

REDMOND FIRE & RESCUE



Standard of Cover Document

January 1, 2017

Background:

Redmond Fire & Rescue (RF&R) was formed in July 2011 combining the City of Redmond Fire Department and Deschutes County Rural Fire Protection #1. This annexation resulted from a successful venture of both organizations going forward to the voters with two ballot measures drafted to create one fire district. The new fire district provides Emergency Medical Services (EMS), fire and rescue response to the City of Redmond and the surrounding rural area. A five-member board that was in-place prior to the annexation assumed responsibility for the newly formed fire department now known as Redmond Fire & Rescue.

Redmond Fire & Rescue Facts:

- Population Served: 40,816 (2017 estimate)
- Fire District Area: 123 square miles (updated via GIS in 2017)
- Ambulance Service Area 294 square mile (updated via GIS in 2017)
- Career employees
 - Fire Chief
 - Deputy Chief
 - Division Chief of EMS
 - Division Chief of Fire & Life Safety
 - Battalion Chief of Training/ Volunteers
 - (3) Shift Battalion Chiefs
 - Deputy Fire Marshal
 - (9) Captain/ Paramedics
 - (18) Engineer/Paramedics
 - (6) Firefighter/ Paramedics
 - (3) Emergency Medical Technicians (EMT)
 - (14) Part-time Emergency Medical Technicians
- Volunteer/ Student Firefighters
 - (6) Student Firefighters
 - Volunteer Firefighters (roster fluctuates)

Financial Facts:

- 2016-2017 Budget: \$11,205,424.00
- 2017 Total Assessed Value: \$3,418,570,285.00
- Current tax rate: \$1.75 per thousand dollars of assessed value.

Risk Assessment:

Redmond Fire & Rescue provides EMS, fire, and rescue services to the City of Redmond and the surrounding rural district. The region known as Central Oregon is high desert with four distinct seasons. The topography consists of rolling hills with juniper and sage brush as the dominant vegetation. There are few response challenges related to topography but response crews can be challenged by rocky areas with limited roads when suppressing brush fires.

The Central Oregon region is a popular tourist destination because of the vast recreational opportunities. The City of Redmond is located in the center of this Central Oregon region surrounded by the following cities: Bend, Sisters, Prineville, and Madras.

Three State Parks are served by Redmond Fire & Rescue: 1) Peter Ogden Scenic Wayside: a scenic wayside and rest stop, 2) Cline Falls State Park: a picnicking, fishing, family gatherings and recreation area and, 3) Smith Rock State Park: a world-class rock climbing area with over 1,400 climbing routes situated on 651 acres, running along Crooked River. Smith Rock hosts over 550,000 visitors annually. The natural surroundings draw climbers, hikers, bikers, boaters, hunters, and fishing enthusiasts from all over the world throughout the year. RF&R provides ice, rock, rope, water rescue services to these areas, much of which is not accessible by motorized vehicle, these responses can be physically demanding and time-consuming. Mutual Aid is often received or given for these calls due to the difficulty of terrain, time and personnel dedicated to each rescue response. Redmond Fire & Rescue is supported by Deschutes County Search and Rescue on all rescues from the Smith Rock State Park area.

The Deschutes County Fair and Expo Center host events that draw over 1.2 million visitors annually. Two major resort/communities are served by RF&R: Eagle Crest and Pronghorn. Eagle Crest includes 5,000 permanent residents, 15,000 seasonal visitors, 280 (or fewer) hydrants, 1,600 dwellings, 350 overnight lodging accommodations, two horse barns, three restaurants, an event center, one administrative building, three indoor recreation buildings and numerous outdoor recreation facilities. The closest fire station is 2.2 miles from the entrance. Pronghorn Resort is 16 miles from our closest station and remotely located at the southeast tip of our response area. Pronghorn Resort includes a lodge, hotel, over 300 home-sites, two golf courses, and multiple other amenities. When fully operational, these two mini-towns could have anywhere from 15,000 to 60,000 occupants at any given time

Transportation Summary:

Major Thoroughfares:

Hwy 97 dissects the City of Redmond, this state highway runs north and south through the entire State of Oregon. The second busiest highway next to Interstate 5 challenges the District with transportation risks 24/7. Access to the highway is difficult as it was rerouted from the center of the City in 2009.

