

2024

ANNUAL REPORT



BELLEVUE FIRE DEPARTMENT

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MESSAGE FROM THE FIRE CHIEF



JAY HAGEN
Fire Chief

As first responders it is important that we focus on what truly matters—our purpose, priorities, and progress. To do that we have to reflect on what has been accomplished so that we can outline the next steps for the future. The information in this annual report is an attempt to do just that. Our goals serve as our guiding force, bringing clarity to our decisions and meaning to our actions.

I am proud to say that we were able to achieve significant key priorities in 2024, and accomplished remarkable goals set by each of our divisions. During the year 24,892 alarms were answered, a 5.97% increase from 2023. Despite a very busy response year, we also successfully prepared for reaccreditation with the Center for Public Safety Excellence, an international accreditation organization that sets the standard for best practices in the fire service.

Demonstrating our commitment to community health and safety is a high priority. To that end we hired 20 new staff including 11 Firefighters, a Sr. Budget Analyst, a Grant Coordinator, a Fire Education Coordinator, an Opioid Program Administrator, a Fire Plan Reviewer, a Crisis Response Social Worker, an AmeriCorps staff, and an intern. These new members will extend our ability to engage the public and provide lifesaving services.

In the pages of this report you will read in greater detail about the myriad of other goals achieved, awards received, and detailed statistics that will instill in you the confidence that your local fire department is ready and able to respond to any emergency, which is our most important aspiration.

I am thankful to the city council, our city manager, regional stakeholders and all of you for the support provided to me and my staff which made the successes of 2024 possible.

Respectfully,

A handwritten signature in black ink that reads "Jerome D. Hagen". The signature is written in a cursive, flowing style.

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, innovation and diversity, equity and inclusion. We are committed to upholding and embodying them in our policies, culture, and daily actions.

SERVICE

7

COMMUNITIES SERVED

39

SQUARE MILES PROTECTED

179,279

POPULATION SERVED
(356,055 INCLUDING ALS
SERVICE AREA)

\$113

BILLION ASSESSED
PROPERTY VALUE
PROTECTED



26

YEARS OF
CFAI ACCREDITATION



2

WSRB RATING CLASS

2024 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.

Successfully awarded an AFG Assistance to Firefighters Grant to receive Knox eCore™ for our Knox eLock™ system. This award was in partnership with Redmond Fire for use across both communities. This project will provide a higher level of security and fast access during times of emergency.

Published the first City of Bellevue 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.

Developed and hosted the first National Fire Protection Association compliant Machinery Rescue Technician class on the West coast.

The Data and Systems team implemented multiple new software systems across the department, making work quicker and more efficient for all divisions.

To advance diversity, equity and inclusion efforts, all fire personnel successfully completed Title VI training, translation of vital documents continued, and we were early adopters of the city-wide budgeting for equity toolkit pilot.

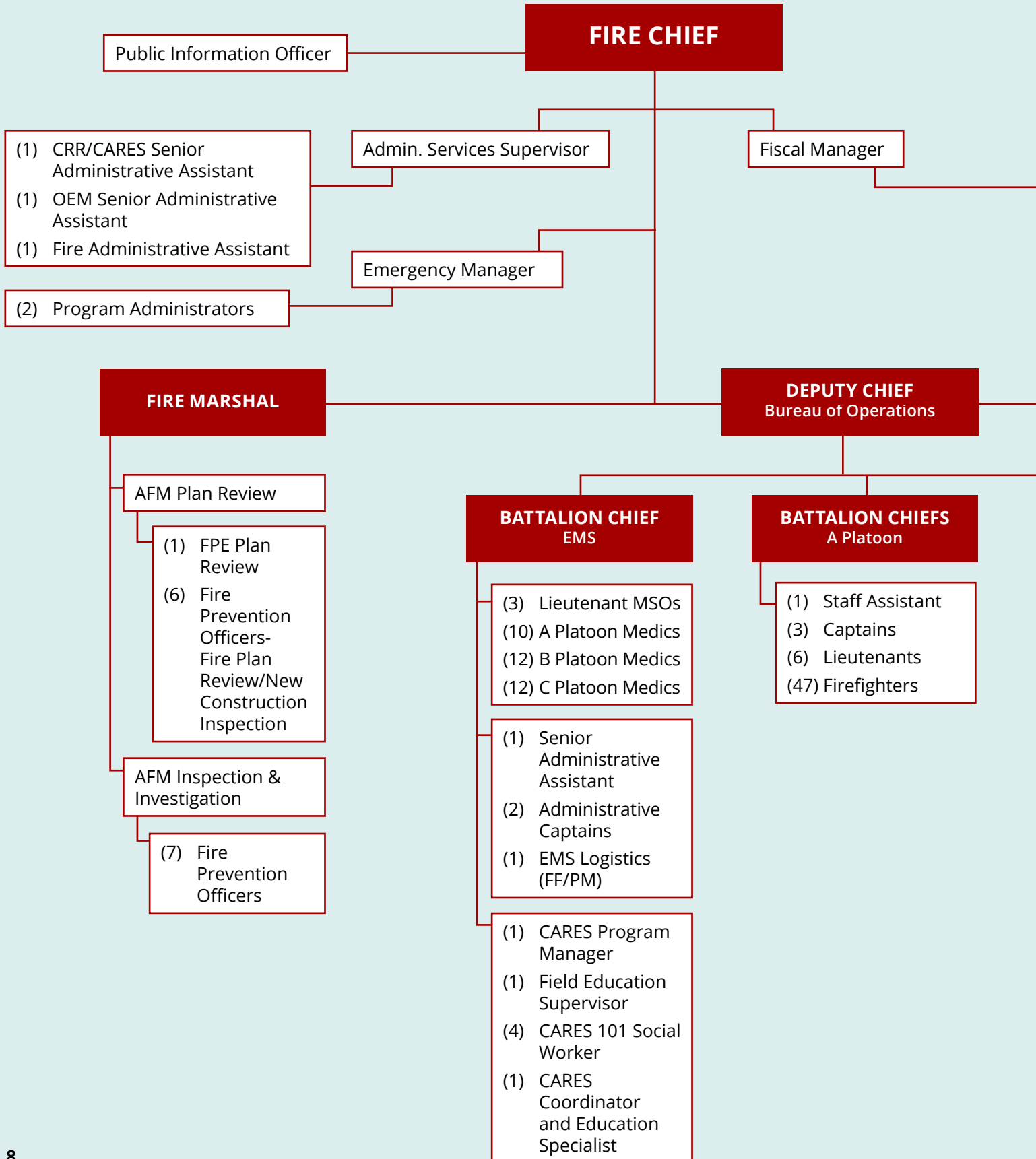
Increased the capacity of our CPR program, which allowed 374 community members to learn CPR and basic first aid.

