

**FIRE  
RESCUE  
EMS**



# **SUNRIVER FIRE AND RESCUE**

## **2017 ANNUAL REPORT**





## Answering the Call

The alarm once again sounds in station 201 and someone is in need of help or emergency assistance.

The crew heads toward the engine or the medic or even the ladder truck. Again and again this same routine is carried out more than 600 times each year by the firefighters of Sunriver Fire and Rescue. They *answer the call* by responding with professionalism, timeliness, safety and a desire to help their community.

The calls for service from our community represent the trust they place in us every time help is needed. It is a trust that we work diligently to preserve and build upon.

2017 was marked by an unusually high volume of calls for mutual aid, locally and out of state. Once again, the firefighters of SRFD *answered the call* knowing that our relationship and willingness to assist other agencies is crucial in our expectation that when needed, they will come to assist us.

This year also marked the retirement of Fire Chief Art Hatch after more than 10 years at the helm of the organization. The foundation of success he led will continue to be built upon, keeping Sunriver Fire and Rescue at the forefront of professional fire, emergency medical and rescue services.

On behalf of the men and women of SRFD, thank you for your continued support and allowing us the opportunity to *answer the call*.

*Rob Bjarwik*

Interim Fire Chief





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### Thank you for your service!

Fire Chief Art Hatch retired in August of 2017 after more than 10 years of service to SRFD as Chief and more than 30 years in the fire service. Chief Hatch was instrumental in modernizing the department, formalizing many aspects of service delivery and championing the department and district's Emergency Operations Plan, Emergency Operations Center and our yearly preparedness drills. His leadership is another lasting building block in the foundation of our service beyond expectation.





The department's Standards of Cover report (SOC) was developed in 2011, and is the cornerstone of our effective emergency response. The Board of Directors-approved report identifies response time goals and standards for measuring the effectiveness of resources within the department and the deployment of those resources.

The SOC provides the department with the guidelines and basis for identifying and setting performance standards, as well as providing the community with information that allows for a transparent understanding of the services provided by their fire department.

- ✓ Assessing community fire and non-fire risks
- ✓ Defining baseline and benchmark emergency response performance standards
- ✓ Determining apparatus and staffing patterns
- ✓ Measuring service delivery performance
- ✓ Supporting strategic planning and policy development relative to resource procurement and deployment

#### Service Level Objectives

- ✓ For ninety percent of all fire incidents within the fire district, the first unit will arrive on scene with a response time (turnout time + travel time) of eight minutes and twenty seconds. On-scene staffing shall be sufficient to initiate a basic single-line interior attack.
- ✓ For fire incidents outside the fire district, but within the ambulance service area, SRFD will arrive on scene within a time frame consistent with travel distance and available staffing. On scene staffing will initiate a level of suppression activity that is consistent with safety standards and regulations for the situation.
- ✓ For ninety percent of all medical incidents within the fire district, SRFD will arrive on scene with a response time (turnout time + travel time) of eight minutes and twenty seconds. Level of care and personnel standards will be provided as set forth in the Deschutes County Ambulance Service Areas Plan.

**The department monitors service delivery quarterly to ensure compliance.  
The department remained in compliance throughout 2017.**

#### From a friend of SRFD in the United Kingdom

Deer on Thin Ice

Message:

I just saw the rescue of the deer on thin ice on the BBC News. It was just so adorable it made me cry! I just wanted to say thank you and if my cat ever gets stuck up a tree I'll call you (though I'm not sure you cover London, England)! Merry Christmas to all your brave Firemen and Firewomen.

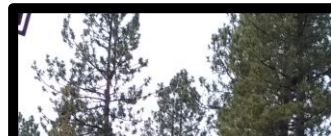


***Defined by our VISION...***

*To serve Sunriver & surrounding areas with responsiveness, knowledge, courtesy & professionalism.*

***Motivated by our MISSION...***

*The mission of the Sunriver Fire Department is to provide a range of services designed to protect the lives & property of the community from the adverse effects of fires, medical emergencies & exposure to other dangerous conditions through emergency response, education & prevention.*





The department and service district operate on a July 1 – June 30 budget cycle. Revenue is generated through property taxes, reimbursements (billing for services), fees and grants.

The department's closely monitored budget provides funding for personnel costs, equipment, repairs, public education and materials as well as facility lease and maintenance costs for the fire station. In addition, the district budgets funds for replacement of large capital purchases, projects and equipment, such as the department's fleet of emergency apparatus.

