



REDMOND FIRE & RESCUE



Annual Report 2015

FROM FIRE CHIEF TIM MOOR

I would like to thank all the members of Redmond Fire & Rescue for their dedication and service. I am proud of the many accomplishments all of you made in 2015.

Our Operations Division saw the highest call volume in the history of the organization. Chief Pickhardt devoted his time and leadership to meeting our emergency response goals and improving our data systems. He led an experienced group of Redmond Fire & Rescue members in designing and ordering a new fire engine to be placed in service in late 2016.

Our Community Paramedic program, under the leadership of Chief Kelly, continues to provide a vital service to our communities. We are currently contracting our community paramedic services to St. Charles Medical Center in Prineville. We continue to look for additional funding sources to enable us to proceed in the future with this necessary community service.

The Fire & Life Safety Division provided public education through school, car seat, and bicycle helmet programs. The annual Halloween celebration set a new attendance record under the outstanding and creative contributions of our Fire Marshal, Traci Cooper.

Our Chief Financial Officer, Melinda Nichols, received the Government Financial Officers Association award for the third year in a row. This award is highly regarded and a great accomplishment for Redmond Fire & Rescue.

Our front office staff, led by Office Administrator Diane Cox, continue to provide exceptional support to Redmond Fire & Rescue staff and board. Efficiencies in billing continue to improve, increasing the revenue generated through ambulance billing.

I would also like to thank association President Jeff Puller, executive board members, and members of our local 3650 firefighters association for their continued collaborative relationship and participation in leading Redmond Fire & Rescue. Congratulations to Captain Andrew White. Captain White fills the vacancy left by Captain Stratton Poindexter who retired after 20 years of dedicated service to Redmond Fire & Rescue.

Redmond Fire & Rescue is very fortunate to be governed by a Board of Directors that are dedicated to our day-to-day success and allow our staff to carry out the day-to-day operations of Redmond Fire & Rescue.

Tim Moor
Fire Chief

OPERATIONS — DEPUTY CHIEF DAVE PICKHARDT

2015 Redmond Fire & Rescue EMS & Fire Statistics	
2015 TOTAL CALLS	5614
<i>Includes EMS & Fire</i>	
<i>2014 Total Calls</i>	<i>5006</i>
Main Fire Station Calls	3423
Cline Falls Station Calls	1034
Terrebonne Station Calls	1128
Airport Fire Station Calls	20
Community Paramedic Patient Home Visits	472
Ambulance Transfers Outside of our District	600
Structure Fires	20
Mutual Aid Given to other Fire Departments	62
Mutual Aid Received from other Fire Departments	37
Average Response Time from Dispatch to Arrival	8:00 minutes

Redmond Fire & Rescue provides emergency medical response, fire suppression, and rescue services to a 280 square mile fire district and a 320 square mile ambulance service area. The District serves a population base of 42,000 citizens.

Redmond Fire & Rescue answers all calls for service from four fire stations. The main fire station is located in the City of Redmond and responds to the largest percentage of requests for service. The Terrebonne Fire Station, Cline Falls Fire Station, and Airport Fire Station are also staffed and respond to calls for service within our district.

Each fire station has a compliment of medical and fire apparatus that are available to respond to emergency and non-emergency requests for service. Each station has an Advanced Life Support ambulance equipped to treat and transport patients while providing an extremely high level of care. Fire apparatus are in each station to manage structural and wildland fires. Additionally, apparatus is equipped to manage rescue related needs including rope, ice, water, and auto extrication.

AIRPORT FIRE STATION

Redmond Fire & Rescue continues its contract with the City of Redmond Airport. Specially trained members of our team serve as Aircraft Rescue Firefighters (ARFF), staffing the airport fire station seven days a week 365 days a year.

The airport fire station has two ARFF fire trucks both meeting the FAA requirements for response to an aircraft emergency.

In addition to their firefighter and paramedic training, ARFF members must complete 40 hours of specialized training annually. ARFF members must also complete live fire training utilizing a prop that is of equal size to the common commercial aircraft that regularly arrives and departs from the Redmond Airport. We are privileged to send our ARFF team to airports with specialized equipment to complete this training. 2015 training was completed in Salt Lake City, Utah.

We continued to provide training for our entire organization for airport emergency response. Redmond Fire & Rescue had access to a prop that simulated a small general aviation airplane that was on fire.



VOLUNTEER & STUDENT PROGRAM – BATTALION CHIEF JAKE CAMPBELL

Highlights of the 2015 student and volunteer program include the graduation of 4 students from COCC and the recruitment of an additional 9 students and volunteers. We continue to see our student program have a very high success rate. This is a direct reflection of the hard work put in by the students at COCC. It is also a reflection of the quality time our career firefighters dedicate to help each student and volunteer become experienced and “job ready”.



Student and volunteer firefighters
doing airport fire training.

