



# RICHLAND FIRE AND EMERGENCY SERVICES

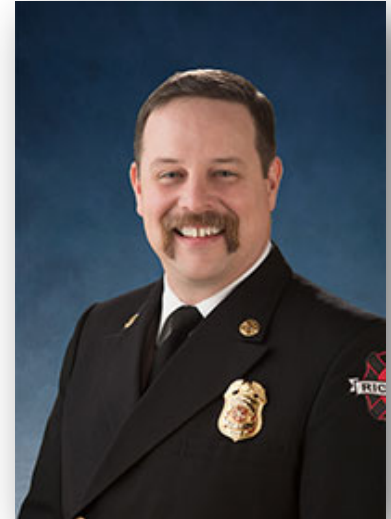
## 2021 ANNUAL REPORT

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Since 1959 the men and women of Richland Fire and Emergency Services have proudly provided a wide range of services to the community. From the beginning, fire suppression and medical care have always been at the center of our mission, but so have pro-active efforts such as fire prevention, community education, and pre-incident preparedness. Today, Richland Fire and Emergency Services is an all-hazard response organization, focusing both on emergency response, and working pro-actively to prevent incidents before they occur through a strong commitment to the US Fire Administrations' Community Risk Reduction model. Our primary operational work has shifted over the years to emergency medical services, and we also provide structural and wildland fire suppression, hazardous materials response, technical rescue response, community education and mentoring, fire prevention and fire code services, smoke detector checks and installation for seniors, and a host of other initiatives which drive at improving the quality of life for our community.



In 2021 the department responded to 8,678 calls for service, hired and on-boarded six firefighter/EMT's, and completed construction of two fire stations. We continued to invest significant time and resources into planning for community growth and the challenges that our city's geography presents to providing consistent emergency services response time standards. Future station site planning, developing interventions to address our community's risk profile, as well as providing EMS care throughout year-two of the Covid-19 pandemic are some of the ways that Richland Fire and Emergency Services contributes to the quality of life and community-building in our amazing city.

## OUR MISSION

Protect and Enhance the Quality of Life

## OUR VISION

We are Community Driven, Customer Focused, Competition Ready

## OUR VALUES

Teamwork, Integrity, Excellence

I hope that after seeing what our amazing workforce accomplished in 2021, you will have a sense of pride in in the and Emergency Services and how we carry out or mission to *Protect and Enhance the Quality of Life!*

A handwritten signature in black ink, appearing to read "Tom Huntington". The signature is fluid and cursive.

Fire Chief Thomas Huntington, EFO

# ABOUT US

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## OUR HISTORY

In 1942, as part of the Federal Government's Hanford Project, the DuPont Company began providing fire protection from a small station on the southeast corner of George Washington Way and Knight Street. In 1946, when the General Electric Co. took over operations at the Hanford Site, they began operating what was known as the Richland Fire Department.

Richland Fire Department was later established by City Charter in 1958. However, its official organization date with the State of Washington is March 25, 1959.

At that time, the fire department was operating out of one station, built in 1952, which is still used as the department's main station on George Washington Way and Swift Blvd. In October of 1958, the City took



over management of the department from General Electric, and with federal funds received built two additional fire stations. Station 2 was located on Wright Avenue, and Station 3 on the corner of Jadwin and McMurray, which was just retired in 2021 after relocating the station.

Although today's Richland Fire and Emergency Services and Emergency Services might look a little different, our commitment to protecting and enhancing the quality of life for the residents of the City of Richland remains the same. The Department

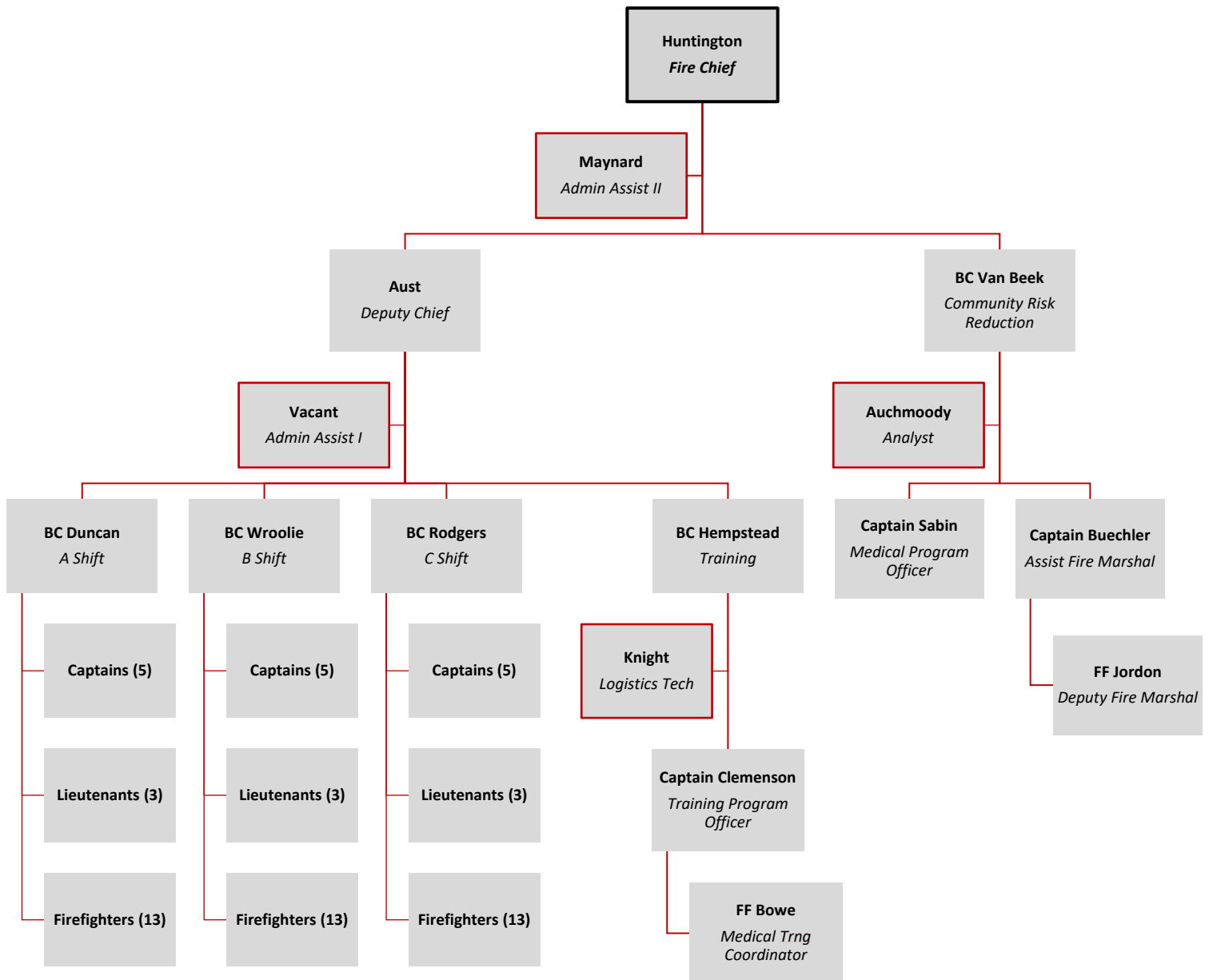


now operates out of five fire stations. Each Station is equipped with at least one ambulance and one fire engine along with a specialty apparatus such as a platform, brush, or grass engine. The department has 75 dedicated staff who provide the citizens

of Richland with a wide range of emergency services including emergency medical response, fire suppression, hazardous materials response, technical rescue, fire inspections and investigation, fire prevention, and public safety education.

