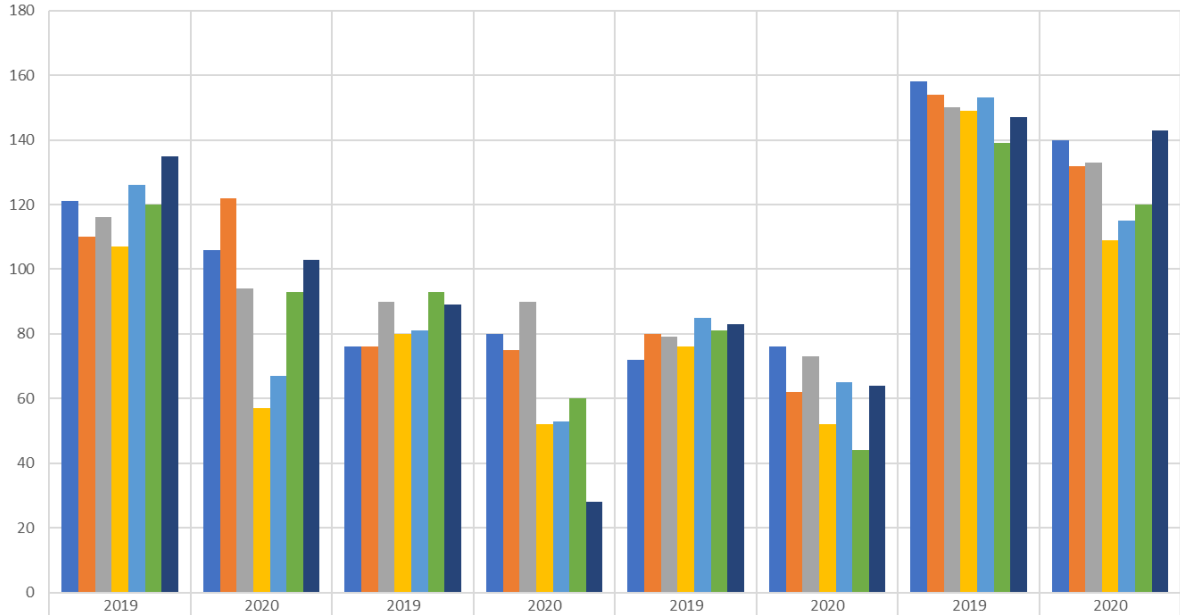
## Synopsis of Above Metrics

1. Total TFD Case Volume in July '20 represented a decrease of 20% compared to July '19 (Jan, Feb, March, April, May, June averaged a 17% decrease). In other words, July '20 had 105 fewer cases than July '19.
2. EMS continued carrying the case volume metrics lower, with 83 fewer in July '20 than July '19. There were 12 fewer Fire cases and 8 fewer Service calls over these same ranges.
3. Year to date through July 31<sup>st</sup>, total case volume for the Tukwila Fire Department has fallen 17% compared to the same time frame in 2019. This equates to 616 fewer cases.
4. Be cautious when comparing station-specific trends due to Stn 54's Aid Car operating out of Stn 52 when staffing is low.

Additional notes:

