



**Redmond**  
WASHINGTON

# Redmond Fire

2021 Annual Report

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# MESSAGE FROM THE FIRE CHIEF

In the capacity of Fire Chief of the Redmond Fire Department, I would like to present this Annual Report to highlight accomplishments over the past year. The report contains figures and statistics on the responses and milestones achieved by the Department. In 2021, we did our utmost to serve the City of Redmond and Fire District 34 with a high commitment and dedication to professional service. It is our honor to serve these unique communities.

As the newly appointed Fire Chief for the City of Redmond in February 2021, I am honored to serve this welcoming community along with our highly motivated team of firefighters. Our staff recognizes the importance of the served role for the community, and we work diligently to meet your expectations.



I am also proud to announce that our team is among the industry's best responders. In 2021, we served the 105,000 residents of the community and responded to more than 12,000 service calls. With a strategic emphasis on Emergency Management, the Department develops plans and prepares for every contingency. The Fire Prevention team focuses on fire safety and public education as part of its mission. To ensure our members can provide exemplary service, the Training Division publishes its annual training plan that requires all firefighters to hone and demonstrate their competencies. Of course, none of our efforts would be possible were it not for the coordination and provisioning of the Administrative and Support teams. The Suppression team continues to build upon its stellar service delivery and is well prepared to respond to any contingency.

In 2021, the Redmond Fire Department vaccinated the community against the COVID-19 virus. Equipped with the life-saving vaccines, our department administered vaccinations to the community and city employees and achieved a record-breaking 98% vaccination rate.

While prioritizing public safety, we focus on timely responding to citizens' immediate needs and concerns to prevent critical situations. In this vein, we work closely with the Mobile Integrated Health (MIH) team to ensure the highest standards of public safety and to meet the individual needs of the community members.

I am proud to work with the dedicated and professional members of our Fire Department. They have a tremendous sense of responsibility and loyalty to the community.

We are always here at your service.

Fire Chief Adrian Sheppard

A handwritten signature in black ink, appearing to read "A. Sheppard".

# REDMOND FIRE DEPARTMENT



**KING COUNTY  
FIRE DISTRICT 34**  
*Commissioners*

**FIRE CHIEF**

**ADMINISTRATIVE  
SUPERVISOR**



**OPERATIONS**  
*Deputy Chief*

**EMERGENCY  
MANAGEMENT**  
*Emergency Manager*

**SUPPORT SERVICES**  
*Deputy Chief*

**ADMIN  
COORDINATOR**

**PROGRAM  
COORDINATOR**

**FIRE  
SUPPRESSION**  
*Battalion Chief*  
*A Shift*  
*B Shift*  
*C Shift*

**TRAINING**  
*Battalion Chief*

**EMERGENCY  
MEDICAL  
SERVICES**  
*Medical Services  
Administrator*

**APPARATUS  
MAINTENANCE**  
*Apparatus Program  
Supervisor*

**LOGISTICS**  
*Company Officer*

**FIRE  
PREVENTION**  
*Fire Marshal*

**SPECIALTY  
UNITS**

**CAPTAINS**

**LIEUTENANTS**

**DRIVER/ENGINEERS**

**FIREFIGHTERS**

**CAPTAIN**

**LIEUTENANT**

**FIREFIGHTER/  
PARAMEDIC**

**ADMIN  
ASSISTANT**

**ADMINISTRATIVE  
MEDICAL  
SERVICES  
OFFICER**

**MEDICAL SERVICES  
OFFICER**

*A Shift*  
*B Shift*  
*C Shift*

**FIREFIGHTER/  
PARAMEDICS**

**HEALTH &  
SAFETY  
OFFICER**

**FIRE  
MECHANIC**

**FIRE/LIFE  
SAFETY**  
*Asst. Fire Marshal*

**DEPUTY  
FIRE  
MARSHAL**  
*(x3)*

**PROGRAM  
COORDINATOR**  
*System Reliability*

**ADMIN  
ASSISTANT**

**NEW  
DEVELOPMENT**  
*Asst. Fire Marshal*

**DEPUTY  
FIRE  
MARSHAL**  
*(x3)*

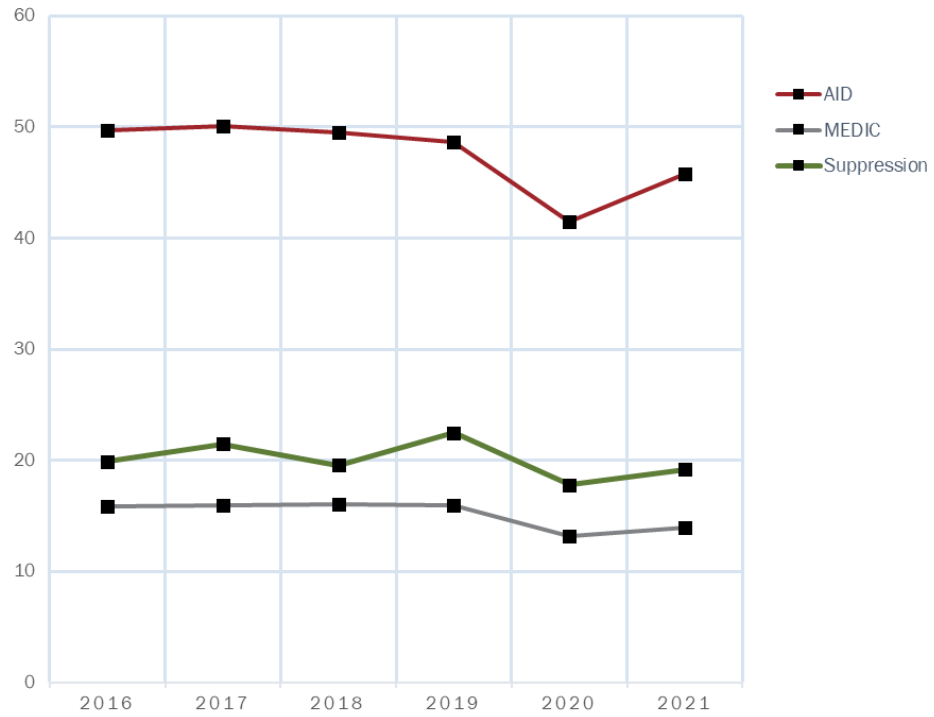
**DEVELOPMENT**  
*Asst. Fire Marshal*

**DEPUTY  
FIRE  
MARSHAL**  
*(x3)*

**ADMIN  
ASSISTANT**

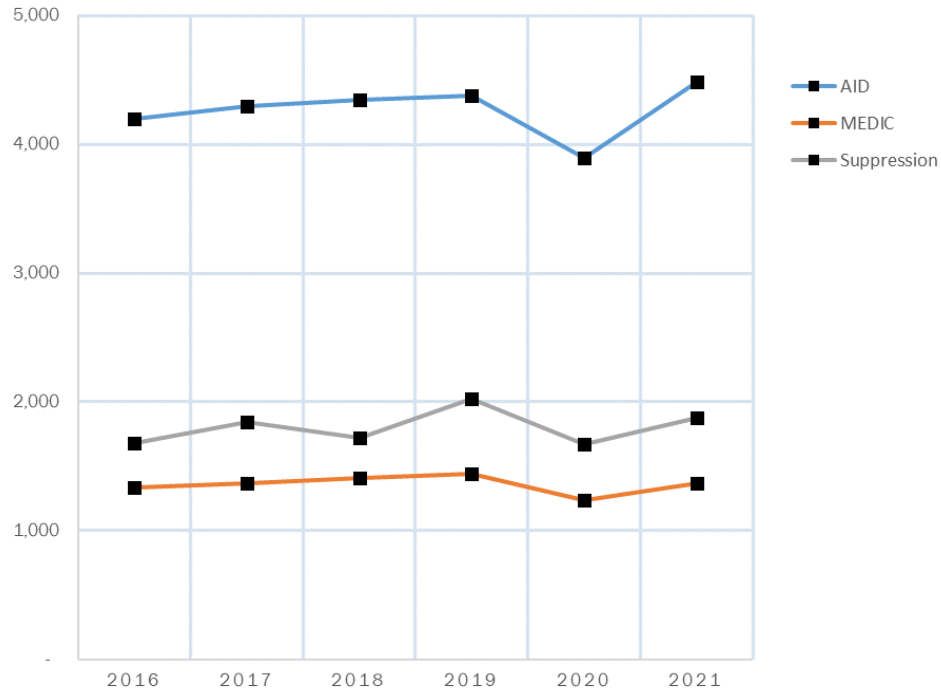


## INCIDENTS PER THOUSAND



	2016	2017	2018	2019	2020	2021	5 Year Avg
AID	49.7	50.1	49.6	48.7	41.5	45.8	47.8
MEDIC	15.8	15.9	16.0	16.0	13.1	13.9	15.3
Suppression	19.9	21.5	19.6	22.5	17.8	19.2	20.2
Incidents Per 1K	85.4	87.5	85.1	87.1	72.4	78.9	83.4

## TOTAL INCIDENTS BY TYPE



	2016	2017	2018	2019	2020	2021
AID	4,194	4,293	4,349	4,379	3,892	4,481
MEDIC	1,338	1,366	1,405	1,438	1,233	1,364
Suppression	1,681	1,842	1,717	2,023	1,668	1,875
Total	7,213	7,501	7,471	7,840	6,793	7,720

# SUPPRESSION

## History

The Redmond Fire Department was established in 1946 by a cadre of citizen volunteers to serve the City's need for fire protection services, initially operating out of a vehicle service station downtown. In 1948, King County Fire District 34 (KCFD34) was formed to protect the greater Redmond region. From the beginning, there has been a dependable, cost-efficient partnership between the City and KCFD34 to serve and protect our residents. In 1950, the City constructed a multi-use facility to serve as a city hall, fire station, and jail. The building now serves as Redmond's Old Firehouse Teen Center.