# ABOUT US

## ORGANIZATIONAL STRUCTURE



## ORGANIZATIONAL CULTURE

COMMUNITY DRIVEN; CUSTOMER FOCUSED; COMPETITION READY

**Mission:** Protect and Enhance the Quality of Life

**Values:** Teamwork, Integrity, Excellence



### Strategic Goals

**What we do:**

- Exceed customer expectations
- Protect life and property
- Maintain a productive and enjoyable work environment
- Deliver responsible, sustainable outcomes

### Expectations

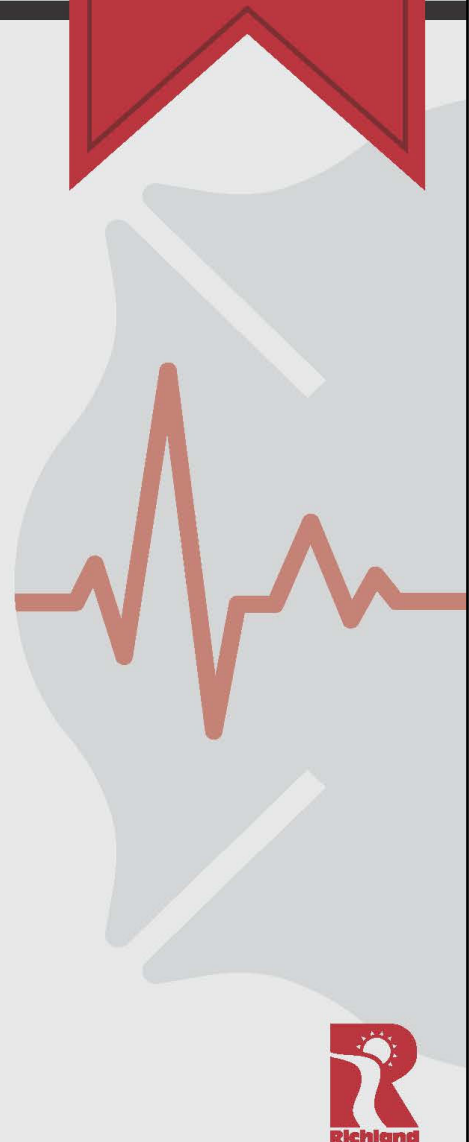
**How we behave:**

- Reflect a positive image for the organization
- Fully participate while on duty
- Develop self while assisting in the development of others
- Communicate honestly and completely
- Strive to maintain a high degree of wellness for self and other members
- Treat the public sincerely
- Provide the highest level of professionalism and service

### Character Traits

**What we demonstrate:**

- Humility
- Passion for serving (organization, team, community)
- Strong work ethic
- Self and situational awareness
- Adaptability
- Accountability to self, team, City, and community
- Positive outlook and attitude
- Commitment to Lifelong Learning
- Respect among peers
- Emotional Intelligence
- Mentoring Approach



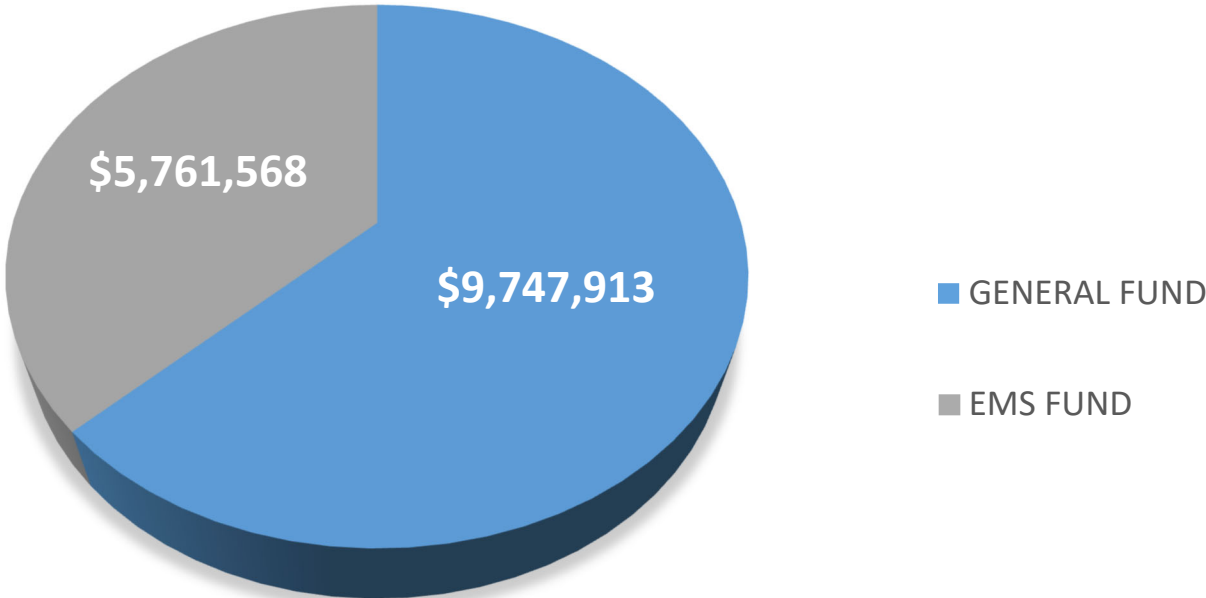
**RICHLAND FIRE AND EMERGENCY SERVICES**

## NEW DEPUTY CHIEF POSITION



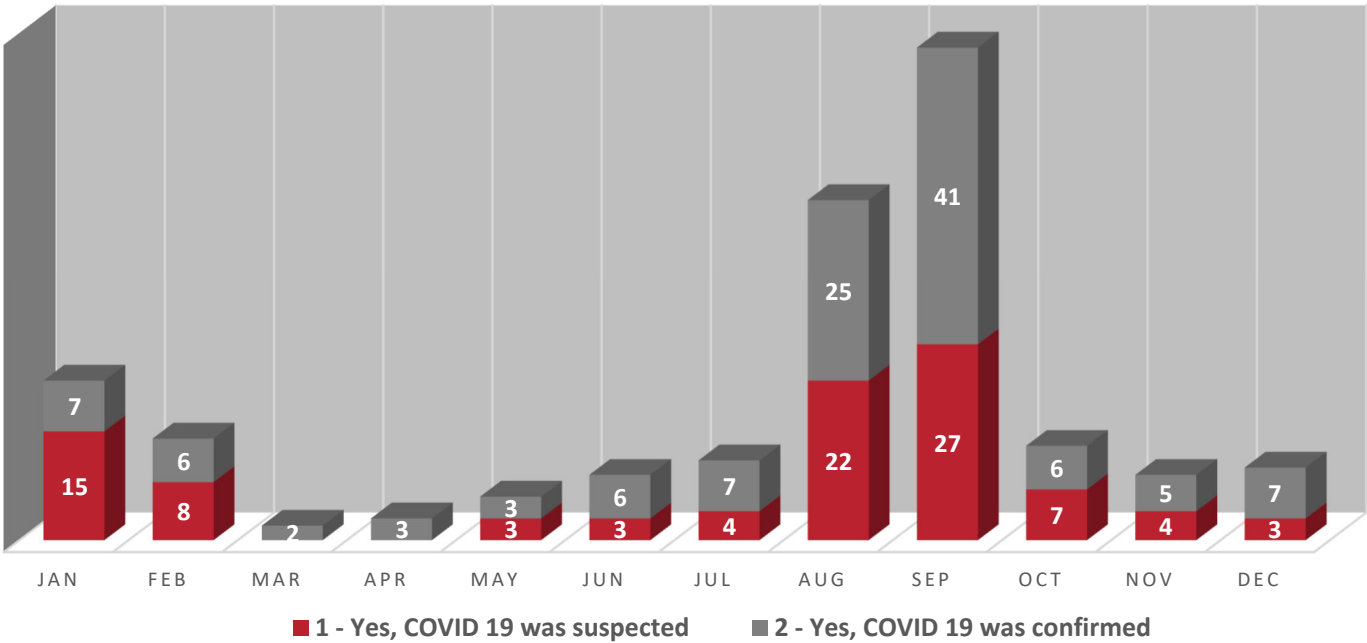
After several years of unprecedented growth, Chief Huntington requested, and was granted funding for, a Deputy Chief of Operations and Training. The City conducted a national search and had candidates from all over the US, as well as several well-qualified internal applicants apply for the position. After many rounds of interviews, offers, and iterations, Battalion Chief Randy Aust was offered and accepted the position. Deputy Chief Aust has spent less than two years as an Administrative Battalion Chief, during which time he was the department liaison to the Fire Station 73/75 Project Team, among dozens of other projects and assignments. Throughout his career, DC Aust has demonstrated a solid work ethic, a passion for our industry, and commitment to being responsive to the specific needs of our community. He hit the ground running in his new role and is now investing heavily in workforce development planning, operational deployment planning, and aligning our operational services to the risk profile of the City of Richland. We are thrilled to have been able to promote one of our own to this critical position and are also excited about the leadership depth in the department for future chief officer promotions. Congratulations, and job well done to Deputy Chief Aust!