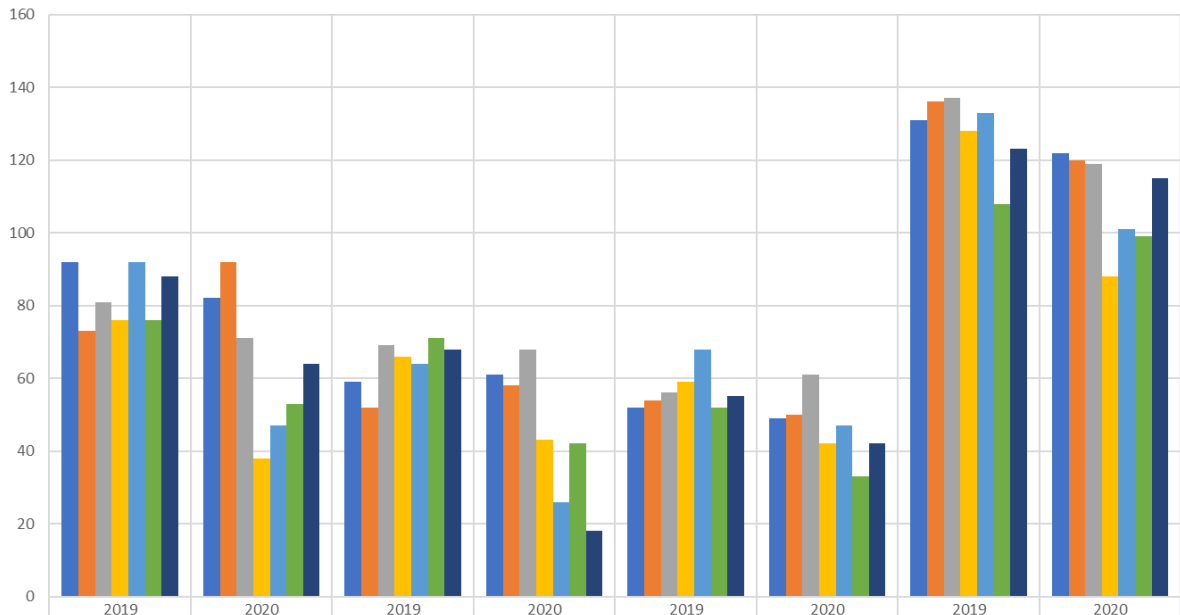
1. Feb 2020 is a leap month with 3.57% more days than the previous three Febs.
2. Because of their infrequent occurrence, Fire and Service response calls are more subject to wilder “% Changes” than EMS responses. YTD, we’ve averaged just a few of these types of calls (combined) each day. An increase or decrease of just one of these types of calls per day would result in a change of about a third. This helps to explain some of the volatility in the graphs and charts.
3. Station-related metrics are based on “Primary Station”: while more than one station may respond to a single call, only the station deemed as primary by ValleyCom gets the credit. In some cases, an OSA (Outside Agency/Mutual Aid) unit will be designated as primary on a call within Tukwila. Those calls are included within “All TFD” metrics but not within individual Station metrics.

## Total Monthly Case Volume



■ January	121	106	76	80	72	76	158	140
■ February	110	122	76	75	80	62	154	132
■ March	116	94	90	90	79	73	150	133
■ April	107	57	80	52	76	52	149	109
■ May	126	67	81	53	85	65	153	115
■ June	120	93	93	60	81	44	139	120
■ July	135	103	89	28	83	64	147	143