The Fire Department has been innovative from the beginning, adding the first aid car on the Eastside to provide emergency medical services (EMS). By 1953, the all-volunteer department protected the 745 residents living in the 33 square mile region from a single station downtown (now Headquarters – FS11). As the region grew, additional stations were added to maintain response times. Initially, stations 12, 13, and 14 were volunteer facilities. The Overlake Station (FS12) was added in 1960, Ames Lake (FS14) in 1971, Union Hill (FS13) in 1973, Red-Fall (FS15) in 1991, Southeast Redmond (FS16) in 1996, Redmond Ridge (FS18) in 2007 (replacing FS15 which then closed), and North Redmond (FS17) in 2012.

Over the years, the public needed services beyond fire suppression and EMS, so they turned to the Redmond Fire Department to fill the void. Your fire department now delivers fire suppression, fire prevention, emergency medical services, hazardous materials (HazMat) response, and rescue services, including vehicle extrication, high angle and rope rescue, confined space rescue, trench rescue, and structural collapse rescue. We serve you as an all-hazards department. When our residents find themselves in a challenging circumstance, your fire department stands ready to respond, remaining one of the few entities that still makes house calls.

As the population and number of incidents grew, the first paid Fire Chief and four career firefighters were hired in 1969 to supplement the services provided by the citizen volunteers. The Redmond Fire Department served the community as a combination department (part volunteer, part career) until 1994, when a growth in population, fewer volunteers, and increased incident volume led the City and KCFD34 to transition the Redmond Fire Department into a full-career department.



One of the few  
entities that still  
makes house calls

## Operations

The Redmond Fire Department, established in 1946, has enjoyed a 74-year partnership with King County Fire District 34, which was established two years later. Together, both agencies and the communities we serve have benefitted from the economies of scale with one leadership team and a combined footprint of seven fire stations. Today, the Redmond Fire Department serves a combined population of 103,000 between the City and the Fire District within a combined service area of 45 square miles.

Since our inception, the organization has added services beyond fire suppression, including advanced and basic life support ambulance transportation, fire prevention, rescue, hazardous materials mitigation, and Mobile Integrated Health. In 2021, wildland firefighting emerged as a focus area for all fire suppression personnel.

In addition to fire suppression duties, some personnel are further trained to technician level in the specialty areas of hazardous materials and the technical rescue disciplines of confined space, trench, high and low-angle rope rescue, vehicle and machinery disentanglement, and structural collapse. Some personnel are also members of the FEMA Washington (State) Urban Search & Rescue Taskforce 1.

Redmond Fire Department is the administrative agency in charge of Northeast King County Medic One, with six firefighter-paramedics and a paramedic captain on-duty each day. These personnel are deployed from two fire stations within the City of Redmond, one in Woodinville, and one in Kirkland, serving over 333,000 people within an area of 266 square miles.



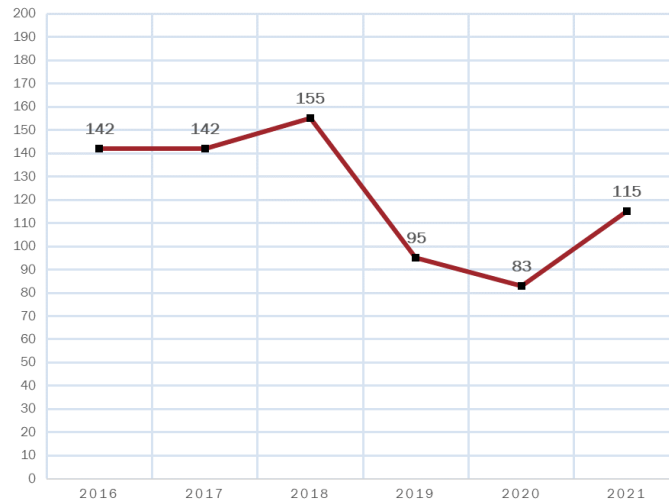


# SUPPRESSION CHARTS & TABLES

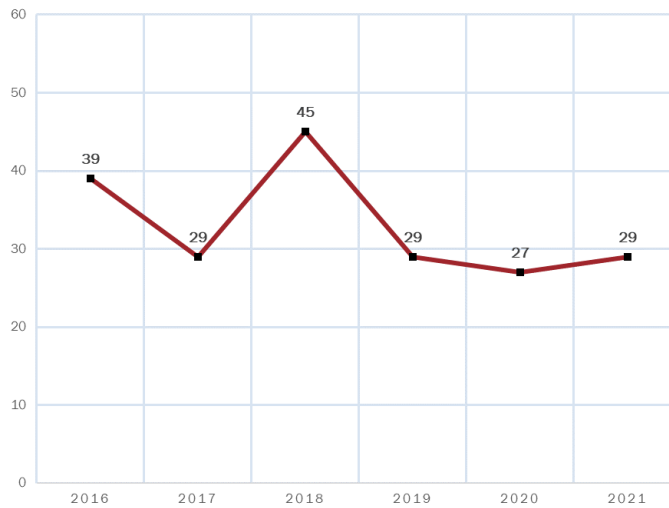
## Fires by Type

Code	2016	2017	2018	2019	2020	2021	5 Year Avg
100 - Fire, other	22	23	12	15	10	12	16.0
111 - Building fire	22	9	18	21	13	15	20.0
112 - Fire in structure other than in a building	0	1	2	0	1	1	0.8
113 - Cooking fire, confined to container	15	14	21	5	9	10	12.2
114 - Chimney or flue fire, confined to chimney or flue	1	4	1	0	1	0	1.4
115 - Incinerator overload or malfunction, fire confined	0	0	0	1	0	0	0.2
117 - Commercial compactor fire, confined to rubbish	0	1	0	0	0	0	0.2
118 - Trash or rubbish fire, contained	1	0	3	2	3	3	1.6
120 - Fire in mobile property used as fix structure; other	0	0	0	0	0	0	0.0
121 - Fire in mobile home used as a fixed residence	1	0	0	0	0	0	0.4
122 - Fire in motor home, camper, recreational vehicle	1	0	0	0	1	1	0.2
123 - Fire in portable building, fixed location	0	0	0	0	0	1	0.0
130 - Mobile property (vehicle) fire, other	1	0	3	1	1	1	1.6
131 - Passenger vehicle fire	9	18	13	9	6	8	11.8
132 - Road freight or transport vehicle fire	0	0	2	0	0	0	0.4
136 - Self-propelled motor home or recreational vehicle	0	0	1	0	0	0	0.2
137 - Camper or recreational vehicle (RV) fire	1	1	0	0	0	0	0.4
138 - Off-road vehicle or heavy equipment fire	1	0	0	0	0	0	0.2
140 - Natural vegetation fire, other	25	37	36	13	12	26	27.2
141 - Forest, woods, or wildland fire	1	3	5	1	2	2	2.4
142 - Brush or brush-and-grass mixture fire	15	8	14	7	3	7	13.2
143 - Grass fire	0	3	3	3	0	0	3.0
150 - Outside rubbish fire, other	5	1	2	4	4	7	3.8
151 - Outside rubbish, trash, or waste fire	6	5	7	7	5	1	7.2
153 - Construction or demolition landfill fire	0	0	0	0	0	1	0.6
154 - Dumpster or other outside trash receptacle fire	5	3	8	3	7	8	4.8
160 - Special outside fire, other	5	4	2	2	5	6	4.6
161 - Outside storage fire	1	0	0	0	0	0	0.4
162 - Outside equipment fire	4	4	1	0	1	4	2.8
<b>Total</b>	<b>142</b>	<b>139</b>	<b>154</b>	<b>94</b>	<b>84</b>	<b>115</b>	<b>137.8</b>

