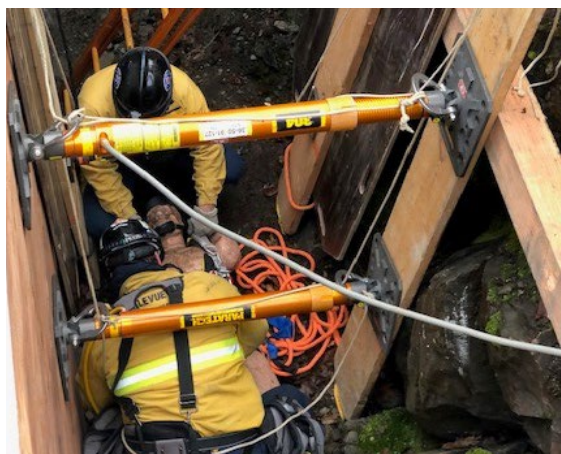
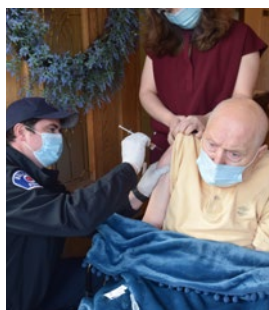


2021 ANNUAL REPORT



BELLEVUE FIRE DEPARTMENT



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MESSAGE FROM THE FIRE CHIEF



JAY HAGEN
Fire Chief

On behalf of the staff of the Bellevue Fire Department, I am privileged to present the Fire Department's 2021 Annual Report. As you review the stories told by numbers, data, and text, my hope is that you will notice the many successes and work items achieved. A high-level department overview suggests a professional department fully engaged in serving a growing and expanding community. We remain accredited through the Center for Public Safety Excellence (CPSE). We enjoy a Class II rating conferred by the Washington State Survey and Ratings Bureau (WSRB), and our contract cities ratings have improved. These successes are possible because we enjoy the support and partnership of our peer city departments and being part of a professionally managed city team.

In compiling this retrospective for 2021, a few themes emerge that help us define the challenges and successes the year brought. Last summer it appeared, momentarily, that COVID was going to be a "one and done" event; this turned out not to be so. Our calls for service increased 20% to approximately 23,000, demonstrating a likely trend for increased reliance on emergency service delivery. Despite the COVID challenges we faced, 100% of fire prevention work was completed on time—evidence of engaged staff working hard to keep the community safe.

Our blended strategy of preventing every fire we can, then responding when called upon with rapid, professional suppression response ensured that Bellevue remained a safe place to live, work, and visit. Conducting mobile vaccinations, adapting safe work practices, and managing the impacts of evolving public health guidance kept us actively engaged in the community.

The year was one of significant personnel transitions, with several key positions turning over due to retirements and departures. I promoted 11 uniformed staff and 2 civilian staff. 14 new civilian staff in various positions throughout the department were recruited and oriented to their positions.

I want to thank Bellevue City Councilmembers, City Manager Brad Miyake, and the outstanding City of Bellevue staff for their steadfast support of the department during a demanding time. I continue to appreciate the partnership of Bellevue Firefighters Local 1604 President Andrew Oltman as we confront challenges together. We continue to be honored to serve the greater Bellevue metro area and look forward to providing the same excellent customer service to the community in the years to come.

Jay Hagen

ABOUT BELLEVUE FIRE

FUNDAMENTAL ROLE

The fire department's fundamental role is to create a safe environment so that the communities it serves can thrive.

From its inception the Bellevue Fire Department's primary focus has been to protect life and property, whether from fire, natural or human-caused disasters or medical emergencies. We are recognized as a leader in the region because of our excellence in providing these services, and the residents of the communities we serve rely on our expertise and responsiveness. In addition to the City of Bellevue, fire and emergency services are also provided by Bellevue Fire to the communities of Newcastle, Medina, Clyde Hill, Hunts Point, Yarrow Point and Village of Beaux Arts.

We are committed to building and supporting a protected, prepared, and healthy community. To effectively accomplish our mission, we strive to provide exceptional public service to all our customers by adhering to the highest ethical standards and providing consistent, equitable and responsive service.

VALUES IN ACTION

MISSION

Assist the public in the protection of life and property by minimizing the impact of fire, medical emergencies, and potential disasters or uncontrolled events.

VISION

A protected, prepared, and healthy community

VALUES

Bellevue Fire embraces the City of Bellevue's core values and is committed to upholding and embodying them in our policies, culture and daily actions.

CITY OF BELLEVUE CORE VALUES

Exceptional Public Service, Stewardship,
Commitment to Employees, Integrity, Innovation

SERVICE

7

COMMUNITIES SERVED

39

SQUARE MILES PROTECTED

169,075

POPULATION SERVED
(356,055 INCLUDING ALS
SERVICE AREA)

OVER \$82 BILLION
ASSESSED PROPERTY
VALUE PROTECTED

23

YEARS OF CFAI
ACCREDITATION

2

WSRB RATING CLASS



2021 DEPARTMENT ACCOMPLISHMENTS



Granted the American Heart Association's Mission: Lifeline EMS Silver Plus Award, the first fire department in King County to do so. Silver Plus is the highest recognition a department can receive for its first year of application. It is based on successful achievement of early recognition, treatment, transport, and advanced care for patients suffering myocardial infarctions.

Under the direction of the Seattle-King County Department of Public Health, **launched a mobile vaccination program**. Early efforts focused on staff and residents of adult family homes and homebound residents. As vaccine eligibility opened, teams subsequently staffed pop-up clinics at various locations around the city. Over 3,500 residents received potentially life-saving doses of 1st and 2nd dose Moderna and Pfizer shots as well as the single dose J&J. The program went out of service temporarily in July when vaccination rates in the city reached 90%, but towards the end of the year went back in service to provide booster shots.

Advanced Diversity, Equity, and Inclusion initiatives by creating a DEI committee, undertaking a DEI focused review of our Standard Operating Procedures, and hosting the inaugural King County Fire Chief's Association Diversity and Recruitment Workshop.

Maintained our accreditation status through compliance with all core competencies and documented changes which occurred during 2020 through the submission of an Annual Compliance Report (ACR).

Completed 100% of our fire prevention inspections to include 3,596 maintenance inspections and 5,400 new construction inspections.