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

With generous support from the Bacon Family Foundation, we successfully developed and planned for the 2025 expansion of our Water Rescue program, to include jet skis on both Lake Washington and Lake Sammamish.



BELLEVUE FIRE ORGANIZATION CHART



2024 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 CHIEFS B Platoon

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

BATTALION CHIEFS 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 Training

(1) Administrative Assistant
(1) Special Operations Lieutenant
(1) Training Captain
(1) Training Lieutenant

(1) Fire Facility Operations Specialist

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

FINANCE



ERIC LEE
Fiscal Manager

The department's primary mission remains the delivery of essential emergency services to the community, including fire response, emergency medical care, emergency management, fire inspections, and fire investigations.

In 2024, BFD's amended annual budget for the following funds:

- General Fund \$73.7M
- Capital Investment Plan \$11.8M (does not include carryforward budget)
- Other \$1.0M

FINANCIAL PRIORITIES IN 2024

Ground Emergency Medical Transport (GEMT) Revenue -

2024 marked the sixth year in receiving federal reimbursement of BLS transports as a Medicaid provider, totaling \$3.9 million in reimbursements from eligible transports.

Grant Funding – Secured \$1.1M in financial support from the following agencies:

- Urban Areas Security Initiative (UASI)
- Emergency Management Performance Grant (EMPG)
- Central Regional Emergency Medical Services (CREMS)
- Fire Prevention & Safety

Fire Facilities Levy - 2024 marked year eight 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 12 years. Continued implementation of the Fire Levy including the design and building 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 2024.

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 the program.