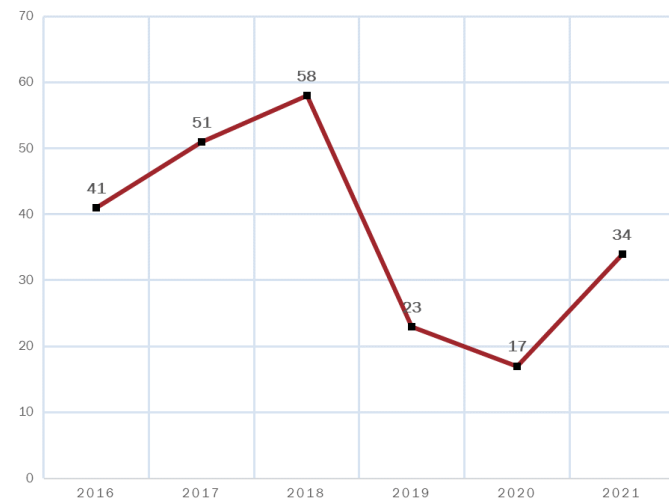
## TOTAL FIRES TREND



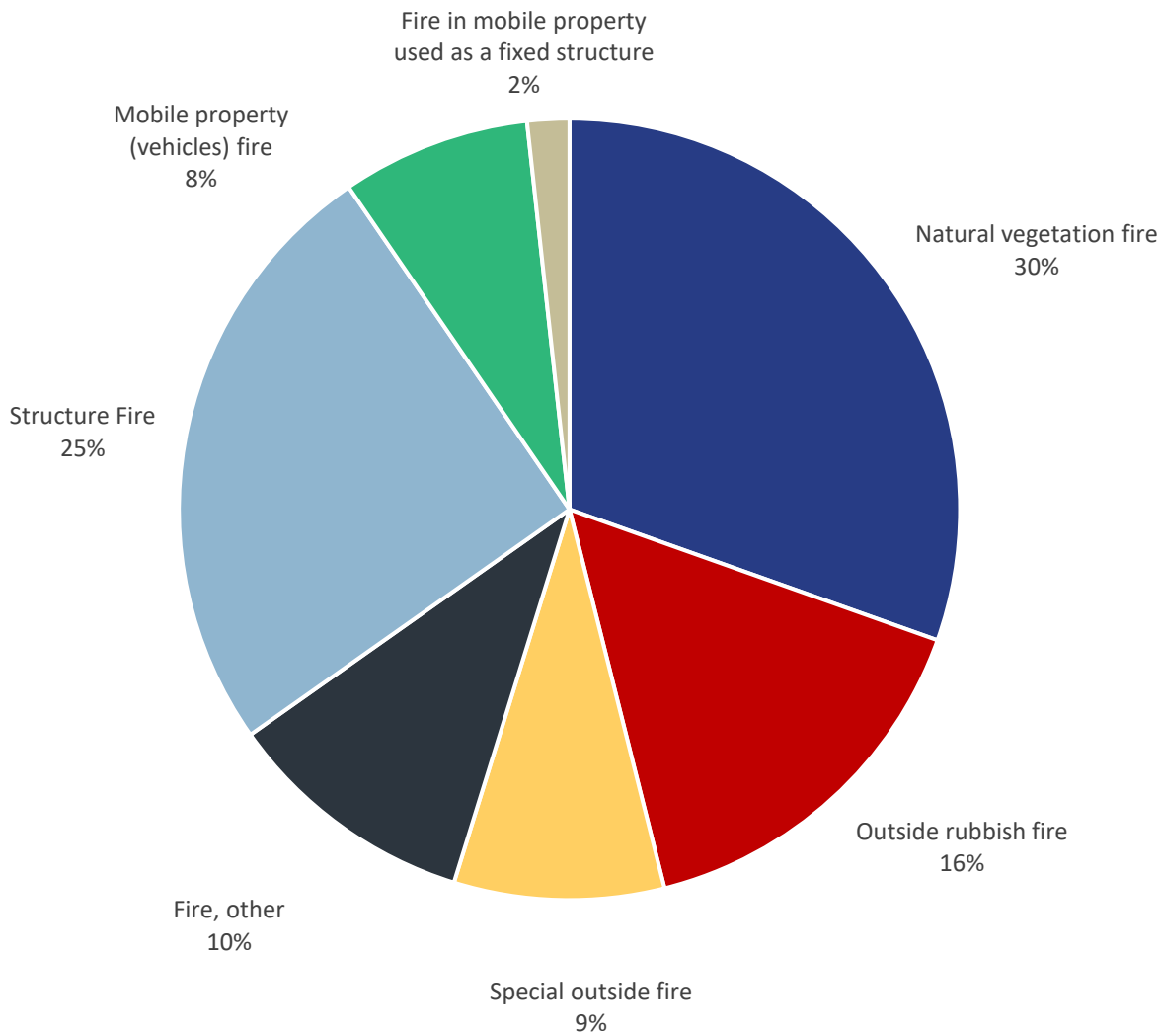
## STRUCTURE FIRES



## BRUSH & WILDLAND FIRES



# Total Fires by Type - 2021



- Natural vegetation fire
- Outside rubbish fire
- Special outside fire
- Fire, other
- Structure Fire
- Mobile property (vehicles) fire
- Fire in mobile property used as a fixed structure

# EMS DIVISION

The Emergency Medical Services Division is responsible for emergency medical response oversight throughout the communities of Redmond, Duvall, Kirkland, Woodinville, and unincorporated areas of northeast King County. This includes supporting these communities' fire departments with Mobile Integrated Health, EMS Quality Assurance/Quality Improvement (QA/QI) case review, progressive EMS training, and advanced life support care. Seven aid cars or engine companies with firefighter EMTs are assigned to fire stations throughout the City of Redmond and Fire District 34 response area. These units represent the initial response to all aid calls and initiate basic life support care while calming the emergent chaos on the scene. Additionally, there are three Redmond Fire Northeast King County Medic One paramedic units and a medical services officer strategically located in Kirkland, Redmond, and Woodinville to provide advanced life support care. When needed, these advanced life support providers represent the next layer of critical care to stabilize life-threatening illnesses or injuries to community members within a 266 square mile region of northeast King County.



Loosening COVID restrictions and expanding regional EMS training has been a focus of 2021. Thirty-two ALS/BLS cross-training classes were conducted throughout the northeast King County region. These classes included providers from the Duvall, Eastside, Kirkland, Redmond, and Woodinville fire departments. Training included classroom instruction as well as hands-on tactile skills related to cardiac arrest management, advanced airway management, OB/GYN, and pediatric emergencies. Training topics are identified on needs recognized through QA/QI case review that is conducted by paramedics and the medical control physician annually.

Field administration of whole blood for blunt force trauma, penetrating trauma, and medical patients with identified internal bleeding was added as a medication that can be delivered by paramedics in 2021. Whole blood was originally added as a study to determine if the product could be transported, stored, and delivered in a way that would protect the product from waste and provide early critical care for patients experiencing significant blood loss. This has been an extremely successful addition to the advanced life support arsenal of prehospital care and has provided positive outcomes for patients throughout the region. To date, there have been several field transfusions, and no blood product has been wasted due to loss or damage.





Pete Hirst from Kirkland Fire Department, as well as Eric Spickler and Dylan Walsh from the Redmond Fire Department, graduated from the yearlong University of Washington Paramedic Training program in July of 2021. These individuals performed at a high level and excelled through the exhausting educational experience based out of Harborview Hospital. Redmond Fire Northeast King County Medic One also welcomed Crystal Simpson-Stinchfield, and Jeffrey Milsten to the paramedic ranks through a lateral hiring process. Both had been previously trained through the University of Washington Paramedic Training program and came with several years of experience as firefighter/paramedics. All five of these individuals have proven to be great additions as advanced life support providers and are providing excellent informal leadership through response, training, and mentorship. With several anticipated retirements scheduled and occurring, the priority is to continue mentoring BLS providers throughout the region to prepare them for paramedic training and evaluate strong lateral candidates that are interested in working for the Redmond Fire Department.

## COVID Response

Uncertainty related to the COVID-19 pandemic continued throughout 2021 with the arrival of the Delta variant in June and the Omicron variant in December. The EMS Division continued to partner with Seattle King County Public Health to provide vaccination for the most vulnerable populations throughout northeast King County. Mobile vaccination teams were deployed to private residences with homebound seniors, senior living facilities, adult family homes, and at local pop-up clinics to assist the population throughout northeast King County having access to primer doses as well as boosters and becoming greater than 90% vaccinated.



