

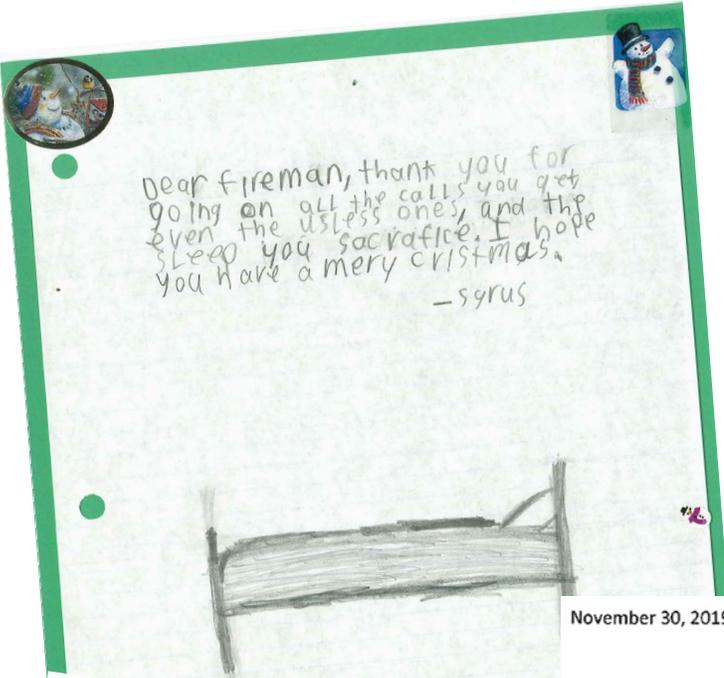
**EUGENE
SPRINGFIELD**



FIRE

**FY2020
ANNUAL
REPORT**





Thank you so much for taking us on the best tour ever! I learned so much and it was my best birthday!

November 14, 2019

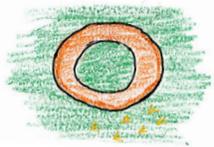
Love,
Mabel

1820 Wilamette St
Eugene, OR 97401

Dear Eugene Springfield Department

All I want to say is Thank You for risking your life for saving our town. Our school was doing a good job of making sure we were OK. When we came back I was relieved to see my school and town. I think if the situation happens again we can be alerted before the fire happens.

Respectfully



Agustin

Dear Eugene Springfield Fire Department,

It is the time of year for giving thanks and I wanted to reach out to express my gratitude to four members of your department for their service in responding to a fire this summer.

On September 5, lightning struck a tree in the forest behind our house and started a fire. I called 911 and went into the woods with a rake and a jug of water to see if I could address it while it was still small. I was able to keep it under control, but I didn't have much in the way of tools or experience with fires. I was very relieved when Chief Matt Steinberg and his crew arrived! I believe Jason Ryan and Travis Allen were with him, as was a fourth firefighter but I unfortunately did not catch his name (I attached a photo below in case you recognize him)

I should note that the fire was down a huge hill and about 100 yards into a forest, so it was very difficult to access. They made their way into the site through thick blackberries, helped me put out the remaining embers and hot spots, and then stayed until all evidence of smoke was gone.

Many thanks for the help, I've very grateful. I hope you have a wonderful holiday season.

I was transported to Peace Health Hosp downtown Eugene. I want to say thank you for your professional & caring service for me. I know you all are busy—but you are
The time you took from your busy schedule was very much appreciated.
Thank you—so very much!
Cliff

September 12, 2019

To Whom It May Concern,

May 10, 2019 was a hard day for me. It marks what I hope will be my one and only ride in an ambulance. The EMS team that met me found me curled in a ball on the street in the parking strip, surrounded by three women who were looking over me, calling for help, and securing my bike. I'd stopped short to avoid plowing into the car that turned in front of me, and my body and a heavy backpack launched over the bike as I dove headfirst into the asphalt. It was probably a near miraculous landing—as best I can tell my head never hit the ground (and yes, I was wearing a helmet). The brunt of what was probably a good deal of force—I was heading downhill and picking up speed when it all happened—dislocated my right elbow and whipped my forearm around 180°.

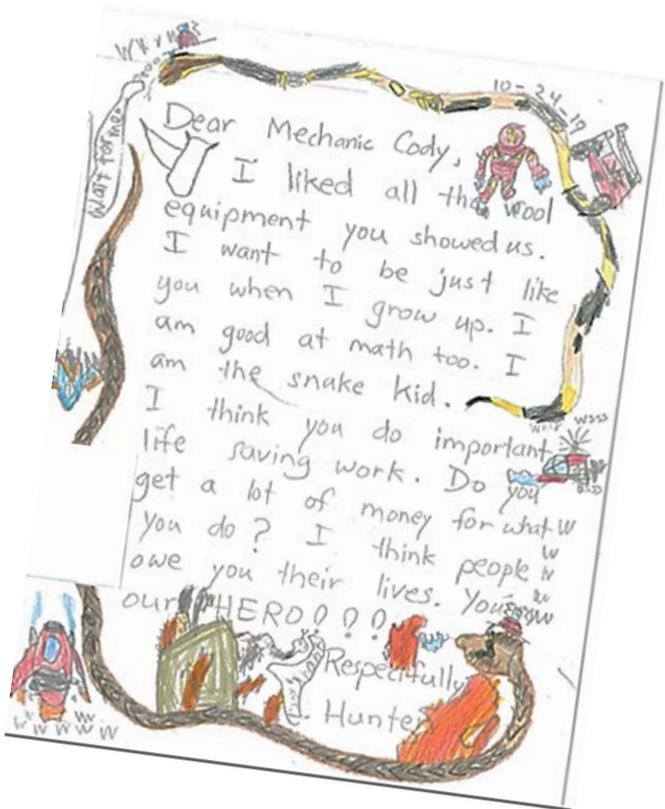
So when the EMS team got to me, I was rolled onto my side holding my right wrist to keep my arm in traction. After assessing me and assisting a rise to standing, they transferred me to a gurney and drove as gently as possible to the hospital.

Here are some things I remember. I was treated as a whole human being. I was never a collection of injuries. I was treated as a thinking human being. I was listened to and my requests for supporting the arm became part of the plan for holding it in place. I was treated as important. The team's full focus appeared to be on my care during the time I was within it.

I was likely in shock and most definitely dealing with trauma (the elbow was the most obvious, at least to me, but not the only issue). Despite my altered state, it was clear to me that I had excellent care. Honestly, I hope that day will remain one of the worst days in my life. But it is from such terrible moments that we have the chance to recognize things we would not otherwise see—disruptions have a way of doing that. A whole community of people, from the women looking over me to the EMS crew to the trauma unit to the hospital crew to the specialists who are helping me recover, took part in helping me recover and heal.

When I got the enclosed survey I realized I could not fit this message in the frames it provided, so I am writing this letter. Please share with the entire EMS staff how big a difference their work can make in someone else's life. And not just mine, but to my family, friends, and all my students, anyone who depends on me to be there for them. I know how demanding a life of service can be. I know it can be, at times, thankless. Please let this not be one of those times.

From the bottom of my heart, thank you, for all you do, every day, for so many.



OUR MISSION

Our mission is to serve our communities by protecting life, preserving property and the environment through prevention, education, rescue, fire suppression, and emergency medical 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.



OUR MOTTO

Courage, Honor, Service



Eugene Springfield Fire FY2020 Annual Report

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Message from the Chief



I am honored to present Eugene Springfield Fire's (ESF) Fiscal Year 2020 Annual Report. The following report is a summary of the activities and achievements of the organization. The content of this report is designed to provide insight into how our efforts are focused on providing the highest level of customer-centered service delivery, while also maintaining accountability and fiscal responsibility.

This past year has presented unique challenges which required collaboration, critical thinking, and innovation to deliver emergency services. During the early phases of the COVID-19 pandemic, ESF was presented with more questions than answers. As a solution-orientated department, members from every fire station, Logistics, the Fire Marshals' Office, and Administrative Services staff served daily while adhering to the rapidly changing safety guidelines. The team at ESF gave 100% each day regardless of challenges they faced. Ultimately, our community did not experience a decrease in service delivery. Due to COVID-19, we have and continue to experience an elevated public health and budgetary challenge. The members of Eugene Springfield Fire will continue to utilize all appropriated resources to sustain the highest level of service delivery to our community.

Over the last decade, the Ambulance Transport Fund (ATF) revenue and reserves have failed to keep pace with the rising cost of service delivery. This is directly attributed to federal reimbursement capitation on more than 80% of all calls. In addition, COVID-19 perpetuated the stress on ATF resources as ESF experienced a counterintuitive 29% decrease in transport volume as the pandemic unfolded in March, April, and May of 2020. In response, the department has established an EMS Taskforce. The EMS Taskforce is charged with reviewing current resource utilization and developing alternative deployment strategies. I expect the EMS Taskforce to leverage efficiencies in the existing system by ensuring each call is met with the right resources, right level of service, and at the right cost.

While our community continues to focus on COVID-19, I'd like to highlight several other areas of continued success and improvement. The department continues to reduce our carbon footprint with the construction of a draft tank for annual apparatus testing, leasing of the Arcimoto Rapid Responder, acquiring a closed loop fire foam testing system, and adjusting logistical service delivery. ESF moved forward with improving informational technologies (IT) usage. Examples include application deployment, data collection, crew scheduling system, and an anytime training environment. Investments in IT resources places the power of communication, operations, scheduling, patient care documentation, and real-time access in the hands of all team members.

The annual report cannot include every positive contribution, but we have strived to highlight the exceptional service Eugene Springfield Fire provides to those we serve. We are honored to serve our community and remain dedicated to providing the highest level of emergency service.