The following students graduated from the student program in 2015:

Jade Ames



Lane Charley



EMS DIVISION – EMS DIVISION CHIEF DOUG KELLY

Your EMS Division has experienced another busy and exciting year since our last report. We responded to 4,297 Emergency Medical Service (EMS) calls which equates to 77% of our total call volume (5,614). Between responding to medical and fire calls for service our paramedics train daily to keep current on the Advanced Life Support (ALS) skills and knowledge needed to be experts in our field. Our 42 professional paramedics learn new procedures and continue medical education through EMS drills. We also have an additional 20 volunteer/student EMT's/paramedics who are able to gain job experience working alongside our career staff. We continue to average over 50 hours of continuing medical education per paramedic every two years.



It was another great year for Redmond Fire and Rescue's EMS Division; we purchased another new Physio ECG Defibrillator and a Lucas CPR device! The Lucas CPR device is a chest compression system that is designed to help improve outcomes of sudden cardiac arrest victims and improve operations for medical responders. We conduct high performance CPR to increase our ability and response to cardiac arrest victims in our community until the Lucas device is applied. With these newer guidelines we hope to match the most aggressive goals of cardiac arrest survival. If you have not learned CPR it is not too late to do so. Early CPR before EMS arrival makes a significant difference toward a person's survival!

The healthcare environment is continually changing under the Affordable Care Act and Medicaid Expansion. In an effort to stay ahead of these changing times Redmond Fire & Rescue continues to look for programs to assist our community. Our Community Paramedic (CP) program that we started last year on a grant from the Central Oregon Health Council in the amount of \$184,000 has been extended through other means. The Community Paramedic program aim is to reduce hospital readmissions of frequent 911 users, high cost congestive heart failure patients, patients with chronic obstructive pulmonary disorder, and high risk diabetic patients. The initiative will optimize access to care for these members through the use of specially trained EMS personnel in an expanded role. The CP model, which has a growing evidence base around the country, expands the reach of basic health services by using a paramedic to perform procedures appropriate to their skill set such as: assessment (vital signs, blood pressure, labs: glucose levels, medication compliance), treatment (wound care, medication reconciliation), prevention (immunizations, fall assessment), and referral (medical and social services).

FIRE & LIFE SAFETY DIVISION – FIRE MARSHAL TRACI COOPER

It is always interesting to evaluate our year end statistics. As the community needs change so do our statistics. The Fire and Life Safety Division is staffed with two full-time employees.

New Construction

2014 new construction plans reviewed 87

2015 new construction plans reviewed 155

Increase of 68 new construction plans reviewed.

Emergency access and water supplies for fighting fires are just a couple of the items that fire departments address during new construction.

Existing Building Inspections

2014 # of inspections completed 202

2015 # of inspections Completed 172

Decrease of 28 inspections. This decrease is due to the increase in new construction demands.

Child Safety Seats

2014 # of seats inspected 160

2015 # of seats inspected 204

Increase of 44 seats inspected. Central Oregon has experienced a decrease in the number of Child Safety Seat Technicians. Due to this, we have experienced an increase in the demand for this service from areas outside of our jurisdiction. We would like to thank Sisters-Camp Sherman Fire District for their assistance with this program.

Helmet Program

2014 # of helmets provided 238

2015 # of helmets provided 110

Youth Fire Prevention and Intervention

2014 youth screened / educated 4

2015 youth screened / educated 5

We are so excited to see this number unchanged. Again, we believe this statistic is low due to our public education programs that exist in our local schools today.

Halloween Event

2014 # of people attended 1360

2015 # of people attended 1806

It was another great year for this event. We are always excited when Halloween falls on a weekend. It allows us to hold the event earlier in the day to take advantage of warmer temperatures and daylight hours. New this year, we invited the Redmond Chapter FFA to set up a collection site for their annual food drive. It was a success and we hope to have them back again next year!

2015 Fire and Life Safety Division Statistics

Public Education Presentations	80
Number of People Attending Public Education Presentations	2390
New Construction Plans Reviewed	155
Pre-Development Meetings	34
New Construction Inspections	9
Existing Building Inspections	172
Child Safety Seats Inspected	204
Bike and Skate Helmets Distributed	110
Juvenile Fire setters - Screened / Educated	5
Fire Investigations	11
Halloween Fire Safety Event - Number of People attended	1806
1 st Grade - Fire Safety Program – Number of Children participated	682
Fire Free Weekend Cubic Yards Collected	1805



Fire Marshal Traci Cooper and Deputy Fire Marshal Clara Butler providing Fire & Life Safety education for children in our community.

BUDGET AWARD – CHIEF FINANCIAL OFFICER MELINDA NICHOLS

Redmond Fire & Rescue was awarded the Government Finance Officers Association Distinguished Budget Award for its 2015/16 fiscal year budget. This award is the highest form of recognition in governmental budgeting. The process is an extensive one with various categories and benchmarks that must be met by the budget document through an application process. Some of these categories include strategic goals and strategies, budget overview and process and financial schedules and performance measures. The document must also include charts and graphs that are useable and understandable.

