

# 2023 ANNUAL REPORT



**BELLEVUE FIRE DEPARTMENT**



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# MESSAGE FROM THE FIRE CHIEF



I am honored to present to you the 2023 Bellevue Fire Department Annual Report. This past year presented significant milestones for our department, and I am proud to offer a glimpse into some of our noteworthy achievements.

In 2023, our department responded to an unprecedented number of calls for service, reaching a record-breaking 23,489 incidents. This staggering number, a 25 percent increase from 2020, underscores the hard work of all our staff to ensure the safety and well-being of our community around the clock.

A large part of continual protection includes maintaining adequate staffing. In 2023, we successfully placed four new emergency response units into service. The implementation of a new battalion created the position of Battalion 102, a second operational chief that brings enhanced capabilities to the department and community.

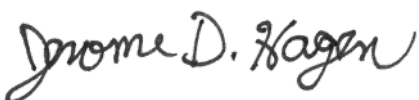
Furthermore, we placed Engine 110 into service ahead of the opening of Station 10, responding proactively to the evolving needs of our community by ensuring the availability of essential resources. In response to the increasing threat of wildland fires, we deployed our first dedicated wildland firefighting brush truck. This vital addition to our fleet will enable us to combat wildfires and protect our community and surrounding areas more effectively.

Moreover, we deployed the Community Crisis Assistance Team (CCAT), a collaborative effort between the Bellevue Police Department and Bellevue Fire Department's mental health professionals. This innovative, dual-response unit provides critical support to individuals in crisis, further demonstrating our commitment to holistic community care.

In addition to our emergency response efforts, we have made significant strides in prioritizing mental health awareness and support within our community and for our first responders. Recognizing the challenges and stresses inherent in our line of work, we have implemented programs and resources aimed at promoting mental wellness and resilience among our personnel. By fostering a culture of support and understanding, we are better equipped to serve you effectively, day in and day out.

In closing, I want to express my deepest gratitude to the Bellevue community for putting your trust in us. I want to extend my heartfelt thanks to the Bellevue City Council and City Manager Brad Miyake for their leadership and guidance. Your support has been instrumental in our department's success, and we are grateful for the collaboration that strengthens our community's safety and well-being. It is truly an honor to serve you.

Jerome D. 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.

## MISSION

The Bellevue Fire Department exists to serve the evolving needs of the community by protecting people, property, and the environment with courage, compassion, and commitment.

## VISION

Our vision is to deliver the highest level of public service while enabling a safe and healthy workforce. We will be a collaborative fire service leader, empowering our team and community with the knowledge and skills to prevent and mitigate emergencies while responding to evolving needs.

We commit to being an exceptional and diverse organization guided by excellence, professionalism, and respect. We aspire to be at the forefront of our profession, fostering a culture of innovation, and leveraging the latest technologies and techniques to keep our community safe and secure.

## VALUES

Bellevue Fire embraces the City of Bellevue's core values of exceptional public service, stewardship, commitment to employees, integrity, and innovation. We are committed to upholding and embodying them in our policies, culture, and daily actions.

## SERVICE

7

COMMUNITIES SERVED

39

SQUARE MILES PROTECTED

170,166

POPULATION SERVED  
(356,055 INCLUDING ALS  
SERVICE AREA)

OVER \$82 BILLION  
ASSESSED PROPERTY  
VALUE PROTECTED



24

YEARS OF  
CFAI ACCREDITATION



2

WSRB RATING CLASS

# 2023 DEPARTMENT ACCOMPLISHMENTS

Granted the American Heart Association's Mission: Lifeline EMS Gold Plus Award. This recognition program highlights departments that successfully achieve early recognition, treat, transport and advanced care for patients suffering myocardial infarctions or strokes. This is the highest level of recognition awarded and requires a Silver Plus or Gold Plus Award from the previous year.

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Successfully placed four new emergency response units in service, including a second Battalion Chief, Engine 110, Brush Truck 101, and a police and fire co-response Community Crisis Assistance Team.

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Transitioned to the Public Service Emergency Radio Network (PSERN), a fully digital countywide radio and communications network project that ensures greater coverage and capacity.

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Finalized the City-wide shelter management plan, running a full-scale exercise to validate it, demonstrating our dedication to the safety and well-being of our community in times of crisis.

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Successfully completed the five-year strategic plan, a roadmap to guide our growth and development, with assistance from 27 community members, 25 agency partners and 33 fire department staff.

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Executed a new quarterly performance monitoring program, TIPTOP, to gauge turnout times, fire inspections, building familiarization, training, operational readiness, and personnel management.

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Advanced Diversity, Equity and Inclusion efforts by translating outreach materials and vital emergency medical services medical forms. Additionally, we hosted the technical rescue skills day at Camp Blaze, a weeklong camp focused on preparing young women for a career in the fire service.

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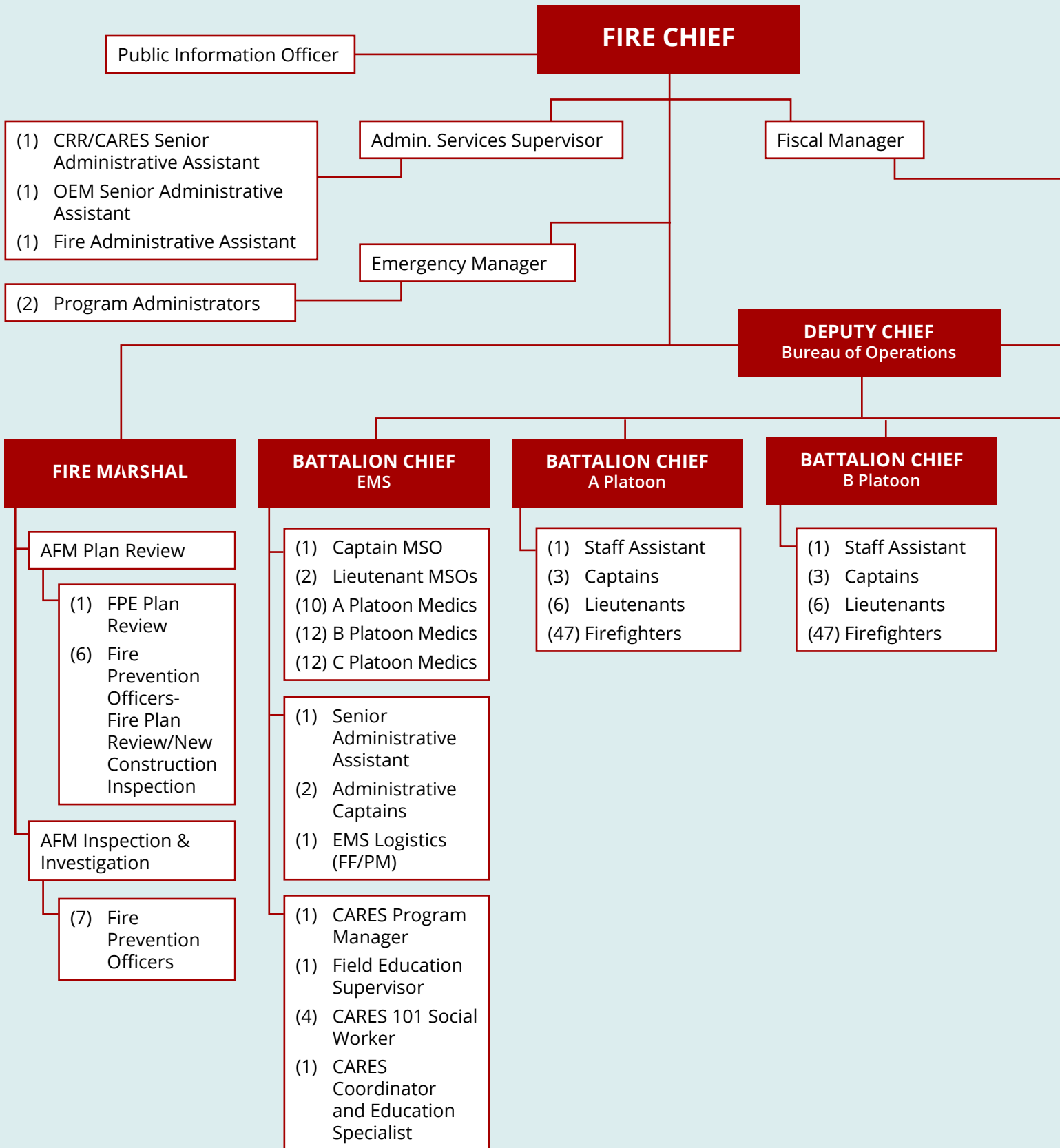
Fully reinvigorated Distracted Driving drills at area high schools after a hiatus due to COVID.

