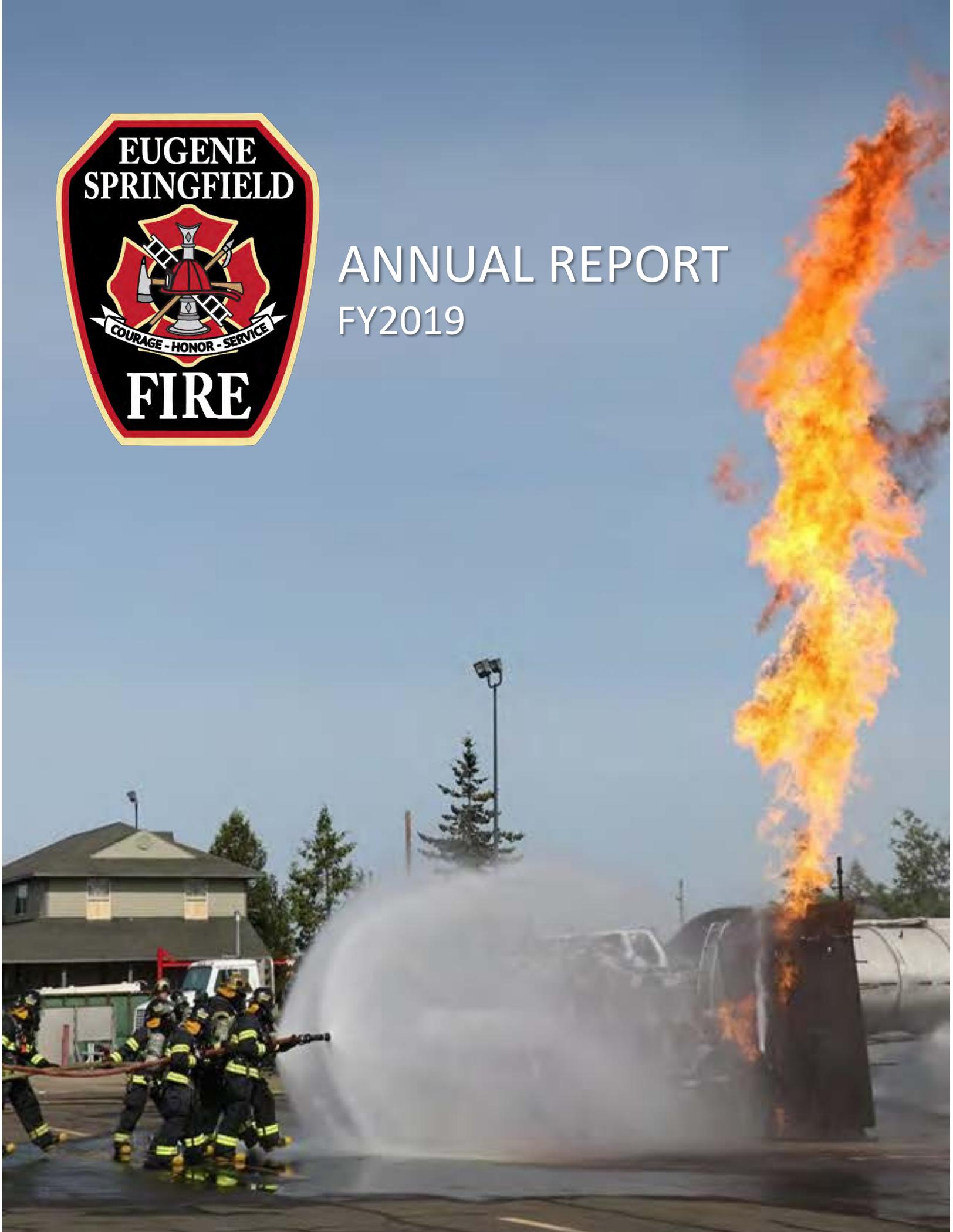




# ANNUAL REPORT FY2019





# COURAGE, HONOR, SERVICE

## OUR MISSION

To serve our communities by preserving life, protecting property, and the environment through prevention, education, emergency medical services, rescue, and fire suppression services.

## OUR VISION

To deliver efficient and effective services by working together to maintain a progressive, caring, professional organization that remains flexible within a changing environment. We strive to be recognized for our leadership within the region and the state by fostering cooperative working relationships. We work to be innovative, fiscally responsible, and financially stable and secure.

## OUR VALUES

We value respect, integrity, accountability, teamwork, service, and adaptability. We measure our success by the satisfaction of the communities we serve, our personnel and our strategic partners.

# *Message from the Chief*



This past year we were called on to meet new and growing challenges, learn from one another, build new connections, and celebrate what we love about our communities. Looking back, we can take pride in what we accomplished while acknowledging the opportunities and challenges that lie ahead.

This past year saw our second Cardiac Survivor dinner. This emotional event celebrates survivors of cardiac arrest and reunites survivors with the first responders, dispatchers, and bystanders that all played a part in saving their life. This was the third consecutive year in which our cardiac success rate was above 50%. Specifically, we achieved a 59.3% success rate, up 9.3% from last year. Clearly our goal is to continue the upward march focusing on citizen CPR. Recently, the PulsePoint application has been launched. PulsePoint alerts citizens with a citizen call to action to a person in the public needing CPR. To date, 3,457 followers have downloaded the PulsePoint application and we have experienced our first survivor. Our success has been a collaborative effort with many contributing factors including the line staff, the 911 center, local hospitals, and the public's response to cardiac arrest.

This last year Eugene Springfield Fire (ESF) launched Fireworks Alert, an application that allows for community members to report illegal firework use by simply snapping a picture and pushing send on their smartphone. Tracking this information has allowed our Fire Marshal's Office a more efficient way to target educational efforts to specific areas of service delivery area. Additionally, in Eugene, date restrictions on the discharge of fireworks was imposed by Council ordinance.

Last summer saw one of the most challenging wildfire seasons in history. Recent large-scale fires such as Paradise, California coupled with debris generated from our multiple winter weather events has prompted increased outreach efforts. In preparation for receiving a one-time funding allocation dedicated to fuels reduction efforts in FY20, a Wildland Urban Interface Collaboration (WUIC) was formed with Eugene Springfield Fire, City of Eugene Public Works, Northwest Youth Corp, and Oregon Department of Forestry. The WUIC began planning efforts of a pilot project focusing on the geographic area of the Southeast Hills Neighborhood Association. The pilot project will consist of community engagement, education, property assessments, community chipper days, and fuels reduction in selected areas. The implementation of the project will occur in FY20.

From an historic wildfire season, we switched directions on February 25, 2019 when a record-setting snowfall of 19.1 inches struck Lane County causing loss of power to thousands of residents and closing I-5 in both directions. Crews handled this event with professionalism and continued to provide exceptional service despite the obvious challenges they faced.

In a brief annual report, we cannot include every positive contribution made, but have strived to highlight the exceptional service ESF provides to those we serve including the citizens of Eugene and Springfield, the ambulance service areas, and seven special districts for fire service. As we reflect on the accomplishments of last year, no doubt we are focused on what is yet to come for ESF and the incredible community we serve. I personally would like to thank the entire staff for their exceptional care, compassion, and pride that every member exhibits on each call for service or touch with our community. I am extremely proud to be part of this organization and look forward to working collaboratively toward the future.

Respectfully,

Chris E. Heppel  
Interim Fire Chief  
Eugene Springfield Fire



Fire Chief  
Chris Heppel, Interim

City of Eugene: 206.00 FTE

City of Springfield: 101.65 FTE

Total: 307.65 FTE

Executive Assistant/PIO



Operations  
Deputy Chief Ray Brown



Strategic Services  
Deputy Chief Markus Lay (AIC)



Fire Prevention & Training  
Deputy Chief Amy Linder (AIC)



Administrative Services  
Chief of Staff Monica Brown

Battalion 1  
(83.0 FTE)

Battalion 2  
(85.0 FTE)

Battalion 3  
(79.0 FTE)

Special Teams\*

Airport

Confined Space

Hazardous Materials

Water Rescue

EMS Division  
(2.0 FTE)

Basic Life Support  
(5.90)\*\*

Logistics (8.0 FTE)

Training  
(9.0 FTE)

Fire Marshal's Office  
(10.0 FTE)

Plan Review,  
Inspection &  
Education

Hazardous  
Materials

Toxics Right to  
Know

Finance &  
Reporting  
(11.0 FTE)

EMS Billing

Technology  
(2.0 FTE)

Administrative  
Operations  
(6.75 FTE)