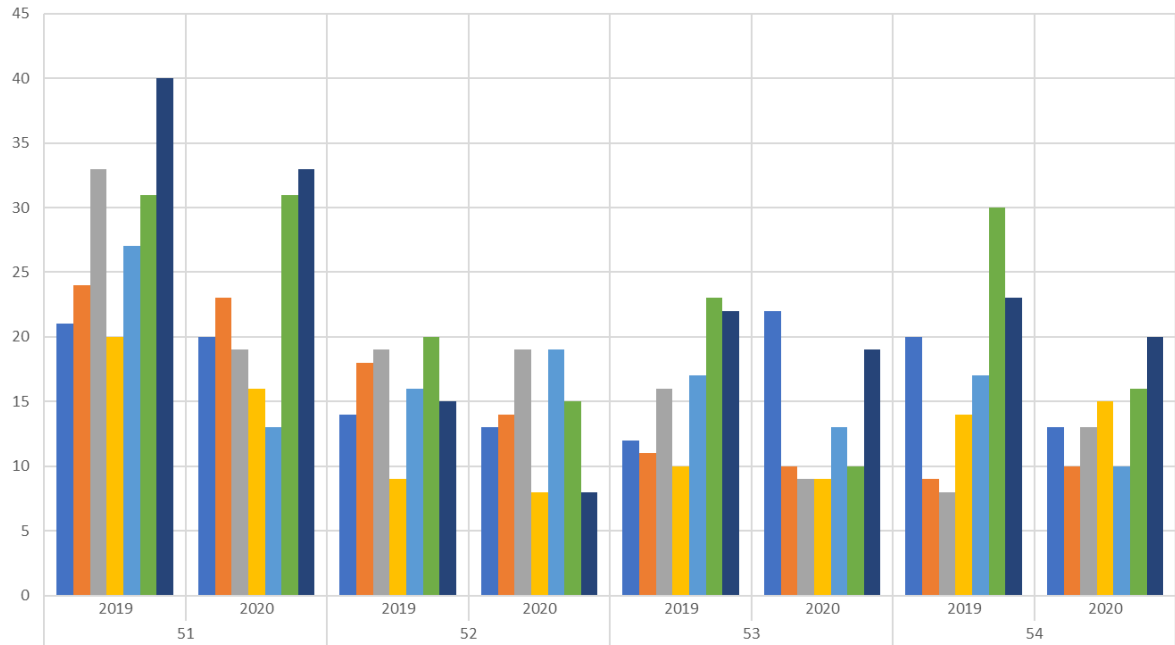
## EMS Monthly Case Volume



■ January	92	82	59	61	52	49	131	122
■ February	73	92	52	58	54	50	136	120
■ March	81	71	69	68	56	61	137	119
■ April	76	38	66	43	59	42	128	88
■ May	92	47	64	26	68	47	133	101
■ June	76	53	71	42	52	33	108	99
■ July	88	64	68	18	55	42	123	115