OVERVIEW OF FUNDS

\$73,748,577
ANNUAL OPERATING
BUDGET

\$29,117,642
ANNUAL REVENUE BUDGET

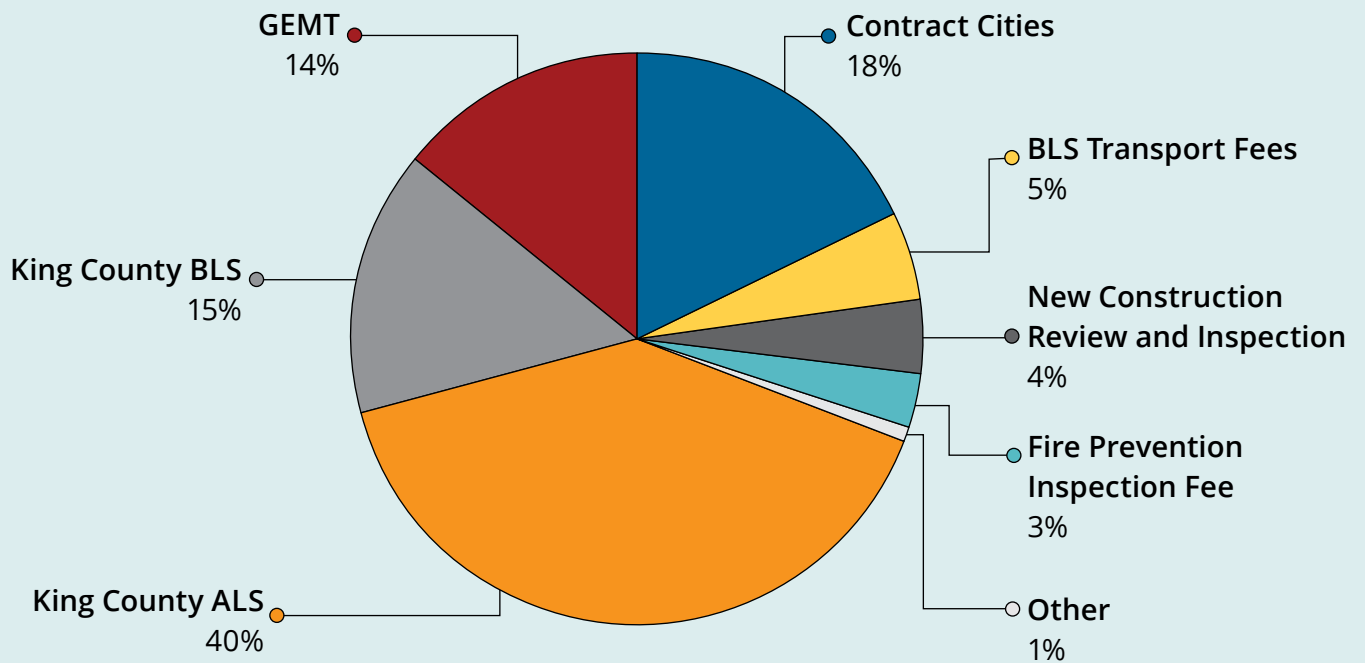
39.5%
PERCENTAGE OF
BUDGET SUPPORTED BY
OUTSIDE REVENUE

91.1%
PERCENTAGE OF BUDGET
UTILIZED TO PROVIDE
EMERGENCY SERVICES

3.1%
PERCENTAGE OF
BUDGET TO SUPPORT
ADMINISTRATIVE SERVICES

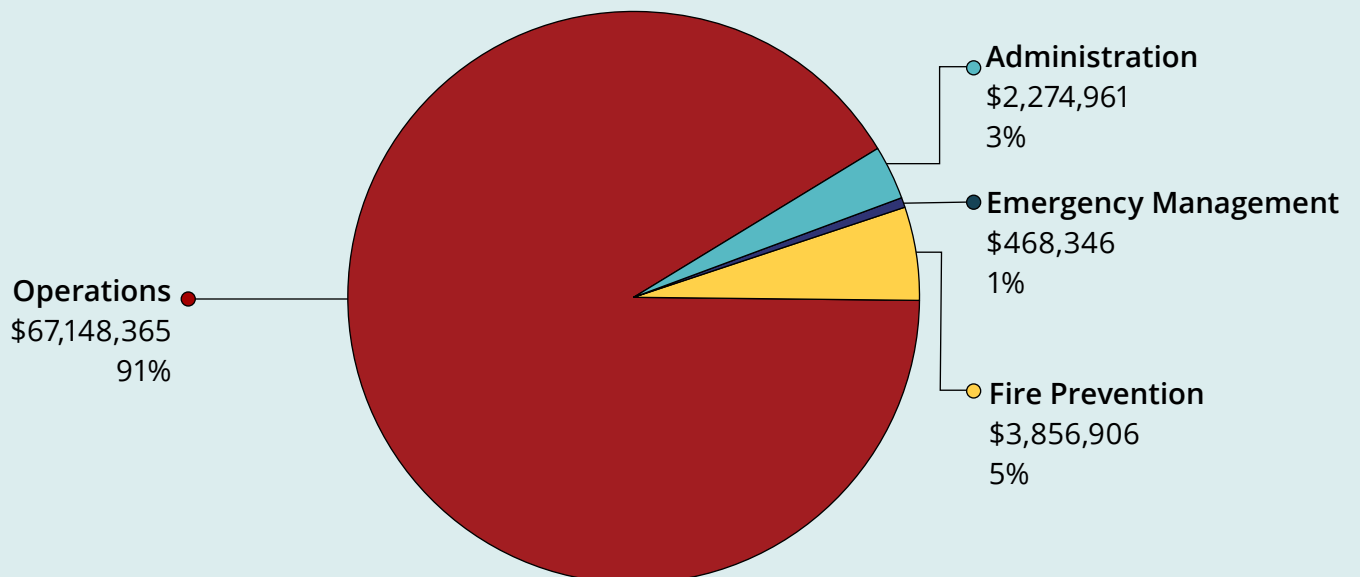
GENERAL FUND REVENUE 2024 - FIRE

Total \$29,117,642



EXPENDITURES BY FUNCTION 2024

Total \$73,748,577



FIRE STATIONS

FIRE STATIONS

9 STATIONS

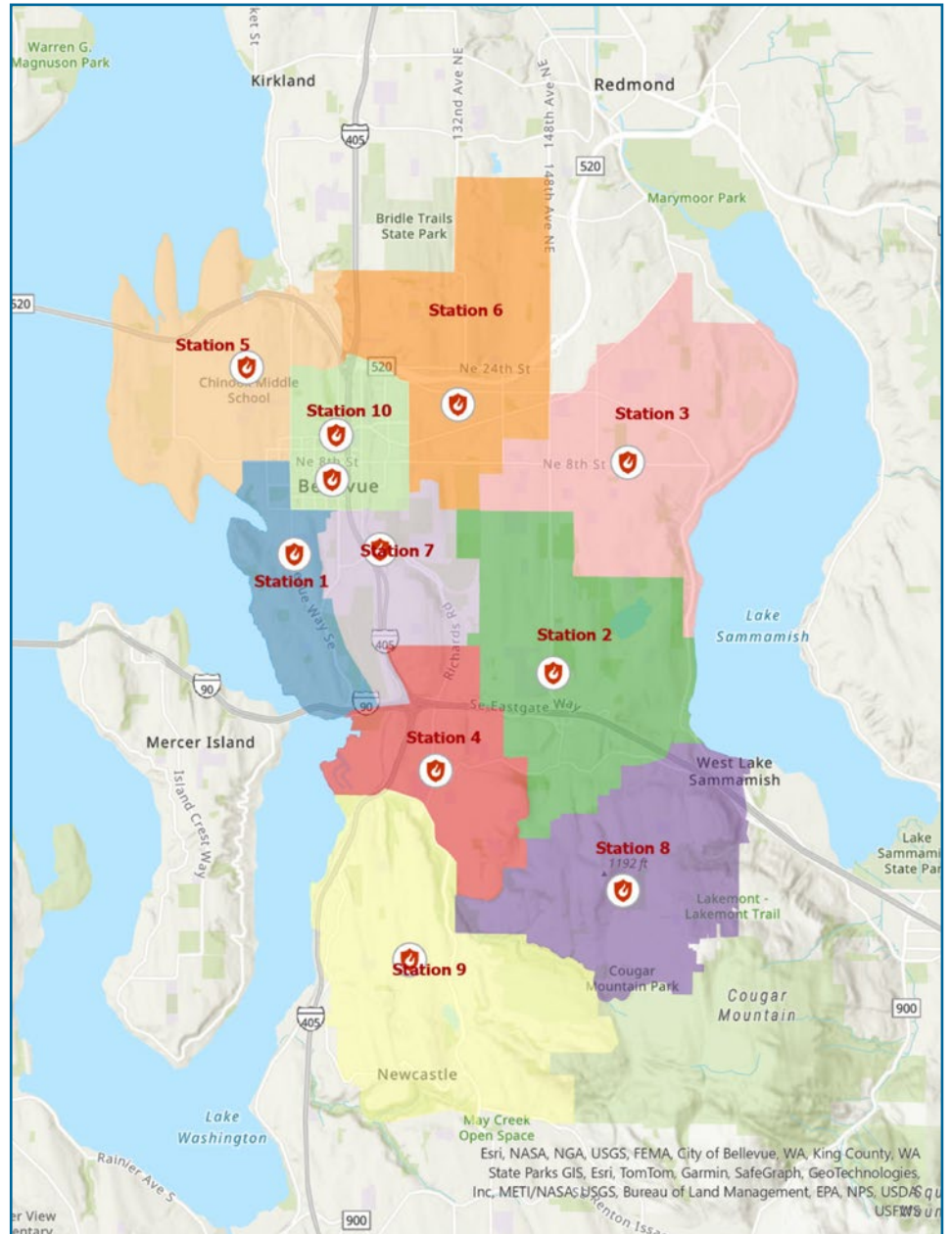
8 ENGINES

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 101	1,487
Engine 102	1,693
Ladder 103	1,988
Engine 104	2,313
Engine 105	1,483
Engine 106	2,528
Hazmat 106	5
Ladder 107	2,032
Engine 108	933
Engine 109	1,817
Engine 110	1,546



Aid 101	2,637
Aid 103	2,392
Aid 102	2,699
Medic 102	1,567
Medic 101	1,804
Medic 104	538
Medic 103	1363



Battalion 101	763
Battalion 102	402
MSO 105	1,060

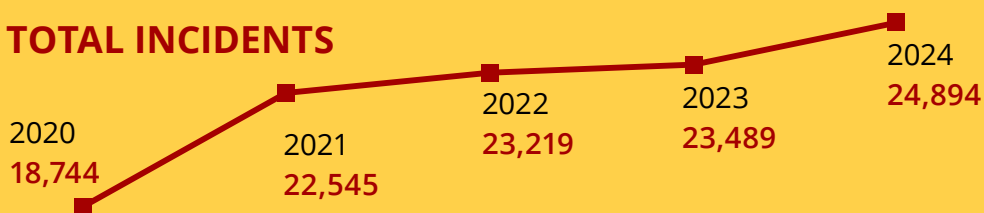
**RECORD
BREAKING
24,894
TOTAL INCIDENTS
IN 2024**



INCIDENTS BY STATION AREA

Station 1	1,478
Station 2	3,077
Station 3	3,878
Station 4	1,541
Station 5	1,448
Station 6	2,097
Station 7	854
Station 8	801
Station 9	1,985
Station 10	3,530

TOTAL INCIDENTS



CENTRAL BUSINESS DISTRICT

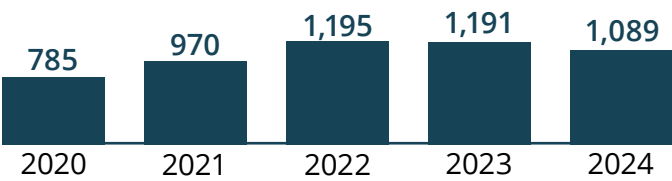
VERTICAL RESPONSE TIME

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.