Facilities  
Coordination

Timekeeping & HR  
Support

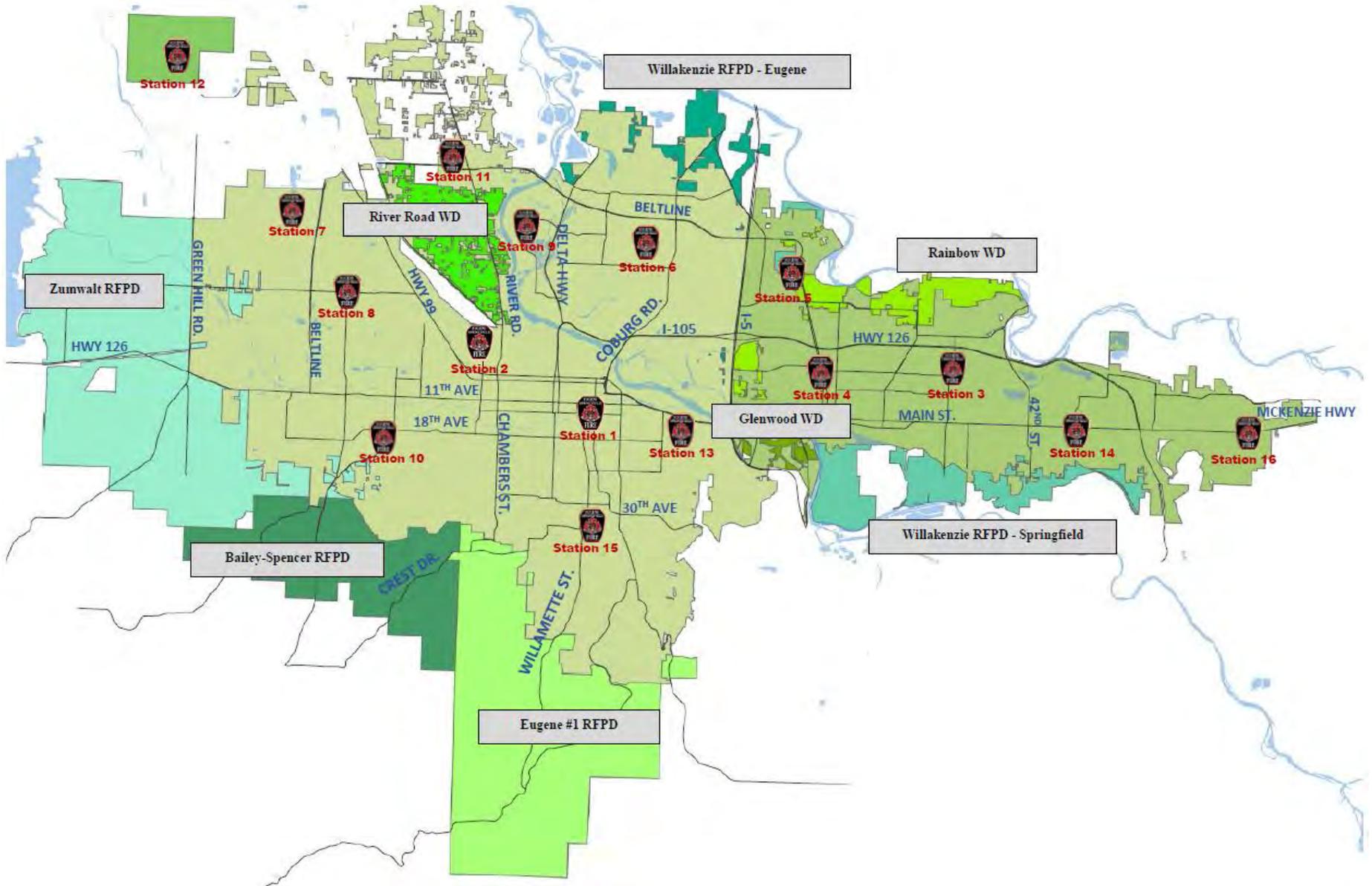
FireMed

\*Special Teams FTE included in Operations

\*\*Basic Life Support personnel are limited duration and only 5.90 are included in the Springfield FTE count. ESF employs 24 individuals in this role.

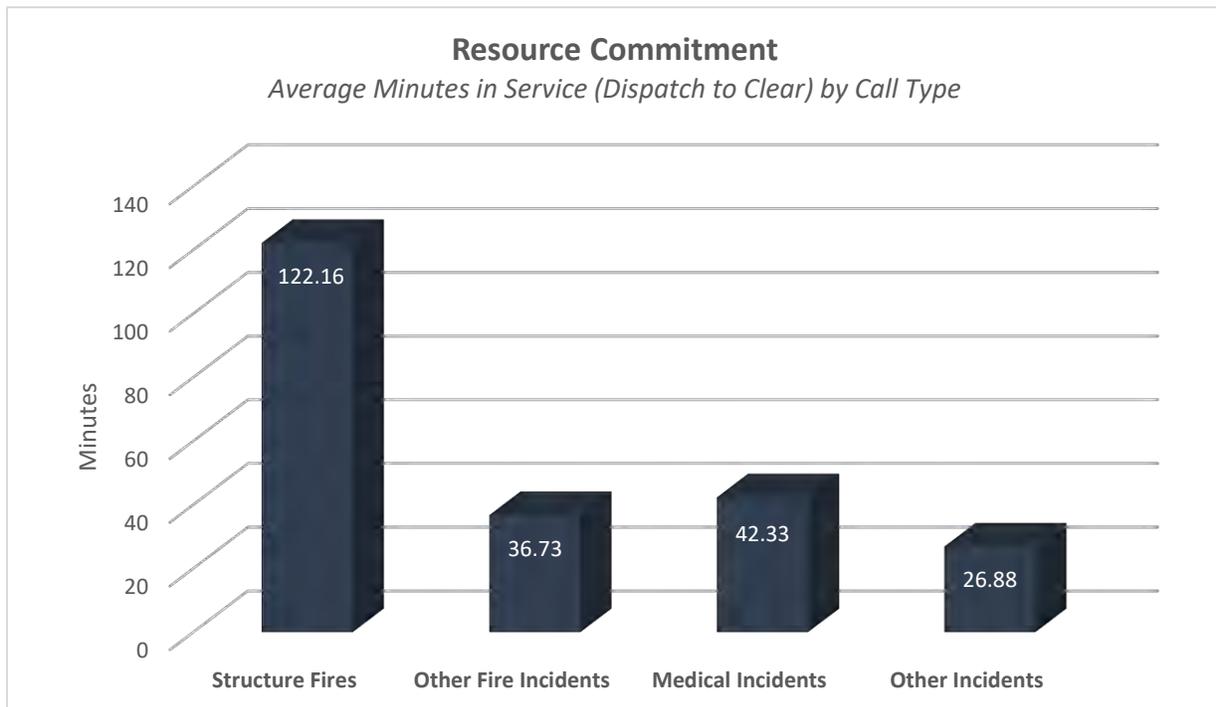
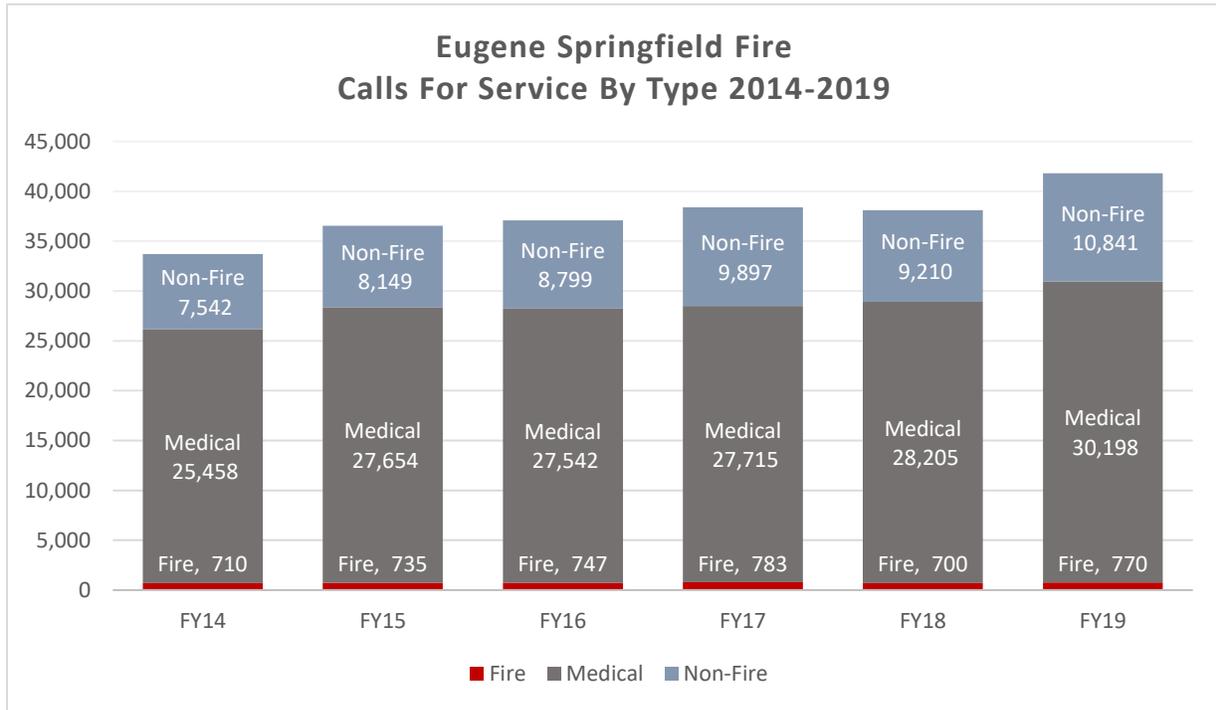
# Service Area

