

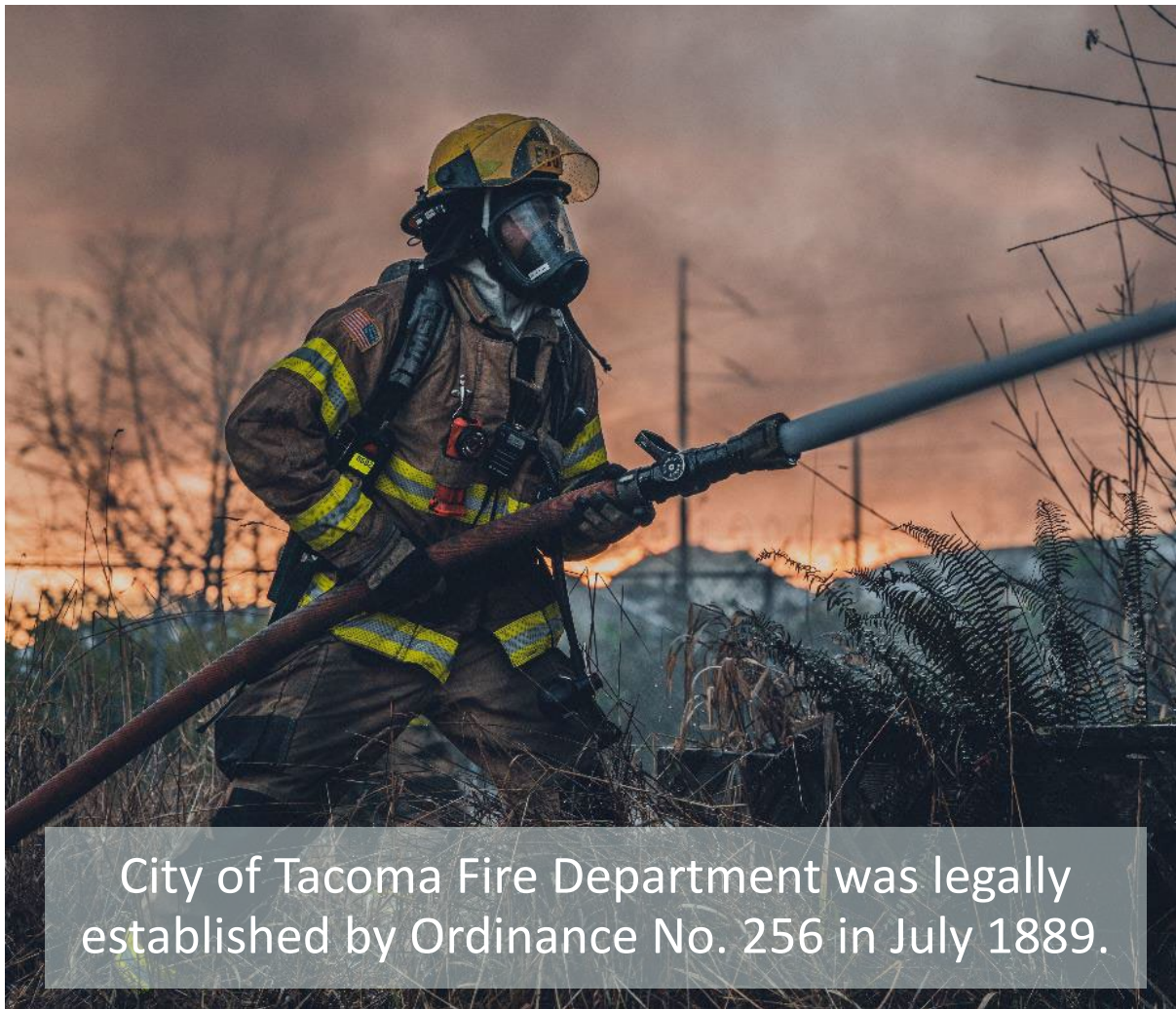


Tacoma Fire Department Annual Report - 2022

Serving Tacoma, Fife, and Fircrest

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City of Tacoma Fire Department was legally established by Ordinance No. 256 in July 1889.

A MESSAGE FROM THE CHIEF

This year, Tacoma Fire Department marked 134 years of dedicated service to the people who live or work in, visit, or pass through the city of Tacoma. As I reflect on this year, I am encouraged by the way the men and women of Tacoma Fire have met the challenges we have faced with commitment, courage, and kindness in service to this community. Like most urban fire jurisdictions, Tacoma has seen an increase in crime, violence, people experiencing homelessness and mental/behavioral health crisis, as well as difficulty making ends meet for many families. This has resulted in an ever-increasing use of emergency resources for both emergent and non-emergent needs within the community and created a growing demand for static resources that has pushed Tacoma Fire to its limits. Despite all of this, Tacoma Fire Personnel continued to provide exemplary service, and for that, I am incredibly thankful.

One thing that has been overlooked far too often is the impact of doing this work has on first responders. While heart disease and cancer are the two leading causes of death for firefighters across the nation, suicide follows closely behind. In recognition of this and to raise awareness about it, Tacoma Fire Department produced an hour-long documentary about post-traumatic stress injuries within the fire service, entitled "The Call We Carry." This film was created in partnership with IAFF Local 31, the talent of TFD Firefighter-Paramedic Cody Shea, and the vulnerability of several incredibly brave TFD personnel who were willing to tell their personal stories. It had been made freely available via [YouTube](#) to all who wish to watch it. As a result, many fire departments across the nation have hosted department-sponsored watch parties that have helped many in need to reach out for long-overdue assistance in dealing with their inner struggles. We couldn't be prouder of this effort and the lives it has and will save.

As we move forward into a new year, I am confident that the men and women of TFD will remain a reliable pillar in this community, being there for all who call, and doing so with undying empathy and compassion for those experiencing their worst moments or days. Thank you for your continued support and please take the time to thank those you see in the community wearing the TFD uniform or logo if you have the opportunity. I know they would really appreciate the support.



Tacoma Fire Chief, Toryono Green

EXECUTIVE SUMMARY

The Tacoma Fire Department (TFD) provides vital services to the community. From the collective efforts of our firefighters and administrative staff working with city management, other City of Tacoma departments, elected officials, neighboring fire departments, and the members of our community, we will continue to ensure that TFD meets the inevitable challenges that are a part of sustaining a first-rate municipal fire department.

KEY OBJECTIVES AND HIGHLIGHTS

Throughout 2022 the organization continued to transition through the COVID-19 pandemic. As our community's provider of pre-hospital emergency medical care, the department played a significant role in helping mitigate the impacts of the pandemic. We continued with operational changes implemented in 2020 to improve the safety of patients and our personnel, including modifying dispatch protocols to determine if a 9-1-1 caller met the criteria for COVID-19 symptoms and adding full personnel protective equipment on all EMS calls.