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Piloted the Company Officer Leadership Academy, an intensive week-long training to nurture and empower new officers in the department, by providing them with the essential skills to be successful in leadership.



# BELLEVUE FIRE ORGANIZATION CHART





## 2023 PERSONNEL

**288** EMPLOYEES

**12** CHIEF OFFICERS

**186** FIREFIGHTER-EMTs

**34** FIREFIGHTER-PARAMEDICS

**56** CIVILIAN EMPLOYEES

- (1) Timekeeping Administrative Assistant
- (1) Procurement Specialist
- (1) Senior Budget Analyst
- (1) Grant Administrator

### DEPUTY CHIEF Bureau of Support Services

#### BATTALION CHIEF C Platoon

- (1) Staff Assistant
- (3) Captains
- (6) Lieutenants
- (47) Firefighters

#### FIRE BUSINESS SYSTEMS MANAGER Data and Systems

- (1) Senior Business Process Analyst
- (1) Program Analyst
- (1) Systems Analyst
- (1) Data Analyst

#### BATTALION CHIEF Special Operations

- (1) Administrative Captain

#### BATTALION CHIEF Training

- (1) Administrative Assistant
- (1) Training Captain
- (1) Training Lieutenant

- (1) Fire Facility Operations Specialist

FIRE FACILITIES / FAM  
 Facility Operations Division  
 Facility Planning Division  
 Fleet & Communications Division

# FINANCE



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 2023, BFD's amended annual budget for the following funds:

- General Fund \$71.5M
- Capital Investment Plan \$11.7M (does not include carryforward budget)
- Other \$1.0M

## FINANCIAL PRIORITIES IN 2023

### Ground Emergency Medical Transport (GEMT) Revenue -

2023 marked the fifth year in receiving federal reimbursement of BLS transports as a Medicaid provider, totaling \$4.8 million in reimbursements from eligible transports.

**Grant Funding** – Secured \$309K in financial support from the following agencies:

- Urban Areas Security Initiative (UASI)
- Emergency Management Performance Grant (EMPG)
- Donations

**Fire Facilities Levy** - 2023 marked the seventh year of funding from the voter approved 2016, 20-year Fire Facility Levy. Approximately \$7.7 million is anticipated annually from the levy for the next 13 years. Continued implementation of the Fire Levy including the design and build of downtown Fire Station 10 and rebuild of Stations 4 & 6, and paying for numerous other improvements to fire facilities.

**EMTG** - Continued to participate as the Fiscal Agent through 2023.

**Electric Engine Funding** - Awarded the Department of Ecology grant towards the 2026 purchase of Pierce's new Volterra Enforcer Electric Engine.

**EMS Levy** – Provided financial oversight of EMS levy 2020-2025) spend, ensuring the Citizen Advocates for Referral and Education Services (CARES) Mobile Integrated Health (MIH) division had the financial resources needed to meet the growing demand on their program.

## OVERVIEW OF FUNDS

**\$71,481,680**  
ANNUAL OPERATING  
BUDGET

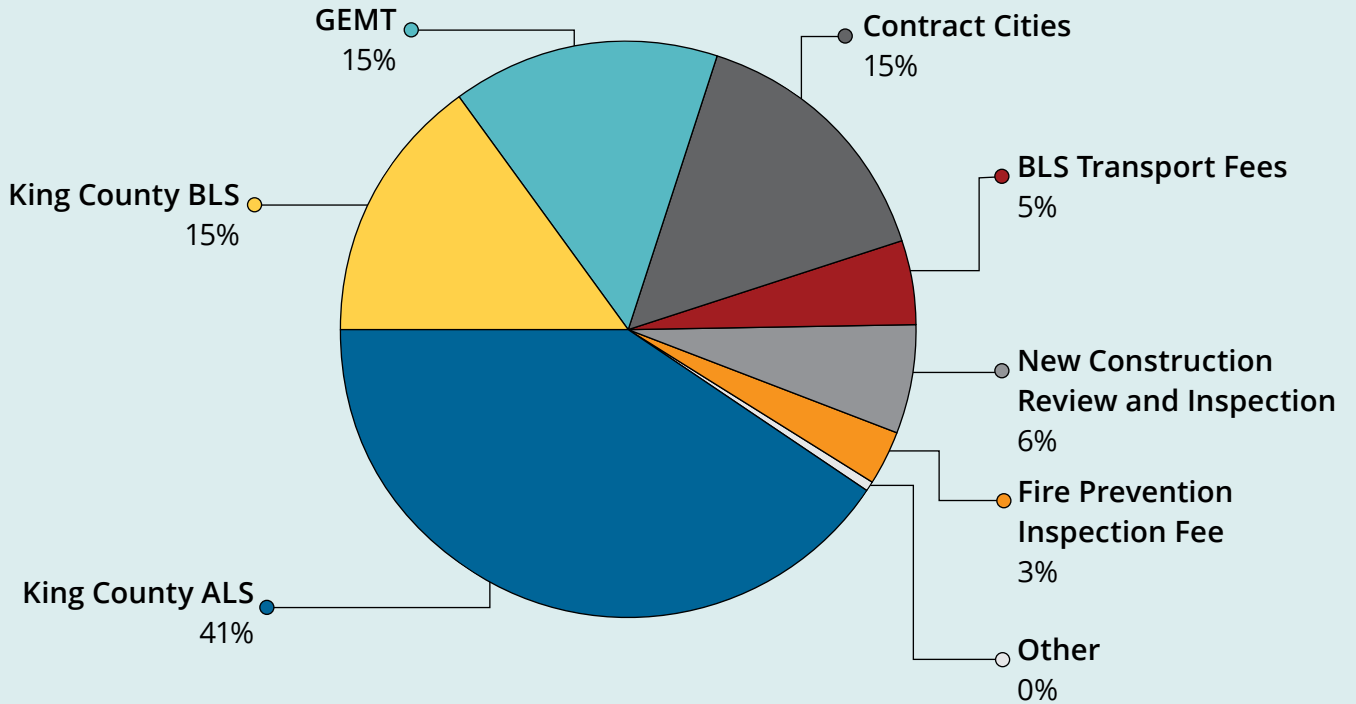
**\$27,544,433**  
ANNUAL REVENUE BUDGET

