

2024 ANNUAL REPORT

RICHLAND FIRE AND
EMERGENCY SERVICES



COMMUNITY DRIVEN • CUSTOMER FOCUSED • COMPETITION READY

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CHIEF'S MESSAGE



I am proud to present the Richland Fire and Emergency Services 2024 Annual Report, highlighting the dedication and commitment of our first responders in safeguarding our community throughout the past year. In addition, the commitment of city leadership and City Council in funding and supporting public safety resources and initiatives in our community. We remain committed to our mission to positively impact the quality of life in Richland through proactive risk reduction initiatives, community engagement, and best-in-class emergency response services.

This report showcases our proactive approach to fire prevention education, continuous training advancements, and collaborative efforts with community partners, ensuring we are well-equipped to face any challenge. Together, we strive to foster the development of a safe and resilient community.

In 2024, calls for service continued an upward trend. Our department responded to a total 9,702 calls, an increase of 2% over 2023's call volume, and up 32% over the past five years. Of those calls for service, 6,670 were Emergency Medical Services requests, 170 were working fires, and 2,862 were other categories.

The largest investment we made in 2024 was the completion and operational opening of Station 76 in the Badger Mountain South community. The station is staffed with a crew of three and currently includes an ambulance and structural engine. This addition to our community response coverage is an important component of ensuring impactful and consistent response times for the whole city.