Please note that the 2022 response time performance data presented in this report was impacted by modified protocols for dispatching and responding to EMS incidents due to COVID-19 and should not be used for year-over-year, or multi-year comparisons.

Other highlights included:

- Released the award-winning documentary “The Call We Carry: Confronting PTSD in the Fire Service”
- Hired two new firefighter recruit classes.
- Was recognized by the American Heart Association with a Gold Plus EMS Mission Lifeline award for our demonstrated success in meeting the latest research-based standards for resuscitation care.
- Expanded our basic life support transport program.
- Trained over 700 participants at our free annual community CPR training event.



CPR Sunday October 9, 2022

FACTS AND FIGURES

Fire departments commonly report on two distinct sets of data: incidents by initial dispatch type and incidents by the final situation found. Departmental activities are best understood by evaluating our workload (dispatched incidents) and the services provided (final situation found). Workload data is critical for establishing appropriate staffing levels and the necessary resources to meet requests for emergency service. Final situation found data most accurately explains the frequency of various incidents in the community and guides prevention efforts. For the sake of consistency, and except where noted, the data in this annual report is based on the final situation found data.

DISPATCHED INCIDENTS BY INITIAL DISPATCH TYPE

2022 BY MONTH													
DISPATCHED AS	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
FIRE AUTO/ALARM	304	298	310	294	270	235	412	350	372	331	282	210	3668
EMS	3663	2956	3321	3082	3256	3335	3603	3433	3285	3325	3467	3795	40521
OTHER*	432	373	414	400	416	410	392	425	419	425	372	505	4983
GRAND TOTAL	4399	3627	4045	3776	3942	3980	4407	4208	4076	4081	4121	4510	49172

DISPATCHED INCIDENTS BY FINAL SITUATION FOUND

2022 BY MONTH													
FINAL SITUATION	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
FIRE	182	196	192	200	207	153	315	264	256	233	176	126	2500
EMS	3004	2422	2813	2659	2811	2903	3072	2997	2806	2840	2998	3398	34723
OTHER*	1213	1009	1040	917	924	924	1020	947	1014	1008	947	986	11949
GRAND TOTAL	4399	3627	4045	3776	3942	3980	4407	4208	4076	4081	4121	4510	49172

*Examples of "other" incidents include search & rescue, hazardous conditions, technical rescue, hazardous materials, and investigation only.

DISPATCHED INCIDENTS YEAR-OVER-YEAR

DISPATCHED AS	2017	2018	2019	2020	2021	2022	TOTAL
FIRE	1,603	1,780	1,649	1,966	2,941	3,251	13,190
EMS	37,998	38,761	39,343	37,450	43,075	40,521	237,148
OTHER*	7,909	7,722	8,604	6,998	7,206	4,983	43,422
GRAND TOTAL	47,510	48,263	49,596	46,414	53,222	49,172	294,177

*Examples of “other” incidents include search & rescue, hazardous conditions, technical rescue, hazardous materials, and investigation only.

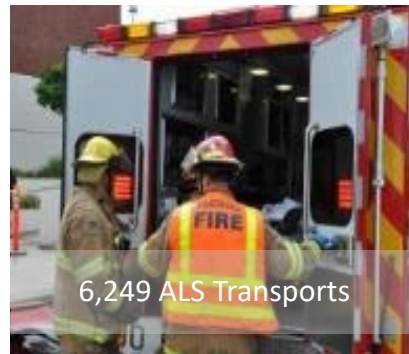


Fire Station 5 - 3520 East 11th Street

EMERGENCY MEDICAL SERVICES (EMS)

In 2022, our community members called 9-1-1 over 49,000 times to request help. TFD dispatched over 80,000 companies to assist with those incidents. One company is a fire engine or ladder truck staffed with three firefighters/EMTs, a medic company with two firefighter/paramedics, or an aid company with two firefighter/EMTs.

What types of problems did we help with? The majority were emergency medical situations. We assessed and treated over 36,000* people last year. The top five reasons for requesting help—getting hurt, feeling sick, breathing problems, heart issues, and losing consciousness.



**Some EMS incidents had multiple patients, so the patient count is different from the total EMS incidents.*

FIRE

In 2022, we extinguished 2,500* fires—an average of six times per day. Most of our fires occurred outdoors (e.g., grass, brush, and trees) and in the summer months, and several were associated with encampments throughout our response area.



**Some fire incidents involved more than one of these type codes, so the total is different than the dispatched by final situation found.*

COMMUNITY OVERVIEW

COMPOSITION

The City of Tacoma was incorporated in 1884. From its humble origins of less than 1,000 residents, the city has grown in population to over 220,000 today. TFD also provides contracted emergency response to the cities of Fircrest and Fife, as well as Pierce County Fire District #10, for an additional population of over 20,000.

Like many established communities, Tacoma is a mixture of old and new. Recently constructed high-rise buildings in the downtown core contrast with century-old, single-family residential neighborhoods. The city’s economic base is comprised of a wide variety of industries—healthcare, education, retail, manufacturing, and the Port of Tacoma.

There are 72.1 square miles of land within the city limits and contract areas, along with 44 miles of shoreline, and 12 square miles of saltwater shore.