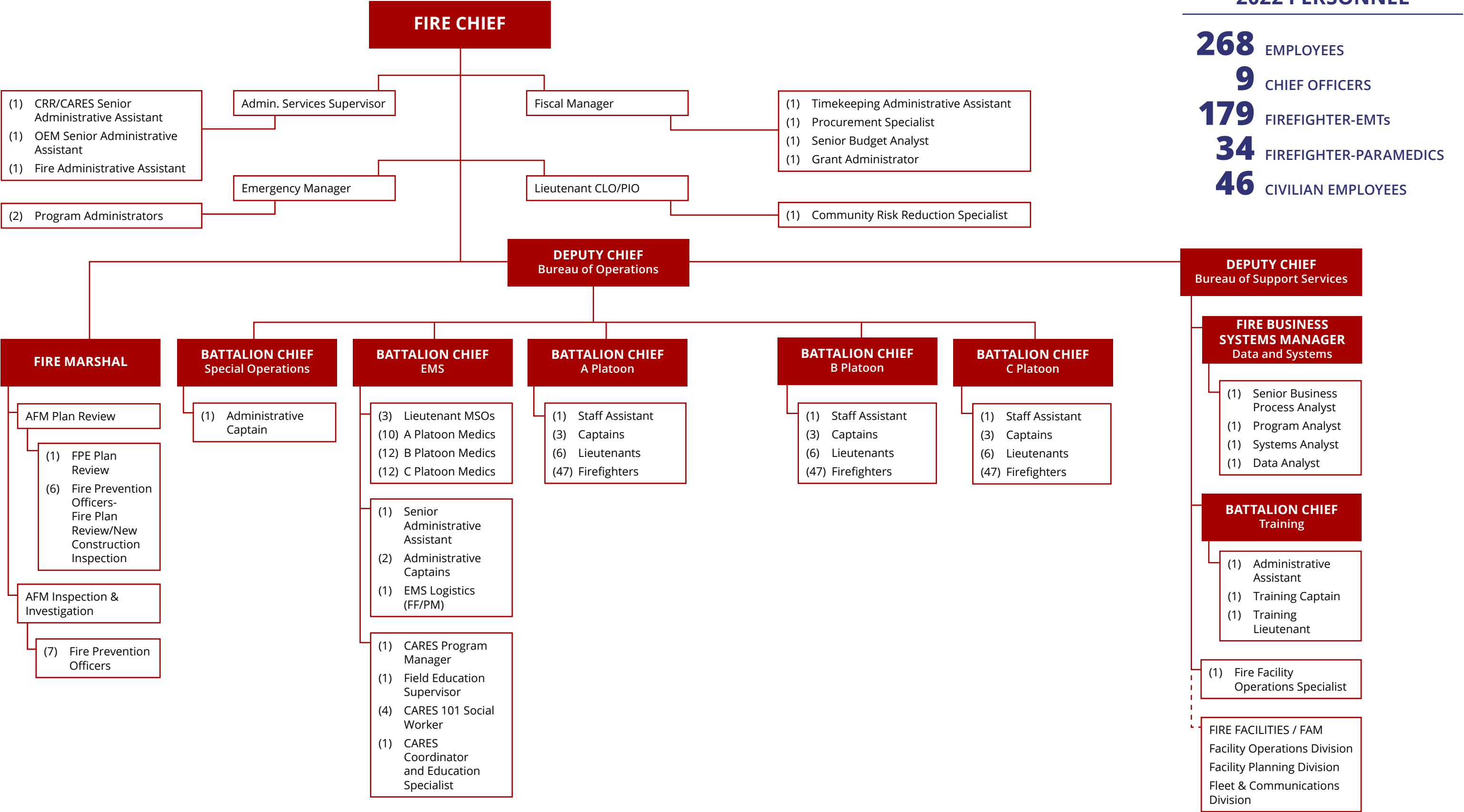
Responded to a record number of calls for service with 22,546 incidents recorded. This topped our 2020 call volume by over 3,800 responses.

Published the Office of Emergency Management Strategic Plan.

Conducted two pilot programs. The first was forming Community Crisis Assistance Teams, pairing CARES staff members with Bellevue Police patrol officers. The second was a revitalized smoke alarm installation program. Data from both programs is currently being evaluated.



BELLEVUE FIRE ORGANIZATION CHART



2022 PERSONNEL

268 EMPLOYEES
9 CHIEF OFFICERS
179 FIREFIGHTER-EMTs
34 FIREFIGHTER-PARAMEDICS
46 CIVILIAN EMPLOYEES

FINANCE



ERIC LEE
Fiscal Manager

OVERVIEW OF FUNDS

58.8

MILLION IN ANNUAL
OPERATING BUDGET

25.5

MILLION REVENUE

43.4%

OF THE BUDGET SUPPORTED
BY OUTSIDE REVENUE

97.1%

BUDGET UTILIZED
TO PROVIDE
EMERGENCY SERVICES

2.9%

BUDGET TO SUPPORT
ADMINISTRATIVE SERVICES

The primary focus of the department continues to be the provision of emergency services to the community including fire, emergency medical, emergency management, fire inspection and fire investigation services.

In 2021, BFD amended the annual budget for the following funds:

- General Fund \$58.8M
- Capital Investment Plan \$17.2M (does not include carryforward budget)
- Other \$1.4M

FINANCIAL PRIORITIES IN 2021

Ground Emergency Medical Transport (GEMT) Revenue: Third year marked in receiving federal reimbursement of BLS transports as a Medicaid provider, totaling \$3.7 million in reimbursements from eligible transports.

Financial Staffing: Recruitment and selection of two key personnel transitions:

- Fiscal Manager
- Timekeeper

Fire Facilities Levy:

- Fifth year marked of funding from voter approved 2016, 20-year Fire Facility Levy. Approximately \$6.5 million to be received annually from levy for next 14 years
- Continued implementation of Fire Levy to include design and build of downtown Fire Station 10, rebuild of Station 5 and numerous other fire facilities improvements

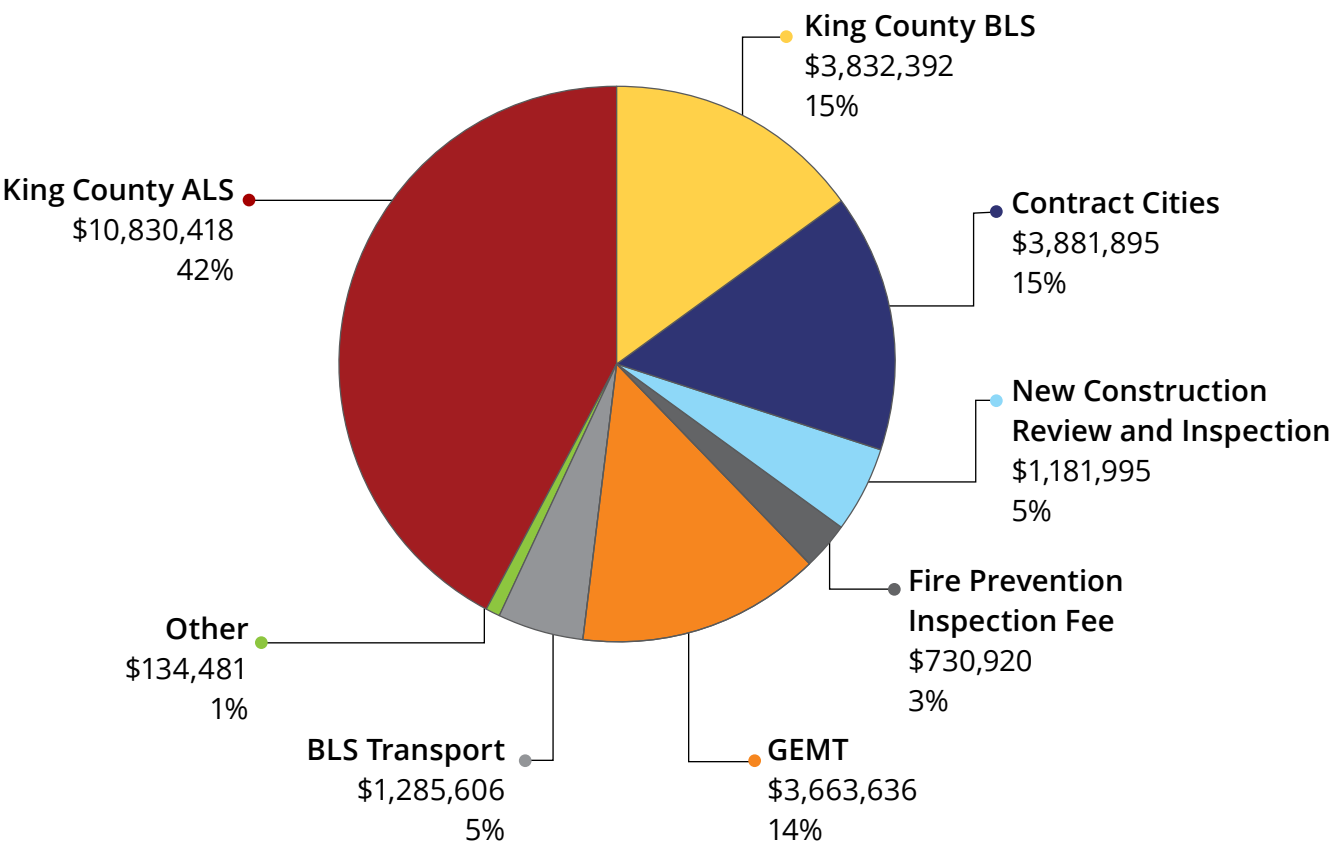
COVID 19: Extensive region-wide collaborative response to COVID-19 having financial impacts on and operations across the Eastside