Respectfully,

Chris E. Heppel
Interim Fire Chief
Eugene Springfield Fire

Battalion Two

Station 2



1725 W 2nd Ave. Eugene

Station 10



2002 Bailey Hill Rd. Eugene

Station 12



90177 Northrup Dr. Eugene

Station 7



4664 Barger Dr. Eugene

Station 11

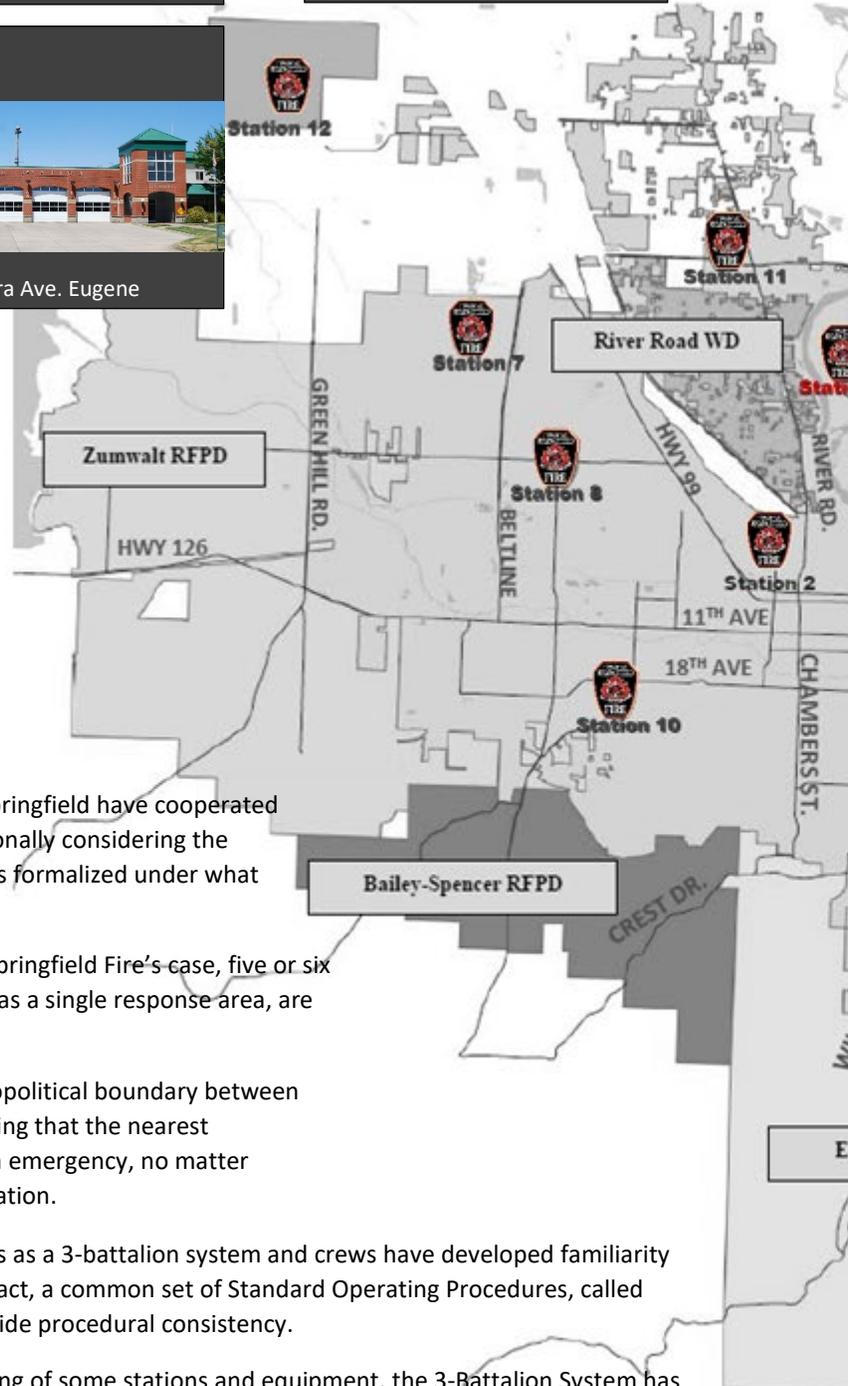


111 Santa Clara Ave. Eugene

Station 8



500 Berntzen Rd. Eugene



The 3-Battalion System

For many years, the fire protection systems of Eugene and Springfield have cooperated under an automatic aid agreement. This made sense operationally considering the proximity of the response areas. In 2007, the relationship was formalized under what became the 3-Battalion System.

A battalion is a group of suppression companies (in Eugene Springfield Fire's case, five or six companies). The combined cities and contract districts, seen as a single response area, are served by three battalions.

The 3-Battalion System provides service regardless of the geopolitical boundary between the jurisdictions, instead employing dispatch protocols ensuring that the nearest appropriate response resources are sent to the location of an emergency, no matter whether they are Eugene units, Springfield units or a combination.

Eugene and Springfield have been operating for over six years as a 3-battalion system and crews have developed familiarity with each other's personnel, equipment and procedures. In fact, a common set of Standard Operating Procedures, called Metro SOPs, have been written, which helps ensure metro-wide procedural consistency.

Implemented at practically no cost other than the renumbering of some stations and equipment, the 3-Battalion System has paid dividends not only in direct emergency response, but also in system backup, as units from either jurisdiction can be moved so as to provide safe coverage metro-wide in the event that many units are committed to a major emergency at a single location.

Battalion One

Station 1



1320 Willamette St. Eugene

Station 6



2435 Willakenzie Rd. Eugene

Station 9



697 Goodpasture Island Rd. Eugene

Station 13

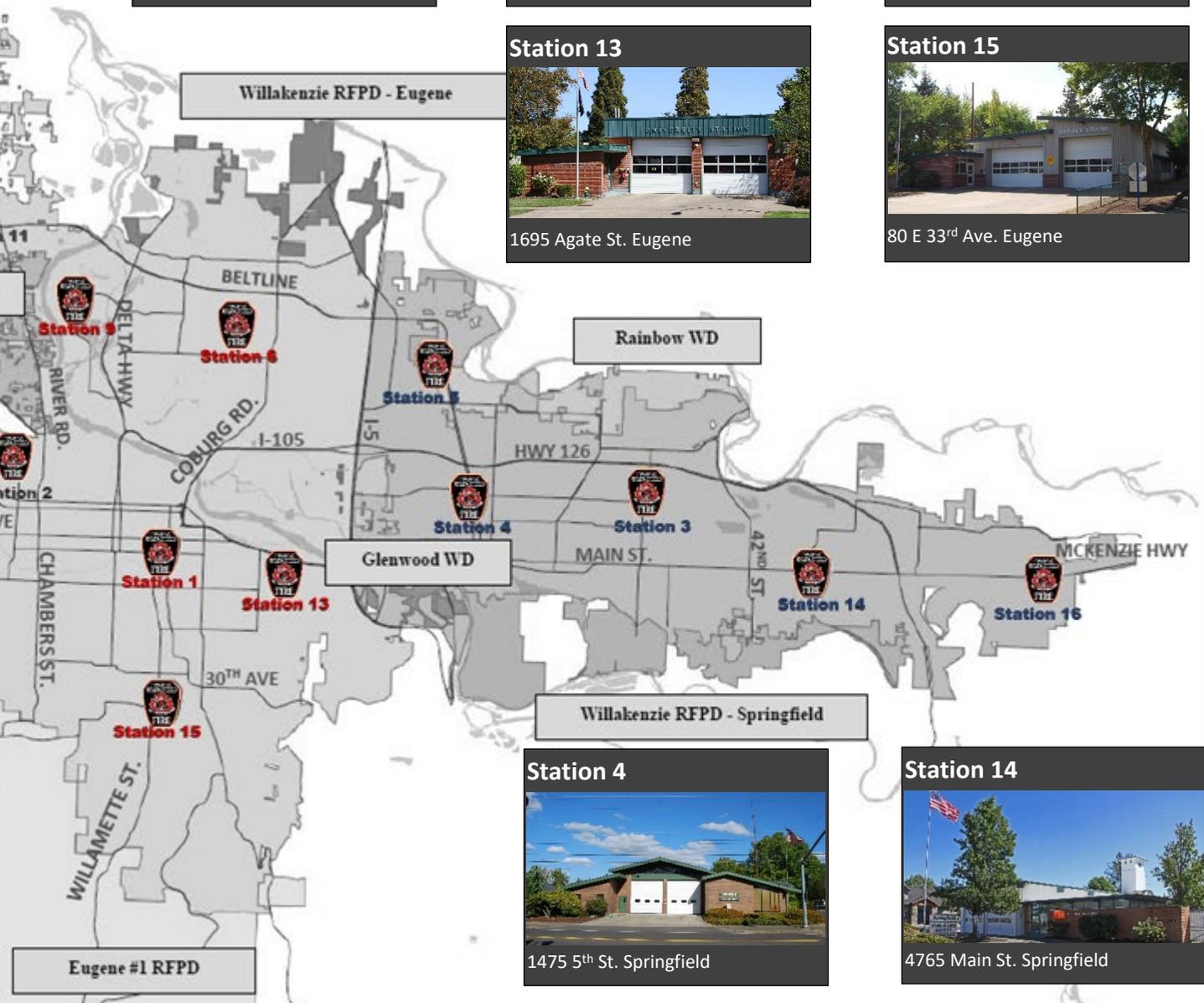


1695 Agate St. Eugene

Station 15



80 E 33rd Ave. Eugene



Station 4



1475 5th St. Springfield

Station 14



4765 Main St. Springfield

Station 3



1225 28th St. Springfield

Station 5



2705 Pheasant St. Springfield

Station 16



6853 Main St. Springfield

Battalion Three



Fire Chief
Chris Heppel, Interim

City of Eugene: 206.00 FTE

City of Springfield: 101.65 FTE

Total: 307.65 FTE

Executive Assistant



Operations
Deputy Chief Ray Brown



Strategic Services
Deputy Chief Chris Paskett (AIC)



Fire Prevention
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
(5.9)**
- Logistics (8.0 FTE)
- Training
(9.0 FTE)

- Fire Marshal's Office
(9.0 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
(Contracted Admin)

*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.

