



Renton Fire & Emergency Services Department

Serving the City of Renton and King County Fire District #25

Annual Report

2007

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Office of the Fire Chief/Emergency Services Administrator

Dear Mayor, Council and Commissioners:

I am pleased to present the annual report of activity for the Renton Fire and Emergency Services Department in 2007. There is but one word that would adequately describe 2007 in contrast to the 104 year history of fire protection in the City of Renton and that word would be “CHANGE.” However, despite the tremendous number of changes that were either initiated or completed during the year, the Department was able to complete many of the goals we established in our 2007 work plan.

The 2007 Department Work Plan had three strategic goals, and despite the tremendous number of personnel and organizational changes over the year, the Department either completed or made substantial progress toward completion of all 29 of the “tactical objectives” for 2007. Three strategic goals were implemented in three core service areas, which were included in the 2008 budget as a part of the “Renton Results” process. The three strategic goals were:

- *Create organizational capacity through administrative efficiency.*
- *Increase interaction and communication with the community.*
- *Evaluate organizational capability in critical areas for both effectiveness and efficiency.*

Organizational capacity was increased through a variety of internal efficiency efforts. The Department streamlined from five core service areas to two, revised the Department vision, mission and values and created three advisory committees to involve members of the Department in the organization’s on-going development. Additionally, the entire standard operating procedure manual was revised to consolidate two manuals and 371 policies and procedures into one manual with 72 total standard operating procedures.



Renton “Heart Month”



I. David Daniels

Interaction with the community was bolstered through a variety of activities. February 2007 was the inaugural *Renton Heart Month* that encouraged citizens to come into Renton

fire stations to get their blood pressure and blood sugar screened. The campaign indicated that 20 percent of those screened had high blood pressure while 4 percent had elevated blood sugar. Both of these are precursors to more serious situations including heart attack and stroke. In August, we conducted *Ready in Renton*, an innovative campaign to evaluate the level of emergency preparedness of Renton residents.

The area that experienced the most change was Safety and Support Services - a new service area created to focus on the needs of internal customers of the Department. Accomplishments include hiring of the City's first full time Director of Emergency Management, the selection of a new Deputy Chief/Fire Marshal, the hiring of the first new Assistant Fire Marshal in nearly 30 years and a new Assistant to the Fire Chief. By the end of 2007, three of four members of the Department's executive staff were new in their positions, including two who were new to the City.

The combination of growth and separations from the City brought a number of opportunities for growth inside the Department. Between 2002 and 2007 the Department had a total of eight promotions, while in 2007 alone there were six members of the Department promoted, including the second ever person of color to fire lieutenant and the first two promotions of women in the history of the department. The Department also conducted its first ever Company Officer Candidate



2007 Company Officer Candidate Academy

Academy, and chief officer and company officer on-going development activities. Another very important achievement was that the Department completed another year free of a serious duty related injury or fatality of a member.

Customer service surveys in the City of Renton have consistently rated fire protection and emergency medical service delivery as among the highest in customer satisfaction. This high level of service remained constant in 2007, as evidenced by only 13 customer concern reports received by the Department despite over 14,000 emergency calls, over 5,000 inspections and thousands of other customer contacts during community and other activities. None of the customer concerns resulted in a finding of substandard service.

None of this would have been possible without the support of the elected officials of both the City of Renton and Fire District #25, the leadership team of the City, strong collaboration with our labor groups and the high level of proficiency and professionalism of the members of our Department.

2007 Work Plan

Strategic Goals

- Create organizational capacity through administrative efficiency.
- Increase interaction and communication with the community.
- Evaluate organizational capability in critical areas for both effectiveness and efficiency.

Tactical Objectives

Safety and Support Services:

- ⇒ Re-visit Department Vision, Mission and Values. **(Completed)**
- ⇒ Revise Standard Operating Procedures to make them more relevant, efficient and effective. **(Completed)**
- ⇒ Re-align special projects to create efficiency and cost reduction as necessary.
- ⇒ Initiate a process to improve administrative efficiency. **(Completed)**
- ⇒ Acquire CAD Analyst Software. **(Completed)**
- ⇒ Evaluate new member selection processes. **(In-process, completion in 2008)**
- ⇒ Conduct company officer candidate school **(Completed)**
- ⇒ Conduct Chief Officer Development series from (Jan. – May, Sept. – Dec.) **(Completed)**
- ⇒ Chief Officer Candidate training. **(Scheduled for Jan. 2008)**
- ⇒ Conduct Company Officer Development series. **(Initiated, will carry on into 2008 and beyond)**
- ⇒ Initiate IMS qualification process and lead the City's NIMS compliance efforts. **(Completed)**

Community Risk Reduction:

- ⇒ To evaluate the level of community expectation regarding emergency preparedness. **(Completed)**
- ⇒ To evaluate the level of verifiable preparedness of the community. **(Completed)**
- ⇒ "Community Conversations" with Neighborhood Associations **(Completed)**
- ⇒ Conduct four Community Awareness Campaigns **(Completed)**
- ⇒ Add structure to inspection programming to better define roles. **(Held until 2008)**
- ⇒ Formalize Department processes for participation in special events. **(On-going)**
- ⇒ Select an emergency management coordinator. **(On-going)**
- ⇒ Prepare process for adoption of 2006 International Fire Code. **(Held until 2008)**
- ⇒ Develop hazmat and technical risk reduction programming. **(Held until 2008)**
- ⇒ Develop administrative emergency preparedness strategy. **(In-process, completion in 2008)**