EMTG: Continued to participate as the Fiscal Agent through 2021

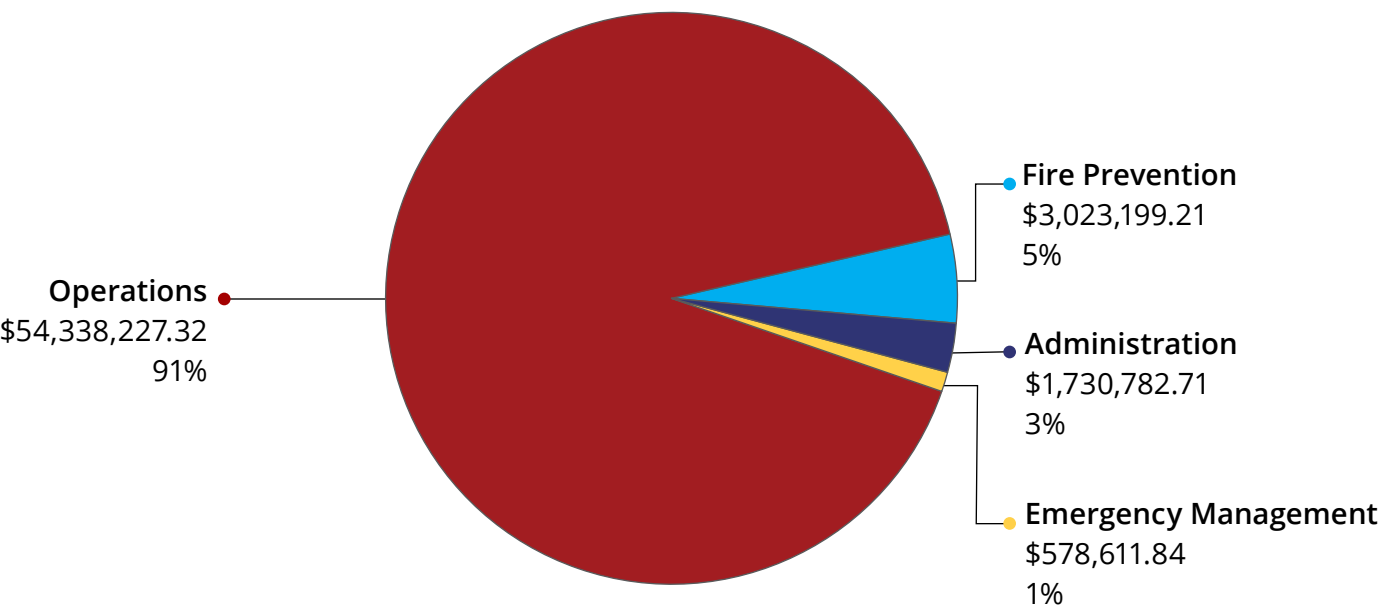
Budget Process: Prepared financial rationale for program enhancements included in the 2022 Midbi Budget adjustment process

EMS Levy – Financial oversight provided of EMS levy (2020-2025) spending; ensured Citizen Advocates for Referral and Education Services (CARES) division had necessary financial resources to meet growing program demands

GENERAL FUND REVENUE 2021 - FIRE



EXPENDITURES BY FUNCTION 2021



FIRE STATIONS

FIRE STATIONS

9
STATIONS

7
ENGINES

2
LADDER COMPANIES

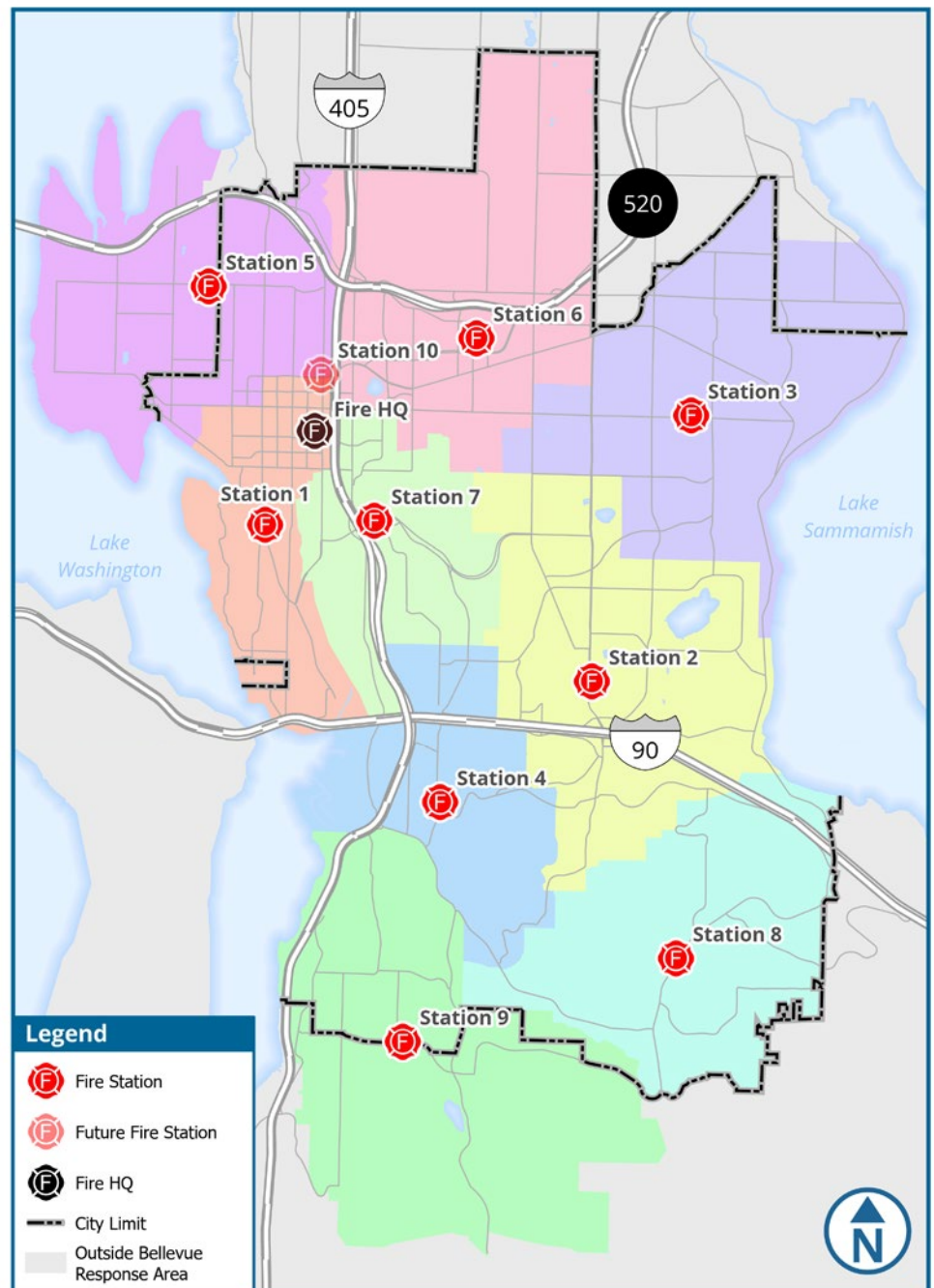
3
AID CARS
(BASIC LIFE SUPPORT)

4
PARAMEDIC UNITS
(ADVANCE LIFE SUPPORT)

48
FIREFIGHTERS ON DUTY

STRATEGIC PLACEMENT

Nine fire stations (plus a paramedic unit stationed at Overlake Hospital) are strategically located throughout the city to maximize coverage and minimize response times. Stations are staffed twenty-four hours a day, seven days a week, by three separate shifts. There are 286 employees in the fire department: 222 fire personnel and 46 civilian staff.



