



THE FIRST RESPONDER

A South King Fire & Rescue Publication

Serving the citizens of Greater Federal Way and Des Moines

SPRING/SUMMER 2017

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STRATEGIC PLAN

We are pleased to announce on February 21st 2017, the Board of Fire Commissioners unanimously adopted the 2017-2021 Strategic Plan (SP). This comprehensive update to the SP was a collaborative effort between South King Fire & Rescue (SKFR) members, the Board of Fire Commissioners and strategic partners from the community.

Over the course of several days, we utilized the SWOT Analysis framework to identify strengths, weaknesses, opportunities and threats, both internally and externally to the organization. With valuable input from our partners, we focused on existing weaknesses and emerging threats which could severely impact our ability to maintain world-class emergency response.

Furthermore, our members developed new Mission and Vision statements which reflect our commitment and responsibility to those we help. Finally, our new Guiding Principles will serve to guide us as we grow and change along with our communities.

With a greater understanding of our responsibilities to the communities we serve, we have established five strategic priorities. These priorities will serve as a roadmap for us to work towards during the next five years. The plan is designed to be ever-changing with regular reviews and quarterly updates which focuses on key goals and strategies. We are confident the services SKFR provides to our communities will be stronger and more relevant as we accomplish the goals set out in our updated SP.



Community partners during the Strategic Planning Retreat

PLAN SUMMARY 2017-2021

MISSION

We provide professional fire department services to safeguard the community and enhance quality of life.

VISION

We set the standard for quality fire and emergency services by applying strategic thinking, leadership development, and innovation to maintain financial responsibility and public trust.

GUIDING PRINCIPLES

- Be honest
- Be respectful
- Help others succeed
- Serve with pride
- Support the mission, vision and guiding principles
- Embrace change
- Assume good intent
- Do the right thing
- Hold yourself accountable
- Pride in equipment, appearance, conduct
- Take ownership
- Empower each other
- Never walk past a mistake

STRATEGIC PRIORITIES

SUSTAINABILITY

Explore funding options to ensure SKFR can meet the emergency response demands of our growing communities.

ANALYSIS

Use data analytics to determine the appropriate time to build a new fire station and staff additional aid units to improve response times.

INNOVATION

Create a Community Medical Team Officer to assist with reoccurring citizen care, outreach programs, prevention, and EMS.

LEADERSHIP

Administration will promote education and career development by creating clear career paths that support succession planning.

ATTAINABILITY

Focus group reviews and quarterly updates with stakeholders to demonstrate commitment in achieving goals outlined within the SP.

We thank our community partners for contributing to our SP!



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SAFETY IMPROVEMENT BOND UPDATE

Welcome...Station 60 - Fleet & Facilities Shop

Due to the high cost of civil improvements required for phase 1 at the proposed *Campus* adjacent to Station 64 on South 320th Street, we placed the project on hold. Shortly after, we began looking for alternative locations to meet SKFR's immediate needs for growth.

In March, after a thorough assessment and public input process, the Board of Fire Commissioners approved the purchase of the former United Rentals property at 351st and Pacific Highway South in Federal Way. The property, now known as Station 60, will house the Fleet Division, which maintains our critical emergency vehicles, and the Facilities Division, which maintains our fire stations.

In the future, with adequate funding, this location could also serve as home to a new and much needed response fire station in the south end of our fire district.



BOND DOLLARS AT WORK

Significant progress has been made since voters approved the much-needed Safety Improvement Bond in November 2015. Below is a summary of project progress:

Completed

- Station 67 roof replacement
- 4 Fire Marshal vehicles
- 5 Aid cars
- 4 Staff vehicles
- Upgraded critical computer networking components
- Replaced aging telephone system

In Progress

- Station 67 - Safety improvements
- Station 63 - Safety improvements
- Station 61 - Construction bid process
- Station 66 - Construction, permitting
- 4 Fire Engines - Ordered
- Tablet-based EMS Reporting - Implementation
- Server System - Implementation



While construction is underway, we must maintain quick emergency response (24 hours a day, 365 days a year). It takes planning and collaboration to ensure firefighters have safe and adequate conditions to house equipment, maintain training, and conduct the business of firefighting. Careful consideration is given so that emergency response times will be maintained throughout all projects and construction.