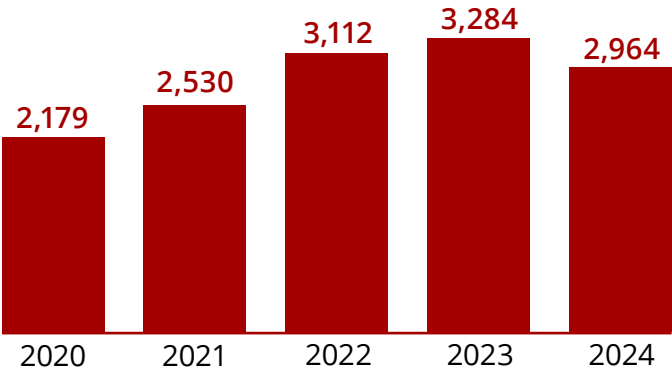
BY THE NUMBERS

TOTAL HIGH-RISE INCIDENTS



HIGH RISE INCIDENTS				
YEAR	FIRE	AFA	SERVICE	EMS
2020	13	160	85	511
2021	18	149	147	627
2022	40	195	184	775
2023	18	202	183	761
2024	15	184	188	702

DOWNTOWN INCIDENTS



CENTRAL BUSINESS DISTRICT INCIDENTS				
YEAR	FIRE	AFA	SERVICE	EMS
2020	35	285	316	1,493
2021	61	275	352	1,774
2022	40	354	475	2,146
2023	75	384	525	2,256
2024	21	408	374	2,059

COMMUNITY RISK ASSESSMENT AND RESPONSE TIME STANDARDS

BENCHMARK STANDARDS

A Community Risk Assessment (CRA) helps a fire department understand the dangers in the area it serves. It identifies risks like fires, natural disasters or accidents and checks whether the department has enough people, equipment, training, and stations in the right places to handle emergencies. The assessment looks at what causes the need for emergency services in a clear and organized way. It also considers how changes in the community, like population growth, might affect risks.

To measure risk, three things are considered:

1. How often an incident may happen (probability).
2. How serious the impact would be on the community (consequence).
3. How much would it affect the fire department's ability to respond (impact).

These three factors are combined in a simple chart called the probability/consequence/impact matrix to help guide decisions. Based on this matrix we assign an appropriate response which includes certain types of equipment, apparatus, and trained personnel to handle each emergency. Depending on the emergency, we can always request more resources to manage any situation.

Each call to 911 has a response time. Some calls will be handled with lights and siren (emergency) while others are handled without the use of emergency lights (non-emergency). Emergency calls are timed to track how efficient our stations, apparatus, and personnel are placed. The response time is broken into three parts:

- **Alarm handling time:** the time it takes to answer the phone and collect enough information to dispatch units.
- **Turnout time:** the amount of time it takes from the dispatch being received until we are responding to the call. This is the time that we can have control over through station design and a focus on rapid deployment.
- **Travel time:** the amount of time it takes from "responding" to arriving at the address or "on scene". This time varies widely with factors such as weather, time of day, traffic, or other variable factors.

SUPPRESSION RESPONSE TIME (minutes)			
YEAR	ALARM HANDLING	TURNOUT	TRAVEL
2019	2.43	1.35	6.06
2020	2.11	1.39	6.01
2021	1.27	1.41	6.26
2022	1.55	1.43	6.02
2023	1.48	1.38	6.35
2024	1.44	1.34	7.14

EMS RESPONSE TIME (minutes)			
YEAR	ALARM HANDLING	TURNOUT	TRAVEL
2019	2.13	1.43	6.00
2020	1.51	1.47	5.54
2021	2.03	1.48	6.15
2022	1.49	1.48	6.09
2023	2.01	1.48	6.59
2024	1.54	1.38	7.52

NORCOM DISPATCH CENTER

2024 HIGHLIGHTS

65
TELECOMMUNICATORS

22
AGENCIES

83,214
TOTAL FIRE/EMS
INCIDENTS DISPATCHED



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.

2024

In 2024, NORCOM continued implementation of standardized response plans and updated resource capabilities, including agency partnership agreements. Per approved King County Model Procedures and agency needs, call types and procedures were updated. PulsePoint funding was secured via a Medic One Foundation grant.



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 2024, the Operations Bureau was faced with extreme weather challenges. The year began with a cold front that impacted community members with frozen pipes and subsequent flooding. Crews worked around the clock to minimize property damage. Through the summer season and into early fall crews were mobilized to assist with wildland firefighting efforts throughout the region. In November, the bomb cyclone resulted in an unprecedented amount of damage due to trees falling on homes. The crews bravely faced destructive wind conditions while responding to the extremely high number of calls due to power outages, property damage, and most importantly lives in danger.

This year brought the opening of the 2 Line service from South Bellevue Station to Redmond Technology Station with further expansion in the coming years. The City of Bellevue continues to grow, more people are attending public events, and the Bellevue Fire Department is working hard to meet the growing needs. Bellevue Fire has restructured their open house model to accommodate regular, rather than annual, open house events to connect with our community.

The positive impacts of adding Engine 110, Battalion 102, Brush 101, and the Community Crisis Assistance Team (CCAT) have been realized this last year. The additional engine company downtown provides faster response to the rising call volumes and growing “verticality”, a term used to address the increasing height of buildings and their effects on response times. The additional battalion unit has improved safety, supervision, span of control, leadership, and mentoring for the crews. This year marked the first year we staffed Brush 101 on the Fourth of July which responded to several brush fires and freed engine crews up to handle other calls. The CCAT partnership with Bellevue Police has proven highly effective in reducing the number of arrests and use of force for people dealing with behavioral emergencies. We are inspired by the great work of this team and look forward to another successful year providing resources to those in need.



DAVE TAIT
Deputy Chief,
Bureau of Operations

FIRE RESPONSE

136

BRUSH/VEGETATION FIRES

32

STRUCTURE FIRES

66

DUMPSTER/RUBBISH FIRES

52

VEHICLE FIRES

38

OTHER FIRES

SIGNIFICANT INCIDENTS



MOTOR VEHICLE COLLISION AND FIRE – WESTBOUND INTERSTATE 90

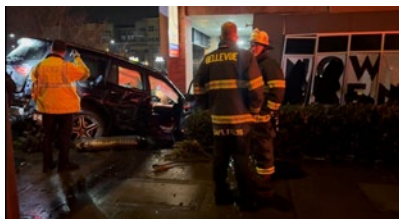
JANUARY 25

Just before 9 a.m., crews were dispatched to reports of a vehicle collision on westbound I-90. Medic 102 was the first responding unit to arrive. They immediately began lifesaving care on a driver who had been ejected from the vehicle. Aid 102 was assigned to assist the paramedics with patient care and transport to a trauma center. Other responding extinguished the vehicle on fire and tended to the other driver, who was not injured.