RESOURCE DEPLOYMENT



RESPONSES BY UNIT

2,700	Aid 101
2,547	Engine 106
2,520	Aid 103
2,279	Aid 102
2,133	Ladder 107
2,087	Medic 102
1,764	Ladder 103
1,738	Medic 101
1,750	Engine 104
1,638	Engine 101
1,604	Engine 105
1,564	Medic 104
1,452	Engine 109
1,378	Engine 102
1,349	MSO 105
825	Engine 108
811	Battalion 101
727	Medic 103

INCIDENTS BY STATION AREA

4,066	Station 1
2,958	Station 2
3,827	Station 3
1,075	Station 4
1,439	Station 5
2,430	Station 6
872	Station 7
636	Station 8
1,590	Station 9

TOTAL INCIDENTS

2017	19,843
2018	19,970
2019	19,660
2020	18,744

2021 INCIDENTS

22,545

TOTAL INCIDENTS IN 2021

10,178

TOTAL INCIDENTS FOR STATIONS 1, 2, AND 3

FIRE STATION 10



IMPROVED COVERAGE AND RESPONSE TIME

The city has acquired the property, finished demolition of the existing structures, and completed design work for a new fire station. Fire Station 10 will be located on the west side of 112th Ave NE and NE 12th St, north of McCormick Park. Site selection was based on improved response times, site configuration, traffic impacts and freeway access. Fire Station 10 will improve response times for fire and medical emergencies in the Northwest Bellevue, Downtown, and BelRed areas and will relieve pressure on resources throughout the city that must frequently respond into Downtown.

Renderings by BCJ Architecture



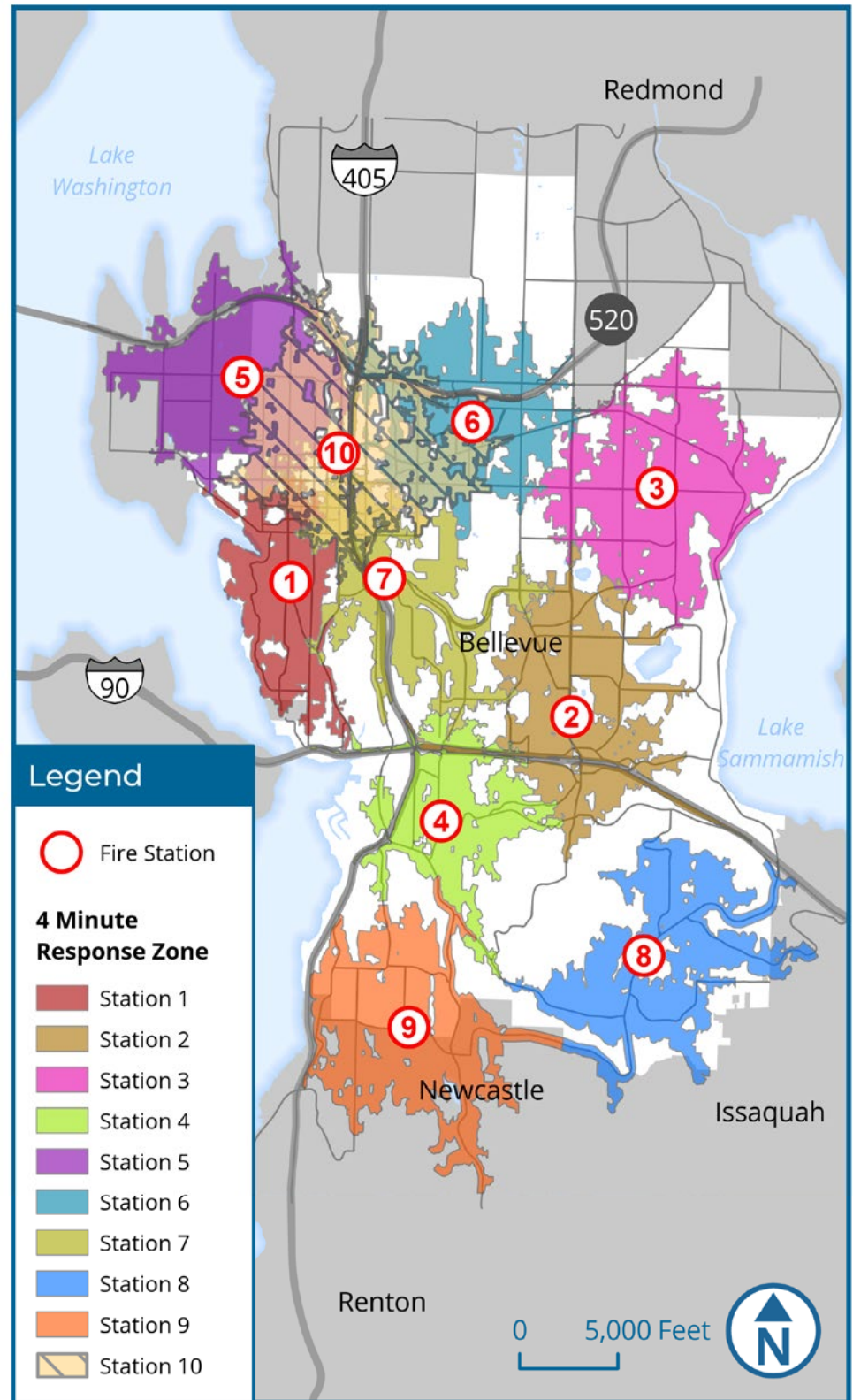
FIRE STATION 10

2021 FIRE STATION 10 ACCOMPLISHMENTS

- Construction document (CD) phase reached 90+% completion –drawing and technical specification documentation included
- Permit applications submitted for over a dozen different permits
- Public hearing held on April 15
- Land Use Determination issued
- Corps of Engineers Wetland Permit issued
- Boundary Line Adjustment filed to consolidate multiple residential parcels into one Fire Station site
- Sound Transit tunnel rescue SCBA operations area designed into the station
- Revisions included to the design drawings based on permit review comments

UPCOMING PROJECT SCHEDULE

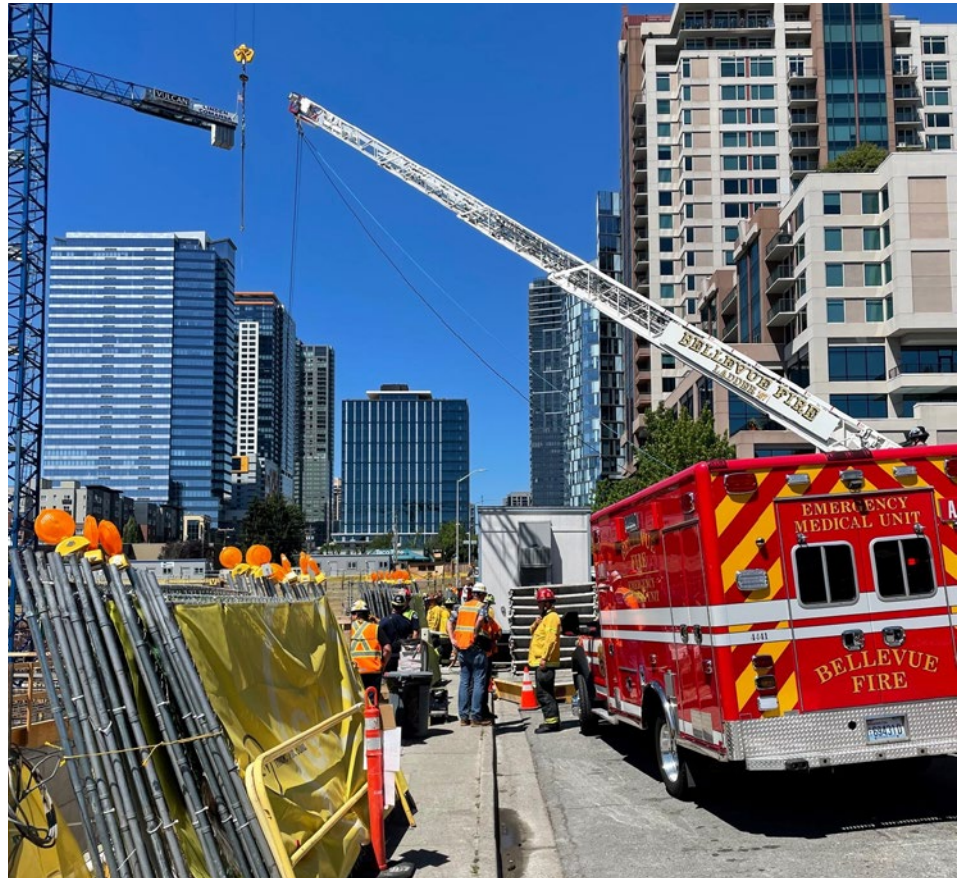
- Waiting for final permit reviews to be completed
- Going to bid by early March 2022; 5-6 week bid process including site visit by contractors
- Bid being awarded during second quarter of 2022