Eugene Springfield Fire and Seven Contract Service Districts

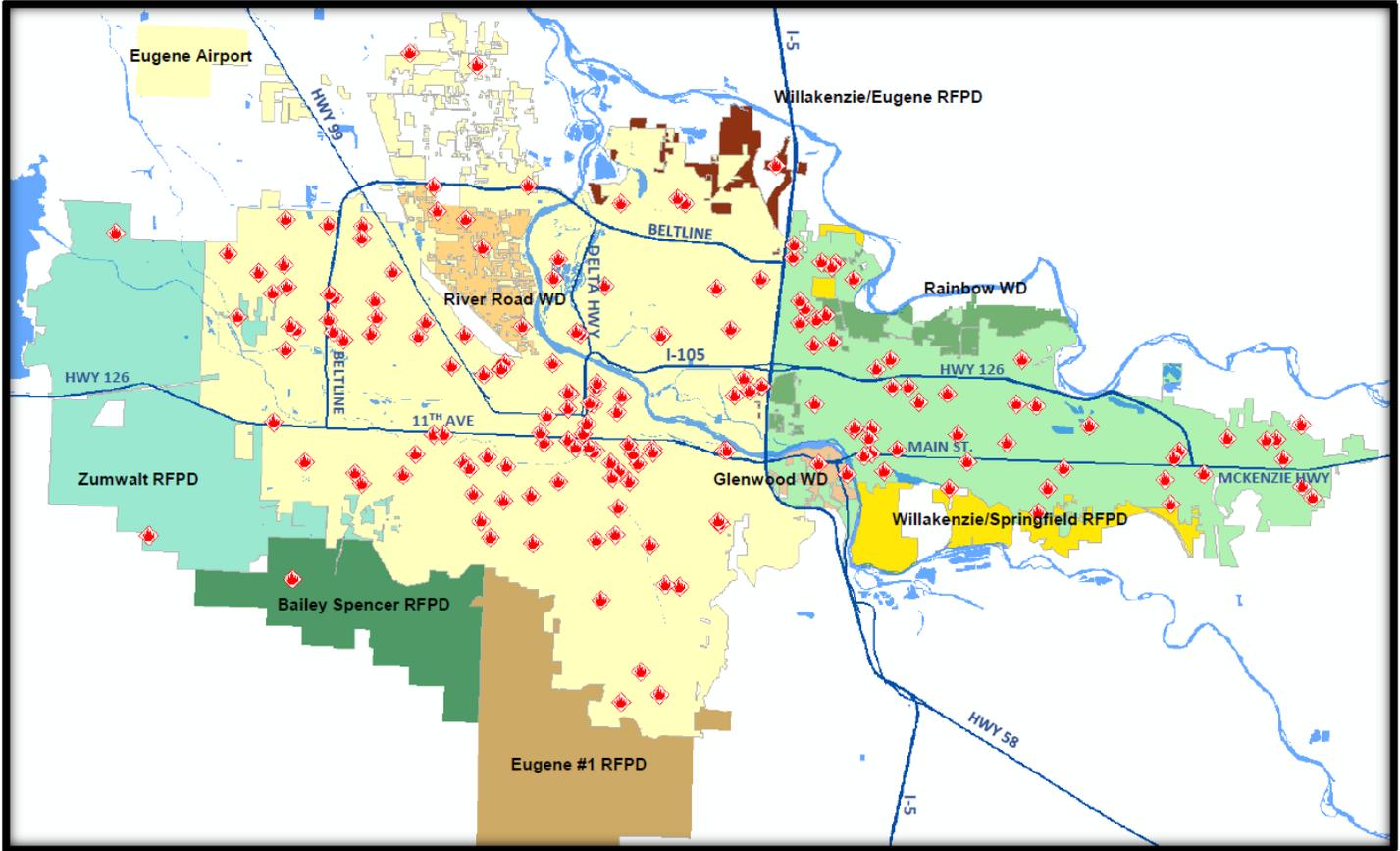


## Calls for Service

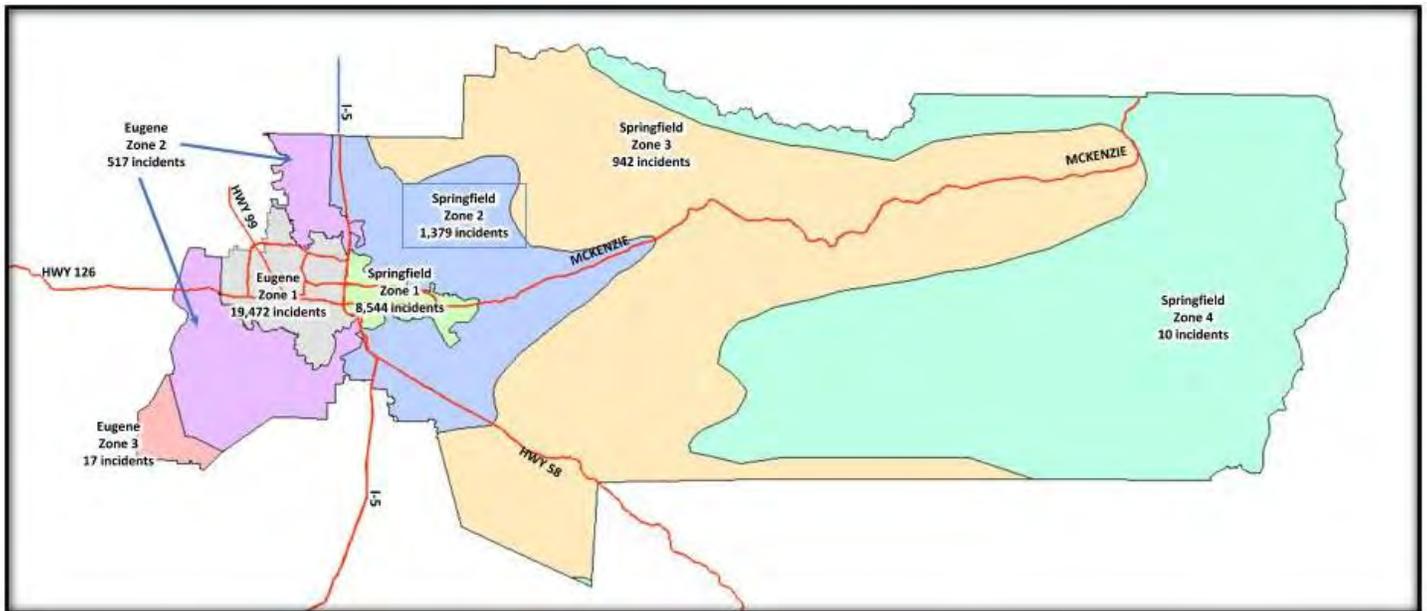
Where do we respond? The vast majority of calls for service are located in the metro areas of Eugene and Springfield. The most densely represented geographic area of calls is the downtown area of Eugene. ESF units also regularly respond to calls outside the metro area. The majority of these calls are ambulance responses as ESF's Ambulance Service Areas (ASAs) extend beyond the geographic boundaries of the metro area.



### Structure Fire Responses by Service Area



### EMS Calls by ASA Zone



## Vital Statistics - Fiscal Year 2019

<u>Calls for Service</u> *	All Call Types Medical Calls		Fire Calls	Other Calls	Public	Transports
					Assist Calls	
	<b>41,809</b>	<b>30,198</b>	<b>770</b>	<b>7,617</b>	<b>3,224</b>	<b>24,428</b>
Eugene	26,333	18,235	527	4,565	2,140	15,204
Springfield	9,283	7,742	181	1,375	767	8,585
Bailey Spencer RFPD	45	27	1	15	2	9
Eugene RFPD 1	71	38	2	23	8	10
Glenwood WD	199	136	8	32	23	76
Rainbow WD	523	386	3	66	68	198
River Road WD	651	473	10	74	94	190
Willakenzie Eugene RFPD	125	90	6	15	14	39
Willakenzie Springfield RFPD	222	155	2	37	28	80
Zumwalt RFPD	148	97	8	36	7	37
Other	4,209	2,819	22	1,379	73	-
Mid-Valley Ambulance	8,286	8,286	0	0	0	6,783

\*Calls by area may not equal total calls due to multiple responses.

### Prevention

Fire investigations	149
Inspections	
New construction	615
Code enforcement	806
Hazardous materials	513
Plan reviews	1,669

### Public Education

Station Tours	21
Total visitors	373
Crew visits/Pub events	125
People contacted	5,811

### Losses from fires

Structure fires	\$5,229,589
Vehicle fires	\$657,025
Outside fires	\$46,900
Dumpster fires	\$17,250
All other fires	\$3,040
Civilian fire-related injuries	14
Civilian fire-related deaths	5

### Service Areas

Incorporated cities plus contract districts	
Total Population	250,335
Total Area (sq. mi.)	94.3
Springfield plus contract districts	
Population	69,318
Area (sq. mi.)	20.0
Eugene plus contract districts	
Population	181,017
Area (sq. mi.)	74.3
Combined ambulance service areas	
Total population	287,824
Total Area (sq. mi.)	1,625.6
Springfield ambulance service area	
Population	92,596
Area (sq. mi.)	1,452.2
Eugene ambulance service area	
Population	195,228
Area (sq. mi.)	173.4

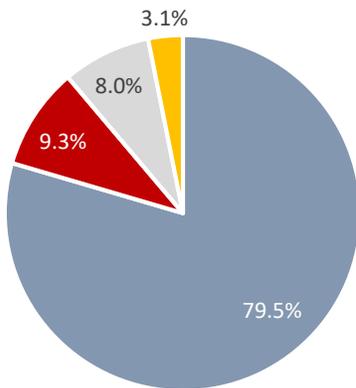
## Department Budget

Eugene Springfield Fire’s FY19 approved budget totaled \$65.5 million, representing an increased spending authority of 4.3% over FY18. Personnel costs, including wages, overtime, and fringe benefits, accounted for 79.5% of the expenditure in FY19. The remaining 20.5% covers materials and supplies. Notable large expenses in FY19 were a 2017 Assistance to Firefighters Grant (AFG) for \$1,254,546 to replace cardiac monitors and automated external defibrillators (AEDs), a 2016 AFG Grant for \$482,711 for training props and hose, and Conflagration costs of \$592,741 to support the Ramsey, Substation, South Valley, Camp, Taylor, and Garner Fires.

The department has 307.65 full-time equivalent (FTE) positions. 256.9 FTE are assigned to Shift Operations for fire suppression and medic transport. The remaining 50.75 FTE are assigned to the Fire Marshal’s Office, Training, Logistics, and Administration.