VEHICLE INTO BUILDING CAUSING GAS LEAK – LAKE HILLS

FEBRUARY 6

In the early hours of the morning, an SUV traveling southbound on 156th AVE SE and SE 5th ST crashed into a fire hydrant, through a streetlight and into an apartment building, damaging the building and causing a major gas leak. Occupants of the apartments were evacuated and temporarily housed in a King County Metro bus until gas readings returned to a safe level.



STRUCTURE FIRE – LAKE HEIGHTS

FEBRUARY 29

Fire crews were dispatched to a fully engulfed structure fire in the early evening hours. On arrival, crews were faced with significant fire and multiple reports that several residents were trapped inside. High-risk searches were conducted while the fire was attacked. Fortunately, there were no people inside, but unfortunately, the one resident who was home suffered significant burns and smoke inhalation.



AIRCRAFT CRASH – NEWPORT HILLS

MARCH 5

The Bellevue Fire Department responded to several reports of a plane crash in the 6500 block of 127th Place SE.



911 callers reported seeing a small plane with a parachute going down in the hills behind some homes. Within four minutes firefighters arrived on scene and found the two uninjured occupants of the aircraft had safely removed themselves. The aircraft landed, via parachute, in a marsh near a small housing community. The National Transportation Safety Board (NTSB), Federal Aviation Administration (FAA), Department of Ecology, Olympic Pipeline, Bellevue Parks, and Bellevue Police Department assisted with the incident.

TRAUMATIC INJURY AT CONSTRUCTION SITE - SPRING DISTRICT

MARCH 22

Fire crews were dispatched to an injured construction worker at the top of a large building in the Spring District. On arrival, crews found the patient with a significant open leg wound caused by a skill saw. Due to the building height and nature of the injury, the crews worked with the onsite crane operator to deploy a harness system which allowed them to quickly and effectively lower the patient while providing bleeding control.



ROPE RESCUE - NEWCASTLE

MAY 4

Rope rescue technicians were dispatched to Newcastle to assist a resident who had fallen into a ravine and became stuck. Crews arrived to find the patient on the edge of a steep cliff, making access challenging. A firefighter was connected to rope equipment, which gave quick access to the patient for rescue.



MOTOR-VEHICLE RESCUE - FACTORIA

JUNE 28

Mid-morning, fire crews were dispatched to a motor-vehicle collision in Factoria. Reports were that one vehicle had t-boned another. When crews arrived, they found the driver of the t-boned vehicle semi-conscious and trapped behind the steering wheel. Crews worked quickly to extricate the patient and transport them to a local trauma hospital.



PEDESTRIAN VEHICLE COLLISION - DOWNTOWN

APRIL 22

Shortly before noon, a pedestrian was struck by a vehicle and became trapped under the front axle. Fortunately, Ladder 107 arrived within a few short minutes of being dispatched. The crews were able to quickly remove the patient by lifting the front end of the vehicle with rescue jacks. The patient was evaluated on site then transported to the hospital in under 15-minutes from initial dispatch.

DUMP TRUCK RESCUE - EASTBOUND INTERSTATE 90

JULY 31

Mid-afternoon, a dump truck driver lost control of his truck and trailer, striking the guardrail near the I-90 and I-405 distributor, and overturning the vehicle. Trapped inside the cab, firefighters were able to successfully extricate the patient before transporting to a local hospital. Due to the size and weight of the truck, it took three hours and heavy tow equipment to reopen the freeway.



MOTOR VEHICLE RESCUE AND FIRE - NEWCASTLE

OCTOBER 9

Engine 109 was dispatched to a single vehicle motor vehicle accident. Shortly after that they were upgraded to a Motor Vehicle Rescue with reports of a single vehicle that had struck a tree and caught on fire with the driver trapped inside. On arrival, crews found Newcastle Police attempting to open the doors of a passenger vehicle that had fire coming from the engine and inside the passenger compartment. Together, police and fire extinguished the fire and quickly removed the patient. Paramedics transported to a local trauma center.



STRUCTURE FIRE - LAKEMONT

DECEMBER 4

Early evening, residents from an apartment complex noticed black smoke billowing from an unknown source a few blocks away. They immediately drove through the neighborhood to locate the fire and, when finding a home engulfed in flames, called 911. Crews arrived on scene and were able to quickly extinguish the fire.

BOMB CYCLONE FATALITY – BRIDLE TRAILS

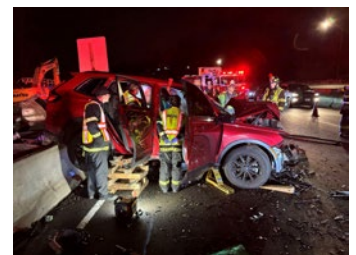
NOVEMBER 19

The evening of the bomb cyclone weather event, Fire was called to rescue a resident trapped after a large tree falling onto a house. Wind and power outages across the area created challenges getting units to the scene. After evaluation by Bellevue Fire Paramedics, the patient was declared deceased and rescue efforts were stopped. For safety reasons, including additional trees falling in the area, Bellevue Fire and Police determined it was not safe to secure the area. After the storm passed and it was safe to return to the scene, Bellevue Fire and Police worked with the family to coordinate a safe removal of the victim's remains. Bellevue Police assisted the family with expediting the contractor for removal of the large tree. This allowed Ladder 103's crew, under the supervision of Battalion 102, to access the victim for transfer to the King County Medical Examiner.

MOTOR VEHICLE RESCUE – SOUTHBOUND INTERSTATE 405

DECEMBER 14

In the early morning hours, fire crews were dispatched alongside Washington State Patrol to reports of a two-vehicle collision on southbound 405 nearly the NE 44th ST exit. Crews arrived to find a conscious, but trapped occupant, in a vehicle resting against the road barrier. WSP determined the crash was caused by the other driver, an intoxicated person driving the wrong way on the freeway.