CENTRAL BUSINESS DISTRICT

VERTICAL RESPONSE TIME

As the number of high-rise buildings in the Central Business District grows, Fire Station 10 will help reduce “vertical response time” in reaching fire or medical emergencies on upper floors. The station is scheduled to open in 2024 and will be home to a new engine company as well as allowing for the relocation of an aid car, medic unit and the on-duty battalion chief to a more central location in the city.



BY THE NUMBERS

DOWNTOWN INCIDENTS

2021	3,197
2020	2,677
2019	3,157
2018	3,079
2017	2,907

HIGH RISE INCIDENTS

	2017	2018	2019	2020	2021
FIRE	14	8	13	8	13
AFA	170	165	176	125	119
SERVICE	110	151	84	61	110
EMS	716	713	643	463	606

TOTAL HIGH-RISE INCIDENTS

2021	848
2020	657
2019	916
2018	1,037
2017	1,010

CENTRAL BUSINESS DISTRICT INCIDENTS

	2017	2018	2019	2020	2021
FIRE	64	40	59	44	73
AFA	322	459	352	325	327
SERVICE	347	318	431	366	560
EMS	2,174	2,262	2,315	1,942	2,086

2021 EMS RESPONSE TIME STANDARDS

BENCHMARK STANDARDS

When lives and property are at risk, every second of the emergency response cycle counts. The Bellevue Fire Department has adopted standards for emergency response that align with “best practices” as recommended by the Commission of Fire Accreditation International (CFAI) and the National Fire Protection Association (NFPA).

GOAL FOR ALL EMS STANDARDS: 90TH PERCENTILE

BASIC LIFE SUPPORT

(2 EMTs) TURNOUT TIME

From the time of alarm to the time unit is en route.

Standard: 1:00 minute

Actual: 1:48 minutes

BASIC LIFE SUPPORT

(2 EMTs) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Standard: 6 minutes

Actual: 8:29 minutes

ADVANCED LIFE SUPPORT

(2 EMTs AND 2 PARAMEDICS) TURNOUT TIME

From the time of alarm to the time unit is en route.

Standard: 1:00 minute

Actual: 1:46 minutes

ADVANCED LIFE SUPPORT

(2 EMTs AND 2 PARAMEDICS) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Standard: 8 minutes

Actual: 21:24 minutes

COMPLEX MEDICAL INCIDENT

(5 EMTs, 2 PARAMEDICS, 1 MSO) TURNOUT TIME

From the time of alarm to the time of arrival.

Standard: 1:00 minute

Actual: 1:54 minutes

COMPLEX MEDICAL INCIDENT

(5 EMTs, 2 PARAMEDICS, 1 MSO) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Standard: 8 minutes

Actual: 29:46 minutes

2021 FIRE RESPONSE TIME STANDARDS

GOAL FOR ALL FIRE STANDARDS: 90TH PERCENTILE

TURNOUT TIME - SINGLE-FAMILY WORKING FIRE

From the time of alarm to
the time unit is en route.

Standard: 1:20 minutes

Actual: 2:12 minutes

FIRE FIRST ARRIVING ENGINE AT A SINGLE- FAMILY WORKING FIRE

From the time of alarm to
the time of arrival.

Standard: 6:20 minutes

Actual: 10:15 minutes

FIRE FULL ALARM ASSIGNMENT OF 19 FIREFIGHTERS AT A SINGLE- FAMILY WORKING FIRE

From the time of alarm to
the time of arrival.

Standard: 10 minutes

Actual: 14:50 minutes

FIRE TURNOUT TIME - COMMERCIAL OR MULTI- FAMILY WORKING FIRE

From the time of alarm to
the time unit is en route.

Standard: 1:20 minutes

Actual: 1:50 minutes

FIRE FIRST ARRIVING ENGINE AT A COMMERCIAL OR MULTI-FAMILY WORKING FIRE

From the time of alarm to
the time of arrival.

Standard: 6:20 minutes

Actual: 8:23 minutes

FIRE FULL ALARM ASSIGNMENT OF 25 FIREFIGHTERS AT A COMMERCIAL OR MULTI- FAMILY WORKING FIRE

From the time of alarm to
the time of arrival.

Standard: 10 minutes

Actual: 19:48 minutes

NORCOM DISPATCH CENTER

Northeast King County Regional Public Safety Communication Agency (NORCOM) operates from a secure floor of city hall in downtown Bellevue, providing emergency communications services for twenty agencies across a large portion of northeast King County from Shoreline all the way to the mountain passes in Skykomish and Snoqualmie. Six police agencies and fourteen fire departments rely on NORCOM for dispatch services.

FIRE LIAISON

NORCOM's fire liaison is a single point of contact dedicated to serving the Fire/EMS agencies and works to foster strong relationships between NORCOM staff and agency personnel. The fire liaison works closely with Bellevue Fire command staff to support agency policies, procedures, standards, goals, and objectives through the communications center. Additionally, the fire liaison represents NORCOM at various local and regional boards and committees to remain engaged with regional fire efforts.

COVID-19

2021 marked another challenging year with the ongoing COVID-19 pandemic. NORCOM worked closely with King County Public Health and EMS providers like Bellevue Fire to update screening and triage questions for 911 calls and adopt novel dispatch policies to keep responders and the community safe. Internal policies and great partnership with City of Bellevue staff allowed NORCOM telecommunicators to continue operating in a safe and healthy environment.



2021 HIGHLIGHTS

62
TELECOMMUNICATORS

20
AGENCIES

778
CALLS PER DAY

97%
CALLS ANSWERED IN 15
SECONDS OR LESS

83%
CALLS DISPATCHED IN LESS
THAN 60 SECONDS

OPERATIONS



ANDY ADOLFSON
Deputy Chief Operations Bureau

The Bureau of Operations provides for the response to emergency and non-emergency incidents. Every day we work with allied fire, EMS, and police agencies to provide high quality, efficient assistance to those who live and work on the Eastside.

As an “All Hazards” agency we respond to fires, medical incidents, hazardous materials releases, technical rescues, and other types of emergencies. We also offer to link the people we care for with any needed social services.

The Fire Department’s service area has seen tremendous growth over the past 25 years which has brought new challenges. Taller and more abundant high-rise buildings, elevated and below ground light rail, homelessness, opioid use, and an increased population are a sampling of these transformations.

The Bureau of Operations continually assesses data to guide changes that will result in more efficient service delivery. We are a caring organization, so we listen to the people we serve and strive to be more responsive to their needs.

