



# Central Whidbey Island Fire & Rescue

1164 Race Road  
Coupeville, WA 98239

Professionalism • Integrity • Compassion • Excellence

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[www.cwfire.org](http://www.cwfire.org)

To: Board of Fire Commissioners  
From: Chief Ed Hartin  
Date: February 6, 2018  
Subject: February Chief's Report

## Administration

### Projects

**Financial Practices Standard Operating Guidelines (SOGs):** Developed SOGs addressing the District's application for, use of, and administration of grants and the District's process and procedures for establishing fees for services. This accomplishment addressed the District's Strategic Goal to be fiscally responsible and operate with transparency. In addition, this accomplishment supported achievement of CFAI Accreditation Criteria 4B Financial Practices (4B.9 Grant Program Policies and 4B.10 Fee Policies).

**Project Status:** Drafts of two SOGs, dealing with Debt and Investments have been completed with final revisions anticipated by February 28, 2018. Remaining work includes completion of SOGs addressing General Financial Guidelines, Transparency and Accountability, Financial Reserves, Revenue, Grants and Grant Management, and Financial Risk Management. This project is projected for completion by June 30, 2018.

**Project Lead: Chief Ed Hartin**

**Administrative Support Services Standard Operating Guidelines (SOG):** Developed SOGs addressing dissemination and release of information to the public and the maintenance, availability, retention and destruction of district records in accordance with local, state and federal legal mandates. This accomplishment addressed the District's Strategic Goal to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this accomplishment supported achievement of CFAI Accreditation Criteria 9C Administrative Support Services (9C.4 Public Information and C.7 Public Records).

**Project Status:** A draft of the SOG dealing with public records has been completed with final revisions anticipated by February 28, 2018. Remaining work includes completion of a SOG defining the District's records retention policies and procedures. This project is projected for completion by April 30, 2018.

**Project Lead: Finance Officer Kim Harpe**

**ImageTrend Elite Migration:** Complete migration from current version of ImageTrend Records Management System to Elite. This includes integration with WhidbeyHealth EMS to allow a single PCR to be completed on all medical responses and implementation of the fire inspections module. This project addresses the District's strategic goal to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this initiative supports achievement of CFAI Accreditation Category 2 Assessment and Planning and Category 5 Programs. This project supports a great many of the CFAI performance indicators requiring the use of incident and response time data.

*Project Status:* A project team comprised of Deputy Chief Charlie Smith and Firefighter/EMTs Jeff Rhodes and Jesse Leyva has been established to complete migration to ImageTrend Elite. Work is currently underway to define the full scope of work required and timeline for completion. The timeline for completion of this project will be determined by no later than March 8, 2018.

**Project Lead: Deputy Chief Charlie Smith**

### ***Other Administrative Activity***

Chief Hartin and Finance Officer Kim Harpe worked with each of the Division Managers to review 2017 accomplishments and develop the 2018 Work Plan. In addition, the District's Executive Staff held a retreat to discuss succession planning and develop a preliminary framework for defining a succession plan for anticipated retirements occurring within the next 10 years.

Chief Hartin will be presenting at Firehouse World in San Diego, CA March 6-8, 2018. Chief Hartin and Commissioners Engle and Hutchinson will be attending the Commission on Public Safety Excellence (CPSE) conference in Orlando, FL March 11-16, 2018. Chief Hartin will be attending Blue Card Instructor CE in Phoenix, AZ on March 21-23, 2018. The cost of the Chief's travel to Firehouse World is paid by the conference and participation in the CPSE conference and Blue Card Instructor CE is at his own expense. The expense for Commissioners Engle and Hutchinson to attend the CPSE conference is paid by the District.

## **Operations**

### ***Emergency Response***

Central Whidbey Island Fire & Rescue responded to 153 calls for service during the month of January (YTD=153). YTD call volume is 18.6% higher than the same period in 2017. CWIFR experienced 20 instances in which multiple calls for emergency service were received concurrently (total of 39 incidents). There was one instance that included three calls.

Average response time during the month was 9 minutes and 27 seconds. In this same time period, the 90<sup>th</sup> Percentile response time was 15 minutes and 4 seconds.