In addition to completing the hiring and onboarding to staff the new station in Badger South, we continue to see three to five retirements per year. We welcomed ten employees to cover the final Station 76 staffing positions, the retirement of three senior members of the organization, and the lateral move of one of our senior officers to a career opportunity in a neighboring department.

I want to express my deepest gratitude to the Richland community for putting your trust in us, as well as the Richland City Council and City Manager, Jon Amundson for their leadership, guidance and continued investment. This support has been instrumental in our department's success, and we are grateful for the collaboration that strengthens our community's safety and well-being.

OUR BEGINNINGS

In 1942, as part of the federal government's Hanford Project, the DuPont Company began providing fire protection from a small station on the southeast corner of George Washington Way and Knight Street. In 1946, when the General Electric Co. took over operations at the Hanford Site, they began operating what was known as the Richland Fire Department.



1958 • TOOK OVER MANAGEMENT FROM GENERAL ELECTRIC

1958 • ESTABLISHED BY CITY CHARTER

1959 • OFFICIAL STATE OF WASHINGTON ESTABLISHED DATE

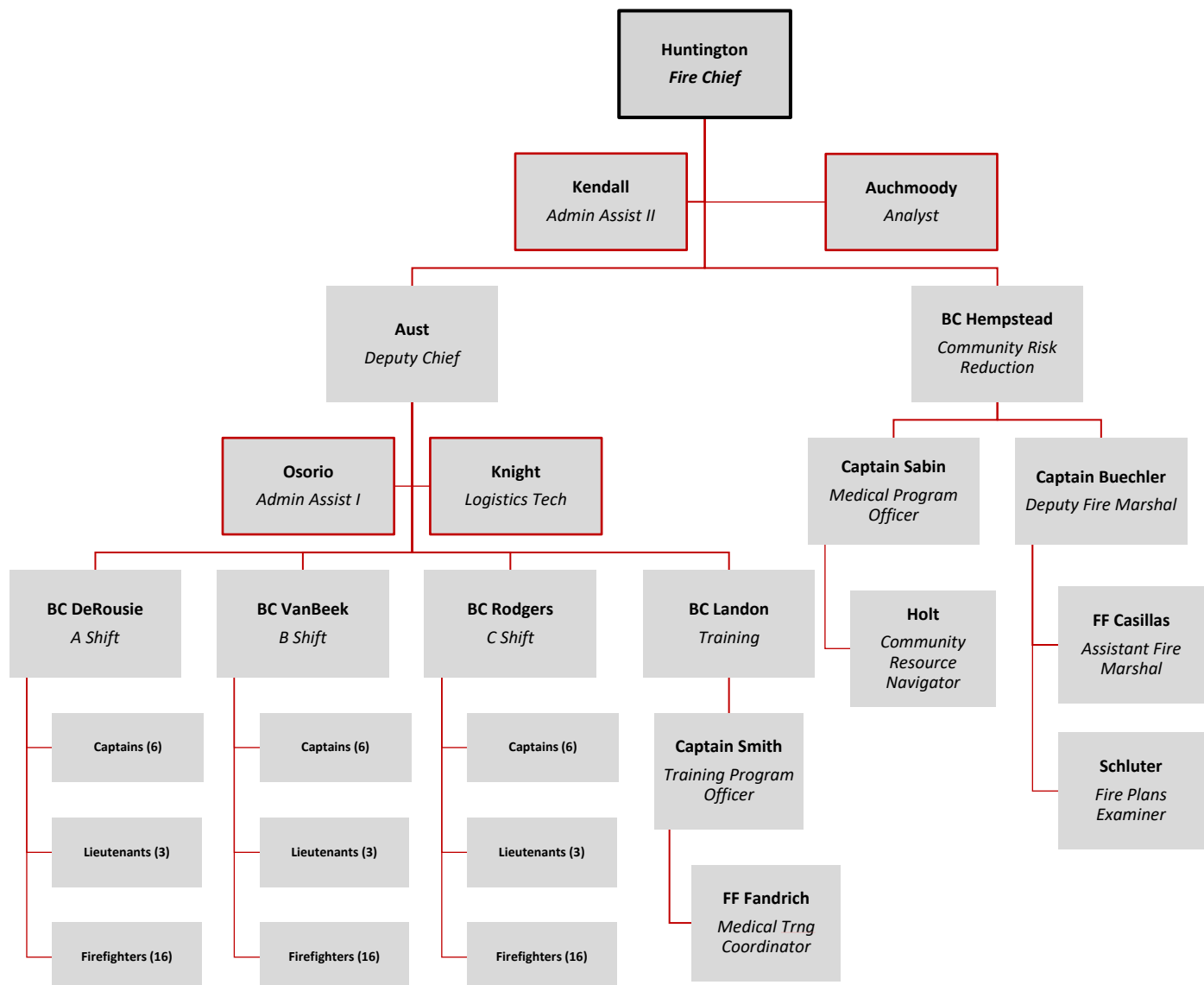
Although today's Richland Fire and Emergency Services and Emergency Services might look a little different, our commitment to protecting and enhancing the quality of life for the residents of the City of Richland