### **BUDGET**

As noted below, the most significant yearly cost is personnel related. SRFD is extremely fortunate to be able to supplement our Career staff of fire personnel with Reserve Firefighters. Their service enhances our ability to respond to emergencies within our district, while reducing costs and providing a gateway into the fire service for future Career firefighters.

The 2016/17 and 2017/18 budgets remained under the tax rate cap established during the formation of the district.

2017/18 adopted budget for Sunriver Fire and Rescue was \$2,154,269. Personnel services (salaries and benefits) accounted for \$1,818,009 of the budget.

**GRANTS IN ACTION!** In 2017, the department received a grant of \$6,918 from the Oregon Health Authority to restock the Mass Casualty Incident (MCI) trailer. The trailer is stored at the fire station and is available for deployment anywhere in the south county, or beyond, for large scale incidents or disasters.

### **FACILITIES AND CAPITAL**

The firehouse was impacted by the extremely heavy 2016/17 winter and for a short period had to be evacuated. Copious amounts of snow and ice dams were removed from the roofs, repairs were made and the station was re-opened after a few days. In and outside of the firehouse, the HVAC system was replaced allowing for more efficient "zonal heating/air" and the exterior of the building was painted. The Fire Chief's 2008 Ford Expedition was sent to surplus, due to high mileage and wear, and was replaced by a 2018 Ford F150 which will be used as the Deputy Chief's primary response vehicle.



APPARATUS

Engine 224

Structural Fire Engine  
2016 Pierce Velocity  
Primary “first-in” engine for SRFD  
*Standard structural fire equipment and 750 gallon water tank*



(Reserve) Engine 221

Structural Fire Engine  
2000 Pierce Dash  
Secondary structural engine for SRFD  
*Standard structural fire equipment and 750 gallon water tank*



Truck 251

Ladder Truck  
2009 Pierce Velocity  
Ladder truck used for structural firefighting  
*Standard structural fire equipment, 75’ aerial ladder and 460 gallon water tank*



Medics 271 and 272

Medics  
2008 and 2016 Ford F450  
*Provides advanced life support and transport of patients.*



Engine 242

Heavy Brush Engine  
2008 Pierce Contender  
Wildland and interface fire engine  
*Wildlands fire equipment including hand tools, chainsaws and 500 gallon water tank*



Engine 241

Light Brush Engine  
2008 Ford F450 4x4  
Initial attack wildland and interface fire engine  
*Wildlands fire equipment including hand tools, chainsaws and 350 gallon water tank*





## TECHNOLOGY

The department is committed to providing service with modern technology that enhances response, improves efficiency and meets or exceeds standards.

On the business management side of operations, the department continues to move toward a “green” approach for documents, files and records retention. Through streamlining processes and moving more typical “paper” forms and documents to electronic, we are several steps closer to paperless in many of our routine business practices.

As noted in the Emergency Medical Services section, the department, as of January 1, 2018 will be moving over to the Image Trend Elite data system. This is a solid technological step forward in deploying a more efficient and effective version of our data collection (and sharing) system. Training for key staff began in 2017 in preparation for the January “online” launch.

Our outdated phone systems were completely replaced in 2017. The new phone system provides enhanced features, better voicemail systems and allows for expansion during critical (Emergency Operations Center) activations. Other office machines replaced included the acquisition of a new multi-use printer and copier. This higher efficiency/cost-saving machine allowed the department to eliminate many small (and costly to operate) desktop printers.

## TRAINING



**In 2013, the district launched plans to construct a training site on 2.25 acres of land leased from the Sunriver Resort. The proposed training site will provide firefighters with a variety of training opportunities.**

**Over the last four years the district and Fire Department have worked through site plan and zoning processes. The property is nearing the point for site/roadway improvements and lot paving.**

## TRAINING SITE







The fire service has evolved and changed considerably over the years and today's fire service finds itself responding to a greater number of medical and rescue calls than fire related calls for service.

This change affirms the importance of continual training as firefighters are having fewer "live-fire" calls, yet when a structure fire is reported it is absolutely imperative that the firefighters are prepared just as if they regularly responded to structure fire calls.

Your fire department routinely conducts drills and training not only in firefighting response, but also new and refresher training in medical services, techniques and skills.