*Annual Fire Situation, Concurrent Incidents, and Response Time Reports are attached.*

### ***Projects***

***Marine Operations Standard Operating Guideline (SOG):*** Develop a comprehensive SOG for the District's marine operations. This project addresses the District's strategic goal of identifying and applying best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this project addresses CFAI Criteria 5J Marine and Shipboard Rescue and Firefighting (5J.1 Standards of Cover Compliance and 5J.2 Annual Appraisal).

*Project Status:* A draft of this SOG has been completed and is in final revision. This project is projected for completion by February 28, 2018.

**Project Lead: Lieutenant James Meek**

**HIPAA Compliance:** HIPAA compliance and continued training of personnel of its importance are an essential component of our EMS delivery. A HIPAA compliance and policy evaluation, along with the development of an annual training program, will be assessed to enhance our knowledge and procedures regarding best practices related to EMS delivery and HIPAA compliance. This project addresses the District's strategic goal of identifying and applying best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, this project addresses CFAI Criteria 5F Emergency Medical Services (5F.5 HIPPA Compliance).

*Project Status:* Work will begin on this project in March 2018 with anticipated completion no later than May 30, 2018.

**Project Lead: Firefighter/EMT Alex Majestic**

***Other Operations Activity***

The following Operations Division activity was completed in the last month:

- Quotes for fire hose were requested and received in preparation for the annual hose replacement order.
- M5 in for service and repair of the heater and trailer brakes and a new set of tie down straps have been ordered.
- Hydraulic equipment from B53 removed and distributed to B54 and E53. Spare equipment placed at 52.
- Pelican cases received. Replacing current med kits and for standardization with South Whidbey Fire/EMS (SWFE). SWFE is replacing their current airway kits for standardization with CWIFR.
- 35' ladder that failed annual testing has been replaced.

**Community Risk Reduction**

***Fire & Life Safety Inspections***

Inspections are assigned on a monthly basis by shift for both the Town of Coupeville and Island County.

Shift	Inspections Complete	Initial complete	% Complete (Monthly)	% Complete (Annual)
A	0/7	0	0%	0%
B	7/8	6	88%	88%
C	6/6	6	100%	100%

***Hydrant Inspection and Testing***

Hydrant inspections and flow tests are assigned on a monthly basis by shift. Shifts may work ahead on inspections to aid in managing workload and the flow test schedule.

Shift	Inspections	Monthly % Complete	Flow Tests	Monthly % Complete	Annual % Complete
A					
B					
C					

*Note:* Hydrant Testing and Inspection is generally scheduled from April-October

**Projects**

**Home Safety Survey Grant:** Using grant funds received from the Department of Homeland Security, perform at least 250 home safety surveys focused on homes built prior to 1984 and in the 25<sup>th</sup> percentile for assessed value of improvements (buildings). This would reach approximately half of the homes meeting these criteria (n-508). This project addresses the District's strategic goal to reduce incident frequency and severity, and to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, it addresses CFAI Accreditation Criteria 5B Public Education Program (5B.4 High Risk Potential and High-Risk Audiences).

*Project Status:* Work on this project has been delayed due to Lieutenant Jen Porter's maternity leave. Completion of the Home Safety Survey Standard Operating Guideline (SOG), training program, and survey implementation anticipated no later than May 30, 2018.

**Project Lead: Lieutenant Jen Porter**

**Hydrant Inspection & Testing SOG:** Develop a SOG to address policy and procedure for inspection and testing of hydrants throughout the District.. This project addresses the District's strategic goal to reduce incident frequency and severity, and to identify and apply best practice to achieve continuous improvement of effectiveness, efficiency, and value. In addition, it addresses CFAI Accreditation Criteria 9A Water Supply 9A.3 Communication with Water Purveyors and 9A.4 Water Supply & Hydrant Maps).

*Project Status:* The majority of the work on this SOG has been completed with a final draft anticipated by March 31, 2018.

**Project Lead: Firefighter/EMT Dillon Rogers**

**Other Community Risk Reduction Activity**

Monthly open-enrollment CPR class delivered (B Shift-Majestic).