Hwy 126 dissects the City and response area east to west and runs through the entire State from the Oregon Coast to the Idaho border.

Airport:

Roberts Field-Redmond Municipal Airport (RDM) is owned and operated by the City of Redmond and serves the entire Central Oregon region. It is the fourth largest commercial service airport in Oregon. Commercial air service is provided by Alaska, American, United, and Delta. These carriers offer approximately 21 daily flights to Portland, Salt Lake City, San Francisco, Denver, Phoenix, Los Angeles and Seattle. RDM also serves air cargo and general aviation traffic, including extensive corporate and business travel. RDM is also home to Butler Aircraft Services, Leading Edge Aviation, and the U.S.D.A. Forest Service.

Redmond Fire & Rescue under contract with the City of Redmond provides Aircraft Rescue and Firefighting (ARFF) services 24/7 365 days per year. The ARFF fire station is staffed with one ARFF (Engineer/Paramedic) that responds to aircraft emergencies. The airport is a tower-controlled airport 14 hours per day; after hour flights are controlled through Seattle Center.

Waterways:

Two significant waterways are located within the District response area and both have presented rescue challenges to the District.

The Crooked River runs on the northern border of the fire district and cuts through the north part of the ambulance service area.

The Deschutes River coming from the south travels near the western boundary of the fire district.

Both rivers are accessible to the public and flow through areas that present very difficult access challenges to responders.

Numerous miles of irrigation canals run throughout the District boundaries. During the irrigation season these canals can present responders with significant water rescue challenges.

Rail:

The Burlington Northern/ Union Pacific rail runs along Hwy 97 through the middle of the response area. This railroad is a significant target hazard due to the product traveling through the District on the rail and the fact that there is not a fire station on the east side of the tracks. Responding from the west crews can be delayed by train travel.

Types of calls by situation type:

Redmond Fire and Rescue was requested for service 5010 times in 2016. Those calls for service are broken down into the following specific categories:

- Emergency Medical Services responses: 3060

- Out of District Medial Transfers: 612

- Motor Vehicle Crashes: 171

- Aircraft Incidents: 7

- Rescues related including Smith Rock: 19

- Structure Fires: 13

- Flu/ Cooking Fires: 13

- Brush/ Grass Fires: 46

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- Barkdust Fires; 37
- Car/ Vehicle Fires: 25
- Other Fires Including Garbage/Trash: 8
- Natural Gas, Electrical Hazard, Fuel Hazard: 53
- False Fire and CO Alarms: 114
- Dispatched and Cancelled, No Incident Found: 336
- Authorized/ Unauthorized Controlled Burns: 65
- Public Assist Including Address Signs: 290
- Mutual Aid Given: 55 / Mutual Aid Received: 51
- Other Responses: 86

The above statistics are recorded in detail through the Oregon State Fire Marshal Fire Bridge Data Management System.

Risk Hazard Assessment:

Urban Risk Areas:

The City of Redmond proper is approximately 12 square miles. Not really considered an urban area but the downtown core and newer commercial area present limited risk factors to the organization.

The downtown core area of Redmond does have four blocks of old brick and masonry construction with years of remodels and renovations.

Redmond is home to a titanium casting plant; PCC Schlosser. This manufacturing company has challenged the organization over the past ten years with three significant fires. These fires have involved magnesium and other combustible metals that present responders with fuel sources that burn extremely hot and are not extinguished with traditional methods.

Suburban Risk Areas:

Mainly composed of new homes that present a lesser fire hazard; the organization faces a higher threat from multiple EMS related calls than structure fires.

Rural Risk Areas:

Redmond Fire and Rescue and its rural response area pose the greatest wildland urban interface fire risk for the organization. With long response times fires have the chance to increase in size prior to arrival. The most significant risk factor faced is wildland fires in the urban interface. With a significant population in this area the importance of wildland fire suppressions is critical. As noted above the challenges in the rural area are compounded with the large recreational use areas.