**38.5%**  
PERCENTAGE OF  
BUDGET SUPPORTED BY  
OUTSIDE REVENUE

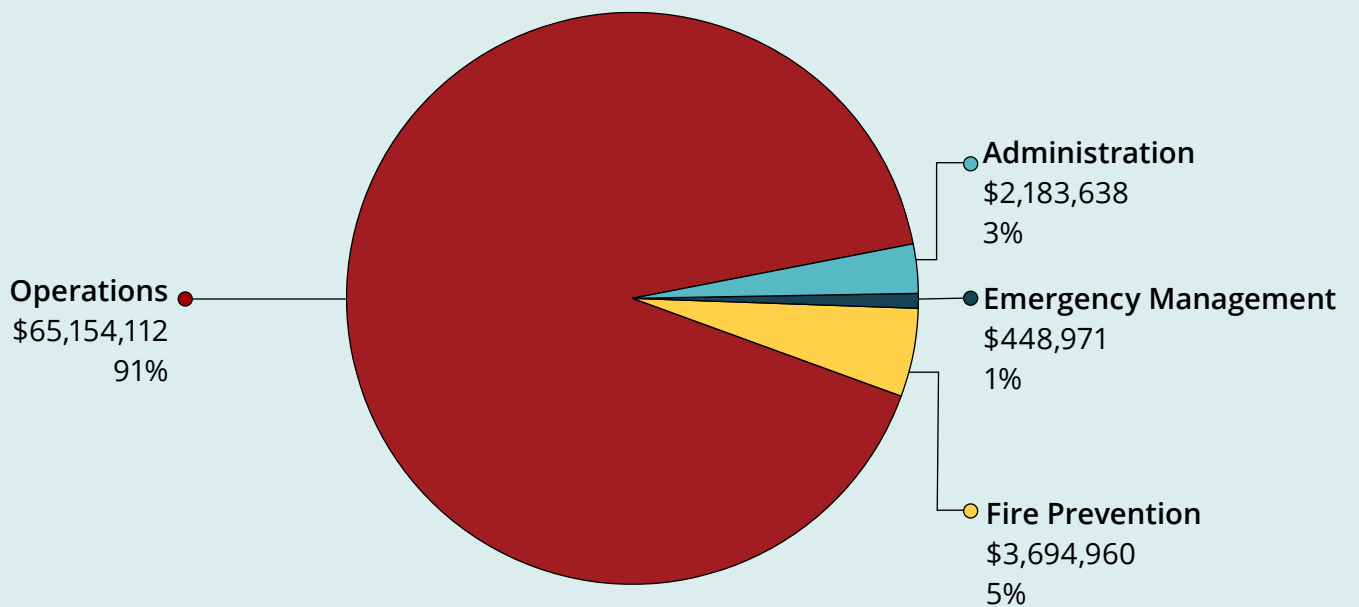
**91.1%**  
PERCENTAGE OF BUDGET  
UTILIZED TO PROVIDE  
EMERGENCY SERVICES

**3.1%**  
PERCENTAGE OF  
BUDGET TO SUPPORT  
ADMINISTRATIVE SERVICES

## GENERAL FUND REVENUE 2023 - FIRE



## EXPENDITURES BY FUNCTION 2023



# FIRE STATIONS

## FIRE STATIONS

**9**  
STATIONS

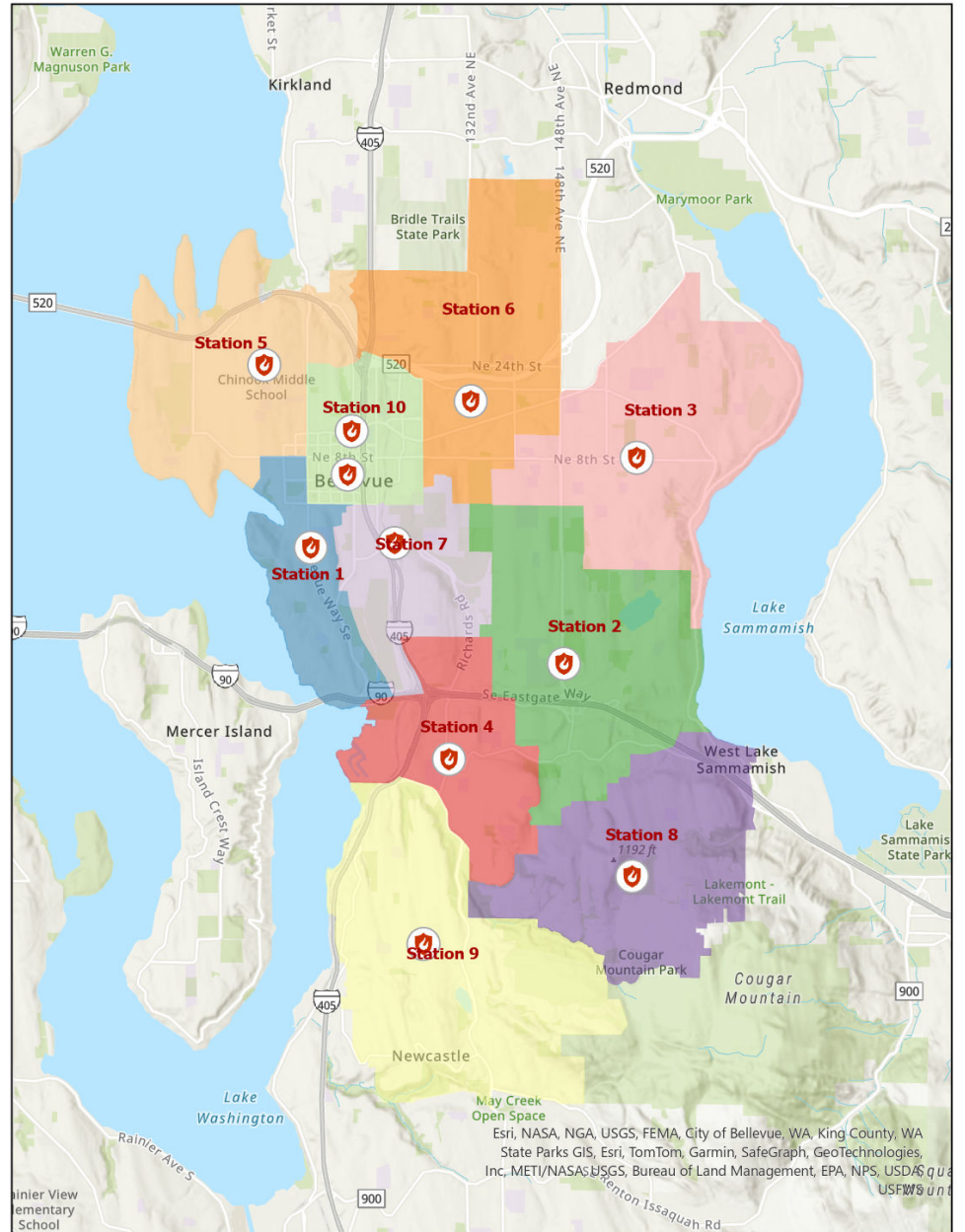
**8**  
ENGINES

**2**  
LADDER COMPANIES

**3**  
AID CARS  
(BASIC LIFE SUPPORT)

**4**  
PARAMEDIC UNITS  
(ADVANCE LIFE SUPPORT)

**52**  
FIREFIGHTERS ON DUTY



## STRATEGIC PLACEMENT

Stations are staffed twenty-four hours a day, seven days a week, by three separate shifts.

# RESOURCE DEPLOYMENT



## RESPONSES BY UNIT



Engine 106	2,695
Ladder 107	2,248
Ladder 103	2,238
Engine 104	2,061
Engine 109	1,810
Engine 101	1,782
Engine 105	1,731
Engine 102	1,577
Engine 108	930
Engine 110	853
Hazmat 106	4



Aid 101	2,890
Aid 103	2,749
Aid 102	2,390
Medic 102	1,988
Medic 101	1,820
Medic 104	1,302
Medic 103	574



Battalion 101	968
Battalion 102	425
MSO 105	1297

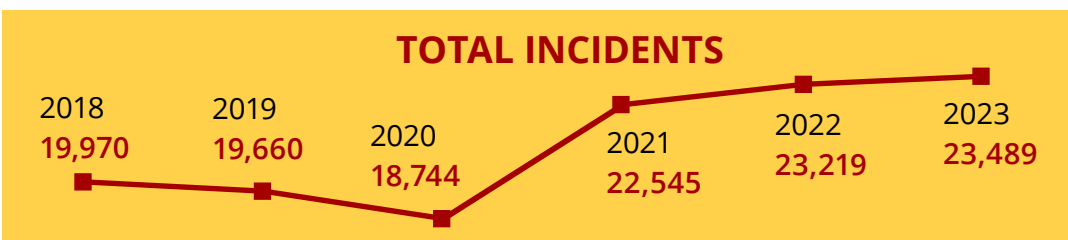
**RECORD  
BREAKING  
23,489  
TOTAL INCIDENTS  
IN 2023**



## INCIDENTS BY STATION AREA

Station 1	3,865
Station 2	3,353
Station 3	4,802
Station 4	1,630
Station 5	1,482
Station 6	2,624
Station 7	1,102
Station 8	800
Station 9	1,791
Station 10	585

## TOTAL INCIDENTS



# FIRE STATION 10



## IMPROVED COVERAGE AND RESPONSE TIME

The city is building a new fire station to better improve response times for fire and medical emergencies, and better serve residents, in the Northwest Bellevue, Downtown, and BelRed areas, where the growing number of high-rise structures include “vertical response time” to upper floors. Located on a partially forested site, Fire Station 10 will be located on the west side of 112th Ave NE and NE 12th St, bordered by residential neighbors, McCormick Park and a wetland.

Construction for Fire Station 10 began with a groundbreaking ceremony on March 22, 2023. Construction is slated for completion sometime between December 2024 and the beginning of 2025. Occupancy of the new station will occur shortly after.



