PUGET SOUND REGIONAL FIRE AUTHORITY

2021 ANNUAL REPORT

PROFESSIONALLY AND COMPASSIONATELY HELPING PEOPLE

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MESSAGE FROM THE FIRE CHIEF

MATT MORRIS
FIRE CHIEF

The Puget Sound Regional Fire Authority (Puget Sound Fire) recognizes that building safe and healthy communities requires dedication, commitment, and most importantly, trust. At Puget Sound Fire, we are focused on building strong relationships and partnerships in the communities we serve. This ensures that we exceed your expectations for the most effective and sustainable public safety services, and that those services are delivered with absolute professionalism and compassion. The women and men of the Puget Sound Regional Fire Authority are honored and privileged to serve and care for the people who live, work, and play in our communities and beyond.

The common goals and values Puget Sound Fire members share are the foundation for building up the communities around us: Integrity, Inclusion, Innovation, and Service. We strive to represent these beliefs in all we do every day as a leader in the community and fire service. Our dedication to embracing the diversity of our communities and our residents is the essence of our commitment to trust, sustainability, and resilience. We seek continuous improvement in all aspects of the organization, allowing us to continually grow and exceed your expectations. The satisfaction and trust of our communities, our employees, and our partners is the measurement of our success.

In 2021, we continued to face significant challenges as the pandemic evolved and threatened our ability to maintain services. Puget Sound Fire faced these challenges with strength and conviction as we supported COVID testing and vaccination efforts around South King County. In addition to these unprecedented challenges, we remained dedicated to our strategic goals and objectives to continue to build trust, sustain services, and meet your needs. One major accomplishment in August 2021 was the successful passage of our ballot initiative for the Fire Benefit Charge renewal. On behalf of every member of Puget Sound Fire, I would like to personally thank the communities we serve. This initiative has established a permanent funding source and strong resiliency for your services (the first of its kind in Washington State) and represents the trust you have in us to take care of people. Thank you.

The future is bright and exciting for Puget Sound Fire! We know we will continue to face challenges of all types, including the ongoing pandemic, but we are committed to our mission of providing effective and sustainable services that meet the needs of our ever-changing communities. In 2022, we will add an engine company to serve the City of Kent, replace several fire engines due to age, and expand our wildland fire response capability by purchasing a brush fire response apparatus with federal grant monies. We will also finalize the plans to build a new fire station located in the Kent valley that will be nearly fully funded by developer-paid assessments.

We know the future will provide countless opportunities to better support our community members and continue to build trust, and we will continue to work toward establishing Puget Sound Fire as a hub for community health and wellness. We are humbled to serve and will always take care of people with professionalism and compassion.

Thank you,
Matt Morris, Fire Chief

THE GOVERNANCE BOARD

The Puget Sound Fire Governance Board comprises three Kent City Council members, three Fire District 37 commissioners, one nonvoting advisory board member from the City of Covington, one non-voting advisory board member from the City of SeaTac, and one nonvoting member from the King County Fire District #43 Board of Commissioners.

In 2021, the following members served our community as governance board members.