High risk areas including Eagle Crest and Tetherow Crossing have Community Wildfire Protection Plans in-place. With the support of Project Wildfire these neighborhoods are making their homes safer from wildfire because of their efforts.

Significant Building Risk:

Deschutes County Fair Grounds

PCC Schlosser

Redmond Hotel and surrounding downtown core buildings.

Airplane hangers and related aircraft businesses

Multiple nursing and assisted living facilities

Old public school buildings

Historical downtown buildings

Risk Mitigation Services:

Multiple programs are in-place at Redmond Fire & Rescue.

Child Safety Seat Program:

Each month two clinics are held at our main fire station. During these clinics child safety seats are inspected and education regarding proper installation and use of the seat is provided by certified technicians. Families in need can obtain a low cost or free car seat based on need. This program has resulted in child and infant lives saved from death or injury in multiple vehicles accidents.

Bike/Skate Helmet Program:

This program is designed to provide bike or skate helmets for individuals who cannot afford one. Each helmet is checked for proper fit and the new owner is educated regarding its use.

Residential Key Box Program:

This program provides a Redmond Fire and Rescue locking key box to residents who have mobility or medical needs. These key boxes can only be accessed by Redmond Fire and Rescue personnel and are designed to allow entry into a residence in a medical emergency when the individual inside cannot unlock the door.

The above programs are partially funded by grant funds.

Juvenile Fire Setter Intervention Program:

This program is designed for youth who misuse fire. When a referral is made the youth and family are screened to determine the resources needed for intervention.

If education is needed the youth and family can be educated through our local program or referred to the Deschutes County ALERT program.

School programs:

Firefighters are our Friends (Preschool – Kindergarten): This program is designed to introduce a firefighter in their firefighting gear in a friendly manner. This age has a high risk of dying in a fire. In the eyes of a small child, firefighters in their firefighting gear are scary. This decreases the chance that the child will hide from a firefighter in a fire situation.

Matches and Lighters are Tools Not Toys (First Grade): This program teaches children the difference between a toy that is safe for them to play with and a tool that they should not touch as it could hurt them. Matches and lighters are tools that small children should not touch. Through

this education program children learn that if they find matches and lighters they do not touch them, instead they go tell a safe grownup to move the item to a safe place.

Developing a program to teach all ages what is an emergency and appropriate use of the 911 system.

Fire and Life Safety Inspections:

Under this program commercial properties are inspected to reduce the risk of injuries and fires. The Oregon Fire Code that is adopted by the State, County and City is used by Redmond Fire and Rescue when conducting these inspections.

Residential Smoke Alarm Program:

This program provides working smoke alarm(s) and assistance to those in need. When a request is received we install the alarms at no cost. We also assist individuals who are experiencing alarm issues with existing smoke alarms.

Available Resources:

Redmond Fire & Rescue has an annual budget of 11.2 million dollars. The Redmond Fire & Rescue response force in totality includes: 3 Battalion Chiefs, 9 Captain/ Paramedics, 18 Engineer/Paramedics, 6 Firefighter/Paramedics, 3 Emergency Medical Technicians, 14 part-time Emergency Medical Technicians, and up to 18 student/ volunteers.

Daily administrative staff includes the following: Fire Chief, Chief Financial Officer, Deputy Fire Chief, EMS Division Chief, Training and Volunteer Coordinator Battalion Chief, Fire Marshal, Deputy Fire Marshal, and three office staff/ ambulance billing members.