**Recruitment & Training**

**Training Completed**

	Total Hours	Target
A Shift	126.50	TBD
B Shift	81.75	TBD
C Shift	48.50	TBD
Day	34.00	TBD
Volunteers	89.00	TBD
Total	379.75	TBD

## Projects

**Training Plan:** Developed a multi-year integrated training plan that addresses the District's current and future training needs for volunteer, part-time, and full-time staff. This initiative focused on the District's strategic goal of ensuring adequate staffing. In addition, this accomplishment addressed CFAI Accreditation Criteria 8A Training and Education Program Requirements.

**Project Status:** Captain Helm and Chief Hartin have developed the organizational concept, delivery system, and distribution for the multi-year training plan. In addition, they have been working closely with South Whidbey Fire/EMS to integrate this plan across both agencies (maximizing efficiency and interoperability). The 2018 Training Schedule is being built on an ongoing basis using the framework of the multi-year training plan. The multi-year training plan is scheduled for completion by April 30, 2018.

**Project Lead: Captain Jerry Helm**

## Facilities

### Projects

**Renovation and Expansion of Station 53:** Selection of an architect, development of final building design, development of plans and specifications, bid process to select a contractor for this major facilities project, and permitting. This project focuses on the District's Strategic Goal to maintain adequate infrastructure to support operations. In addition, it addresses Commission on Fire Accreditation International (CFAI) Accreditation Criteria 6B: Fixed Facilities on a comprehensive basis.

**Project Status:** The Station 53 Renovation and Expansion Working Group comprised of Chief Ed Hartin, Commissioner Paul Messner, Captain Andy Griffin, Lieutenant Derik Vrable, and Firefighter/EMTs Aron Nolte and Keith Andrews have completed review of proposals submitted by architectural and engineering firms and have provided a recommendation to the Board of Fire Commissioners for selection for this project. Next steps will include negotiation with the firm selected by the Board to establish a scope of services and cost.

**Project Leads: Chief Hartin/Lieutenant Derik Vrable**

## Fleet Maintenance

### Projects

**Type 6 Engines:** Develop specifications and manage the procurement of two Type 6 Engines scheduled for replacement in 2018 as specified in the District's Capital Projects Plan (CWIFR, 2017b). Manage surplus and sale of the District's two existing Type 6 Engine apparatus. This project focuses on the District's Strategic Goals to maintain adequate infrastructure to support operations and be fiscally responsible and operate with transparency. This project also addresses CFAI Accreditation Criteria 6C Apparatus and Vehicles on a comprehensive basis.

**Project Status:** Performance characteristics for the Type 6 Engines have been identified and specifications are under development. Completion of specifications initiation of the bid process is scheduled for no later than March 31, 2018.

**Project Lead: Firefighter/Mechanic Mike Matros**



**Annual Fire Situation Report**  
**Central Whidbey Island Fire & Rescue**  
**From 01/01/2018 To 01/31/2018**  
**Report Printed On: 02/08/2018**

General Class	Jan 18	Total by Type
Controlled burning (63)	1	1
Cover assignment, standby at fire station, move-up (57)	4	4
Dispatched and cancelled en route (61)	23	23
Electrical wiring/equipment problem (44)	1	1
Emergency medical service (EMS) Incident (32)	82	82
Fire, other (10)	1	1
Medical assist (31)	18	18
Public service assistance (55)	13	13
Severe Weather & Natural Disaster (8)	1	1
Steam, other gas mistaken for smoke (65)	2	2
Structure Fire (11)	2	2
Unintentional system/detector operation (no fire) (74)	4	4
Water or ice-related rescue (36)	1	1
<b>Total</b>	<b>153</b>	<b>153</b>

**Search Criteria**

Dates: From 01/01/2018 To 01/31/2018 (mm/dd/yyyy)  
 Service: Central Whidbey Island Fire & Rescue



Fire Overlapping Calls Report  
From 01/01/18 To 01/31/18  
Report Printed On: 02/08/2018