Toni Trouter
Chairperson

Allan Barrie
Vice Chairperson

Jim Scott
Board Member

Margaret Harto
Board Member

Bill Boyce
Board Member

Les Thomas
Board Member

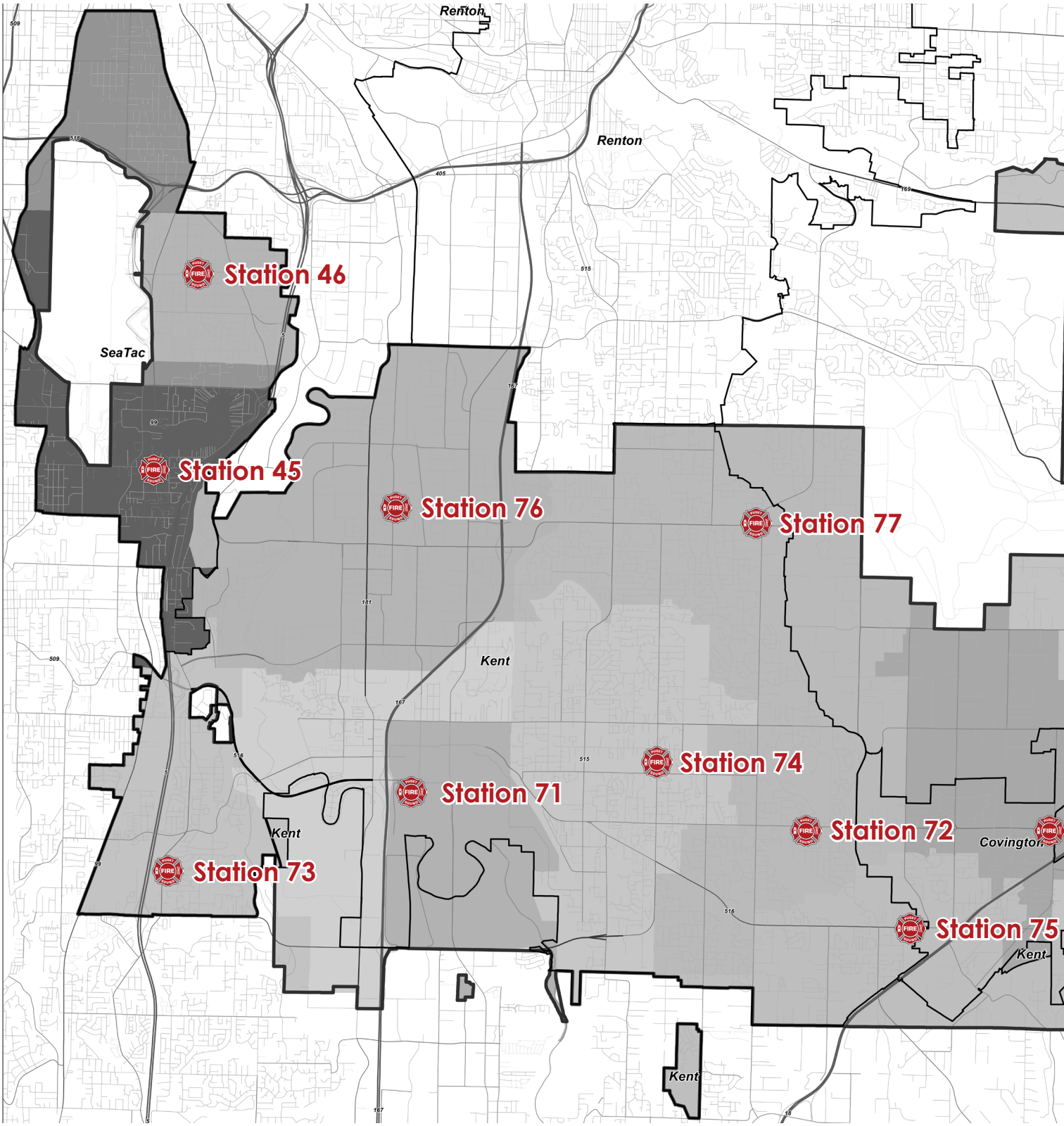
Erin Sitterley
Advisory Member

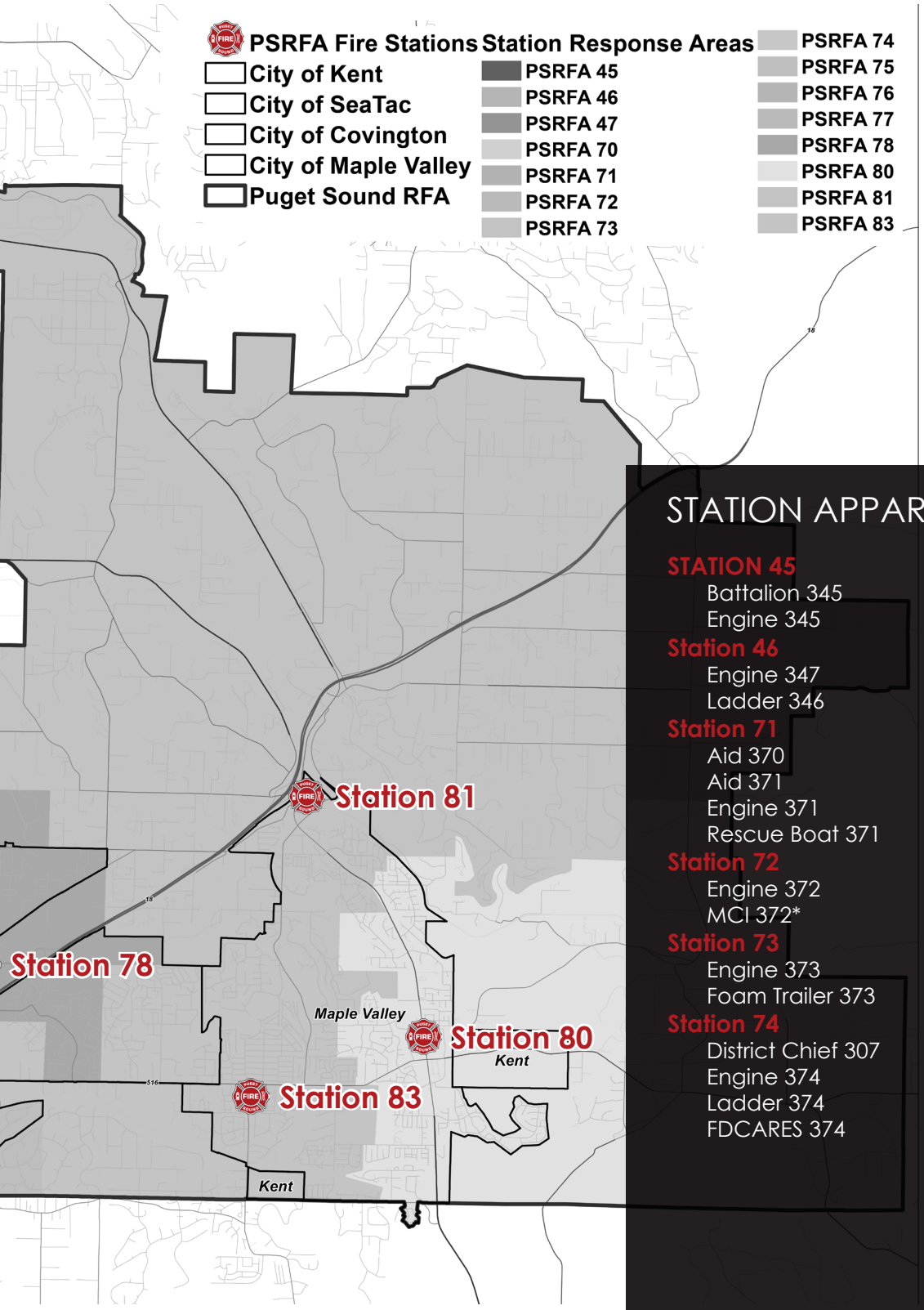
Sean Smith
Advisory Member

Craig Hooper
Advisory Member

Regular meetings are scheduled for the first and third Wednesday of each month at 5:30 p.m. Most board meetings are held at **Station 78** - **17820 SE 256th Street, Covington, WA 98042**.

MAP OF RESPONSE AREAS





STATION APPARATUS

STATION 45
- Battalion 345
- Engine 345

Station 46
- Engine 347
- Ladder 346

Station 71
- Aid 370
- Aid 371
- Engine 371
- Rescue Boat 371

Station 72
- Engine 372
- MCI 372*

Station 73
- Engine 373
- Foam Trailer 373

Station 74
- District Chief 307
- Engine 374
- Ladder 374
- FDCARES 374

Station 75
- Quint 375
- HAZMAT/Decon 375
- ATV 375

Station 76
- Quint 376
- HAZMAT 376
- Vehicle Maint.