remains the same. The Department now operates out of six fire stations. Each Station is equipped with at least one ambulance and one fire engine along with a specialty apparatus such as a platform or grass engine. The department has 94 dedicated staff who provide the citizens of Richland with a

wide range of emergency services including emergency medical response, fire suppression, hazardous materials response, technical rescue, fire inspections and investigation, fire prevention, and public safety education.

ORGANIZATIONAL STRUCTURE



DEPARTMENT CULTURE

ORGANIZATIONAL CULTURE

COMMUNITY DRIVEN; CUSTOMER FOCUSED; COMPETITION READY

Mission: Protect and Enhance the Quality of Life

Values: Teamwork, Integrity, Excellence



Strategic Goals

What we do:

- Exceed customer expectations
- Protect life and property
- Maintain a productive and enjoyable work environment
- Deliver responsible, sustainable outcomes

Expectations

How we behave:

- Reflect a positive image for the organization
- Fully participate while on duty
- Develop self while assisting in the development of others
- Communicate honestly and completely
- Strive to maintain a high degree of wellness for self and other members
- Treat the public sincerely
- Provide the highest level of professionalism and service

Character Traits

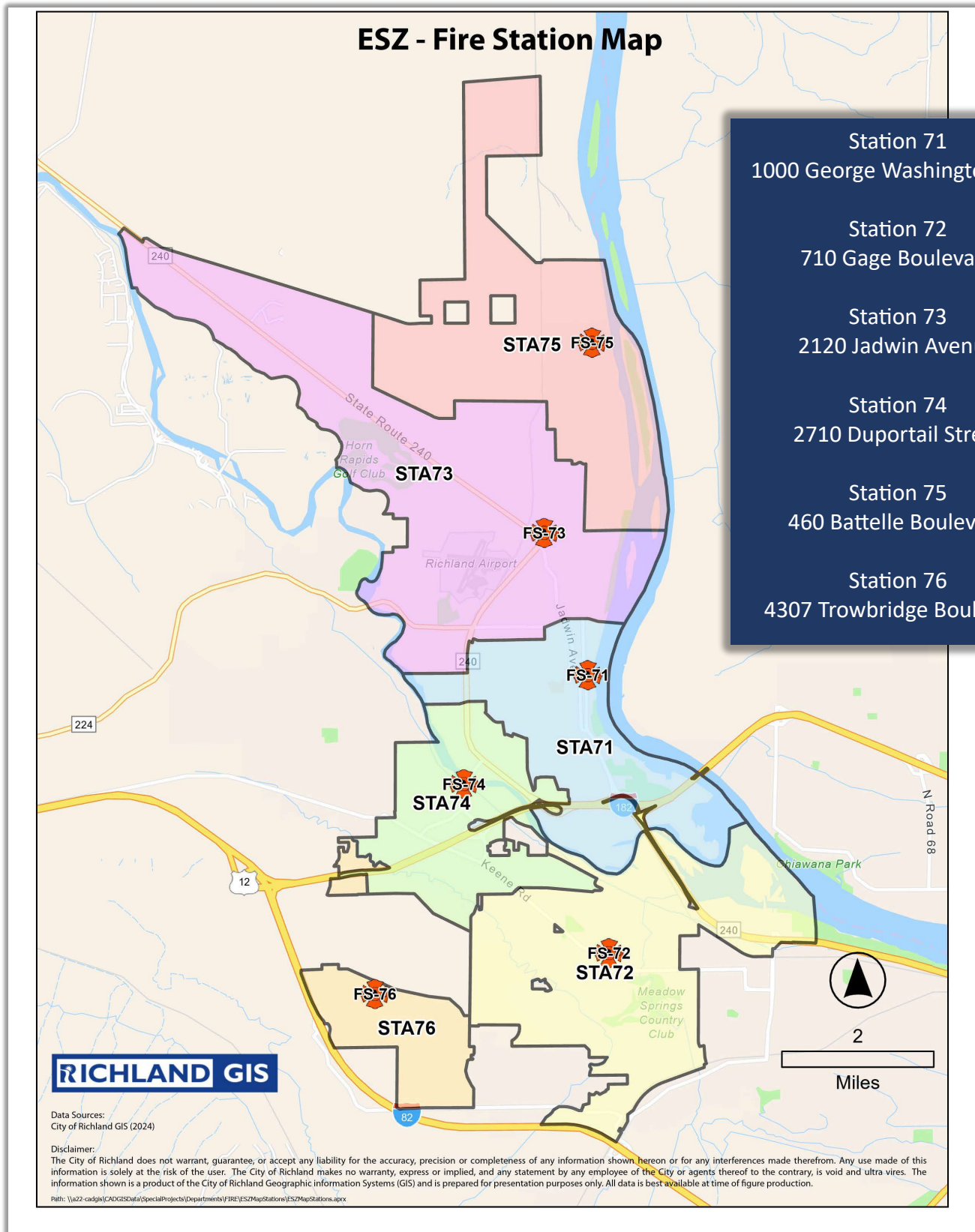
What we demonstrate:

- Humility
- Passion for serving (organization, team, community)
- Strong work ethic
- Self and situational awareness
- Adaptability
- Accountability to self, team, City, and community
- Positive outlook and attitude
- Commitment to Lifelong Learning
- Respect among peers
- Emotional Intelligence
- Mentoring Approach