The COVID-19 pandemic has led our agency take up new techniques to minimize risks to crews and those we serve. Though there were continual policy and procedural changes as more was learned about the disease and how to prevent its spread, our crews quickly and effectively adopted those changes.

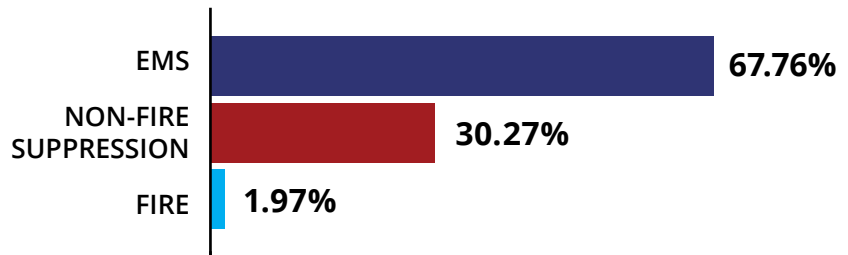
FIRE RESPONSE

363
FIRES

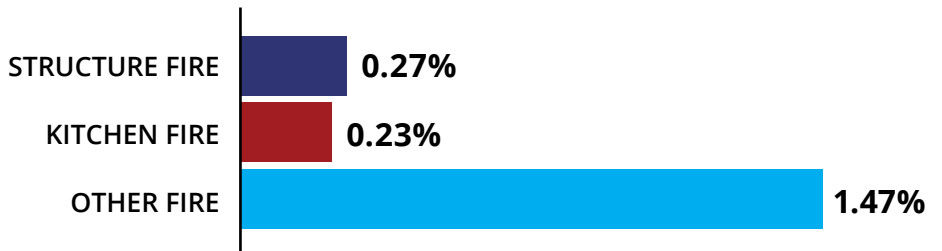
62.4%
FIRES CONTAINED TO
ROOM OF ORIGIN

3.3 MILLION
DOLLARS LOST
TO FIRES

INCIDENTS BY TYPE



FIRES



SIGNIFICANT INCIDENTS



JANUARY 20

DUPLEX FIRE – EASTGATE

First arriving crews found heavy fire coming from the front of the house. The fire had extended to two cars and a boat in the driveway, but the crews were able to prevent the fire from spreading to the neighboring unit or other nearby homes. As investigators remained on scene through the next day, they found the family dog that had been reported missing but unfortunately had perished.



FEBRUARY 23

RESIDENTIAL FIRE – NORTHEAST BELLEVUE

In the early morning hours, multiple callers reported seeing flames from the roof of a single-family residence. Firefighters rescued one trapped adult male through a window, and the victim was transported with serious injuries to Harborview Medical Center.



APRIL 14

APARTMENT FIRE – NORTHWEST BELLEVUE

Though multiple families were displaced and needed assistance from the Red Cross after a kitchen fire in an apartment building, working smoke alarms alerted the residents to the fire and a fire sprinkler activation prevented the fire from spreading to other units.

APRIL 25

RESIDENTIAL FIRE – CROSSROADS

A resident was awakened by the smell of smoke coming from another bedroom in a house where four adults resided. He found his roommate unresponsive in the room where the fire had been smoldering but, despite his efforts, was unable to get the victim out. The firefighters were able to quickly extricate the victim from the home and initiated CPR when they found him to be pulseless. They were able to successfully get pulses back and transport the victim to Harborview Medical Center.



JUNE 16

DROWNING – LAKE WASHINGTON

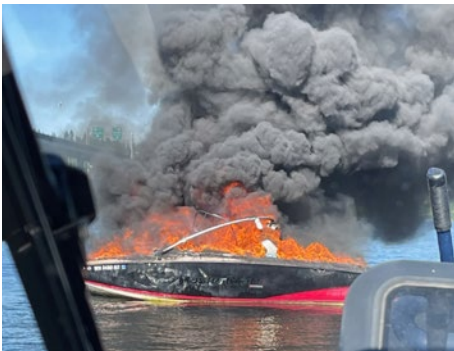
An adult male had taken his two young daughters and a family friend boating on the lake. One of the young girls, who was wearing a life jacket, fell into the water as the boat was moving. The father, who was not wearing a flotation device, jumped in after her. Members of a nearby sailing club who were on the water witnessed the commotion, tried to assist, but sadly the father slipped under the water before they could get to him. His body was recovered the following day.



JUNE 24-28

EXTREME HEAT EMERGENCY

The region saw an unprecedented, long-duration heat wave with temperatures soaring well over 100 degrees each day. In addition to responding to a deck fire, HVAC fire, boat fire (referenced below), and assisting other departments with brush fires, the call volume during this period was up to four times higher than average. Our CARES staff also kept busy conducting welfare checks on unhoused individuals and clients residing in apartments by covering upper floor windows with foil to help reduce temperatures and providing gallons of water and Gatorade to help keep people hydrated.



JUNE 26

BOAT FIRE – LAKE WASHINGTON

During the heat emergency, crews from Bellevue Fire and the Mercer Island Marine Patrol unit were dispatched to a boat fire on Lake Washington just south of I-90 with reports of people jumping into the water. The marine patrol unit was able to initiate fire attack 200' from shore, and as the boat came to rest near the shore, Bellevue firefighters were able to fully extinguish it. Other boaters safely brought the people who had escaped back to shore.



AUGUST 4

APARTMENT FIRE – BRIDLE TRAILS

Five residents needed assistance escaping heavy fire conditions from their apartments, one down a ladder from her third-floor window, in this early morning fire. Three of the victims required transport to local area hospitals, two with minor injuries and one with serious injuries. All were expected to recover.



NOVEMBER 8

APARTMENT FIRE – NORTHWEST BELLEVUE

A fire that started on the roof of this apartment building left residents of 8 units displaced; thankfully, none were injured. The Red Cross was able to provide immediate assistance.



DECEMBER 9

CONDO FIRE – EASTGATE

High heat and low visibility conditions made locating the seat of this fire challenging, but crews had the fire under control in less than 35 minutes. Red Cross once again assisted with the needs of the displaced residents of the building.

SPECIAL OPERATIONS

TECHNICAL RESCUE

The Bellevue Fire Department has Technician Level responders in the following disciplines: Vehicle Extrication Rescue, Rope, Confined Space, Trench and Structural Collapse. A member must have all five certifications (200+ hours) to be considered a Rescue Technician. These low frequency high risk events require initial and ongoing training, properly maintained equipment, and involve coordination with 12 regional partners in providing a Technician Level rescue response. The Bellevue Fire Department has historically staffed rescue technicians at Fire Stations 3 and 7 – the two ladder companies. Currently, the number of certified technicians assigned to the two ladder companies is at 85% (41 of 48 members have all five certifications). The goal is to achieve 100% by 2023.

HIGH THREAT PREPAREDNESS

The Bellevue Fire Department continues to train and prepare our members in Active Shooter/Hostile Event Response. The program is managed by a group of dedicated members passionate in this discipline and in partnership with the Bellevue Police Department.

LIGHT RAIL

With the expected completion of the East Link extension of Light Rail in 2023, the Bellevue Fire Department continues to partner with Sound Transit as well as the Redmond, Mercer Island, and Seattle Fire Departments to develop a rescue response program. This partnership will assist our firefighters in training and preparedness for multiple types of emergency incidents that may be encountered upon the 14-mile East Link alignment. A Special Operations Captain was added in 2021 to supervise the completion of the Sound Transit programs and oversee the training necessary for our members.



