



RFA GOVERNANCE BOARD REGULAR MEETING AGENDA

10:00 A.M. – Monday, January 8, 2024

Fire Station #13, 18002 108th Ave SE, Renton, WA 98055

Zoom Webinar: <https://us02web.zoom.us/j/84836968318>

Dial-in: (253) 215-8782 | Webinar ID: 848 3696 8318

View Live via Facebook: <http://www.Facebook.com/RentonRFA>

- Call Meeting to Order
- Flag Salute
- Roll Call
- Agenda Modifications
- Announcements, Proclamations, and Presentations
 - Governance Board Oath of Office
 - [Accreditation Presentation](#)
- Public Comment

Members of the audience may comment on items relating to any matter related to RFA business under the Public Comment period. Comments are limited to three (3) minutes per person pursuant to the rules established under Section 8 of the bylaws.
- Consent Agenda
 - Approval of [Minutes from December 11, 2023](#), Regular Meeting
 - Approval of [Vouchers](#): AP Check Register 11/16/2023 – 12/15/2023
Payroll Checklist 11/1/2023 – 11/30/2023
- Signing of Vouchers
- Board Committee Reports
 - Budget & Finance Committee
 - Operations and Capital Committee
- [Chief's Report](#)
- Division Reports
 - Administration (CAO Babich)
 - [Public Record Annual Report](#)

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- [2023 Strategic Plan Annual Report](#)
- [2023 IT Service Level Report](#)
- EMS/Health & Safety (Deputy Chief Alexander)
 - DOH 2024 Trauma Grant Application
 - NFPA 1582 Annual Medical Physicals: United Diagnostic Services
 - JATC Steps 2A/3A: Added EMS Component
- Office of the Fire Marshal (Fire Marshal Barton)
 - [OFM 2023 Year-End Report](#)
- Support Services (Deputy Chief Alexander)
 - Facilities
 - Station 16 Demolition Update
 - Martins' Property Relocation Update
 - Quotes on Martins' Property Demo
 - Fleet
 - Visit to Wisconsin: Viewing Pierce Ladder Trucks
 - Planning
 - FBC Letters and Customer Service Phase
 - Accreditation Document Submission
 - Logistics
 - Logistics Captain Update
- Response Operations (Deputy Chief Seaver)
 - Significant Events
 - 12/01/23 16806 113th Ln SE Residential Fire
 - 12/19/23 1700 NE 3rd St MVA with Fatality
 - 12/20/23 17128 120th Ter SE Shooting
 - 12/23/23 2431 Maple Valley Hwy Commercial Fire
 - Training
 - Aerial Operator Class
 - EMT-Difficult Airway Training
 - Hazmat-Securing the Cities Radiation Training
 - Night Drills
 - Incident Command-Big Box
 - Public Outreach
 - Multiple North Seattle Community College EMT Ride-Alongs
 - Winter Lights @ Coulon Park
 - Salvation Army Bell Ringing
 - Engine Visits
 - Fairwood Square
 - Woodside HOA
 - Mary Bridge Children's Therapy Center
 - Battle of the Badges
 - Hannukah Celebration @ The Landing

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- Santa Parade @ Fairwood Greens
 - Santa Parade @ Kenndale Neighborhood Association
 - [December Response Reports](#)
- Correspondence
 - [Recognition for CPR/First Aid Class Instructors](#)
- Unfinished Business
- New Business
 - Appointment of Governance Board Chair, Vice-Chair for 2024 term.
- Good of the Order
 - Discussion of meeting times/duration for the 2024 Budget/Finance and Operations/Capital Committee Meetings.
- Executive Session
- Future Meetings:
 - Monday, January 22, 2024, **10:00 a.m.(?)**, Budget/Finance Committee Meeting, Video Conference
 - Monday, January 22, 2024, **10:30 a.m.(?)**, Operations/Capital Committee Meeting, Video Conference
 - Monday, February 12, 2024, 10:00 a.m., Governance Board Regular Meeting, Fire Station #13 (18002 108th Ave SE, Renton) / Video Conference
- Adjournment



Renton Regional Fire Authority

18002 108th Ave SE
Renton, WA 98055
Office: (425) 276-9500
Fax: (425) 276-9592

MINUTES

RFA Governance Board Regular Meeting

10:00 A.M. – Monday, December 11, 2023

Fire Station #14 – 1900 Line Ave SW, Renton

CALL TO ORDER

Governance Board Chair O'Halloran called the regular meeting to order at 10:00 a.m.

ROLL CALL

Governance Board Members Present:

Kerry Abercrombie, Vice Chair (Fire District 25)
James Alberson (City of Renton)
Sean Cook (Fire District 25)
Marcus Morrell (Fire District 25)
Valerie O'Halloran, Chair (City of Renton)
Ruth Pérez (City of Renton)

Governance Board Members Not Present:

Andrew Schneider (Non-Voting Advisory Position, Fire District 40)

Administrative Staff Present:

Fire Chief Steve Heitman, Chief Administration Officer Samantha Babich, Deputy Chief Chuck DeSmith, Deputy Chief Mark Seaver, Deputy Chief Dan Alexander, Assistant Fire Marshal LeMont Lucas, Facilities Lead Don Highley, Communications Manager Katie Lewis, Site Reliability Engineers Wyatt Humphreys and Javier Esparza, Board Secretary Samantha Vergara; (Virtual) Administrative Services Manager Christine Noddings, Logistics Cpt. Mark Dos Remedios, Finance Assistant Evyn Villa

Public Present In-Person:

Puget Sound Regional Fire Authority Public Education Specialist Melanie Taylor and PSRFA/FDCARES Ken Kramer and Cecil Cromwell, Molly Kurfurst, Marissa Bain, Max Morris, Heather Caldwell, Charlotte West, Home Depot Manager Patrick Furey

Public Present (Virtual):

Joan and Brian Eychner, Margaret & Scott, Eric Robertson, Randi Yancey

A **MOTION** was made by Board Member Pérez and **SECONDED** by Board Member Morrell to excuse the absent Board Member from this meeting. **MOTION CARRIED (6-0)**

AGENDA MODIFICATIONS

There were no agenda modifications.

ANNOUNCEMENTS, PROCLAMATIONS, AND PRESENTATIONS

Chief Heitman, Deputy Chief Seaver, Battalion Chiefs Soucy and Simonds and Cpt. Alvarado presented the following promotions:

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- Dawson Bain - Promotion to Lieutenant
- Kayla West - Promotion to Lieutenant
- Sean Hartman – Promotion to Engineer
- Brandon Caldwell - Promotion to Engineer

Chief Heitman invited PSRFA Public Education Specialist Melanie Taylor to present:

- Sara Morris – WA State Public Educator of the Year

Chief Heitman presented a Certificate of Appreciation

- Patrick Furey, representing Home Depot

Chief Heitman presented a Plaque of Recognition for serving on the Renton RFA Governance Board from 2020:

- Ruth Pérez, City of Renton Councilmember

Board Member Alberson congratulated and thanked all who were promoted and recognized.

PUBLIC COMMENT

There was no public comment.

CONSENT AGENDA

Approval of minutes from the November 13, 2023, Regular Meeting; November 21, 2023, Special Meeting; and the approval of vouchers.

A **MOTION** was made by Board Member Alberson and **SECONDED** by Board Member Pérez to approve the consent agenda for December 11, 2023, as published. **MOTION CARRIED (6-0)**

SIGNING OF VOUCHERS

The Governance Board Members signed the Voucher Approval letter for December 11, 2023.

BOARD COMMITTEE REPORTS

There were no Board Committee reports.

CHIEF'S REPORT

Chief Heitman presented his report.

Regarding the Battle of the Badges event, Board Member Pérez commented that she attended and noted the City of Renton will rethink traffic management, addressing the cars that were turned away after a long wait. She thanked the RRFA for our participation and efforts.

DIVISION REPORTS

Each of the division managers presented an overview of their respective division reports.

The Office of the Fire Marshal monthly report was delivered by Assistant Fire Marshal LeMont Lucas.

CORRESPONDENCE

There was no correspondence.

UNFINISHED BUSINESS

There was no unfinished business.

Professionalism • Integrity • Leadership • Loyalty • Accountability • Respect

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NEW BUSINESS

Benefit Charge Hearing Process Dates

In accordance with RCW 52.26.250, Renton RFA is required to hold a petition for property owners who feel their benefit charge has been inaccurately calculated. The hearing process must take place over a two-week period.

A **MOTION** was made by Board Member Pérez and **SECONDED** by Vice Chair Abercrombie to approve the 2024 Renton RFA Petition Schedule as presented. **MOTION CARRIED (6-0)**

Dreamer's Landscaping Contract

The current landscaping company servicing all of Renton RFA's station grounds no longer meets our expectations or standards of service. A new vendor has been found to complete the needed work at a lower rate. We seek approval to enter into a contract with Dreamer's Landscaping, effective January 1, 2024.

Vice Chair Abercrombie inquired about the current contract rate; DC Alexander replied.

Board Member Pérez asked that all stations improve and beautify their landscaping, beginning with Station 13, Renton RFA's headquarters.

Board Member Alberson asked about the specifics of the current contract and where they have fallen short. DC Alexander explained the ongoing issues and our efforts to communicate our concerns.

Board Member Cook inquired about any back pay of the gap in service with the current company; DC Alexander gave an update.

Board Chair O'Halloran asked how long this current company with Landscapes has been in effect; Facilities Lead Highley responded it began in 2020.

A **MOTION** was made by Board Member Pérez and **SECONDED** by Board Member Alberson to approve the Dreamer's Landscaping contract as presented. **MOTION CARRIED (6-0)**

GOOD OF THE ORDER

Board Chair O'Halloran shared she has a limited time to remain in the meeting and Vice Chair Abercrombie may possibly take lead in her stead.

Considering the December holiday schedule, Board members agreed that the December committee meetings will be cancelled.

Reminder was given about the 2024 Board officials being selected in the January 2024 meeting. Board Chair O'Halloran will lead the first meeting of the year until the next Chair is appointed.

EXECUTIVE SESSION

There was no executive session.

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FUTURE MEETINGS

- ~~Monday, December 25, 2023, 10:00 a.m., Budget/Finance Committee Meeting,~~
Fire Station #13 (18002 108th Ave SE, Renton)/ Video Conference (*cancelled*)
- ~~Monday, December 25, 2023, 10:30 a.m., Operations/Capital Committee Meeting,~~
Fire Station #13 (18002 108th Ave SE, Renton) / Video Conference (*cancelled*)
- Monday, January 8, 2024, 10:00 a.m., Governance Board Regular Meeting,
Fire Station #13 (18002 108th Ave SE, Renton) / Video Conference

ADJOURNMENT

Board Chair O'Halloran adjourned the meeting at 10:51 a.m.

Valerie O'Halloran, Board Chair

Samantha Vergara, Board Secretary

VOUCHER APPROVAL FOR JANUARY 8, 2024 MEETING

AUDITING OFFICER CERTIFICATION

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claim is a just, due and unpaid obligation against the Renton Regional Fire Authority, and that I am authorized to authenticate and certify said claim.

Auditing Officer: _____
Steven C. Heitman, Fire Chief

AUDIT COMMITTEE

The vouchers below have been reviewed and certified by individual departments and the RFA's Auditing Officer as required by RCW's 42.24.080 & 090, and a list of vouchers has been provided for review by the Finance Committee.

The undersigned members of the Finance Committee of the Renton Regional Fire Authority do hereby approve for payment accounts payable vouchers totaling \$2,026,710.36, payroll vouchers and direct deposits totaling \$1,457,311.11.

| A/P VOUCHERS | Payment Date | Numbers | Amount |
|-------------------------|-------------------------|------------------------|-----------------------|
| Virtual Pay | 11/16/2023 - 12/15/2023 | APA002511-APA002614 | \$927,615.51 |
| Checks | 11/16/2023 - 12/15/2023 | - | \$8,946.13 |
| EFTs | 11/16/2023 - 12/15/2023 | - | \$291,662.23 |
| Bank Drafts | 11/16/2023 - 12/15/2023 | - | \$798,486.49 |
| AR Refund Checks | 11/16/2023 - 12/15/2023 | - | \$0.00 |
| TOTAL A/P | | | \$2,026,710.36 |
| PAYROLL VOUCHERS | | No. of Vouchers | Amount |
| Direct Deposits | 11/22/2023 | 177 | \$713,916.07 |
| Payroll Checks | 11/22/2023 | 0 | \$0.00 |
| Direct Deposits | 12/8/2023 | 178 | \$743,395.04 |
| Payroll Checks | 12/8/2023 | 3 | \$0.00 |
| TOTAL PAYROLL | | 358 | \$1,457,311.11 |
| TOTAL CLAIMS | | | \$3,484,021.47 |

Renton Regional Fire Authority Governance Board:

Valerie O'Halloran, Board Chair

Kerry Abercrombie, Board Member

Marcus Morrell, Board Member

James Alberson, Board Member

Sean Cook, Board Member

Ryan McIrvin, Board Member

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RENTON REGIONAL FIRE AUTHORITY

M E M O R A N D U M

DATE: January 8, 2024

TO: Kerry Abercrombie (Fire District 25)
James Alberson, Jr. (City of Renton)
Sean Cook (Fire District 25)
Ryan McIrvine (City of Renton)
Marcus Morrell (Fire District 25)
Valerie O'Halloran (City of Renton)
Andrew Schneider (Non-Voting Advisory Position, Fire District 40)

FROM: Steve Heitman, Fire Chief

SUBJECT: Renton Regional Fire Authority Chief's Report

1. Congratulations are in Order

Please join me in congratulating the following nine firefighters for their completion of JATC. They received journeyman status on December 31st, their 3-year anniversary.

- FF Mickey Bergsma
- FF Claire O'Brien
- FF Emilie Garza
- FF Joseph Mack
- FF Alexis McGinnis
- FF Ryan Northrup
- FF Michaela Truax
- FF Jessica Clearman
- FF Joseph Munden

2. DEI Workshop

Shoreline Fire Department hosted the most recent Diversity, Equity and Inclusion Workshop on Saturday, December 16th at the Shoreline Community College. 208 people registered for the event, with an attendance of 123, which is the highest attendance for this event to date. 50% of the attendees registered as a minority with 71.6% male and 25.5% female.

3. Governance Board Notifications

Per our procurement process and policy, I am notifying the board of the following purchases.

- 2024 L&I Claim Mgmt Services Contract Renewal (Brown & Brown Services) - \$46,000.00
- Replacement Bunker Gear - \$43,253.76
- Holmatro Extrication Tools - \$30,670.56

- 3-Year Generator Preventative Maintenance Contract - \$28,228.00
- CPSE Professional Services/Strategic Plan - \$20,400.00



ANNUAL PUBLIC RECORD REQUEST REPORT

January 1, 2023 – December 31, 2023

4 Open Requests

Total number of open record requests in the queue at the beginning of the period. This total includes both newly submitted record requests and open record requests from the previous period.

482 New Requests Received

Total number of new record requests received during the period.

484 Closed Requests

Total number of closed record requests during the period.

165:04

Total time expended (hh:mm) during the period by staff where responding is a primary responsibility.



This comprehensive report serves as a detailed account of the ongoing efforts and status updates pertaining to the major initiatives outlined in the Renton Regional Fire Authority's (RRFA) strategic plan for the period spanning 2021 to 2025. Its primary purpose is to provide stakeholders, decision makers, and interested parties with a thorough understanding of the RRFA's progress in achieving its strategic goals.