# Redmond Fire Supported Vaccination Efforts Throughout Northeast King County

**41**

Adult Family Homes

**12**

Senior Living  
Facilities

**58**

Homebound Seniors

**5**

Popup Clinics Targeting  
Unhoused Populations

**14**

Popup Clinics for General Public

**Over 4,800**

Hours of Emergency Medical  
Service Staffing at Microsoft  
Mass Vaccination Site

**Approx. 5,000**

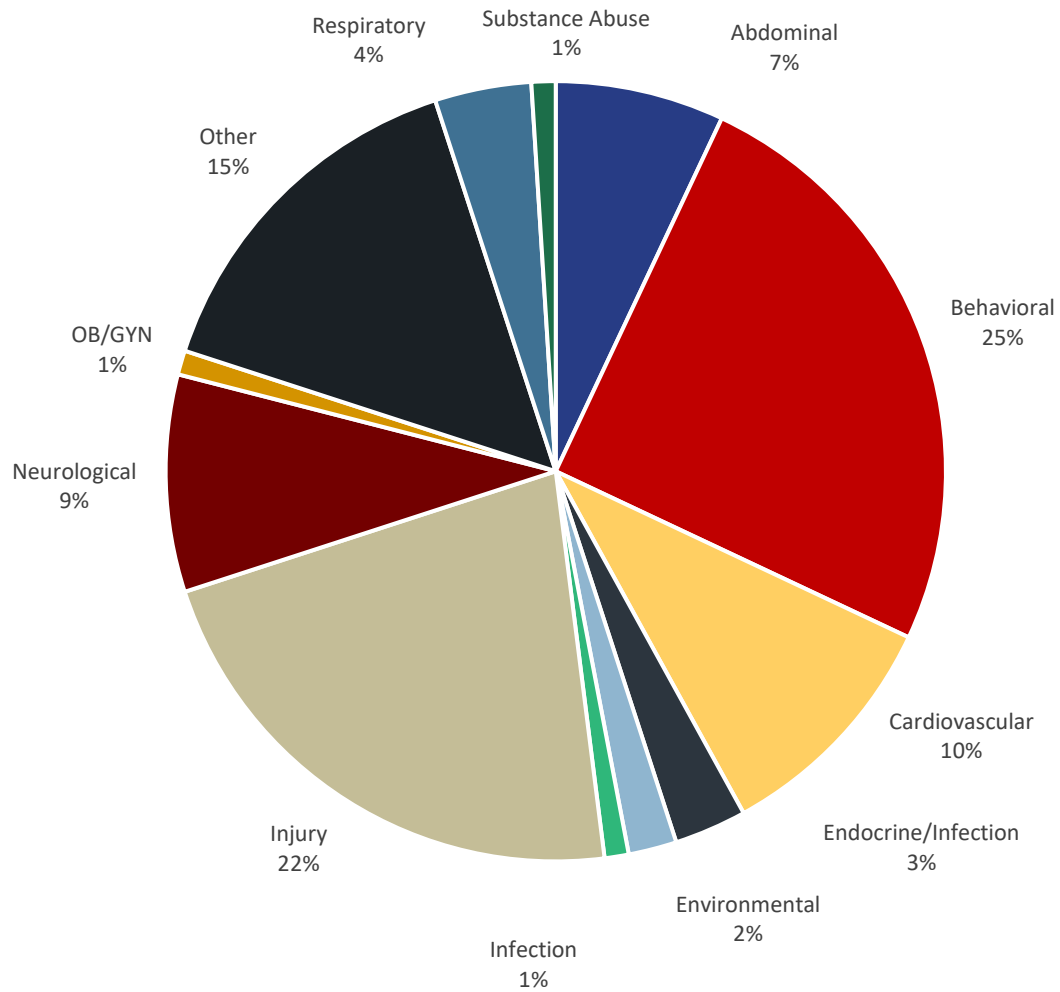
Doses of Vaccine Given

The health and safety of the workforce, their families, and the communities they serve have continued to be the number one priority of the department throughout the COVID response. Crews have done an exceptional job of executing established best practices to support their safety and taking all precautions to mitigate the spread of COVID-19 within the workforce. The Omicron variant has tested the workforce with significant exposure risk throughout the communities they live and respond in. Crews have continued to maintain a healthy workforce while focusing on preparedness through training and providing exceptional service while controlling widespread transmission within the fire station.



# EMS CHARTS & TABLES

## First Impressions by Category - 2021



## Age-Adjusted Patient Rate Per Thousand

Age Group	# of Patients by Age Group	Estimated COR/FD34 Population by Age Group	% of Patients	Age-Adjusted Patient Rate/per K
0-4	94	7,139	2.1%	13.17
5-9	32	7,335	0.7%	4.36
10-14	52	4,988	1.2%	10.43
15-19	155	4,499	3.5%	34.46
20-24	227	4,596	5.1%	49.39
25-29	238	9,388	5.4%	25.35
30-34	230	12,322	5.2%	18.67
35-39	219	9,095	4.9%	24.08
40-44	210	8,215	4.7%	25.56
45-49	199	6,552	4.5%	30.37
50-54	247	4,694	5.6%	52.62
55-59	190	4,303	4.3%	44.16
60-64	260	4,694	5.9%	55.39
65-69	243	3,423	5.5%	70.99
70-74	334	2,543	7.5%	131.36
75-79	377	1,271	8.5%	295.54
80-84	356	1,076	8.0%	330.93
Over 84	772	1,663	17.4%	464.36
All Ages	4,436	93,785	100.0%	45.36



## Cardiac Arrest Utstein Criteria

<b>110</b> Resuscitations Attempted	<b>98</b> Cardiac in Nature	<b>41</b> Witnessed by Bystander	<b>21 (42%)</b> Shockable Initial Rhythm
<b>12 (57%)</b> Admitted to Hospital	<b>10/21 (48%)</b> Discharged Alive	<b>9/10 (90%)</b> Favorable Neurological Outcome	<b>53/93 (57%)</b> Utstein Discharged Alive, 5-year Average

## A GROWING CITY

### Microsoft Campus Refresh

Redmond has been home to the Microsoft Corporate campus for the last 33 years, and Microsoft continues to invest in our community as they build for the future. The Microsoft Campus Refresh project replaces 12 older office buildings with approximately three million square feet of office space within 17 new buildings. 2021 saw the major completion of the garage, eight above-ground buildings, and a new Thermal Energy Center with more than 900 geo-wells for heating and cooling of the campus. The project is scheduled to be completed in mid-2024.



Microsoft Redmond East campus construction progress, January 2021-April 2022



## Sound Transit

Redmond is preparing for the arrival of four light rail stations: Overlake Village and Redmond Technology stations in 2023, and the Southeast Redmond and Downtown Redmond stations in 2024. In 2021, construction for the final portions of East Link began. The foundations and pylons for the southeast Redmond parking garage were installed. Additionally, much of the groundwork for the track leading to the downtown Redmond station has been started.

Regional coordination and training for crew response to light rail incidents has begun and will continue until service starts in 2023 and 2024.

## Southeast Redmond Station and Garage



Figure 1 - Rendering of the Downtown light rail station at Redmond Town Center



Southeast View





## FIRE PREVENTION

The Fire Prevention Division is integral to building and maintaining a safe city through the following services:

- Providing plan review and inspection services for construction-related activity.
- Conducting fire and life safety inspections to verify code requirements and safety systems are being properly maintained.
- Delivering community education messages regarding fire and safety.
- Investigation of all large-loss or suspicious fires to determine origin and cause.

These services help prevent fires, improve emergency responders' ability to manage an incident, and build and maintain a safe city for all to live, work, play, and invest in Redmond. In 2021, Prevention staff continued to be flexible on how their work was completed, including remote work, increased use of technology, and improved business practices due to COVID-19. Fire Life Safety inspectors were able to inspect all locations with operational permits, while full building inspections remained suspended due to staffing constraints. The additional staff hired for development agreements were trained by the Development Services personnel using the plan review and inspections from normal construction activity. Leveraging the additional staff training supported the increase in permit issuance and plan review experienced in 2021 while maintaining the level of service the development community expects from our staff.

### Development Inspections

On-site inspections verify code compliance during new building construction and tenant improvement projects. Last year Fire Development Services conducted 1,480 inspections, including commercial and residential fire sprinklers, fire alarms, and other life safety systems.

### Issued Permits

Fire Development Services issued 1,009 construction-related system permits in 2021.

### Permits Reviewed

Prevention staff reviewed 1,167 permit submittals to ensure adherence to the Redmond Fire Code.

## Land Use Permit Process

Fire personnel reviewed 133 new project proposals to provide developers with direction and requirements on items related to fire access, water supply, and fire safety.

## Fire Prevention Help Tickets

Our staff is available to assist both internal and external customers that require information related to fire prevention activities. This past year we processed a total of 404 requests for service.

## Fire and Life Safety Inspections

Our fire marshals performed 1,226 inspections in 816 occupancies and issued 771 permits. Additionally, our on-duty crews performed 788 inspections.