## 2021 BUDGET



## COVID-19 PANDEMIC

2021 presented on-going challenges with regards to the Covid-19 pandemic. Although Personal Protective Equipment (PPE) became more readily available as the pandemic continued, the severity of the Delta Variant and transmissibility of the Omicron Variant continued to impact both our community-at-large, our hospital system and our EMS providers. Richland Fire and Emergency Services staff maintained a positive attitude and continued to lean-in to the pandemic challenges in order to provide critical health services to our community. In terms of impact, RFES experienced service demands for care and transport of Covid patients that correlated to the surges in community-wide cases.



## VACCINATION SITE SUPPORT

In January, a multi-agency vaccination site was established to administer free COVID-19 vaccines in the south-central region of Washington. The Benton County Fairgrounds Mass Vaccination Site was open from January 25 through the month of May. Richland Fire and Emergency Services participated by providing both personnel and medic units to the site. In all, 27 members from the department participated by administering first and second vaccine doses, providing overhead to the team managing the site, or by providing EMS stand-by for possible vaccine side-effects. This site provided over 80,000 vaccines to the residents of the Tri-Cities and surrounding areas.



## YAKIMA DELTA FIRES



**DELTA FIRE** - On the afternoon of April 28, 2021 a fire broke out in the Yakima River Delta area of Richland. The initial dispatch was for a large tree on fire on the west side of SR 240. The fire was difficult to access due to highway traffic, poor visibility, and the overgrown vegetation in the area contained a significant amount of dry, tinder fuels covering the ground. The fire spread quickly due to spotting and erratic winds in the area. The fire was contained between the Yakima River and the Tri-City Railroad after burning 85 acres.

**COLUMBIA POINT FIRE** - The following day, a new fire broke out in the area of Columbia Point. The initial report was for two trees involved in a fire, however, upon investigation, several additional starts were located. Again, access was difficult due to the dry and heavy fuel loads in the area. The fire was contained to the Columbia Point area, and burned approximately 150 acres.



Both fires were determined to be human caused.

## UTILITY ADVISORY COMMITTEE

In coordination with the Utility Advisory Committee, a subcommittee of the Richland City Council, Richland Fire and Emergency Services completed the agency's first Medical Utility Strategic Plan. The plan outlines utility structure, rate modeling, funding sources, and operating expenses, as well as providing a three-year workplan that will guide continued refinements and updates to the financial infrastructure associated with running the utility. Looking forward into 2022, the department will formulate rate recommendations for the staffing and operation of Station 76 in Badger South, as well as evaluating transport fees and customer class equity. City council will review the Strategic Plan in early 2022.

## INDUSTRY-WIDE CONTRIBUTIONS

Richland Fire and Emergency Services has been provided a number of opportunities for staff to share our successes, as well as lessons learned. A few of the contributions that we were able to make in 2021 included:

- **Citizen CPR Foundation Cardiac Arrest Survival Summit in San Diego, CA** – RFES members conducted a 16-hour workshop on how to become a Heart Safe Community and increase community cardiac arrest survival rates.
- **Cardiac Summit in Denver, CO** – Presented on Optimizing Community Response to Cardiac Arrest as part of a holistic cardiac survival system.
- **Advanced Cardiac Arrest Summit in Gig Harbor, WA** – Presented on Utilizing Data in QA/QI and Organizational Leadership.
- **Zoll Virtual Conference** – Captain Smith gave a virtual presentation on Pre-hospital Emergency Management of Traumatic Brain Injuries, as part of the patient care continuum.
- **Montana State Chiefs Conference in Missoula, MT** – Battalion Chief Rodgers presented on Organizational Culture, Recruitment and Retention for the Modern Workforce.
- **Heart Safe Communities National Program** – Captain Smith chairs the advisory committee which helps agencies lead local efforts to become Heart Safe communities.
- **Advanced Cardiac Resuscitation Consortium** – Battalion Chief Hempstead is part of the program advisory committee, whose goal is to collaborate to improve neurologically intact cardiac event survival by sharing best practices and mentorship.

## COMMUNITY OUTREACH

On December 3<sup>rd</sup>, the City of Richland kicked off the 2021 Winter Wonderland Festival of Lights. For many, this is the start of the Christmas Season, and for the City, the beginning of a month-long nightly dancing light show. To make this year's lighting countdown extra special, both Santa and Mrs. Claus arrived aboard fire trucks! Santa and the missus each loaded up, with the help of some fire department elves, into lighted and festively decorated fire engines to tour the north and south ends of the city, stopping briefly at a few neighborhood parks along the way, spreading Christmas cheer. Once they arrived at John Dam plaza, they were re-united, and helped to lead the lighting countdown.



## STATION PROJECT COMPLETION

In the fall of 2021, the City celebrated (to the extent possible as we navigated the second year of the pandemic) the completion and operational launch of two new fire stations. The first to open was Station 75 on Battelle Blvd, just east of George Washington Way. The second to open was Station 73, a replacement to the original station at McMurray and Jadwin, now located at Jadwin and the SR 240. Capital costs for the entire project was approximately \$10.2 million, with approximately \$9 million allocated for design construction and \$1.2 Million for apparatus and equipment. Approximately \$7 million of the project is funded with debt financing that will be paid for with property taxes over the course of 20 years.