# CENTRAL BUSINESS DISTRICT

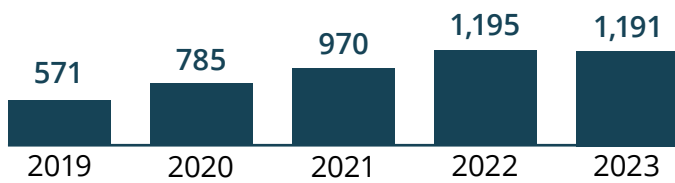
## VERTICAL RESPONSE TIME

Prior to 2023, responses in the central business district and downtown were determined based on census tracts. However, 2023 brought innovative mapping capabilities to the fire department. We are now able to customize the response areas to align with boundaries of the central business district and downtown neighborhood. The data below, both current and historical, reflect that change.



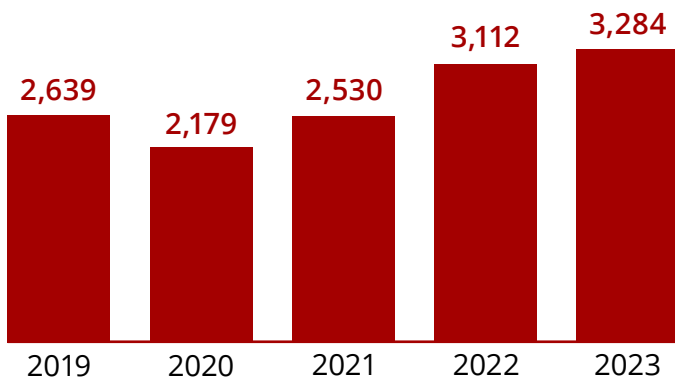
## BY THE NUMBERS

### TOTAL HIGH-RISE INCIDENTS



HIGH RISE INCIDENTS				
YEAR	FIRE	AFA	SERVICE	EMS
2019	13	176	84	643
2020	8	125	61	463
2021	13	119	110	606
2022	7	138	141	699
2023	18	202	183	761

### DOWNTOWN INCIDENTS



CENTRAL BUSINESS DISTRICT INCIDENTS				
YEAR	FIRE	AFA	SERVICE	EMS
2019	59	352	431	2,315
2020	44	325	366	1,942
2021	73	327	560	2,086
2022	51	396	587	2,776
2023	75	348	525	2,256



# 2023 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:  
90<sup>TH</sup> 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:** 1:53 minutes

### BASIC LIFE SUPPORT

(2 EMTs)  
TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

**Standard:** 6 minutes

**Actual:** 7:44 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:** 1:50 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:** 13:49 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:** 1:57 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:** 12:40 minutes

# 2023 FIRE RESPONSE TIME STANDARDS



**GOAL FOR ALL FIRE STANDARDS:  
90<sup>TH</sup> PERCENTILE**

## **TURNOUT TIME - SINGLE-FAMILY WORKING FIRE**

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

**Standard:** 1:20 minutes

**Actual:** 1:31 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:** 6:47 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:** 15:22 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:** 1:51 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:** 8:07 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:** 17:23 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 22 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.