SPECIAL OPERATIONS

TECHNICAL RESCUE

The Bellevue Fire Department has a Technical Rescue Team on duty 24/7/365 to handle complex emergency and rescue scenarios in six disciplines: Rope Rescue, Confined Space Rescue, Trench Rescue, Auto Extrication, Structural Collapse, and Machinery Rescue. Our technicians, positioned on Ladder 103 and Ladder 107, go through initial certification classes equating to over 200 hours of training each and then participate in quarterly refresher trainings for each discipline resulting in several hundred more hours of training per year. In 2024 our members attended 37 initial technician classes resulting in 1,480+ hours of initial technical rescue training alone. We fully certified six new technicians with 43 of 48 (90%) assigned members certified as Rescue Technicians.



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



MACHINERY RESCUE TECHNICIAN CLASS

In September of 2024, Bellevue hosted our very first Machinery Rescue Technician class. Conducted by Zone 1 Technical Rescue and developed mainly by Bellevue Fire Department ladder company members, this was the first, fully compliant National Fire Protection Association 1670 class in the Pacific Northwest and only class of its kind outside of Southern California on the West Coast. Bellevue certified eight new machinery rescue technicians with the plan of certifying 10 additional technicians in 2025.

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 2024, we had three members deploy as part of the larger team to assist with response and recovery efforts in Florida following landfall of Hurricane Helene near the Tampa area. Our members took part in logistics, search and rescue, and recovery efforts for over two weeks before being “timed out” and demobilized. Our nine members maintain extensive amounts of additional training so they are ready to deploy anywhere they are called at a moment’s notice.

EMERGENCY MEDICAL SERVICES

AMERICAN HEART ASSOCIATION MISSION LIFELINE GOLD PLUS AWARD



The American Heart Association looks at prehospital metrics for patients who have suffered heart attacks or strokes outside the hospital and recognizes prehospital agencies throughout the nation for their excellence in care for these patients in the prehospital setting. These metrics factors a collaboration of efforts of prehospital care and takes into consideration rapid call handling with dispatch, response times of crews, efficient patient evaluation, rapid transmissions of ECGs, transportation to the hospital,

and rapid advanced treatment of a heart attack are all evaluated to determine if the agency is qualified to receive this award. The Bellevue Fire Department is honored to retain and receive the AHA Mission: Lifeline EMS Recognition Gold Award; Target Heart Attack Honor Roll again. This award highlights the importance of the chain of survival in our EMS system.

REGIONAL EMT TRAINING

In 2024 the Bellevue Fire Department hosted a multi-agency Emergency Medical Technician (EMT) class for newly hired firefighters to be trained as an EMT, which is a hallmark function as a firefighter in Bellevue. This was a 25-student class, with recruits from Bellevue, Redmond and Snoqualmie Fire Departments. Bellevue had 13 of these students go onto their Fire Academy after successfully completing their EMT class.

KING COUNTY EMS LEVY PLANNING

King County is internationally known for providing excellent medical services and is funded by a county wide levy since the late 70s. In 2024 levy planning meetings were held to develop a Strategic Plan and finance plan to propose to the voting public another levy. This was a 20-body group of elected officials from cities and fire



MATT BURROW
Battalion Chief, EMS Division

EMS HIGHLIGHTS

4

PARAMEDICS
COMPLETED HARBORVIEW/
UWMC TRAINING

73%

CARDIAC ARREST
SURVIVOR RATE BASED ON
ULSTEIN CRITERIA

374

STUDENTS TRAINED
THROUGH OUR
COMMUNITY CPR
PROGRAM

districts, along with fire/ems agency representation of the region that took part in this planning process. Bellevue Fire actively represented each of the several meetings during this 10-month process. This was a monumental task as it is every 6 years to create a plan that meets the needs of the region in order to ask the voters for their approval in supporting the county’s EMS system.

MEDICAL/AID INCIDENTS						
	2019	2020	2021	2022	2023	2024
Total	15,622	13,791	15,951	17,120	16,975	15,012
BLS	10,405	9,115	10,693	11,678	14,200	11,484
ALS	5,217	4,676	5,258	5,442	2,775	3,466

BLS: basic life support ALS: advanced life support



15,012 TOTAL 2024 EMS CALLS

BELLEVUE FIRE CARES



NATASHA GROSSMAN
CARES Program Manager



A major theme for our team in 2024 was training and development. Five CARES staff members obtained their clinical social work licenses (in addition to two who already held them), providing the public with the knowledge and assurance that our staff are credentialed professionals. We were invited to present with faculty from the University of Washington School of Social Work at the Second Annual Co-Response Research Symposium hosted by William James College Center for Crisis Response and Behavioral Health. Our presentation of 10 years of program evaluation represented some of the most significant longitudinal data at the conference.

Our CARES/CCAT Crisis Response Social Workers and their Bellevue Police Officer partners attended several trainings this year. The entire CCAT team has now completed the Crisis Intervention Training at the Criminal Justice and Training Center. Half of our social workers and officers completed the advanced level Crisis Negotiation Training. Eight team members attended CorCon, the International Co-Responder Alliance national conference and were joined by one of our student advocates who presented a poster session at the conference. Team members also attended the Washington State Co-responder Outreach Alliance annual conference and trainings in De-escalation, the Teen Brain, and Tactical Trauma.

Bellevue Fire CARES continues to offer a rich and diverse practicum experience for Master of Social Work (MSW) students who make up a team of advocates who support Bellevue community members in need of resources. In 2024 we recruited new university partners and hosted 47 MSW students from nine schools. Due to the increasingly complex nature of our cases, we were able to teach a higher level of skills to our students. 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. This year we had the honor of hosting a student who brought a unique perspective and life experience. This allowed us to implement new accessibility practices, further enriching our commitment to inclusivity and learning. In February, over a dozen of our MSW student advocates joined our program manager on our annual trip to Olympia where they met with state legislators and sat