Within this report, each strategic goal, objective, and associated task is documented, covering a wide spectrum of areas central to the RRFA's mission and vision. These areas are strategically categorized into five key focus areas, each representing a significant facet of the RRFA's operations and responsibilities.

To ensure transparency and clarity, the report not only outlines the objectives and tasks identified during the strategic planning process but also specifies the respective divisions within the RRFA that are primarily tasked with their implementation and oversight. This attribution ensures accountability and allows for efficient tracking of progress throughout the reporting period.

This December 2023 report includes up-to-date information on the current status of each objective, reflecting whether it is completed, in progress, deferred, or ongoing. This real-time assessment is vital for stakeholders to gauge the RRFA's effectiveness in meeting its strategic targets and to make informed decisions.

Additionally, the report provides a platform for commentary and insights related to each objective and any critical tasks associated with them. These comments serve as a means to contextualize the progress or highlight challenges related to each objective.

This report is intended to be a resource that not only showcases the RRFA's commitment to transparency and accountability but also underscores its dedication to fulfilling its strategic goals and objectives, ultimately enhancing its service delivery, and benefiting the communities it serves.

Respectfully submitted,

Steve Heitman, Fire Chief

Mark Seaver, Deputy Chief - Response Operations

Charles DeSmith, Deputy Chief - EMS, Health & Safety

Dan Alexander, Deputy Chief - Support Services

Anjela Barton, Fire Marshal

Samantha Babich, Chief Administration Officer

Renton Regional Fire Authority Executive Team



OUR SERVICES

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| Goal 1 | Establish and meet standards to provide the best possible services to our community. |
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| Objective 1A | Obtain Accreditation through CPSE |
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| Timeframe | 24 months | Assigned to: | Planning Division |
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| Critical Tasks | <ul style="list-style-type: none">• Assign accreditation committee.• Complete the Standards of Cover and Community Risk Assessment.• Complete FESSEM responses.• Host on-site peer reviews.• Final assessment.• Complete annual assessments. |
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| Status | In Progress |
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| Comments | The accreditation team has been assembled and is presently engaged in the accreditation process, with the designated submission date set for December 31, 2023. |
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| Objective 1B | Complete WSRB rating maintaining a rating of 2 |
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| Timeframe | 2 months | Assigned to: | Planning Division |
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| Critical Tasks | <ul style="list-style-type: none">• Report all WSRB documentation. |
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| Status | In Progress |
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| Comments | The RRFA has submitted all required information to the Washington Survey and Rating Bureau (WSRB) and is currently awaiting the issuance of a final rating. |
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| Objective 1C | Review and update standard operating procedures. |
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| Timeframe | 24 months | Assigned to: | Executive Team |
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| Critical Tasks | <ul style="list-style-type: none">• Conduct an agency-wide evaluation of performance SOPs. |
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| Status | In Progress |
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| Comments | The executive team is currently in the process of conducting a comprehensive second review of all existing standard operating procedures (SOPs) to verify their currency and relevance. The anticipated completion date for this review is December 31, 2023. |
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| Goal 2 | Act to prevent fires and health emergencies. | |
| Objective 2A | Prioritize fire prevention as a way to protect firefighters and community members, and their property. | |
| Timeframe | 1 year | Assigned to: Fire Marshal |
| Critical Tasks | <ul style="list-style-type: none">• Prioritize resources for effective OFM operations.• Share work and fill gaps left by county and regional marshals and partners for fire investigations and fire prevention.• Continue working at the county level to standardize codes.• Continue communication around the upgrades and plan for evaluating and updating OFM software systems, equipment, and training.• Create a resource and FAQ for property owners in multiple languages to explain the role and rationale behind protocols and efforts the OFM undertakes. | |
| Status | Completed | |
| Comments | <p>The Office of the Fire Marshal (OFM) has expanded its team with the addition of an assistant fire marshal to enhance operational capabilities. We are currently in the process of finalizing an interlocal agreement (ILA) with King County to extend our fire inspection services into unincorporated areas. Furthermore, our active involvement in the King County Fire Marshal's Association code review process is aimed at adopting the 2021 International Fire Code (IFC) to standardize codes as needed. Additionally, we've made code-specific educational resources available on the RRFA website to promote fire safety awareness among businesses and residents in our community.</p> | |
| Objective 2B | Promote the health and well-being of community members. | |
| Timeframe | 1 year | Assigned to: EMS, Health & Safety, OFM |
| Critical Tasks | <ul style="list-style-type: none">• Create the ability to provide CPR training in multiple languages, including American Sign Language.• Increase Healthy Heart outreach for adults.• Increase visibility and engagement with youth across all ages.• Create materials in multiple languages to raise community awareness of available resources and share them with regional partner organizations. | |
| Status | Completed | |
| Comments | <p>The CPR group now offers Spanish-language CPR classes. RRFA has successfully hosted annual events like Scout Night and the Senior Safety Academy within our response area. We've also established a collaborative strategy with the CPR Consortium (RRFA, PSRFA, VRFA) and acquired new CPR equipment, along with setting shared facility expectations for all three agencies involved.</p> | |



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| Objective 2C | Ensure our community and our agency are prepared for future disasters. | |
| Timeframe | 1 year | Assigned to: Executive Team |
| Critical Tasks | <ul style="list-style-type: none">• Conduct a community risk assessment and better define RRFA's role and required staffing and expertise.• Conduct a review of community and agency response to the COVID-19 crisis and update plans for future pandemics. Look for areas of opportunity and cross-organizational collaboration, preparedness, and prevention.• Review and amend the ILA with the City of Renton to ensure we continue to support the staffing, storage, and training of the CERT program to the community. This also extends to HAM radio operations at each fire station. | |
| Status | In Progress | |
| Comments | The RRFA is actively aiding the City of Renton Emergency Management team in the revision of its comprehensive emergency management plan, which includes a community risk assessment element, with an anticipated completion date in late 2023. Additionally, RRFA remains committed to providing ongoing support to the CERT and HAM programs, extending both staff expertise and facility accessibility for these initiatives. | |

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| Goal 3 | Respond with expertise, professionalism, and compassion when our community needs us. | |
| Objective 3A | Regularly evaluate and update our response model and deployment of resources. | |
| Timeframe | Ongoing | Assigned to: Response Ops, Support Services |
| Critical Tasks | <ul style="list-style-type: none">• Work with regional partners to implement the closest available unit dispatch and then evaluate locations of response resources. Explore shared or joint staffing of apparatus and stations.• Update systems and processes to capture accurate, comparable, and timely incident data for use in service response optimization and patient records across services and providers. Create mechanisms that allow community members to share information about building structures and residents or employees who may be found there. | |
| Status | Ongoing | |
| Comments | The RRFA has integrated the ESO Fire module into our RMS system for improved report management and efficient patient data transmission between fire, EMS, and hospitals via electronic health records (HER). In 2022, a data specialist was hired to help enhance data accuracy and support more effective deployment planning for response equipment and staff. Work continues on closest unit dispatch within Zone 3. | |



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| Objective 3B | Address increasing low acuity call volumes through regional collaboration and by expanding the FD CARES model. | |
| Timeframe | 1 year | Assigned to: EMS, Health & Safety |
| Critical Tasks | <ul style="list-style-type: none">• Communicate the role, desired resource model, and anticipated increase in call volume for FD CARES with additional senior housing and other factors that contribute to demand.• Create guidelines for partner organizations and facilities to consider before looking to 911 for EMS, for example in nursing homes and clinics with trained staff available.• Document the impact and lessons learned associated with the early phase of FD CARES implementation. | |
| Status | Completed | |
| Comments | The "Julota" database is now shared with multiple trusted City of Renton partners, ensuring HIPAA-compliant data sharing. A service contract has been established with the Renton Police Department for the FD CARES service, promoting interagency collaboration. RRFA's IT section provides updated "heat maps" to anticipate rising call volumes and affected areas, enhancing our response planning. | |

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| Goal 4 | Be a strong partner in collaborative regional efforts. | |
| Objective 4A | Promote the shared use of information, experiences, and data and a common response philosophy for efficient and effective service delivery across the region. | |
| Timeframe | Ongoing | Assigned to: Response Operations |
| Critical Tasks | <ul style="list-style-type: none">• Evaluate the effectiveness of the Dive Rescue program with our partners VRFA and KCSO.• Engage with Zone 3 Operations Chiefs monthly to evaluate the effectiveness of our response model. | |
| Status | Ongoing | |
| Comments | The Dive Rescue program has been assessed and will be discontinued in 2024 to align with evolving safety priorities. Work continues with our partner agencies on updating the Zone 3 Technical Response document, ensuring our readiness for technical emergencies within Zone 3. | |
| Objective 4B | Strengthen partnerships and operational effectiveness with organizations throughout King County, addressing response, fire prevention and investigations training, dispatch, and public health. | |
| Timeframe | Ongoing | Assigned to: Response Ops, OFM, EMS |



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| Critical Tasks | • Support KC Chief's ILA and PSAP shift towards seamless dispatch across NORCOM and Valley Communications Center (VCC). |
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| Status | Ongoing |
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| Comments | As a member of the advisory board, Chief Heitman is actively involved in helping Valley Communications Center (VCC) in acquiring and implementing a new CAD system. In collaboration with the Renton Police Department, the RRFA is working to establish a second FD CARES unit for low acuity and mental health calls. King County Model Procedures are being thoroughly reviewed by the end of 2023 to maintain operational excellence. |
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| Objective 4C | Collaboratively explore options to provide efficient and effective services to our community and our region. |
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| Timeframe | Ongoing | Assigned to: | Executive Team |
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| Critical Tasks | • Maintain relationships with our neighboring departments, monitoring responses in and out of jurisdiction to ensure good service is being delivered. |
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| Status | Ongoing |
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| Comments | RRFA Fire Marshal staff actively participate in Zone 1, Zone 3, and King County Fire Marshals Associations to ensure consistency in code application and explore opportunities to partner in training and code development. |
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| Goal 5 | Train to be the most capable and professional emergency personnel. |
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| Objective 5A | Actively participate in and contribute to the regional training consortium. |
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| Timeframe | Ongoing | Assigned to: | Response Operations |
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| Critical Tasks | • None listed. |
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| Status | Ongoing |
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| Comments | The RRFA has added adjunct instructors to the South King County Fire Training Consortium (SKCFTC) to bolster the training cadre, and in 2024 will expand our commitment by introducing a new engineer position. An RRFA battalion chief has been designated to SKCFTC to develop and implement an updated incident management system, scheduled to replace the Blue Card system. Fire Chief Heitman serves as chair of the SKCFTC Administrative Board, a role that is set to continue through 2024. |
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| Objective 5B | Seek continuous improvement of training content, processes, and systems, incorporating best practices as they emerge. | | |
| Timeframe | Ongoing | Assigned to: | Response Operations |
| Critical Tasks | <ul style="list-style-type: none">• Seek opportunities to increase time for staff to train and put training into practice.• Create and/or refine mechanisms to capture and reflect on ongoing feedback, including what’s working well and where there are opportunities for improvement. Refine what feedback is captured and how it is reflected to members and acted upon. | | |
| Status | Ongoing | | |
| Comments | Under the RRFA IAFF Local 864 contract, staff members now have the flexibility to use debit hours as compensation for training hours. Additionally, members of the training consortium cadre actively solicit feedback and consistently refine the training program to align with the specific requirements of the agencies it serves. | | |



OUR COMMUNITY

Goal 6 Cultivate community trust through ongoing communication and engagement.

Objective 6A Provide a variety of communications that enhance engagement, excite and showcase our culture as a community-focused organization, and promote an understanding of Renton RFA's roles, services, and successes.

Timeframe 6 months **Assigned to:** Administration Division, OFM, EMS

Critical Tasks

- Seek to increase understanding of the role of the OFM and FD CARES among community members.
- Increase our social media presence.

Status Completed

Comments

The RRFA has significantly boosted community awareness about the vital roles of the Office of the Fire Marshal (OFM) and FD CARES through a comprehensive communication strategy. This strategy includes various platforms like social media, newsletters, e-newsletters, and our website.

Our social media presence has experienced substantial growth, with tens of thousands of followers across Twitter, Facebook, and Instagram combined. Through these channels, we consistently spotlight OFM and FD CARES, providing valuable insights into their services and initiatives. This robust online presence effectively informs and engages our community members.

Objective 6B Leverage the Citizen Advisory Panel (CAP) and other community partners to strengthen our understanding of – and connection with – the communities we serve.

Timeframe 1 year **Assigned to:** Fire Chief

Critical Tasks

- Clarify the role and functioning of the CAP and ensure it is representative of the community.
- Strengthen processes and mechanisms for the CAP to provide two-way community connections.

Status Completed

Comments

The RRFA has bolstered the Citizen Advisory Panel (CAP) to ensure it represents our diverse community effectively by increasing CAP membership to include a broader range of voices. Quarterly meetings are used to gather valuable feedback on RRFA initiatives, fostering a stronger connection with the community. CAP members have also actively supported RRFA initiatives, including the fire benefit charge and levy lid lift propositions, by providing strong endorsements in voter pamphlets.



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| Objective 6C | Build community understanding and support for Renton RFA's funding mechanisms. | |
| Timeframe | 2 years | Assigned to: Administration Division |
| Critical Tasks | <ul style="list-style-type: none">• Build communications regarding our two-part funding mechanism and educate the public regarding the same.• Successfully pass the fire benefit charge renewal in 2021.• Successfully pass the levy lid lift in 2023. | |
| Status | Completed | |
| Comments | The RRFA's fire chief and communications team played pivotal roles in building a strong understanding of and garnering support for the RRFA's two-part funding system, resulting in significant voter approval rates of 81% for the fire benefit charge renewal proposition and 62% for the levy lid lift proposition. | |

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| Objective 6D | Host and contribute to community events that build relationships and provide value to participating community members. | |
| Timeframe | 1 year | Assigned to: Administration Division, OFM |
| Critical Tasks | <ul style="list-style-type: none">• None listed | |
| Status | Completed | |
| Comments | The RRFA participates in DUI drills at high schools, holds annual open houses at our stations, and engages in Scout Night and a Senior Safety Academy to educate and connect with different age groups. Additionally, we contribute to charitable causes like the Salvation Army bell-ringing campaign and the Battle of the Badges, exemplifying our commitment to community service. Our involvement in HOA meetings and various other events throughout the year provides opportunities for meaningful dialogue and collaboration with the community. | |

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| Goal 7 | Enhance our ability to effectively serve our increasingly diverse community. | |
| Objective 7A | Support training, competencies, and tools to professionally and compassionately serve all community members. | |
| Timeframe | 6 months | Assigned to: Response Operations |
| Critical Tasks | <ul style="list-style-type: none">• Identify options for a tiered approach to agency-wide training.• Develop recommended tools and techniques for engaging with people with different linguistic and cultural backgrounds.• Explore options for recruiting and/or training for bilingual capabilities and cultural competence. | |
| Status | In Progress | |



Comments

The RRFA remains committed to pioneering new and innovative avenues for expanding training opportunities for our members and fostering engagement with every facet of our community. In 2022, we successfully negotiated a contract with Local 864, which permits members to utilize flexible debit hours to enhance their training opportunities. This forward-thinking initiative aligns with our dedication to continuous learning and skill development. Furthermore, as we actively recruit from a diverse applicant pool, we have seen a notable increase in the number of members who are proficient in two or more languages. This linguistic diversity strengthens our ability to effectively communicate and connect with a broader cross-section of our community, reinforcing our commitment to inclusivity and accessibility in our services.