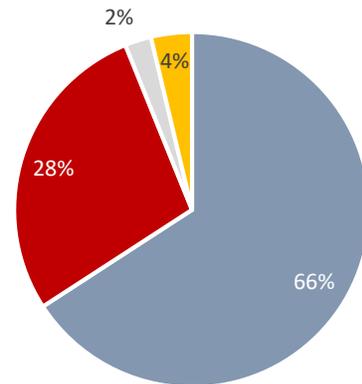
ESF FY19 Approved Budget	ESF	Eugene	Springfield
Personnel	\$52,117,972	\$36,558,113	\$15,559,859
Materials & Supplies	\$6,083,068	\$3,228,137	\$2,854,931
Indirect/Internal Service Charges	\$5,264,556	\$3,659,740	\$1,604,816
Other	\$1,824	\$1,824	\$0
Capital Outlay	\$2,056,593	\$1,255,380	\$801,213
<b>Total</b>	<b>\$65,524,013</b>	<b>\$44,703,194</b>	<b>\$20,820,819</b>

ESF FY19 Approved Budget



- Personnel
- Materials & Supplies
- Indirect/Internal Service Charges
- Capital Outlay

FY19 Funding Sources



- General Fund
- Ambulance Transport Fund
- Springfield Levy
- Other

## FY19 In Review

### Cardiac Survival

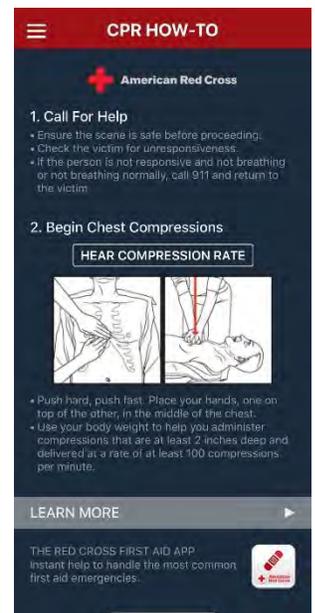
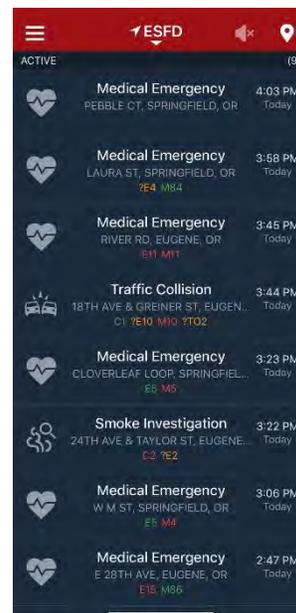
Cardiac care in the Eugene Springfield Area has improved in 2018. ESF received a \$1.2 million-dollar Assistance to Firefighters grant to replace the cardiac monitor/defibrillators in our system. Our old units were over 10 years old and were starting to need constant repair. The new state of the art device can communicate with the hospital when patients who are having a heart attack are brought in to the hospital. This allows a quicker response to assemble the cardiology team to treat patients. In addition, the grant covered automatic defibrillation equipment to be placed on staff vehicles and other reserve apparatus throughout the department.



Eugene Springfield Fire continues to report the Out of Hospital Cardiac Arrest (OHCA) data to the Cardiac Arrest Registry for Enhanced Survival (CARES) Database. This past year we were excited to see that the Utstein Bystander criteria was up 9.3% from last year to 59.3% in 2018. The Utstein Bystander criteria is defined as a cardiac arrest victim that is witnessed by a bystander, is found in a shockable rhythm, and has received some bystander intervention with either CPR and/or AED application. Our success has been a collaborative effort with many contributing factors including the 911 center, the hospitals, and the public's response to cardiac arrest. The 911 communications center consistently meets their goal of hands on the chest in less than one minute once OHCA has been identified and provides instructions for the caller in compression only CPR. Both

McKenzie-Willamette and RiverBend hospitals have robust cardiac facilities with cardiac catheterization labs available. ESF has continued to try and involve the public in compression only CPR. The ACT:C3 Cardiac Arrest Survival Program trained a total of 702 people in compression CPR during FY19. This included 466 middle school students, 55 Scout troops, 52 college students, 57 church members, 12 members of a neighboring fire board, and 60 community members over the course of 12 different training events. Bystander CPR makes a huge difference in achieving return of spontaneous circulation for our patient populations that suffer OHCA.

In October of 2018, Eugene Springfield Fire, in partnership with the Region 5 training Association, McKenzie-Willamette Hospital, and PeaceHealth Foundation, launched the Pulse Point application for our local area. This application allows for crowd sourcing for a call to action for a member of the public within a quarter mile to do CPR when a patient is identified as being in cardiac arrest. Citizens who have the app on their phone are alerted when an OHCA takes place in a public place. Bystander CPR is crucial to maintain and increase our numbers of OHCA survivors in our community. To date, we have 3,457 followers that have downloaded the Pulse Point app and we have experienced our first survivor.



Scan to download the PulsePoint app

## Fireworks Alert

Illegal fireworks use has been a community concern over the last few years. Eugene Springfield Fire and Eugene Police have increased efforts to educate the public on what is legal through point-of-sale handouts, social media posts, website information, and news stories. Tracking of areas where illegal fireworks use is prevalent allows us to target those outreach efforts and monitor trends from year to year. Traditional reporting relied on phone



calls to 911 or to a variety of non-emergency numbers. With the help of the City of Eugene’s Information Services Department, a mobile application was developed to make reporting easier. Called Fireworks Alert, the app allows users to take a photo of a suspected illegal firework going off, write a description of what they are seeing, and submit it to the city with their location attached automatically. About 60 reports of illegal fireworks came in through the app.



## Wildfires

ESF continues to prepare and respond as an all hazard mitigation department. As a member of the Lane County Task Force, ESF responded both in and out of state to wildland fires. For the second year in a row, ESF staffed apparatus and responded out of state to California. This year ESF crews traveled to the “Camp Fire” in Paradise California. ESF, and several other Oregon Fire Departments, assisted with containment, control, and recovery for the deadliest wildfire in California’s recorded history. We were reimbursed for the cost.





**2019 Snow Storm**

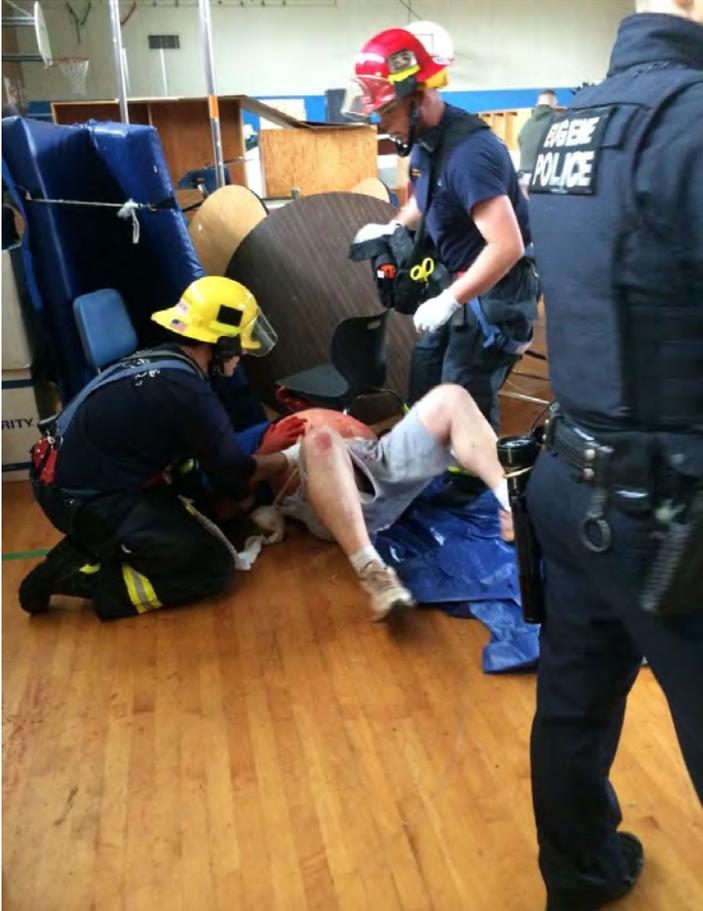
On February 25, 2019, an historic snow storm hit Lane County causing loss of power to over 10,000 residents and closing I-5 in both directions at Cottage Grove. For three days, crews were challenged with weather-related calls for service while working in a record-setting snow of 19.1 inches in the Eugene Springfield area. Crews staffed two additional squads in four-wheel drive apparatus from stations in Springfield and Eugene to improve response and handle the added volume of calls.

**Wildfire Fuels Reduction**

For FY20, the Eugene City Council has set aside \$200,000 for wildfire risk reduction and youth work force development. A multi-agency collaboration team consisting of Eugene Springfield Fire, Eugene Parks and Open Space, Urban Forestry, Oregon Department of Forestry, and Northwest Youth Corp began meeting in April to develop a plan to accomplish these goals.

Outreach and community engagement will continue throughout the summer. Property owners are invited to schedule an appointment for the team to come to their site to provide individualized recommendations for making the property more resistant to wildfire. The project will culminate this fall with Northwest Youth Corp work teams getting to work on selected properties to create the recommended defensible space.





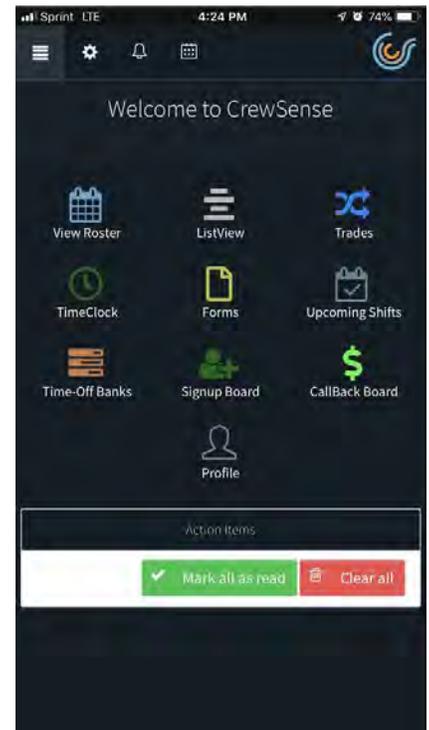
## Active Violence Incidents (AVI)

In May 2019, Eugene Springfield Fire participated in a full-scale active shooter exercise with Lane County Sheriff's Office, Eugene Police Department, University of Oregon Police Department, McKenzie-Willamette Hospital, University District Hospital, RiverBend Hospital, and Lane Fire Authority. Approximately 100 Fire personnel and 100 volunteers participated in the field exercise over the course of three days. This exercise was accomplished with funding from the Oregon Health Authority Health Security Preparedness and Response program. This exercise focused on collaboration with law enforcement for rapid entry, treatment of critical injuries, and quick extraction of patients. It was the capstone of several individual medical classes and skills that the crews have been working on over the past year. This exercise also provided an opportunity to exercise the surge capacity of the local hospitals. All hospitals in Lane County participated in a surge exercise. This all was part of a multi-year training plan to prepare the crews for the 2020 Olympic Trials and the 2021 World Track and Field Championship that will be hosted at Hayward Field in the City of Eugene. This collaborative exercise was good practice for everyone.