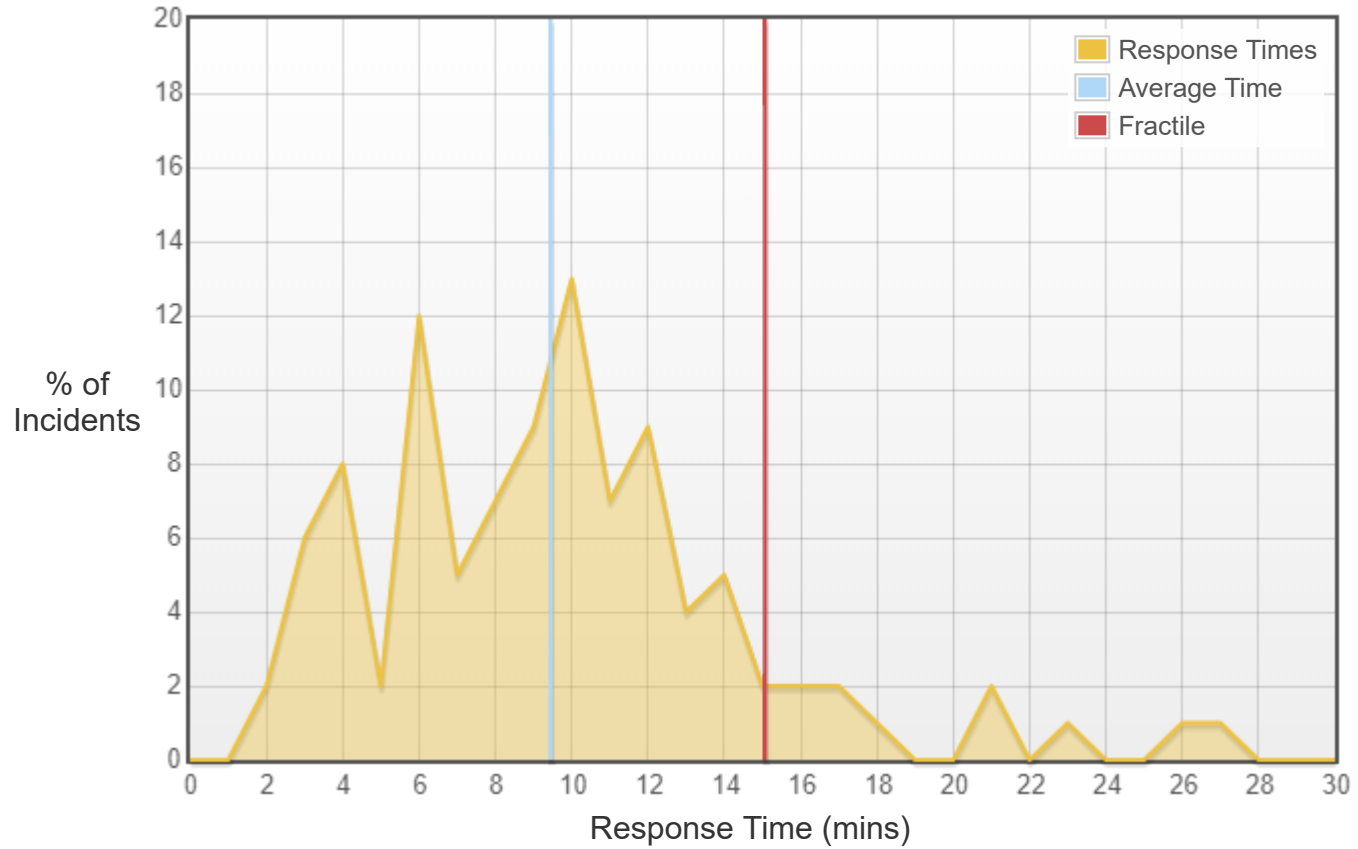
Incident Number	Exposure	Incident Type	Alarm Date/Time	Clear Date/Time
<b>Overlap: 1</b>				
18-CW0010	0	EMS call, excluding vehicle accident with injury (321)	01/03/18 14:01:28	01/03/18 14:35:44
18-CW0011	0	EMS call, excluding vehicle accident with injury (321)	01/03/18 14:14:33	01/03/18 15:44:10
<b>Minutes of overlap: 21.18</b>				
<b>Overlap: 2</b>				
18-CW0012	0	EMS call, excluding vehicle accident with injury (321)	01/04/18 14:27:01	01/04/18 16:04:37
18-CW0013	0	Dispatched and cancelled en route (611)	01/04/18 15:30:24	01/04/18 15:56:36
<b>Minutes of overlap: 26.20</b>				
<b>Overlap: 3</b>				
18-CW0018	0	EMS call, excluding vehicle accident with injury (321)	01/06/18 05:30:41	01/06/18 05:54:45
18-CW0019	0	Medical assist, assist EMS crew (311)	01/06/18 05:50:21	01/06/18 06:30:19
<b>Minutes of overlap: 4.40</b>				
<b>Overlap: 4</b>				
18-CW0030	0	Dispatched and cancelled en route (611)	01/08/18 07:59:16	01/08/18 12:15:01
18-CW0031	0	EMS call, excluding vehicle accident with injury (321)	01/08/18 09:40:52	01/08/18 10:19:46
<b>Minutes of overlap: 38.90</b>				
<b>Overlap: 5</b>				
18-CW0046	0	Medical assist, assist EMS crew (311)	01/12/18 10:58:52	01/12/18 12:05:22
18-CW0047	0	Dispatched and cancelled en route (611)	01/12/18 11:55:09	01/12/18 12:07:39
<b>Minutes of overlap: 10.22</b>				
<b>Overlap: 6</b>				
18-CW0049	0	EMS call, excluding vehicle accident with injury (321)	01/12/18 18:55:44	01/12/18 19:42:03
18-CW0050	0	EMS call, excluding vehicle accident with injury (321)	01/12/18 19:18:37	01/12/18 19:59:04
<b>Minutes of overlap: 23.43</b>				