Station 77
- Engine 377

Station 78
- Engine 378
- Brush 378

Station 80
- Engine 380
- Tender 380
- Brush 380

Station 81
- Battalion Chief 381
- Engine 381
- ATV 381
- Heavy Rescue 381

Station 83
- Engine 383

STRATEGIC GOAL #1
MEET THE COMMUNITY'S NEED FOR SERVICE

Puget Sound Regional Fire Authority (PSF) serves the diverse population in the cities of Kent, SeaTac, Covington, Maple Valley, and King County Fire Districts #37 and #43, covering 109 square miles. Our resident population is 230,265 in all five jurisdictions. We respond to all requests for service and emergencies 24/7/365.

PANDEMIC RESPONSE

2021 continued to be a challenging year managing the impacts of COVID-19 and newly emerging variants. PSF was well positioned to support the community through vaccinations and testing sites.

Using our FD CARES mobile teams and fixed sites, we were able to vaccinate and test many people. PSF also helped vaccinate students from the Tahoma and Renton school districts in mass vaccination clinics.

408,778 PATIENTS TESTED
at our high-volume testing site

89,511 PATIENTS VACCINATED
at our mass vaccination site

10,655 PATIENTS VACCINATED
by our mobile vaccination team

105 VACCINATED PATIENTS
in 105 adult family homes

FISCAL STABILITY

The Puget Sound Regional Fire Authority (PSF) is committed to seeking any opportunity to provide our communities the best fire and emergency services possible while operating with transparent and fiscal accountability. In August 2021, the department placed Proposition 1 on the election ballot. This ballot measure addressed the need to reauthorize the fire benefit charge (FBC) for your fire-related services. Traditionally, this reauthorization must occur every six years. However, a change in state law in 2019 allows regional fire authorities the option of having a six-year, ten-year, or permanent reauthorization vote.

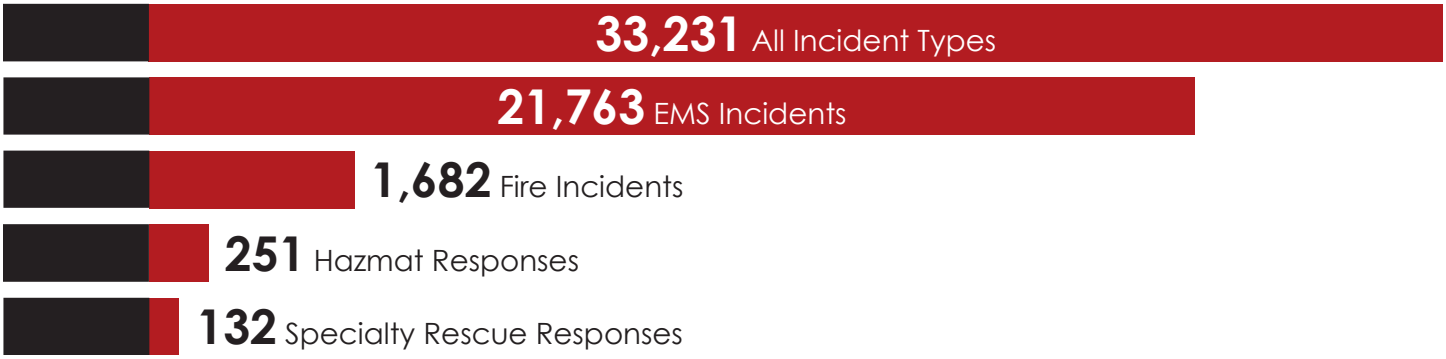
A permanent reauthorization vote requires 60% approval from voters. Under state law, regional fire authorities which collect a fire benefit charge authorized under Chapter 52.26 RCW have reduced taxing authority. Fire benefit charges can constitute no more than 60% of a regional fire authority's annual operating budget, and the fire authority's maximum property tax rate is reduced from $1.50 to 1.00 per $1,000 of assessed valuation.

The Governing Board of the Puget Sound Regional Fire Authority considered all aspects of the FBC renewal, including election cycle costs (over $200,000 every six years), and decided that a permanent authorization was the most fiscally responsible option. **The results of the August primary election for Proposition No. 1 were 73.4% in favor and the ballot measure passed.** Our department is the first in the state to pass a permanent authorization. The PSF Governing Board takes its responsibilities very seriously and is always focused on establishing the funding for PSF using a methodology that looks at the our needs and cost to the community.

We would like to thank you for your continued support and trust in the Puget Sound Regional Fire Authority as we continue to be a leader in our region and the state of Washington.

OPERATIONS

Fire, EMS, hazardous materials, and specialty rescue responses make up the foundation of what we do. In 2021, PSF responded to:



► Operations Accomplishments

- Placed in service a new tractor-drawn aerial ladder truck at Station 74 and a new heavy rescue unit, PSF's first such apparatus, at Station 81.
- 12 new firefighters graduated the fire academy in 2021. All are now assigned to PSF Operations. Another 9 began recruit school in the Fall.
- Continued to navigate the governor's vaccine mandate for all health care personnel. In 2021, all Puget Sound employees assigned to Operations were fully vaccinated against COVID-19.
- Continued to staff regional COVID-19 testing and vaccination sites with EMTs and nurses.
- Shift commanders joined the Emergency Management Division for the Complex Coordinated Terrorist Attack (CCTA) simulation at the Tacoma Convention Center. The scenario for Kent was an incident at the ShoWare Center.
- Worked with Human Resources to complete 1 battalion chief and 2 engineer promotional exams.
- Promoted 29 firefighters to the rank of engineer.
- Promoted 10 firefighter/engineers to the rank of captain.
- Promoted 2 captains to battalion chief.
- Promoted 1 battalion chief to district chief.