Response Operations:

- ⇒ Develop Department incident management teams. **(In-process, completion in 2008)**
- ⇒ Evaluate special operations service delivery for efficiency and effectiveness purposes. **(Completed)**
- ⇒ Conduct major exercises on each shift. **(2 of 3 complete, 1 rescheduled with regional exercise)**
- ⇒ Initiate operational efficiency study. **(In-process, completion in 2008)**
- ⇒ Create shift commander SOPs. **(In-process, completion in 2008)**
- ⇒ Develop community resource kits for operations crews in cooperation with CRR. **(Completed)**
- ⇒ Develop prototype fire station document. **(In-process, completion in 2008)**
- ⇒ Refine station emergency preparedness strategy. **(In-process, completion in 2008)**

Response Operations

Calls for Service by Unit

Aid 11	2,403
Aid 12	2,210
Aid 13	894
Aid 14	422
Aid 16	849
Engine 11	1,434
Engine 12	1,449
Engine 13	871
Engine 14	1,080
Engine 16	702
Ladder 11	1,191
Battalion 11	264
Dive	25
Haz Mat	12
Chief Officer	45
Safety Officer	100
Investigators	82
Total	14,033

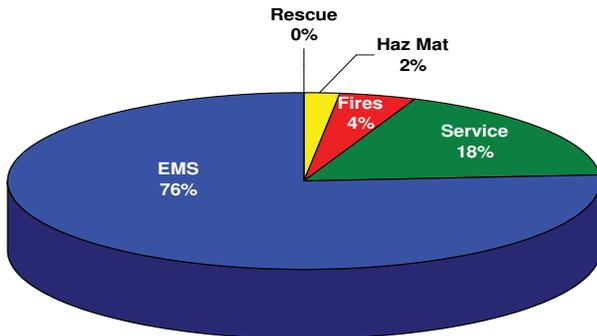
*More than one unit may respond to a single incident

Service Delivery Results

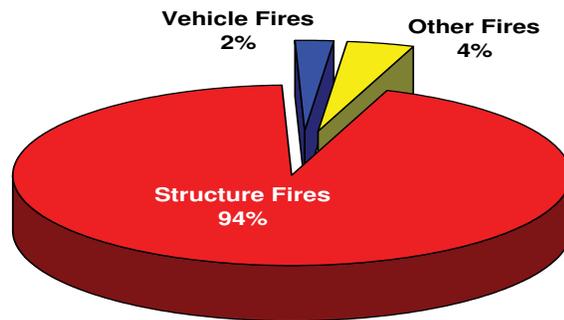
Response Measure	Time
Turnout Time*	2 minutes, 16 seconds, 90% of all code red responses
Arrival of First Engine at a Fire Incident	7 minutes, 48 seconds 90% of the time
Arrival of First Alarm Assignment (3 engines, 1 ladder, 1 aid unit, 1 command unit)	14 minutes, 14 seconds, 90% of the time
Arrival of Emergency Medical Technician at an Emergency Medical Incident	7 minutes, 18 seconds, 90% of the time

*Turnout Time – The initial time when units first receive notification of the emergency to the point they respond.

Calls for Service



2007 Fire Loss

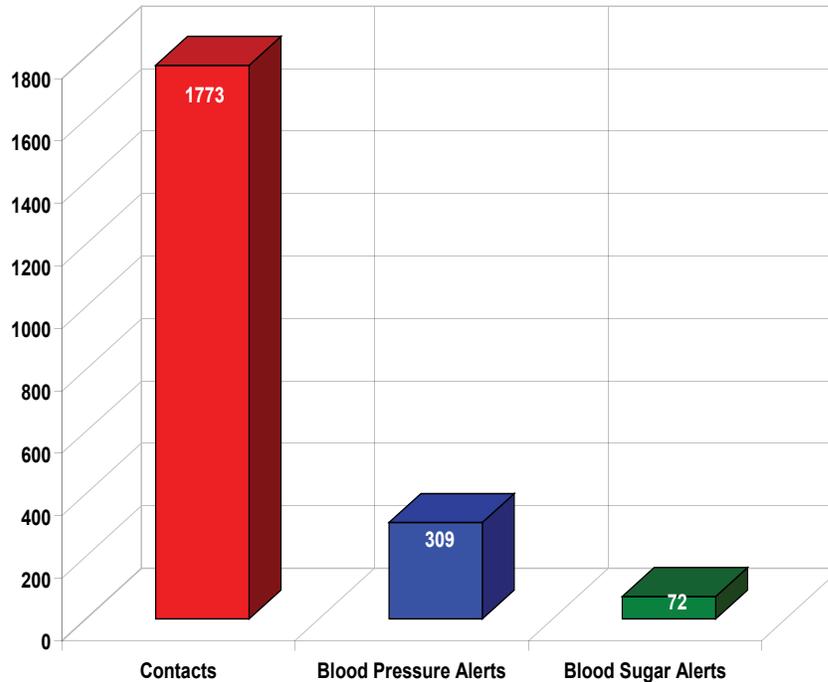


Total Fire Loss - \$6,661,890



Community Risk Reduction

2007 Heart Month Results



Inspections

• Fire Company Inspections	3197
• Community Risk Reduction Inspections	<u>2415</u>
Total Inspections	5612
• Plan Reviews	867
• Permits Issued	337