2022 BUDGETED RESOURCES

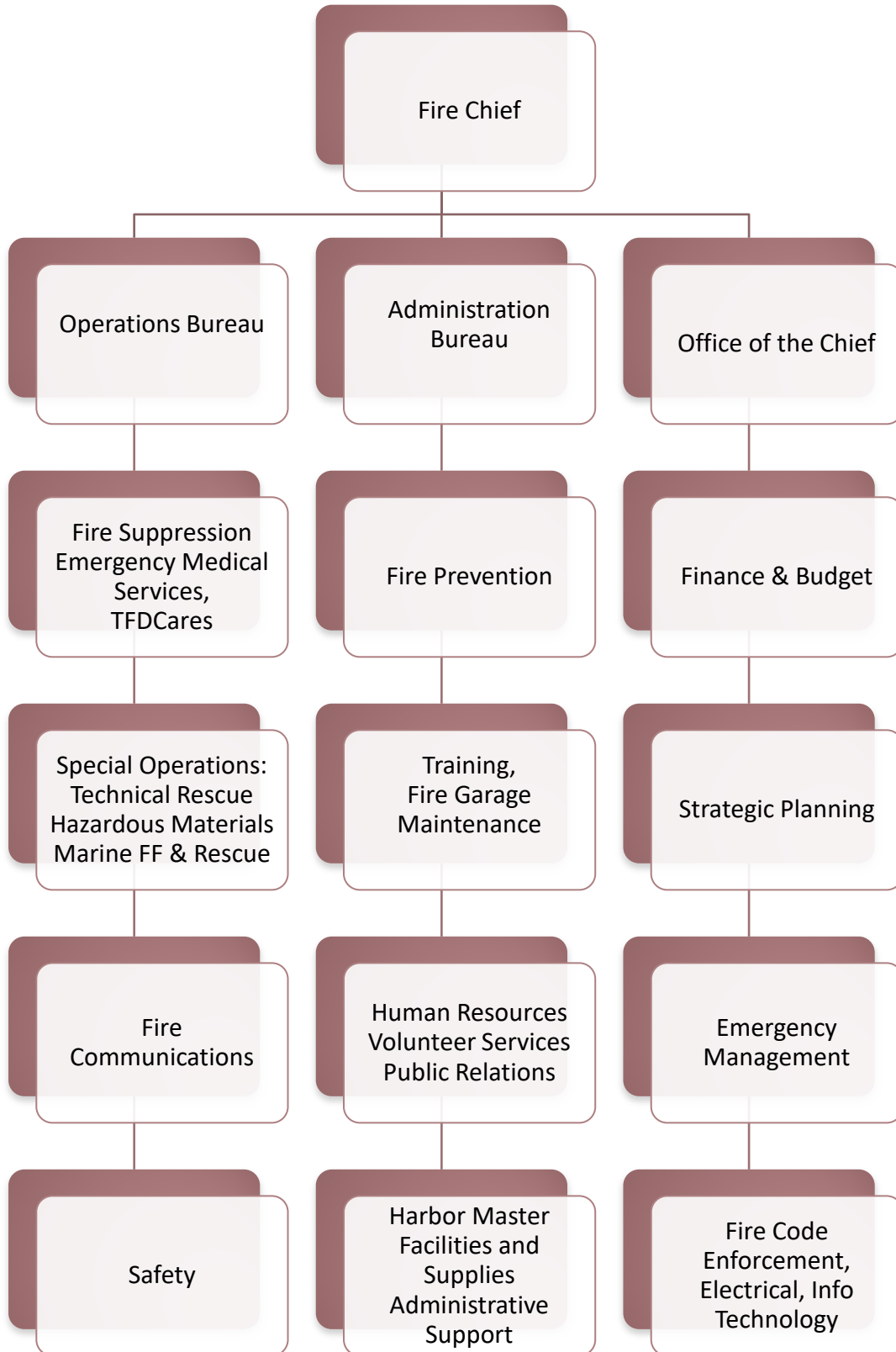
BUDGETED PERSONNEL

445 Commissioned Personnel
59 Non-Commissioned Personnel
504 Total Positions
79 Minimum Daily Fire Station Staffing Levels

STATIONS, COMPANIES, & APPARATUS

16 Fire Stations
16 Engine Companies
4 Ladder Companies
5 Medic Companies
2 Aid Companies
1 Safety Officer
3 Battalion Chiefs
1 Technical Rescue Unit, cross-staffed
1 Hazardous Materials Unit, cross-staffed
2 Fireboats, cross-staffed

2022 ORGANIZATIONAL CHART



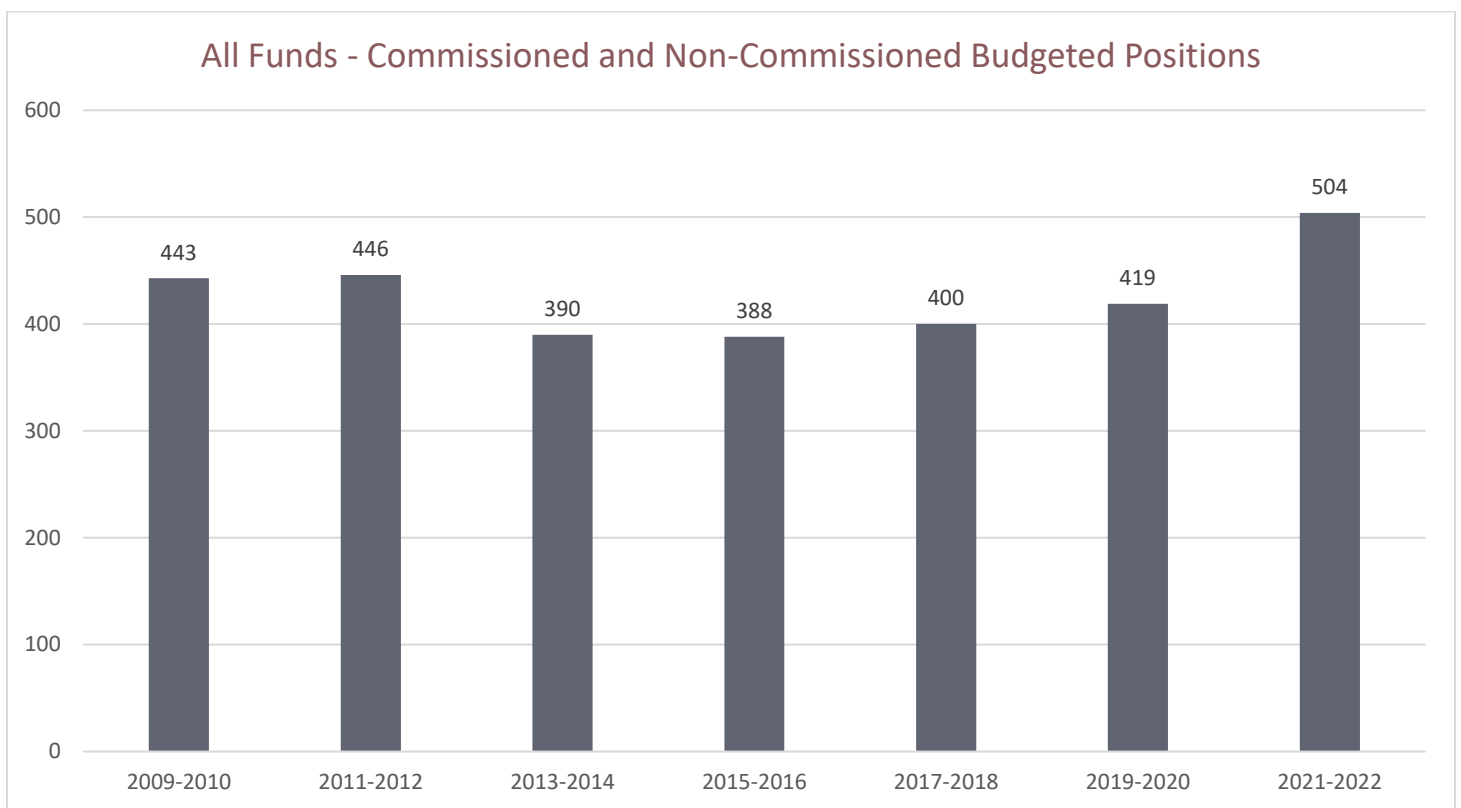
OFFICE OF THE FIRE CHIEF

BUDGET, FINANCE, STRATEGIC PLANNING, EMERGENCY MANAGEMENT, INFORMATION TECHNOLOGY, ELECTRICAL

Under the leadership of Fire Chief Toryono Green, responsibilities in the section include the development and maintenance of the biennial budget and providing financial oversight, emergency management for the City of Tacoma, fire code and plan review, information technology services, electrical maintenance and the development and implementation of fire departmental priorities, performance measures, and policies and procedures.