Objective 7B

Seek to recruit and retain staff to be reflective of and effective with the community we serve.

Timeframe

Ongoing

Assigned to: Administration Division

Critical Tasks

- Define what we mean by diversity, what metrics and data we are using here, and where we are trying to improve.
- Evaluate the benefits and challenges of moving away from the Public Safety Testing processes.
- Continue participating in Career Con and strengthen collaborative efforts with regional partners.
- Establish formal and informal support for personnel who may feel isolated based on individual perspectives, experiences, and identities, including and beyond gender, race, language competency, disability status, and learning style.

Status

Ongoing

Comments

The RRFA, in collaboration with neighboring agencies, launched WA Fire Careers, a program aimed at simplifying the journey to become a Zone 3 firefighter. Through this initiative, we've substantially lowered testing fees, reducing them from around \$250 per test to a mere \$35 per test, thereby eliminating a significant barrier for aspiring firefighters from a variety of backgrounds.

Our commitment to fostering diversity, equity, and inclusion (DEI) is unwavering. We actively engage in DEI events and attend recruiting events relevant to public safety, underscoring our dedication to building a diverse and inclusive workforce while actively seeking out potential candidates to join our ranks.



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| Goal 8 | Support the effectiveness of the Renton RFA Governance Board. | | |
| Objective 8A | Ensure all community members within the boundary of Renton RFA feel represented by the Board and that there are effective channels for them to share their input with the Board. | | |
| Timeframe | Ongoing | Assigned to: | Fire Chief, Administration Division |
| Critical Tasks | • None stated | | |
| Status | Ongoing | | |
| Comments | <p>The RRFA Governance Board conducts meetings in both in-person and video formats to promote accessibility and participation from all stakeholders. Board members actively engage with the community and consistently relay valuable feedback from community members to their fellow board members and RRFA management, ensuring a collaborative and informed decision-making process.</p> | | |
| Objective 8B | Provide the information, training, and other support needed for the Board to function effectively. | | |
| Timeframe | 1 year | Assigned to: | Administration Division |
| Critical Tasks | • None stated | | |
| Status | Completed | | |
| Comments | <p>The executive team provides the Governance Board with regular and comprehensive monthly reports that offer in-depth insights into the RRFA's operations, initiatives, financial performance, and strategic directions. Board members remain well-informed, allowing them to make policy decisions that align with the RRFA's mission and objectives.</p> <p>Additionally, the board secretary ensures that administrative tasks and communications are efficiently managed, enabling the Board to focus on its core responsibilities of policy-making and strategic oversight.</p> | | |



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| Objective 8C | Encourage and support the Governance Board’s participation in outside governmental organizations and associations. | | |
| Timeframe | 1 year | Assigned to: | Fire Chief, Administration Division |
| Critical Tasks | • None stated | | |
| Status | Completed | | |
| Comments | The RRFA allocates funds and actively promotes the attendance of elected officials at annual conferences specifically tailored to educate fire officials. These conferences play a vital role in ensuring officials remain well-informed about current issues within the fire service. | | |



OUR MEMBERS

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| Goal 9 | Ensure our members are physically and mentally healthy. | |
| Objective 9A | Continue to pursue systems and encourage a culture that supports comprehensive individual wellness. | |
| Timeframe | Ongoing | Assigned to: EMS, Health & Wellness |
| Critical Tasks | <ul style="list-style-type: none">• Establish a non-punitive Health and Wellness program, with necessary resources and a diverse leadership team in line with IAFF/IAFC guidelines.• Provide guidance and resources for informal peer support groups. Empowered and trained staff can offer support and guidance to peers where appropriate and desired.• Include a mental health evaluation in annual physicals.• Proactively offer psychiatric decompression sessions with mental health professionals when staff have potentially traumatic experiences.• Engage members in understanding competing priorities and finding ways to balance time for calls, training, well-being, and other priorities. | |
| Status | Ongoing | |
| Comments | The RRFA endorses an annual fitness incentive program to encourage members to prioritize their physical and mental health, recognizing the unique demands of the profession. In 2023, we expanded the peer support network and implemented quarterly peer support meetings aimed at imparting resilience skills. In addition, the RRFA has established a partnership with a culturally competent local mental health practitioner to deliver critical incident stress debriefing and crisis response services. | |
| Goal 10 | Attract, develop, and retain the individual talent and commitment necessary to form a high-performing organization. | |
| Objective 10A | Refine the recruitment, hiring, and onboarding processes to reduce barriers, increase equity for all, and attract the best candidates. | |
| Timeframe | 6 months | Assigned to: Administration Division |
| Critical Tasks | <ul style="list-style-type: none">• None stated | |
| Status | Completed | |
| Comments | The RRFA, in partnership with neighboring agencies, initiated WA Fire Careers, a program designed to facilitate the process of becoming a Zone 3 firefighter by significantly reducing barriers such as testing fees from approximately \$250 per test to just \$35 per test. This program has had the added benefit of reducing the number of candidates 'lost' to other departments during the pre-hire process saving significant time and expense for the RRFA. | |



Objective 10B Provide structured professional development that supports leaders at all levels and strengthens the long-term resiliency of the organization through succession management.

Timeframe 1 year **Assigned to:** Administration, Response Operations

- Critical Tasks**
- Create a professional development roadmap for members of all teams, including a rubric of basic competencies. Develop an accompanying feedback mechanism for staff to critique and management to adjust as it is deployed.
 - Formalize front-line supervisor training.
 - Outline succession management goals for the entire hierarchy of the organization.

Status In Progress

Comments In collaboration with both labor groups, the RRFA has undertaken a comprehensive review of position descriptions and promotion qualifications for deputy fire marshals and firefighters. This process incorporated feedback from our members and resulted in the development of clear guidelines outlining the necessary time and competencies required for promotions and promotional testing across various job classifications. In addition, we significantly expanded our all-officer training in the past two years, with an added emphasis on enhancing front-line supervisor training.

Objective 10C Provide opportunities for fair and transparent feedback.

Timeframe 1 year **Assigned to:** Administration Division

- Critical Tasks**
- Implement a model of two-way performance reviews and bottom-up feedback.
 - Formalize ongoing evaluation metrics for performance, proficiency, and adaptation.

Status Deferred

Comments The objective is currently under review.



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| Objective 10D | Ensure administrative services fully support every member of the organization. | |
| Timeframe | 1 year | Assigned to: Administration Division |
| Critical Tasks | <ul style="list-style-type: none">• Establish an HR roadmap and checklists. | |
| Status | Ongoing | |
| Comments | <p>The RRFA continues to refine the staffing model for the Human Resources (HR) section. In 2023, we added a dedicated HR Manager, whose role is to enhance the section's knowledge and capabilities to better support our members. Also in 2023, we enlisted the assistance of a third-party partner to manage workers' compensation claims, resulting in a 75% reduction in open claims during the initial eight months of the contract. This not only expedited claim processing but also allowed our HR staff to redirect their focus to other critical matters.</p> <p>The administrative support and finance teams are actively collaborating with HR to establish more efficient workflows, aimed at reducing errors and expediting processing times. This collaborative effort is an ongoing process, with continuous evaluation and improvement at its core. We are dedicated to ensuring that our HR section operates at its most effective and efficient level to serve our organization optimally. In 2024, HR will launch a help desk ticketing system to monitor its service levels.</p> | |

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| Goal 11 | Strengthen the alignment of individual and organizational goals. | |
| Objective 11A | Cultivate a healthy culture founded on our values and a desire to be a learning organization. | |
| Timeframe | 6 months | Assigned to: Executive Team |
| Critical Tasks | <ul style="list-style-type: none">• Engage the full membership in updating Renton RFA's Mission, Vision, and Values. Include language that describes in plain language what it would look like to live by our Values.• Create mechanisms for increasing resiliency in the face of internal disagreements.• Encourage opportunities for culture-building activities. | |
| Status | In Progress | |
| Comments | <p>In 2022, the fire chief initiated a dialogue with the RRFA membership regarding the inclusion of the value of "loyalty" alongside the existing values of our organization. The chief provided a comprehensive explanation, outlining the rationale behind the addition, the intended purpose it would serve, and how it could be interpreted within the context of our organization's culture and mission. Following this discussion, the chief facilitated an anonymous vote among the members, ensuring that every member had an opportunity to participate. Additionally, the chief extended an invitation to anyone who</p> | |



wished to engage in private discussions about the proposed value. The vote to incorporate "loyalty" as a core value within RRFA passed, reflecting the collective agreement and commitment to this value among our membership. The RRFA maintains positive relationships with labor groups and individual members while actively fostering a cohesive organizational culture through regular opportunities for member collaboration.

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| Objective 11B | Communicate effectively to ensure all members of the organization have the context and information they need. | | |
| Timeframe | 1 year | Assigned to: | Administration Division, OFM |
| Critical Tasks | <ul style="list-style-type: none">• Develop communication protocols and expectations by role, designed to increase the accuracy and effectiveness of information flow across the organization.• Provide opportunities for members to have regular and consistent contact with leadership through Start and Stop or other mechanisms.• Create an ongoing issues page and other means to continue to strengthen communication between the OFM and members. | | |
| Status | Completed | | |
| Comments | <p>The RRFA has implemented various strategies to enhance internal communication within the organization, including the addition of large dashboards in our facilities, which rotate critical information such as apparatus status, daily rosters, safety messages, and OFM alerts, ensuring that important updates are readily accessible. Our utilization of SharePoint is expanding to provide members with timely event information, while ESO is used to relay updates on properties, inspections, and permitting by the Office of the Fire Marshal.</p> <p>We maintain regular Start/Stop meetings to facilitate communication directly between the crews and the chiefs, and we have introduced a new initiative called "Ask Me Anything" videos, where members can anonymously submit questions to the fire chief. These questions are then addressed in interview-style sessions led by the IAFF L864 president, promoting transparency and open dialogue within the organization.</p> | | |



Objective 11C Highlight the roles, contributions, and achievements of all our teams.

Timeframe 1 year **Assigned to:** Administration Division

Critical Tasks

- Launch an internal newsletter that enhances understanding of RRFA strategy, promotes organizational Values, and features team accomplishments.

Status **Completed**

Comments In alignment with the previously mentioned objective, the RRFA has strategically leveraged a range of tools and initiatives to strengthen internal communication within the organization. These include the deployment of electronic displays, an expanded utilization of SharePoint, and the introduction of the fire chief's engaging "Ask Me Anything" video series. These mechanisms not only enable the dissemination of real-time information but also facilitate the daily recognition of individual achievements. This dynamic approach ensures that our communication is both timely and effective, replacing the traditional monthly newsletter format with a more agile and responsive system.

Objective 11D Encourage all team members to see themselves as leaders strengthening the organization and better service to our community.

Timeframe 1 year **Assigned to:** Executive Team

Critical Tasks

- Conduct a Strategic Plan implementation launch and provide annual updates on progress.
- Create mechanisms to gather input; encourage it; and recognize those who participate.

Status **Deferred**

Comments The objective is currently under review.



OUR RESOURCES

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| Goal 12 | Ensure our organization has the tools and technology needed to be safe and successful. | |
| Objective 12A | Standardize equipment within Renton RFA and across the region, when beneficial to the organization and community members' safety. | |
| Timeframe | 6 months | Assigned to: Administration and Support Services |
| Critical Tasks | <ul style="list-style-type: none">• Communicate with personnel regularly about equipment purchasing decisions. | |
| Status | Completed | |
| Comments | <p>The RRFA actively collaborates in joint specification committees aimed at standardizing equipment across Zone 3 whenever practical. This standardization effort encompasses the design and specifications for various essential apparatus types, including pumpers, aid units, command vehicles, brush trucks, and extrication tools. Moreover, we have implemented escalated replacement schedules for older apparatus. These measures are strategically designed to enhance operational efficiencies and the overall effectiveness of our emergency response operations, further emphasizing our commitment to providing the best possible service to our communities.</p> | |
| Objective 12B | Maintain equipment and apparatus to optimize reliability and safety of use. | |
| Timeframe | 1 year | Assigned to: Support Services |
| Critical Tasks | <ul style="list-style-type: none">• None stated | |
| Status | Ongoing | |
| Comments | <p>The RRFA actively engages in collaboration through its participation in the fire garage consortium. Our fire chief assumes a leadership role on the consortium's governance board, while our fleet manager plays a pivotal managing role within the consortium. This strategic participation grants us access to expanded resources and a deeper pool of mechanic services, far surpassing what could be achieved by staffing a single garage independently.</p> <p>While benefiting from this consortium, the RRFA remains committed to continually seeking opportunities to enhance the level of service in apparatus maintenance. Our primary objective is to ensure the reliability of our fleet, ultimately contributing to the effectiveness and efficiency of our emergency response operations.</p> | |



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| Objective 12C | Provide tiered support for changes in technology and standard practices by proactively supporting major changes, responding to frequent requests, and creating space to share individual or team learning across the organization. | |
| Timeframe | 1 year | Assigned to: Administration Division |
| Critical Tasks | • None stated | |
| Status | Completed | |
| Comments | <p>The RRFA manages a diverse hardware inventory, including over six hundred devices such as computers, mobile terminals, tablets, printers, servers, and network equipment. Additionally, we utilize over one hundred twenty software-as-a-service (SaaS) solutions to support our operational and business functions.</p> <p>Our IT section, led by two site reliability engineers and one IT manager, efficiently handles support requests through a ticketing system, achieving an average 91% resolution rate within service level agreements.</p> <p>The introduction of SharePoint and Teams in 2020, during the pandemic, facilitated seamless transitions to remote work without productivity loss, enhancing individual learning and team collaboration, and reinforcing our adaptability.</p> | |

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| Goal 13 | Manage public resources wisely. | |
| Objective 13A | Make efficient use of resources and actively seek technology to support and increase efficiency. | |
| Timeframe | 6 months | Assigned to: Administration Division |
| Critical Tasks | • Coordinate capital replacement and pursue bulk purchasing of apparatus with partnering agencies where feasible and in the RRFA's best interest. | |
| Status | Completed | |
| Comments | <p>The RRFA's Capital Improvement Program (CIP) serves as a strategic roadmap for our 20-year capital replacement plan. This program has enabled us to establish partnerships with other agencies, leveraging opportunities for both pre-payment discounts and volume purchasing discounts on apparatus acquisitions. Additionally, our commitment to operational efficiency is unwavering, and we actively explore technological solutions to enhance our processes.</p> <p>In 2022, our finance and logistics teams conducted thorough research and adopted technology that facilitates RFID tagging of consumable station inventory. This innovative approach has significantly reduced the time required by response operations staff for weekly inventory checks and has streamlined</p> | |



logistics staff procurement efforts. This demonstrates our dedication to harnessing technology to drive operational efficiencies and optimize resource management.