## Operations Schedule Change

In cooperation with International Association of Fire Fighters (Local 851), the Department changed the work schedule for the Operation Division from a 24/48 hour schedule (24 hours on shift followed by 48 hours off) to a 1:3, 2:3 schedule (24 hours on shift, 72 hours off duty followed by 48 hours on shift and 72 hours off duty). Both the old schedule and the new schedule result in a 56-hour work week. The new schedule began on June 27, 2019 and will be used on a trial basis for a one-year period. At the conclusion of the trial period the Department will make a decision whether to continue the schedule on a permanent basis. The outcomes to be measured during the trial period are: monthly training hours, mandatory training completion, turnout times, safety meetings, sick leave trends, non-punitive fatigue reporting, and customer service satisfaction scores.

In order to transition to the new schedule, the Department implemented a different scheduling software program which allows Battalion Chiefs to recall personnel for conflagrations or multi-alarm fires. It also allows them to update personnel on shift assignment or schedule changes on a real time basis.



## Fire Service Health Conference

In April 2019, Eugene Springfield Fire hosted the first conference in our area to specifically address the Wellness, Health, and Fitness demands of the Fire Service with the goal of reducing firefighter injuries and improving fire ground performance. What set this event apart was the additional focus on improving physical fitness and training through proper movement and mobility. This event was a



collaboration between the City of Eugene, Eugene Springfield Fire, Local 851, Fourth Alarm Fools/Lane Fire Brigade Pipes and Drums, and Tensegrity Physical Therapy Eugene. All 200 available seats were sponsored and provided free to all Lane County career and volunteer firefighters. The conference was supported by donations.

## 2019 ESF Training Center/Fire Station 2 Fitness Center Upgrade



This year the Eugene Springfield Fire flagship fitness center at Fire Station 2 received upgrades that allow ESF to properly train more recruits in less space and with less allotted time and days per academy. It also provides the proper equipment to train in ways that will not only improve job performance but also reduce risk of injury during emergency responses and during proficiency skill training drills. In collaboration with City of Eugene Risk Services, the facility received new paint and striping on the walls using the ESF scheme, new equipment to provide the proper training needed for our industry, and appropriate redistribution of resources.

## Young Women's Fire Camp

While fire departments in the U.S. have a long history of being predominantly white male, the Young Women's Fire Camp hosted by Eugene Springfield Fire is part of ongoing efforts to engage under-represented populations to consider careers in fire and emergency medical services. In the summer of 2018, Eugene Springfield Fire hosted their 8th annual Young Women's Fire Camp with 20 participants. This week-long camp is for high school-aged young women and provides a unique experience at no cost to camp participants or their families. The department is fortunate to have a dedicated group of women firefighter/paramedics from within our ranks that come together acting as mentors that guide these participants.

The camp participants are introduced to fire and emergency medical service activities, learn about leadership, build confidence, and learn team-building skills through a combination of instruction and hands-on drills. These drills include rope rappelling, live fire burns, physical fitness training, emergency medical treatment, personal safety awareness instruction, and fire tool manipulation. Also, a wide variety of local community leaders, city leaders, and department personnel speak on topics to inspire and challenge these young women. In eight years, a total of 146 young women have participated in the camp. Of these, one has been hired into BLSS, one has been hired by CAHOOTS, and three are actively pursuing Fire/EMS careers.



## Community Involvement

### Affair of the Heart



The Affair of the Heart takes place at the Lane County Event Center in February. This is an event that focuses on women's healthcare issues, specific to heart health. Eugene Springfield Fire is invited to participate in teaching compression only CPR to the public as well as promoting women in the fire

service. Many applications for the young women's leadership camp are distributed as well as information on how to become a firefighter with Eugene Springfield Fire. This is a great opportunity to highlight and showcase the women of Eugene Springfield Fire and promote compression only CPR.



### EMS Summit

The 5<sup>th</sup> Biennial EMS Summit took place at Eugene Springfield Fire in March of 2019. The EMS Summit is a collaborative effort of the Region 5 Training Association, PeaceHealth, Life Flight, Lane Fire Authority, and Eugene Springfield Fire to provide a low-cost two-day pre-hospital continuing education conference in Central Lane County. Several personnel from Eugene Springfield Fire were presenters at the conference as well as participants. This conference is open to all Oregon EMS personnel for continuing education but is focused primarily on EMS personnel in Central Lane County. It is our hope to continue this in the future.



### Smoke Alarm Outreach

One early morning in late December, fire crews were called to a structure fire in a mobile home park. The resident of the home was found deceased inside. Fire investigators determined the fire cause to be accidental. In response to this fire, Fire Marshal's Office educators held a community meeting for those living in this large park. Fire Marshals stressed the importance of working smoke alarms that are less than ten years old. Mere days after that community meeting, crews were again called to a structure fire in this park. This time everyone made it out safely. After attending our community meeting, they replaced their smoke alarms which sounded, allowing them to escape. They publicly credited the Fire Marshal's Office with saving their lives.

## Thanksgiving at Briggs Middle School

Eugene Springfield Fire staff joined together with other community groups and volunteers to serve a Thanksgiving meal at Briggs Middle School. As the community prepares for the long holiday weekend, this annual tradition brings together students, staff, and the community in Thanksgiving, allowing everyone to enjoy a traditional turkey feast.



## Sound the Alarm

The American Red Cross national Sound the Alarm campaign came to Springfield in May. All across the country Red Cross chapters partnered with fire service agencies and local volunteers to canvass at-risk neighborhoods, installing free smoke alarms and providing fire safety and emergency preparedness information. Over 450 smoke alarms were installed in 150 homes in Springfield during this outreach.



## Annual Safety Fairs

Eugene Springfield Fire participates in many community safety fairs throughout the year. Two of the largest are Peace Health/Safe Kids annual spring Family Safety Fair and the long-standing Jerry's Safety Saturday held each October in conjunction with Fire Prevention Month. Eugene Springfield Fire, law enforcement, community emergency response teams, and other community safety partners come together to share emergency preparedness, fire and life safety, and crime prevention information. Kids, and kids at heart, enjoyed a close up look at police cars, fire engines, ambulances, a helicopter, water rescue boats, and live fire sprinkler and police K9 demonstrations.



## Retirements

The following department members retired in FY19. We want to thank each one of these individuals for their devotion, time, and courage they have shown serving over the years.

*Fire Chief Joseph Zaludek*  
*Captain Jerry Boosinger*  
*Captain Audie Eggleston Jr*  
*Administrative Specialist Rebecca Hollenback*  
*Battalion Chief Lance Lighty*

*EMS Accounting Specialist Donna Mason*  
*Captain Scott Olmos*  
*Captain Robert Schmitt*  
*Firefighter Don St. Sauver*  
*Management Analyst Kim Thomas*

## Awards Ceremonies

### Eugene Springfield Fire Awards and Recognition Ceremony

It was an afternoon of celebration and recognition on Thursday, January 24 at the Eugene Springfield Fire's Annual Awards and Recognition Ceremony, held at the Emergency Services Training Center in Eugene. We had an outstanding turn out of crews, city staff, family members, and award recipients. Thanks to all who showed support for one another.



The department recognized over 14 promotions that took place in 2018 and handed out eight awards to department members and over 24 citizen awards. The awards ranged from Safe Operator Award to the prestigious award of the Distinguished Service Cross. This year's award recipients were: Captain Craig DeGarlais, Firefighter John Hoagland, Firefighter Bryon Harvey, Firefighter David Nowak, and Firefighter Robert Sink. As these names were called out the crowd stood and clapped for several minutes with not a dry eye in the room. These outstanding individuals were recognized for their bravery, selflessness, and dedication to duty they displayed when they came under gunfire while responding to a residential fire in the early morning hours of October 17, 2018. Congratulations to all the hard-working members of Eugene Springfield Fire that earned awards this year. Well done!

## Oregon Fire Chiefs Association Awards

### *Award of Distinguished Conduct*

Captain Craig DeGarlais, AIC Engineer/Firefighter John Hoagland, Firefighter Bryon Harvey, Firefighter Robert Sink, and Firefighter David Nowak received the Oregon Fire Chiefs Association Award of Distinguished Conduct for their actions in the Oakdale Shooting on October 17, 2018, which were nothing short of exemplary.

Engine 5 and Medic 5 were dispatched to a first-alarm assignment for a structure fire at 536 Oakdale Avenue in Springfield, which sits less than a block away from the fire station. As they arrived at a well involved house fire, crew members noticed extremely loud cracking and popping noises. The firefighters began to deploy hoselines, survey the structure, and set up for fire attack. It was then they realized that the popping was gunfire. The crew then saw the over barricaded gunman shooting a shotgun at them and subsequently began advancing on their position.



Firefighter Sink declared “shots fired” over the radio, called for police, and then proceeded to give a detailed report of the shooter’s location and description for incoming units. Captain DeGarlais called for “emergency traffic,” and warned incoming units to stay away from the scene. Crewmembers used experience and instinct to extricate themselves from the scene while under fire. When Firefighter Sink found himself pinned down by gunfire behind the ambulance, the rest of the crew worked together to plan for his escape. Using quick thinking and timely radio communication, Firefighter Sink recognized the gunman reloading and called it out over the air. They seized the opportunity, and Captain DeGarlais called for him to come to their location which he did. After rallying at Station 5, it was discovered that all five firefighters had been struck by shotgun blasts. A total of 11 rounds were fired at the crews. Fortunately, no one was physically injured.

During the initial shooting and subsequent standoff, three adjacent houses to the involved home caught fire and a fifth was significantly damaged. After the gunman was subdued, the entire crew of E5 and M5 quickly returned back to the scene to pick up the hoses and reengage the now rapidly spreading fire. Their quick return to the scene prevented the fire from spreading to the fifth house and beyond.

Captain Craig DeGarlais, AIC Engineer/Firefighter John Hoagland, Firefighter Bryon Harvey, Firefighter Robert Sink and Firefighter David Nowak’s actions clearly reflect carrying out their duties despite the danger and adversity they faced.