## 2023 HIGHLIGHTS

**65**

TELECOMMUNICATORS

**22**

AGENCIES

**837**

CALLS PER DAY

**96%**

CALLS ANSWERED IN 15 SECONDS OR LESS

**80%**

CALLS DISPATCHED IN LESS THAN 60 SECONDS

**94%**

CALLS DISPATCHED IN LESS THAN 90 SECONDS

**305,490**

TOTAL 911 CALLS PROCESSED



# OPERATIONS



DAVE TAIT  
Deputy Chief,  
Bureau of Operations

The Operations Bureau is responsible for providing dependable, timely, and right sized response to fires, medical emergencies, and other hazards that may impact life, property, and the environment. Operations also works to connect people with social services and responds to a host of non-emergency situations to assist our community when needed. We work closely with neighboring fire agencies, Bellevue Police, other law enforcement agencies, as well as other regional partners to meet the growing needs of our communities.

In 2023 the Operations division added four new response units to continue to improve our service to the community. Battalion 102, responding out of Station 4 in Factoria, is a second battalion chief that provides a more manageable span of control over the stations and line staff throughout our response area. This unit brings enhanced safety, leadership, mentoring, training, and improved overall management of the firefighters in the Bellevue Fire Department.

Engine 110 is a new engine company responsible for the North end of downtown and enhances our abilities to respond quickly to the increasing call volumes. Engine 110 is temporarily responding from City Hall awaiting the completion of Fire Station 10.

Brush 101, purchased by the Bellevue Fire Foundation in collaboration with Amazon, was outfitted and placed into service this year. This response unit allows us to increase our capabilities in dealing with brush and wildland fires locally, as well as to assist regionally with wildland mobilizations.

Finally, in partnership with the Bellevue Police Department, the Community Crisis Assistance Team was launched. This dual-response team aims to provide those experiencing behavioral health crisis with appropriate social services, diverting them from the criminal justice system. We are tracking the data closely and so far, each of these units is demonstrating tremendous success.

Operations keeps a close eye on the changes impacting our communities including the increases in call volumes, new construction, near completion of the light rail system, increasing attendance at public events, the growing behavioral health needs for community members, and a host of other challenges. We are committed to being proactive to meet the needs and appreciate the support we receive from our regional partners as well as the other departments within the City of Bellevue.

## FIRE RESPONSE

**216**

BRUSH/VEGETATION FIRES

**158**

STRUCTURE FIRES

**84**

DUMPSTER/RUBBISH FIRES

**65**

VEHICLE FIRES

**35**

OTHER FIRES

# SIGNIFICANT INCIDENTS



## PARAGLIDER RESCUE – POO POO POINT, TIGER MOUNTAIN

**JANUARY 1**

Shortly after launching off Poo Poo Point, a paraglider became disoriented, crashed into treetops, and fell to the ground. Rescue crews were able to make quick access by driving emergency vehicles up the logging access roads to the top of Poo Poo Point. The patient was stabilized, hiked out to the paramedic vehicle, and driven to the launch site so Airlift NW could transport the patient to a local hospital.



## CONFINED SPACE RESCUE – CLYDE HILL

**FEBRUARY 6**

Mid-afternoon, Engine 101 was dispatched for a medical call at a home under construction. On arrival, it was discovered that a male had fallen from 12' into an elevator pit that was 7' deep. The call was upgraded to a confined space rescue, where crews worked to make rapid access to the

patient. Using a ground ladder to lift the patient from the pit, the crews were able to safely carry the patient to the paramedic vehicle. The patient was transported to a hospital with minor injuries.

## MOTOR VEHICLE COLLISION AND VEHICLE FIRE – CLYDE HILL

**MARCH 7**

In the evening hours, an electric vehicle driving at a high rate of speed left the roadway, hit several trees and a power pole before rolling over and landing on its roof. Two patients were trapped inside with significant injuries. While working to rescue the occupants, the vehicle caught fire which triggered a rapid extrication of the patients. As EV fires do not respond to water the same as traditional vehicle fires, the car was pulled into the roadway to prevent the fire from spreading to the trees.



## MOTOR VEHICLE COLLISION – SOUTHBOUND I-405

**JUNE 4**

A vehicle and motorcycle collided on southbound I-405 just north of exit 9. The driver of the motorcycle sustained severe injuries and went into cardiac arrest. Bystanders and Washington State Patrol began CPR until fire crews arrived and took over. Paramedics quickly transported the patient to a local trauma center.



# SIGNIFICANT INCIDENTS

## WILDLAND BRUSH FIRE – EBSWORTH TRAILHEAD

**JUNE 7**

Fire crews were dispatched to a wildland brush fire at the Ebsworth trailhead late afternoon. On arrival, crews reported 2' high flames spreading through a 40' by 50' area near the trailhead. Downed logs and heavy bush provided ample fuel for the fire to spread. Hose lines and chainsaws were used to extinguish the fire and remove excess brush around the burn site.



## 3-ALARM APARTMENT FIRE – CROSSROADS

**AUGUST 1**

Bellevue Police, on scene with a barricaded person in an apartment complex in Crossroads, requested Firefighters when a fire broke out in the unit their suspect was in. The incident was quickly upgraded to a 3-alarm fire as it was spreading along the roof line and into multiple apartments. Over 65 firefighters were on scene and 18-apartment units were destroyed, displacing around 50 residents.

## APARTMENT FIRE – BELRED

**JULY 16**

In the early afternoon, multiple people called 911 to report a ground floor apartment was on fire. When crews arrived, they found two apartments on fire with the fire rapidly spreading to adjoining units and into the attic. The fire was brought under control quickly with no reported injuries.



## RESIDENTIAL FIRE – CROSSROADS

**JULY 30**

Three people were home when they noticed heavy smoke coming from inside their house. They evacuated and called 911. When firefighters arrived, they found heavy smoke coming from the roof of the structure. The fire was brought under control in less than 30 minutes. The residents advised their smoke alarms were not working.



## 3-ALARM APARTMENT FIRE – CROSSROADS

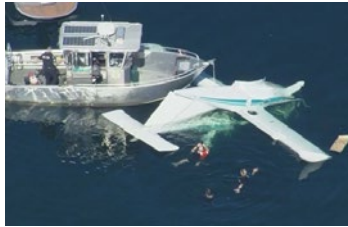
**AUGUST 22**

NORCOM 911 received multiple calls from people reporting an apartment building was fully engulfed in flames. The first fire engine on scene went immediately in to rescue mode to save a woman trapped on the third floor. Fire crews quickly upgraded to 3-alarm fire as all floors of the building were burning. Over 100 fire personnel responded, 20 apartment units were destroyed, displacing approximately 60 residents.