Once the application is complete, it is sent off to a panel of national independent reviewers that thoroughly review the application and budget document and provide a score based on each category and benchmark. The District then receives notification if they did or did not meet the requirements along with each independent reviewer's rating form and detailed comments.

This was the District's third year applying and receiving this award. The District plans to continue enhancing its budget document to provide the reader with pertinent information while maintaining an easy to read format. The District plans to apply for the 2016/17 fiscal year budget award, taking into consideration the comments received from the independent reviewers.



ADMINISTRATIVE DIVISION – OFFICE ADMINISTRATOR DIANE COX

The Administration Division of Redmond Fire & Rescue is responsible for ambulance billing, front office reception/community information dissemination, district records management, senior staff and fire board support, and other special projects.

Highlights for the year include:

- Ambulance billing revenue collected for the year was 1.4 million. This is a 3% collection rate improvement from last year.
- Per Medicare requirements converted to ICD 10 coding which necessitates more in-depth patient information and required additional education for billing staff and training for medics on more detailed documentation.
- Established pre-authorization procedures for Medicare and Medicaid carriers necessary for payment of non-emergency transport claims.
- Increased our electronic claim filing and electronic funds transmittals eliminating paper filing and payments by check.
- Provided patients automatic recurring ambulance invoice payments via credit card or checking account.
- Implemented on line payments for ambulance invoices, address signs, rescue billing, event billing, and training tuition at www.redmondfireandrescue.org.
- Presented medic training to cover documentation requirements necessary to meet Medicare/Medicaid policies and procedures.
- Implementation and extensive training on our new billing software RevNet. RevNet billing is the sister product of Sansio's Mobile Health EMS program utilized by our paramedics in writing their pre-hospital care reports for ambulance transports.
- Review and electronic updating of all Board, Administrative and Operational Policies.
- Applied for and awarded an SDAO grant to work on an in-depth review of our records management program.
- Continued support provided to all staff, senior staff members and the fire board.
- Kari Jepson earned her ambulance coding certification and Diane Cox added a compliance officer certification to her ambulance coding certification.



REDMOND FIREFIGHTERS ASSOCIATION LOCAL 3650

The Redmond Firefighters Association, Local 3650 has 40 members and represents the career firefighters of Redmond Fire and Rescue and Crooked River Ranch Fire and Rescue. The E-board consists of President Jeff Puller, Vice President Josh Clark, Secretary/Treasurer Steve Fiero and Trustee Dan Drayton. The Redmond Firefighters Association is proud to have a long healthy working relationship with management.

Local 3650 members conducted their annual Fill-The-Boot fundraiser for the Muscular Dystrophy Association in October and collected \$4,457 in four hours. We also contributed to the Central Oregon Policy Chaplaincy fundraiser, as well as many other events throughout the year.

In addition to the E-board attending multiple meetings, members also attended an educational seminar in Eugene with 170 other firefighters from around the state.

This last spring Captain Stratton Poindexter retired after 23 years of service with Redmond Fire and Rescue and Local 3650. A retirement celebration was held at Ranch at the Canyons in Terrebonne last June. The party was well attended. Captain Poindexter's knowledge, character, and work ethic will truly be missed. We wish Captain Poindexter many happy years in his retirement.

With this next coming year the Redmond firefighters are looking forward to what the future holds for Redmond Fire and Rescue and Local 3650.

Respectfully,

Jeff Puller President, L-3650



Captain Stratton Poindexter



CENTRAL OREGON POLICE CHAPLAINCY

The Chaplains of Central Oregon Police Chaplaincy provide the crucial services that support the region's First Responders and the community. On an on-call basis, 24 hours a day, seven days a week, COPC Chaplains are dispatched to calls including deaths (Code 99s), death notifications, drownings, fires, homicides, hospital transports, infant and child deaths, motor vehicle accidents, search and rescue, suicides, and more.

In addition, COPC Chaplains provide confidential personal counseling and mentoring, hospital and home visits to assist in healing and provide support, critical incident stress debriefing and defusing for First Responders and the community following traumatic events. They officiate at ceremonies including funerals, weddings, celebrations, dedications, and other events. They do ride-alongs and visit the First Responders at the agencies throughout Central Oregon. They also are involved in administrative duties, attending meetings, making community contacts, and fundraising. Monthly training is offered to the COPC Chaplains, First Responders, and others; training to help Chaplains, Emergency Services Personnel and their family members maintain healthy relationships. The Central Oregon Police Chaplaincy is a Public Benefit non-profit organization with a volunteer board of members from Law Enforcement, Fire & Rescue, Clergy, and Community professionals that meet monthly to assist the chaplains in accomplishing their mission for our law enforcement and emergency services families.

While in contact with the community, it is our mission to care for the troubled and those who have endured loss; those who have been victimized by events and tragedy that have left them abandoned, helpless and without hope.