### *Excellence in Safety and Health Award*

Firefighter/EMT-I Fernando Gumba is an ACE certified Peer Fitness Trainer who is assigned as the Wellness-Fitness Coordinator for Eugene Springfield Fire. In 2018, he earned the Oregon Fire Chiefs Association Excellence in Safety Award. Gumba has been instrumental in developing several effective programs including: Firefighter Fitness Challenge; Fire Academy Wellness-Fitness; EMS Safe Lifting Class; and to kick off the 2018 Firefighter Fitness Challenge, Fernando created, coordinated, and hosted a small health and fitness



conference to provide initial information and training for challenge participants. This event blossomed into the Fire Service Health Conference, held in April 2019 at Eugene Springfield Fire's regional training facility.

### **Fallen Firefighter Memorials**



Across the country and throughout the world, many memorials have been built to honor the men and women Firefighters who have lost their lives in the line of duty, or simply to honor the job Firefighters perform every day. Every year, on the third Thursday of September, the Oregon Fallen Firefighter Memorial Ceremony is dedicated to honoring Oregonians who have made the ultimate sacrifice. The Oregon Fire Service Honor Guard coordinates the honors for this event. Eugene Springfield Fire members serving: Deputy Chief (AIC) Amy Linder, Firefighter/Paramedic Jonathan Hayes, and Management Analyst Dave Gullede, and Fire Dog Casey.

Every October, the National Fallen Firefighters Foundation honors the service and sacrifice of all Firefighters who died in the line of duty during the previous year. Thousands of people from across the country attend the National Fallen Firefighters Memorial Weekend in Emmitsburg, Maryland. The weekend features special programs for survivors and co-workers, along with public ceremonies. Families arrive at the memorial and are escorted through a "Sea of Blue" leading to the National Fallen Firefighters Memorial. Uniformed fire service personnel line the Walk of Honor® in honor and support of the new surviving families. Representatives from Honor Guard and Pipe Band Units participate as part of this solemn tribute and commemoration of the fallen. Many families have told us how much they appreciate the honor bestowed upon their loved ones at the National Tribute.



## Division Summaries

### Operations



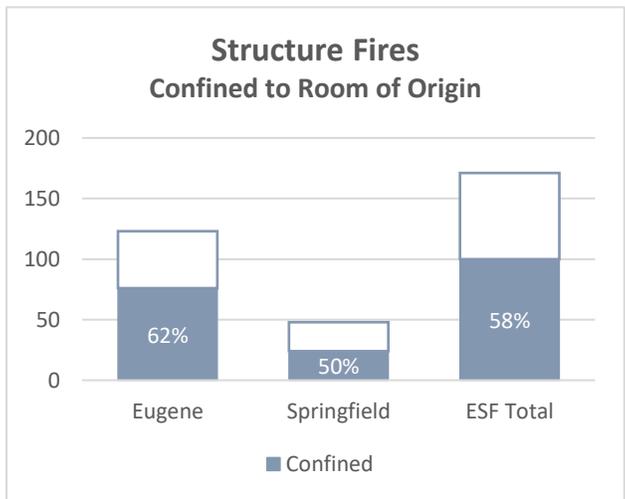
All frontline fire suppression and emergency medical services (EMS) apparatus in the Operations Division are Paramedic units. Every day, 24/7, the fire apparatus are staffed with a Fire Captain, a Fire Engineer, and one or more Firefighters. At least one of those positions is staffed with personnel certified at the Paramedic level. On many apparatus, all of the fire personnel assigned are at the Paramedic level. This ensures that every medical call has at least one Paramedic with Advanced Life Support training and equipment arriving on scene at the earliest possible moment.

On July 18, 2019, the positions of Captain, Engineer, and Firefighter were assigned to women on the same apparatus for the first time at Eugene Springfield Fire. There was a fourth male firefighter assigned to the apparatus this day as well. This represents the commitment of our department to hire personnel into our public service positions that reflect the demographic of our community. We are proud of this news today, and proud of a vision for the future in which this event is commonplace.

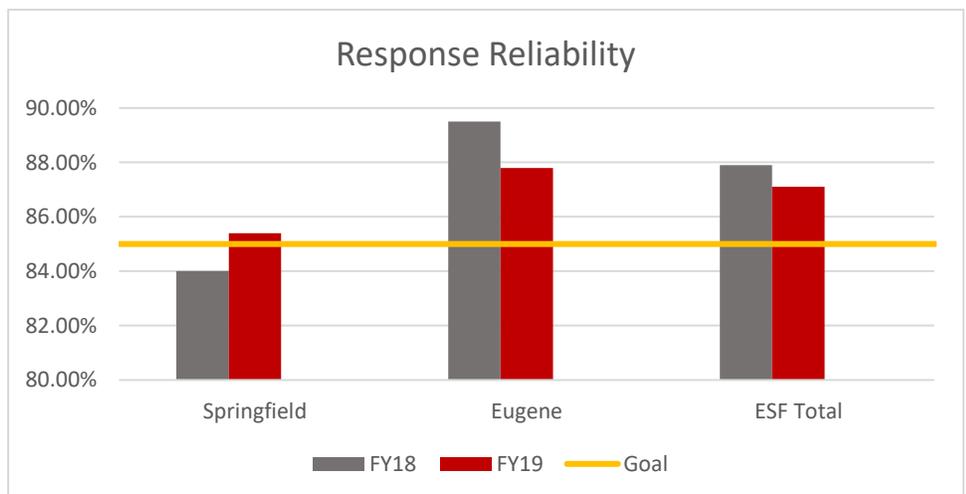




While responding to emergencies is the priority of the Operations Division, personnel also spend their time completing required training classes, conducting station tours for the public, and maintaining the stations, apparatus, and equipment. Additionally, crews visit grade school classrooms every October during Fire Prevention Month, which is a longstanding custom of Eugene Springfield Fire. During these presentations, an on-duty fire crew provides information on a fire safety message relevant to the Fire Prevention Month theme and provides safety material for each child to take home. In past years, the individual departments delivered this training to different grades. With the merger, the curriculum and public education messages have been standardized and are now delivered consistently to all second-grade classrooms.



*Response reliability is the probability that resources assigned to a fire station will be available from that station when a fire or emergency occurs within that area. As the number of emergency calls per day increases, the probability that a needed piece of apparatus will be available when a call is received decreases.*



## Strategic Services

### Emergency Medical Services

FY19 has been a busy year as the EMS system has welcomed a new Supervising Physician, launched the PulsePoint Respond application, purchased and deployed new cardiac monitors, and implemented the Pulsara application for communicating with the hospital.



Our new Supervising Physician, Christoffer Poulsen D.O., came to Eugene Springfield Fire in October with extensive experience in pre-hospital medicine. He is Board Certified in Emergency Medicine and Emergency Medical Services. He has also been a partner at Eugene Emergency Physicians for approximately 10 years. Dr. Poulsen is well respected in our community and serves as the Supervising Physician for Lane Fire Authority, REACH Air Medical, and is also the Emergency Department Medical Director for PeaceHealth at RiverBend. We are looking forward to his vision for EMS at Eugene Springfield Fire.

Eugene Springfield Fire continues to research new technologies and methods for providing the best patient care to the citizens of Eugene, Springfield, and our outlying communities.

In November, 2018, ESF launched the PulsePoint Respond application, a smartphone app designed to support public safety agencies working to improve cardiac arrest survival rates through improved bystander performance and active citizenship. PulsePoint Respond empowers everyday citizens to provide lifesaving assistance to victims of sudden cardiac arrest. This application supports the ESF commitment to continue to improve the rates of survival for victims of out-of-hospital sudden cardiac arrest. ESF's current data from the CARES registry for 2018 shows a 59.3% survival rate based on the Utstein 2 criteria, up 9.3% from last year.

ESF received an Assistance to Firefighter Grant (AFG) in the summer of 2018 to purchase new cardiac monitoring equipment. The Zoll X-Series monitor/defibrillators were selected and purchased in late 2018 and went into service in January 2019. These new monitors are full-service advanced life support monitor/defibrillators with the capability to perform 12-lead, end tidal carbon dioxide measurement, carbon monoxide measurement, pulse oximetry, non-invasive blood pressure monitoring, cardiac pacing, and defibrillation. These monitors can also collect data for continuous quality assurance and will interface with our electronic charting program once that program is upgraded.

ESF began using the Pulsara application for communication with the hospitals in March 2019. This program replaced most of the radio report between incoming medic units and hospital emergency departments. Not only can this new method share information, specifically 12 leads, with the emergency department, but it can also alert the hospital special teams to respond faster to a person suffering from a stroke, heart attack, sepsis, or to a patient meeting trauma activation criterion. Although this program takes time for data input and has created more dependence on technology for crews, it has ultimately resulted in better patient outcomes. This program is still evolving.

### Public/Private Partnership

For more than four years, ESF has utilized a public/private partnership with Mid-Valley Ambulance that allows non-emergency inter-facility transports and all lift assists in facilities Mid-Valley serves. This partnership allows for the most appropriate non-emergent resource to meet the needs of citizens and reduced call volume for metro engine crews.



## Basic Life Support System (BLSS)

Our Basic Life Support System (BLSS) employs 16 full-time and eight part-time Basic Life Support (BLS) Technicians, who operate two 12-hour/day BLS ambulances and one 24-hour/day BLS ambulance. They respond to scene calls with Advanced Life Support (ALS) fire crews and transport BLS appropriate patients to our three local hospitals.

To adjust ambulance billing, on July 1, 2018, the 12-hour/day BLS ambulance operating out of Eugene Station 11 was moved to Springfield Station 5. At that time, all first due BLSS geographic areas were adjusted to send the closest ambulance to calls for service. At this time, improvements were also made to the way recommendations for type of medic unit (ALS or BLS) are reported from the dispatch center. This helps us understand the current recommendations so we can plan for future changes to ALS and BLS medic unit recommendations.

In January 2019, we began reporting quarterly performance statistics to BLS Techs and their company officers. This month also marked the beginning of engagement with VetNet, veteran centered websites, and recruitment sessions at the LCC Veterans Center.