In conjunction with the new cold water rescue equipment obtained this year (see "Operations") the department conducted cold water rescue training, using the department's new ice sled and cold water gear.

### **New Reserve Firefighters**

The department hired six new Reserve Firefighters. The firefighters attended the Department of Public Safety Standards and Training Fire Academy in Salem and Redmond, and then returned to SRFD to finish their basic training.

### **Training Hours**

Department members participated in **4,121 hours of training** in 2017 or approximately 179 hours per employee.

### **Certificates Issued**

- (2) NFPA Driver/Operator
- (3) NFPA Apparatus Equipped With a Pump
- (3) NFPA Wildland Apparatus Operator
- (2) NFPA HazMat Operations Level Responder
- (1) NFPA Firefighter 1
- (9) NWCG Firefighter Type 2

*NFPA – National Fire Protection Association  
NWCG – National Wildfire Coordinating Group*

### **Congratulations!**

Office Manager Tammie Waters was elected as the Oregon Fire Service Office Administrators Region 5 Representative. She will also be hosting the association's 2018 conference.





### Emergency Operations/Planning

The department, in cooperation with our service district partner, Sunriver Police, manages the emergency operations center (EOC), preparedness and emergency operations plan (EOP). Guided by the EOP and the EOC operations manual, the department conducts routine plan reviews and updates as well as scheduling and coordinating drills and exercises.

On June 29<sup>th</sup>, the department, in partnership with the EOC team (Sunriver Police, Sunriver Owners Association and Sunriver Resort) conducted the annual emergency drill. To simulate a potential “real-life” incident, the EOC, which is housed in the Fire Department Training room, conducted an evacuation and activating a backup EOC in the SHARC. This test of systems was extremely valuable and demonstrated the team’s ability to quickly relocate and operate from a remote location.



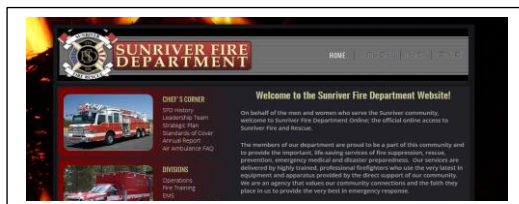
These drills, held annually, are important skill building opportunities for the team that will coordinate the community’s response in the event to a large scale disaster or other incident.

The department is committed to our partnerships with our community. Throughout the year, the department participates in a variety of community activities including:

- 4<sup>th</sup> of July in the Village
- Kids Day In May
- Supporting the Pacific Crest Marathon with a medic station
- Halloween in the Village
- Christmas Sharing Basket program
- Ponderosa seedling potting –Sunriver Nature Center
- Home and Health Fair
- Wonderland Express event
- Your home – your forest
- Weekly station tours/open house throughout July

### OUTREACH PUBLIC EDUCATION PREVENTION

**Who you gonna call?** SRFD of course! In 2017 fire crews assisted many homeowners with selection, installation and replacement of their smoke alarms...the most important lifesaving tool in your home!



Communicating through web and social media





### OUTREACH – PUBLIC EDUCATION PREVENTION

#### Cardio Pulmonary Resuscitation (CPR) Classes

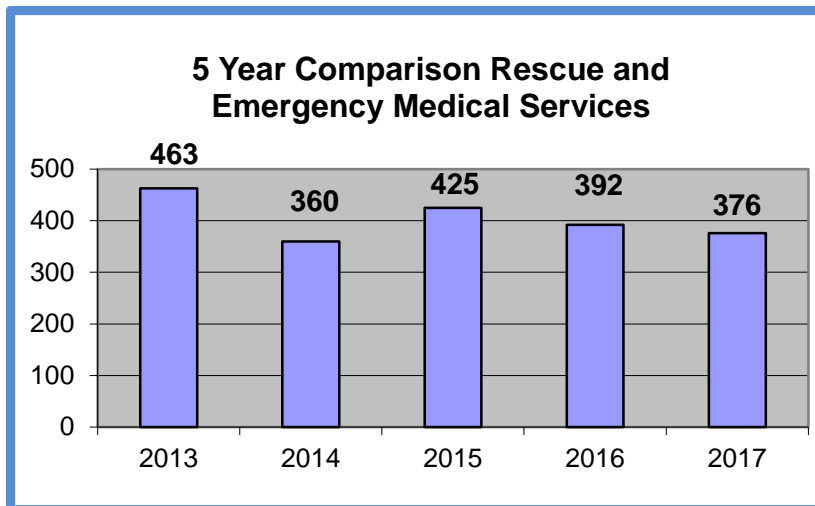
The department provides CPR training for community members in a group class environment. Knowing that every minute counts in a cardiac emergency, community members are encouraged to participate!