EMERGENCY MANAGEMENT

Through interlocal agreements, Puget Sound Fire Emergency Management provides services to the cities of Kent, SeaTac, and Covington. The office provides programs in all five phases of emergency management: prevention, preparedness, mitigation, response, and recovery.

Programs include:

- Community Emergency Response Teams (CERT)
- Disaster preparedness education for community groups
- Disaster plan development and implementation
- Emergency Operations Center (EOC) development and support
- Grants management

► Emergency Management Accomplishments

- Coordinated COVID recovery planning for cities of Kent, SeaTac, and Covington.
- Participated in regional COVID situational awareness and collaboration.
- Provided pandemic logistical support for cities of Kent, SeaTac, and Covington.
- Initiated technology upgrades for City of Kent Emergency Coordination Center (ECC).
- Participated in the regional Complex Coordinated Terrorist Attack (CCTA) exercise.
- Participated in the "Great Shakeout" exercise.

► 2022 Goals

1. Continue COVID-related support for contract cities
2. Improve ECC Functionality
   - Upgrade technology
   - Identify and train employees
3. Plans Review
   - Comprehensive Emergency Management Plan (CEMP)
   - Continuity of Operations/Continuity of Government (COOP/COG) Plans
   - Emergency Management Performance Goals
   - Hazard Mitigation Plans
   - Hazardous Materials Emergency Response Plan (HAZMERP) Training
   - Storm Ready
4. Training
   - Community Emergency Response Team (CERT)
   - ECC Training
   - Amateur Radio Interoperability
   - Great Shakeout/Windshield Survey Exercise
   - ATC 20 and 40 Classes
   - PSERN Radio Training

FIRE INVESTIGATIONS

Puget Sound Fire investigations include a limited police commission investigator and a noncommissioned investigator who work in partnership with the Kent Police Department, King County Sheriff's Office, and the ATF. The team works closely with police detectives as well as patrol officers to build comprehensive and detailed case files which include criminal and noncriminal cases.

In 2021, this team investigated 137 fires covering the jurisdictions of Kent, Covington, and SeaTac. These included 47 incendiary fires, 48 accidental fires, 37 undetermined-cause fires, and 2 explosions.

137 Fires Investigated

FDCARES REGIONALIZATION

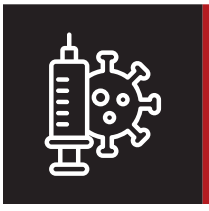
Puget Sound Fire and Renton Regional Fire Authority continue to coordinate our FDCARES programs. This provides cost savings between each jurisdiction as well as provides efficiency in treatment of individuals that move between our response areas.

FDCARES also provides savings to our communities by preventing excessive 911 calls with the assistance of coordination of care and access to community resources. Powered by a team of a nurse and firefighter, the CARES unit provides care for low-acuity calls. Daily tasks also include the CARES team revisiting community members with complex medical situations to provide further coordination of care.

The PSF FDCARES unit responded to 847 low-acuity calls in 2021.

- They began a new FDCARES service in King County Fire District 20 (Skyway).
- They were a key component of mobile vaccination, administering 10,655 vaccines.
- Started a new partnership with Valley Medical Center for case management.
- Partnered with local law enforcement to establish a co-responder program.
- Implemented a new CARES database to help navigate patients through the health care system.
- Hired two new registered nurses.

847 Low-Acuity Responses



10,655 Vaccines Administered

SIGNIFICANT CALL

Just before midnight Saturday, July 10, 2021, crews from Puget Sound Fire were dispatched for reports of a fire at the Hanover Apartments located in the 3100 block of South 192nd Street in the City of SeaTac. Crews arrived on scene 4 minutes after dispatch and found 14 apartments and 11 vehicles on fire. Reports indicated multiple citizens were jumping off balconies to escape the fire.

Due to the size of the fire, a second alarm was immediately requested. As crews were setting up for the initial attack, they observed people on balconies outside of the apartments needing to be rescued. Ladder 346 was assigned to the back side of the building to start rescue operations. Four citizens were rescued from balconies by L346 and their quick establishment of escape ladders.

Among the injured were at least two critical and two seriously injured patients who were all transported to Harborview.

Shortly after the rescues, a third alarm was requested. Firefighters from the entire valley region responded to the blaze. Firefighters were on the scene for several hours working on extinguishing the building. Approximately 80 residents were displaced by the fire.

L346, staffed by Captain John Wilkins, Engineer Shane Skladany, and Engineer Casey Linhart were recognized for their exceptional lifesaving efforts with a Unit Citation for Valor.

STRATEGIC GOAL #2
CONNECT WITH OUR COMMUNITY

PUBLIC EDUCATION

Public Education engages the community to learn safety and fire prevention before an emergency occurs — strategies proven to prevent injuries and save lives. At many events, a Public Educator works alongside a firefighter or crew to teach aspects of fire safety, fire prevention, and public health training.

► Public Education Accomplishments

Continued public education fire/safety message delivery despite a total shift in program delivery due to pandemic restrictions.

This was done by:

- Birthday/graduation drive-by celebrations by ops crews
- Open houses and teddy bear clinic
- Porch drops for bike helmets, educational material, and branded giveaways
- Newsletters targeted specifically to seniors/at-risk populations
- Increased social media presence
- Recorded presentations and virtual program delivery

► 2022 Goals

- Develop ways to better serve the hearing-impaired
- Train senior citizens living in apartment buildings on safety topics
- Support local businesses by offering safety classes and electronic forms
- Develop a catalog of virtual classes
- Develop data analytics to measure public education effectiveness

PUBLIC INFORMATION OFFICER

The PIO acts as the liaison between the media and the department.