Station 60 Project Goals:

- Vehicle Maintenance Shop
- Facilities & Logistics
- Office Space

Station 60 property pictures (above); a whole lot of steel going in for earthquake preparedness (left); peeling back the years from Station 63's exterior for structural reinforcements (below)



New response vehicles replace an aging fleet. Chiefs smile in front of the new Aid Cars (top left); new staff vehicles (bottom left); SKFR's brand new aid car fleet outfitted and ready for emergency response (bottom).



PARTNERSHIPS - CARE COORDINATOR



*Community Care Coordinator
Tamara Lantz*

In joint partnership with St. Francis Community Hospital, SKFR has created a part-time position to assist with a growing problem. Response data indicates there are a number of individuals who receive health care plans or directives from their doctors who do not or cannot succeed with those plans once they are home. This often results in repeated calls to 9-1-1 and frequent emergency room (ER) visits. In fact, approximately 30 people have not only utilized 9-1-1 five times each in the past 12 months, but they have also been to the ER just as many times. Within this same group, all have been diagnosed with a chronic disease and have been given a plan-of-care from their physicians.

To better understand the circumstances that lead to these super-utilizers, we have hired Tamara Lantz as our new Community Care Coordinator. Funded by a King County grant, Tamara will work 17 hours a week for 18 months to help educate patients on their symptoms, and what non-critical care options are available outside of calling 9-1-1 and the hospitals.

Tamara is experienced in this line of work with a Master's Degree in Social Work. In just a short time, she has helped many in our community, as demonstrated by two recent cases.

A frequent 9-1-1 caller and known ER visitor now understands she will receive faster care for her symptoms by visiting a local urgent care center rather than dialing 9-1-1 for help. Another patient with an older model walker was unable to carry an oxygen tank with him. Not having this ability has resulted in repeated 9-1-1 calls for shortness-of-breath as he makes his way around. In this case, SKFR is working to help him obtain a newer model walker that will carry his life-saving oxygen!

The long-term program goal is to measure the impact of these interventions with actual reductions in 9-1-1 calls and ER visits. While this will take time, for now, we take solace in knowing we are helping our community become healthier through education and understanding.

CPR EVENT

SAVE-A-LIFE SATURDAY



Second Annual Free Event

The Commons Mall
Center Mall, outside Macy's
1928 S Commons
Federal Way

Saturday, June 10th
10am - 1pm



Participants learn how to administer CPR at Save-A-Life Saturday, 2016

HANDS-ONLY CPR CAN SAVE LIVES

Most people who experience cardiac arrest at home, work, or in a public location die because they don't receive immediate CPR from someone on the scene. As a bystander, you don't need to be afraid. Your actions can only help!

WELCOME TO THE TEAM!



Kelsey Barrett (left) and Hope Leonard (right)

We would like to introduce and welcome two new members to our finance team.

Hope Leonard was hired in April as our Finance Specialist II. Her primary responsibility will be to support all payroll functions for SKFR. Hope's 10 years of experience in accounting adds a wealth of knowledge to our team. Specifically, her Six Sigma certification and lean process mindset will serve to be invaluable as we seek to streamline our business processes. Hope has her associate's degree in accounting and is currently enrolled in WGU in pursuit of her bachelor's degree. As a 10-year resident of Federal Way, she is looking forward to serving the community she and her family calls home.

Kelsey Barrett joined the team in May as our Finance Specialist I. She rounds out the finance team with a primary focus on our accounts payable processes. Kelsey was raised in this area and graduated from Thomas Jefferson High School in 2014 with an AA degree from Highline Community College, something she achieved through the Running Start Program. She is currently finishing her bachelor's degree in accounting from Central Washington University. As a resident of Des Moines, she loves to spend free time outdoors by the water.

As candidates, both Kelsey and Hope endured a rigorous interview process as we sought to replace two recent retirees. Both individuals bring a diverse set of skills and experiences to SKFR. We are very excited to have them join the team!