CCAT

3,103

NUMBER OF RESPONSES
BY CCAT

1,118

INDIVIDUALS CONTACTED
BY CCAT



2024 CARES PROGRAM

1,184

TOTAL REFERRALS TO THE CARES PROGRAM

419

ONLINE REFERRALS TO CARES ADVOCATES

400

REFERRALS TO CARES101

365

REFERRALS FOR CASE MANAGEMENT FROM CCAT

338

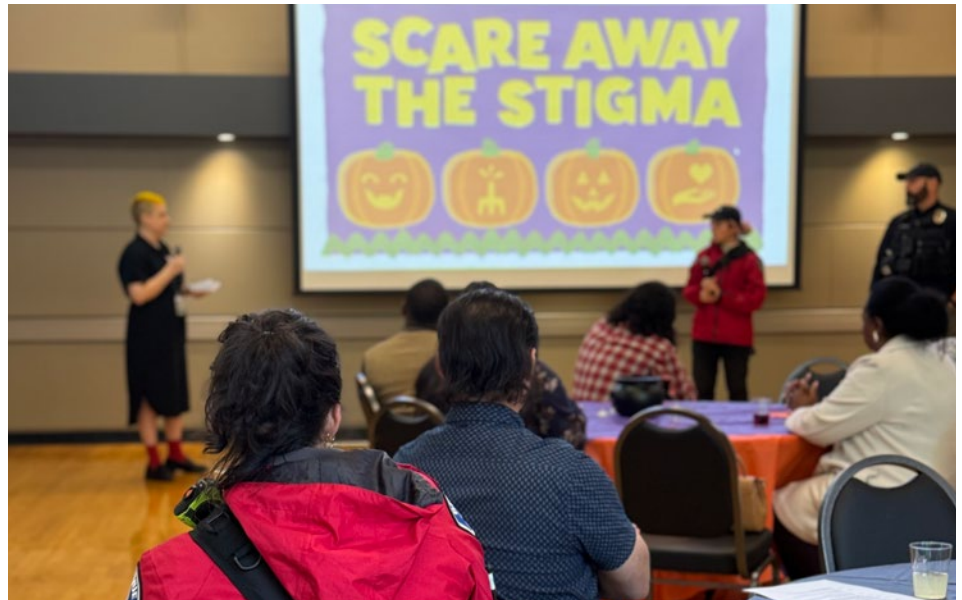
INDIVIDUALS SERVED AND CASES CLOSED

85

AVERAGE NUMBER OF DAYS A CASE IS OPEN

46%

REFERRALS RELATED TO MENTAL HEALTH



in on hearings. As a result of meeting Senator Tina Orwall (who holds an MSW herself) on this trip, one of our students applied for and was accepted to complete his advanced practicum placement with her in Olympia this academic year.

Funded through Opioid Settlement Funds, we hired an Opioid Outreach Crisis Response Social Worker to join our team. This position supports individuals experiencing an opioid crisis and their family members. They work closely with the CARES and CCAT teams who refer to them to work with individuals in immediate crisis as well as providing case management, access to treatment, and education. The Opioid Outreach worker also works at the community level, providing public education and hosting public events.

The end of 2024 marked the first full year of implementation of the CCAT program. The program has been widely supported by the community. The CCAT team has developed partnerships with community organizations like Plymouth Housing, Porchlight, Overlake Specialty School and Bellevue School District Security team. In its first year, CCAT had 3103 responses to 1118 individuals. Diversions by the CCAT team included: 53 from Emergency Department, 27 from use of force, 13 from incarceration, 24 from arrest, 26 from criminal charges. Individuals contacted by the CCAT team may be referred to CARES advocates for ongoing case management. CARES advocates interact with clients in their homes, or in the community in which they live. 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.

SUPPORT SERVICES

The Bureau of Support Services consists of the Fire Training and Supply & Maintenance Divisions, which work together to ensure our personnel have the necessary knowledge, skills, tools, equipment, uniforms, and facilities to respond to emergencies safely and effectively. The Health and Safety Battalion Chief also works under this Bureau and looks after all Federal, State, and Local guidelines, standards, and practices relating to Firefighter Health and Safety. A strategic partnership with the Finance & Asset Management (FAM) department strengthens the reliability of our emergency response vehicles and supports our facilities through preventative maintenance and long-term planning.

APPARATUS/EQUIPMENT HIGHLIGHTS

In 2024, we completed the design for eight new Paramedic apparatus and placed an order for the first four, with an anticipated completion date in May 2025. The remaining four apparatus will begin construction once the first are completed. We also finalized the design of two traditional fire engines, as well as the design of our anticipated electric fire engine, which was partially grant funded. This engine will reduce emissions, minimize fuel consumption, and produce less noise with no compromise on apparatus features, performance, or safety.

FACILITY OPERATIONS

In 2024, Engine 110 continued to respond from City Hall during the day and Station 1 in the evening and night hours. We eagerly anticipate the opening of Station 10, which is scheduled for the 4th quarter of 2025. Station 5 will be the next large project that comes from our Fire Levy and will primarily serve the communities of Clyde Hill, Yarrow Point, Medina, and Hunts Point, as well as Northwest Bellevue. In 2024 FAM began several projects in the existing Fire Stations that included bringing all station garage doors up to current code with additional safety features. A re-roof project began at Station 3 and several stations had large pressure washing and re-painting projects completed.

PLANNING & DEVELOPMENT

Research and land acquisition for Fire Stations 4, 6, and a warehouse is still anticipated. These projects were specified in the Fire Levy passed in 2016 and are still awaiting a timeline. Major project planning took place for multiple fire stations for the maintenance of fuel delivery systems, roofs, siding, generators, and electrical enhancements to include the charging system for our electric fire engine.



DOUG HALBERT
Deputy Chief Bureau of
Support Services

2024 SUPPORT SERVICES

10

FIRE ENGINES

2

LADDER TRUCKS

3

AID UNITS

4

MEDIC UNITS
OPERATED DAILY BY
BELLEVUE FIREFIGHTERS

Fire Station 10 Construction



Monday, January 1, 2024



Tuesday, December 31, 2024

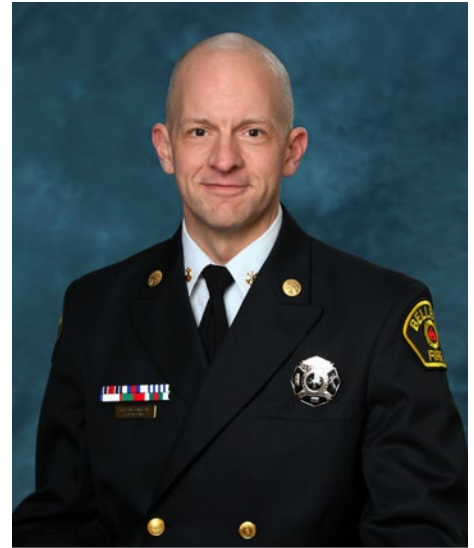
TRAINING

The Bellevue Fire Department Training Division delivers essential components for the effective functioning of our firefighting personnel including comprehensive training, educational initiatives, continuous professional development opportunities, and foundational best practices to ensure high standards in our incident responses. Further, we have continued our long-standing relationship with the Redmond Fire Department and are integrating our two training divisions to promote operational efficiencies and to provide improved training for all members.

Among our key functions, the Training Division is tasked with crafting training curriculum and establishing standards to evaluate and ensure proficiency across the Operations Bureau. We accomplish this with monthly Battalion Chief drills, in-person and virtual tactics training, multi-company operations (MCO's) drills where several crews from the region gather and drill together under the supervision of the Training Division, and with an annual skills demonstration that focuses on an individual's skill competency, among several other initiatives.