**FATAL PLANE  
CRASH –  
LAKE SAMMAMISH  
SEPTEMBER 15**

Just before 11 a.m., multiple people called 911 to report a float plane had crashed on Lake Sammamish. Crews arrived to find local residents had utilized their boats to reach to crash site, rescuing the occupants of the plane. Bellevue rescue swimmers deployed to verify all occupants of the plane had been accounted for. The pilot perished on impact and the passenger was taken to a local hospital with significant injuries.



an excavator rolled over, injuring the operator. Using specialized equipment, rescue technicians on scene used the ladder truck to safely remove the patient off the steep slope jobsite and down to the roadway. The patient was transported to a local hospital by paramedics.



**RESIDENTIAL FIRE –  
NORTHEAST BELLEVUE  
OCTOBER 29**

Multiple fire units responded to reports of a house fire in the mid-afternoon. On arrival, crews found heavy smoke and fire sweeping through the entire structure. All occupants were able to safely escape, and fire crews assisted with rescuing one cat and four pet snakes.

**FATALITY VEHICLE COLLISION –  
NORTHWEST BELLEVUE  
SEPTEMBER 30**

In the early hours of the morning, firefighters were dispatched to a report of a single vehicle rollover. Arriving crews found skid marks leading from 108th AVE Ne into the jersey barrier underneath state route 520. The vehicle was found 200' off the road in a swampy area. Two occupants were found in the car. One was pronounced deceased at the scene and the other was transported to a hospital in stable condition.



**RESIDENTIAL FIRE  
– LAKEMONT  
NOVEMBER 29**

Firefighters were called to a residence in the Lakemont neighborhood for reports of a garage fire. First arriving crews found significant fire in the garage, which was spreading to a truck in the driveway and threatening the upper floors and attic of the home. In under 40 minutes, the fire was brought under control. No injuries were reported.



**TECHNICAL RESCUE - NEWCASTLE  
SEPTEMBER 20**

Construction crews were clearing trees and brush for a new lane on southbound 405 when

# SPECIAL OPERATIONS



SCOTT LAMBERT  
Special Operations Lieutenant

## 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

33

RESCUE SWIMMERS

50

WILDLAND FIREFIGHTERS

40

RESCUE TECHNICIANS

## TECHNICAL RESCUE

The Bellevue Fire Department has a Technical Rescue Team on duty 24/7/365 to handle complex emergency and rescue scenarios in five disciplines: rope rescue, confined space rescue, trench rescue, auto extrication, and structural collapse, with a sixth discipline, Machinery Rescue, beginning in 2024. Our technicians, strategically placed on Ladder 103 and Ladder 107, attend over 200 hours of training for initial certification, with quarterly refresher training for each discipline, resulting in several hundred more hours of training per year. In 2023 our members attended 67 initial technician classes resulting in 2,680+ hours of initial technical rescue training alone. We fully certified seven new technicians with 39 of 48 (81%) assigned members certified as Rescue Technicians. We are on track to certify 100% of assigned members by 2025.

## SOUND TRANSIT LIGHT RAIL

In partnership with the Redmond Fire Department, we successfully trained over 500 firefighters from seven different regional agencies in awareness and operations level training for Sound Transit related responses. We also trained over 100 firefighters from multiple agencies to the technician level regarding light rail vehicles lifting and responses. In the fourth quarter of 2023 we conducted a “full scale exercise” that included a fire on a light rail car in the Bellevue downtown tunnel. Utilizing hundreds of volunteers, and with the cooperation of multiple different agencies, we simulated the largest MCI event in Bellevue Fire and Sound Transits history.

## USAR

Bellevue Fire Department maintains a nine-member team specializing in different disciplines as part of Washington Task Force 1 (WA-TF1), the sole FEMA USAR team in the Pacific Northwest. In 2023, we had three members deploy as part of the larger team to assist with response and recovery efforts in Lahaina Maui following the devastating wildfires. These three members were on the ground for several weeks in the immediate aftermath of the disaster. Our nine members maintain a high level of additional training and readiness to be able to deploy at a moment’s notice to anywhere in the country the team is called.





# EMERGENCY MEDICAL SERVICES



MATT BURROW  
Battalion Chief, EMS Division

## EMS HIGHLIGHTS

**4**

PARAMEDIC COMPLETED HARBORVIEW/UWMC TRAINING AND 4 STUDENTS BEGAN TRAINING IN JULY

**10**

PATIENTS RECEIVED BLOOD TRANSFUSIONS IN THE FIELD

**7,760**

BELLEVUE CALLS REVIEWED FOR QA/QI; 1965 CALLS REVIEWED FOR OUR PARTNER AGENCIES (EASTSIDE FIRE AND RESCUE, MERCER ISLAND FIRE DEPARTMENT, FALL CITY FIRE DEPARTMENT KING COUNTY FIRE DISTRICT 27, SNOQUALMIE FIRE AND RESCUE, SNOQUALMIE PASS FIRE AND RESCUE)

## REGIONAL PARTNERSHIP RELATIONS

Bellevue Fire Department continues to participate in the King County Emergency Management Services Basic Life Support Quality Assurance/Quality Improvement Initiative. Our paramedics review basic life support medical calls, focusing on specific indicators, acknowledging patient care areas of improvement if needed and affirming exceptional work performed. In 2023, this process was extended, allowing us to collaborate and provide medical call review for, the five partner agencies we provide advanced life support coverage to, which include Eastside Fire and Rescue, Mercer Island Fire Department, Fall City/King County Fire District 27, Snoqualmie Fire and Rescue and Snoqualmie Pass Fire and Rescue. This opportunity reinforces our positive working relationship with our partner agencies, while making a difference to the communities we serve.

## AMERICAN HEART ASSOCIATION MISSION LIFELINE GOLD PLUS AWARD

The AHA Mission: Lifeline EMS Recognition program is designed to highlight prehospital agencies throughout the nation for their excellence in heart attack and stroke care for their patients seen prior to the transportation to a hospital. All collaborative efforts from prehospital care are taken into consideration from rapid call handling with dispatch, response times, efficient patient evaluation, rapid transmissions of ECGs, transport to the hospital, and rapid advanced treatment of a heart attack are all evaluated to determine if the agency is qualified to receive the award. This year Bellevue is honored to receive the highest level – Mission Lifeline: Gold Award; Target Heart Attack Honor Roll.

## BELLEVUE EMERGENCY MEDICAL TECHNICIAN TRAINING

In 2023 the Bellevue Fire Department continued to host Emergency Medical Technician (EMT) classes for our newly hired firefighters. We were able to accomplish this by having two Senior EMT Instructors (SEI) certified with the state, with a third wrapping up certification. Two EMT classes were taught that represented 39 Emergency Medical Technician students. In total, 39 students from Bellevue, Redmond, Bothell and Kirkland Fire Departments were trained.

## MEDICAL/AID INCIDENTS

	2018	2019	2020	2021	2022	2023
Total	15,346	15,622	13,791	15,951	17,120	16,975
BLS	10,555	10,405	9,115	10,693	11,678	14,200
ALS	5,121	5,217	4,676	5,258	5,442	2,775

BLS: basic life support ALS: advanced life support



**16,975**  
TOTAL 2023  
EMS CALLS

# BELLEVUE FIRE CARES



NATASHA GROSSMAN  
CARES Program Manager

In August Bellevue Fire CARES held a 10th anniversary celebration that included a display of the program history, acknowledgment of the program founders, and words from a recipient of CARES services. The event highlighted the program's significant growth and accomplishments over the last decade.