## Systems Reliability

In 2021, Fire Prevention expanded the systems reliability program by staffing a full-time program coordinator. The program coordinator is responsible for reviewing code-required system testing reports and providing customer service to building owners, property managers, and fire system contractors. System testing is required by the International Fire Code as it maintains the integrity of the system over time. It also provides confidence to stakeholders that the installed fire system will operate as designed in case of an emergency, whether it is alerting occupants to vacate the building or fire sprinklers are activated when a high volume of heat and smoke are present. The program coordinator position is a critical component to ensuring that the fire systems installed in buildings during construction are tested and maintained.

In addition to report review, code compliant outreach, and providing customer service, the systems reliability program coordinator maintains the Fire Alarm Operational Permit (FAOP) program. The FAOP satisfies the National Fire Protection Association's requirement for Central Station Service.

Snapshot of 2021 systems reliability program:

- 3,364 reports received and reviewed
- 1,470 FAOPs issued

## Fire Investigations

During 2021 Redmond Fire responded to 90 fire incidents in the City of Redmond and 26 fire incidents in King County District 34. In the City, 15 fire incidents (16.7%) grew large enough that fire investigators were called to the scene to formally investigate. Of these investigations, eight were accidental, four were incendiary, and three were of undetermined causes.





# FINANCE

## Department Expenditures

Redmond Fire Department expenditures in 2021 totaled about \$36.9 million. Approximately \$32.7 million, or 88.7%, was related to personnel. The remainder represents costs for services, supplies, equipment, and interfund charges.

Most of these expenditures, about \$30.7 million or 83.2%, were directly related to fire suppression and emergency medical services. These services are provided both within the City of Redmond (population 71,929 as of July 2019) and in neighboring King County Fire District 34 (KCFD 34), with an estimated population of 33,000. This total also includes costs of providing Advanced Life Support (ALS) services to an area covering 250 square miles with a population of approximately 334,000 residents. This ALS response area includes the cities of Duvall, Kirkland, Redmond, Woodinville, King County Fire District 34, and other unincorporated portions of northeast King County.

Fire Prevention services comprised about \$2.7 million or 7.3% of 2021 expenditures. In addition to general fire and life safety and development services, upstaffing specific to the Microsoft campus redevelopment and light rail extension projects were also included. The remaining costs include the department's administrative, training, facility, apparatus maintenance, and emergency management functions.

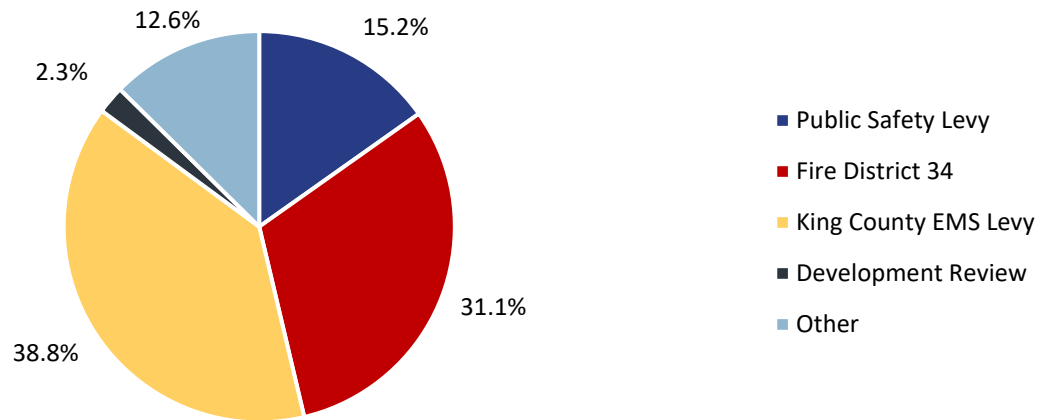
## Department Revenues

Redmond Fire Department received \$25.7 million in revenues in 2021. The largest source was an allocation from the King County EMS Levy, also referred to as the Medic One Levy, comprising \$10.0 million or 38.8% of department revenues. These funds support the Advanced Life Support services mentioned above, as well as the Mobile Integrated Health Program and a portion of funding for Basic Life Support services.

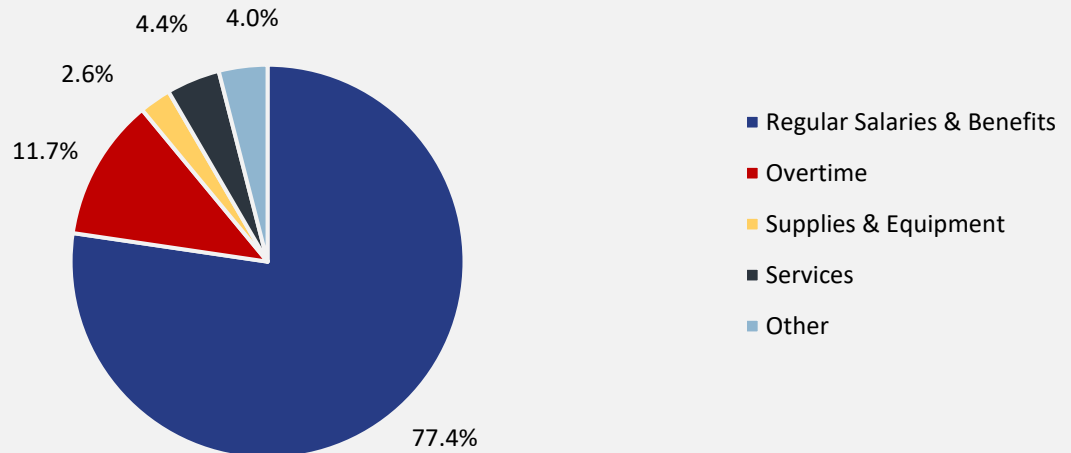
KCFD 34 pays the City for fire suppression and Basic Life Support services, representing \$8.0 million or 31.1% of 2021 revenues. Additionally, the 2007 Public Safety Levy provided \$3.9 million for these services within the City. Another \$586 thousand of 2021 revenues are comprised of fire permitting and inspection fees related to the ongoing Microsoft campus and light rail projects.

Remaining revenues include charges for services to other agencies, grants, and cell tower leases, among others. Department expenditures not covered by those above are supported by general city revenues, primarily taxes.