BUDGET AND FINANCE

Preliminary Final expenses for the Fire Department totaled \$106,849,878 in 2022. This was a \$9,547,953 increase over the previous year, which was primarily due to the expansion (personnel, apparatus, and equipment) for the basic life support medical transport program.



 General Fund, Actual and Preliminary Final

	Actual	Actual	Actual	Actual	Actual	Preliminary Final
<u>Expenditure Type</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Subtotal, Personnel	47,290,073	48,484,397	50,862,350	53,807,594	57,411,907	58,407,131
Subtotal, Maint & Ops	5,287,560	5,174,800	5,274,258	5,171,189	5,069,101	5,871,377
Subtotal, Assessments	4,143,414	4,029,986	5,801,141	5,341,699	5,736,270	7,082,575
Other Expenses	1,190,200	1,118,363	1,298,482	2,390	2,390	2,716
Capital Outlay	-	12,759	32,132	-	9,927	102,795
TOTAL	\$57,911,246	\$58,820,305	\$63,268,363	\$64,322,872	\$68,229,595	\$71,466,594

 All Funds, Actual and Preliminary Final

	Actual	Actual	Actual	Actual	Actual	Preliminary Final
<u>Expenditure Type</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Subtotal, Personnel	59,600,399	62,373,991	65,343,236	69,894,076	77,396,721	85,669,366
Subtotal, Maint & Ops	7,410,649	7,317,951	8,093,619	7,700,632	11,224,063	10,010,647
Subtotal, Assessments	5,220,617	5,095,303	7,171,643	6,592,480	8,322,762	9,982,835
Other Expenses	2,053,934	1,663,266	4,152,170	326,278	349,352	603,618
Capital Outlay	72,707	23,767	114,520	-	9,927	583,412
TOTAL	\$74,358,306	\$76,474,276	\$84,875,188	\$84,513,466	\$97,302,825	\$106,849,878

EMERGENCY MANAGEMENT

In 2022, emergency management staff provided disaster preparedness, plan development, and training to community members, businesses, and government to increase our ability to survive both natural and manmade disasters.

Emergency management staff maintained the readiness of the City Emergency Coordination Center and the Emergency Management 24/7 Duty Officer monitored and coordinated activity surrounding inclement weather, flooding, and hazardous material incidents throughout the City of Tacoma.



Community Emergency Response Team (CERT) Training recommended in 2022

INFORMATION TECHNOLOGY

TFD Information Technology (IT) group consists of four Information Technology Analysts, Senior Technicians, and one Computer Support Technician. IT personnel support a variety of systems and hardware, including dispatch systems, applications, databases, e-mail, and web servers.

In 2022, the IT Division worked to complete the rollout and full implementation of the ImageTrend Electronic Patient Care Reporting software system.

FIRE ELECTRICIANS

The TFD Electrical Maintenance Division consists of a supervisor and three state-licensed electricians involved in a variety of tasks: maintaining communication equipment, making electrical repairs and electrical upgrades, maintaining the City's fiber optic network loop, and several other large-scale projects.

In 2022 the Electrical division upgraded nine fire stations to our new USDD dispatch equipment, which isolates lights and audio in the dorms to only alert the crew that needs to respond. They also made significant modifications to Stations 2, 6, and 8 to accommodate the deployment of BLS transport companies from those locations.

OPERATIONS BUREAU

WHO WE ARE

The Operations Bureau's responsibility is to provide fire, medical, hazardous materials, marine, and technical rescue services within our response area. Under the leadership of Deputy Chief Lee Law, this bureau includes personnel who staff our stations: three battalion chiefs, 16 engine companies, five medic companies, four ladder companies, five aid companies (three peak-hour), one safety officer, and one EMS supervisor. Operations personnel also cross-staff two fireboats, one hazardous materials team, and one technical rescue team. In 2022, the minimum staffing was 79 fire station personnel 24 hours a day, seven days a week, 365 days a year. This bureau also includes Emergency Medical Services, Special Operations Division, Safety Division, and Tacoma Fire Communications.

WHAT WE DO

Firefighters in the Operations Bureau respond to emergency requests from the public for:

- Fire—residential and commercial structure, high-rise, vehicle, grass, and brush.
- Medical Aid—from general feelings of being sick to trauma, falls, heart attacks, and strokes.
- Technical Rescue—vehicle, water, confined space, industrial building collapse, high-angle rope.
- Hazardous Materials Incidents—transportation, industrial, environmental, and terrorism.



Barge Fire – Commencement Bay – February 2022

FIRE SUPPRESSION

Community members called upon us to respond to 3,251 fires last year—an average of 8 calls per day.

Property loss due to all structure fire incidents (n=261) was an estimated \$16,380,884. Of note this year were several high-dollar total loss fires including the estimated \$8,000,000 of a commercial heavy equipment business, a \$2,661,840 loss at a rendering plant, and a \$2,000,000 loss at an apartment building.

Estimated Loss					
	2018	2019	2020	2021	2022
Total Fire Loss	\$10,555,322	\$10,868,930	\$13,757,272	\$47,391,992	\$27,191,471
Property Loss Only	\$7,997,307	\$7,146,547	\$8,287,185	\$16,352,326	\$16,380,884
Fire Injury Civilian	5	9	24	22	15
Fire Fatality Civilian	1	0	3	4	1