Vital Statistics - Fiscal Year 2020

Calls for Service*	All Call Types	Medical Calls	Fire Calls	Other Calls	Public Assist Calls	Transports
Total	40,849	34,250	599	4,105	1,895	23,824
Eugene	25,516	21,131	426	2,634	1,325	14,629
Springfield	9,211	7,807	135	853	416	5,682
Bailey Spencer RFPD	29	25	0	3	1	19
Eugene RFPD 1	54	37	0	17	0	32
Glenwood WD	258	226	10	12	10	153
Rainbow WD	489	444	7	27	11	263
River Road WD	602	548	9	32	13	362
Willakenzie Eugene RFPD	93	85	1	4	3	58
Willakenzie Springfield RFPD	208	175	7	18	8	106
Zumwalt RFPD	131	92	4	32	3	66
Other	4,258	3,680	0	473	105	2,454
Mid-Valley Ambulance	2,307	2,307				1,124

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

Prevention

Fire investigations	101
Inspections	
New construction	1,447
Code enforcement	832
Hazardous materials	514
Plan reviews	637

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

Public Education

Station Tours	16
Total visitors	273
Crew visits/Pub events	55
People contacted	3,498

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

Losses from fires

Structure fires	\$4,110,600
Vehicle fires	\$777,150
Outside fires	\$34,600
Dumpster fires	\$66,270
All other fires	\$13,700

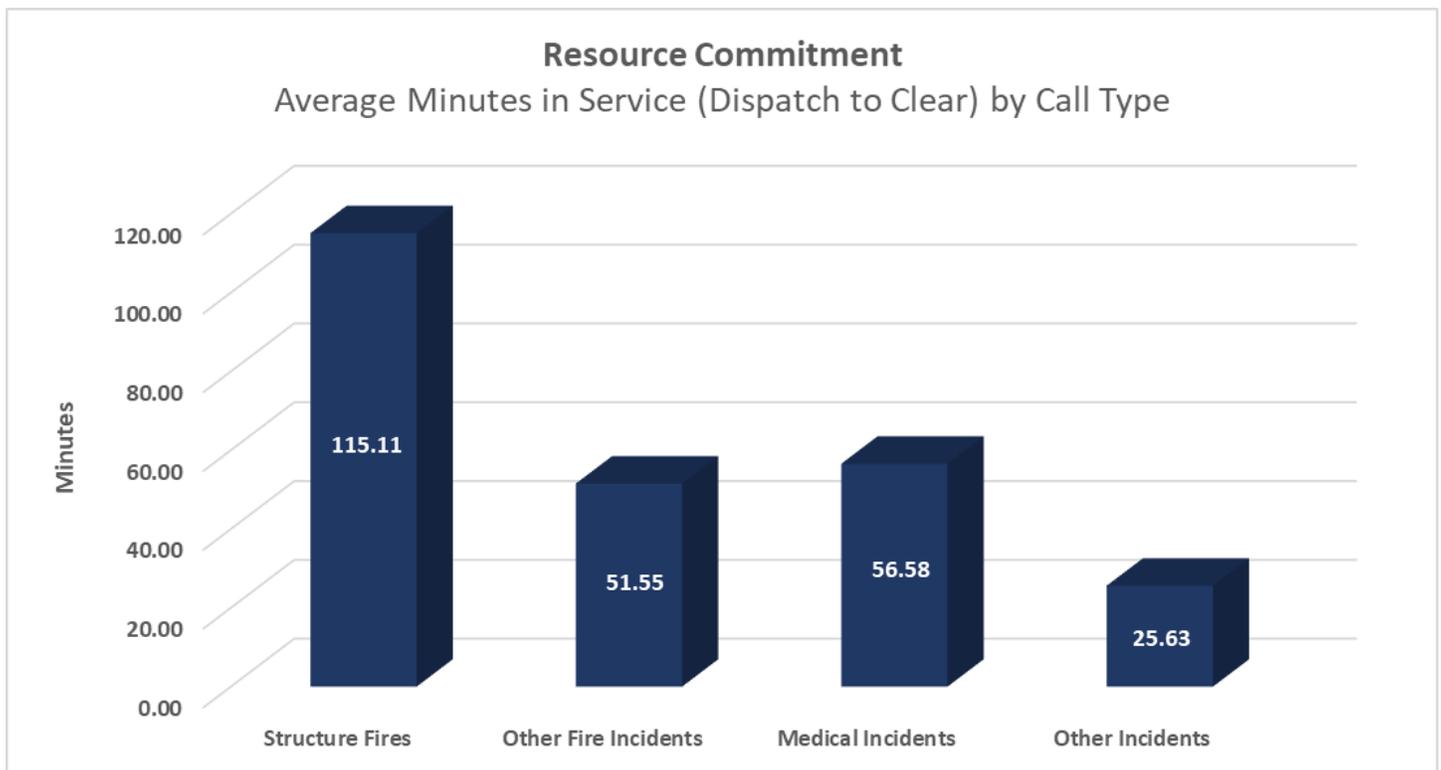
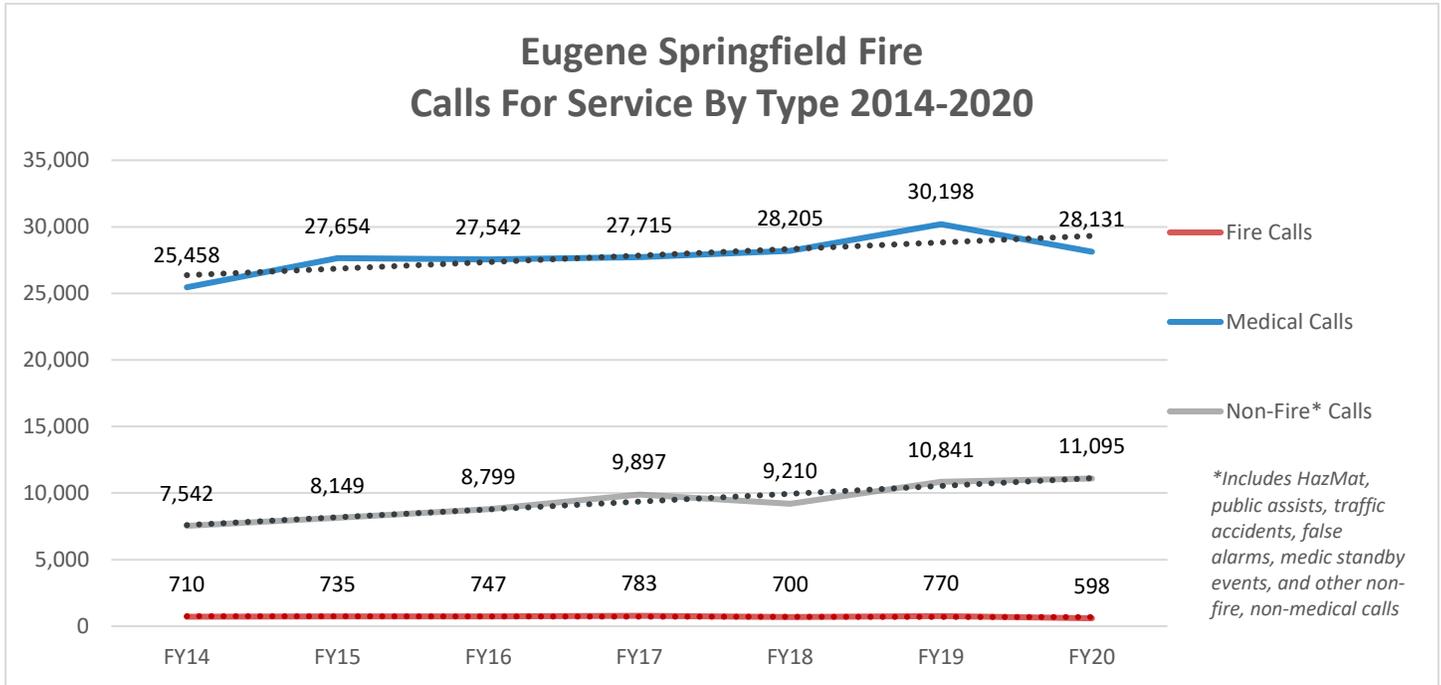
Springfield ambulance service area	
Population	92,596
Area (sq. mi.)	1,452.2