— Public Information Officer Accomplishments

- Responded to numerous incidents ranging from structure fires to river rescues
- Appointed chair of the Zone 3 PIO program
- Appointed Zone 3 PIO representative to the King County Fire Chiefs Association
- Coordinated media for COVID-19 vaccinations for Tahoma School District students
- Coordinated recruit academy graduation ceremonies
- Assisted with coordination of 12 firefighter memorial services
- Assisted with coordinating Battle of the Badges events between the Kent Police Department and Puget Sound Fire to assist with the fight against hunger

Public Information Officer Continued

► 2022 Goals

- Continue to respond to emergency incidents.
- Conduct refresher training for Zone 3 battalion and acting battalion chiefs.
- Increase the number of nonemergency-related social media posts that are shared with the community.

UNION OUTREACH - LOCAL 1747

Our local union firefighters contribute to the betterment of our community through assistance events and sponsorship of projects and people in need.

► Union Outreach Accomplishments

- Co-sponsored a drive-thru Easter egg hunt with the City of SeaTac. Over 200 cars drove through to count eggs and get a prize bag of goodies.
- Presented 2 scholarship winners in the 11th Annual KFF Scholarship Program, each student received $2,000 to pursue their higher education goals
- Sponsored a fundraiser/raffle to the WSCFF Burn Foundation during Convention 2021.
  - $1,500 was raised for Camp Eyabsut and the Burn Foundation. (Local 1747 sponsored Convention 2021)
- Donated $500 to assist the Police Department in helping COVID victims.
- Honored those fighting breast cancer by wearing our pink design duty shirts the month of October.
- Toys for Joy: collected 2,486 toys and 395 stuffed toys, wrapped 1,077 stocking stuffers, collected 22 bicycles, and distributed the holiday toys to the Kent Food Bank to help families during the holidays
- Jerry Wood Memorial Santa Engines: collected 36,489 pounds of food and $29,228 in donations to help the food bank put meals on tables throughout our response areas.
- Received a $1,200 grant to assist 34 adopted families with clothing, toys, and food during the winter holidays.

STRATEGIC GOAL #3

DEVELOP ORGANIZATIONAL SUSTAINABILITY AND RESILIENCY

ACCREDITATION

In 2021, PSF continued to meet the reporting requirements to maintain accreditation through the Commission of Fire Accreditation International (CFAI). Through accreditation, the department demonstrates our commitment to the community and our strong values. It requires continuous evaluation and improvement of our existing programs and documentation showing we are committed to excellence. The department is currently accredited through 2024.

FINANCE

The Finance Department handles all financial activity of PSF, including accounts payable, accounts receivable, budget development, financial reporting, and providing audited financial statements.

► Finance Accomplishments

Finance met with all departments to review budget vs. expenditures every quarter. We provided training and education on account coding and practiced with staff, so they were confident in where to review their expenditures and their budget progress. We provided additional training to staff who worked on different projects throughout operations and other divisions so they would know how to manage their budgets and how to allocate their costs.

We revised our purchase card policies in 2021 and brought them online with the Munis Enterprise system. Cardholders are now able to go into the Enterprise system, allocate their charges, attach their documentation, and send statements through the workflow for approvals. We have worked with IT staff to prepare a report for the Governance Board, so they have more information about our expenditures.

The Finance Department began printing payment checks in 2021, which enables us to have much greater control over the timing of our payments.

► 2022 Goals

- Timely and accurate financial reporting. We now have great data coming from our Munis Enterprise system. We will continue to develop reports that meet the needs of our stakeholders. Our goal in 2022 is to have our monthly reconciliations and balancing done at the end of each following month, with management reports issued by the 10th of the following month.

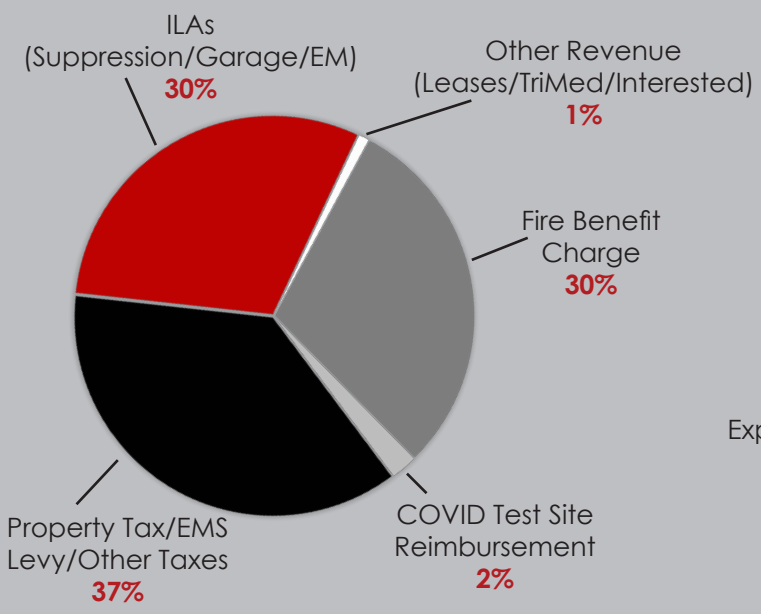
Finance: 2022 Goals Continued

- In 2022, our goal is to get a system of electronic deposits up and running where we can scan our deposits to the bank. We will also work to be independent of King County in 2022, with regard to our financial transactions and investments.
- In 2022, we will work with HR to implement position control in the Enterprise system and inform our 2023 salary budget.

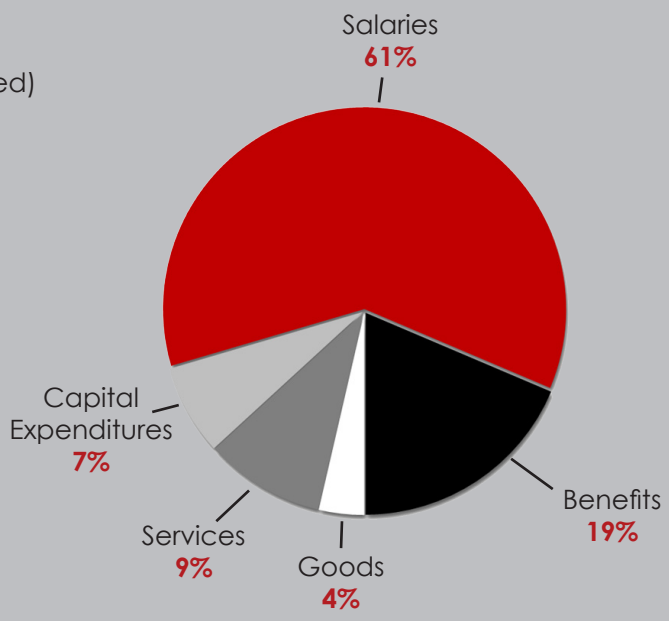
BUDGET

Puget Sound Fire is a special purpose local government agency that provides fire protection and medical emergency responses to the general public. PSF uses the general fund as the primary operating fund for the organization. PSF is audited annually by the Washington State Auditors Office.