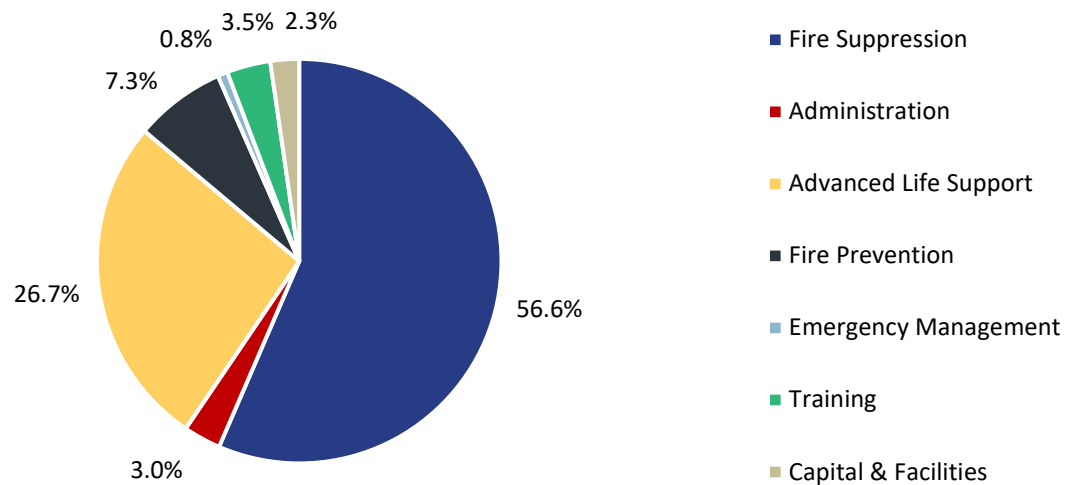
### Revenue by Type - \$25,711,236



### Expenditures by Type - \$36,866,610



### Expenditures by Function - \$36,866,610

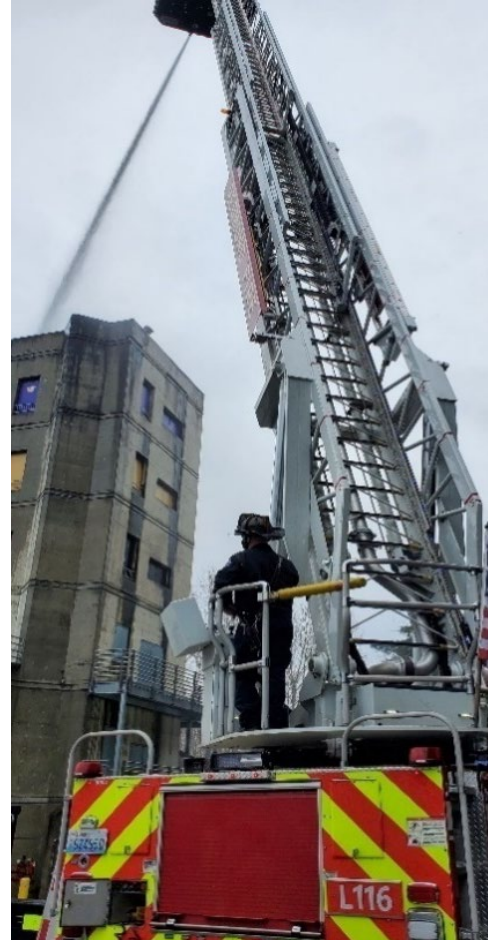


# TRAINING

The Training Division of the Redmond Fire Department is responsible for developing and delivering both the initial education and the ongoing development of our firefighters and paramedics. In order to prepare an all-hazards fire department, the Training Division assists personnel in obtaining and maintaining certifications in firefighting, EMS (both EMT and paramedic), technical rescue, hazardous materials, and the Incident Command System (ICS). This responsibility includes ensuring the training is realistic, ongoing, verifiable, and in accordance with state law, national standards, and industry best practices. To assist in this goal, the Redmond Fire Department continues to be a regional partner within the East Metro Training Group (EMTG), which, in addition to Redmond, is comprised of the Bellevue and Mercer Island fire departments. This collaboration helps to take advantage of increased resource efficiency. Additional training partnerships leveraged in 2021 were with Microsoft and Tri-Med Ambulance. Joint hosting and participation in Mass Casualty Incident MCOs with their staff and EMTG participants resulted in a multitude of lessons learned.

2021 saw a continued focus on Company Officer development. Two National Fire Academy Leadership Series classes were hosted, Calm the Chaos monthly simulation training was developed and delivered, and Chief Kastros, formerly of Sacramento Metro Fire Department, delivered a weeklong Battalion Chief Academy. These are a few of the steps the Training Division continues to proactively pursue to address the needs of a growing department.

In preparation for 2022 and years to come, the Training Division developed and published an annual training calendar, secured the Career Survival Group to continue Officer development, will host promotional testing at all ranks, and continues to facilitate the hiring and development of personnel at a blistering pace.



**9**

**Firefighters  
Completed Probation**

**720**

**Training Hours Per  
Person for 8 Fire  
Academy Graduates**

**1**

**New Hazardous  
Material Technician**

**2**

**New Rescue Technicians**

**6**

**Completed Heavy Extrication  
Trainings**

**3,500**

**Training Hours for Specialty  
Technicians**

**20,112**

**Total Training Hours**



# EMERGENCY MANAGEMENT

The mission of the Redmond Emergency Management Division (EMD) is to partner with the whole community in useful and universally accessible readiness, response, and recovery programs encompassing all hazards. Establishing this type of program for both city departments and the Redmond community begins with a solid foundation that reflects values, principles, and beliefs.

EMD assumes that every person who wants knowledge or training in emergency preparedness, response operations, or recovery activities should have access. We work with all interested community members to accommodate and include them in our programming. Our work is delivered through planning, drills, education, training, exercises, and partnership development.

## Service to our Region and our Community

We care about each other, choose to be here, and are in this together. We have conversations where everyone can contribute, and we are willing to put back in to make a difference so that our community is even better tomorrow than it is today.



*April 2021 Yakima County Vaccination Center Deployment  
Front row (from the left): Firefighter Raina Clark, Firefighter Nick Dees,  
Battalion Chief Drew DeFazio, Fire Program Coordinator Janeen Olson  
Back row: CERT Volunteer Matthew Wetmore*

2020 introduced the deadly COVID virus, which upturned our world and continues to antagonize the way we live, work, and socialize. In April 2021, vaccinations were readily available, and many counties had opened vaccination sites to distribute the vaccine to their community members. Redmond Fire personnel had been deployed to Yakima County to assist in this point of distribution.

Large numbers of people volunteer their services to aid response operations. Although the public is encouraged to affiliate with voluntary agencies before an emergency, unaffiliated volunteers will inevitably offer to help. One role that Emergency Management was requested to assist with in Yakima was to help establish a volunteer reception center. When managed effectively, both affiliated and unaffiliated volunteers can be a valuable resource to expand and enhance operational objectives. With the assistance of CERT Volunteer Matthew Wetmore and EMD Coordinator Janeen Olson, they provided Yakima County Emergency Management with a template for a Volunteer Reception Center along with training to utilize their *Rapid Tagging System* to register and track volunteers throughout their time of service.

## Redmond Community

Despite the challenges we all faced working through the pandemic, EMD continued to serve our Redmond community with the evidence that social distancing, KN95 mask-wearing, vaccinations and boosters, and frequent hand washing helped to impede the spread of the virus. Emergency Management volunteer programs hosted Community Emergency Response Team (CERT) Class #39, fire extinguisher training, CPR and First Aid for local businesses, and fire drill exercises at the Muslim Association of Puget Sound. The Amateur Radio Emergency Services (ARES) team practiced communications during fifth Saturday exercises. CERT partnered with Lake Washington School District to help with preparedness fairs, Redmond High School CERT, internships, and mentoring. Lastly, Medical Reserve Corps members assisted King County Public Health with COVID testing and vaccination clinics. The total hours for the volunteer programs for 2021 were 2,151.75 hours, with a monetary equivalent value equaling \$61,410.95.

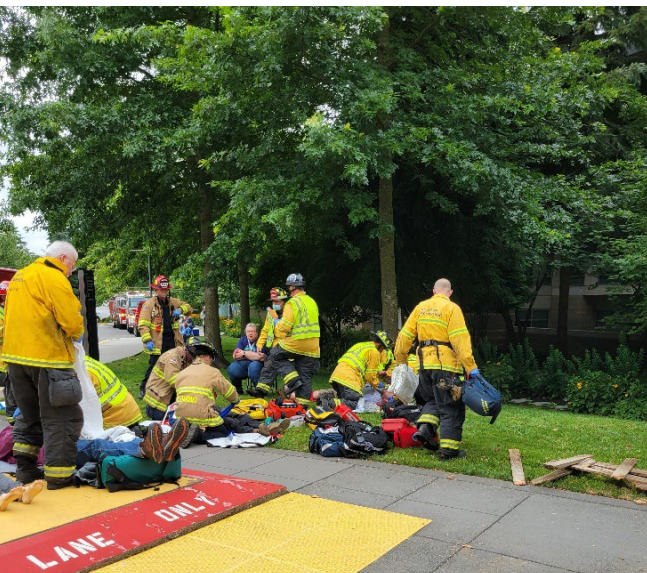
Volunteer Program	Total Hours	Monetary Equivalent Value*
ARES	778.00	22,204.12
CERT	1117.25	31,886.32
MRC	194.75	5,558.17
RCCC	61.75	1,762.35

\* Independent Sector estimate, 2021; at \$28.54/hour

## Plans, Training, and Exercise

### MASS CASUALTY TRAINING

Once a plan is developed and personnel trained to the plan, the next step is exercising the plan. In July 2021, the Redmond Fire Training Division partnered with the Emergency Management Division to develop a controlled, scenario-driven, simulated experience for fire personnel to demonstrate operational tasks outlined in their Mass Casualty plan. EMD coordinated the recruitment and oversight of volunteers to act the roles of victims with various injuries resulting from the chosen scenario of a reckless driver driving through a planned street party. The after-action report highlighted the responses from fire personnel stating how valuable it was to have “live” victims to triage and treat. The after-action report lists recommendations for improvement and will inform the next round of exercises for our personnel.





# MOBILE INTEGRATED HEALTH

The Mobile Integrated Health program is led by the EMS Division and continues to grow by expanding services provided to Redmond and the surrounding communities throughout northeast King County. This program was established to provide positive impacts on the lives of individuals with complex medical problems throughout northeast King County and has been funded through the King County Medic One Levy since 2018. Connecting community members to the most appropriate health and social services, optimizing the availability of emergency service units, and positioning emergency medical services as an integrated link to the broader health and social services system continues to be the primary goals of Redmond's Mobile Integrated Health team.



The program has been designed to train emergent first responders to recognize hazards that the patient is experiencing and then activate the MIH team to connect with the individual to identify proper resources to mitigate their risk of continued illness or injury. This has been successfully done by providing a follow-up approach that allows for trained EMS providers to triage the patient/client in their home during non-emergent times, ensuring that the appropriate level of care, education, and connectivity with the right health and social service communities can be achieved. This design model has proven to have positive outcomes that are having long-lasting beneficial effects on the lives of community members throughout Duvall, Kirkland, Snoqualmie, Redmond, and unincorporated portions of northeast King County. Dedicated, well-trained MIH staff are triaging and identifying client needs, then connecting them with the appropriate available resources for assistance and following their progress to ultimately solve or ease the complexity of their medical issues.