Eugene ambulance service area	
Population	195,228
Area (sq. mi.)	173.4

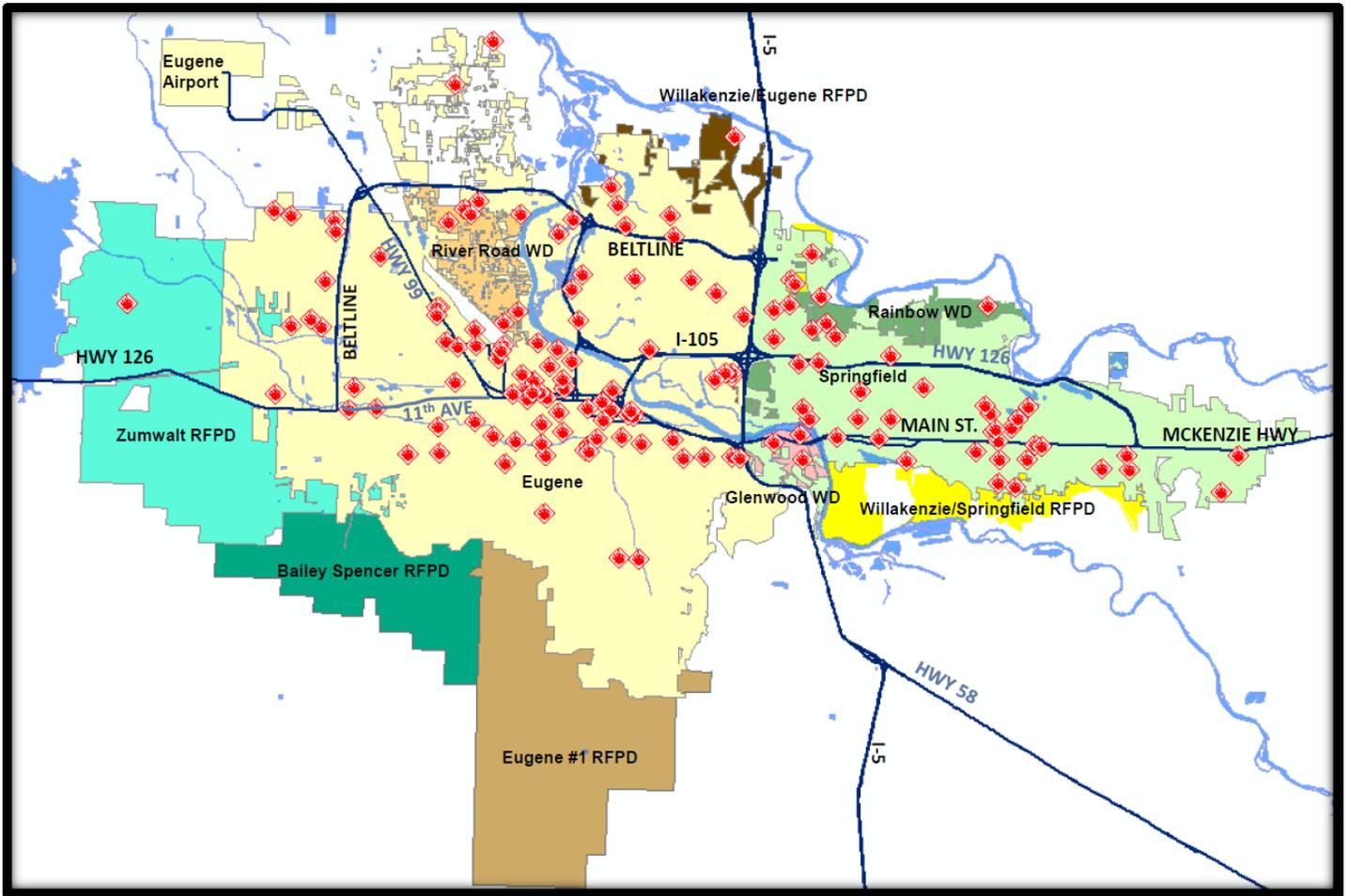
Civilian fire-related injuries	10
Civilian fire-related deaths	0

Calls for Service

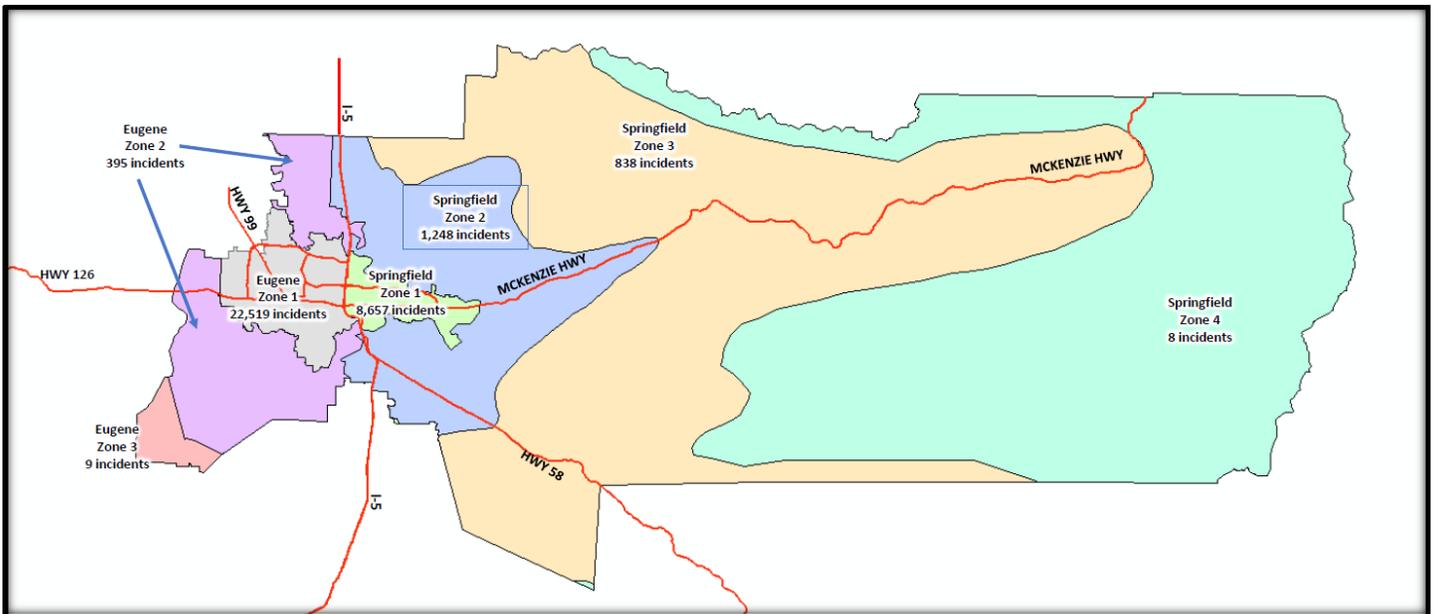
Where do we respond? The vast majority of calls for service are located in the metro areas of Eugene and Springfield. The most densely represented geographic area of calls is the downtown area of Eugene. ESF units also regularly respond to calls outside the metro area. The majority of these calls are 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 Ambulance Service Area (ASA) Zone



Department Budget

Eugene Springfield Fire’s FY20 approved budget totaled \$68.3 million, representing an increased spending authority of 4.4% over FY19. Personnel costs, including wages, overtime, and fringe benefits, accounted for 79.6% of the expenditure in FY20. The remaining 20.4% covers materials and supplies. Notable large expenses in FY20 were a payment to Oregon Health Authority for the FY18 Ground Emergency Medical Transport filing that resulted in \$990,144 being returned to Fire, and Conflagration costs of \$212,095 for the Department’s October 2019 California wildfire response.

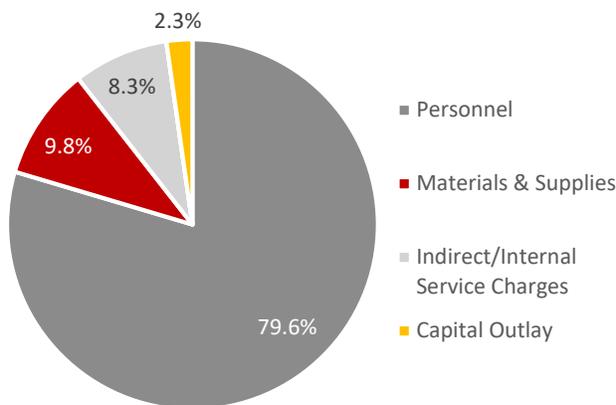
In FY20, the department had 307.65 full-time equivalent (FTE) positions. There were 256.9 FTE assigned to Shift Operations for fire suppression and medic transport and 50.75 FTE were assigned to the Fire Marshal’s Office, Training, Logistics, and Administration.

Eugene Springfield Fire was awarded several grants in FY20 to help further our public safety mission. An Oregon Health Authority Healthcare Preparedness Program provided \$47,000 for Active Violent Incident response training. The Oregon Office of the State Fire Marshal granted \$5,000 for an emergency response exercise for Local Emergency Planning Committee (LEPC) members. ESF also received funds from the U.S. Department of Health & Human Services (HHS) CARES Act for response to the COVID-19 pandemic, including \$122,262 for lost Ambulance Transport revenue, \$120,653 for General Fund expenses, and \$192,572 for Ambulance Transport Fund expenses.

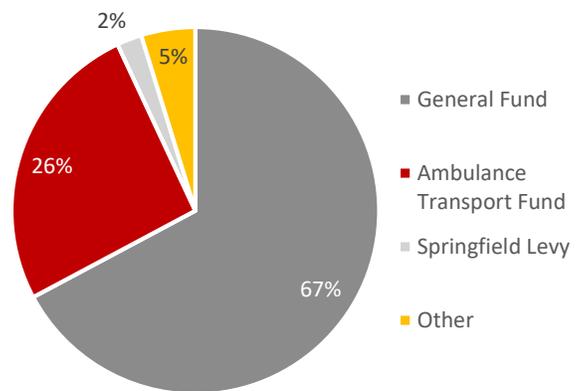
ESF FY20 Approved Budget	ESF	Eugene	Springfield
Personnel	\$54,432,516	\$38,361,419	\$16,071,097
Materials & Supplies	\$6,730,009	\$3,660,854	\$3,069,155
Indirect/Internal Service Charges	\$5,671,306	\$3,817,460	\$1,853,846
Other	\$3,050	\$3,050	\$0
Capital Outlay*	\$1,542,000	\$0	\$1,542,000
Total	\$68,378,881	\$45,842,783	\$22,536,098

*Capital purchases are included in Indirect/Internal Service Charges in Eugene and distinct in Springfield

ESF FY20 Approved Budget



FY20 Funding Sources



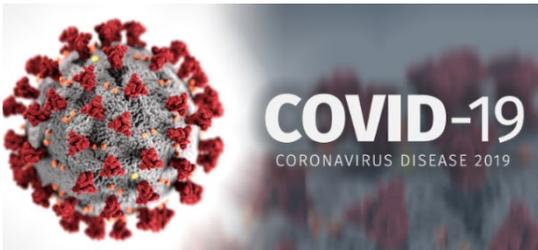
FY20 in Review

In March 2020, the Cities of Eugene and Springfield responded to the emerging COVID-19 pandemic by declaring a state of emergency and standing up fully staffed Emergency Operation Centers (EOC) to help manage the dynamic response. These EOCs functioned using National Incident Management System (NIMS) components and drew employees from both cities in areas including operations, finance, logistics, planning, public information, and general command staff. The EOCs were co-located at the Emergency Services Center campus, home to Eugene Springfield Fire administration, allowing collaboration and communication between the Cities. ESF supplied the Incident Commanders for both the Eugene and Springfield EOCs, as well as several other positions. The number of staff assigned to the EOCs grew quickly and, at the height of their operation, there were over 150 full time employees providing 7 day-a-week coverage for the two operation centers.