<b>Overlap: 7</b>				
18-CW0053	0	Medical assist, assist EMS crew (311)	01/14/18 08:50:54	01/14/18 10:04:45
18-CW0054	0	Smoke scare, odor of smoke (651)	01/14/18 09:16:02	01/14/18 09:34:47
<b>Minutes of overlap: 18.75</b>				
<b>Overlap: 8</b>				
18-CW0063	0	EMS call, excluding vehicle accident with injury (321)	01/15/18 21:43:56	01/15/18 22:43:51
18-CW0064	0	Medical assist, assist EMS crew (311)	01/15/18 21:45:19	01/15/18 22:42:22
<b>Minutes of overlap: 57.05</b>				
<b>Overlap: 9</b>				
18-CW0065	0	Dispatched and cancelled en route (611)	01/15/18 23:34:32	01/16/18 00:14:14
18-CW0066	0	EMS call, excluding vehicle accident with injury (321)	01/15/18 23:40:25	01/16/18 00:49:01
<b>Minutes of overlap: 33.82</b>				
<b>Overlap: 10</b>				
18-CW0066	0	EMS call, excluding vehicle accident with injury (321)	01/15/18 23:40:25	01/16/18 00:49:01
18-CW0067	0	Assist invalid (554)	01/16/18 00:18:35	01/16/18 00:52:50
<b>Minutes of overlap: 30.43</b>				
<b>Overlap: 11</b>				
18-CW0071	0	EMS call, excluding vehicle accident with injury (321)	01/16/18 12:02:24	01/16/18 14:00:00
18-CW0072	0	Dispatched and cancelled en route (611)	01/16/18 13:57:08	01/16/18 14:16:55
<b>Minutes of overlap: 2.87</b>				
<b>Overlap: 12</b>				
18-CW0075	0	EMS call, excluding vehicle accident with injury (321)	01/16/18 18:21:01	01/16/18 19:15:03
18-CW0076	0	EMS call, excluding vehicle accident with injury (321)	01/16/18 19:13:40	01/16/18 19:38:58
<b>Minutes of overlap: 1.38</b>				
<b>Overlap: 13</b>				
18-CW0089	0	EMS call, excluding vehicle accident with injury (321)	01/19/18 11:15:12	01/19/18 11:40:32