## **In 2021 the Redmond Mobile Integrated Health Team performed the following:**

### **Client Connections**

- 150 client referrals
- 1,473 client information interactions
- 585 hours of interaction
- 67% of referrals related to aging disabilities, mobility, falls, home health care needs
- 19% of referrals related to unsafe living conditions, mental health, and substance abuse

### **Results**

- Connecting with approximately 70% of referrals made by EMS providers
- Decreased 911 calls of high utilizers by nearly 60%
- Decreased emergency department admittance by high utilizers by nearly 40%



# APPARATUS MAINTENANCE

The City of Redmond Fire Maintenance Shop repairs and services 65 vehicles, from heavy trucks to passenger cars. Our Apparatus Maintenance staff are on-call 24 hours daily to ensure our vehicles are ready to serve the public and our community. We perform an intensive 150-point inspection on all of our equipment twice a year to ensure the safety of the vehicles' crews. We take pride in ensuring these vehicles operate the way the manufacturer intended. Our technicians are also EVT / ASE certified. They attend Fire Mechanics training annually to keep up with the changing technology.

We currently service two ladder trucks, one heavy rescue apparatus, seven pumpers, 16 aid cars, two brush trucks, a training trailer, and 36 support vehicles.

Our number one goal is to provide a safe and reliable vehicle that is ready to respond and perform at the highest level while serving our community.



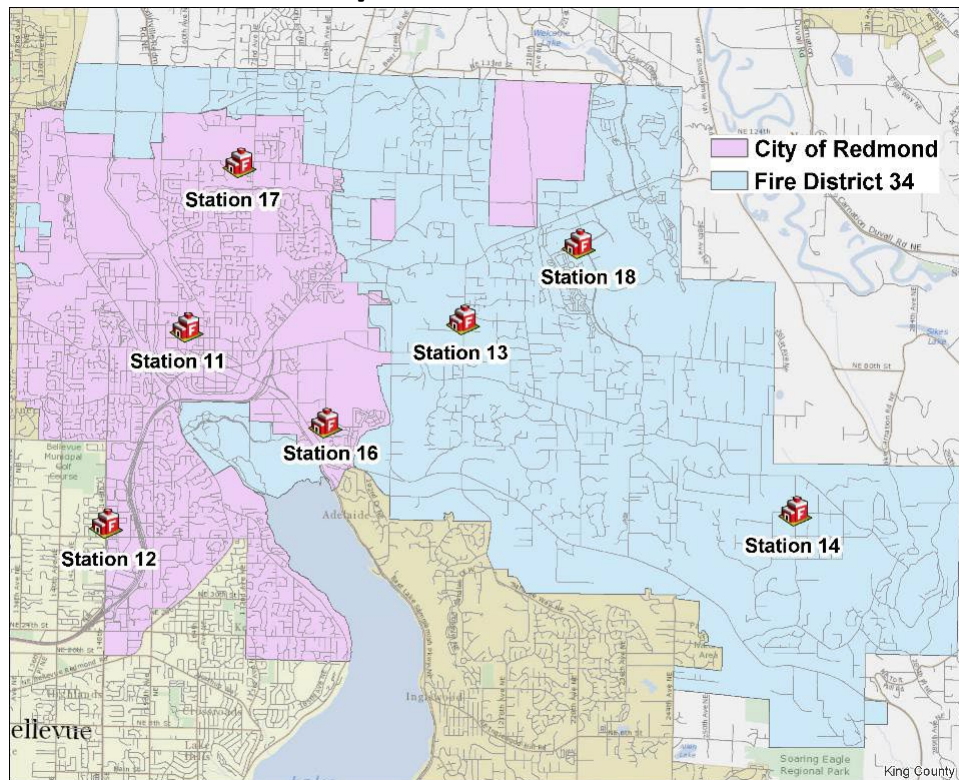
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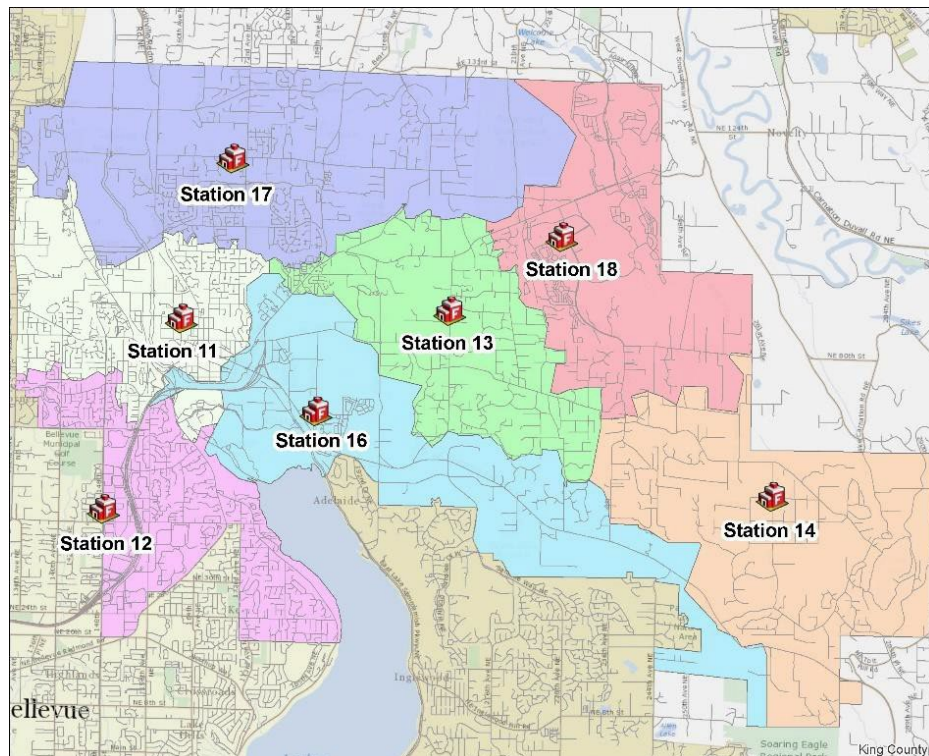