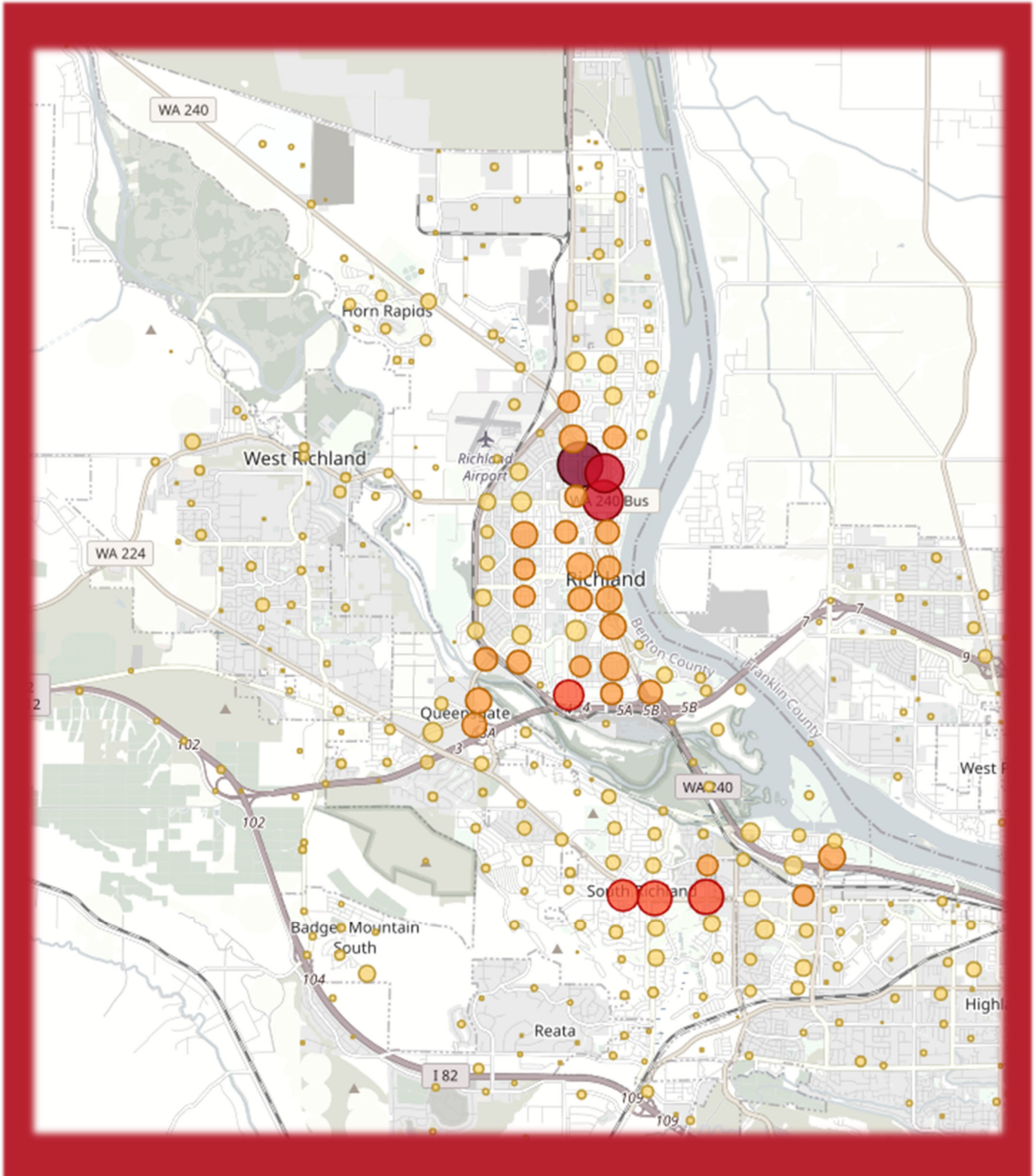
**Ribbon Cutting and Open House  
Station 75  
460 Battelle Blvd  
September 29, 2021**



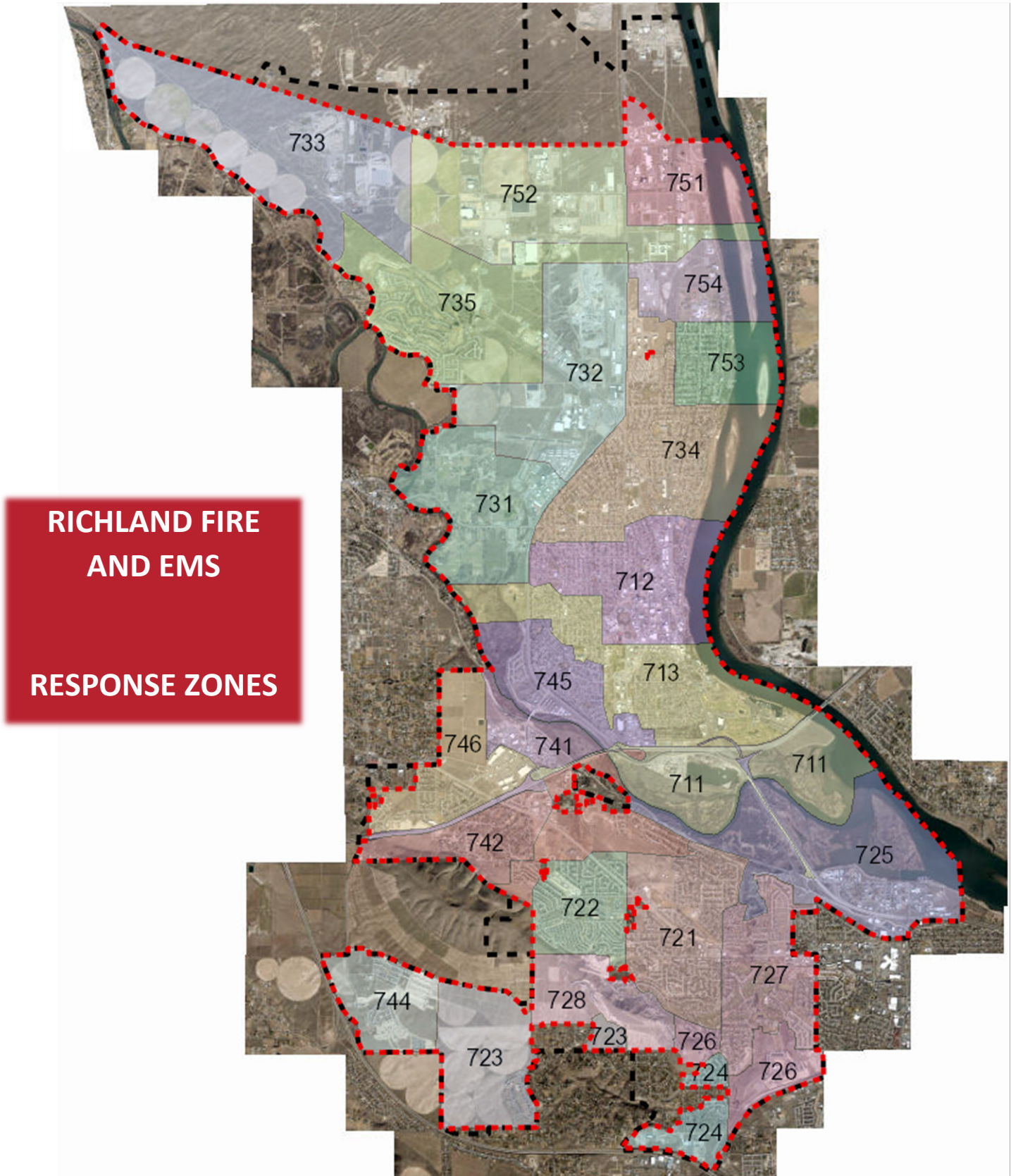
**Ribbon Cutting and Open House  
Station 73  
2120 Jadwin Avenue  
November 4, 2021**