18-CW0090	0	Dispatched and cancelled en route (611)	01/19/18 11:23:23	01/19/18 12:07:42
<b>Minutes of overlap: 17.15</b>				
<b>Overlap: 14</b>				
18-CW0102	0	Assist invalid (554)	01/21/18 17:13:26	01/21/18 17:38:57
18-CW0103	0	Medical assist, assist EMS crew (311)	01/21/18 17:18:49	01/21/18 18:04:46
<b>Minutes of overlap: 20.13</b>				
<b>Overlap: 15</b>				
18-CW0103	0	Medical assist, assist EMS crew (311)	01/21/18 17:18:49	01/21/18 18:04:46
18-CW0104	0	EMS call, excluding vehicle accident with injury (321)	01/21/18 18:02:24	01/21/18 18:52:10
<b>Minutes of overlap: 2.37</b>				
<b>Overlap: 16</b>				
18-CW0106	0	EMS call, excluding vehicle accident with injury (321)	01/22/18 07:11:22	01/22/18 08:33:20
18-CW0107	0	Public service assistance, other (550)	01/22/18 07:40:59	01/22/18 09:07:01
<b>Minutes of overlap: 52.35</b>				
<b>Overlap: 17</b>				
18-CW0110	0	EMS call, excluding vehicle accident with injury (321)	01/22/18 18:25:57	01/22/18 19:02:16
18-CW0111	0	Medical assist, assist EMS crew (311)	01/22/18 18:55:12	01/22/18 19:17:43
<b>Minutes of overlap: 7.07</b>				
<b>Overlap: 18</b>				
18-CW0114	0	EMS call, excluding vehicle accident with injury (321)	01/23/18 06:14:07	01/23/18 06:55:42
18-CW0115	0	EMS call, excluding vehicle accident with injury (321)	01/23/18 06:16:18	01/23/18 07:41:24
<b>Minutes of overlap: 39.40</b>				
<b>Overlap: 19</b>				
18-CW0119	0	EMS call, excluding vehicle accident with injury (321)	01/23/18 12:47:04	01/23/18 13:54:20
18-CW0120	0	EMS call, excluding vehicle accident with injury (321)	01/23/18 12:55:05	01/23/18 13:30:50
<b>Minutes of overlap: 35.75</b>				
<b>Overlap: 20</b>				
18-CW0131	0	Watercraft rescue (365)	01/26/18 17:58:53	01/26/18 19:56:03
18-CW0132	0	Medical assist, assist EMS crew (311)	01/26/18 19:11:36	01/26/18 19:59:14
18-CW0133	0	Dispatched and cancelled en route (611)	01/26/18 19:35:02	01/26/18 20:13:36
<b>Minutes of overlap: 65.47</b>				
<b>Overlap: 21</b>				
18-CW0132	0	Medical assist, assist EMS crew (311)	01/26/18 19:11:36	01/26/18 19:59:14
18-CW0133	0	Dispatched and cancelled en route (611)	01/26/18 19:35:02	01/26/18 20:13:36
<b>Minutes of overlap: 24.20</b>				
<b>Overlap: 22</b>				
18-CW0153	0	Dispatched and cancelled en route (611)	01/31/18 18:31:38	01/31/18 19:18:48
18-CW0152	0	EMS call, excluding vehicle accident with injury (321)	01/31/18 18:33:25	01/31/18 19:22:15
<b>Minutes of overlap: 45.38</b>				

**Report Totals:****Occurrences of 2 Overlaps: 20****Occurrences of 3 Overlaps: 1**



Fractile Response Times Report for Apparatus Times	
Date Range	01/01/2018 to 01/31/2018
Time Frame	"Dispatch Time" to "Arrival Time"
Total # of Incidents Fitting Criteria	65 (126 apparatus records)
90% Fractile Response Time	15 min 4 sec
Highest Response Time	26 min 43 sec
Lowest Response Time	1 min 44 sec
Average Response Time	9 min 27 sec
Service(s)	Central Whidbey Island Fire & Rescue
Incident Type(s)	All
Response Mode(s) to Scene	Emergency



 [Report Description](#)