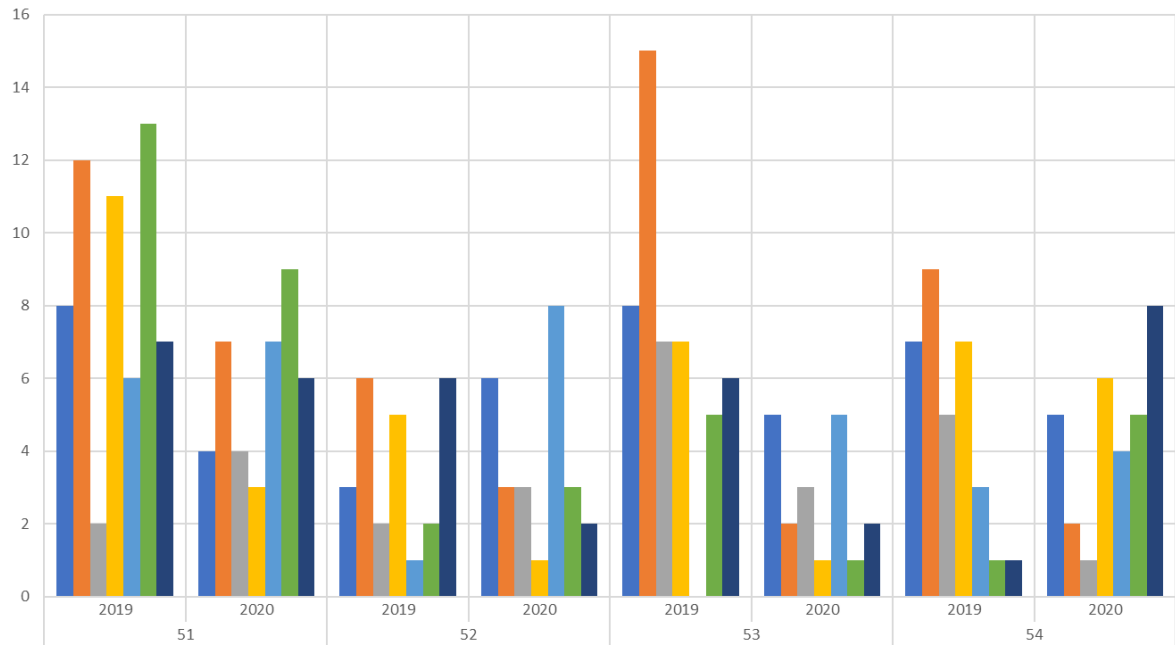


## Fire Monthly Case Volume



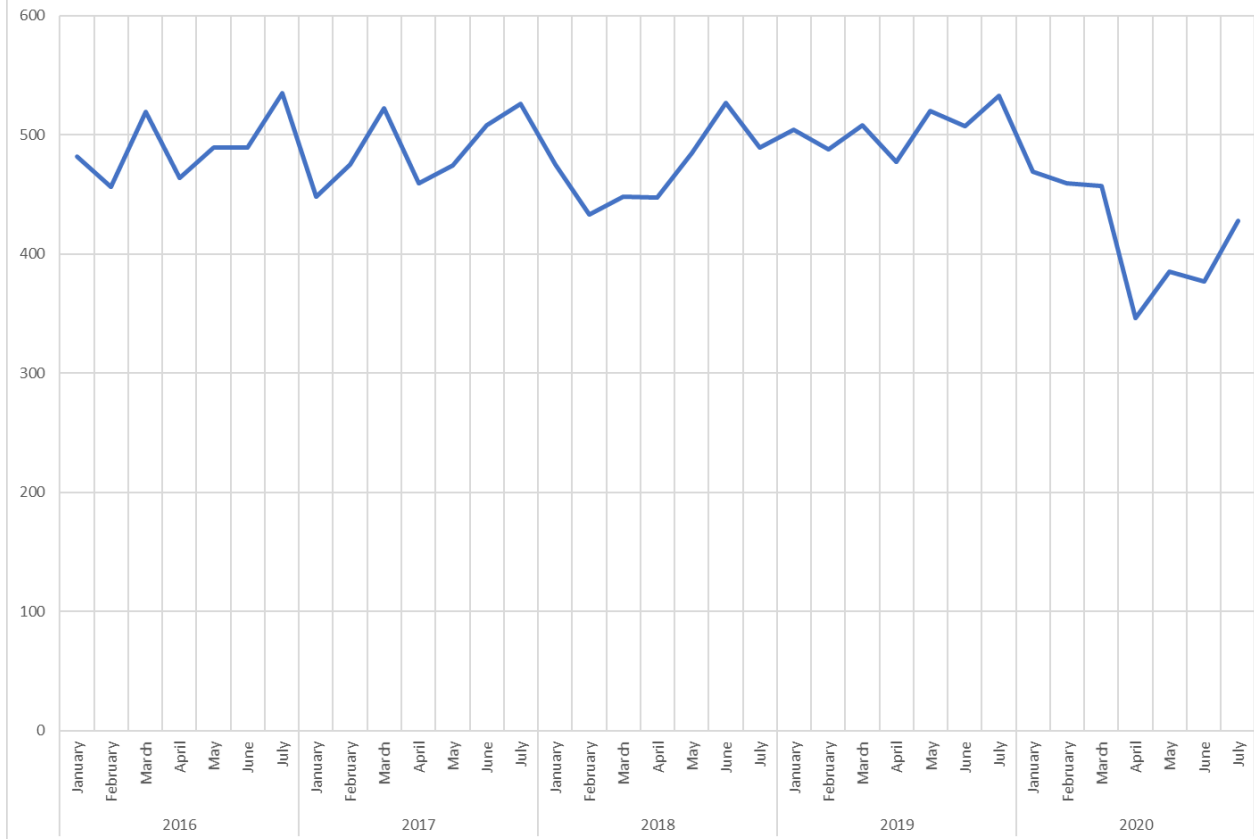
■ January	21	20	14	13	12	22	20	13
■ February	24	23	18	14	11	10	9	10
■ March	33	19	19	19	16	9	8	13
■ April	20	16	9	8	10	9	14	15
■ May	27	13	16	19	17	13	17	10
■ June	31	31	20	15	23	10	30	16
■ July	40	33	15	8	22	19	23	20