MARK H. ANDERSON
Battalion Chief
Special Operations Division

SPECIAL OPERATIONS

10 DISCIPLINES

VEHICLE RESCUE, ROPE,
CONFINED SPACE, TRENCH,
STRUCTURAL COLLAPSE,
SURFACE WATER RESCUE,
HAZ MAT, HIGH THREAT,
PREPAREDNESS, WILDLAND,
LIGHT RAIL / TUNNEL

ACROSS 3 PLATOONS

12

HAZ-MAT TECHS

45

RESCUE SWIMMERS

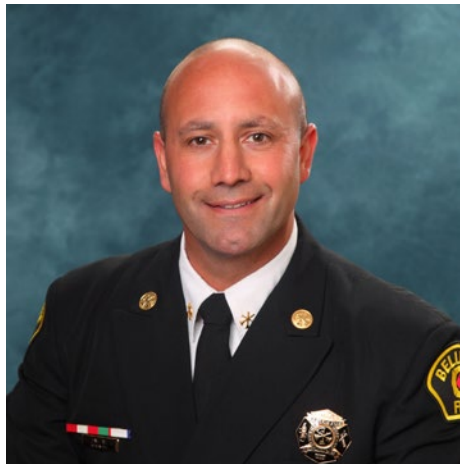
40

WILDLAND FIREFIGHTERS

41

RESCUE TECHNICIANS

EMERGENCY MEDICAL SERVICES



DAVE TAIT
Battalion Chief EMS Division

COVID-19 RESPONSE

The EMS Division continues to work through the challenges of the COVID-19 pandemic. Personal protective equipment stores have been maintained adequately and point of care testing is provided to responders before reporting to duty. Being proactive about testing has helped reduce the impacts of viral spread on staffing capabilities.

MOBILE VACCINATION TEAMS

This year the EMS Division, in partnership with Seattle/King County Public Health and regional partners, mobilized vaccination teams to bring vaccines and boosters to vulnerable populations, emergency responders, and all other members of the community.

BLOOD PRODUCTS

The whole blood administration program was initiated in 2020, but 2021 saw our first administrations of in-field blood transfusions for patients suffering severe blood loss through either traumatic or certain medical emergencies. The EMS Division continues to work with our King County partners to find additional ways to provide exceptional prehospital care.



15,951

TOTAL 2021
EMS CALLS

Highest number
ever recorded

EMS HIGHLIGHTS

2

PARAMEDICS COMPLETED
HARBORVIEW/UWMC
TRAINING

5

PATIENTS RECEIVED
BLOOD TRANSFUSIONS
IN THE FIELD

3,629

PEOPLE VACCINATED
AGAINST COVID-19

MEDICAL/AID INCIDENTS

	2017	2018	2019	2020	2021
Total	15,319	15,346	15,622	13,791	15,951
BLS	9,337	10,555	10,405	9,115	10,693
ALS	5,982	5,121	5,217	4,676	5,258

BLS: basic life support ALS: advanced life support



BELLEVUE FIRE CARES



CARES PROGRAM

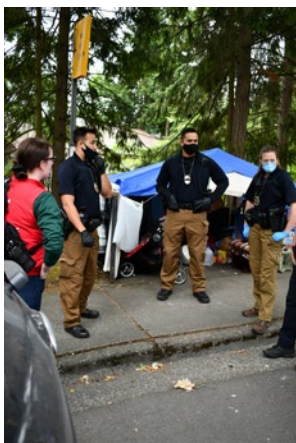
The purpose of the Bellevue Fire CARES program is to identify the source of the reason for a caller's 911 call and to connect them with resources that will address their core needs. This may include the CARES101 unit, staffed by mental health professionals (MHPs), responding to a request for onsite assistance from a fire

crew or police officer. This often results in an initial diversion from the ER or an arrest, and potentially leads to finding long-term solutions to the individual's needs.

COMMUNITY CRISIS ASSISTANCE TEAM (CCAT) PILOT

In the summer of 2021, Bellevue Police and Fire conducted a pilot program to test the further integration of CARES101 MHPs into Bellevue's 911 response model. Police officers often respond to calls involving individuals experiencing a mental health crisis. To be more effective and better serve the community, Bellevue Fire and

Police partnered to develop an embedded co-responder program, the Community Crisis Assistance Team (CCAT). The CCAT unit piloted two models—a two plain clothes police officer unit and a unit that paired a plain clothes police officer with a CARES101 MHP, providing immediate response to 911 calls that included a behavioral crisis component. Individuals contacted by CCAT were also offered case management from the CARES program.



NATASHA GROSSMAN
CARES Program Manager

2021 CARES PROGRAM

998
REFERRALS

41%
REFERRALS TO CARES101

481
REFERRALS TO CARES101

64%
INCREASE IN REFERRALS
FROM 2020

108
CCAT CLIENTS ELECTED
TO ENGAGE IN CASE
MANAGEMENT BY CARES

33%
CCAT CLIENT DIVERSION RATE
FROM HOSPITAL OR JAIL

SUPPORT SERVICES



TODD DICKERBOOM
Deputy Chief Bureau of
Support Services

The Bureau of Support Services is comprised of the Fire Training and Supply & Maintenance Divisions. Both work collaboratively to ensure our personnel have the proper knowledge, skills, tools, and equipment to respond to emergency calls for service safely and effectively.

A strategic internal partnership with the Finance & Asset Management Department helps to safeguard the reliability of our emergency response vehicles and the long-term viability of our facilities.



SUPPORT SERVICES

APPARATUS/EQUIPMENT HIGHLIGHTS

- Established a minimum 3-year contract for fire hose and appliance testing with National Hose Testing Specialties, Inc.
- Established a minimum 3-year contract for SCBA (Self-Contained Breathing Apparatus) air compressor maintenance and service with SeaWestern, Inc.
- Increased efficiency through standardization; final purchases made to complete the tool and equipment inventory of reserve engines
- Initiated first phase of firefighter bunker gear replacement by purchasing 42 sets
- Improved firefighter safety with final purchase of final 35 ballistic helmets

FACILITY OPERATIONS AND PLANNING & DEVELOPMENT

- Percentage of Preventative Maintenance vs Corrective Maintenance at all fire facilities continue to make incremental improvement at 56% - Benchmark = 62%
- 95% of all facility work orders or “Fix-it” requests completed
- New Fire Station 10 construction document phase reached 90+% complete
- Existing houses on property for Fire Station 10 demolished and underground storage tanks removed
- New Fire Station 5 preliminary design phase reached 90+% complete and Letter of Intent for land swap with the City of Clyde Hill executed
- Initiated Fire Station 6 feasibility study in preparation for rebuild on existing site
- Initiated Fire Station 4 siting analysis for selection of an alternate property location
- Initiated Fire warehouse and storage needs assessment
- Completed mid and long-range major maintenance planning and forecasting to include future underground storage tank, fuel island and generator replacement at all fire facilities, as well as exhaust extractor replacement at Fire Stations 1, 3, 4, 7, and 9 in 2022

2021 SUPPORT SERVICES

535,3659

TOTAL MILES DRIVEN
BY BELLEVUE FIRE
DEPARTMENT ASSETS

30,302

HOURS IN OPERATION

9

FIRE ENGINES

2

LADDER TRUCKS

3

AID UNITS

4

MEDIC UNITS OPERATED
DAILY BY BELLEVUE
FIREFIGHTERS

TRAINING



KEITH ALLEN
Battalion Chief Training Division

The Training Division is responsible for providing fire training, education, and ongoing development for the fire department. The division also evaluates and maintains quality control of firefighting through research and development, hands-on training drills, and comprehensive evaluations. Additionally, it is responsible for the development of training methods and the standards used to evaluate proficiency as well as being charged with overseeing the hiring process for new firefighters joining the city.

Staffed with a battalion chief (who also serves as the department's safety officer), a captain, lieutenant, and administrative assistant, the Training Division manages a variety of programs to train and protect firefighters and staff. Training programs include a recruit academy, driver operator certification, and acting officer development and certification, as well as promotional assessment centers. The division works cooperatively with various local and regional partners to enhance our capabilities and resources. Our training partners include the East Metro Training Group (EMTG), Zone 1 Technical Rescue, and the Seattle Fire Department.