Eugene Springfield Fire is dedicated to providing high quality care to our community in the midst of COVID-19. Precautions have been expanded beyond the normal emergency medical services measures of using gloves with every patient to include respiratory and eye protection. When treating respiratory or known COVID patients, gowns are donned as well. ESF also expanded the use of our recently purchased video laryngoscopes, which allow responders to maintain distance when placing an airway. During the initial weeks of the COVID-19



response, ESF projected an N95 mask shortage and began to source alternative means for respiratory protection for responders. We acquired Air Purifying Respirators (APR), which are an effective protection against COVID-19 airborne particulates and droplets. These masks are currently utilized in all scenarios in which fire and EMS responders may encounter a COVID positive patient, and will serve as a stopgap measure until the supply chain of medical grade N95 masks is restored.



COVID-19 is a new virus and information is changing constantly. ESF Infection Control Officers are continually monitoring developments in the medical and scientific community to be able to educate the department on the latest discoveries.

ESF works collaboratively with Lane County Public Health and the Oregon Health Authority to adhere to the latest guidelines for infection prevention. Exhalation filtering devices have been added on all aerosol generating procedures. On equipment where this can't be done, crews have been instructed to limit their use to outdoors or ensure that there is enough ventilation to reduce the risks of exposure. Dispatch is using enhanced call taker questioning specific to COVID-19 symptoms and is having patients meet crews outdoors to limit ESF's exposure to households and care facilities where our most vulnerable patients reside. In compliance with social distancing guidelines, ESF has limited in-person training to small groups and instituted more distributive learning delivery methods. This continues to be a challenge as demonstration of high-risk, low-frequency skills is necessary for continuing education requirements.

The COVID-19 pandemic has been a centennial event. Eugene Springfield Fire, in conjunction with our city department partners, continues to serve our community during this time. It has been 100 years since a similar event and there has been no road map to follow. During the early phases of this incident, we were presented with more questions than answers. We all continue to be concerned about our families, friends, community and general health. However, thanks to the dedication and patience of our team, our leadership, and our community, we are moving in a positive direction. The community is shifting from a response to a recovery phase, but there is a lengthy road ahead. While we will see more challenges, Eugene Springfield Fire remains committed to sustaining the services our communities need.

Reducing Environmental Impacts

Creative Work Environment

Logistics Saves Money, Keep Crews in their First Response Area, and Reduces Environmental Impact

Annually, each fire engine in the department must make multiple trips to the logistics building at the 2nd and Chambers campus for a battery of apparatus and equipment tests including pump, hose, and ladder testing.

In May 2020, the Eugene Springfield Fire Logistics Section completed construction of a fire engine drafting and testing tank that allows logistics staff to perform these tests on the same day, resulting in multiple positive outcomes.

Fire apparatus make fewer trips outside of their response areas.

Less travel results in reduced carbon emissions.

Department savings of roughly \$90,000 over 10 years, with the cost of the tank covered in the first year's savings:

Cost of annual pump testing with an outside contractor: approximately \$6,000

Replacement of the vinyl test tank every 2-3 years: \$3,000

Annual fuel cost: \$1,000-\$2,000



The tank was fabricated by Dave Wiltermood and Shayne Teague.

Among the carbon reduction efforts underway by Eugene Springfield Fire is the lease of the Rapid Responder from electric vehicle company Arcimoto.



The Rapid Responder will assist not only with emergency response but also special events with fewer carbon emissions than a fire truck or ambulance. In addition, the vehicle's size allows it to access places that other apparatus cannot such as bike paths and water trails. ESF continues to work with Arcimoto to develop the next generation of rapid responder.

No- Foam Testing System

In April 2020, the Eugene Airport and Eugene Springfield Fire proactively responded to concerns about per- and polyfluoroalkyl substances (PFAS) contamination associated with the testing of firefighting foam with the acquisition of a No-Foam P-574 Firefighting Foam Testing System.

PFAS are manmade fluorocarbon chemicals with unique properties which make them highly resistant to intense heat and repellent to fat, water, and oil. They are found in the aqueous film forming foam that the Federal Aviation Administration (FAA) requires for use at airports certified for aircraft rescue and firefighting. Annual testing of the foam is also required.



In the past, testing involved flowing large amounts of foam onto the ground to collect samples. In many cases, the fluorinated foam infiltrated into ground water and waterways on and around airports. Using flowmeters and input-based testing instead of sample collection, the No-Foam System measures the proportioning and conductivity of the foam, assuring its effectiveness in the event of a fire, while eliminating contamination and reducing costs on wasted foam.

The purchase was facilitated by Eugene Airport Administration and paid for with FAA Airport Improvement Program grant funds.



In 2018, the Logistics Section evaluated the courier service it provides to deliver equipment, supplies and uniform items to outlying stations.

With pre-planning and management of the ordering system, the courier route has been reduced from 5 days a week to 3 days a week, a reduction of up to 40% in station visits.



The result is a savings of hundreds of gallons of fuel annually and the ability to concentrate efforts on equipment maintenance, hose testing, and washing of turnouts.

Challenge Provides Opportunity

The COVID-19 pandemic has necessitated rapid adaptations to daily business routines. To comply with social distancing guidelines and promote a safe work environment, the Cities of Eugene and Springfield have provided staff with options including flexed schedules and telecommuting. ESF has worked hard to implement the technologies and processes needed to support these policies. The reduction in staff travel results in an overall reduction in our carbon footprint.

Young Women's Fire Camp

July 22 -26, 2019

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. 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.

Eugene Springfield Fire welcomed 16 participants to the 9th annual Young Women's Fire Camp in the summer of 2019.



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.



Conflagration

In late October 2019, the Office of State Fire Marshal mobilized Oregon firefighters to join firefighting efforts in Sonoma County, California.



A total of 15 taskforces were deployed from Oregon to help battle the Kincadee Fire, including a Type 1 Strike Team and a Type 3 Strike Team from Lane County. ESF Battalion Chief Steinberg was deployed as an Assistant Task Force leader with the Type 1 Strike Team.



Oaks Mobile Home Fire and Wildland Incident

Chief Andrew Smith of Goshen Hill Fire expresses thanks for the multi-agency response to this incident in August 2019:

Good Evening,

I wanted to take a moment this evening and send a tremendous thank you to the contacts I have for the Fire and Law enforcement agencies that came today to assist with our Oaks Mobile Home fire and wildland incident.

Minutes after being dispatched it was clear that we had another serious incident on our hands. Our initial engines had fire quickly spreading between three mobile homes and already extending in the wildland towards a hill with homes and structures. For me, this was a repeat of our Bella Casa incident from 2 years ago but with a bigger series of challenges.

It's early and we are still tallying information but my current count is 63 Fire/EMS personnel on scene of this incident in the 4 different divisions with outside support from ODF and ample help from OSP and LCSO. This incident including structure firefighting, wildland exposure, evacuations of nearby homes, issues with BPA overhead lines, EMS patients and more.

I am very lucky to be part of a county that with a unified fire defense board can come together so quickly to provide resources and support on such a magnitude. I will reach out to you independently with specific appreciation for the support from your organizations but know that it made a huge impact today. Simply put - this could have been WAY WORSE than the already bad incident it was.

Thank you all for your assistance!



Fuels Reduction Project with Northwest Youth Corps



Following the allocation of \$200,000 on July 1st, 2019 for fuels reduction work with emphasis on workforce development, the collaborative efforts of the Eugene Springfield Fire Department, City of Eugene Parks and Open Space, and Northwest Youth Corp began. The Southeast Hills Neighborhood Association was selected as the pilot area for this project.

ESF signed contracts with Northwest Youth Corp and Oregon Division of Forestry and initiated Community Education and Outreach. A Community Chipping Weekend allowed community members to actively engage in fuel reduction on their properties.

Several criteria contributed to prioritizing where Northwest Youth Corp began fuel reduction work. This criteria included primary egress routes, ties to previously conducted fuel reduction work, and the number of interested properties in the area. Individual property assessments began shortly thereafter.

Work commenced with the arrival of fall and end of fire season. Oregon Division of Forestry and City of Eugene Parks and Open Space provided training and support.



152 property evaluations completed

204 acres received fuel reduction work

218 main structures (not including sheds or garages) positively impacted by fuel reduction work

Over **9000** hours of workforce development for youth and young adults

Multiple agencies collaborated and brought many levels of expertise together in an effort that culminated with the success of the project.

Fireworks Alert App Improvements

In FY20, several upgrades were made to the Fireworks Alert app, which ESF developed in 2018 with the help of the City of Eugene's Information Services Department to allow users to report illegal fireworks activity.

Leveraging smartphone GPS technology

The app helps limit reports to only those that Eugene Springfield Fire can respond to by restricting reporting to fireworks incidents that occur within the City of Eugene. The data collected by the app is sent to a database, allowing immediate access to the information for more efficient analysis and reporting.



Photo functionality

Users can now take a photo of illegal fireworks directly from the app, or upload photos that were taken outside of the app.

Android optimization

The app was upgraded to a 64-bit version for Android devices so it will work optimally with both iPhone and Android devices.

Eugene-Kathmandu Sister City

In August 2019, Eugene Springfield Fire Department welcomed a very special guest, Kishor Kumar Bhattarai from the Eugene-Kathmandu Sister City Association. Kishor, who is the prior Fire Chief of Kathmandu located in Nepal, had an unforgettable experience while he was here in Eugene. Kishor spent a week gaining hands on experience taking part in high rise demonstrations on the drill field and repelling down the drill tower during technical rescue demonstrations. Back home Kishor is a member of the Kathmandu Emergency Management Team and was able to take the skills and knowledge he gained while visiting our department and teach others what he learned.