# OPERATIONS DIVISION

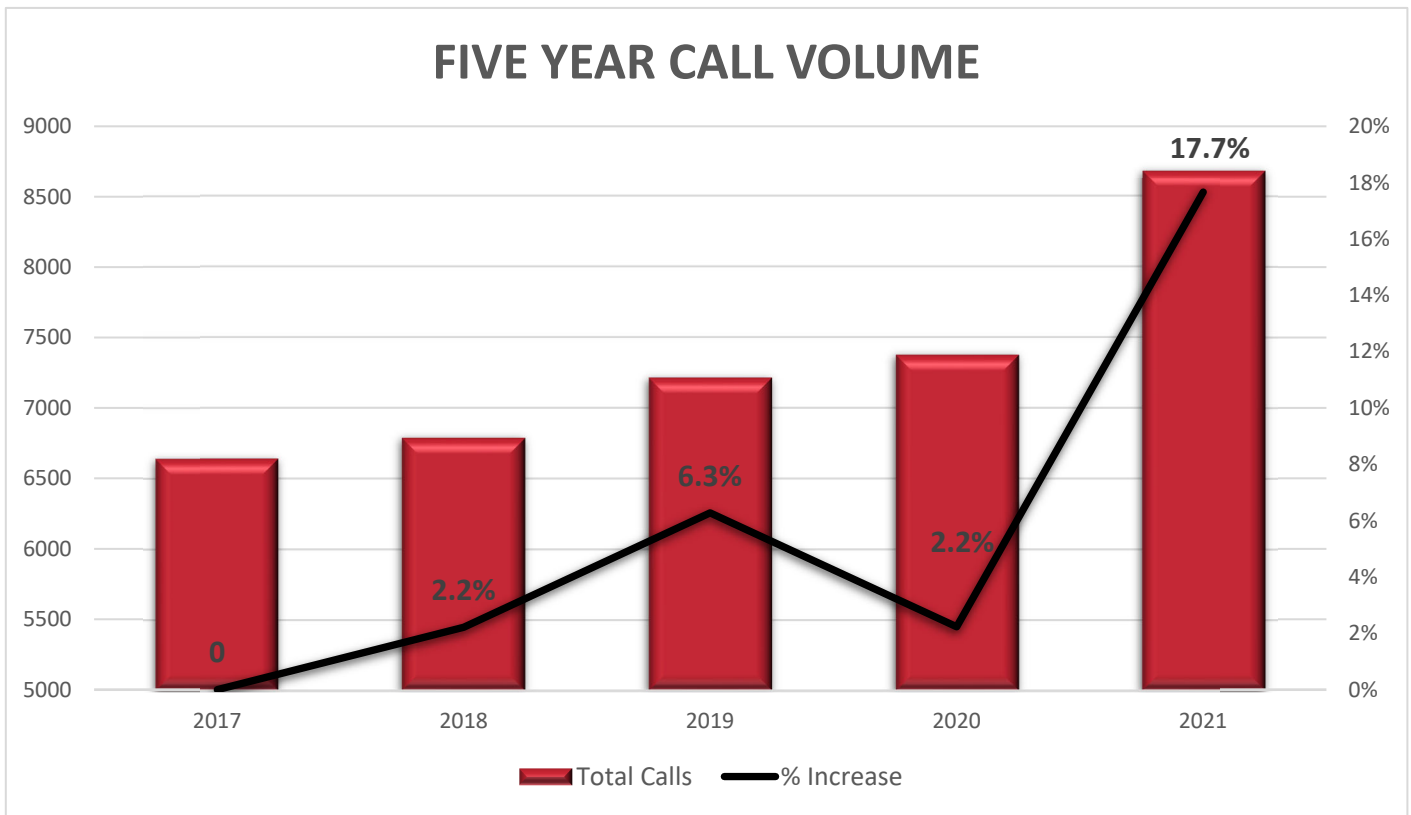
## 2021 INCIDENT HEAT MAP



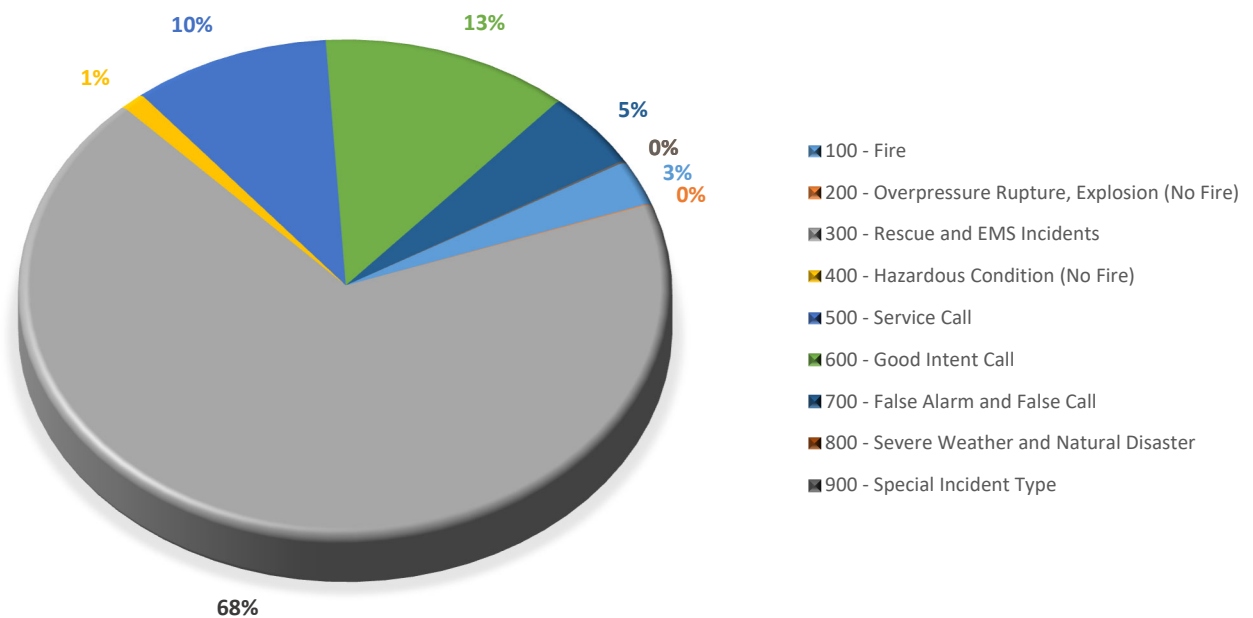
# OPERATIONS DIVISION



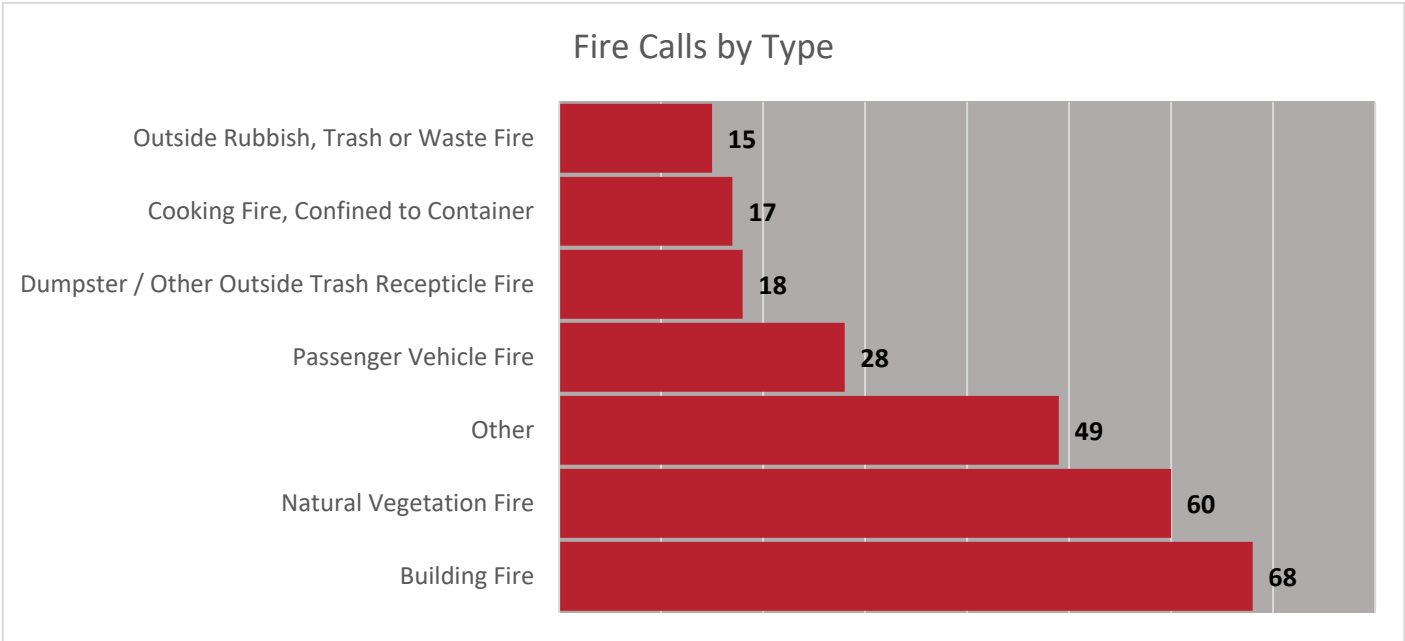
# OPERATIONS DIVISION



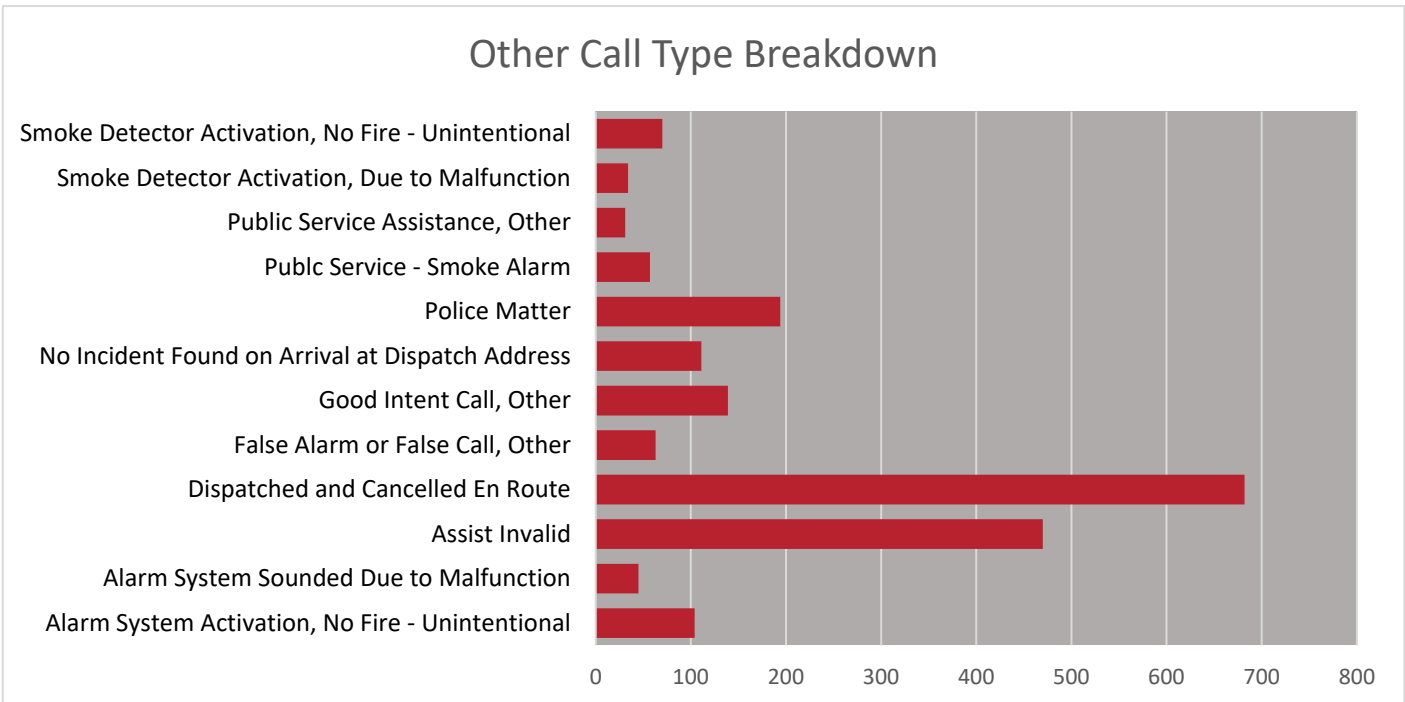
## 2021 INCIDENT COUNT BY INCIDENT TYPE



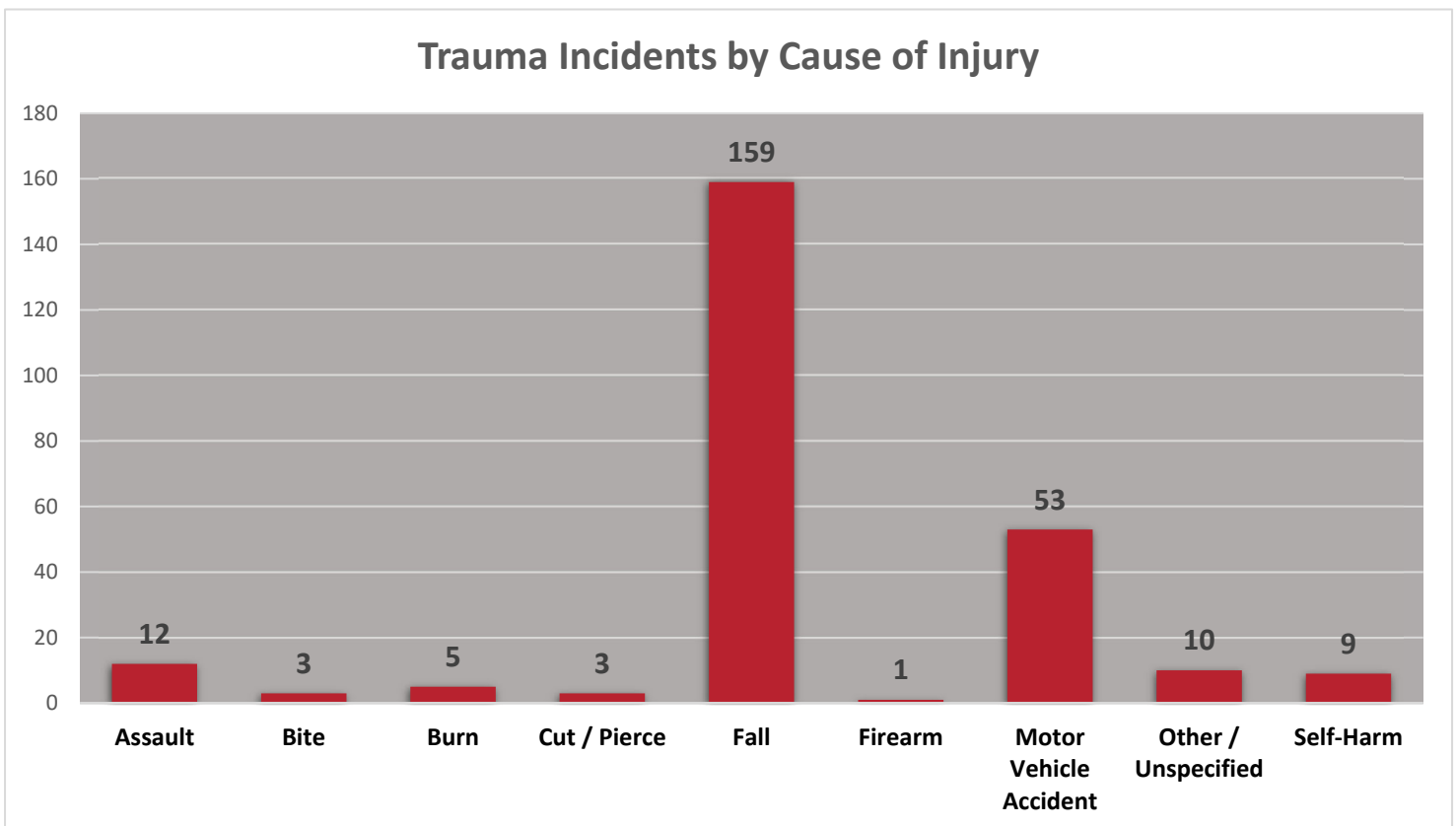
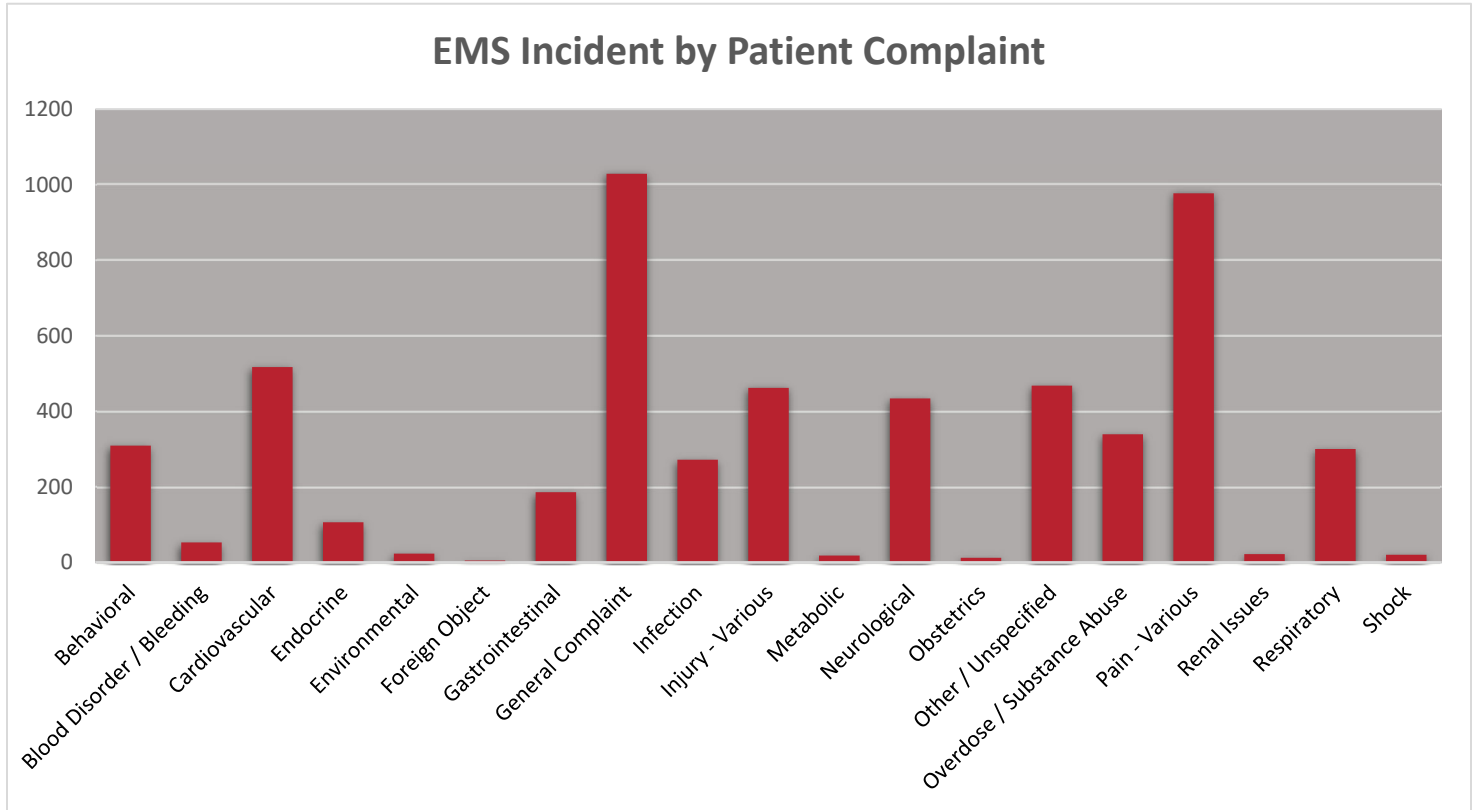
# OPERATIONS DIVISION



<p><b>AVERAGE CALLS PER DAY</b></p> <p style="font-size: 2em; font-weight: bold; text-align: center;">23.8</p> <p style="font-size: 0.8em; color: white;">Average calls per day for 2021 across all fire stations.</p>	<p><b>CONCURRENT CALLS</b></p> <p style="font-size: 2em; font-weight: bold; text-align: center;">45%</p> <p style="font-size: 0.8em; color: white;">Nearly half of all calls have at least one other concurrent incident.</p>
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# OPERATIONS DIVISION