TOTAL REVENUE



TOTAL EXPENDITURES



HUMAN RESOURCES AND PAYROLL

The Human Resources & Payroll Division is dedicated to providing guidance to enable all our employees to better serve our citizens and keep our community safe as well as helping our organization run efficiently.

The main functions of our department are:

- Talent management, recruitment & selection
- Administration of accurate compensation and benefits
- Labor and employee relations

- Providing employees guidance in all HR-related functions: laws, policies, etc.
- Organizational training
- Maintaining compliance

► Human Resources and Payroll Accomplishments

- We have achieved feats in and are continuously working to improvements in the joint hiring process in an effort to remove barriers to recruiting and hiring a diverse workforce.
- With Governor Inslee's delay of the LTD payroll tax until late 2022, we have achieved the time and space to form a long-term solution for Puget Sound employees.
- All non-represented positions have had their job descriptions updated. Working through the different bargaining groups to update their job descriptions remains a work in progress.

► 2022 Goals

- (Payroll) Year 2021 payroll audit to ensure we are paying employees within compliance.
- (HR) Create a new employee onboarding experience to include building and developing the applicant tracking module in Munis to allow for more efficient hiring and onboarding process, an employee handbook, and introduction to each department within the RFA.
- (Admin) Implement a telephone directory to support better customer service and response time.

BUSINESS INFORMATION AND TECHNOLOGY SERVICES

In 2021, Puget Sound Fire merged the Performance Measurement Division and the Information Technology Division. This merger was done to better support the need for generating decision-supporting data and to provide integrated technology services.

The Performance Measurement team provides data analysis to PSF leadership and partner agencies. This analysis provides insight into response times, incident locations, and other factors related to station/apparatus siting.

The Information Technology team is responsible for providing complete infrastructure and user support. They provide server, wireless, and desktop solutions as well as help desk support.

Combined, this new division is called Business Information and Technology Services.

► Information Technology 2021 Accomplishments

- Completed Tyler Munis Enterprise Resource Planning Software integration
- Completed several data archival projects
- Provided Renton RFA access to alternative payroll and timekeeping software system after software vendor suffered catastrophic failure
- Created centralized Employee Resource Center (ERC) page

Information Technology: 2021 Accomplishhments Continued

- Upgraded hardware and software systems as required
- Configured interactive, real-time First Arriving dashboards at all stations, centralizing mission-critical information 24 hours a day.
- Provided remote work equipment and support ensuring productive and secure WFH environment.

► Information Technology 2022 Goals

- Upgrade internet and Wi-Fi capabilities
- Establish single sign-on to provide secure and efficient access to PSF critical applications
- Upgrade apparatus hardware and wireless connectivity
- Migrate to reliable and secure cloud storage solution

► Performance Measurement 2021 Accomplishments

- Hired a GIS analyst to provide data and insight into response performance.
- Streamlined the fire benefit charge customer service process saving valuable time and resources.

► Performance Measurement 2022 Goals

- Quantify station workload to understand system impacts and inform future resource deployment decisions.
- Conduct a strategic planning process with PSF leadership team to create division plans that support PSF Strategic Vision.
- Reassess risk analysis methodologies as required by Center for Public Safety Excellence. This will better position PSF to re-accredit in 2025.
- Continue to build efficiencies into the fire benefit charge process to ensure efficient use of resources.

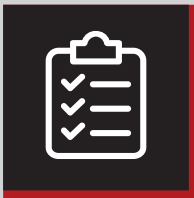
FIRE GARAGE

The Fire Garage Consortium is a group of local fire agencies that have come together to build a maintenance provider that can share costs and manage resources to provide a better product. The consortium has administrative oversight from a board of fire chiefs from each respective agency.

► Fire Garage Accomplishments:

- Largely completed the implementation of the new maintenance inventory tracking software (Munis EAM).
- Completed a study with Mercury Consulting to analyze current garage practices and develop plans for improvement moving forward.

- Researched consortium-wide telematics systems with the goal of transitioning to a utilization-based maintenance scheduling process in the future.
- Went live with the first department-wide integrated finance and inventory management system incorporating the Garage Consortium, which will help develop live reporting of financial trends and create a higher level of inventory control and reportability.
- Mid-year go-live of an integrated asset management and maintenance tracking system.
- Completed 1,232 work orders split between two work order systems. The reduction in number from 2020 is due to a large amount of COVID-related time loss and change in documentation practices in the new work order system.



1,232 Work Orders Completed

► 2022 Goals

- Implement recommendations from Mercury Consultants to improve shop practices and processes.

LOGISTICS

The Logistics Division is a fully integrated supply chain providing procurement, inventory, distribution, and customer services. It is a savings center with a mission to expand regional partnerships, continuous improvement, and fiscal transparency.

► Logistics Accomplishments

- Created 860 purchase orders.
- Hired a warehouse III employee.
- Hired a courier employee.
- Launched an inventory module in our enterprise software.
- Performed a full count of the warehouse and started using an inventory management system.