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| Objective 13B | Maintain an equitable balance between the cost of the Fire Benefit Charge and the benefits payors receive. |
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| Timeframe | 1 year | Assigned to: Administration Division |
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| Critical Tasks | <ul style="list-style-type: none">• Tailor communications for property and business owners to provide greater clarity about the calculation of payments and the value of services delivered. |
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| Status | Ongoing |
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| Comments | <p>Regional Fire Authorities (RFAs) in Washington State, equipped with authorization for a fire benefit charge, possess the authority to collect a maximum of 60% of their operating budget through this charging mechanism. Notably, since its establishment in 2016, the RRFA has consistently maintained a responsible approach, never exceeding 42% of its operating budget through the fire benefit charge. This prudent management reflects our commitment to striking a balanced and equitable relationship between the cost of the benefit charge and the high-quality services we provide to our community.</p> <p>Moreover, our dedication to transparency remains unwavering. We continue to furnish property owners with detailed letters that include information about the forthcoming benefit charge specific to their property, as well as comprehensive details about the services delivered by the RRFA. This practice underscores our commitment to open communication and ensures that property owners are well-informed about the services they receive and the associated costs.</p> |
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| Objective 13C | Manage resources and reserves to support the long-term sustainability of the organization. |
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| Timeframe | 1 year | Assigned to: Administration Division |
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| Critical Tasks | <ul style="list-style-type: none">• Establish a mid-term operating budget forecast and long-term capital plans. |
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| Status | Completed |
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| Comments | <p>The RRFA operates in accordance with policies that mandate the establishment of several reserve funds, including contingency, liability, and operating reserves. These reserves serve as a financial safeguard, ensuring the organization's fiscal stability across different economic cycles. As of December 2023, all funds are funded at 100% of the projected target.</p> <p>In addition, the RRFA has taken a proactive approach by implementing 20-year replacement cycles for all capital funds, encompassing facilities, fleet,</p> |
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equipment, and IT. These replacement cycles are designed to project the anticipated life span of capital assets and determine the required funding to replace them in a timely and cost-effective manner. This strategic financial planning approach demonstrates our commitment to responsible fiscal management and long-term sustainability.

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| Objective 13D | Provide easily understood explanations of our financial position regularly to Renton RFA members and the community. | |
| Timeframe | 1 year | Assigned to: Administration Division |
| Critical Tasks | • None stated | |
| Status | Completed | |
| Comments | In addition to our regular monthly reports provided to the Governance Board and the public, the RRFA has worked diligently to create comprehensive financial reports that are both informative and easily digestible. Our quarterly and annual reports are thoughtfully designed to present financial information in a visually intuitive manner, ensuring clarity and thoroughness for the reader. Notably, in 2023, the RRFA was awarded the “Distinguished Budget Award” by the Government Finance Officers Association (GFOA), affirming our commitment to transparent and accurate financial reporting practices. This recognition underscores our dedication to responsible fiscal management and transparent communication with our stakeholders. | |

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| Objective 13E | Establish service level commitments with clear performance expectations for the benefit of all parties as interlocal agreements and contracts are renewed or created. | |
| Timeframe | 1 year | Assigned to: Administration Division |
| Critical Tasks | • Establish clarity about the roles, responsibilities, and expectations of the RRFA and entities that contract with the RRFA for the provision of services. • Evaluate all existing contracts for value provided to the RRFA. | |
| Status | Ongoing | |
| Comments | In 2021, the RRFA and King County Fire District 40 (FD40) successfully negotiated a new 20-year interlocal agreement (ILA) aimed at delivering cost-effective fire protection services to the Fairwood community. This updated ILA not only provides well-defined cost structures but also sets forth clear service level expectations. As a result, it has significantly enhanced the working relationship between the RRFA and FD40, contributing to improved cooperation and understanding between the two entities. | |

Service Desk Overview

Generated Date: January 01, 2024

Date Range: since 2023-01-01 12:00:00 AM + 3 Additional filters.

Provides insights about ticket inflows and SLA compliance

🌐 Agent Group



🌐 Agent



🌐 Requester Location



Received Tickets

1047 ▲ 66.72%

Unresolved Tickets

12

Resolved Tickets

1057 ▲ 71.31%

First Contact Resolution Rate

69.44% ▲ 77.29%

Resolution SLA Compliance

95.93% ▲ 80.75%

Average Resolution Time

20h 23m 55s ▼ 16.98%

First Response SLA Compliance

98.29% ▲ 57.32%

Average First Response Time

3h 9m 36s ▲ 69%

Refer to the pages below for in-depth analysis of the above metrics.

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🌐 Agent Group



🌐 Agent

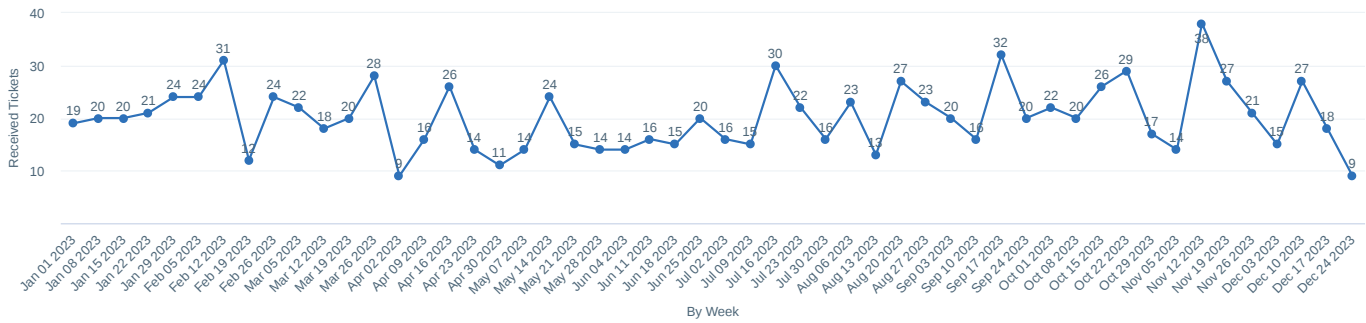


🌐 Requester Location

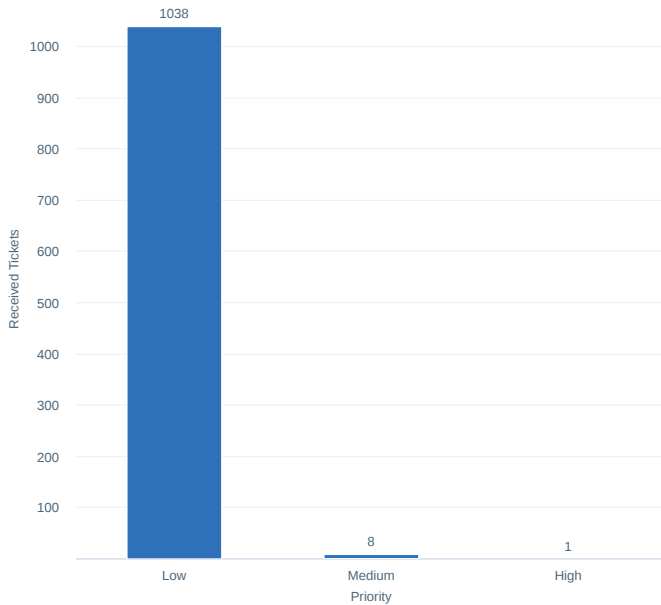


Received Tickets
1047 ▲ 66.72%

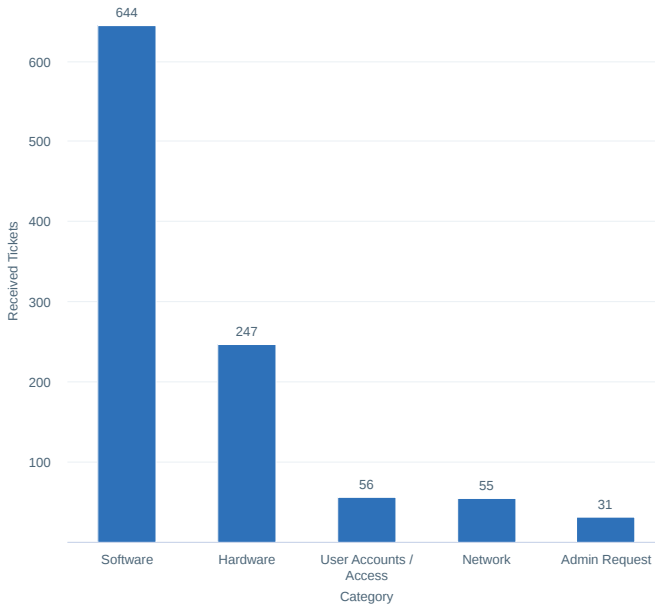
Received Tickets - Trend



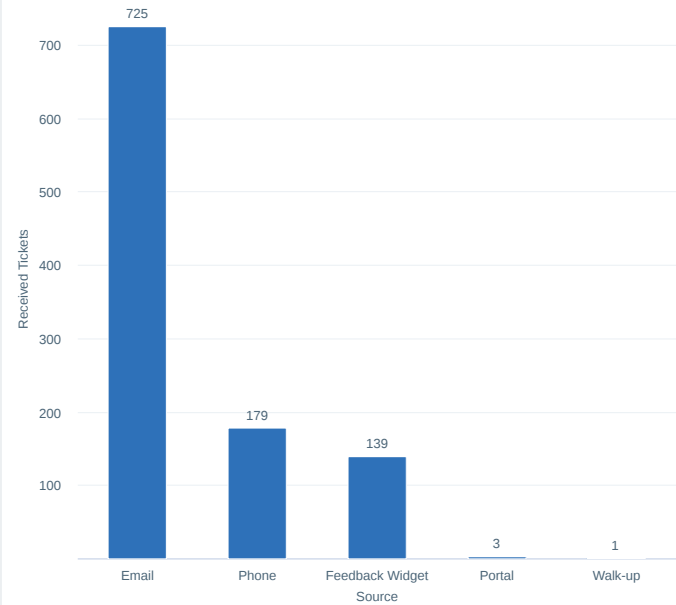
Received Tickets by Priority



Received Tickets by Category



Received Tickets by Source



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🌐 Agent Group



🌐 Agent



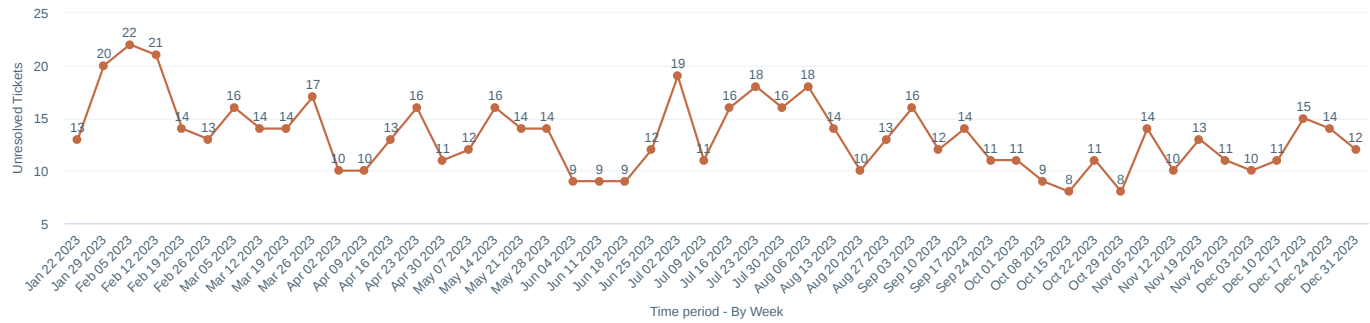
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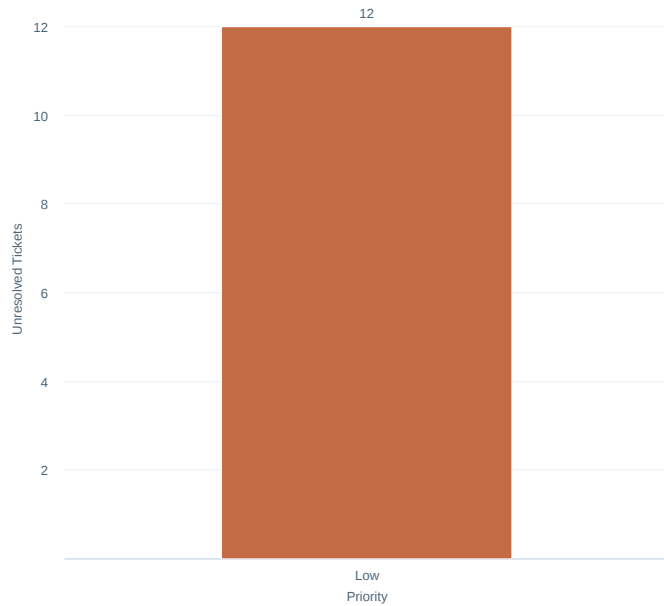
Unresolved Tickets