Following is the staffing/ deployment capabilities by 48-hour tour:

40-Hour Administrative Staff:

Fire Chief

Deputy Chief

Division Chief: EMS/ Training

Battalion Chief: Training/ Student & Volunteer Coordinator

Fire Marshal

Deputy Fire Marshal

Part-time Chief Financial Officer

(3) Office Staff/ Ambulance Billing

Main (Redmond) Fire Station:

(1) Battalion Chief

(1) Captain/ Paramedic

(1-2) Engineer/ Paramedics

(2) Firefighter/ Paramedics

(2) Emergency Medical Technicians

(1) Student firefighter if available

Terrebonne Fire Station

(1) Captain/ Paramedic

(1) Engineer/ Paramedic

(1) Student firefighter if available

Airport Fire Station

(1) ARFF Engineer/Paramedic

Cline Falls Fire Station

(1) Captain/ Paramedic

(1) Engineer/Paramedic

(1) Student firefighter if available

Total Daily Minimum Staffing: 12 (Full staffing is 14)

Redmond Fire & Rescue Response Apparatus:

Structural Fire Engines 4

Ladder Truck 1

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Interface Engines	1
Light Brush	2
Heavy Brush	2
Tender	1
Medic Units	5
Light Rescue	1
Polaris Ranger (ATV)	1
Raft	1

Station Location Rationale:

Redmond Fire & Rescue serves the response area from for strategically placed fire stations.

Station 401 is situated in the center of the City of Redmond and has been in its current location since 1975. This station is well situated for response in all directions and is the location of the administrative offices.

Station 402 is situated in the unincorporated area of Terrebonne. Geographically station 402 provides easy access to Terrebonne, Smith Rock State Park, and north Hwy 97.

Station 403 is the airport fire station and houses the two ARFF fire trucks that serve the airport.

Station 404 is situated on the western side of the fire district. This fire station serves Eagle Crest, the surrounding area of the western and southwest parts of the fire district.

Future station locations under consideration include a station that would better serve the southern area of the district and if properly located could provide adequate service to the east side of the district.

Service Level Objectives:

Oregon Administrative Rule (437-002-182 Oregon Rules for firefighters requires that fire departments maintain a written policy describing their organizational structure, functions, and training. In addition, OAR 437. Division 2, Subdivision L: Fire Protection describes specific

parameters for firefighting, and in particular limits interior firefighting to those departments that can maintain a specified level of response, provide regularly defined training, maintain and regular test respiratory equipment, and sustain other critical requirements.

Organizational Priorities:

- Respond to calls safely and efficiently
- Train to a high level of proficiency
- Maintain a high level of mental and physical fitness
- Communicate effectively

Risk Management Statement:

- We respond to emergencies believing we can make a bad situation better.
- We will not make a bad situation worse by risking our lives to protect lives and/or property that are manifestly lost.
- With calculated consideration, we will jeopardize our safety to protect savable property.
- If necessary, we will risk our lives to protect the life of a fellow human being.

Core Business Statement:

Redmond Fire & Rescue provides the following services:

- Ambulance (Basic and Advanced Life Support)
- Fire (Structural, wildland, and ARFF)
- Rescue (Motor vehicle crashes, rope, ice, and water rescue)
- Fire and Life Safety (Public education and prevention)
- Hazardous materials response (Operations level)

Deployment Goal:

Utilize the available resources in the most efficient manner to make bad situations better by responding to all calls for service with the right resource in the most efficient response manner. Structure fire response focuses on stopping the escalation of fire and control all fires as close to the area of involvement upon arrival as resources allow.

Emergency Medical Response Analysis:

75% of request for service sent to Redmond Fire & Rescue are medical calls. The organization will strive to provide Advanced Life Support personnel on 100% of all emergency level requests for service. Basic Life Support ambulance responds to all non-emergency level medical request for service when available. Personnel are provided the necessary equipment and training as required by the State of Oregon to achieve the above standard.

Structure Fire Response Analysis:

Redmond Fire & Rescue will respond to all structure fires with the available duty crew not committed to other emergency calls. Based on that level of response and operating under the Risk Management Statement Redmond Fire & Rescue personnel will perform the following if required:

Enter an IDLH environment and provide 2-in and 2-out minimums prior to entry. Redmond Fire & Rescue personnel are trained and equipped to perform the above. The necessary staff cannot be guaranteed to perform entry into IDLH environments at all times. The necessary level of staff can be provided via emergency call-back and mutual aid request. This muster of personnel can take up to one hour.