► 2022 Goals

- Hire for two vacant buyer positions.
- Continue to develop efficiencies in the enterprise software for inventory, asset management, and purchasing.
- Build inventory controls in the warehouse and remote workstations.
- Work toward procurement compliance throughout the organization to reduce risk.
- Work toward identifying vendor tracking and compliance metrics.
- Establish a new 10-year personal protective gear contract with a selected vendor.

FACILITIES

The Facilities Division conducts asset preservation for Puget Sound Fire's 16 fire stations and numerous support buildings. This is completed with a proactive approach of a strong preventative maintenance program to reduce costly repairs. We also prioritize maintenance requests to ensure mission-critical requests are completed so crews can respond to emergency incidents.

► Facilities Accomplishments

The Facilities team completed the following requests and projects in 2021:

- 845 maintenance requests.
- 45 project requests.
- Annual Plymovent preventative maintenance.
- Annual apparatus bay door preventative maintenance.
- Required annual backflow prevention device testing.
- Required annual fire alarm confidence testing.
- Required annual fire protection sprinkler system confidence testing.
- Required annual fire extinguisher inspections.
- Station 71 kitchen remodel.
- Multipurpose room tenant improvement.
- Men's shower/locker room tenant improvement.
- Station 76 exercise room remodel.
- Station 73 exercise room remodel.
- Station 71 polished concrete floors – part of Healthy In / Healthy Out initiative.
- Parking lot repair at Station 80.

► 2022 Goals

- Continue assisting the Fitness Committee with exercise room upgrades
- Continue implementing components of the Healthy In / Healthy Out initiative by upgrading exhaust extraction equipment, completing polished concrete floor projects, and countertop replacement projects.
- Complete preventative maintenance on HVAC equipment, exhaust extraction equipment, and apparatus bay doors.

TRAINING

The South King County Fire Training Consortium is in its 12th year pioneering unified training for regional excellence.

SKCFTC carries out multiple recruit academies annually, teaching PSF new recruits the best practices of our department. After an intensive 20-week process which includes multiple dimensions of emergency mitigation and initial EMT training, recruits are ready to join the ranks in the Operations Division and respond as part of a team to requests for service in the area.

SKCFTC is responsible for continued training in fire operations, EMS, specialty operations, professional development, and health and wellness.

CRISIS INTERVENTION/CHAPLAINCY

The Crisis Intervention/Chaplaincy Program provides chaplains who respond at the request of fire units to assist people after experiencing a traumatic event such as the death of a loved one. Our chaplains provide care, comfort, and compassion supporting the emotional needs of the situation. Our Crisis Intervention/Chaplaincy Program includes 9 chaplains who are on call 24 hours a day, seven days a week, and provide services to Puget Sound Fire, the Kent Police Department and Renton Regional Fire Authority.

► Staffing

Our chaplain group consists of a total of 9 chaplains; they are on call and respond when they are available any time there is a request. This program would not exist without the dedication of our volunteers.

► Chaplain Activities

Our chaplains do more than respond to calls for service when requested by crews. All of our chaplains participate in ride-alongs with Kent PD and do station visits to Puget Sound Fire and Renton fire stations. They also participate in department-related activities.

We have an amazing team of chaplains who respond with care, comfort, and compassion, 24 hours a day, 7 days a week. Volunteers with a true heart to serve their communities and departments.

In 2021, our chaplains responded to 513 calls for service, spending 988 hours on scenes. That included 52 calls to assist 13 other agencies in the South King County area.

513 Calls for Service

988 Hours Spent On Scene

STRATEGIC GOAL #4

PROMOTE THE WELLNESS AND PROFESSIONAL GROWTH OF OUR TEAM

READY REBOUND

Despite top-notch safety training, as well as improved techniques and gear, firefighting remains one of the most dangerous professions for workers. Injuries can be a challenge due to the physical nature of our job.

In addition to the personal impact an injury has on a particular firefighter, Puget Sound Regional Fire Authority has a minimum staffing model which requires backfill and overtime expenses when someone is off injured or sick. Getting members back to work in an expeditious manner and properly healed can have a tremendous impact mentally and fiscally for the member, the department, and the citizens we serve.

Puget Sound Fire has contracted with Ready Rebound, a health care navigation company that uses sports medicine principles to expedite injury recovery for firefighters. It's the same kind of rapid response to an injury that occurs in the world of elite athletics and leads to firefighters recovering and getting back to the job, three months faster, on average.

Ready Rebound treats both on- and off-duty injuries; the company understands it doesn't matter how or when a firefighter gets injured, the impact to the department is the same. While injuries are always a part of this noble profession, it's a comfort to know that our dedicated employees are getting the fastest and highest-quality medical treatment available.

44
2021 Rebound Cases

91
Total Days Saved on Physical Therapy

573
Wait Days Saved in 2021

$316,217 Estimated Overtime Savings

THANK YOU FOR YOUR SERVICE

RETIREMENTS

In 2021, Puget Sound Fire retired a substantial number of people. They took with them almost 600 years' worth of dedicated service and knowledge.

The following people retired in 2021:	Rank:	Service Years:
Dennis Wilson	Engineer	36 years
Jeff Richardson	District Chief	35 years
Chris Lindahl	Engineer	34 years
Jim Merritt	District Chief	34 years
Lawton Montgomery	Captain	33 years
Martin Smale	Engineer	33 years
Todd Plumb	Captain	33 years
Fritz Wininger	Engineer	32 years
Dave White	Engineer	31 years
Jeff Humenik	Engineer	31 years
Kevin Hagen	Engineer	31 years
Larry Rabel	Division Chief	31 years
Pat Dahl	Captain	31 years
Donald Nelson	Engineer	30 years
Joe Root	Captain	30 years
John Madden	Captain	30 years
Mike Anthony	Engineer	30 years
Matt Tarabochia	Engineer	29 years
Janet Williams	Engineer	20 years

NEW HIRES

In 2021, Puget Sound Fire hired several new firefighters and support staff. These new department members are welcome additions to our team.