# OPERATIONS DIVISION

## FALLS PREVENTION COALITION



Richland Fire and Emergency Services collaborates with the Southeast Washington Aging & Long-Term Care, in a mutual effort to reduce falls, fall-related injuries and deaths for the at-risk residents in our community.

- In 2021 Richland Fire made 655 referrals to ALTC, due to a fall response.
- 35% of those patients were either already in a care facility or had an assigned Case Manager.
- 28% of the patients agreed to and completed a Falls Assessments.
- 20% of the patients agreed to a Long-Term Care Program or Service.

These referrals, and working to support the most vulnerable in our community are a just one step in helping improve the health, wellbeing, and quality of life for those in our community.



## MOTOR VEHICLE ACCIDENTS

This year the Washington State Department of Transportation has reported more fatal and serious car crashes than it has seen in a decade. In the City of Richland, we also saw a steep rise in Motor Vehicle Accidents (MVA). In 2021, MVA's were up nearly 60% over 2020, which far exceeds the almost 18% increase in overall call volume. The Department responded to 391 MVA's, which resulted in 119 transports to the emergency room.





In 2019 Richland Fire and Emergency Services launched one of the most successful programs in our organization’s recent history, our neurologically intact initiative better known as Heart Safe Richland, to strengthen the ‘Chain of Survival’ and improve cardiac arrest survivability within our community.

In 2020 the pandemic significantly hampered our efforts to hold in-person Hands Only CPR training. However, in the latter half of 2021 we were able to resume some of these classes, most of them taking place at the Richland Community Center. In addition, Kadlec Medical Center and Horn Rapids HOA held training events, and Windermere was re-certified as a Heart Safe campus.