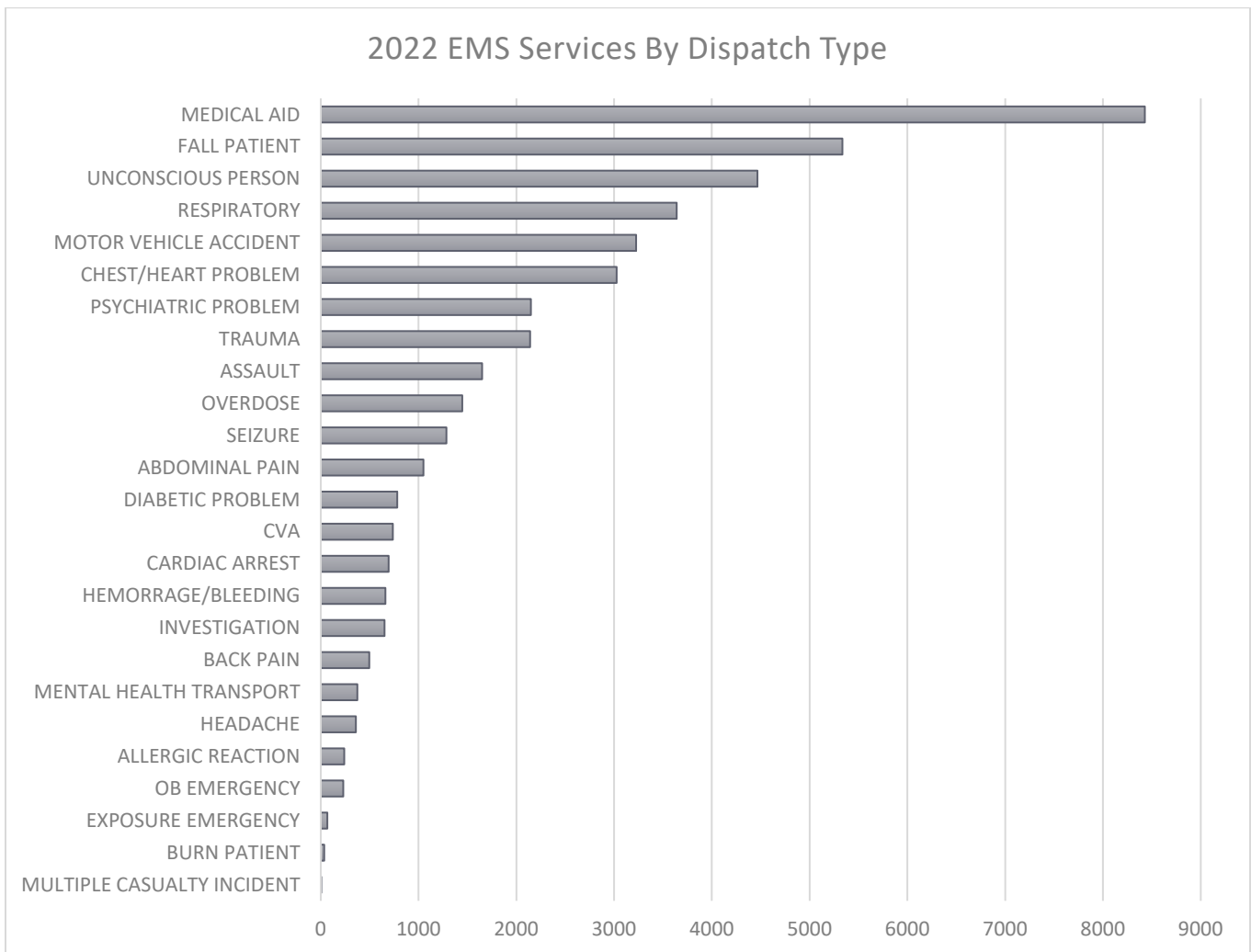


Commercial Structure Fire – April 2022

EMERGENCY MEDICAL SERVICES

TFD has a long-standing history of providing the community with advanced life support (ALS) services. The first group of firefighters received paramedic training in 1973, and the department began transporting patients regularly in 1991. In 1994, the department started its in-house, nationally accredited paramedic program to train members of the department as well as professional firefighters from neighboring jurisdictions. In addition to classroom time, the program includes hospital/clinical rotations and fieldwork. Eleven paramedics were enrolled in the program (six from TFD, and five from external departments) in 2022.

In 2022 firefighter/paramedics staffed five medic companies and completed 6,249 ALS transports. Firefighter/EMTs also staffed five aid companies (three peak-hour) and transported an additional 6,560 BLS patients to area hospitals.



SPECIAL OPERATIONS—HAZARDOUS MATERIALS

TFD's Hazardous Material Team (Hazmat) responds to potential releases of hazardous materials to prevent, contain, or stop a release. The Hazmat Team also responds to confirmed or suspected incidents involving chemical, biological, radiological, or nuclear agents.

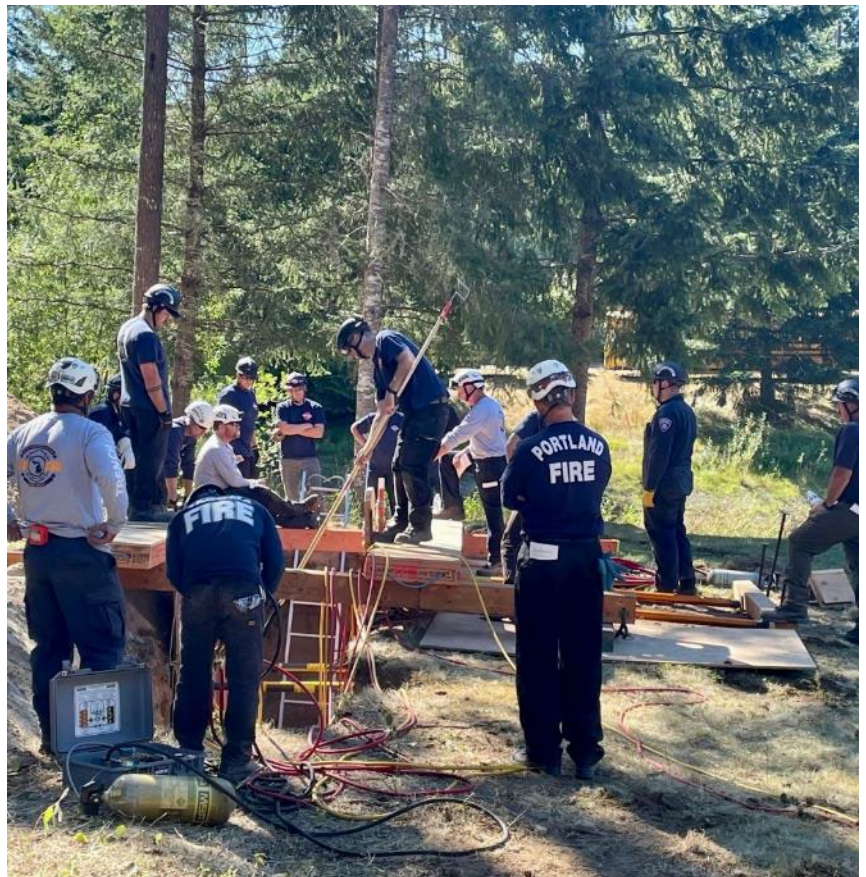
All Tacoma firefighters are trained to the Hazmat Operations level, with 27 firefighters certified to the Technician level. Core competencies for the Hazmat Team include the recognition and identification of hazardous materials, response chemistry, environmental regulations, radioactive materials, toxicology, air monitoring and equipment, decontamination procedures, spill control/containment, as well as medical monitoring. The full Hazmat Team responded to 33 incidents in 2022.