RICHLAND FIRE AND EMERGENCY SERVICES

RESPONSE AREAS

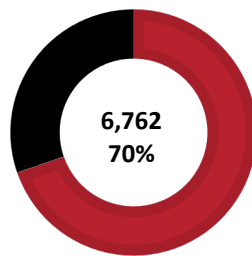


SERVICE DELIVERY

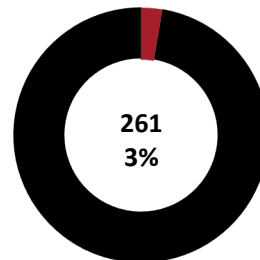
2024 INCIDENT BREAKDOWN



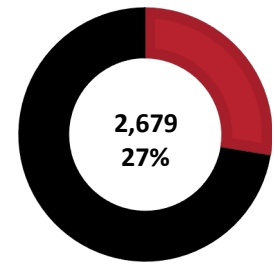
TOTAL INCIDENTS



EMS INCIDENTS



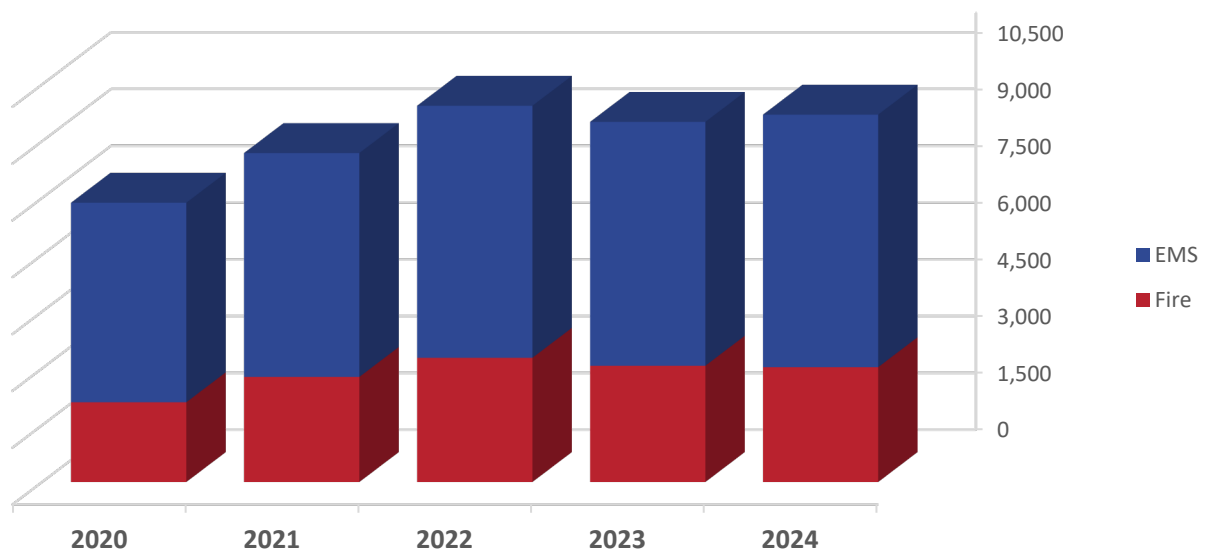
FIRE INCIDENTS



FALSE ALARMS,
PUBLIC ASSISTS,
OTHER

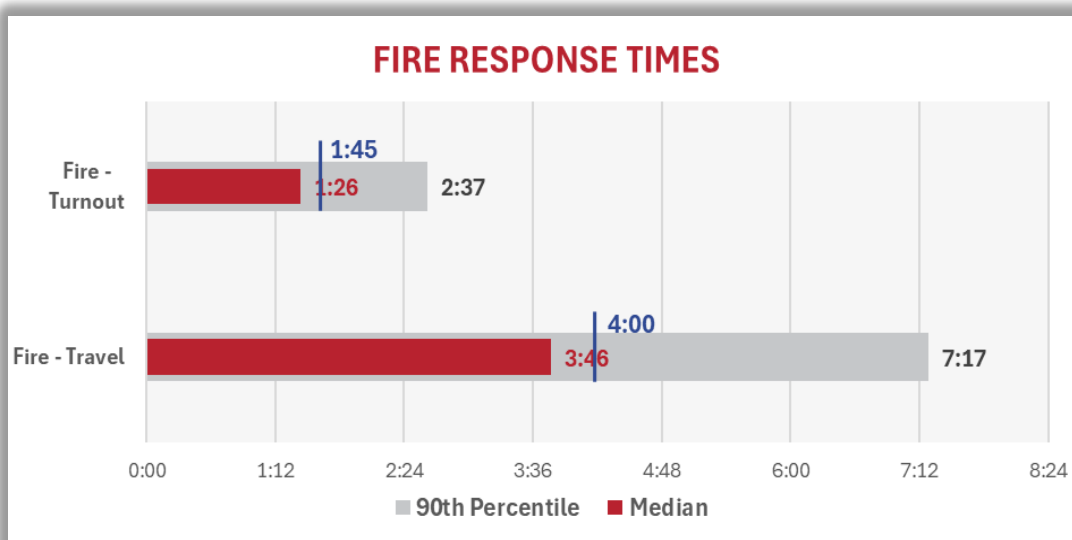
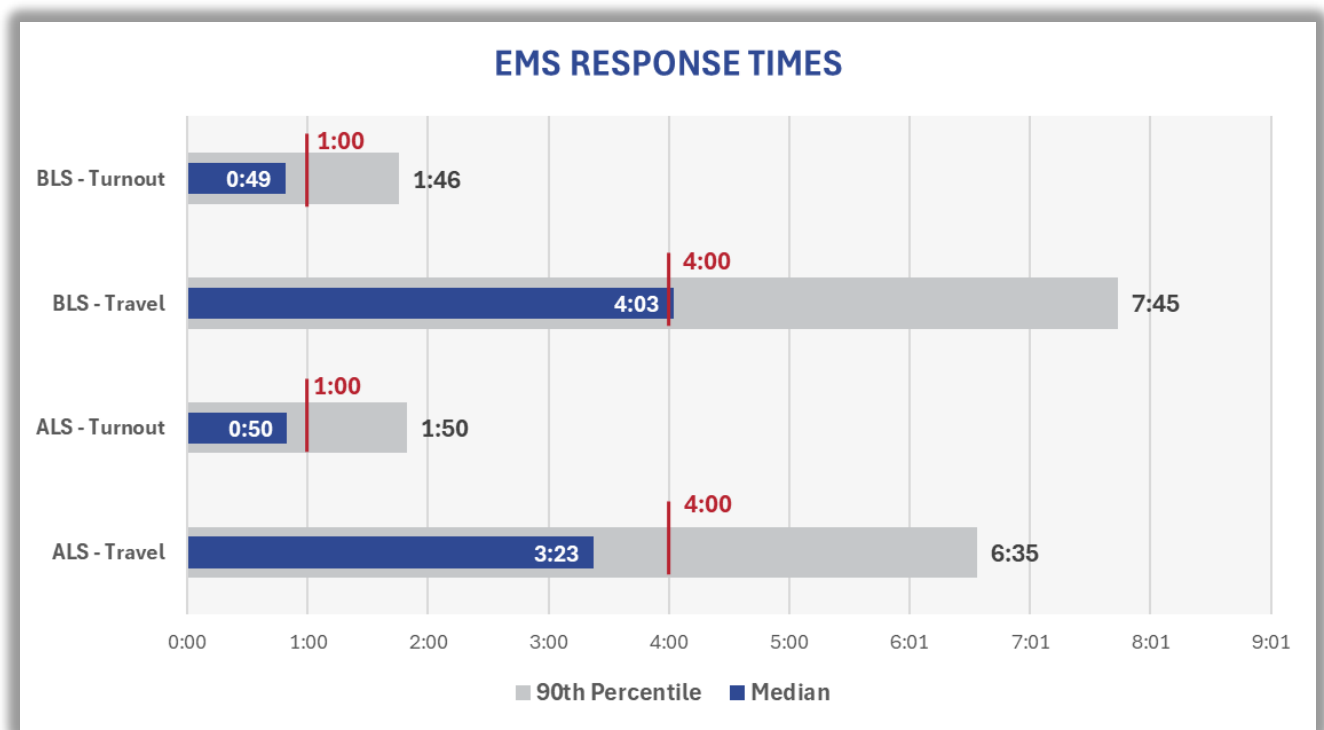
Over the past five years, the department has experienced a 31.5% increase in call volume, with the most significant growth occurring between 2020 and 2022. While the rate of increase has slowed, the impact of this substantial surge remains evident. At the same time, the City's population continues to grow, along with the evolving needs of the community, further shaping the department's service demands.