## Service Monthly Case Volume

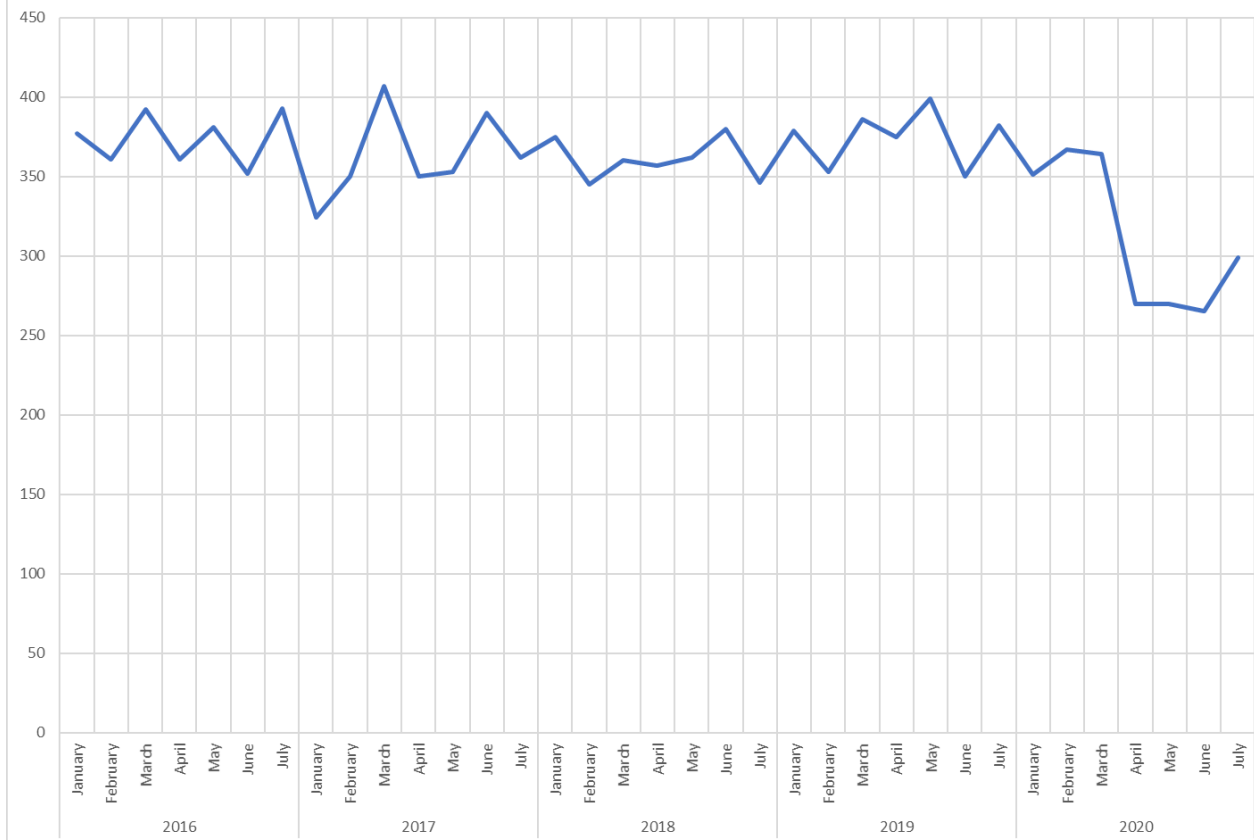


■ January	8	4	3	6	8	5	7	5
■ February	12	7	6	3	15	2	9	2
■ March	2	4	2	3	7	3	5	1
■ April	11	3	5	1	7	1	7	6
■ May	6	7	1	8	5	5	3	4
■ June	13	9	2	3	5	1	1	5
■ July	7	6	6	2	6	2	1	8