NEXT GEN RESPONDERS



Jordan Barrett



Nathan Broussard



Alexis Cooper-Anderson



Greg Folwell



Jason Koffarnus



Paul Pinkstaff



Daniel Price



Karl Wiggins

RECOGNITIONS

**AND THE
AWARD GOES
TO...**



FIREFIGHTER OF THE YEAR

Firefighter - Chris Mathis

OFFICER OF THE YEAR

Lieutenant - Jason Lambert

SUSTAINED EXCELLENCE

Assistant Chief - Ed Plumlee

EMPLOYEE OF THE YEAR

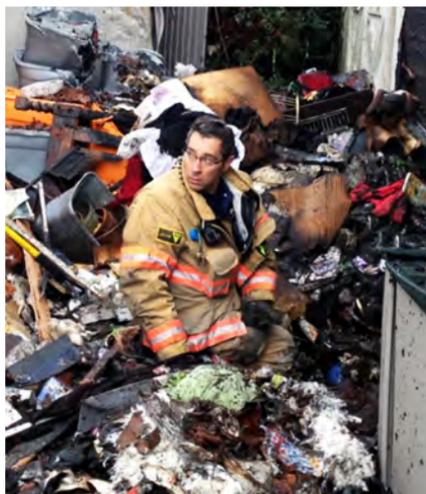
Facilities Manager - Lance Boe

IN MEMORIAM

As we enter this Memorial Day weekend, we remember those who are no longer with us. This year, SKFR is mourning the loss of two of our own.

In April, retired Lieutenant Bob Harrison passed away. Bob served as a mechanic and then firefighter with Federal Way Fire between 1969 and 1988. Although he was retired for more than 20 years, Bob stayed in touch. It was just this past year he stopped by our headquarter station to mentor a new generation of first responders. We'll miss you Bob!

We are also sad to report that recently retired Deputy Fire Marshal Vince Faranda's battle with cancer came to an end. Vince was a volunteer with Federal Way Fire before he was hired on full time in 1981. In 2005 he joined the Fire Prevention Division and worked his way up to a Lieutenant Deputy Fire Marshal position. In 2015, Vince was diagnosed with cancer. Retiring from the profession he loved never crossed his mind. Instead, he chose to continue to work and volunteer his time for two years as he courageously battled the disease. In January 2017, Vince retired from SKFR with 36 years of truly dedicated service. He passed away on Easter.



Deputy Fire Marshal Vince Faranda never had a problem getting dirty. As a certified fire investigator, Vince searched for clues at a fire scene (top photo); Vince volunteered his time last August during School Cleanup Day (above); Bob Harrison hanging with the crew at Station 62 (left).

RETIREMENTS

**THANK YOU FOR YOUR
DEDICATED SERVICE!**



Firefighter Ryan Lex
12 Years of Service

Admin Assistant - Susan Bell
19 Years of Service

Firefighter - Allen Crandall
30 Years of Service

Payroll Specialist - Pat Gentry
30 Years of Service

Firefighter - Ed Hobbick
30 Years of Service

Lieutenant - John Riley
35 Years of Service

Firefighter - Tony Sirgedas
35 Years of Service

Deputy Fire Marshal - Vince Faranda
36 Years of Service

Lieutenant - Mike Trotto
38 Years of Service

Firefighter - Steve Crews
39 Years of Service

Assistant Chief - Ed Plumlee
39 Years of Service
(Fire & EMS)

Assistant Chief - Chuck Kahler
47 Years of Service

SKFR Information:

SKFR provides complimentary blood pressure checks, fire station tours upon appointment, smoke alarms, and carbon monoxide detectors. For further information, contact 253-946-7347 or go to www.southkingfire.org.

STATION 62 - HEADQUARTERS
31617 1st Avenue South
Federal Way, WA 98003
253-839-6234
Business Hours: 8-4:30 M-F



Administration:

Al Church, Fire Chief	Joe Ganem, Executive Director of Bus. Ops
Vic Pennington, Assistant Chief - Operations	Mary Stevens, Human Resources Manager
Rick Chaney, Assistant Chief - Training	Delia Fjelstad, Finance Manager
Gordon Goodsell, Deputy Chief - Fire Marshal	Mitchell Lee, IT Manager
Dave Mataftin, Deputy Chief - Facilities/Fleet	Lauri Perry, Executive Assistant

Board of Commissioners:

Bill Gates, Commissioner - Board Chair	James Fossos, Commissioner
Mark Thompson, Commissioner - Vice Chair	Bill Fuller, Commissioner
	John Rickert, Commissioner