The Training Division also oversees the recruitment procedures for new firefighters. We completed a large academy in 2024 and are working closely with HR to continually evaluate and improve our hiring process so that we can remove barriers and create equity in the process. The Training Division works throughout the year managing programs such as driver/operator certification, leadership development and certification for acting officers, technical rescue program management, coordinating and hosting regional classes, and conducting promotional processes.

In 2024, the Training Division was composed of a Battalion Chief, a Captain, two Lieutenants, and a Senior Administrative Assistant. We strive to build an innovative and engaging curriculum focused on safe, efficient, and pioneering emergency response, and the development of our personnel to be the best they can be.



CHARLIE KIMBALL
Battalion Chief,
Training Division

2024 TRAINING

52,056

TRAINING HOURS
(NOT INCLUDING EMS)

3,697

PHYSICAL FITNESS HOURS

1

FIREFIGHTER
RECRUIT ACADEMY

2

PROMOTIONAL
PROCESSES COMPLETED



FIRE PREVENTION

The Fire Prevention team has been working tirelessly toward a single goal: make Bellevue a safer place to live, work, and recreate. Our team strives to stop emergency incidents before they happen by ensuring buildings have necessary life-saving systems such as fire alarms and sprinkler systems as well as educating community members about best practices for fire safety. The Development Service Plan Review and New Construction Inspection Teams have reviewed a total of 4,777,661 square feet of new construction. The team successfully brought 40 projects to Temporary Certificate of Occupancy and 58 projects all the way to Certificate of Occupancy. Meanwhile, our Maintenance Inspection Team completed 4,359 inspections of existing, occupied structures to ensure they comply with the latest fire codes. Additionally, 35 fires were investigated in 2024.

KNOX BOX UPGRADE

In conjunction with the Redmond Fire Department, we received a \$742,794 Assistance to Firefighters Grant to update our Knox eLock™ system. These funds will allow our Maintenance Team to re-core 2,168 Knox Boxes over the next year to allow crews and prevention officers to use a more secure digital key. This upgrade is a culmination of a seven-year effort by the Fire Prevention team to ensure quick and safe access into commercial and multi-family structures.

COMMUNITY RISK REDUCTION

2024 saw the reignition of the Community Risk Reduction (CRR) Team with the addition of a Fire Education Coordinator. The CRR Team has begun working toward an updated Community Risk Assessment that is critical in creating proactive programs to make our community safer. As we look forward to 2025, the team seeks to increase educational community outreach and mitigation practices for all community members.



TRAVIS RIPLEY
Fire Marshal

3,430
CONSTRUCTION PROJECT
PLAN REVIEWS

6,256
CONSTRUCTION
PROJECT INSPECTIONS

4,359
MAINTENANCE
INSPECTIONS OF EXISTING
BUILDINGS: 100% OF GOAL

35
FIRE INVESTIGATIONS

3,468
COMPLIANT FIRE AND LIFE
SAFETY SYSTEMS (I.E., FIRE
ALARMS, SPRINKLERS)

50
SPECIAL EVENT
INSPECTIONS



EMERGENCY MANAGEMENT



CARL LUNAK
Emergency Manager

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.

2024 was a year in which the accomplishments of OEM are mostly found within the development and release of new training for staff and the community. The completion of Bellevue Shelter Management videos hosted on the city's training, performance, and learning platform "The Place" is a standout example of the accomplishments in 2024. OEM also updated the Bellevue Essentials training, Bellevue Depends on You material, and our Emergency Operations Center Beginnings Class curricula.

Another major project completed by OEM was the migration of all city employees to a new alert and warning system known as Bellevue Inform. This system allows identified users to send emergency messaging and critical notices via text and email to all city staff or targeted groups of employees during emergencies. The update capabilities are a major improvement for reaching city employees when normal communications may be limited.

Additionally, this year OEM welcomed Emilia Truax to the OEM team as an AmeriCorps member to focus on outreach to our underserved community members. Emilia quickly established some relationships in the community and will be helping OEM to design an outreach strategy specific to those that have not been well represented through other outreach efforts.

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.

\$140,000

URBAN AREA SECURITY
INITIATIVE GRANT DOLLARS

\$72,577

EMERGENCY MANAGEMENT
PROGRAM GRANT DOLLARS



DATA AND SYSTEMS

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.

During 2024, the DAS team was heavily involved in our reaccreditation process. As part of that process, a 700+ page Self-Assessment Manual was produced as well as a revision of the department's Standard of Cover and Community Risk Assessment. Finally, the department hosted peer assessors from other accredited departments across the US and Canada in November.

The DAS team also worked closely with the Fire Prevention division to migrate platforms for our Fire and Life Safety Inspections, consolidating that work into another platform already being used in the department. They also conducted a search for, and chose, a new data collection and reporting platform for both CARES and CCAT programs, which will go live in first quarter of 2025.

Looking forward to 2025, the team will lead the department's delegation to appear before the Center for Public Safety Excellence's accreditation commission in April. They will also lead the department through the transition to the new National Emergency Response Information System (NERIS), a completely new reporting and data collection system being implemented by the National Fire Authority.



JEFF HACKMEISTER
Data and Systems Manager



213
REPORTING AND ANALYSIS
PROJECTS COMPLETED

25
DIFFERENT DATA SYSTEMS
MANAGED

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

COMMUNITY ENGAGEMENT

142
COMMUNITY
ENGAGEMENT
ACTIVITIES

17,540
FOLLOWERS
ON X (TWITTER)

8,641
FOLLOWERS
ON FACEBOOK

4,599
FOLLOWERS
ON INSTAGRAM

To better connect with our community, we reimagined our open house program, shifting from a single annual event at all nine stations to hosting the event at one station each month for nine months out of the year. This change allows us to be more accessible and provide more meaningful engagement with residents throughout the year.

As part of our commitment to public outreach, we also revitalized our education efforts by hiring a Fire Education Coordinator. This role has strengthened our connections with community groups and schools, helping us extend fire and life safety awareness beyond emergency response.

We recognize that serving our community goes beyond responding to emergencies, and we strive towards building relationships, fostering trust, and ensuring we meet the needs of our diverse community. Through open houses, station tours, school visits, community events, and block parties, we create opportunities for residents to engage with our firefighters, explore our facilities, and learn about fire prevention and emergency preparedness. Open houses offer firsthand insight into our work, while school visits help instill essential fire safety knowledge in children, empowering them to be proactive about safety. Community events and block parties allow us to connect with residents in a more personal setting, strengthening relationships and reinforcing our shared commitment to safety.

By engaging with our community in these meaningful ways, we not only enhance public safety but also cultivate a culture of collaboration, inclusion, and mutual support.

Social media remains a safe and effective way to stay connected with our community. Through these platforms, we offer a glimpse into our daily operations, emergency response efforts, and important safety messages. Maintaining an active presence online reassures the public that we are always available and ready to serve.