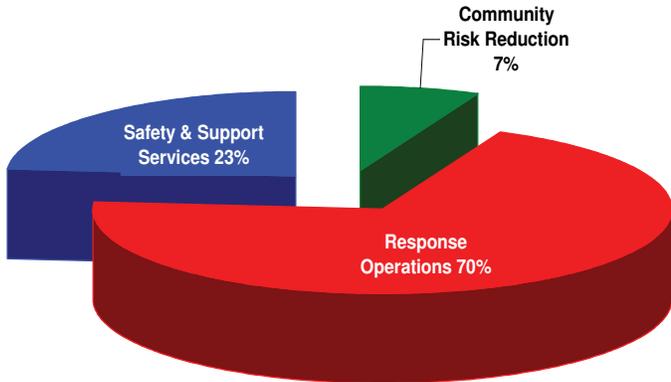
CPR Classes

• Number of CPR Classes	66
• Number of CPR Students	1092

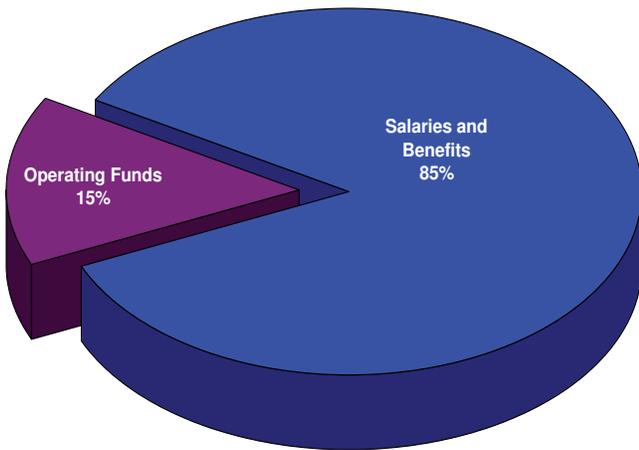


Safety and Support Services

2007 Budget by Section



2007 Budget by Expenditure



Total Budget - \$15,620,871

RF&ESD Personnel

- Uniformed: 104
- Civilian: 15
- Volunteers: 3
- Chaplain: 1

Average Age of Personnel:

- 45 years

Number by Age Group:

- 20-29: 6
- 30-39: 23
- 40-49: 51
- 50+: 39

Average Years of Service: 16

Number by Years of Service:

- 0-5: 18
- 6-10: 20
- 11-15: 22
- 16-20: 16
- 21-25: 24
- 26-30: 11
- 30-35: 6
- 35+: 2



Members of the Year



Officer of the Year
Lieutenant Greg Hartman



Firefighter of the Year
Chuck Hagood



Civilian Member of the Year
Judy Hayward

Top Company of the Year



FF Ken Peterson



Lt. Henry Dykes



FF Chris Sproat

City of Renton Elected Officials

Mayor

Kathy Keolker

City Council

Toni Nelson, President
 Denis W. Law, President Pro-Tem
 Randy Corman
 Dan Clawson
 Don Persson
 Terri Briere
 Marcie Palmer

King County Fire District #25 Commissioners

Ray Barilleaux
 Tom Tasa
 Myron Meikle

Fire Executive Staff

I. David Daniels, Fire Chief/Emergency Services Administrator
 Chuck Duffy, Deputy Fire Chief
 Larry Rude, Deputy Fire Chief (ret.)
 Bob Van Horne, Deputy Fire Chief
 Deborah Needham, Emergency Management Director
 Joan Montegary, Assistant to the Fire Chief

Retirements:

Larry Rude, Deputy Fire Chief
 Jim Gray, Assistant Fire Marshal
 Jeff Bunnell, Firefighter

Hired:

Joan Montegary, Admin Secretary I
 Deborah Needham, Emer. Mgmt. Director
 Dave Pargas, Assistant Fire Marshal
 Kelly Carey, Admin Secretary I

Promotions:

Camille Walls, Lead Inspector
 Johnny Bell, Lieutenant
 Joan Montegary, Administrative Assistant
 Roy Gunsolus, Captain
 Rick Myking, Lieutenant
 Bob Van Horne, Deputy Fire Chief

City of Renton Fire & Emergency Services

1055 South Grady Way
 Renton, WA 98057
rentonwa.gov

Station 11
 211 Mill Ave S

Station 12
 1209 Kirkland Ave NE

Station 13
 17040 108th Ave SE

Station 14
 1900 Lind Ave SE

Station 16
 12923 156th Ave SE