In 2023 we continued to integrate social workers into our Fire and Police Departments. We expanded the hours of the Bellevue Fire CARES' CARES101 dispatch unit (staffed by mental health professionals who respond to 911 calls at the request of fire crews and police already on-scene) and the introduction of the Community Crisis Assistance Team (CCAT). Bellevue Fire CARES has existed since 2012 and has expanded and grown exponentially in the past three years in support of the CCAT pilot in 2021 and the full implementation of the CCAT program in 2023.

Supported by the City Council and a Federal Congressional Earmark in the amount of \$915,000, the CCAT Program launched on September 1, 2023. This year was busy with preparations, hiring, training, and developing community partnerships. The CCAT team consists of five Mental Health Professionals (MHPs) from the CARES team, five Bellevue police officers, one sergeant, and one MHP supervisor. The team has participated in multiple trainings together including Crisis Negotiation Training. The MHP supervisor and sergeant meet proactively with community partners to ensure they know how to utilize the service as well as its limits. The response from the community and our partners has been highly positive.

Bellevue Fire CARES continues to offer a rich and diverse practicum experience for Master of Social Work (MSW) students. Students from numerous graduate schools of social work programs make

## 2023 CARES PROGRAM

**962**

TOTAL REFERRALS TO THE CARES PROGRAM

**529**

ONLINE REFERRALS TO CARES ADVOCATES

**433**

REFERRALS TO CARES101

**49%**

REFERRALS RELATED TO MENTAL HEALTH





up a team of advocates who support Bellevue community members in need of resources. During the 2023-2024 academic year, CARES had a total of 30 practicum students from five different universities across the country. This was a considerable increase in students from previous years when 12-16 students were more typical. CCAT teams generate a significant number of referrals, increasing the need for student advocates to provide case management. The CARES practicum program is directed by two Field Education Supervisors, both licensed MSWs, whose sole job is to develop programming and provide supervision and mentorship to MSW students. Students and clients are also supported by a third MSW who is a Case Management Specialist, providing additional mentorship to students and case management to clients.

CARES advocates interact with clients in their homes, or in the community in which they live. Students carry a caseload and are tasked with ongoing assessment and care planning. They have the opportunity to form connections with clients, service providers, and community stakeholders. This type of case management – bringing the service to the client – allows for personalized care planning and access to resources for individuals who may have no other pathway to support.

## CCAT - IN THE FIRST 120 DAYS

**1173**  
NUMBER OF RESPONSES  
BY CCAT

**391**  
NUMBER OF REFERRALS  
TO CARES



BE

UE

E102

MUNROE

116

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# 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, equipment, and facilities to respond to requests 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.

## APPARATUS/EQUIPMENT HIGHLIGHTS

In 2023, our department continued to achieve significant milestones in apparatus and equipment enhancements. Engine 110 and Brush 101 were placed in service in July and August. The addition of Engine 110 increased the number of engines fully staffed each shift for the first time in 29 years. Battalion 103 was delivered and placed in service as well. This apparatus supports the two battalion units to assure they can continue to respond when the front-line units are maintained. Our dedication to firefighter safety continued with bunker gear purchases to ensure all members have reliable gear that meets the most recent improvements. Additionally, this limits the time crews are exposed to hazardous substances. With the addition of taller high-rise buildings, the department purchased high pressure hose to meet the requirements of pumping water to the top floors of those buildings. Finally, to meet our commitment to the environment, the department went away from bulk foam storage on the apparatus.

## FACILITY OPERATIONS

The first notable accomplishment was the March groundbreaking for Fire Station 10. As we await the completion of the new station, Engine 110, placed into service mid-year and began temporarily responding from City Hall. This new unit brings increased services with reduced response time for our entire community. A temporary facility was located and secured for Fire Station 5, during its construction, set to begin in 2024. Station 8's roof and alarm system replacement began, the first major maintenance to take place for the 30-year-old station.

## PLANNING & DEVELOPMENT

Planning for the movement of Fire Station 10 and 5's crew and apparatus began. Research for the remodel and construction of Fire Stations 4, 6, and a warehouse continues. Major project planning took place for Fire Station's 1 and 3 for the maintenance of fuel delivery systems, roofs, siding, and electrical enhancements.



DAVID BESTE  
Deputy Chief Bureau of  
Support Services

## 2022 SUPPORT SERVICES

10

FIRE ENGINES

2

LADDER TRUCKS

3

AID UNITS

4

MEDIC UNITS  
OPERATED DAILY BY  
BELLEVUE FIREFIGHTERS

# TRAINING



DOUG HALBERT  
Battalion Chief,  
Training Division

The Training Division within the Bellevue Fire Department undertakes several crucial roles essential for the effective functioning of our firefighting personnel encompassing comprehensive training, educational initiatives, and continuous professional development opportunities. Additionally, the division engages in best practices to ensure the maintenance of high standards in firefighting practices. We have continued a long-standing relationship with the Redmond Fire Department and have begun the full integration of our two training divisions to give us both the ability to provide better training to all members of each organization.

Among our key functions, the Training Division is tasked with formulating training practices and establishing standards to evaluate proficiency levels. We currently do this with regular Battalion Chief exercises made more practical with the addition of a second on duty Battalion Chief to conduct “BC drills”, with multiple company operations (MCO’s) drills where several companies from inside and outside of Bellevue get together and drill together under the supervision of the Training Division, and with annual skills evaluation that focuses on an individual’s ability and competency.

The Training Division also oversees the recruitment procedures for new firefighters. We completed two academies in 2023 and worked closely with HR to continually evaluate and improve our hiring process to remove barriers that may exist and create equity in the process. The division also manages programs such as driver operator certification, development and certification for acting officers, technical rescue program management, managing outside classes, coordinating and hosting classes, and conducting promotional processes.

As of 2023, our Training Division was composed of a Battalion Chief, a Captain, two Lieutenants, and a Senior Administrative Assistant. We strive for continuous improvement of our training programs and the optimization of our firefighting personnel’s preparedness to response to the community’s emergency needs.