TECHNICAL RESCUE

The TFD Technical Rescue Team provides the necessary skills and equipment to react quickly in extreme rescue situations. The team members are trained in the following five technical rescue disciplines:

- Rope Rescue
- Structural Collapse
- Confined Space Rescue
- Trench Rescue
- Technical Extrication

The Technical Rescue Team is comprised of 24 Technician level personnel, supported by 50 personnel trained to the Technical Rescue Operations level. To become a Technical Rescue Technician, our personnel must complete approximately 250 hours of discipline-specific training. All technicians and operations-trained personnel complete monthly training, one shift each month, to maintain proficiency and increase efficiency and safety at technical rescue events. In 2022, the full technical rescue team responded to 25 technical rescue incidents.



Trench Rescue Multi-Agency Training August 2022

MARINE DIVISION

TFD's Marine Division fleet consists of a rapid response boat, the *Destiny*, and a 50-foot Metal Craft boat, the *Defiance*. In 2022, the Marine Division responded to 153 incidents, including 29 for *Defiance*, and 124 for the *Destiny*.



TACOMA FIRE COMMUNICATIONS

TFD operates an emergency communications center and receives calls via the 9-1-1 system and from private alarm companies. The Tacoma Fire Communications Center (TFC) received nearly 50,000 emergency calls in 2022, dispatching over 80,000 fire companies to those incidents.

TFC is an Association of Public-Safety Communication (APCO) certified communications center and uses the recommended call processing time standards of NFPA 1221.

Twenty-two commissioned personnel staff TFC. All dispatchers are certified as either emergency medical technicians or paramedics and maintain the same fire operations training as their counterparts in the field.

TFC officers and firefighter/dispatchers are considered the "first responder on the scene" and can substantially impact the outcome of an incident. Working in partnership with field operations personnel, TFC uses a

“community member-centric” approach to decision-making. With the support of Computer Aided Dispatch (CAD) and Automatic Vehicle Locator (AVL) technology, TFC dispatches the closest available appropriate resources to ensure community members are receiving the highest level of care to quickly mitigate the incident.

SAFETY DIVISION

The Safety Division focuses on the health and safety of department members. Through effective management, education, training, and programs the goal of the division is to prevent accidents, injuries, illnesses, and fatalities. Staffed with five safety Lieutenants and two administrative safety officers they provided for the safety and accountability of emergency responders at various high-risk incidents throughout 2022.

FIREFIGHTER LOSS

	2018	2019	2020	2021	2022
Injury Loss - Firefighter*	15	21	46	25	59**
Life Loss - Firefighter	-	-	-	-	-

*On-the-job injuries that resulted in time loss **COVID exposures accounted for 27 of the 59 on-the-job injuries in 2022.



September 11 Remembrance Ceremony

ADMINISTRATION BUREAU

WHO WE ARE

Under the leadership of Deputy Chief Bruce Bouyer, the Administration Bureau provides systems and infrastructure that support TFD operations and firefighters throughout their careers and maintains regulatory code functions.

WHAT WE DO

Responsibilities in this bureau include Fire Prevention, Public Education, Fire and EMS Training, EMS Prevention and Outreach, Harbor Code Enforcement, Apparatus, and Vehicle Maintenance, Departmental Human Resources, Facilities and Supplies, Public Relations, Volunteer Services, and Administrative Support.

COVID-19 IMPACTS

Please note, due to COVID-19 restrictions, some of the activities in the Administration Bureau continued to be significantly modified or partially suspended in 2022. As such, some of the typical details contained in this section of the document are not provided in this year's annual report.

TRAINING

The Training Division is responsible for training all new firefighters and conducting ongoing in-service training for all members of the department. The activities of the Training Division are driven by the specific internal needs of TFD and the regulatory requirements of external agencies.

Highlights for 2022 included conducting two recruit firefighter academies, one paramedic certification class, and providing several hands-on classes such as EMS, wildland-urban interface, active shooter, light rail, and vehicle extrication.



Live-Fire Training Prop – Training Center

FIRE PREVENTION

The Fire Prevention Division (FPD) aims to reduce the frequency and severity of fires and other life safety incidents through a multi-dimensional approach that includes enforcement, permitting, inspections, engineering, and education.

Plans for new construction are reviewed for adherence to the fire and life safety codes related to their fire protection systems. Permits are issued for fire protection systems and other construction-related activities. High-risk structures or activities such as large public assemblies, the use of explosives, pyrotechnics, liquefied gas, and hazardous materials are managed through the permitting and inspecting processes. In 2022, our plan reviewers processed 2,060 permits. Of those permits, 397 were fire protection permits, 1,563 were building and site permits (e.g., new building, alteration, rights-of-way), and 100 were land use permits.

FIRE INVESTIGATIONS/INSPECTIONS

Fire investigators are responsible for determining the origin and cause of all significant fires. TFD dispatched responders to 3,251 fires in 2022. The Prevention Division consulted with field crews 216 times and was dispatched to investigate 227 significant or suspicious fires. Fire Inspectors also conducted over 7,000 life safety inspections, processed 6,926 confidence system tests and issued 521 fire code permits.

HARBOR MASTER



TFD is responsible for enforcing the regulatory aspects of the City of Tacoma Harbor Code. In coordination with local marinas and Metro Parks, the TFD Harbor Master worked to identify possible derelict boats, illegally anchored boats, and vessels operating unsafely. In 2022, ten derelict vessels were removed and destroyed ranging in size from a 17' sailboat to a 68' tugboat.

FIRE GARAGE

The Fire Garage is the vehicle maintenance facility responsible for repairing and maintaining all TFD ladder trucks, fire engines, medic units, fireboats, and light-duty vehicles. Fire Garage personnel are also responsible for ordering, stocking, and delivering supplies to all TFD facilities via a messenger and supply delivery service and maintaining all small tools and equipment used by TFD.

FIRE BUFF BATTALION

Tacoma Fire Buff Battalion was formed on November 23, 1986, with the primary mission of supporting firefighters engaged in firefighting activities.

The Tacoma Professional Firefighters Local #31 supports the Fire Buffs by facilitating donations from Tacoma firefighters to the Fire Buffs through voluntary payroll deductions. This money is used for insurance and upkeep of the support response vehicle and food supplies.



The Tacoma Fire Buff Battalion is a member of the International Fire Buffs Association, an organization of local fire buffs clubs in many cities throughout the US and Canada. In 2022, the buffs assisted at 57 significant events, volunteering 367 staff hours.

