



Central Whidbey Island Fire & Rescue

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To: Board of Fire Commissioners
From: Chief Ed Hartin
Date: February 14, 2019
Subject: Chief's Report

Information Technology (IT)

Work continues to recover from the November 2018 cyber-attack and server failure. The most significant accomplishment since my January report has been design and implementation of a robust backup strategy which backup to a local drive as well as to Microsoft Azure (cloud service) using Veeam backup and replication software. The final step in implementation of this process is to develop and implement routine testing of the backup process to ensure that effective restoration can be accomplished with minimal delay.

We were unable to recover data from the failed backup drive. This will require us to take the long view to re-key documents that we have in hard copy and recreate documents that we do not have in hard copy (such as the last several financial standard operating guidelines developed in the fourth quarter of 2018). I anticipate that full restoration of needed documents may take up to a year given current workload and the need to continue with existing programs and projects. File shares have been created on the server and basic file structure has been established. This provides for storage of electronic documents and a framework for restoration of documents recovered from the old server. As there are hundreds of thousands of old documents, we have prioritized this effort based on identified need (if a member identifies a needed document or set of documents, we look for them and if possible restore the files to the new file structure).

Ategan (our IT provider) continues to work on multiple outstanding issues, most significant of which is the integration of the Spillman computer aided dispatch (CAD) system and the ImageTrend records management system (RMS). The current work around is for crews to manually enter each call and related times, resulting in increased workload and potential for error. As the Spillman/ImageTrend integration has been fixed for South Whidbey Fire/EMS, we anticipate that this will be addressed within the next month.

The Administrative Division is exploring options to address the District's ongoing IT service needs inclusive of hardware and software service, technology planning, and continuity of operations planning.

Operational Activity

The month of January was extremely busy from an operational perspective with 142 calls. The District experienced 18 instances in which calls were received concurrently for a total of 40 incidents.

Administrative Activity

Finance Officer Kim Harpe, Captain Jerry Helm and Chief Ed Hartin had a conference call with First Arriving, a company that provides web site development and hosting services. First Arriving has substantive experience in developing web sites with integrated functionality to support volunteer recruitment and transparency. First Arriving has submitted a proposal to update and improve the District's web site. However, funds are not currently budgeted to support this project. I anticipate examining the budget prior to the next budget adjustment to determine if we can reprogram funds to accomplish this work.

Chief Hartin sent a letter to Roger Meyers, WhidbeyHealth EMS Manager indicating agreement with the hospital's last proposal for increase in compensation for staffing the BLS Ambulance with specific conditions to mitigate the negative impact of frequent split crews to supplement ALS staffing (not specified in our current agreement) and non-emergency transfers. This letter indicated that given no response from the hospital, we would cease split crews to supplement ALS staffing and non-emergency transfers effective February 25, 2019. To date, no response has been received from WhidbeyHealth.

Chief Ed Hartin and Finance Officer Kim Harpe began the process of updating the Districts inventory of capital/small and attractive assets in preparation for our 2019 financial and accountability audit. The Districts inventory records were damaged in the cyber-attack and will need to be recreated (some data remained, but not all of it was correct (earlier versions)). The capital/small and attractive assets subset of the inventory is the most critical and will be completed before the end of February. The remainder of the complete inventory will be completed within the next 18 to 24 months.

Community Risk Reduction

Lieutenant Jen Porter reports that CWIFR conducted nine home safety surveys during the month of January, installing 11 smoke alarms, three carbon monoxide alarms, and replaced batteries in 15 smoke alarms.

Firefighter Dillon Rogers attended a presentation by the Washington Survey and Rating Bureau (WSRB) to review changes to the Public Protection Classification Grading Schedule and begin to lay the groundwork to prepare for our 2020 regrading.

In late 2018, Firefighter Dillon Rogers completed training required for qualification as a Fire Investigation Technician and has received certification from the International Association of Arson Investigators (IAAI).

Training

Training during the month of January included respiratory protection program review, attack line deployment, tactical simulations, and airway management. Captain Jerry Helm also worked to implement an I-Pad based apparatus inspection application to streamline apparatus inspections and reporting of maintenance issue to the Firefighter Mechanic. This system is currently being pilot tested at all of the District's stations.

Facilities

Lieutenant Derik Vrable has developed an updated facilities janitorial schedule to engage the entire "three legged stool" (full-time, part-time, and volunteer members) in care and maintenance of the District's facilities. I anticipate that a three-month pilot test of this project will be implemented in March.

Fleet Maintenance

During the month of January, Firefighter Mechanic Mike Matros worked to restore the fleet maintenance database and is now putting a major effort into catching up with preventative maintenance. In addition, he has begun the process of implementing a maintenance program for the chains used during snow and ice to ensure continuous uptime of vehicle chains when needed.