## 2021 TRAINING

**47,877**

TRAINING HOURS  
(NOT INCLUDING EMS)

**3,293**

PHYSICAL FITNESS HOURS

**16,376**

INSTRUCTOR HOURS

**22**

FIREFIGHTER  
RECRUITS GRADUATED

**3**

PROMOTIONAL  
PROCESSES DEVELOPED





# FIRE PREVENTION



TRAVIS RIPLEY  
Fire Marshal

## REVIEWS AND INSPECTIONS

**2,916**

CONSTRUCTION PROJECT  
PLAN REVIEWS

**6,896**

CONSTRUCTION  
PROJECT INSPECTIONS

**3,867**

MAINTENANCE  
INSPECTIONS OF EXISTING  
BUILDINGS: 100% OF GOAL

**19**

FIRE INVESTIGATIONS

**78%**

COMPLIANT FIRE AND LIFE  
SAFETY SYSTEMS (I.E., FIRE  
ALARMS, SPRINKLERS)

## FIREWORKS EDUCATION AND BAN

We focused on rebranding our outreach to the fireworks ban in 2023. Messaging used around the 4th of July celebrations was evaluated for its ability to be clearly understood by the public. We have historically used a blended approach to message that consumer fireworks are illegal in Bellevue and most of our contract cities. As a result, new yard signs were developed using pictographs, plain language, and a QR code that led to information on public fireworks displays. Embracing the wealth of diversity in our community, these signs were translated into the top seven languages spoken throughout the cities.

## ATTRITION

In 2023, the Fire Prevention Division had 10 of its 18 positions turnover (55.5%). In contrast, the City of Bellevue had 12.1% attrition across all departments. While this level of attrition brought challenges in 2023, the division was able to promote one qualified team member to Assistant Fire Marshal and recruit nine exceptional individuals from outside the organization, including one Assistant Fire Marshal and eight Fire Prevention Officers. Each one has brought innovative ideas to Bellevue Fire Prevention.

## DEVELOPMENT

2023 continued to be a very busy year for our Development Services Plan Review and New Construction Inspection Teams, with a total of 7,993,208 square feet of major projects under construction. 41 projects were brought to Temporary Certificate of Occupancy, 29 of which were major projects with 16 high-rise towers under construction concurrently. Notable high-rise projects included NE 8th, Bellevue 600, West Main Towers 1, 2, and 3, 4-106, Northup Mixed Use, Artise, Broadstone, Spring District Block 5, 6

and 13. Additionally, 2023 also ushered in the first 600-foot tower in Bellevue. This structure was the first in Bellevue, and the second in Washington State, to include an Emergency Occupant Evacuation Elevator.



# EMERGENCY MANAGEMENT

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

A highlight from 2023 was the completion of multiple emergency plans. The Bellevue Shelter Management Plan details how the city would activate and operate an emergency shelter after a disaster to house displaced Bellevue residents. OEM worked collectively with representatives from other departments to develop and deliver the plan and run a functional exercise to test EOC support of a city run shelter. OEM also completed a Limited English Proficiency Emergency Communication Plan that establishes procedures for how emergency messaging will be delivered in multiple languages and formats in times of emergency.

In 2023 OEM also completed the development of two introductory classes offered on the city's training platform The PLACE. These two programs will introduce new employees to their role in emergency management and the basic functions of Bellevue's Emergency Operations Center.

Additionally, this year OEM welcomed Hazel Phillips to the OEM team as our Senior Administrative Specialist. Hazel has been an invaluable team member and has already had a profound impact on the team's efficiency.

Finally, OEM has continued to support community preparedness training and empowerment of people who live and work in Bellevue. The Community Emergency Response Team (CERT) and Bellevue Communication Support (BCS) volunteers lead training opportunities throughout the year to improve how the residents, businesses, and visitors will respond to and recover from emergencies in the community.



CARL LUNAK  
Emergency Manager

**\$177,894**  
URBAN AREA SECURITY  
INITIATIVE GRANT DOLLARS

**\$90,544**  
EMERGENCY MANAGEMENT  
PROGRAM GRANT DOLLARS



# DATA AND SYSTEMS



JEFF HACKMEISTER  
Data and Systems Manager

## CREATION

The Data and Systems team was created in 2022 in response to the growing analytical and technical needs of the department. The team coordinates technical work between the Fire Department, the City of Bellevue, and our regional partners.

Throughout 2023 the Data and Systems team continued to integrate performance reporting into the Power BI platform, leading to the development of the “TIPTOP” performance management tool. This allows leaders throughout the department to have a consistent view into the performance of their teams across six critical functions of the fire service, including turnout times, inspections, pre-fires and district awareness, training, operational readiness, and personnel management.

2024 will see the development of more real-time data for the department, allowing for better decisions to be made faster. Additionally, we will continue to work towards our 2025 reaccreditation with the Center for Public Safety Excellence.

**205**  
REPORTING AND ANALYSIS  
PROJECTS COMPLETED

**23**  
DIFFERENT DATA SYSTEMS  
MANAGED

**5**  
STAFF MEMBERS  
REPRESENTING EMS, FIRE  
PREVENTION, OPERATIONS  
AND SUPPORT SERVICES.



# 6 METRICS OF PERFORMANCE

## TIP-TOP

### PURPOSE

Metrics measurable by data that address the following questions:

- What is the performance level we are aiming for? How much, how often, to what degree?
- How would we know if we were doing the right things, in the right way, in an acceptable timeline?
- How do we know where to celebrate successes, and address emerging trends and issues?
- How do we live up to our commitment to the community, and to our pledge to continually try to improve?
- How can we demonstrate that the great community outcomes are tied to your work?

### DISCUSSION ONLY ELEMENTS

CRITICAL IMPORTANCE BUT DIFFICULT TO QUANTIFY

- SAFETY AND RISK REDUCTION / MITIGATION
- FITNESS / WELLNESS / HEALTH
- COMMUNITY CONNECTIONS

### T TURNOUT TIMES

"Emergency responders will attempt, to a reasonable degree, to maintain or improve turnout times based on a rolling 3-year average, per station."

### I INSPECTION PROGRESS

"100% of assigned annual initial inspections completed."

### P PRE-FIRES & DISTRICT AWARENESS

"Each company will complete/update assigned (8 minute) pre-fires annually."

### T TRAINING

"100% of required training completed."

### O OPERATIONAL READINESS

"Assigned asset verifications and assigned questionnaires completed each shift."

### P PERSONAL MANAGEMENT

"Every member that I supervise has an active IDP and a minimum of three goals and is receiving timely feedback."

# COMMUNITY ENGAGEMENT



**141**  
COMMUNITY  
ENGAGEMENT  
ACTIVITIES

**16,961**  
FOLLOWERS  
ON TWITTER

**7,194**  
FOLLOWERS  
ON FACEBOOK

**3,670**  
FOLLOWERS  
ON INSTAGRAM

As a fire department committed to serving our community, we understand the vital importance of engaging with the public beyond emergency response. Through various initiatives, such as open houses, station tours, school visits, community events, and block parties, we actively foster relationships and promote fire and life safety awareness. Open houses provide an invaluable opportunity for residents to familiarize themselves with our facilities, equipment, and personnel, fostering trust and transparency. Station tours offer an up-close look at firefighting operations, educating visitors on fire prevention and emergency management measures. School visits enable us to instill crucial fire safety knowledge in our youngest and most vulnerable community members, empowering them to become proactive advocates for safety. Community events and block parties allow us to connect with residents on a more personal level, strengthening bonds and creating a sense of unity. By actively engaging with our community in these diverse ways, we not only enhance public safety but also cultivate a culture of collaboration and mutual support.

Social media continues to be a safe and effective tool to remain connected with our community. 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.