**More than 130 community members trained in 2017!**

Our firefighters, through the firefighter IAFF union, also participated in important community fundraisers such as (wearing pink) supporting Breast Cancer Awareness month, participating in the Scott Stair Climb in Seattle to raise important research monies for the Leukemia and Lymphoma Society, as well as the Muscular Dystrophy Association “Fill the Boot”.



### EMERGENCY MEDICAL SERVICES & RESCUE



#### Ambulance Service Area and Transports

The SRFD provides contemporary, industry leading, emergency medical services (EMS) to the Sunriver community. In addition, the department responds to medical/rescue incidents within the Ambulance Service Area (ASA). The ASA encompasses more than 350 square miles and includes hundreds of miles of roadway, campgrounds, lakes and forested areas.

Emergency Medical Services (EMS) and rescues continued to constitute more than 50% of all calls for service.

Three video laryngoscopes were deployed in the two medics and first-due engine. These advanced tools for intubations (opening up a breathing channel in the throat for those in distress) include a video monitor and will improve time and effectiveness when providing lifesaving care.

Throughout the year, the EMS Coordinator worked with vendor staff and the State Fire Marshal’s Office to prepare SRFD to switch over January 1, 2018 to the newest platform of Image Trend, our medical and fire data reporting system. This transition will improve data gathering and retrieval.



McGrath Mac Laryngoscope



**OPERATIONS**

**Mutual Aid/Strike Teams**

SRFD was extraordinarily busy during the summer months (and into fall/early winter) with responses to calls for mutual aid and strike teams

**July** – In July, a fire broke out near Lava Butte and immediately stretched available resources – SRFD responded and was instrumental in knocking down the fires. Light brush 241 was deployed to the Grizzly Fire near Prineville.

**August** – Firefighters was deployed to the Millie Fire near Sisters, the Nena Springs Fire on the Warm Springs Reservation and a fire at the Lava River Caves. Firefighters responded to the Nash Fire near Elk Lake where they delivered a trailer mounted water pump, assisted with structure defense preparation and assisted with wrapping the historic Elk Lake Guard Station with heat reflective material

**October** – Atlas Fire (Napa County, CA) Four personnel and Engine 242 were deployed

**December** – Thomas Fire (Ventura County, CA) Three personnel and Engine 242 were deployed for 14 days

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Deputy Chief Bjorvik also served as part of the overhead, incident management teams on the Cougar Butte Fire (May), Emerson and Whychus fires in July and the Desolation Fire in September.

Thank you Firehouse Subs!  
The department received a grant for a new ice sled, cold water suits and related equipment from Firehouse Subs. These important tools are necessary to perform rescues safely in an area, such as ours, that frequently has frozen bodies of water. Shortly after department personnel were trained on the new equipment, the first call for assistance arrived it had four legs – a deer. National news covered the heartwarming story of firefighter JJ Johnston deploying onto a golf course water hazard to assist the scared deer off the icy surface.

**Fire Service Partnerships**

Strengthening our relationship with fire agencies we interact with is an important leadership initiative. This year, management worked closely with United States Forest Service staff to conduct joint training through controlled burns, improved communications and crew fire season briefings.

**Why Mutual Aid?** Simple... Fire agencies support one another when an agency is faced with a resource demand that it cannot meet by itself, due to either a small, or large-scale incident. This flow of resources is reciprocal in that an agency providing aid one day may find itself receiving aid the next. Expenses incurred during deployments are reimbursed through various agreements for state mobilizations and federal fires.



Three new fires erupt around Newberry Volcanic Monument

On another hot, windy and smoky day, fire crews were called Tuesday afternoon to three new wildfires reported south of Bend.