2021 TRAINING

52,702
TRAINING HOURS

248.6
TRAINING HOURS PER
FIREFIGHTER

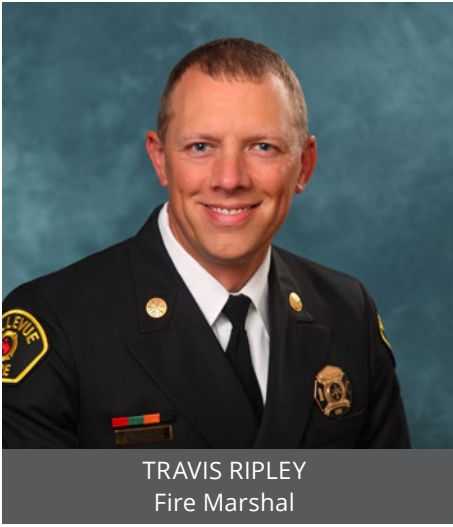
15
RECRUIT FIREFIGHTERS
GRADUATED

190
TRAININGS WITH OUTSIDE
AGENCIES





PREVENTION



DEVELOPMENT ACTIVITY

2021 represented another record setting year for development activity. The city is experiencing unprecedented growth throughout the community. Several areas are seeing greater growth due to land use code changes, transit-oriented development, and neighborhood planning. Many projects in this wave of development are exceptionally unique, integrating cutting edge technologies, systems, and architecture. In many cases these project types are the first of their kind in the nation. The skyline will be changing significantly as several projects currently under construction in the downtown core rise above previous height limits.

2018 INTERNATIONAL FIRE & BUILDING CODE ADOPTION

On February 1, 2021, the 2018 Fire & Building Codes went into effect. Though there are often many changes in each code cycle, much of the interest from the public revolved around energy code requirements and the changes made to address new, taller buildings in development. One new system that has received attention is the Firefighter Air Replenishment System (FARS). This is a piped air system that is meant to refill vital breathing air bottles for firefighters, saving valuable time needed for them to conduct fire suppression and life-saving activities.

TECHNOLOGY AND DATA UPGRADES

Maintenance inspectors were equipped with iPads to conduct maintenance inspections through the iOS Streamline Inspection app. This version of the software is first to receive new updates and features and allows for easier and more efficient documentation during an inspection. We also introduced a tracker for the division using the Microsoft Lists app in Teams. The tracker incorporates automation into the approvals of special inspections and preventable alarm reports, customer inquiries and operational permit applications. This tracker also provides the entire division a centralized location to review the status of pending work and enables the use of a workflow for approvals. This app has drastically reduced the number of emails and the time spent following up on daily tasks. Fire Prevention also developed an easily searchable database of answers to commonly asked resident and customer questions that can be accessed by everyone in the department on any connected device either in the office or in the field.

3,003
CONSTRUCTION PROJECT
PLAN REVIEWS

5,395
CONSTRUCTION PROJECT
INSPECTIONS

3,539
MAINTENANCE
INSPECTIONS OF
EXISTING BUILDINGS:
100% OF GOAL

24
FIRE INVESTIGATIONS

17.9%
NON-COMPLIANT
SYSTEMS INSPECTED

82.1%
COMPLIANT SYSTEMS
INSPECTED

EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) supports citywide response to emergencies and disasters. Bellevue is susceptible to many different natural and man-made hazards ranging from snowstorms and windstorms to earthquakes and terrorism. OEM provides on call services 24/7 and helps to facilitate citywide response and recovery efforts through the city's Emergency Operations Center (EOC). OEM also works with the whole community to share valuable emergency preparedness and disaster skills and build a more resilient Bellevue.

Bellevue OEM continued to respond and adapt to the COVID-19 pandemic throughout 2021, providing coordination and communication as requirements evolved throughout the year. During the year, OEM partnered with Bellevue Community Emergency Response Team (CERT) members to support a volunteer-led hybrid CERT class. This one of a kind offering featured virtual training and a 2-day in-person socially distanced drill.

In the interest of continual improvement, OEM led the City's participation in the tri-county Complex Coordinated Terror Attack functional exercise. Over 60 agencies across Snohomish, King and Pierce counties took part in the day long exercise to help identify gaps in regional response and coordination and make recommendations for improvement.

Carl Lunak joined the City of Bellevue in 2021 as the Emergency Manager, bringing over 20 years of experience to the position.



CARL LUNAK
Emergency Manager



\$397,591
TOTAL FEDERAL GRANT
DOLLARS SECURED

\$289,470
URBAN AREA SECURITY
INITIATIVE GRANT
DOLLARS

\$80,622
EMERGENCY
MANAGEMENT PROGRAM
GRANT DOLLARS

\$27,499
AMERICAN RECOVERY
ACT PLAN DOLLARS

COMMUNITY RISK REDUCTION

The best way Bellevue Fire can meet the public safety needs of the communities we serve is to reduce risk and prevent as many fire and medical emergencies as possible. To be effective in this mission we work to establish relationships with community groups, schools, building managers, health care workers and area businesses. These relationships help us understand the various risks within each community for us to design educational programs and mitigation strategies to address them.

The ongoing COVID-19 pandemic continued to create challenges to effective delivery of in-person programs; however, by leveraging technology and relying on partnerships, we were able to reach out to the community, and milestones were still reached.

- Conducted a six-month smoke alarm installation program that included training station personnel, providing them the appropriate supplies, and updating software programs to incorporate electronic liability waivers and methods to track program statistics
- Utilized virtual platforms to deliver fire and life safety presentations to large groups of employees at King County Public Health, PSE, cub scout troops and more. Ensured participants had opportunities to have questions answered through use of the chat function and direct communication
- Worked in conjunction with the King County Fire PIO group to participate in two CRR focused media events. First was held in South Seattle prior to the July 4 holiday, focusing on negative impacts of fireworks use. Speakers included an ER Physician who treats fireworks injuries, a military veteran addressing PTSD, a representative from Seattle Humane and discuss detrimental impacts to pets, and a fire chief talking about two fatality fires in their district caused by fireworks. Second event was a "Safety Holiday House" in South King County, centered on the safe use of ladders, generators, portable heaters, candles, smoke alarms, and fire extinguishers as well as demonstrating safe cooking methods and tree care/lighting
- Coordinated with the King County Fire and Life Safety Educators to develop fire and life safety videos in multiple languages
- Initiated a partnership towards the end of 2021 with the Bellevue Boys and Girls Club. With 13 of the 15 Clubs strategically located in East Bellevue neighborhoods where a family of four's median income is at least 20% lower than the city average, this will provide an important avenue to reach some of our most vulnerable residents



PUBLIC ENGAGEMENT



As with our educational efforts, the pandemic continued to curtail our ability to actively engage with the public. All City of Bellevue facilities, including our fire stations, remained closed to the public, which resulted in canceling our annual Open House for the second year of. The City of Bellevue, in conjunction with the Bellevue Downtown Association, hosted a fireworks show that was a scaled down version of The Downtown Family 4th.

During the summer months when public relations activities could be done outdoors with social distancing possible, our crews participated in several community events including small block parties and parades as well as visited children at daycares and schools. Several of our members volunteered to help with the annual joint Salvation Army/Old Navy Back to School Shopping event for local children in need.

Social media has been a safe and effective tool for us to use to remain connected with our residents. Through these platforms, we provide the public with a look into our daily lives and our emergency response activities as well as share pertinent safety messaging. By having a continual presence on our social media platforms, we ensure the public knows that we are always available and ready to serve.

15,000
FOLLOWERS ON
TWITTER

5,900
FOLLOWERS ON
FACEBOOK

2,600
FOLLOWERS ON
INSTAGRAM

176,000
SOCIAL MEDIA
ENGAGEMENTS