Redmond Fire & Rescue will fight fires from the exterior, contain the fire to the building of origin, and protect nearby structures. This may require entry into the “hot zone” with appropriate protective clothing and SCBA.

The department meets the required level of training set forth by the State of Oregon and Oregon-OSHA to do the above as noted based on staffing/ personnel response levels.

National Fire Protection Agency (NFPA) 1710 is a national standard that specifies personnel resources needed to adequately and safely attack and suppress a structure fire.

Based on a 2000 square foot home NFPA 1710 states an adequate response would include 14 personnel within 9 minutes of dispatch. NFPA 1710 then continues to define what that crew of 14 that should expand to 20 would be able to do during the extinguishment of a structure fire.

Redmond Fire & Rescue cannot meet NFPA 1710 with the on-duty crew. Redmond Fire & Rescue has auto-aid and mutual aid agreements to support fire suppression operations but those resources can be 30-45 minutes away from the scene.

Utilizing a well-established risk management statement and operational procedures Redmond Fire & Rescue utilizes the resources available to safely and effectively extinguish structure fires with a continual goal of meeting NFPA 1710.

Rescue Response Analysis:

Redmond Fire & Rescue responds to various rescue related request for service. These request may be related to ice rescue emergencies, water related emergencies, and a rescue need requiring the use of ropes to access patients in unsafe or difficult to access areas.

Redmond Fire & Rescue members are trained to the Operations Level to mitigate emergencies requiring rescue based on our Risk Management statement. In the event of a request requiring the use of ropes and related equipment to access a patient members are trained to safely access the patient and stabilize at that location. Deschutes County Search and Rescue is utilized to move the patient from the stabilization point to an area that can be accessed by our vehicles or air ambulance.

Hazardous Materials Response Analysis:

Redmond Fire & Rescue will respond to all hazardous material incidents in the District. Members are trained to the Operations Level and are able to manage incidents at that level and within the guidelines of our Risk Management Statement.

If a hazardous materials incident requires a response above the Operations level, Redmond Fire & Rescue will request a State of Oregon Hazardous Materials Response Team.

Response Plan:

Standard response levels for specific incident types are outlined in the Redmond Fire & Rescue Response Plan. The response levels are based on available staff and can change significantly in the event of multiple calls.

All 9-1-1 services are provided by Deschutes County 9-1-1 and specific details are outlined in the Response Plan and 9-1-1 Dispatch Run Cards.

Response Times:

Response time goals are related to statistics gathered in 2016.

Response times include turnout time (call received by Redmond Fire & Rescue from 9-1-1) and response time (responding to arrival on scene). Turnout time is the time from Redmond Fire & Rescue receiving the call from 911 until the first unit is responding. Total response time is calculated from the time Redmond Fire & Rescue receives the call until the first unit arrives on scene.

Redmond Fire & Rescue will strive to respond to emergency request for service within 8 minutes on 90% of request within our response area. This time is considered the response time.

Redmond Fire & Rescue will maintain a turnout time of less than 2 minutes on 95% of emergency request for service.

Summary:

This standard of cover document outlines the response capabilities of Redmond Fire & Rescue. This tool communicates staffing and capabilities as they exist at the time of document completion.

Redmond Fire & Rescue is able to deal with the above identified risk in a reliable and effective manner within the constraints of the Risk Management Statement and available resources. Recognizing that 75% of calls for service are EMS related the organization is well suited to provide excellent customer service that meets all State of Oregon requirements.

For the majority of structure fires if the entire on-duty crew is available these incidents can be mitigated in a safe, effective, and efficient manner. If Redmond Fire & Rescue is managing multiple calls the ability to perform interior structure firefighting and saving savable life in a safe manner may not be possible.

If structure or wildland fires escalate, emergency personnel call-back, auto-aid agreements, and mutual aid resources are utilized to ensure adequate resources are summoned to manage the emergency. This muster of resources can take time depending on the availability of neighboring resources.