KTVZ.COM



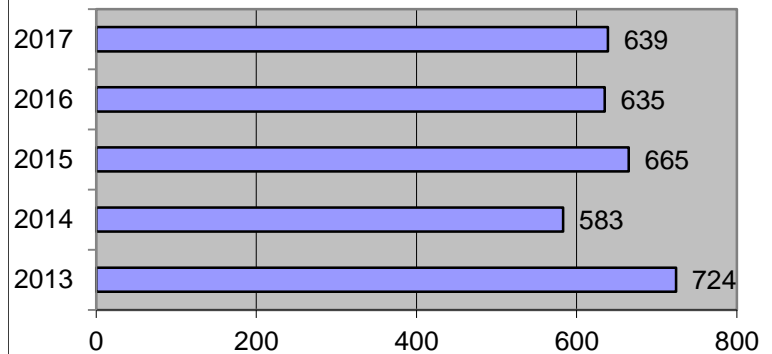
**STATISTICAL DATA**

**Calls for Service**

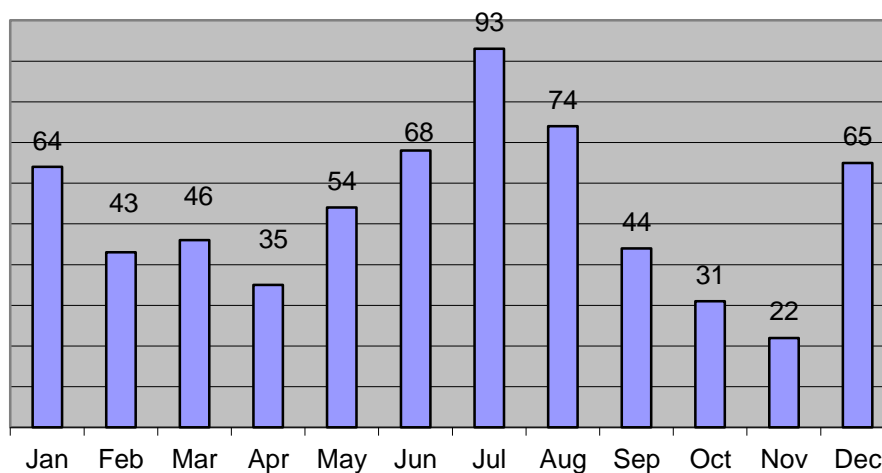
Represent the total number of calls or incidents the department responds to during the year (639 in 2017) from minor medical incidents to structural fires.

**2017 call volume was nearly the same as 2016**

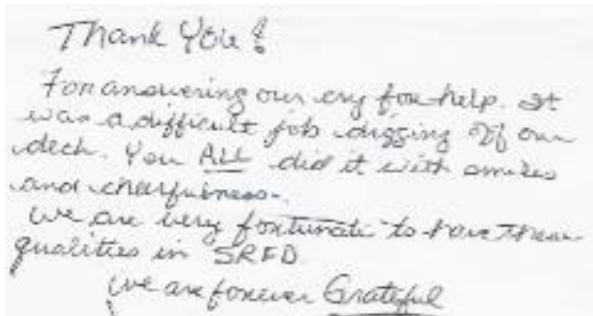
**Calls For Service 2013-17**



**2017 Month by Month Activity**



Monthly calls for service reflect the population increase and decrease based on seasonal visitation with summer peak in July and August and again in December and January for the height of the ski season.



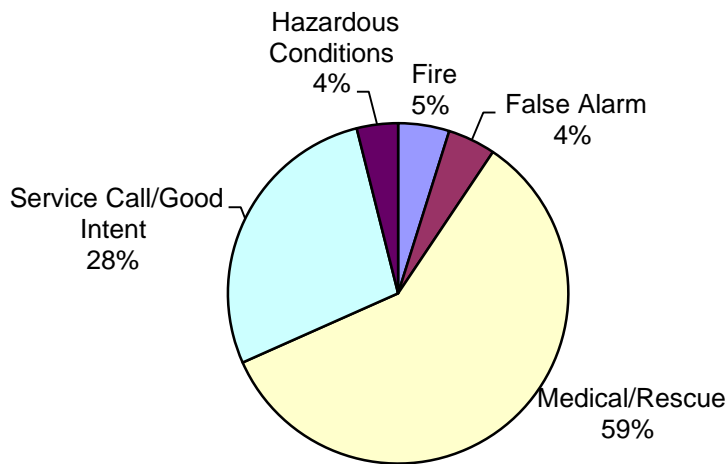
**Message from the in-box 12/12/17**

In a time when most of what you read/see in the news is mostly negative or depressing, it was GREAT to view the piece about the ice rescue of the deer. What an uplifting story to share. Nice job!! I'll definitely hit Firehouse Subs over the holidays!