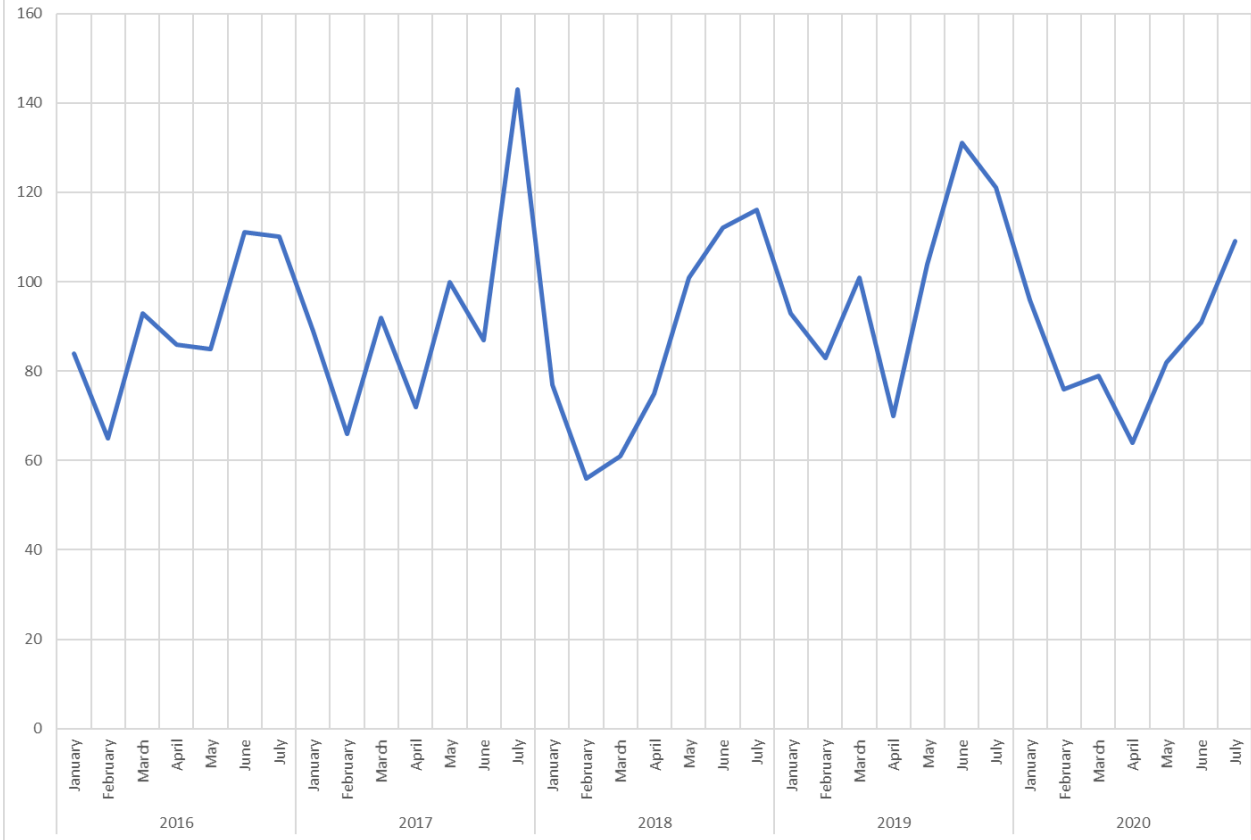
## Total Monthly Case Volume



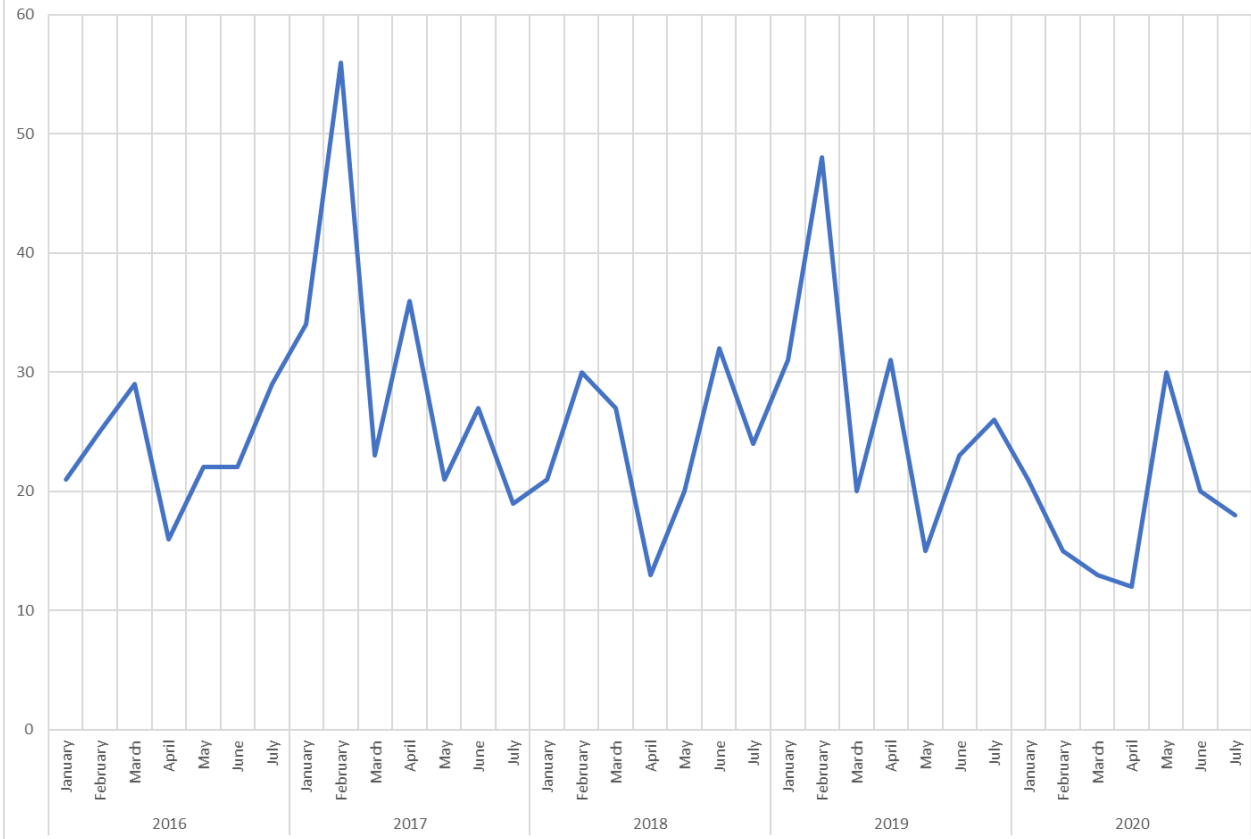
## EMS Monthly Case Volume



## Fire Monthly Case Volume



## Service Monthly Case Volume



Total Cases			EMS Cases			Fire Cases			Service Cases		
Year	Month Name	# Cases	Year	Month Name	# Cases	Year	Month Name	# Cases	Year	Month Name	# Cases
2016	January	482	2016	January	377	2016	January	84	2016	January	21
2016	February	456	2016	February	361	2016	February	65	2016	February	25
2016	March	519	2016	March	392	2016	March	93	2016	March	29
2016	April	464	2016	April	361	2016	April	86	2016	April	16
2016	May	489	2016	May	381	2016	May	85	2016	May	22
2016	June	489	2016	June	352	2016	June	111	2016	June	22
<b>2016</b>	<b>July</b>	<b>535</b>	<b>2016</b>	<b>July</b>	<b>393</b>	<b>2016</b>	<b>July</b>	<b>110</b>	<b>2016</b>	<b>July</b>	<b>29</b>
2016	August	532	2016	August	363	2016	August	140	2016	August	25
2016	September	429	2016	September	326	2016	September	79	2016	September	21
2016	October	483	2016	October	388	2016	October	70	2016	October	25
2016	November	433	2016	November	339	2016	November	73	2016	November	21
2016	December	440	2016	December	329	2016	December	82	2016	December	28
2017	January	448	2017	January	324	2017	January	89	2017	January	34
2017	February	475	2017	February	350	2017	February	66	2017	February	56
2017	March	522	2017	March	407	2017	March	92	2017	March	23
2017	April	459	2017	April	350	2017	April	72	2017	April	36
2017	May	474	2017	May	353	2017	May	100	2017	May	21
2017	June	508	2017	June	390	2017	June	87	2017	June	27
<b>2017</b>	<b>July</b>	<b>526</b>	<b>2017</b>	<b>July</b>	<b>362</b>	<b>2017</b>	<b>July</b>	<b>143</b>	<b>2017</b>	<b>July</b>	<b>19</b>
2017	August	531	2017	August	391	2017	August	111	2017	August	28
2017	September	456	2017	September	338	2017	September	98	2017	September	17
2017	October	477	2017	October	377	2017	October	77	2017	October	20
2017	November	526	2017	November	396	2017	November	95	2017	November	34
2017	December	469	2017	December	372	2017	December	73	2017	December	24
2018	January	475	2018	January	375	2018	January	77	2018	January	21