Since the BLSS system began in October 2016, 20 BLS Techs have transitioned to the Firefighter/Paramedic position at ESF. In this fiscal year, eight have made that transition, with an additional three that are now professional firefighters with other organizations. Our BLSS is providing excellent entry-level opportunities into the fire service. With minimal qualifications, BLS Techs gain excellent experience within our professional Fire/EMS organization. They are often students pursuing this career, and our BLSS schedules and processes are designed to accommodate and support them in this development. In April 2019, the BLSS time off request and hiring policy was updated to better fit the BLSS work unit. Student friendly shift schedules continue to be evaluated and adjusted as needed. Many are pursuing careers in the fire service, and others are working to become nurses, PAs, and even MDs. All experience the same supportive environment to help them achieve their career goals.

BLS Academy 06 trained seven new personnel from September 17 through October 4, 2018, followed by Field Training and Evaluation shifts to ensure our new BLS Techs were ready for response within our system. Since that time, three of these BLS Techs have already become professional firefighters.

Twenty-five BLS Tech interviews were conducted from December 3 through December 6, 2018, in preparation for the BLS Academy 07 hiring process.

BLS Academy 07 trained nine new personnel from March 18 through April 4, 2019, followed by Field Training and Evaluation shifts.

Fifty-three BLS Tech interviews were conducted from June 24 through June 28, 2019, and backgrounds are being processed in preparation for BLS Academy 08, which will begin October 28, 2019.

## Logistics

The Eugene Springfield Fire Logistics Section is located on the campus of the Emergency Services Center in Eugene. Overseen by a Battalion Chief of Logistics & Safety, this section provides a wide range of equipment, supplies, and maintenance services to support the ongoing mission of the fire department. Fire Maintenance Workers provide regular courier service to all fire stations to restock and resupply a busy organization, as well as testing and repairing over 50,000 feet of fire hose annually and laundering over 1000 sets of firefighting gear. Emergency Equipment Technicians test and maintain the inventory of self-contained breathing apparatus (SCBA) and air compressors and perform annual tests on ladders and fire engine pumps. The Parts and Supplies Specialist serves as the uniform quartermaster for the department.

The ESF Logistics section is making significant progress towards achieving more efficient and sustainable operations. The Logistics Section has reduced station visits made by 40% over the last fiscal year, reducing our carbon footprint and saving in fuel costs. Additional initiatives that were either completed in FY19 or are in process include consolidation of wildland equipment for more timely deployment, updating inventory management procedures, evaluation of the next generation of SCBA platform, and assessing cost saving measures in purchasing uniforms and equipment across the board. The Logistics Section continues to look for ways to increase operational efficiency as we support the mission of a robust and active organization.



### *Apparatus Standards & Fuel Reduction*

Fire apparatus are very specialized tools, designed for very specific functions. As we plan for the future, we are constantly conducting market research to specify and obtain the most efficient and effective fleet. Our carbon recovering focus goes beyond the efficiency of our vehicles and includes our nonemergency practices. This includes more virtual training in the neighborhood fire stations, providing the dual benefit of keeping those resources in the areas they are meant to protect.



## Special Teams

### *Aircraft Rescue Fire Fighting (ARFF)*

A component of the full suite of services provided by Eugene Springfield Fire, Aircraft Rescue Fire Fighting (ARFF) is an important partnership with the Eugene Airport.

In FY19 the Eugene Airport took delivery of a 2018 Oshkosh ARFF fire truck. The truck carries 1500 gallons of water, 300 gallons of foam, and 850 pounds of dry extinguishing agent to anywhere on the airfield in under three minutes. The FAA funded the majority of the purchase with a 10% cost share from the Airport. *(Photo Credit Jamie's Fire Scene Photography)*



The first exercise for the triennial disaster drill was conducted in the fall of 2018. Participants included representatives from the Federal Aviation Administration, airlines, Department of Homeland Security, Lane Fire Authority, Eugene Public Works, Eugene Police, and FBI. The triennial drill starts with a walkthrough of the emergency on year one (a passenger jet catching fire while taxiing this time). Year two is a table top exercise and the drill culminates with a full-scale exercise in year three with live role players and use of all public and private stakeholders' resources.



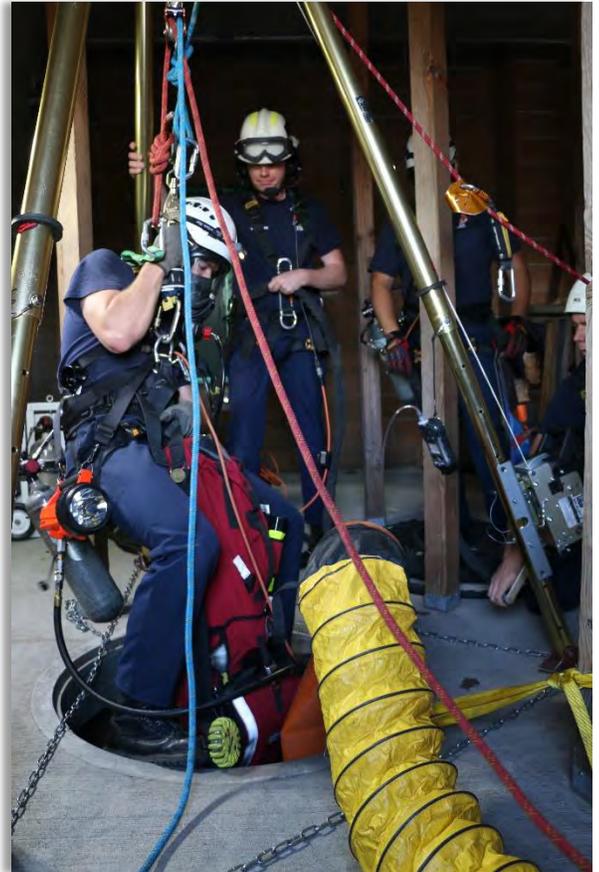
Six new ARFF firefighters were trained in FY19 to bring the team to full staffing. An important component to our ARFF deployment is taking experienced firefighters from the City and cross training them in ARFF. This allows us to keep the Airport staffed at all times without risk to the FAA Fire Protection Index which is required to keep the airport operational. A fully staffed team will also allow Eugene Springfield Fire's ARFF program and staffing to grow with the Airport.

Staffed with two personnel, the ARFF station also provides fire response and Paramedic level EMS to the Airport and its occupants. The ARFF team values its role in the overall Airport community by providing safety training to Airport employees, airlines and service providers. "C" Shift crews demonstrated the professionalism of our ARFF program by performing exceptionally well during the annual FAA inspection in 2019.

### *Confined Space Technical Rescue Team*

The Confined Space Rescue Team, apparatus, and equipment are currently assigned to Fire Station 8 located in West Eugene. The team consists of 22 certified personnel deployed on all shifts. Personnel on the team are currently DPSST certified in three areas: high and low angle rope rescue, confined space rescue, and heavy machinery extrication. In addition to their usual Fire and EMS response duties, this crew provides specialized technical rescue services within both Eugene and Springfield city limits and the urban growth boundaries (UGBs) while also providing mutual aid at the request of our strategic partners. Our team responds to emergencies ranging from patients trapped in vehicles down steep embankments to industrial workers entangled in machinery. The team provides private industry, public works, and utility companies their mandated confined space rescue entry teams necessary for their work in “permit entry required” confined spaces. The team is equipped to respond to emergencies that may include below grade entrapment due to trauma or medical issues, electrocution in energized electrical vaults, and low oxygen or poisonous atmospheres sometimes encountered in confined spaces.

Ongoing research and data show the importance of maintenance training for a local team to be capable of providing rescue and support to the community while waiting for higher capacity Federal teams to arrive in the wake of a natural disaster. ESF is working with elected officials to acquire funding for our team to 32 members and to a higher level of rescue certifications. This pending training would allow the team to perform very



technical operations at disasters such as floods and earthquakes. The increased levels of training and additional highly specialized certifications we are seeking are for Trench and Structural Collapse rescue. These are needed to maximize our potential earthquake and flood relief operations. The combination of these five disciplines (rope rescue, heavy machinery extrication, confined space rescue, and trench and structural collapse) would allow the expanded team to function as a full Urban Search and Rescue team (USAR) needed to begin mitigating the consequences of potential disasters.

### HazMat Team

Eugene Springfield Fire is in its 32<sup>nd</sup> year of hosting the Oregon State Fire Marshal's regional Hazmat Team 2, operating from Station 9. Team 2 is one of 13 teams covering the state and is a collaboration between ESF and Oregon State Fire Marshal (OSFM). Our team consists of 22 technician level responders with a subsection of those specializing in hazards such as radiation, crude oil, petroleum products, biologicals, and chemical industry practices. The team is largely financially supported by the OSFM through the state petroleum load fees fund. This is a dedicated fund that assesses a fee for every gallon of petroleum transported over Oregon highways.



Our Hazmat Team covers just under 6,000 square miles stretching from the coast at Florence to the high desert, east of Bend.

Hazmat 2 provides the majority of the first response staffing for the McKenzie Watershed Emergency Response System (MWERS). MWERS is the first line of emergency response, protecting the City of Eugene's sole water source. We also work closely with other local, state, and federal agencies, such as DEQ, EPA, OSP, Eugene Police EDU, and are busy preparing to protect citizens of the metropolitan area and its guests during the 2020 Olympic trials and 2021 world games.



### *Water Rescue Team*

The Water Rescue Team conducts surface rescue operations in still and swift water conditions surrounding the metro area. The team of 45 is based out of Station 5 and Station 6 and is equipped with boats and equipment to work in many environments. In addition to rescue operations, team members assist Public Works with local river water testing several times a year and conduct multiple public education events. Nine new team members were trained to the standard of Swiftwater Rescue Technician in 2019, completing a milestone of having all team members certified at that level. For the first time, two team boat drivers were selected to attend the Oregon State Marine Board boat drivers training course, considered the highest level of public safety officer training for boat driving. In 2018, team members responded to 64 water related emergencies. Although the peak water rescue season is from Memorial Day to Labor Day, calls for service are received year-round in area rivers and ponds.

## Fire Prevention and Training

### Fire Marshal's Office

The primary goal of the Fire Marshal's Office (FMO) is reducing life and property loss. These services are presented to the public through code enforcement, control of hazardous materials use, life safety inspections, educational classes, youth fire-setter intervention, fire cause investigations, issuance of operational permits correction of fire code violations in buildings, and plans review and inspection of new construction.