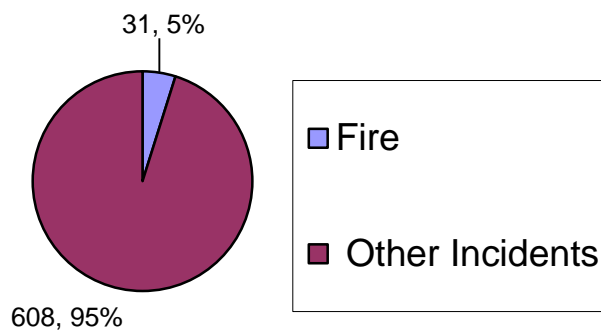
**STATISTICAL DATA**

**Call Types**



- **Fire** – Any incident with fire
- **False Alarm** – Fire or other alarm which was cancelled before arrival or determined to be false
- **Medical/Rescue** – Medical services rendered or incidents requiring rescue (such as a motor vehicle accident)
- **Service Call** – Non emergency, low priority calls to assist the public (i.e. outreach activities, home inspections)
- **Hazardous Conditions** – Non fire emergency incidents such as down power wires and reports of smoke

**Fire Incidents**

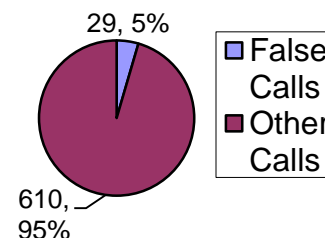


**Fire incidents**, as with most all fire departments, now represent a small percentage of total calls for service. However, low frequency, they are high risk and require extensive and continuous training since there is limited opportunity for “live-fire” incidents and exercises.

**False Alarm/False Call**

Approximately 5% of all calls for service were deemed to be false alarm or false calls (request for service or response where it was determined there was no need for fire or EMS services).

**False Alarm/False Calls**

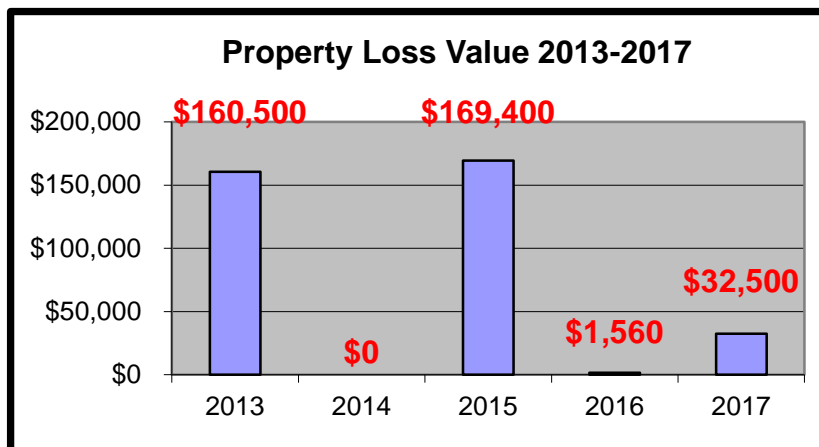
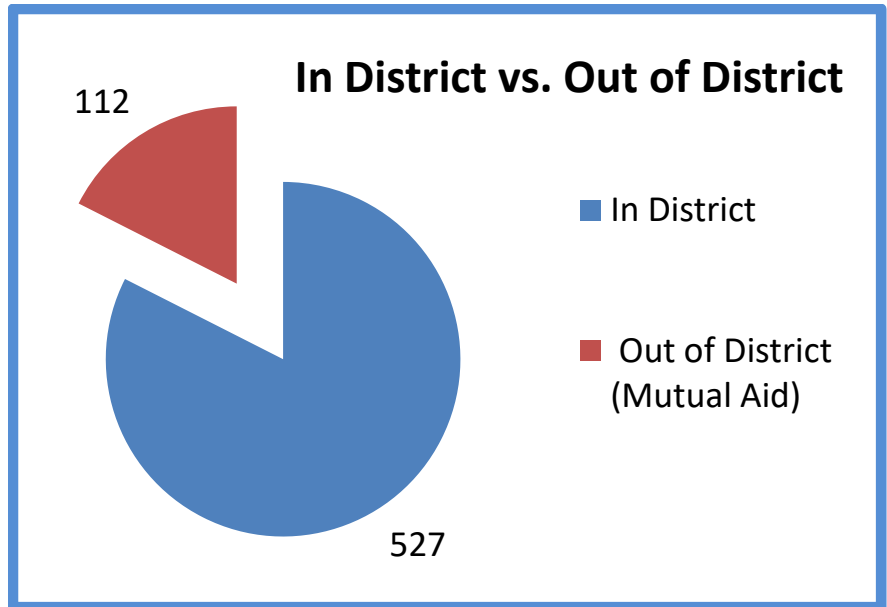