Cooking Fire Safety

Cooking fires are a leading cause of residential fires in Oregon. In conjunction with the Oregon State Fire Marshal's Office, Eugene Springfield Fire Department participated in a Cooking Fire Safety Program during January and February. Audiences were taught many ways to deal with a cooking fire including:

- Prevention tips to help prevent cooking fires before they start
- Safety tips for if a cooking fire does start
- What to do if you cannot extinguish the fire

Fire Safety Education in Schools



October is Fire Prevention Month

Every year during National Fire Prevention Month in October, Eugene Springfield Fire crews visit each 2nd grade classroom in Eugene and Springfield in a 2-week window. Crews provide a fun, age-appropriate lesson plan on a fire safety topic relevant to the year's Fire Prevention Month theme.

Each child takes home a coloring book, sticker badge, and some Fire Dog Casey trading cards.

The October 2019 schedule was filled with school visits and events.

During the month, Eugene Springfield Fire visited **75 classrooms** and **2,650 students**.



Traveling Trunks

Fire Safety Traveling Trunks are containers loaded with age-appropriate fire safety education material designed for preschool and kindergarten age children. Trunks are designed to be provided to a school or classroom for a teacher to use at their own pace to teach basic fire safety messages. Trunks contain books, DVDs, sing-alongs, puzzles, child size turnouts and puppets.

All Traveling Trunks have recently been updated with new material and we have also increased our on-hand supply to cover the growing demand for these great educational tools.



Retirements

The following department members retired in FY20. We want to thank each one of these individuals: Battalion Chief Matt Ennis, Battalion Chief Jeff Kronser, Captain James Walter, Fire Training Captain Jean Woodrich, EMS Training Coordinator Karen Anderson, Training Officer Kevin Sundholm, Engineer Stuart Sabatka, and Management Support Specialist Melanie Larson. Thank you for your devotion, time, and courage you have shown serving over the years.

Awards Ceremony

Crews, city staff, families, and award recipients gathered on March 5, 2020, at the Richard E. Wildish Theater in Springfield for the Annual Awards and Recognition Ceremony. The department recognized eight promotions in addition to department awards and certificates including Class I and Class II Commendations, a Medical Service Award, and Safe Operator Awards.

Fallen Firefighters

Oregon Fallen Firefighters Memorial, 9/19/19

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 (OFSHG) coordinates the honors for this event. Eugene Springfield Fire members serving: Deputy Chief (AIC) Amy Linder, Firefighter/ Paramedic Jonathan Hayes, and Management Analyst Dave Gulledge, and Fire Dog Casey.

Bells Across American and Light the Night, 10/4/219-10/6/19

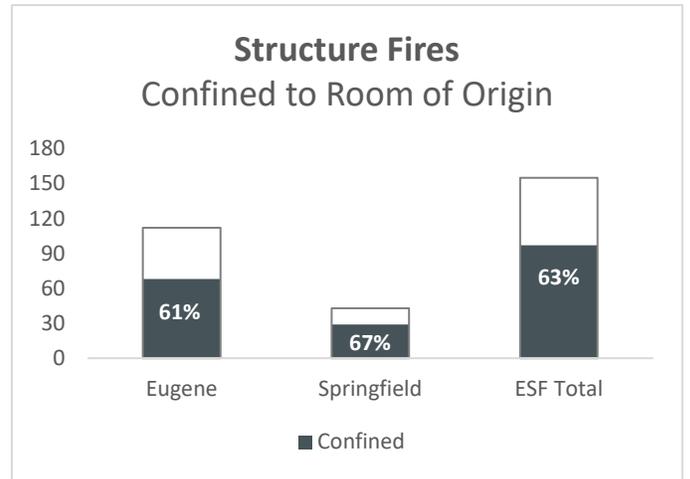
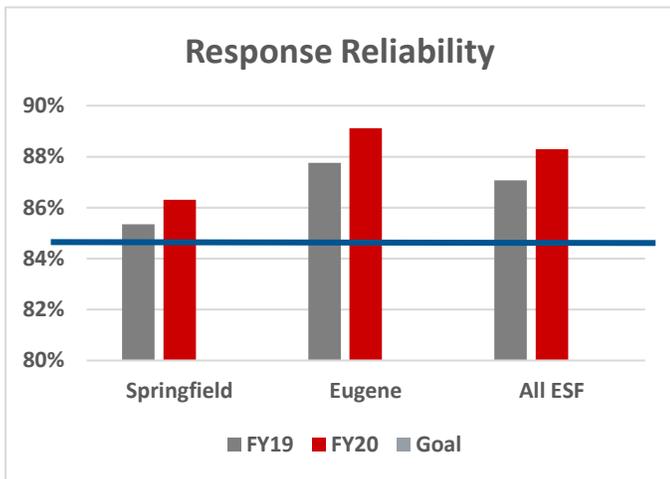
2019 marked the first year of Eugene Springfield's participation in the Bells Across America and Light the Night campaigns in support of our Nation's Fallen Firefighters. On October 6, 119 Fallen Firefighters were honored at the National Fallen Firefighters Memorial. As dusk turned to dark, landmarks, fire stations and residences glowed red in respect to the fallen and their families. Chief Linder, Analyst Gulledge and Fire Dog Casey, representing the OFSHG, conducted a traditional bell ceremony hosted by St. Matthew's Episcopal church and several other houses of worship tolled their bells in remembrance. Eye Beam Event Services helped Light the Night as the drill tower and 2nd and Chambers glowed red in solidarity with the National Fallen Firefighters Foundation.



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.



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

Cardiac Survival

Eugene Springfield Fire participates in the Cardiac Arrest Registry to Enhance Survival (CARES). In 2020, the department had a bystander CPR intervention rate of 67%. These were cases where CPR was done prior to EMS arrival. Public automated external defibrillators (AED)s were used in 15.4% of Out of Hospital Cardiac Arrest (OOHCA) cases. ESF is

ESF team members with the Fastest Door-to-Balloon Time for the month receive the Cardiac Award pin through a program administered and awarded by PeaceHealth.

You may see the jellybean-sized pin on team members who have received the award where it has been authorized for wear on the class C uniform, above the name plate.



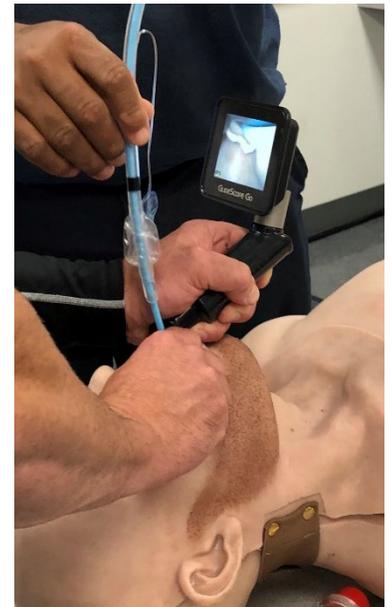
using the smart phone application PulsePoint to track where AEDs are in our community. This application alerts community members when CPR is needed in a public location and indicates where the closest AED is to the cardiac arrest. Eugene Springfield Fire is looking at ways to enhance cardiac arrest survival in our community. Bystander CPR and Public Access Defibrillation play a big role in successful treatment of OOHCA.

Equipment and Operations

In FY20, Eugene Springfield Fire added video laryngoscopy using the GlideScope Go device to all the front-line medic units. This was done at the request of the Supervising Physician. His hope is that, with this device and enhanced training, ESF will have a 90% first pass success rate for placement of Endotracheal devices within the year. With this change, ESF also implemented a change in supraglottic airway devices moving away from the King LTS Airway to the Igel device. We have seen great success with this so far.

Public Education and Training

Eugene Springfield Fire continues to focus on Active Violent Incident (AVI) response. In December, Doctor Nicole Ingalls presented to the department on the effects of blast trauma as part of a multi-year training plan in preparation of the 2021 IAAF World Track and Field Championship, which has now been postponed until 2022. The Oregon Health Authority (OHA) Health, Security, Preparedness and Response (HSPR) program has provided support for this training and the necessary equipment for our personnel and the personnel of our surrounding mutual aid partners.



Basic Life Support System

Our Basic Life Support System (BLSS) employs nine full-time and six 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.