The Eugene Springfield FMO maintains partial exempt jurisdiction status as authorized by statute under the Office of the Oregon State Fire Marshal. An exempt jurisdiction designation allows a fire department control of all fire prevention activities including: new construction plan review, land use planning, fire investigations, youth fire-setter interventions, fire code enforcement, public education, local code adoption, and amendment of the fire code and National Fire Incident Reporting System (NFIRS) reporting.



### Mobile Emergency Responder Radio Coverage

New technology in building construction and energy efficient materials are making it difficult or sometimes impossible for our emergency responders to communicate while inside some buildings. If this is the case, Oregon Fire Code section 510.1.1 requires the building owner to install a distributed antennae system (DAS). These systems have to meet not only local but also FCC requirements. These systems are complicated to install and maintain, adding more costs to the building owner.

In an effort to support development while providing for emergency communication needs, a Mobile Emergency Responder Radio Coverage (MERRC) program was established and implemented in Eugene. (Implementation for Springfield will occur in FY20). Participation in the MERRC program allows developers to contribute money, calculated based on the square footage of the project, to a dedicated fund in lieu of a distributed antennae system. The money in this dedicated fund will be invested in our communications infrastructure.

### Community Risk Assessment

Eugene Springfield Fire was awarded an AFG Fire Prevention and Safety Grant for the completion of a Community Risk Assessment project. This project has two major goals: 1) a Community All Risk, All Hazard Assessment and Plan and 2) update and validate inventory of nonresidential occupancies through County land records, building permits, and site visits. A grants manager has been selected for this project and a consultant has been hired to conduct the Community All Risk All Hazard and Assessment and Plan. Boots on the ground site visits and occupancy inventory work will begin in FY20.

As part of an AFG fire prevention grant, we will visit over 14,000 occupancies with a goal of updating data such as number of stories, whether they are sprinkled, if it has a Knox Box, etc. We will also take pictures of dangers to crews, fire department connections, and as many sides of the buildings we can. The data will be uploaded into an accessible database for responding crews. The project will be ongoing until after the first of the year.



## Training & Development Program

The Eugene Springfield Fire Training Section has many charges. Foremost among these is the continual facilitation of the ongoing training needs of one of the busiest emergency service systems in the state. Our department employs firefighters dually trained in emergency medicine and firefighting. Most of our employees are certified as Paramedics and thus subject to strict training requirements outlined by the State of Oregon. We hold our firefighters to state mandated standards in highly technical areas, each with their associated training requirements. Some of the areas of training include firefighting tactics and strategy, emergency driving, personnel management, hazardous materials, airport rescue operations, water rescue operations, confined space rescue operations, and medical care for the sick and injured.

Along with this maintenance training for line crews, the training section is responsible for the recruitment, hiring, and training of all new fire suppression and BLS employees. To date, our department has been in a hiring cycle, with up to four new employee academies a year for the last few years. The Training & Development program provides a minimum of 320 training hours per firefighter every two years and in FY19 conducted the following academies:

- Academy 23 – 10 recruits in field training
- Academy 24 – 14 recruits completed academy and in field training
- Academy 25 – 11 graduates in July 2019
- BLS Academy – 16 recruits trained and deployed

After academies are complete and the recruits are assigned to the line, the training section is responsible for testing them at regular intervals throughout the employee's probationary period.

The training section also manages two established employee development programs: the Engineer Development Program and the Officer Development Program. These year-long programs are well-respected by peer departments and produce some of the most proficient graduates for our department in their respective areas. Creation is wrapping up on



a new development program, our Chief Officer Development Program, which we will grow to mirror the success of developing our employee base which allows for excellent customer service delivery to the public. After all this development occurs, employees participate in promotional exam processes that are constructed, delivered, and proctored by the training section. These highly competitive exams are held each year and provide the best the department has for future internal promotion.

The department has a highly valued 5-acre drill field with many props for training that the training section is responsible for maintaining and maximizing its relevance for crew use. A recent prop addition gained through a grant processes is a propane fire-fueled array of props. These props simulate an LPG tank fire, dumpster fire and fuel spill area fire. These new props allow our firefighters to employ the latest techniques and tactics within their training regimen.



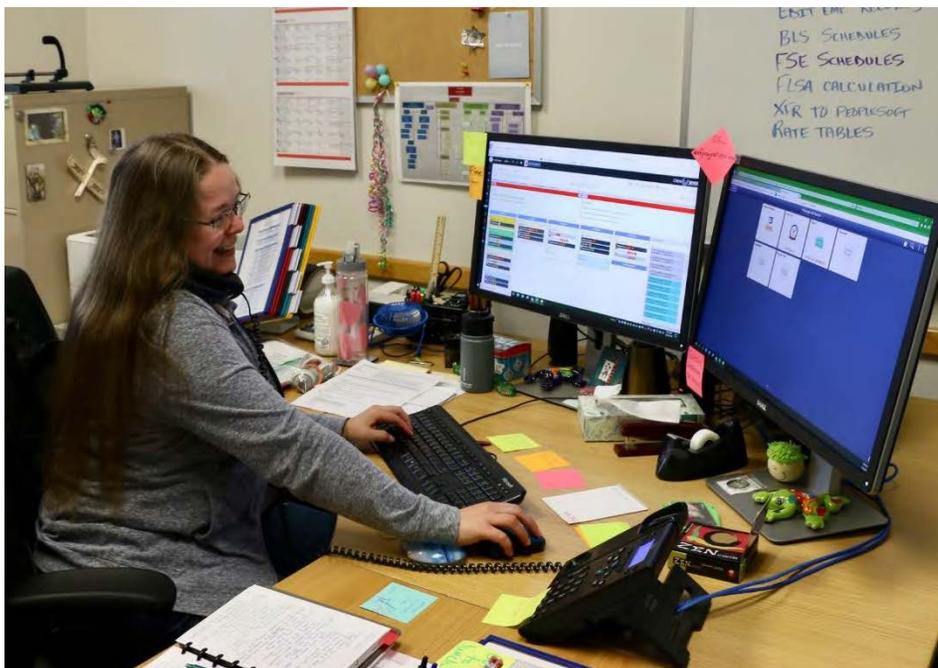
## Administrative Services

Administrative Services oversees budget development and management, contract administration, technology, accounts payable and receivable, timekeeping, ambulance transportation billing, and FireMed which is a membership program to cover patient out-of-pocket expenses for medically necessary ambulance transportation.

The first several years of the consolidated department saw focused effort to streamlining and enhancing services to citizens in the field. In 2018, ESF added a Chief of Staff position in an effort to strengthen the focus on consolidating the administrative support functions that were still largely functioning as separate entities.

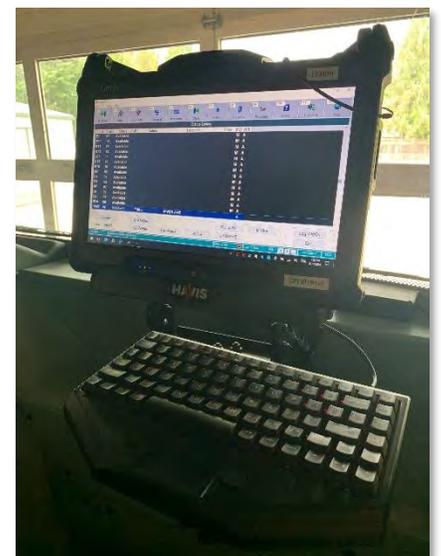
This past year has been a growth and development year for Administrative Services. We have relocated some of the staff from Springfield City Hall to headquarters and the remaining eight staff from the EMS Billing and FireMed Membership sections will join them by the end of 2019.

The organizational chart now reflects consolidated functions (e.g., budgeting, timekeeping, and technology) rather than functioning by city. Efforts are on-going to cross-train and develop staff in new or modified roles.



As part of our on-going workload, we processed more than 24,000 applications for FireMed and deposited \$16.7 million in ambulance transport revenue for Eugene, Springfield, and 14 client districts.

Accomplishments this year include transitioning payroll systems within the City of Eugene, upgrading and beginning the installation on GETAC mobile data units in the apparatus, and procuring and implementing a new line crew scheduling system.



## For More Information

<https://www.eugene-or.gov/120/Fire-and-Emergency-Medical-Services>

<http://www.springfield-or.gov/city/eugene-springfield-fire/>

### Recruitment

<https://www.eugene-or.gov/335/Recruitment>

### FireMed

<https://eugspfd.firemed.org/>

### Ride Along

<https://www.eugene-or.gov/259/Ride-Along>



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### Administration Offices

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Eugene, OR 97402

Ph: 541-682-7100

Fx: 541-682-7116



PulsePoint Respond



Fireworks Alert

## Partnerships and Affiliations

Eugene Springfield Fire is grateful to the many public, private, and nonprofit agencies that have extended the hand of partnership to us in order to help keep our community safe. A short list is given here. There are many others. Thank you.

IAFF Local 851  
International Association of Fire Chiefs  
Oregon Fire Chief's Association  
Oregon State Fire Marshal's Office  
Oregon Fire Marshals Association  
Lane Council of Governments  
Lane County Emergency Management  
Lane County Fire Defense Board  
Lane County Public Health  
McKenzie-Willamette Medical Center  
PeaceHealth  
Oregon Heart and Vascular Institute  
Oregon Burn Center  
Randall's Children Hospital  
Safe Kids  
Looking Glass – Project Safe Place  
Bloodworks

Oregon Department of Human Services  
Oregon Health Authority  
Oregon Department of Forestry  
Youth Corp  
Rivers to Ridges  
Region 5 Training Association  
American Red Cross  
Automatic Aid Agencies  
Mutual Aid Agencies  
Life Flight Network  
Oregon State Ambulance Association  
REACH Air Medical Services  
Mid-Valley Ambulance  
University of Oregon  
Lane Community College  
Alpha Phi Sorority  
Jerry's Building Supply





**EUGENE  
SPRINGFIELD**



**FIRE**