STATISTICAL DATA

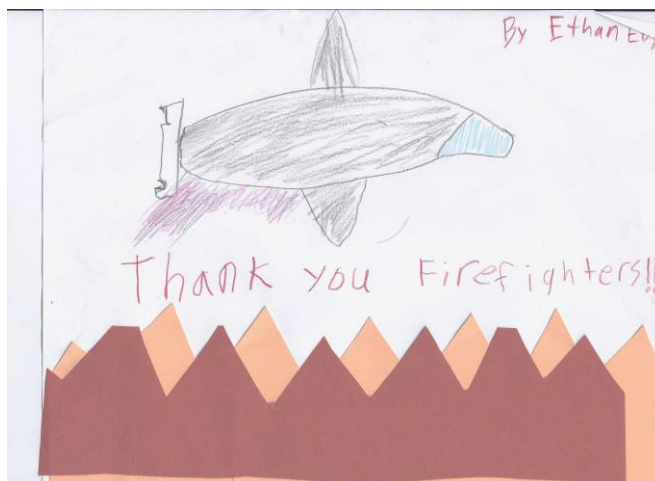
**In and Out of District Response**

As with all fire agencies in Deschutes County, SRFD responds to incidents outside of the district to provide mutual aid support. This is provided through agreement between all agencies, to assist one another provide the timeliest response to emergencies and assist other agencies when they are impacted by major incidents. Other departments responded into the Sunriver District 16 times to assist in 2017.



**Property Loss Value**

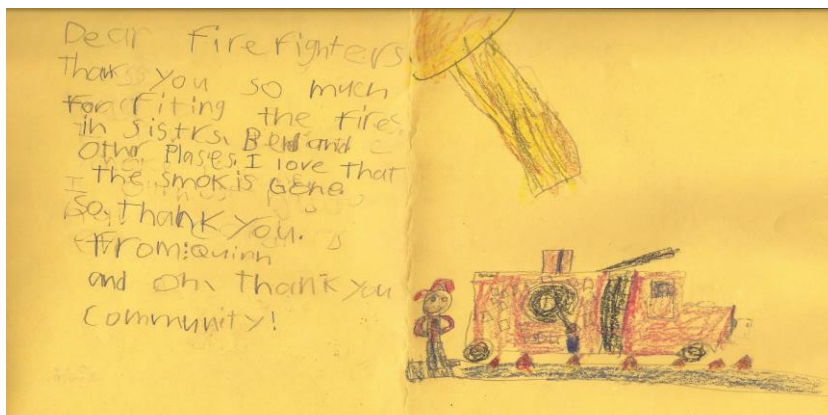
The property loss value is based on an educated estimate of the value of property that was damaged in a fire or other event. Total property loss in 2017 was \$32,500. Losses in 2017 were due to structural and vehicle fires.





Thank you for taking the time to review our activity and accomplishments for 2017. It was a notable year and we look forward to an exciting 2018. Our department is here to serve and provide the very best service. Please contact any of our staff below with your questions or concerns.

<b>Fire Chief (Interim)</b>	Rod Bjorvik
<b>Operations and Training (Deputy Chief)</b>	Rod Bjorvik
<b>EMS Coordinator (Captain)</b>	Jared Jeffcott
<b>Facilities/Safety (Captain)</b>	Benjamin O’Keefe
<b>Fire Marshal/Inspections (Captain)</b>	Nick Sphatt
<b>Public Education (Captain)</b>	Nick Sphatt
<b>General Inquiries, Ride-alongs and Records Requests</b>	Ofc. Manager Tammie Waters
<b>Technology</b>	Firefighter JJ Johnson
<b>Public Information/Emergency Ops Center</b>	PIO Jim Bennett



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