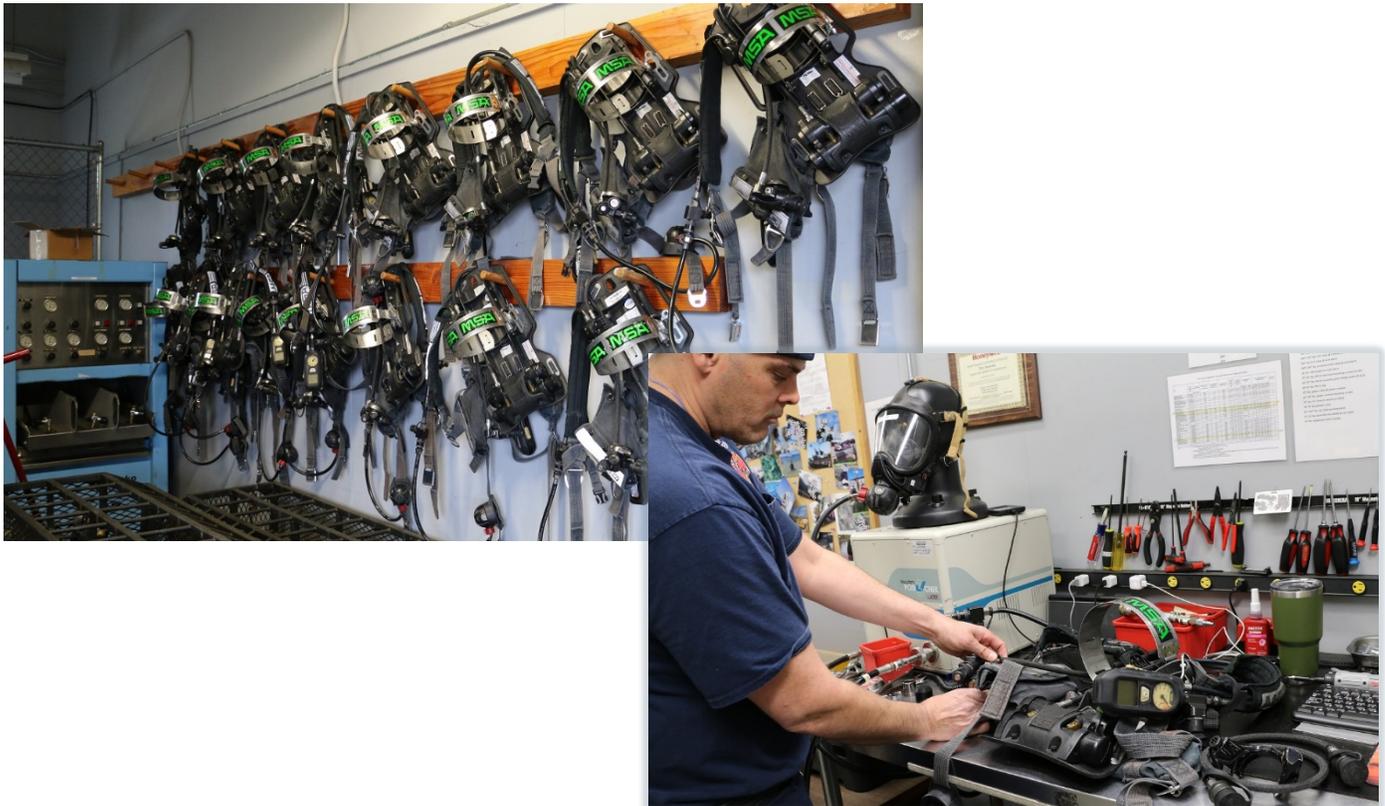
Our BLSS is providing excellent entry-level opportunities into the fire service. BLS Techs are often students pursuing a professional Fire/EMS career, and others are working to become nurses, PAs, and even MDs. Our BLSS schedules and processes are designed to accommodate and support this development. Student friendly shift schedules continue to be evaluated and adjusted as needed.

BLS Academy 08 trained 10 new personnel from October 28 through November 3, 2019, 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.

Forty-one BLS Tech interviews were conducted from February 10 through February 14, 2020, in preparation for the BLS Academy 09 hiring process. BLS Academy 09 trained six new personnel from June 15 through July 1, 2020, followed by Field Training and Evaluation shifts.

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.



Fiscal year 2020 saw the Logistics Section complete several significant projects. In keeping with the ongoing goal of supporting more efficient and sustainable operations, logistics employees completed construction of a fire engine drafting and testing tank. Logistics staff can now perform multiple apparatus and equipment tests on the same day, leading to a reduction in the number of times fire apparatus must travel out of their response areas. The result will be increased response reliability (apparatus able to respond to calls in their own area) as well as a reduction in fuel usage/carbon footprint.

The Logistics Section was also a key player in outfitting and supplying crews for COVID-19 related responses. Early in 2020, it became apparent that the COVID-19 pandemic would have sweeping and lasting effects on the supply chain for personal protective equipment (PPE) used by emergency responders. Logistics employees aggressively canvassed local businesses and medical supply outlets to source protective equipment. They also reached out nationwide to secure gowns, N95 masks, respirators, gloves, and face shields to assure that Eugene Springfield firefighters were protected as they continued to respond to calls for service.

Special Teams

Airport 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 addition to aircraft rescue and fire fighting services, ARFF firefighters respond on the airport property to structural fires, fire alarms, hazardous chemical spills and releases, and medical calls, where there is at least one paramedic level crew member on duty. The ARFF service is staffed from a pool of 27 certified fire suppression personnel, of which nine are assigned to each of the three shifts. In addition, one additional line Captain oversees the program and is designated ARFF Program Director.



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, shoring up portions of buildings whose structural elements have been damaged due to a catastrophic accident, 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. Currently due to the COVID 19 Pandemic and the ensuing predicted budget shortfalls, expansion of the team to full heavy USAR capability will need to be put on hold for an indefinite period of time.

HazMat Team

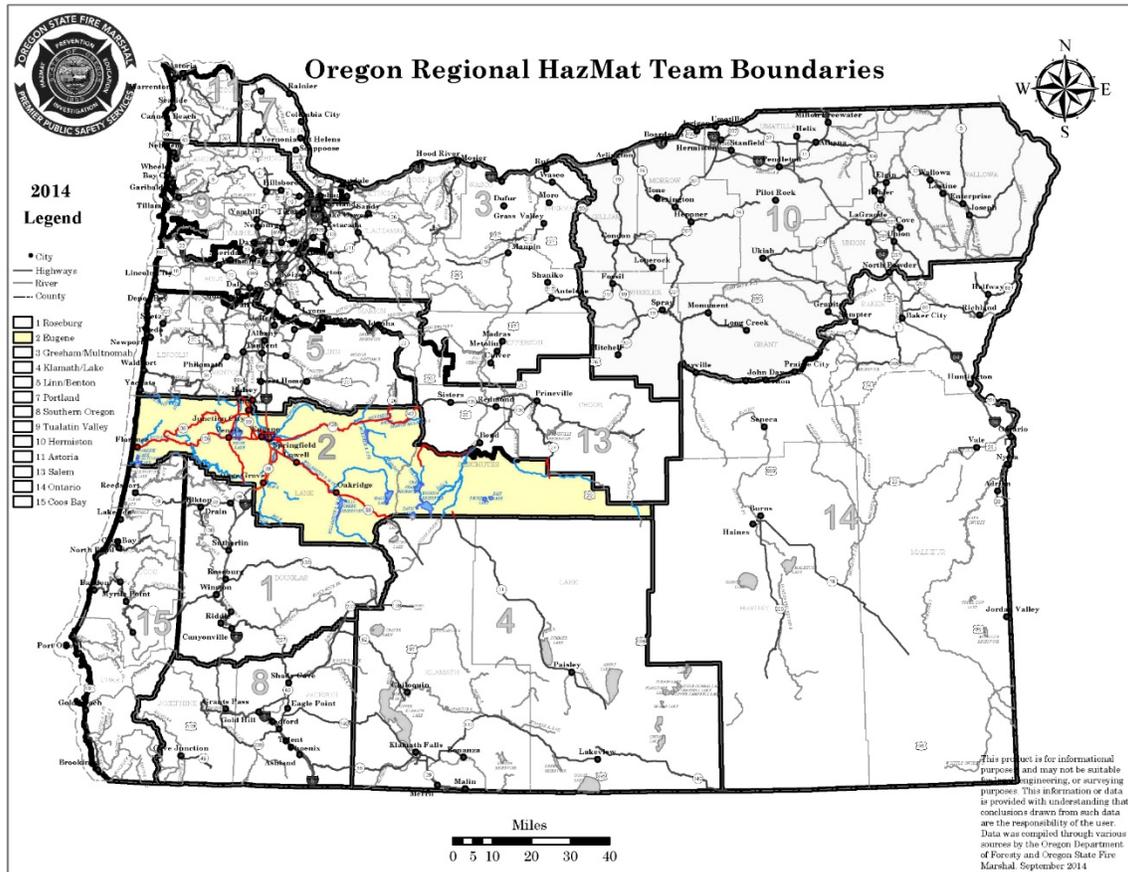
Eugene Springfield Fire is in its 33rd year of hosting the Oregon State Fire Marshal’s regional Hazmat Team 2, operating from Station 9. Team 2 is one of 13 teams covering the state and is a collaboration between ESF and Oregon State Fire Marshal (OSFM). Our team consists of 22 technician level responders 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.

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 2021 Olympic trials and 2022 world games.



Photo source KVAL News

Regional Hazmat Team 2 covers just under 6,000 square miles stretching from the coast at Florence to the high desert, east of Bend.



Source: Oregon Office of the State Fire Marshal

Water Rescue Team

The water rescue team conducts surface rescue operations in still and swift water conditions surrounding the metro area. Based out of Gateway #5 and Sheldon #6 stations, the team is equipped with boats and equipment to work in many environments. All team members are trained to the Swiftwater Rescue Technician level. 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. Team members respond to 60-70 calls for service annually. 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.

In 2020, ESF Water Rescue partnered with Willamalane, Cabela's and Lane Professional Firefighters Local 851 to install a life jacket kiosk at Clearwater Park. The kiosk was constructed completely by private donations and corporate sponsorship. The hope is for swimmers in the area of Clearwater Park to use the life jackets and then return them to the kiosk once they are done for the day. We believe that it is a simple but effective way to save lives.



This has been the vision of several years of planning and work by Captain Riley Martinka, who partnered with Willamalane and Cabela's to make this happen. The station was constructed completely by private donations and corporate sponsorship. Willamalane staff will open and close the station each day. The station will only be open from Memorial Day to Labor Day each year. If we have an early or late water season, we may be able to work with Willamalane staff to keep open longer. We have a policy on our department's procedures regarding the station pending and will be rolled out soon. This is being proactive to our communities' safety!

Training & Development

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 FY20 conducted two academies: BLS Class 9 as well as the seven men and women of Recruit Class 26 who graduated from their 14-week academy on May 1, 2020.

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. Training is also excited to roll out a new records management system called Target Solutions. This new program will help improve ESF's ability to deliver, record and report our training.

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.