12

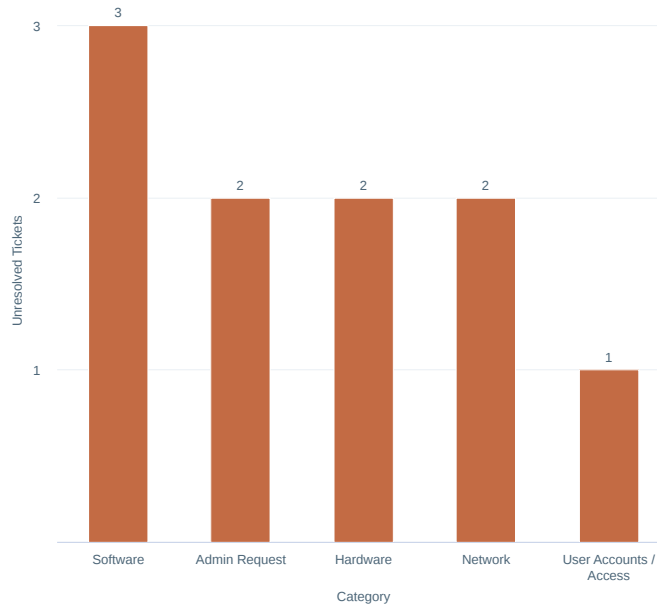
Unresolved Tickets - Trend



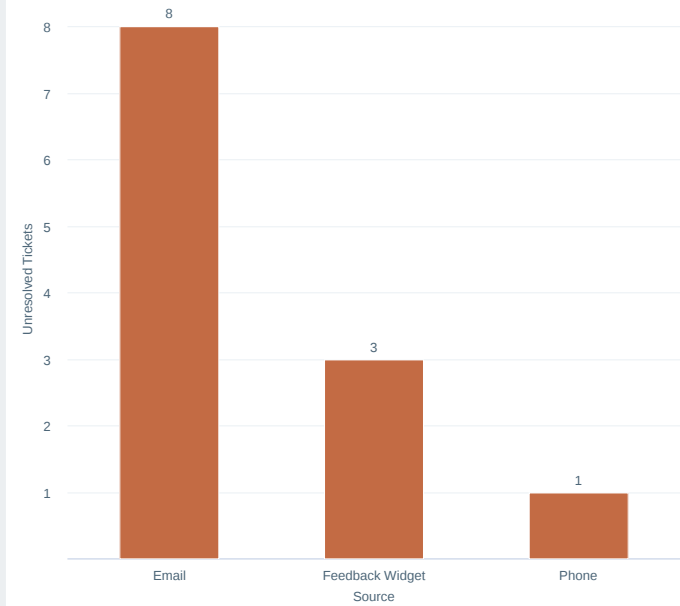
Unresolved Tickets by Priority



Unresolved Tickets by Category



Unresolved Tickets by Source



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🌐 Agent Group



🌐 Agent

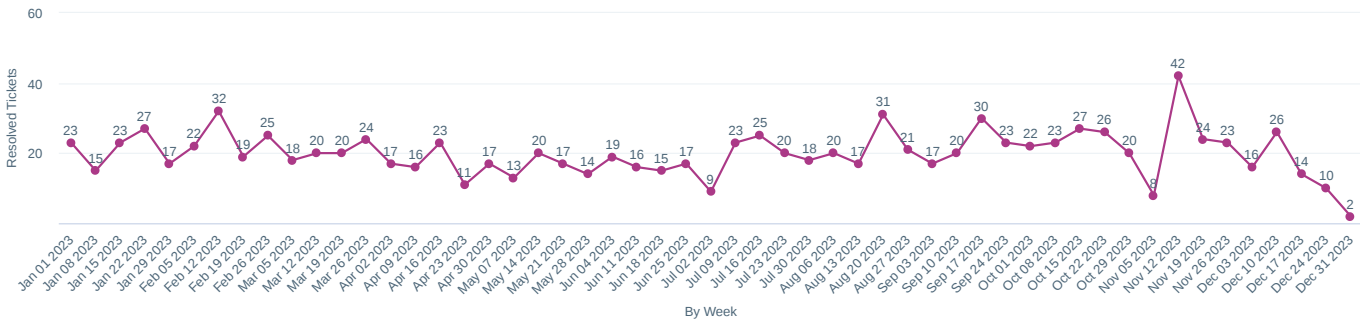


🌐 Requester Location



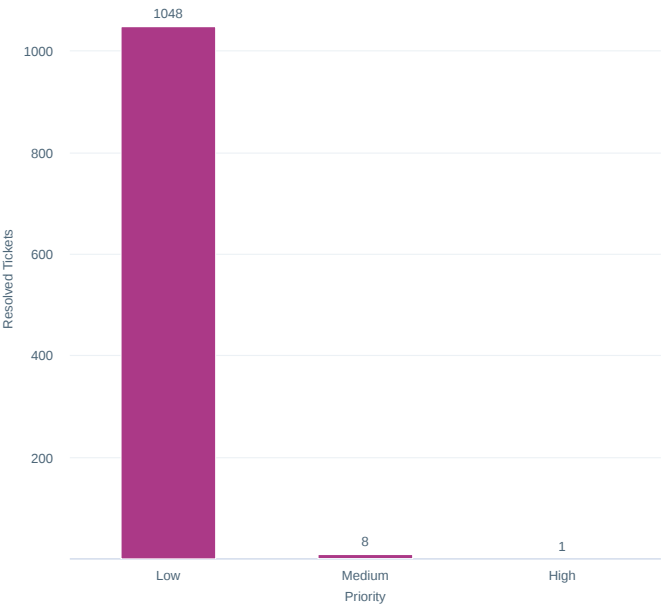
Resolved Tickets
1057 ▲ 71.31%

Resolved Tickets - Trend

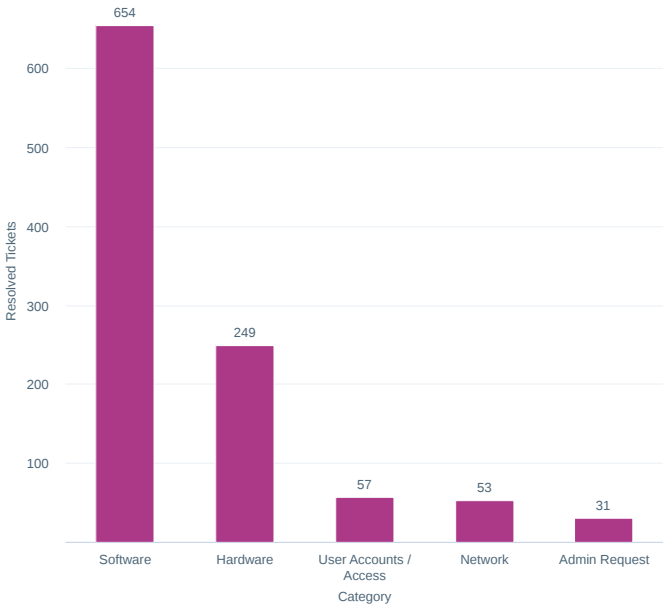


By Week

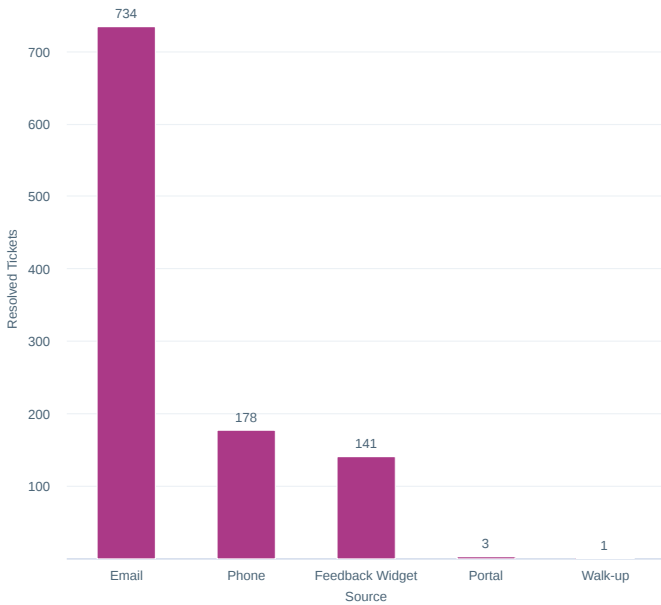
Resolved Tickets by Priority



Resolved Tickets by Category



Resolved Tickets by Source



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🌐 Agent Group



🌐 Agent

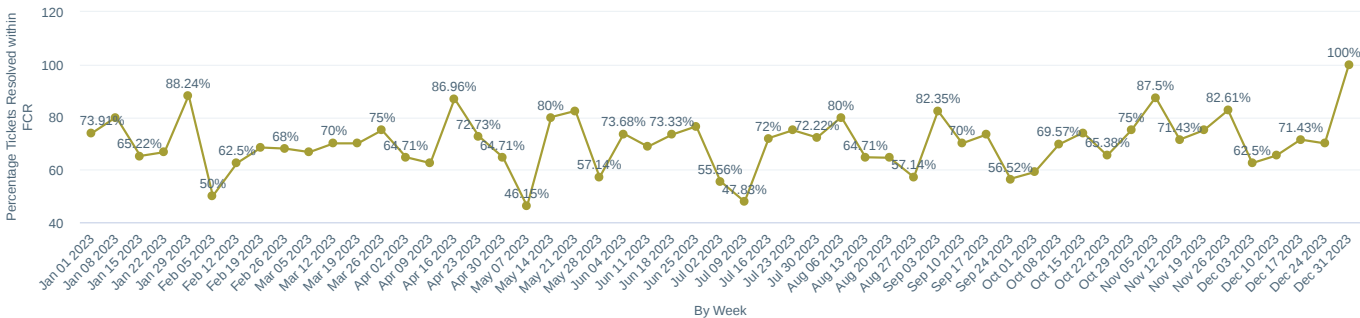


🌐 Requester Location

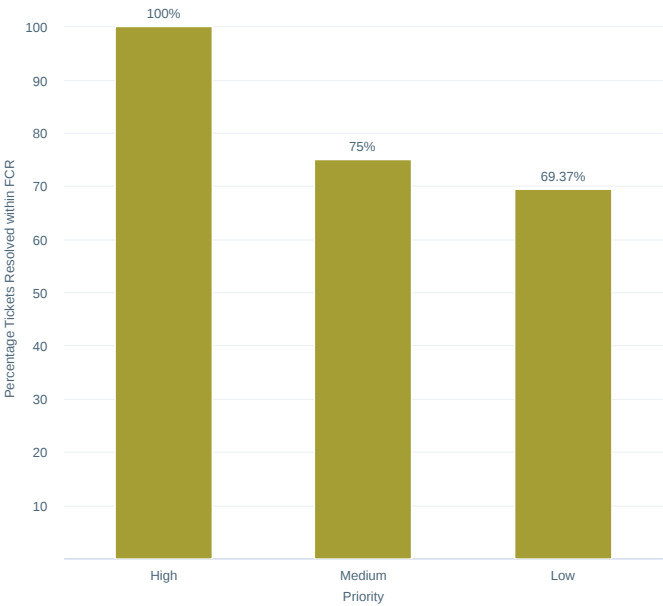


First Contact Resolution Rate
69.44% ▲ 77.29%

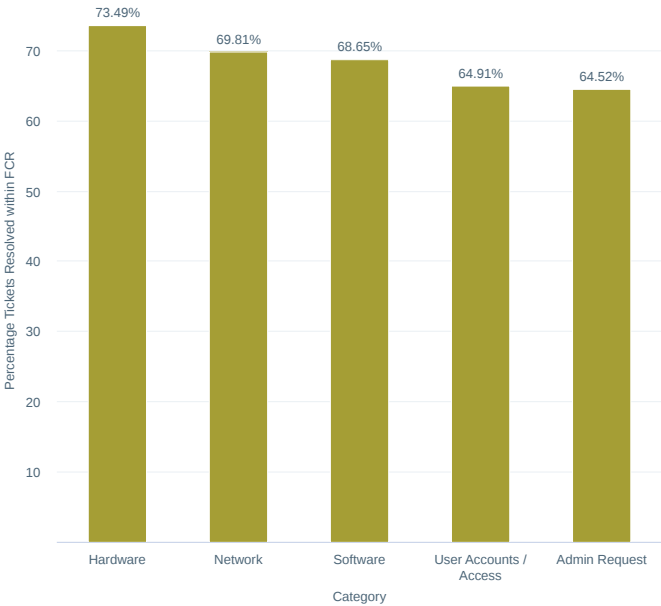
First Contact Resolution Rate - Trend



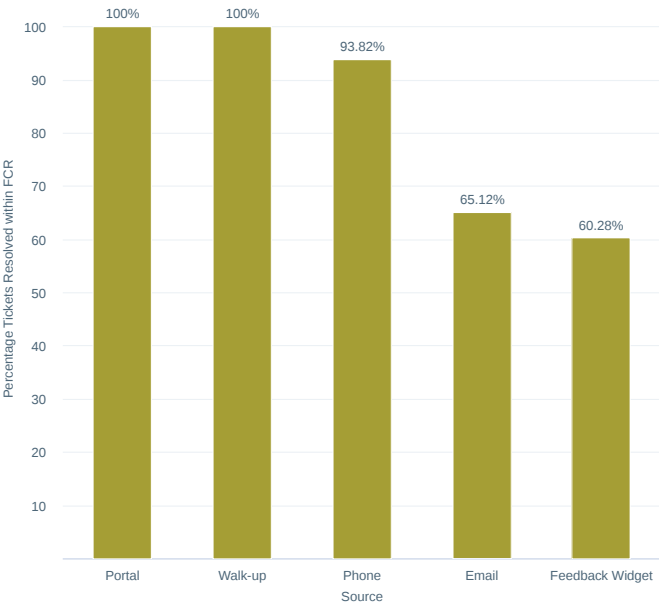
First Contact Resolution Rate by Priority



First Contact Resolution Rate by Category



First Contact Resolution Rate by Source



🌐 Agent Group



🌐 Agent



🌐 Requester Location



Resolution SLA Compliance

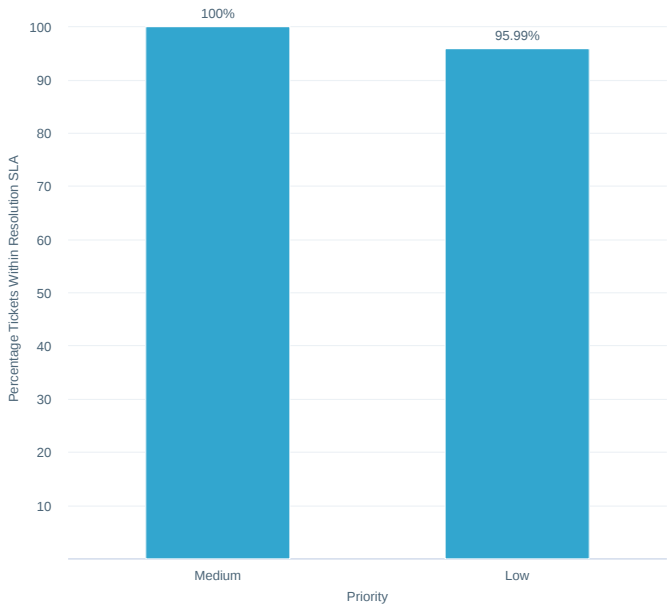
95.93% ▲ 80.75%

Resolution SLA Compliance - Trend

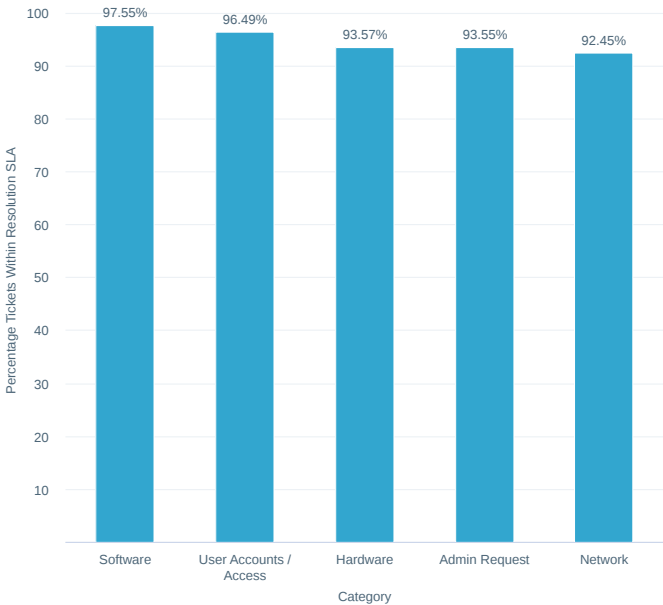


By Week

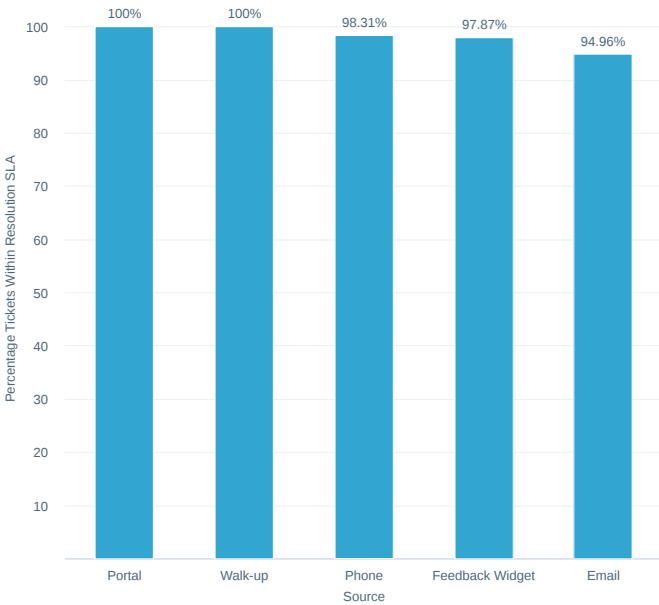
Resolution SLA Compliance by Priority



Resolution SLA Compliance by Category



Resolution SLA Compliance by Source



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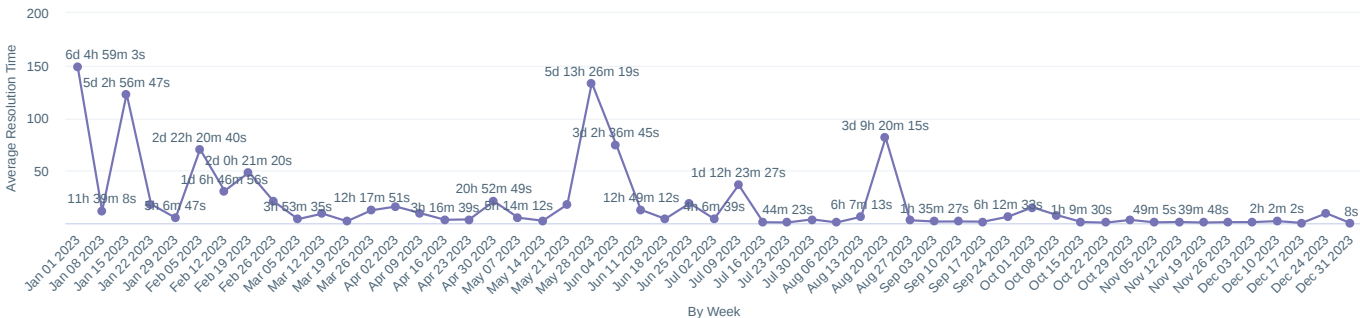
🌐 Agent Group