## MECHANICAL COMPRESSION DEVICES

The most important action that anyone can provide during a cardiac arrest is high quality, continuous chest compressions. The act of being the mechanical pump for someone’s heart that has stopped beating gives the patient the best chance of a successful outcome. However, CPR is labor intensive and Advanced Cardiac Life Support (ACLS) is highly technical. A Mechanical Compression Device (MCD) performs perfect CPR with every compression and never tires. It allows our providers to focus on the technical areas of the cardiac arrest such as respiratory ventilation and medication administration to improve patient outcomes.

The MCD is an important part of an overarching systematic approach to cardiac arrest resuscitation and our HeartSafe Richland Program. These devices enhance our continuum of care with the goal of producing neurologically intact patient outcomes. As with any mechanical device, over time these units wear out, reducing reliability and becoming cost prohibitive to repair and maintain. In 2021, Richland Fire and Emergency Services received approval for funding through an Expanded Program request to replace the five current units and add a sixth for the additional medic unit placed at Station 75.

## CARDIAC ARREST UPDATE



Cardiac Arrest Survival Characteristics	Richland Data (2021)	National CARES Data (2020)	+/- National Average
CPR Initiated by Bystander	69%	40%	+ 29%
Return of Spontaneous Circulation:	27%	27%	0%
Neurological Performance (1 and 2):	12%	7%	+ 5%
Total Survival Rate:	12%	9%	+ 3%
Utstein Survival Rate:	50%	29%	+ 21%

# PREVENTION DIVISION

The Fire Prevention Division is responsible for the implementation, administration and enforcement of the City's fire code. The code provides fire and life safety standards for buildings, activities and hazardous processes. This helps to protect our community from the hazards of fire, explosion or dangerous conditions where they live, work and play. Fire code compliance also helps ensure emergency responder safety during emergency operations.

## FIRE INVESTIGATIONS



Investigated Cause and Origin on 19 fire incidents in 2021, the majority being residential fires in single-family dwellings.

## PLAN REVIEWS



Reviewed 404 plans for single-family residences and 78 commercial businesses, with a combined value of \$68M.

## SMOKE ALARMS



Installed 57 smoke detectors in residences of the indigent and elderly citizens of Richland.

## COMMERCIAL REMODELS



Reviewed the plans for 114 commercial remodels in the City of Richland, with an estimated value of \$21M.

## BUSINESS LICENSES



Completed over 450 reviews for the approval of new business license applications within the City of Richland.

## INSPECTIONS



Completed a total of 792 on-site, new construction inspections for both residential and commercial, including 180 re-inspections.

# 643

*Number of Commercial Properties with Life Safety Systems Tracked in Richland*

# 1820

*Number of Life Safety Systems (alarm, sprinkler, hook & duct) Tracked in Richland*

# 83%

*Overall Compliance with Maintenance & Testing of Life Safety Systems in Richland*

The Training Division is built on a philosophy of measure and improve. It strives to integrate quality of performance with our organizational culture and the ability to produce community outcomes that increase lives saved, improve quality of life, and protect property.

## FOCUS

- Develop Department and Industry Leaders
- Create an industry leading a Community Risk Reduction Culture
- Deliver Best in Class Cardiac, Stroke, Trauma Services
- Deliver fire service training relevant to Labor and Industry requirements
- Develop a resilient and adaptable workforce

## RECRUIT ACADEMY

In 2021, in collaboration with Pasco Fire Department, six new employees completed the Regional Recruit Academy. New hires participate in a sixteen-week, multi-disciplinary academy covering a wide spectrum of roles and responsibilities required of emergency services. Richland Fire and Emergency Services was fortunate to have six more amazing individuals with a variety of backgrounds and life experiences join our Operations Division.

## PARAMEDIC PROGRAM

In 2021, Richland Fire and Emergency Services had three members accepted into the Columbia Basin College's Paramedic Program. This intensive program spans 18 months and requires a significant investment of time and effort. Upon program completion, these three members will become part of our community's industry-leading Advanced Life Support system.

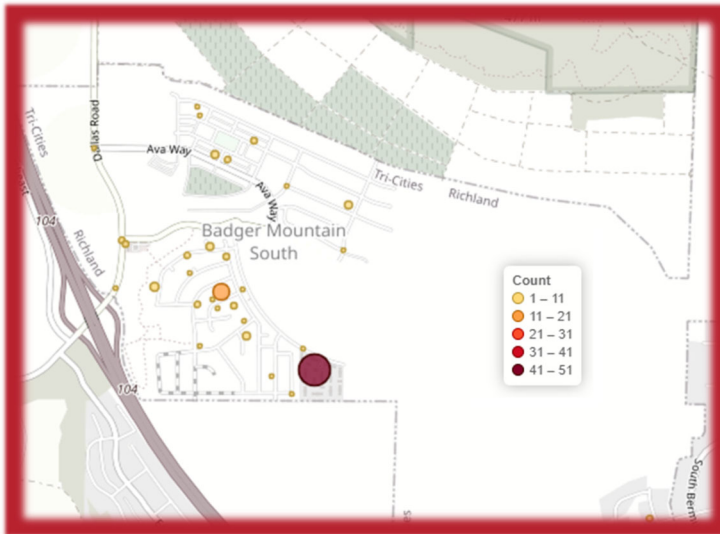
## ENGINEERS ACADEMY

Richland Fire and Emergency Services held a 40-hour Engineers Academy, delivered by the department's instructor cadre, with support of our Operations Division. Six personnel completed the academy, which qualifies them to drive and operate fire engines and their pump systems.

## AIRWAY MANAGEMENT COURSE

In collaboration with our department's Medical Program Director, two comprehensive airway management courses were held in 2021. This course is designed to both reinforce and enhance a paramedic's skill set associated with effectively managing difficult airways in patients. In addition to improving the paramedic's skill set, the class also contributes to the state's recertification process.

# 2022 – LOOKING AHEAD



## BADGER SOUTH

The City is monitoring the continued growth and service demands in the Badger South area. Staff expects to engage with City Council on the timing of the Station 76 Project in 2022.

## RESOURCE NAVIGATOR

As a community-driven Fire and EMS agency, we are ever striving to increase our organizational value to our community and looking for ways to enhance our overall quality of life through non-traditional means and strategic

partnerships. As EMS providers we have access to some of the most vulnerable populations within our community. Often the needs of these individuals manifest in the EMS system when the true needs are best addressed through existing social services.

In 2021, Richland Fire and Emergency Services requested and received approval for funding through an Expanded Program request to contract for the services of a Resource Navigator. This Resource Navigator will provide our community with a social worker who is embedded within our organization. The social worker will be able to identify what social services are needed for a patient and how to best navigate the patient to those already-existing community resources. This will provide a two-fold benefit by ensuring our patients are receiving the appropriate assistance needed, while also reducing the 9-1-1 response volume associated with misaligned calls for service.

## FIREHOUSE SUBS GRANT

In 2021, Richland Fire and Emergency Services applied for and received a grant from the Firehouse Subs Public Safety Foundation. Their mission is to “impact the lifesaving capabilities, and the lives of local heroes and their communities”. One of the areas of grant funding is for lifesaving equipment for first responders, like bunker gear, thermal imaging cameras or bulletproof vests. Richland Fire submitted a grant request for the purchase of 14 new Automated External Defibrillation (AED) devices. These devices will support our Public Access Defibrillator (PAD) Program, placing AED’s in strategic locations throughout our community.