# COVERAGE MAPS

## CITY OF REDMOND/FIRE DISTRICT 34 SERVICE MAP

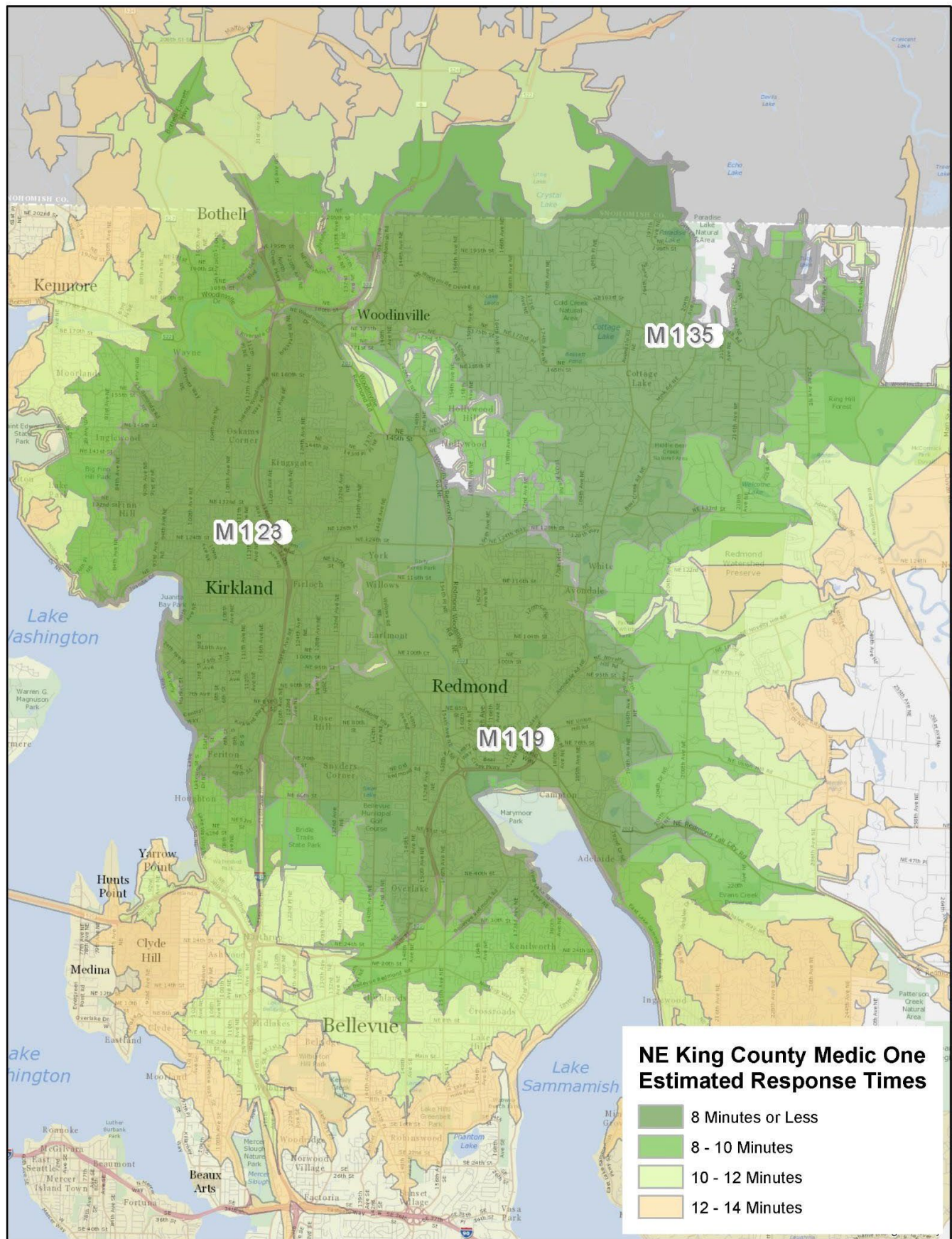


## STATION SERVICE AREAS MAP





# NORTHEAST KING COUNTY MEDIC ONE SERVICE AREA MAP





# STATIONS & UNITS RESPONSE TOTALS

## RESPONSE BY UNIT STATION AND LOCATION

Station Area	Non-RFD	Station 11	Station 12	Station 13	Station 14	Station 16	Station 17	Station 18	Grand Total
Medic	2,866	460	190	125	47	206	211	149	4,254
M119	512	385	182	109	44	185	134	97	1,648
M123	1,700	68	6	4	1	16	34	3	1,832
M135	654	7	2	12	2	5	43	49	774
Station 11	282	2,632	272	89	27	588	245	48	4,183
A111	66	1,519	56	14	3	320	60	3	2,041
B111	112	117	87	34	22	42	49	36	499
E111	104	996	129	41	2	226	136	9	1,643
Station 12	1,224	418	1,548	4		56	10	1	3,261
A112	660	118	931	1		9	4		1,723
E112	564	300	617	3		47	6	1	1,538
Station 13	106	67	12	536	37	241	62	192	1,253
A113	33	15	3	405	16	101	13	79	665
E113	73	52	9	131	21	140	49	113	588
Station 14	60			11	218	13	1	27	330
A114	28			2	145	7		3	185
E114	32			9	73	6	1	24	145
Station 16	188	353	145	65	14	639	53	62	1,519
A116						2			2
E116		1				2			3
L116	188	352	145	65	14	635	53	62	1,514
Station 17	982	231	43	97	20	65	800	84	2,292
A117	124	127	4	60		16	693	6	1,030
E117	10	13	2	3		1	11	2	42
MSO117	843	91	36	34	20	48	96	45	1,213
MSO118	5		1					1	7
Station 18	160	11	2	86	23	16	12	626	936
A118	73	2		37	6	6		452	576
E118	87	9	2	49	17	10	12	174	360
<b>Grand Total</b>	<b>5,868</b>	<b>4,172</b>	<b>2,212</b>	<b>1,013</b>	<b>386</b>	<b>1,824</b>	<b>1,394</b>	<b>1,159</b>	<b>18,028</b>

## RESPONSES BY CALL TYPE AND LOCATION

Station/Incident Type	Non-RFD	Station 11	Station 12	Station 13	Station 14	Station 16	Station 17	Station 18	Grand Total
Medic	2,866	460	190	125	47	206	211	149	4,254
EMS	2,760	447	183	124	46	202	206	144	4,112
Suppression	106	13	7	1	1	4	5	5	142
Station 11	282	2,632	272	89	27	588	245	48	4,183
EMS	75	2,037	125	46	16	405	133	27	2,864
Suppression	207	595	147	43	11	183	112	21	1,319
Station 12	1,224	418	1,548	4		56	10	1	3,261
EMS	855	161	1,182	2		18	4		2,222
Suppression	369	257	366	2		38	6	1	1,039
Station 13	106	67	12	536	37	241	62	192	1,253
EMS	42	22	3	434	21	108	21	113	764
Suppression	64	45	9	102	16	133	41	79	489
Station 14	60			11	218	13	1	27	330
EMS	31			2	159	10		13	215
Suppression	29			9	59	3	1	14	115
Station 16	188	353	145	65	14	639	53	62	1,519
EMS	59	83	12	22	9	433	5	1	634
Suppression	129	270	133	43	5	206	48	51	885
Station 17	982	231	43	97	20	65	800	54	2,292
EMS	825	169	25	87	18	56	688	43	1,911
Suppression	157	62	18	10	2	9	112	11	381
Station 18	160	11	2	86	23	16	12	626	936
EMS	94	1	1	48	10	5	2	478	639
Suppression	66	10	1	38	13	11	10	148	297
<b>Grand Total</b>	<b>5,868</b>	<b>4,172</b>	<b>2,212</b>	<b>1,013</b>	<b>386</b>	<b>1,824</b>	<b>1,394</b>	<b>1,159</b>	<b>18,028</b>

# FIRE DEPARTMENT TERMS AND DEFINITIONS

**Advanced Life Support (ALS):** Emergency medical treatment beyond Basic Life Support that provides for advanced airway management, including intubation, advanced cardiac monitoring, defibrillation, establishment and maintenance of intravenous access, and drug therapy.

**Automatic Aid:** A plan developed between two or more fire departments for an immediate joint response on first alarms.

**Basic Life Support (BLS):** A specific level of pre-hospital medical care provided by trained responders focused on rapidly evaluating a patient's condition; maintaining a patient's airway, breathing, and circulation; controlling external bleeding; preventing shock; and preventing further injury or disability by immobilizing potential spinal or other bone fractures.

**Brush/Wildland Fires:** Suppression incidents involving natural vegetation, forest, wildland, brush, and grass.

**Complaint at Dispatch:** Using established criteria, the dispatcher determines the nature of the call and alerts units based on the corresponding response plan.

**Dispatched Incidents:** The count of calls for service that resulted in at least one unit being dispatched.

**Emergency Medical Services (EMS):** The treatment of patients using first aid, cardiopulmonary resuscitation, Basic Life Support, Advanced Life Support, and other medical procedures before arrival at a hospital or other health care facility.

**Fire Suppression:** The activities involved in controlling and extinguishing fires.

**First Impression (Primary Impression):** The level of sickness that an EMT or paramedic believes a patient is experiencing based on the first minutes of patient examination.

**Good Intent:** A call for service where it is determined that no assistance is needed.

**Hazardous Material (HazMat):** A substance that is capable of creating harm to people, the environment, or property due to its toxicity, chemical reactivity, decomposition, or corrosivity; is capable of explosion or detonation; or presents etiological hazards, whether used for its intended purpose or as a weapon of mass destruction (WMD) or for illicit labs purposes, environmental crimes, or industrial sabotage.

**Incident (Emergency Incident):** Any situation to which an emergency services organization responds to deliver emergency services, including rescue, fire suppression, emergency medical care, special operations, law enforcement, and other forms of hazard control and mitigation.

**Mutual Aid:** A written intergovernmental agreement between agencies and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.

**Public Safety Answering Point (PSAP):** A facility in which 9-1-1 calls are answered.

**Rescue:** Those activities directed at locating endangered persons at an emergency incident, removing those persons from danger, treating the injured, and providing for transport to an appropriate health care facility.

**Response:** Immediate and ongoing activities, tasks, programs, and systems to manage the effects of an incident that threatens life, property, operations, or the environment.



**Response Plan:** The predetermined initial number of units and capabilities that will be dispatched according to the complaint at dispatch.

**Response Time:** The time interval from the receipt of the alarm at the primary PSAP to when the first emergency response unit is initiating action or intervening to control the incident.

**Service Call:** A non-emergency incident where assistance was provided, but no immediate danger is present.

**Situation Found:** The category of an incident according to the criteria found in the National Fire Incident Reporting System (NFIRS) reporting standards developed by the United States Fire Administration.

**Unit:** A staffed and equipped emergency response vehicle.

**Unit Responses:** The sum of the emergency response vehicles dispatched, as some response plans require more than one unit to be dispatched.



The City of Redmond assures that no person shall, on the grounds of race, color, national origin, or gender, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more information about Title VI, please visit [redmond.gov/TitleVI](http://redmond.gov/TitleVI).

无歧视声明可在本市的网址 [redmond.gov/TitleVI](http://redmond.gov/TitleVI) 上查阅 | El aviso contra la discriminación está disponible en [redmond.gov/TitleVI](http://redmond.gov/TitleVI).