► Civilian Employees

Andrew Jenkins	Andrew Jenkins was hired as an EM coordinator 2 in our Emergency Management Division.
Bo Johnson	Bo Johnson was hired into our Facilities Maintenance Division as a small equipment repair technician.
Brent Yamamoto	Brent Yamamoto is the new courier in our Logistics Division.
Chanté Sims	Chanté Sims was hired into our Human Resources Division as an HR coordinator.
Kelli Bood	Kelli Bood was hired as an LMS coordinator in the training consortium.
Rina Yu	Rina Yu is our new senior accountant 3 in the Finance Division.
Savanna Nagorski	Savanna Nagorski is our new GIS analyst in the Performance Measurement Division.
Steve Wysocki	Steve Wysocki was hired as the new IT manager in our Business Information and Technology Services Division.
Christa Sherbet, Jacqueline Ford, Jose Martinez, and Yasmin Webb	Christa Sherbet, Jacqueline Ford, Jose Martinez, and Yasmin Webb were hired as community health nurses with our FDCARES team.

► Probationary Firefighters

Due to retirements and vacancies to be filled, 2021 brought several new firefighters into our organization. The following completed the academy and have joined the ranks of the suppression division.

Alex Mcardel	Jacob Ayers	Justin Siu	Rachel Malcolm
Andrew Frank	James Poirier	Kevin Ramsey	Reid Carlson
Antenette Mosiman	Jenny Konway	Mark Rosser	Robert Drake
Arthur Burnett	Jeremiah McNeal	Matthew La Certe	Ryan Lewis
Cian Portugal	Joseph Lucchesi	Mattew Nelson	Shawn Burkhart
Daniel Doan	Joseph Nededoa	Nathaniel Leach	Steve Nguyen
Daniel Muno	Joshua Rowe	Nickolas Brooks	Taylor Mueller
Derek Konzelman			

PROMOTIONS

In 2021, Puget Sound Fire promoted a group of new leaders to the ranks of engineer, captain, battalion chief, district chief, and deputy chief. These new leaders excelled in a series of assessments designed to determine their suitability for promotion. We are excited to see them progress in their careers!

Kelsie Rock was promoted to warehouse and supply specialist 3.
Jessica Steward was promoted to executive assistant.

► Engineer Promotions

Beau Wilkins	Jonathan Castillo	Pierce Beigh
Caleb Rawson	Jordan McClain	Reymund Mills
Casey Linhart	Joseph Campbell	Ryan Nagel
Cody Tupen	Katherine Loomis	Sandra Kelly
Colin Ferris	Kevin Price	Steven Beard
Corey Mish	Lucian Burns	Tanner Anthony
Daniel Cavanagh	Lynwood Bateman	Timothy Buban
Dominic Fisher	Madeline Dailey	Tyler Jewett
Gregory Kelley	Nathaniel Wheeler	Tyler Reher
Ian McInerny	Philip Herron	

► Captain Promotions

Bryan Leary	Ken Goll	Richard Fetherston
Christian Clausnitzner	Matt Roubound	Tyler Kuske
Greg Duarte	Michael Hawkins	
Jeff Anderson	Peter Askevold	

► Battalion Chief Promotions

John Ahrens	Phillip Jorgensen

► District Chief Promotions

Dave Woelber	Jeff Ziegler	Tim Martinsen

► Deputy Chief Promotions

Dan Conroy	Jim Webb

AWARDS AND RECOGNITIONS

Puget Sound Fire recognized several individuals for excellence in 2021during our annual awards ceremony. These awards cover several categories and are voted on by peers as well as input from the executive staff. Congratulations to our award winners!

Unit citation awards were given out to the following groups and individuals:

► Operations

Austin Ewell
Brandon Phillips
Chris Lindahl
Colin Ferris
John Lytle
Matt Roubound

► Human Resources

Chante Sims
Chivon Jackson
Jennifer Zager
Jessica Steward
Kari Meyers
Kristen Rodal
Lindsey Arsanto
Tracy Mulligan

► Outstanding Community Service Award

Jane Ogren

► Unit Citation - Valor

Brian Bailie
Cary McCormick
Casey Linhart
John Wilkins
Julia Hendrickson
Lynwood Bateman
Nate Wheeler
Ryan Buelow
Shane Skladany

Employee of the Year

Tina Williamson

Firefighter of the Year

Greg Gerarden

Officer of the Year

Joel Willits

Congratulations to this group on your recognition and thank you for your continued service to our community and for exemplifying our purpose of professionally and compassionately helping people!

Puget Sound Fire thanks our Governance Board, community, and employees for your continued support in serving our customers in 2021.

OUR GUIDING PRINCIPLES

MAPPING OUR GOALS TO OUR VISION

PURPOSE

Professionally and compassionately helping people.

VISION

To be a trusted resource for building safe and healthy communities.

MISSION

To provide effective and sustainable services that meet the needs of a changing community with the resources entrusted to us.

VALUES

► Integrity
We believe in holding ourselves accountable for our actions and living our shared values.

► Innovation
We believe in continuous improvement through collaboration.

► Inclusion
We believe in the strength diversity brings to our organization and communities.

► Service
We believe in exceeding the needs of our communities through exceptional customer service and leadership.

STRATEGIC GOALS

► Meet the Community's Need for Service.

Our primary focus is on preventing and responding to our community's calls for service, professionally and compassionately helping people.

► Connect with Our Community.

To appropriately support and be supported by our changing community, we must make concerted efforts to understand community needs and tell our story in context.

► Develop Organizational Sustainability and Resiliency.

Robust systems and stable finances will support effective, efficient, and sustainable service delivery.

► Promote the Wellness and Professional Growth of our Team.

Taking care of each other is a longstanding part of our culture. We seek to best serve our community by caring for the wellbeing of ourselves, our families, and one another.

PUGET SOUND REGIONAL FIRE AUTHORITY

24611 116TH AVE. SE
KENT, WA 98030
253-856-4300
www.pugetsoundfire.org

@pugetsoundfire