CHAPLAIN

In 2022, the Tacoma Chaplain Team provided in-person, on-scene crisis support for victims, emergency teams, and families in need of emotional and spiritual support. Chaplain Dr. Russ Peters is an integral part of the support services provided by TFD. Dr. Peters leads a team of Chaplains including Bob Reifsnyder, Ed Jacobs, Hugh Milloy, Vanessa Miller, Jim Warnock, and Sarah Keating. Each of our Chaplains completes a rigorous training program, is licensed, or endorsed by their church, and continues their education through resources provided by the International Critical Incident Stress Foundation and International Federation of Fire Chaplains. Last year, the Chaplains from Tacoma Fire responded to 200+ calls for service, including fatalities, fires, and funerals. Our Chaplains also provide care for TFD personnel and are integrally involved with ways to support the staff and firefighters of TFD.

PERSONNEL HIGHLIGHTS

AL NEJMEH AWARD RECIPIENT

Firefighter Dwight Snodgrass received the 2022 Firefighter Albert NejmeH Award for his consistent demonstration of the award's core criteria including being a role model, self-starter, mentor, team builder, promoting wellness/fitness, and service to others. Congratulations Dwight!



From left to right: Chief Tory Green, Firefighter Dwight Snodgrass, and Battalion Chief Dave England.

2022 ANNUAL AWARDS

The following employees were honored for exemplifying professionalism in firefighting, leadership, and teamwork. (Not pictured Non-Commissioned Employee of the Year Don Voight, Fire Garage)



Bo Schiemer, Firefighter of the Year and Exemplary Spirit Award



Steve Little, Fire Officer of the Year



Dave England, Chief Officer of the Year

SPECIAL RECOGNITION

The following employees were honored with special recognition for their participation in the creation of the award-winning documentary "The Call We Carry: Confronting PTSD in the Fire Service."

- Cody Shea,
- Craig Pollack,
- Vern Porter,
- Casey Novak,
- Janell Murry,
- B.J. Tucker,
- Ryan Farstad,
- Kristin Elmer



PERFORMANCE INDICATORS

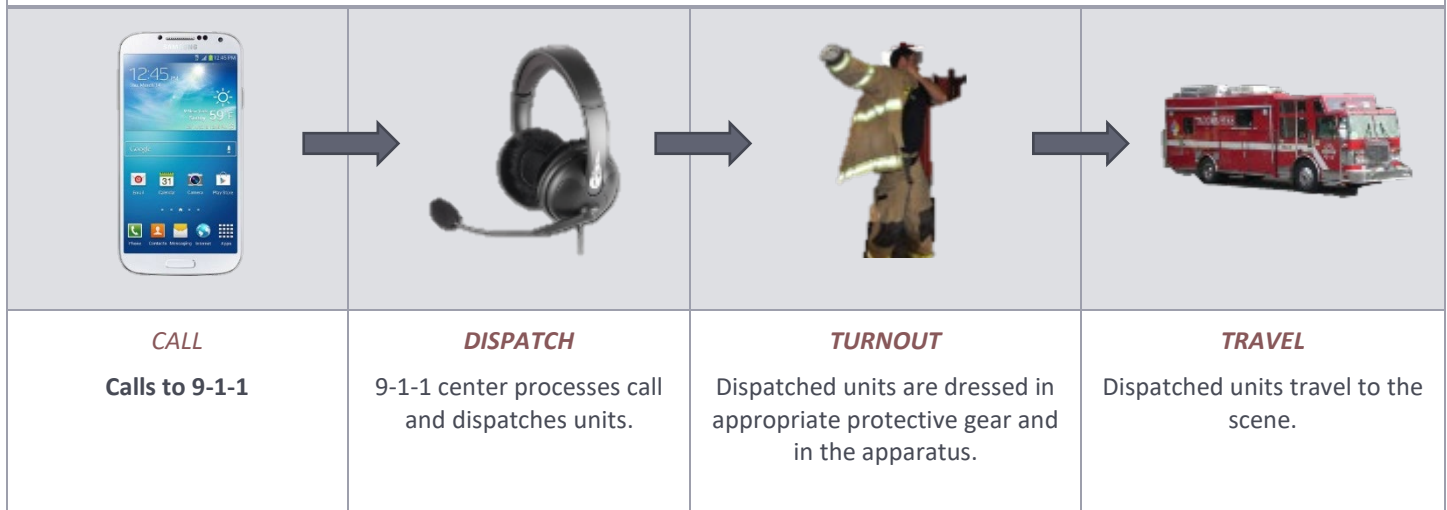
RCW 35.103 FIRE DEPARTMENTS—PERFORMANCE MEASURES

The Washington State legislature requires city fire departments to set standards for addressing the reporting and accountability of substantially career fire departments and to specify performance measures applicable to response time objectives for certain major services. The arrival of first responders with automatic external defibrillator capability before the onset of brain death and the arrival of adequate fire suppression resources before flash-over is critical during the mitigation of an emergency and is in the public's best interest. For these reasons, this section contains performance measures, comparable to industry research, relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations by substantially career fire departments. The following are TFD’s adopted performance benchmark goals and 2022 actual performance at the 90th percentile.

TACOMA FIRE DEPARTMENT BENCHMARKS OBJECTIVES

TFD response benchmarks specify the minimum criteria needed to deliver fire suppression, emergency medical services, and special operations response effectively and efficiently. These response objectives are designed to protect the community members of Tacoma and the occupational safety and health of Tacoma firefighters. For this report, NFPA 1221: *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems* (2021 edition), NFPA 1710: *Standard for the Organization and Deployment of Fire, EMS, and Special Operations* (2020 edition) were used as guidelines in the development of TFD response objectives. **Please note that the 2022 response time performance data presented in this report continued to be impacted by modified protocols for dispatching and responding to EMS incidents due to COVID-19 and should not be used for year-over-year or multi-year comparisons.**

ANATOMY OF A 9-1-1 CALL



CALL PROCESSING TIME (DISPATCH)

This measure tracks the time elapsed from the receipt of a 9-1-1 call to the completion of the dispatch directing firefighters to respond. Performance benchmarks are one minute and four seconds or less for priority fire incidents and one minute and thirty seconds or less for priority EMS and specialty incidents (e.g., Technical Rescue, Hazardous Materials) for 90 percent of incidents. Times are based on TFD receipt of a call transfer from SS911 to dispatch.