Fire Prevention and Training

Fire Marshal's Office

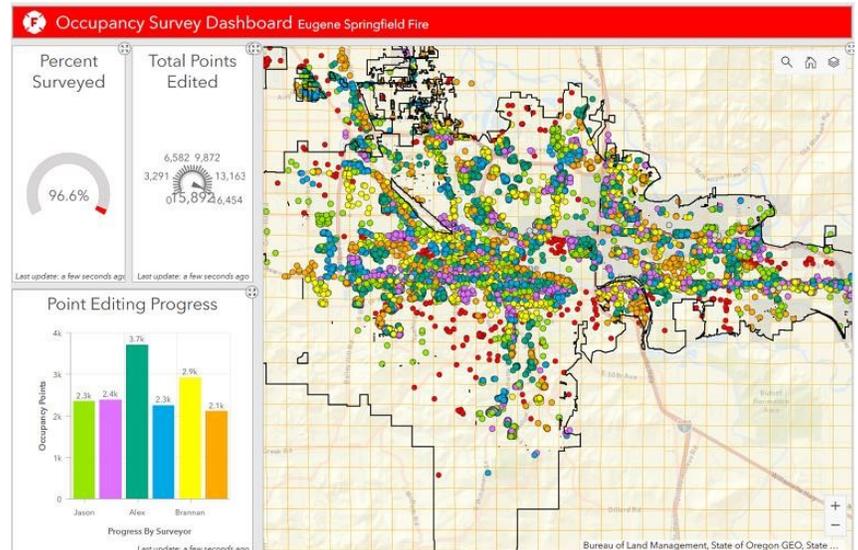
The primary goal of the Fire Marshal's Office (FMO) is reducing life and property loss. These services are presented to the public through code enforcement, control of hazardous materials use, life safety inspections, educational classes, youth fire-setter intervention, fire cause investigations, issuance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

Community Risk Assessment



Eugene Springfield Fire was awarded an AFG Fire Prevention and Safety Grant for the completion of a Community Risk Assessment project in FY19. This project had 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. The inventory of commercial occupancies was conducted by a team of temporary employees visiting over 16,000 buildings collecting data on characteristics of the building, hazards and fire safety features. This information will be loaded into our new records management system.



The written Community All Risk, All Hazard Assessment and Plan, completed by a consultant, identifies risks and hazards to our community and assesses their probability of occurrence. Community resources and services are analyzed to determine capability (staffing, equipment, partnerships, training, etc) to prevent, respond and mitigate identified hazards.

Lock Box Standardization

Businesses with fire protection systems are required to install a secure box outside containing keys to the building to allow firefighters quick access without breaking doors or windows, if not absolutely necessary.

In the past, Eugene and Springfield have used two different types of boxes and methods of tracking keys.

Moving forward, a determination has been made to standardize these boxes and implement a new method of key tracking and security. This standardization streamlines processes, making operations more efficient.



Toxics Right to Know

The Eugene Toxics Right-to-Know Program and the Toxics Board were created in 1996 to address community concerns regarding the use of hazardous substances and their release into the local environment by requiring public reporting of hazardous substance use by certain local manufacturers. Under previous existing reporting regulations, this information was not readily available. The program operates in accordance with the City of Eugene charter, subsequent city amendments and ordinances, legal rulings, and state laws.

In FY20, 9 new businesses were added to the program, three as Reporting businesses and six as Non-Reporting. Five businesses ceased operations during this same time period and are no longer part of the program. Also, through the continued efforts of program staff and the Toxics Board, the program has been able to minimize costs and increase efficiencies, thus reducing the annual amount per FTE charged to supporting businesses.

Noteworthy New Construction

The last year brought some high-profile construction projects to our area. With the selection of Eugene to host the World Track and Field Championships, plans emerged to replace iconic Hayward Field and a surge in construction activity began for lodging, retail and restaurants to serve the many athletes and fans. If you build it, they will come.

The Fire Marshal's Office is involved in the new construction process from planning to completion to ensure compliance with fire codes such as access, fire protection systems and egress.



PUBLIC RECORDS REQUEST FORM

Completed requests may be faxed to 541-682-6882, mailed or submitted to: Eugene Toxics Board, 1320 Willamette Street, Eugene, OR 97401. You may also submit a records request form located at the Eugene Toxics Right-to-Know Program website: <http://www.eugene-or.gov/toxics>. When mailing, emailing or faxing a request, if you have an email address to which we can send confirmation that we received your request, please provide it in the space below.

Date of Request:		
Requested By:	Name:	
	Address:	
	Telephone:	
	Email A:	
Please designate one of the		
<input type="checkbox"/>	Request	
<input type="checkbox"/>	Call req	
<input type="checkbox"/>	Mail doc	
<input type="checkbox"/>	Put doc staff ans	
Type of Request		
<input type="checkbox"/>	Copies	



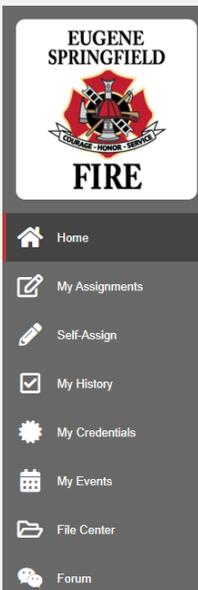
Citizen Guide

to the City of Eugene
Toxics Right-to-Know Program

Under One Roof

In August 2014, the Ambulance Billing sections for the Cities of Eugene and Springfield merged and occupied an office space along with FireMed and Springfield Fire’s administrative staff located in Springfield City Hall. In early October 2019, we were able to move and co-located all Administrative Services staff at the Emergency Services Center.

As of April 15, 2020, the FireMed program entered into a new partnership with the Life Flight Network. The partnership involves the transition of the administration of the Fire Med program to Life Flight while Eugene Springfield Fires maintains the management of FireMed. Life Flight is our current local air ambulance provider, which currently administers 16 other ambulance membership programs in Oregon. The transition has provided an opportunity for ESF to realize administrative efficiencies, including reallocating the FireMed FTE to Information Technology Services.



In the last year, the Technology Section on-boarded a new program specialist to assist with administrative support, personnel, software, and hardware tracking within the department. The section also added a third, currently unfilled, technical specialist to provide direct user technical support to the department. The added staff will allow the Technology Section to respond to requests for service in a timelier manner and will allow the section to be more strategic in our technology adoption and the implementation of new software and hardware.

The Technology Section worked to further integrate CrewSense rostering and PeopleSoft for payroll processing, implement TargetSolutions for training records management and training delivery, completed the installation of GETAC mobile computers in Battalions 1 and 2, and began the installation of GETAC mobile computers in Battalion 3. In addition, Fire Marshal’s Office implemented ImageTrend Elite for fire incident reporting.

Looking to the Future

U.S. Olympic Track & Field Trials

Preparations had been well underway by the City of Eugene to host the U.S. Olympic Track and Field Trials in June 2020 when the COVID-19 pandemic hit and altered the course of events around the world.

The Trials have been rescheduled for June 18-27, 2021, followed by the International Association of Athletics Federations (IAAF) World Track and Field Championships in July 2022. These are uncertain times and Eugene Springfield Fire will continue to navigate and adapt to the changing landscape as we respond to our community's needs now and in the future.



**U.S. OLYMPIC
TEAM TRIALS**
TRACK & FIELD

Eugene Springfield Fire plans to replace critical firefighting equipment

The Self-Contained Breathing Apparatus (SCBA) is used by firefighters to breathe clean air inside a burning structure or toxic environment. The current SCBA equipment utilized by Eugene Springfield Firefighters has reached the end of its useful service life. In a joint investment supporting the shared services of ESF, the cities of Springfield and Eugene will be allocating funds in FY21 to procure a new SCBA platform for the department. This equipment will feature several upgrades that will bring the department into compliance with current industry standards for specification and performance of firefighting breathing apparatus.



FY21 Fire & EMS Recruit Academy

Applicants who are hired by Eugene Springfield Fire as firefighter/paramedics are placed into a fire academy for 560 hours of training over 14 weeks. Through a combination of classroom lectures, hands-on training on the drill field, EMS skill and protocol orientation, and fitness training, academy attendees learn the critical skills needed to successfully operate at emergency incidents. The "Battalion" configuration of the class allows each student an opportunity to be responsible for the "chain of command" communication on a rotational basis, promoting leadership and personal accountability. Our entire curriculum is focused on operating in the safest manner possible during emergency operations.

Plans for FY21 Academies have been significantly impacted by COVID-19. The Academy that would have taken place in October 2020 has been delayed due to the effect of the pandemic on budget and recruitment resources. Eugene Springfield Fire will hold its next Firefighter/Paramedic Academy in February 2021, with an anticipated 6-8 new recruits.

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>



firedept@ci.eugene.or.us

Administration Offices

1705 W Second Ave.
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

11/3/2019

Chief Chris Heppel

Re- the EMT response to my wife's emergency

We have several departments in which we wish to express our thanks.

First, the chap that answered my 911 call following our emergency when my wife Jackie, age 69 fell, could not get up and it was later determined had broken her shoulder.

The fellow taking my call responded by quickly and patiently walking me through and insuring my understanding of what I should do to provide for my wife's safety until help arrived. Things I would not have thought of but in retrospect were very significant.

Please pass along my thanks to those answering the 911 calls. Never having called 911 in the past, it was a real comfort to be walked through a crisis so efficiently and well, knowing the party on the phone had our total well being in mind and focused on a having a successful outcome.

Secondly, the response of the EMT group. It was fast and I watched as both those from the fire truck and the ambulance worked together as a team when they unloaded their equipment, moved efficiently to the house, asked the appropriate questions of me and then examining and preparing my wife to get to her feet.

We are fortunate and thankful that our responders, whether they be the 911 personnel and the fire personnel which helped us but also our police are of the quality they are. All are a gift to our city.

May God bless all of you and please thank all of them for us and we thank you for your leadership.



Dear Captain Clark,

Thank you for teaching us about the PPE that you wear in a fire. I especially liked the mask because you sounded like Darth Vader.

Thanks for putting out fires in our town and being our heroes. you are the Best!!!

I hope I see you again But not in a real fire.



Dear Eugene Fire and Emergency and Medical.

I would like to personally Thank You All for putting out The Fire on Franklin Blvd. on July 21st. You show no fear and came so fast, I know that we really have the best Fire Fighter's in the country Give Again Thank You so much.