2018	February	433	2018	February	345	2018	February	56	2018	February	30
2018	March	448	2018	March	360	2018	March	61	2018	March	27
2018	April	447	2018	April	357	2018	April	75	2018	April	13
2018	May	485	2018	May	362	2018	May	101	2018	May	20
2018	June	527	2018	June	380	2018	June	112	2018	June	32
<b>2018</b>	<b>July</b>	<b>489</b>	<b>2018</b>	<b>July</b>	<b>346</b>	<b>2018</b>	<b>July</b>	<b>116</b>	<b>2018</b>	<b>July</b>	<b>24</b>
2018	August	532	2018	August	374	2018	August	142	2018	August	16
2018	September	499	2018	September	379	2018	September	91	2018	September	20
2018	October	487	2018	October	376	2018	October	88	2018	October	23
2018	November	465	2018	November	360	2018	November	73	2018	November	27
2018	December	430	2018	December	352	2018	December	44	2018	December	30
2019	January	504	2019	January	379	2019	January	93	2019	January	31
2019	February	488	2019	February	353	2019	February	83	2019	February	48
2019	March	508	2019	March	386	2019	March	101	2019	March	20
2019	April	477	2019	April	375	2019	April	70	2019	April	31
2019	May	520	2019	May	399	2019	May	104	2019	May	15
2019	June	507	2019	June	350	2019	June	131	2019	June	23
<b>2019</b>	<b>July</b>	<b>533</b>	<b>2019</b>	<b>July</b>	<b>382</b>	<b>2019</b>	<b>July</b>	<b>121</b>	<b>2019</b>	<b>July</b>	<b>26</b>
2019	August	501	2019	August	366	2019	August	102	2019	August	26
2019	September	478	2019	September	365	2019	September	93	2019	September	17
2019	October	453	2019	October	311	2019	October	110	2019	October	29
2019	November	475	2019	November	376	2019	November	69	2019	November	25
2019	December	535	2019	December	424	2019	December	82	2019	December	23
2020	January	469	2020	January	351	2020	January	96	2020	January	21
2020	February	459	2020	February	367	2020	February	76	2020	February	15
2020	March	457	2020	March	364	2020	March	79	2020	March	13
2020	April	346	2020	April	270	2020	April	64	2020	April	12
2020	May	385	2020	May	270	2020	May	82	2020	May	30
2020	June	377	2020	June	265	2020	June	91	2020	June	20
<b>2020</b>	<b>July</b>	<b>428</b>	<b>2020</b>	<b>July</b>	<b>299</b>	<b>2020</b>	<b>July</b>	<b>109</b>	<b>2020</b>	<b>July</b>	<b>18</b>