🌐 Agent

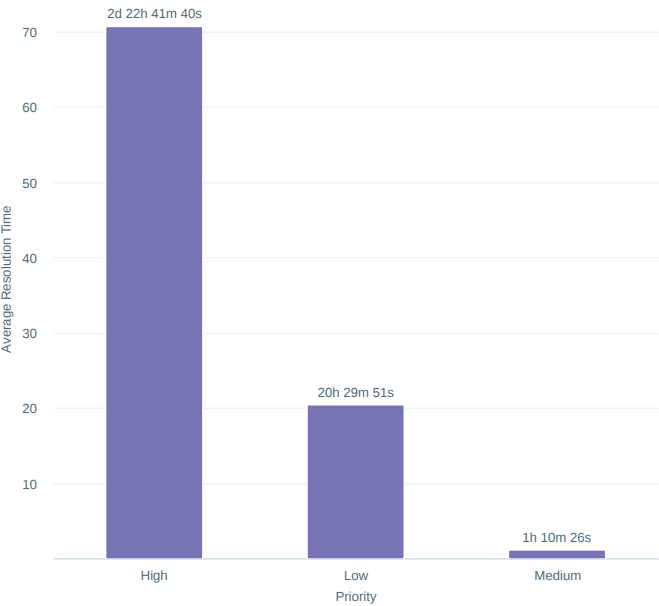
🌐 Requester Location

Average Resolution Time
20h 23m 55s ▼16.98%

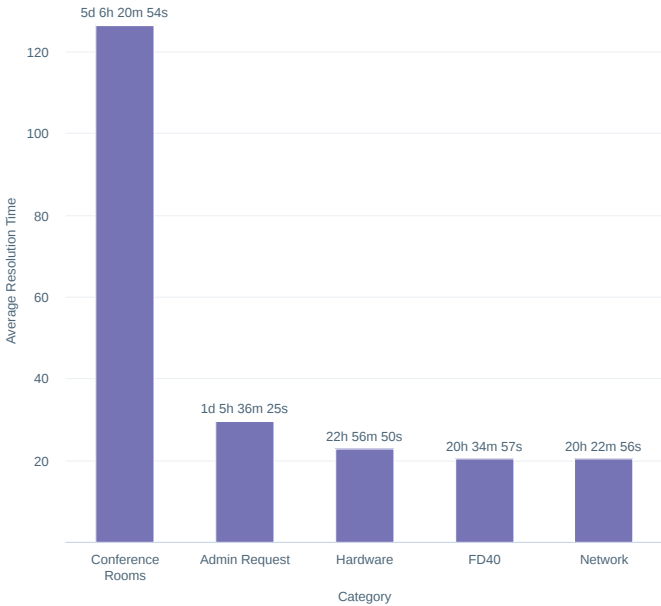
Average Resolution Time - Trend



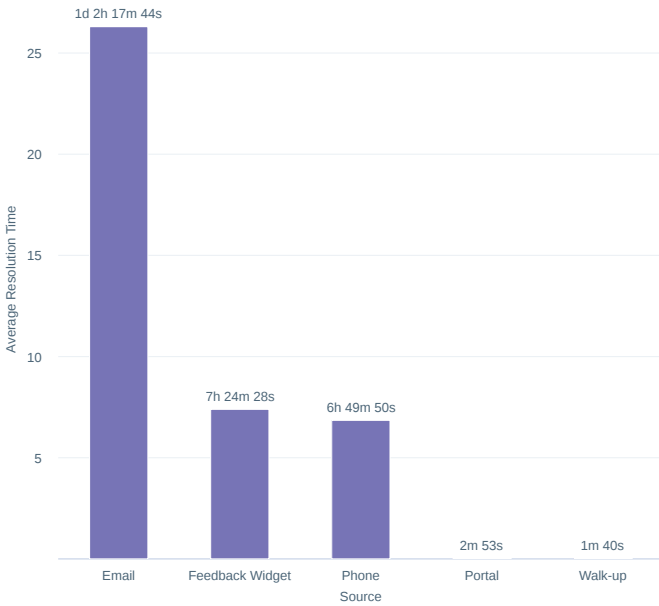
Average Resolution Time by Priority



Average Resolution Time by Category



Average Resolution Time by Source



🌐 Agent Group



🌐 Agent



🌐 Requester Location



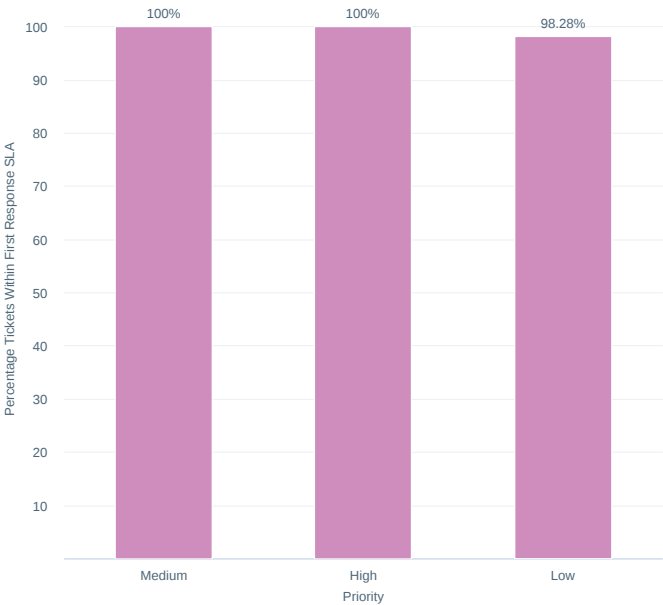
First Response SLA Compliance

98.29% ▲ 57.32%

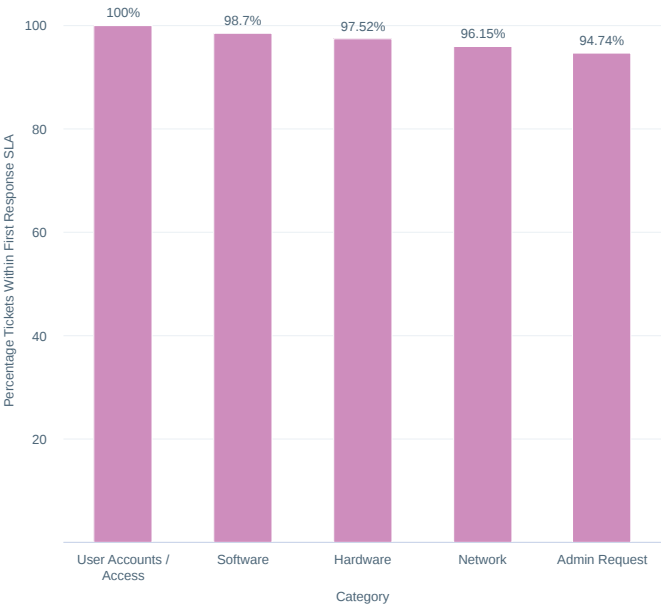
First Response SLA Compliance - Trend



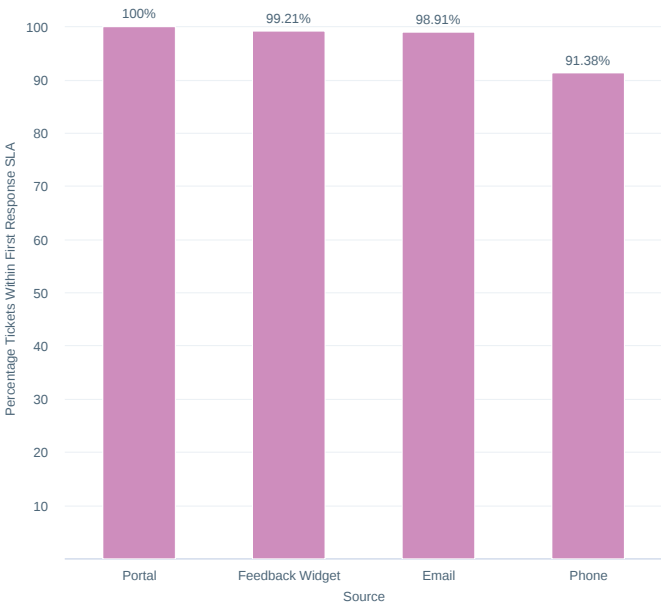
First Response SLA Compliance by Priority



First Response SLA Compliance by Category



First Response SLA Compliance by Source



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🌐 Agent Group



🌐 Agent



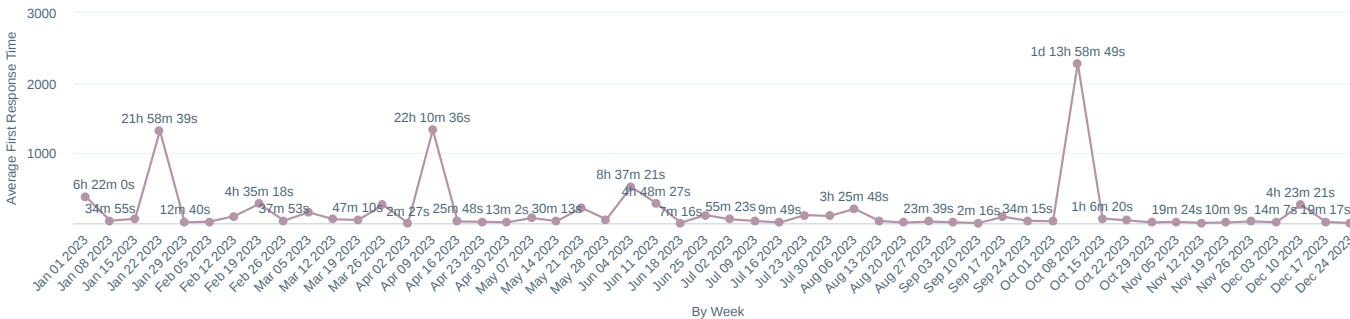
🌐 Requester Location



Average First Response Time

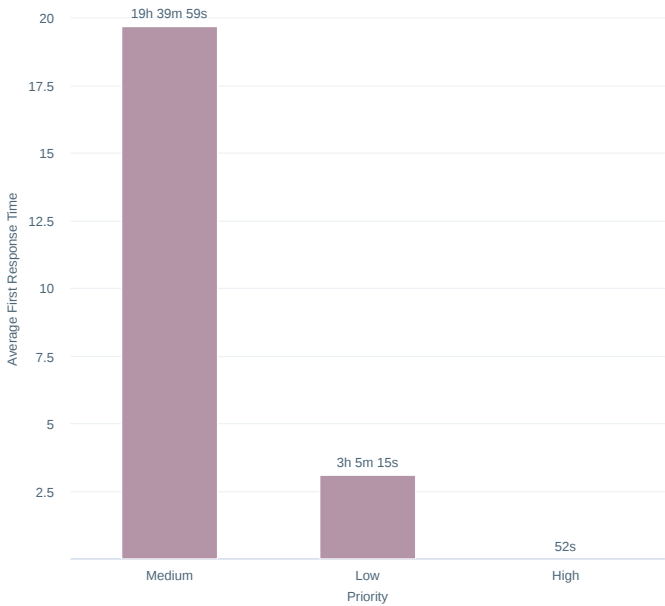
3h 9m 36s ▲ 69%

Average First Response Time - Trend

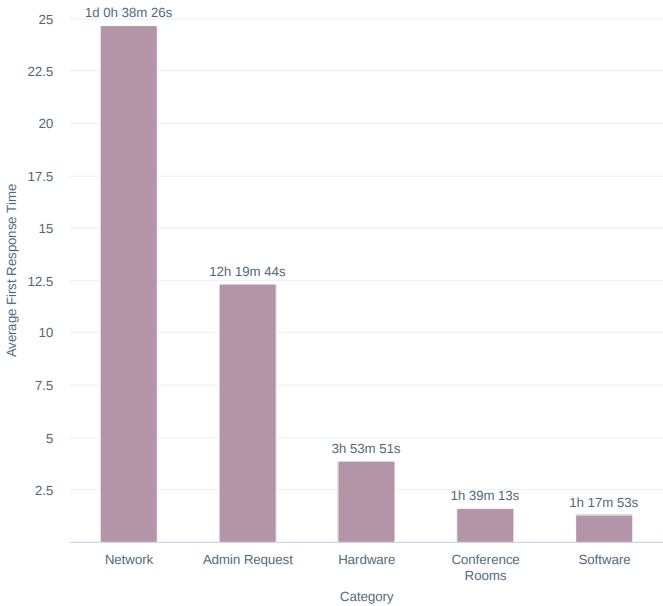


By Week

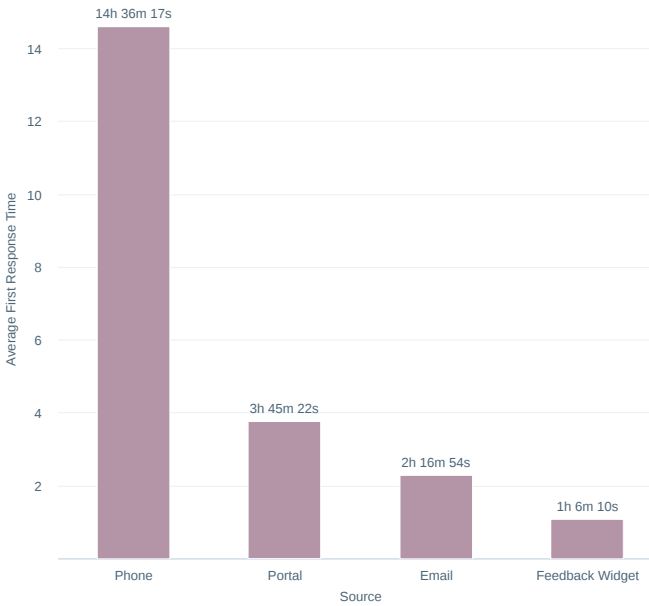
Average First Response Time by Priority



Average First Response Time by Category



Average First Response Time by Source



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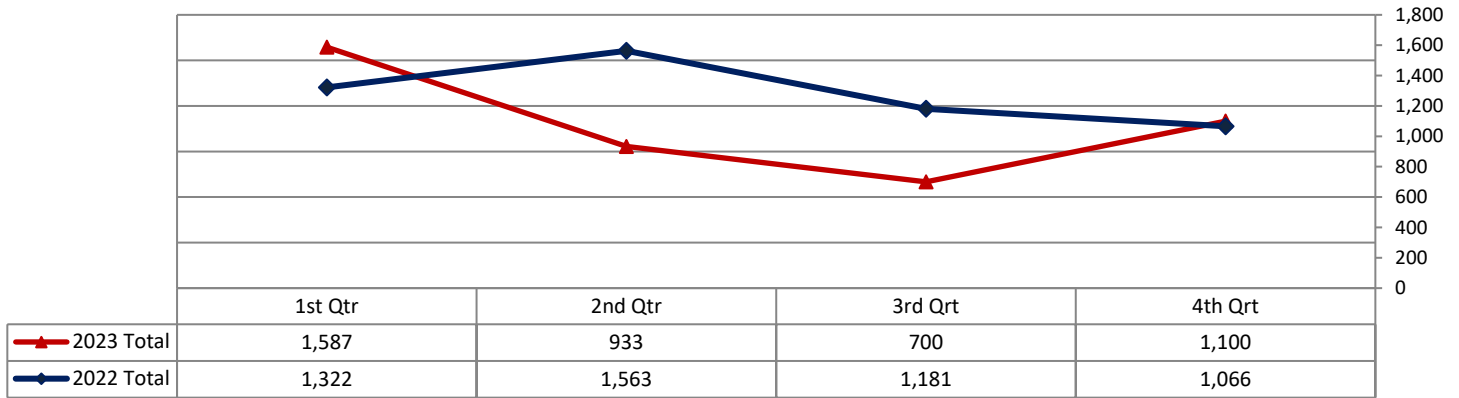
Office of the Fire Marshal 2023 End of Year

January 2024

Inspections

Staff completed 4,320 inspections (business, multi-family, IFC permit, special, complaint & re-inspections) in 2023.