2022 Calls to Dispatch

Dispatched As	Incidents	Goal 90%	Actual at 90%	% Meeting Goal	Average
Fire	384	1:04	1:49	65%	1:03
EMS	34,394	1:30	2:09	74%	1:20
Other	1,796	1:30	2:06	75%	1:12
Total	36,574	-	2:09	73%	1:19

TURNOUT TIMES

This measure tracks the time from the receipt of notification of the emergency to the beginning point of travel time to the incident. Performance benchmarks are one minute for priority EMS incidents and one minute and twenty seconds for priority fire and specialty incidents or less, for 90% of incidents. Note the total count is greater than the number of incidents as multiple units can be dispatched to one incident.

2022 Dispatch to Departure

Dispatched As	Turnouts	Goal 90%	Actual at 90%	% Meeting Goal	Average
Fire	2,929	1:20	2:28	45%	1:29
EMS	53,314	1:00	2:16	33%	1:21
Other	3,732	1:20	2:29	35%	1:36
Total	59,975	-	2:17	34%	1:22

TRAVEL TIME—FIRST ARRIVING UNIT



This measure tracks the time elapsed from when the company goes en route to arrival on the scene of an emergency incident. TFD travel time benchmarks for the first arriving company on the scene of a priority fire or EMS incident is four minutes or less, for 90% of incidents. Note that due to the variability in marine incidents, a 20-minute travel time benchmark is currently associated with the marine response.

2022 Departure to Scene

Dispatched As	Incidents	Goal 90%	Actual at 90%	% Meeting Goal	Average
Fire	341	4:00	6:24	51%	4:27
EMS	31,905	4:00	8:32	36%	5:22
Other	1,592	4:00	7:43	44%	4:49
Total	33,938	-	8:29	37%	5:20

TOTAL RESPONSE TIME

This measure tracks the time elapsed from when TFD receives a 9-1-1 call until the first unit arrives on the scene of a priority emergency incident. Total Response Time is the sum of 9-1-1 dispatch, turnout, and travel time and is considered industry best practice in performance reporting.

2022 Total Response Time

Dispatched As	Incident	Goal 90%	Actual at 90%	% Meeting Goal	Average
Fire	355	6:24	8:37	68%	6:00
EMS	32,027	6:30	14:23	36%	8:21
Other	1,597	6:50	10:58	54%	7:27
Total	33,979	-	12:22	37%	8:17

EFFECTIVE RESPONSE FORCE AT A STRUCTURE FIRE

The Tacoma Fire Department response time standard for the arrival of an effective response force with a minimum of 15 firefighters at the scene of a structure fire is 10:30 or less, for 90 percent of incidents.

2022 Effective Response Force Response Times

Dispatched As	Incident	Goal 90%	Actual at 90%	% Meeting Goal	Average
Structure Fire	218	10:30	14:34	67%	10:07

ADVANCED LIFE SUPPORT

The Tacoma Fire Department response time standard for the arrival of an advanced life support unit with two firefighter/paramedics is 10:30 or less, for 90 percent of incidents.

2022 Advanced Life Support Response Times

Dispatched As	Incident	Goal 90%	Actual at 90%	% Meeting Goal	Average
EMS	8,840	10:30	22:16	61%	11:34

PREDICTABLE CONSEQUENCES AND PLAN OF ACTION TO ACHIEVE COMPLIANCE

Given the current response time performance, the following are predictable results:

- As the population grows, we expect continuing increases in the demand for department services.
- We expect that response times will remain constant or slow, not meeting all of our overall performance goals given our current level of resources.
- The geographical and road network challenges that delay travel time responses in Northeast Tacoma will continue until additional resources are added in that area.

TFD's plan of action is to continue to identify and implement operational efficiencies to offset unit availability. One example is the concentrated effort to reduce non-emergency response. Our TFD CARES program intervention reduces high-utilizer participants' use of the 9-1-1 system by about 90% per year.

DISPATCH TOTALS BY COMPANY – ALL INCIDENTS

<i>Unit</i>	<i>2018</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>2022</i>
<i>E01</i>	4,218	4,617	4,130	4,854	4,871
<i>E02</i>	3,198	3,589	3,256	4,416	4,546
<i>E03</i>	1,296	1,233	1,211	1,222	1,223
<i>E04</i>	3,292	3,306	2,871	3,535	3,317
<i>E05</i>	1,791	1,663	1,680	1,065	781
<i>E07</i>	3,072	3,236	3,060	3,643	3,647
<i>E08</i>	3,771	3,905	3,518	4,359	4,303
<i>E09</i>	3,162	3,005	2,760	2,970	3,183
<i>E10</i>	4,443	4,421	4,306	4,924	4,642
<i>E11</i>	3,683	3,869	3,648	4,279	4,667
<i>E12</i>	2,514	2,427	2,408	2,826	2,768
<i>E13</i>	1,457	1,835	1,907	2,234	2,212
<i>E14</i>	1,864	1,607	1,539	1,652	1,765
<i>E15</i>	3,115	3,144	3,048	3,599	3,424
<i>E16</i>	3,077	3,029	2,890	3,055	3,475
<i>E17</i>	2,624	2,714	2,463	2,914	2,801
<i>L01</i>	2,968	2,951	2,408	3,012	3,213
<i>TWR2</i>	2,632	2,029	2,182	2,691	2,654
<i>L03</i>	1,926	1,647	1,156	1,310	1,551
<i>L04</i>	1,293	1,293	1,113	1,369	1,685
<i>M01</i>	2,222	2,387	2,108	2,092	2,185
<i>M02</i>	3,292	3,423	3,193	3,249	2,969
<i>M03</i>	1,354	1,456	1,323	1,419	1,434
<i>M04</i>	3,087	3,349	2,907	2,891	2,912
<i>M05</i>	2,790	3,115	2,704	2,921	2,988
<i>M06</i>	175	209	65	145	145
<i>AID 1</i>	-	-	-	1,588	2,824
<i>AID 2</i>	-	-	-	1,799	3,188
<i>AID 3</i>					174

<i>Unit</i>	2018	2019	2020	2021	2022
<i>AID 4</i>					1,463
<i>AID 5</i>					142
<i>EMS1</i>	-	-	-	1,134	1,274
<i>SAF03</i>	1,670	1,514	1,235	1,375	1,135
<i>BC01</i>	941	1,068	866	945	1,030
<i>BC02</i>	1,640	1,677	1,323	1,804	2,286
<i>BC03</i>	1,171	1,147	981	1201	1,527
<i>DEFIANCE</i>	30	16	26	23	29
<i>DESTINY</i>	99	96	108	118	124
<i>HM 12</i>	19	27	23	21	33
<i>RES 8</i>	24	34	18	18	25



Recruit Academy Class 22A-92 - Bates Technical College



MISSION: TO PROTECT PEOPLE, PROPERTY, AND THE ENVIRONMENT AND PROFESSIONALLY AND COMPASSIONATELY SERVE THE COMMUNITY

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