# Call and Response Type Legend

Org. CALL TYPE	Literal Call Type	Response Type	Org. CALL TYPE	Literal Call Type	Response Type
ACCINF	Acc with Inj	EMS	MINFIR	Minor Fir NoThrt	Fire
ACCMDF	ALS Inj Acc	EMS	MUTUAL	Mutual Request	N/A
ACCWAF	VehAcc Inv Water	EMS	NGASIN	NatGas Lk Inside	Fire
AFA	Fire Alarm	Fire	NGASXT	NatGas Lk Outsid	Fire
AID	Aid	EMS	NONSTR	NonThrt SmallFir	Fire
AIDH	Aid Call Hazard	EMS	OBV	Obvious	EMS
AIDMD	Aid Medic	EMS	ODF	Overdose	EMS
AIDMDH	Aid Medic	EMS	ODMDF	Overdose Medic	EMS
AIDSVC	Aid Service	EMS	ODORIN	Odor Invest	Service
AIDUNK	Unknown Aid Call	EMS	ODORXT	Odor Invest Out	Service
BARK	Beauty Bark Fire	Fire	POOLF	Drowning Medic	EMS
BRSH	BrushFire No Exp	Fire	RESCUE	Rescue	EMS
BRSHFX	BrushFire Exp	Fire	RESFIR	Residential Fire	Fire
CHIMNE	Chimney Fire	Fire	RIVER	River Rescue	EMS
CO	CO Alarm	EMS	SERVIC	Non Aid Service	Service
COMFIR	Commercial Fire	Fire	SHACK	Shack Shed Fire	Fire
CPR	CPR in Progress	EMS	SHOTMF	Shooting Medic	EMS
CPRF	CPR in Progress	EMS	SMOKXT	Smoke Invest Out	Fire
DERAIF	Train Derailment	EMS	SPILL	Flammable Liquid	EMS
DROWNF	Drowning	EMS	STABF	Stabbing	EMS
DUMP	Dumpster No Exp	Fire	STABMF	Stabbing Medic	EMS
DUMPEX	Dumpster Exp	Fire	STORM	Storm	Service
ELECTR	Electrical Fire	Fire	SUSFIR	Poss Arson Out	Fire
EXPLOS	Explosion No Fir	Fire	SWFA	Swfa	Service
HZINV	Haz Mat Invest	EMS	UNKFIR	Unk Type Fire	Fire
HZLEAK	Haz Mat Leak	EMS	VEHCOM	Comm Veh Fire	Fire
ILBURN	Illegal Burn	Fire	VEHEX	Veh Fire W/Expo	Fire
INFOF	Info - Non Disp	N/A	VEHPAS	Pass Veh Fire	Fire
MCI1F	MCI	EMS	WASH	Washdown	Service
MEDIC	MEDIC Mutual Aid	EMS	WIRES	Power Lines Down	Service