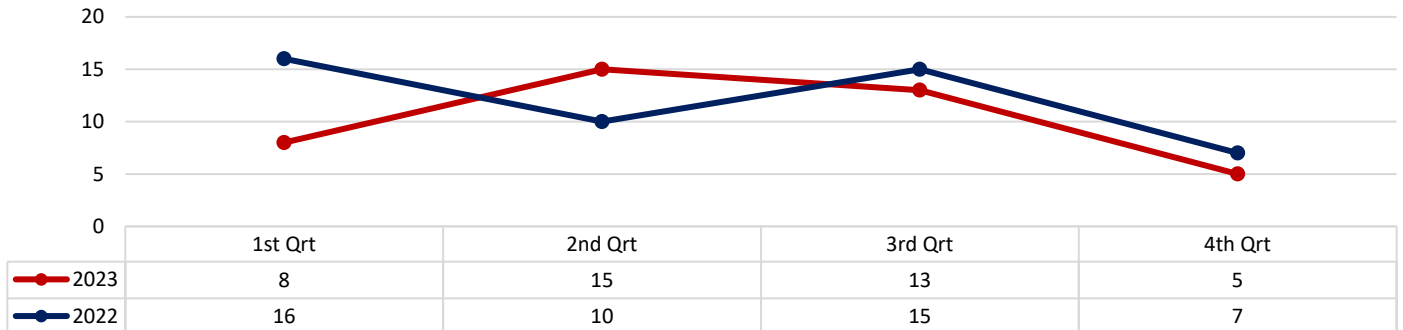
Inspections Completed by Quarter - Comparative to 2022



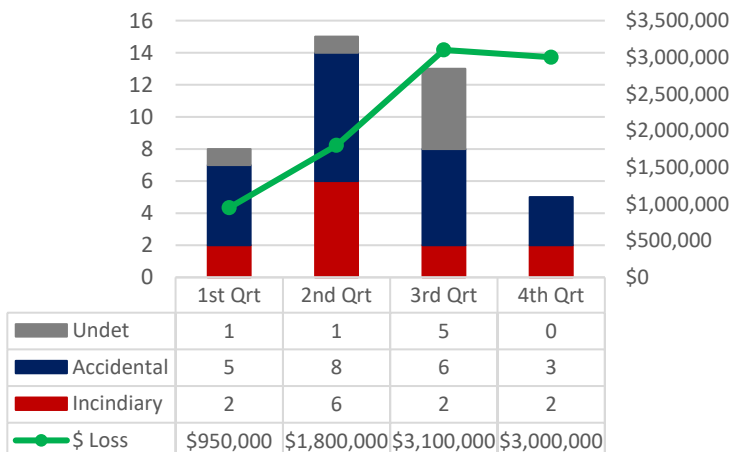
Fire Investigations

Staff investigated 41 fires this year. Total dollar loss for the 2023 year is estimated at \$9 million.

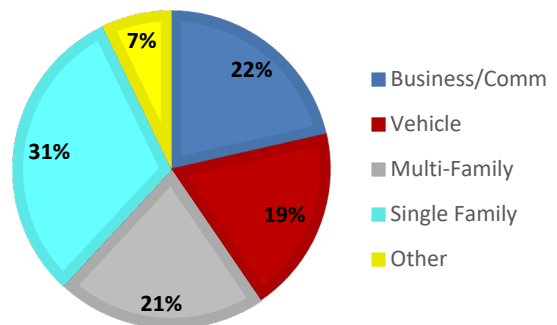
Fire Investigations by Quarter - Comparative to 2022



FIRE CAUSE AND LOSS ESTIMATE



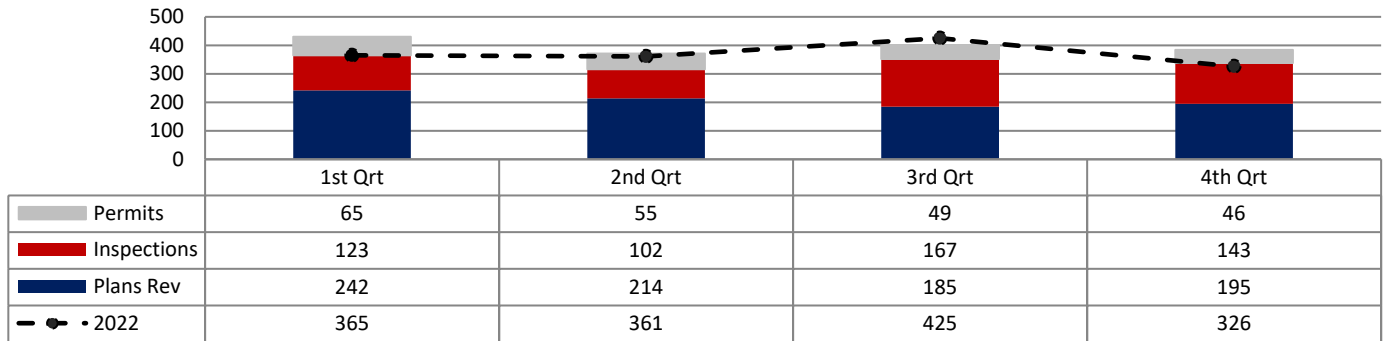
PROPERTY TYPE OF INVESTIGATED FIRES



Plans Review, Construction Inspections & Permits

Staff completed 836 plans reviews, 535 construction inspections, and issued 215 fire systems and/or fire construction permits in 2023.

Plans Review, Construction Inspections & Permits by Quarter - Comparative to 2022



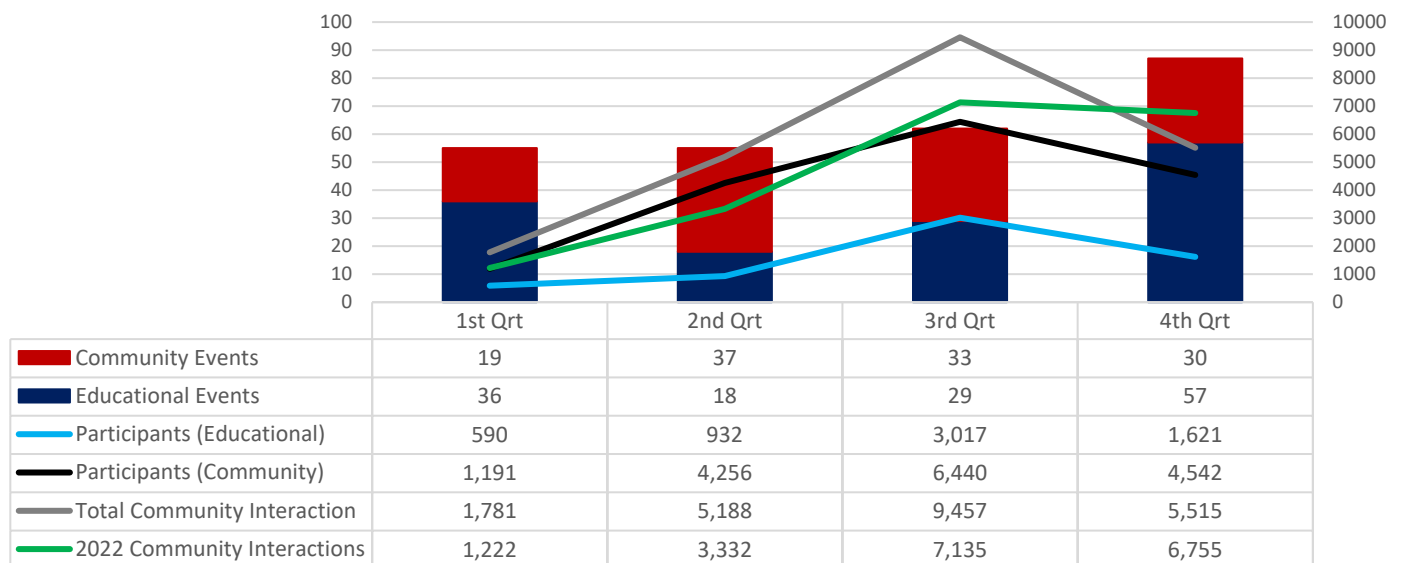
Public Education / Community Outreach Highlights

The Department participated in 140 educational events, reaching 6,160 attendees and an additional 119 community events, reaching 16,429 attendees in 2023.



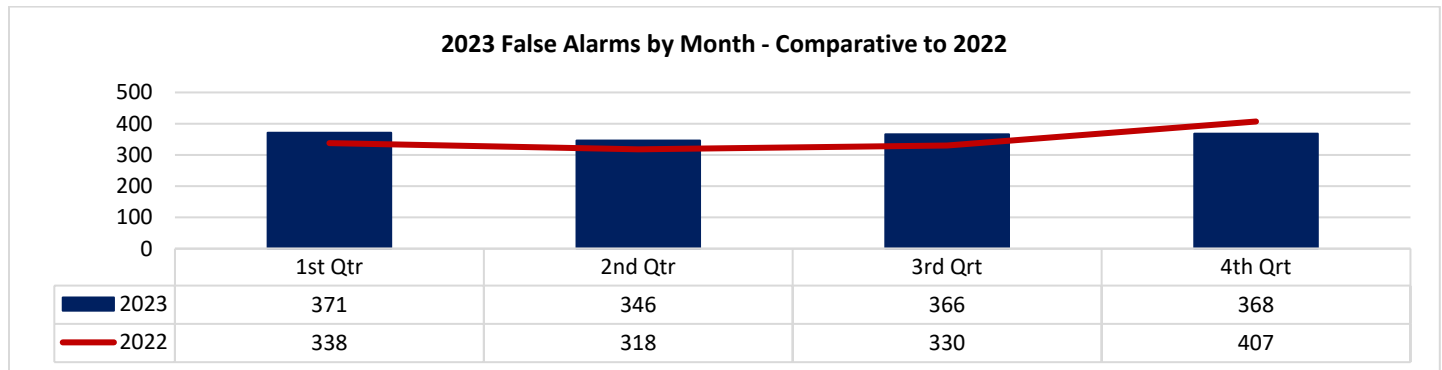
- Holiday safety campaign “Safety Elf on the Shelf” provided through Facebook that had a high level of engagement on social media.
- Response ops crews attended several Santa visits, tree lightings, and other community events that were attended by over 2,000 community members.

PUBLIC EDUCATION & COMMUNITY OUTREACH

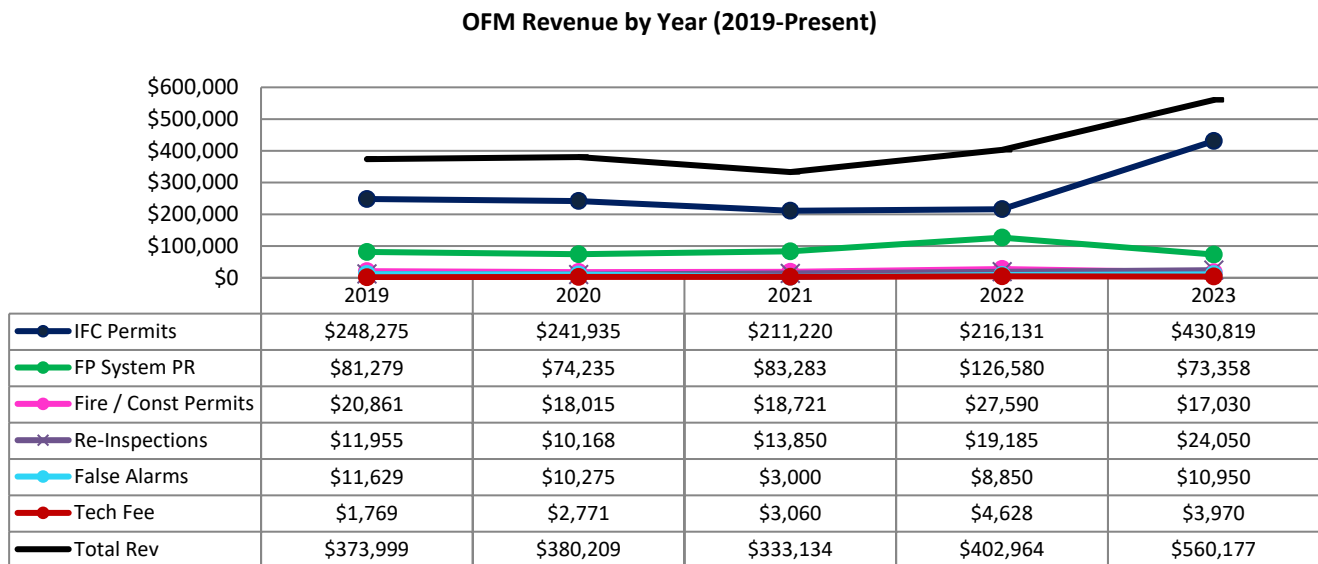


False Alarms

The Department responded to 1,451 false alarms in 2023 within the RRFA response area.



Revenue \$560,177 in Fire Marshal revenues were collected in 2023.



Monthly Overview

Station Reliability (Not include **Out of Jurisdiction Incidents**)

| RRFA Station Area | First Due Incident Counts | Incidents in RRFA Area | Station Reliability |
|-------------------|---------------------------|------------------------|---------------------|
| ▲ | | | |
| 11 | 357 | 383 | 93.21% |
| 12 | 302 | 325 | 92.92% |
| 13 | 384 | 425 | 90.35% |
| 14 | 68 | 83 | 81.93% |
| 15 | 85 | 97 | 87.63% |
| 16 | 118 | 129 | 91.47% |
| 17 | 209 | 230 | 90.87% |
| Total | 1523 | 1672 | 91.09% |

Incident Breakdown by Station Responses (Including Out of Jurisdiction Incidents)

| Incident Type Group | 11 | 12 | 13 | 14 | 15 | 16 | 17 | Total |
|---|------------|------------|------------|------------|------------|------------|------------|-------------|
| ▲ | | | | | | | | |
| 100 - Fire | 12 | 7 | 7 | 4 | 4 | 4 | 6 | 23 |
| 200 - Overpressure Rupture, Explosion, Overheat | | 1 | | | | | | 1 |
| 300 - Rescue & EMS | 345 | 293 | 374 | 71 | 91 | 116 | 215 | 1417 |
| 400 - Hazardous Condition | 7 | 6 | 6 | 9 | 6 | 1 | 2 | 26 |
| 500 - Service Call | 14 | 5 | 14 | 2 | 3 | 3 | 5 | 44 |
| 600 - Good Intent Call | 30 | 19 | 30 | 22 | 11 | 6 | 10 | 109 |
| 700 - False Alarm | 28 | 25 | 27 | 17 | 12 | 14 | 6 | 114 |
| 800 - Severe Weather & Natural Disaster | | | | | 1 | | | 1 |
| Total | 436 | 356 | 458 | 125 | 128 | 144 | 244 | 1735 |

Response Breakdown by Station's Units (Including Out of Jurisdiction Responses)

| Unit/Station | Response Counts |
|--------------|-----------------|
| ▲ | |
| ☐ 11 | 553 |
| A311 | 182 |
| E311 | 259 |
| L311 | 112 |
| ☐ 12 | 431 |
| A312 | 234 |
| B312 | 32 |
| CAR312 | 21 |
| DIV312 | 1 |
| E312 | 143 |
| ☐ 13 | 552 |
| A313 | 318 |
| B313 | 43 |
| E313 | 191 |
| ☐ 14 | 128 |
| E314 | 111 |
| HM314 | 17 |
| ☐ 15 | 131 |
| E315 | 131 |
| ☐ 16 | 146 |
| E316 | 146 |
| ☐ 17 | 277 |
| A317 | 189 |
| E317 | 88 |
| Total | 2218 |

1 Incident can have multiple **responses**.

- Ex. A car crash (1 incident) might requires 3 Fire Units responding (3 responses)

Out of Jurisdiction incidents = Incidents that didn't happen in RRFA Jurisdiction

Station Reliability:

Availability of our closest Station's Units when the incidents were reported

*The incident total from *Station Reliability Table* is different compare to *Incident Counts by Incident Type* and they are both correct.

- Total Under *Station Reliability Table* shows the number of incidents which have occurred within RRFA jurisdiction
- Total under *Incident Counts by Incident Type* shows the total incidents that RRFA Units have responded to

Good Intent Calls include Cancelled enroute, Wrong Location, Controlled Burning, Steam

Last Month Response Time Breakdown

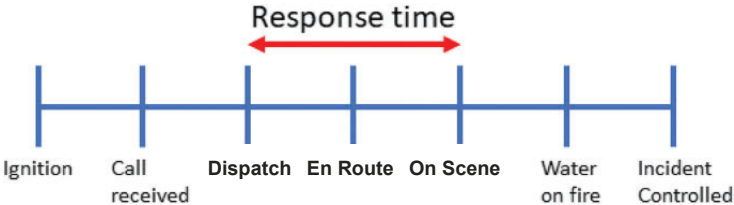
| Station / Unit | Avg Turnout Time | Avg Travel Time | Avg Response Time | 90th Percentile Turnout Time | 90th Percentile Travel Time | 90th Percentile Response Time |
|----------------|------------------|-----------------|-------------------|------------------------------|-----------------------------|-------------------------------|
| 11 | 00:01:35 | 00:03:45 | 00:05:20 | 00:02:40 | 00:06:38 | 00:09:19 |
| Aid Unit | 00:01:29 | 00:03:30 | 00:04:59 | 00:02:20 | 00:06:03 | 00:08:24 |
| Engine | 00:01:43 | 00:03:50 | 00:05:34 | 00:02:46 | 00:07:08 | 00:09:54 |
| Ladder Truck | 00:01:28 | 00:04:03 | 00:05:31 | 00:03:12 | 00:07:19 | 00:10:31 |
| 12 | 00:01:36 | 00:03:30 | 00:05:07 | 00:02:42 | 00:05:44 | 00:08:27 |
| Aid Unit | 00:01:40 | 00:03:33 | 00:05:14 | 00:02:43 | 00:05:39 | 00:08:23 |
| Engine | 00:01:28 | 00:03:23 | 00:04:52 | 00:02:24 | 00:06:00 | 00:08:25 |
| 13 | 00:01:31 | 00:04:08 | 00:05:39 | 00:02:26 | 00:06:34 | 00:09:00 |
| Aid Unit | 00:01:33 | 00:04:14 | 00:05:48 | 00:02:29 | 00:06:33 | 00:09:02 |
| Engine | 00:01:26 | 00:03:52 | 00:05:19 | 00:02:20 | 00:06:33 | 00:08:54 |
| 14 | 00:02:02 | 00:04:03 | 00:06:05 | 00:03:02 | 00:06:10 | 00:09:12 |
| Engine | 00:02:02 | 00:04:03 | 00:06:05 | 00:03:02 | 00:06:10 | 00:09:12 |
| 15 | 00:01:55 | 00:04:31 | 00:06:27 | 00:02:53 | 00:05:38 | 00:08:31 |
| Engine | 00:01:55 | 00:04:31 | 00:06:27 | 00:02:53 | 00:05:38 | 00:08:31 |
| 16 | 00:01:49 | 00:04:09 | 00:05:58 | 00:02:46 | 00:05:53 | 00:08:39 |
| Engine | 00:01:49 | 00:04:09 | 00:05:58 | 00:02:46 | 00:05:53 | 00:08:39 |
| 17 | 00:01:39 | 00:03:50 | 00:05:30 | 00:02:39 | 00:05:43 | 00:08:22 |
| Aid Unit | 00:01:41 | 00:03:41 | 00:05:23 | 00:02:35 | 00:05:38 | 00:08:13 |
| Engine | 00:01:34 | 00:04:15 | 00:05:49 | 00:02:49 | 00:07:07 | 00:09:56 |
| Total | 00:01:39 | 00:03:54 | 00:05:33 | 00:02:42 | 00:06:19 | 00:09:01 |

Definition:

Turnout time = Dispatch to Firefighters in vehicle ready to respond

Travel Time = Firefighters in vehicle ready to respond to Firefighters On Scene

Response Time = Dispatch to Firefighters On Scene



Year-to-date RRFA Incidents Overview

Incident Counts by RRFA Station Areas
(Not including Out of Jurisdiction Incidents)

| Station Areas | January | February | March | April | May | June | July | August | September | October | November | December | Total |
|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| 11 | 367 | 328 | 376 | 414 | 418 | 398 | 380 | 404 | 391 | 403 | 403 | 383 | 4665 |
| 12 | 337 | 291 | 293 | 285 | 298 | 289 | 293 | 320 | 278 | 309 | 265 | 325 | 3583 |
| 13 | 426 | 342 | 351 | 379 | 377 | 399 | 425 | 427 | 376 | 406 | 372 | 425 | 4705 |
| 14 | 89 | 108 | 96 | 102 | 105 | 123 | 123 | 120 | 94 | 96 | 98 | 83 | 1237 |
| 15 | 79 | 94 | 97 | 100 | 106 | 107 | 104 | 112 | 80 | 87 | 91 | 97 | 1154 |
| 16 | 147 | 109 | 130 | 127 | 123 | 134 | 144 | 121 | 124 | 148 | 123 | 129 | 1559 |
| 17 | 211 | 183 | 184 | 197 | 198 | 206 | 228 | 216 | 181 | 190 | 200 | 230 | 2424 |
| Total | 1656 | 1455 | 1527 | 1604 | 1625 | 1656 | 1697 | 1720 | 1524 | 1639 | 1552 | 1672 | 19327 |

Incident Counts by NFIRS Incident Type
(Including Out of Jurisdiction Incidents)

| Incident Type Group | January | February | March | April | May | June | July | August | September | October | November | December | Total |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| 100 - Fire | 26 | 30 | 36 | 36 | 70 | 54 | 133 | 92 | 37 | 36 | 27 | 23 | 600 |
| 200 - Overpressure Rupture, Explosion, Overheat | 1 | 1 | 1 | | 1 | | 2 | 1 | 3 | 1 | 1 | 1 | 13 |
| 300 - Rescue & EMS | 1330 | 1207 | 1297 | 1387 | 1332 | 1350 | 1310 | 1363 | 1260 | 1347 | 1292 | 1417 | 15892 |
| 400 - Hazardous Condition | 37 | 27 | 20 | 26 | 24 | 25 | 20 | 29 | 23 | 49 | 27 | 26 | 333 |
| 500 - Service Call | 54 | 44 | 52 | 44 | 60 | 54 | 68 | 52 | 47 | 55 | 53 | 45 | 628 |
| 600 - Good Intent Call | 139 | 113 | 112 | 120 | 154 | 132 | 150 | 153 | 145 | 130 | 126 | 109 | 1583 |
| 700 - False Alarm | 156 | 119 | 130 | 113 | 114 | 140 | 136 | 137 | 114 | 132 | 140 | 114 | 1545 |
| 800 - Severe Weather & Natural Disaster | | 1 | | 1 | | | | | | | 2 | 1 | 5 |
| 900 - Special Incident | 3 | 1 | 2 | | | | 1 | 1 | | | | | 8 |
| Total | 1746 | 1543 | 1650 | 1727 | 1755 | 1755 | 1820 | 1828 | 1629 | 1750 | 1668 | 1736 | 20607 |

Responses Breakdown by Apparatus

| Apparatus Station | January | February | March | April | May | June | July | August | September | October | November | December | Total |
|-------------------|---------|----------|-------|-------|------|------|------|--------|-----------|---------|----------|----------|-------|
| ▣ 11 | 550 | 501 | 569 | 591 | 606 | 581 | 561 | 551 | 557 | 588 | 568 | 553 | 6776 |
| A311 | 157 | 152 | 174 | 167 | 182 | 175 | 142 | 146 | 183 | 178 | 166 | 182 | 2004 |
| E311 | 270 | 236 | 264 | 276 | 275 | 272 | 273 | 268 | 266 | 274 | 288 | 259 | 3221 |
| E411 | | | | | | | | | 5 | | | | 5 |
| L311 | 123 | 113 | 131 | 148 | 149 | 134 | 146 | 137 | 103 | 136 | 114 | 112 | 1546 |
| ▣ 12 | 441 | 402 | 416 | 366 | 440 | 417 | 431 | 469 | 398 | 437 | 387 | 431 | 5035 |
| A312 | 226 | 222 | 211 | 203 | 223 | 216 | 202 | 235 | 202 | 226 | 196 | 234 | 2596 |
| B312 | 28 | 23 | 41 | 20 | 46 | 40 | 43 | 49 | 31 | 30 | 32 | 32 | 415 |
| CAR312 | 21 | 17 | 20 | 26 | 14 | 21 | 15 | 27 | 27 | 25 | 23 | 21 | 257 |
| DIV312 | 1 | | | 1 | 2 | 8 | 6 | 7 | 2 | 2 | 3 | 1 | 33 |
| E312 | 165 | 140 | 144 | 116 | 155 | 132 | 158 | 151 | 136 | 154 | 133 | 143 | 1727 |
| E412 | | | | | | | 7 | | | | | | 7 |
| ▣ 13 | 542 | 491 | 501 | 542 | 546 | 511 | 580 | 576 | 544 | 530 | 516 | 552 | 6431 |
| A313 | 289 | 262 | 277 | 305 | 280 | 298 | 305 | 303 | 290 | 310 | 292 | 318 | 3529 |
| A413 | | | | | | | | | 2 | | | | 2 |
| B313 | 36 | 44 | 35 | 44 | 56 | 35 | 58 | 56 | 59 | 41 | 35 | 43 | 542 |
| E313 | 217 | 185 | 189 | 193 | 210 | 178 | 207 | 217 | 193 | 178 | 189 | 191 | 2347 |
| E413 | | | | | | | 10 | | | 1 | | | 11 |
| ▣ 14 | 125 | 135 | 148 | 160 | 172 | 178 | 176 | 195 | 141 | 152 | 140 | 128 | 1850 |
| E314 | 115 | 120 | 136 | 145 | 154 | 163 | 159 | 170 | 128 | 132 | 126 | 111 | 1659 |
| E414 | | 1 | | | | | | | | | | | 1 |
| HM314 | 10 | 14 | 12 | 15 | 18 | 15 | 17 | 25 | 13 | 20 | 14 | 17 | 190 |
| ▣ 15 | 96 | 109 | 114 | 130 | 143 | 133 | 128 | 142 | 99 | 106 | 111 | 131 | 1442 |
| E315 | 96 | 109 | 114 | 130 | 143 | 133 | 128 | 142 | 99 | 106 | 111 | 131 | 1442 |
| ▣ 16 | 154 | 118 | 139 | 139 | 146 | 149 | 182 | 143 | 135 | 143 | 127 | 146 | 1721 |
| BR316 | | | | | 3 | | 4 | 2 | | 2 | | | 11 |
| E316 | 154 | 118 | 139 | 139 | 143 | 149 | 178 | 140 | 135 | 141 | 127 | 146 | 1709 |
| E416 | | | | | | | | 1 | | | | | 1 |
| ▣ 17 | 274 | 238 | 248 | 251 | 262 | 277 | 291 | 284 | 235 | 279 | 251 | 277 | 3167 |
| A317 | 183 | 152 | 161 | 173 | 153 | 163 | 170 | 178 | 154 | 189 | 180 | 189 | 2045 |
| Total | 2182 | 1994 | 2135 | 2179 | 2315 | 2246 | 2349 | 2360 | 2109 | 2235 | 2100 | 2218 | 26422 |



RENTON REGIONAL FIRE AUTHORITY

WORKING TO MAKE OUR COMMUNITY SAFER, HEALTHIER, AND STRONGER

Sent: Tuesday, December 12, 2023 3:12:25 PM

To: A. McGinnis <amcginnis@RENTONRFA.ORG>; P. Leahy <pleahy@rentonrfa.org>

Subject: Class Participant Feedback

Good afternoon, Lexi and Patrick,

It is with great pleasure that I relay the details of a phone call from a recent attendee of your December 2nd CPR & First Aid class. His name is Warren McPherson.

He called to let us know just how much he enjoyed and appreciated the class. He said he would give the class an AAA+ rating, that you both had an excellent knowledge base and were courteous and thoughtful. He thoroughly enjoyed the day!

Thank you, both, for the wonderful instruction you provided to everyone that day!

Kind regards,

Rhonda



Rhonda Heyden, *Administrative Specialist*
Renton Regional Fire Authority | Administration
18002 108th Ave SE, Renton, WA 98055



425-276-9500 (phone)
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