INCIDENT VOLUME BY YEAR



SERVICE DELIVERY

2024 INCIDENT BENCHMARKS



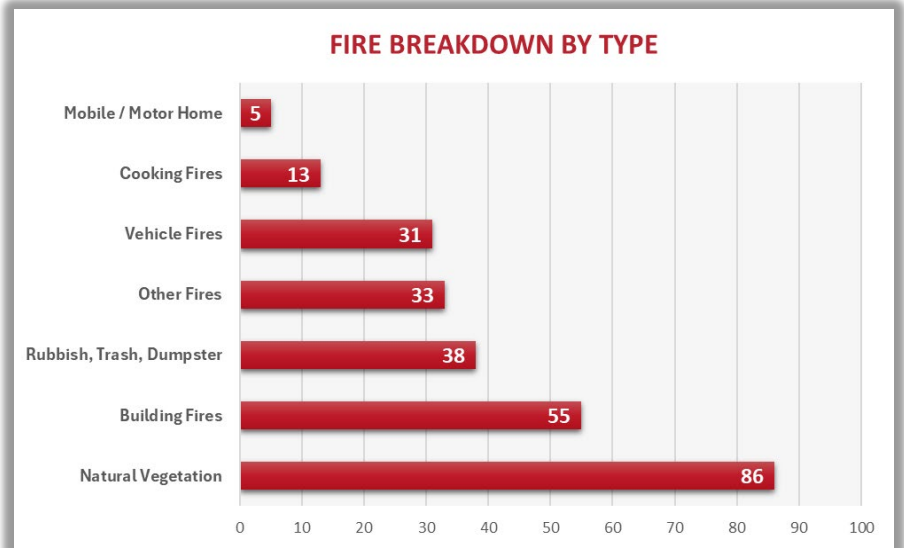
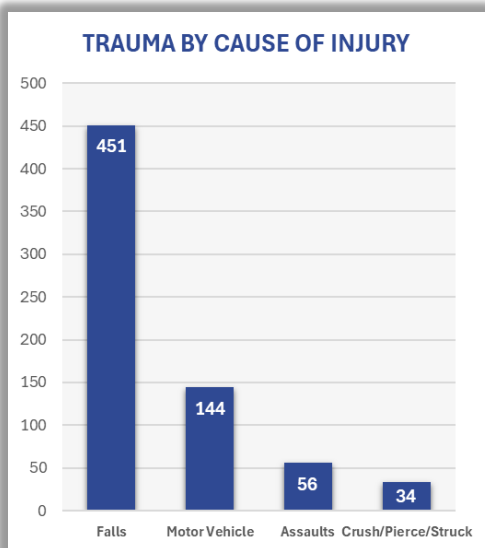
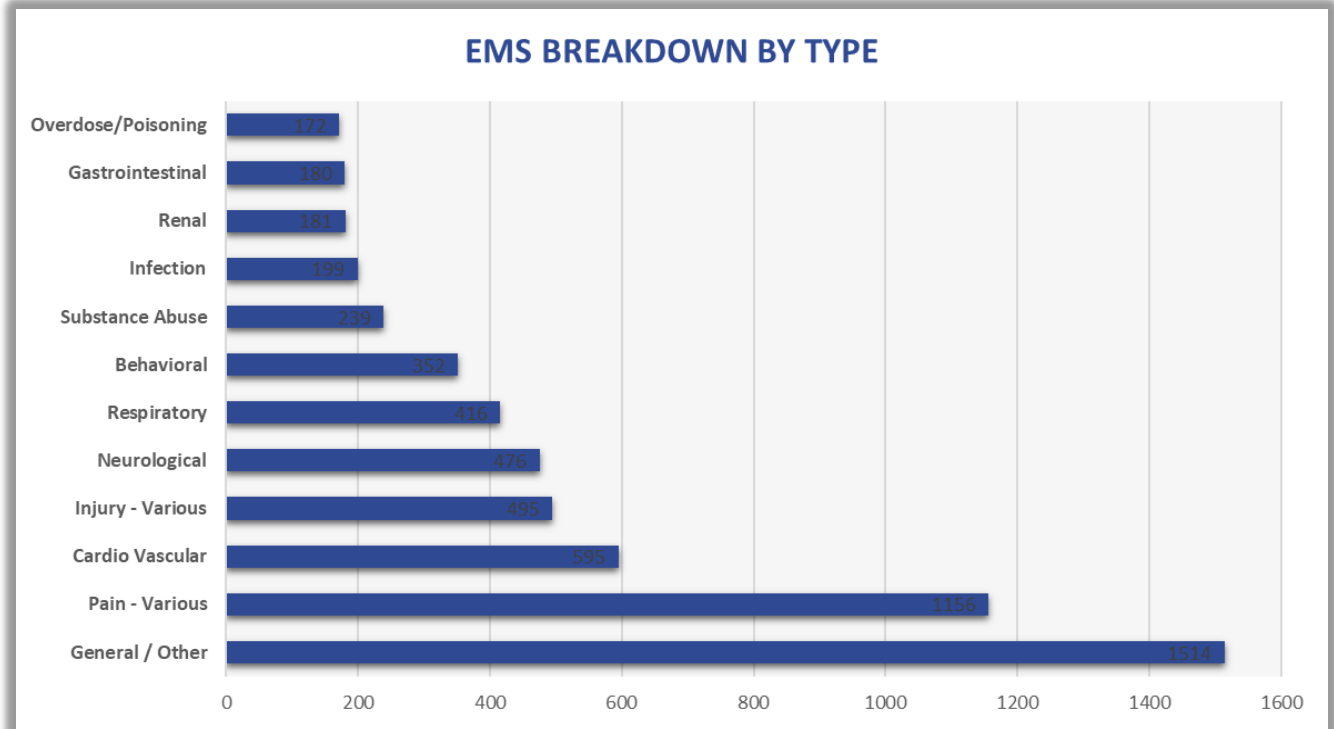
*Vertical lines indicate current standard.

TERMINOLOGY

- BLS – Basic Life Support
- ALS – Advanced Life Support
- Turnout Time – Time from Dispatch to Enroute
- Travel Time – Time from Enroute to Arrival

SERVICE DELIVERY

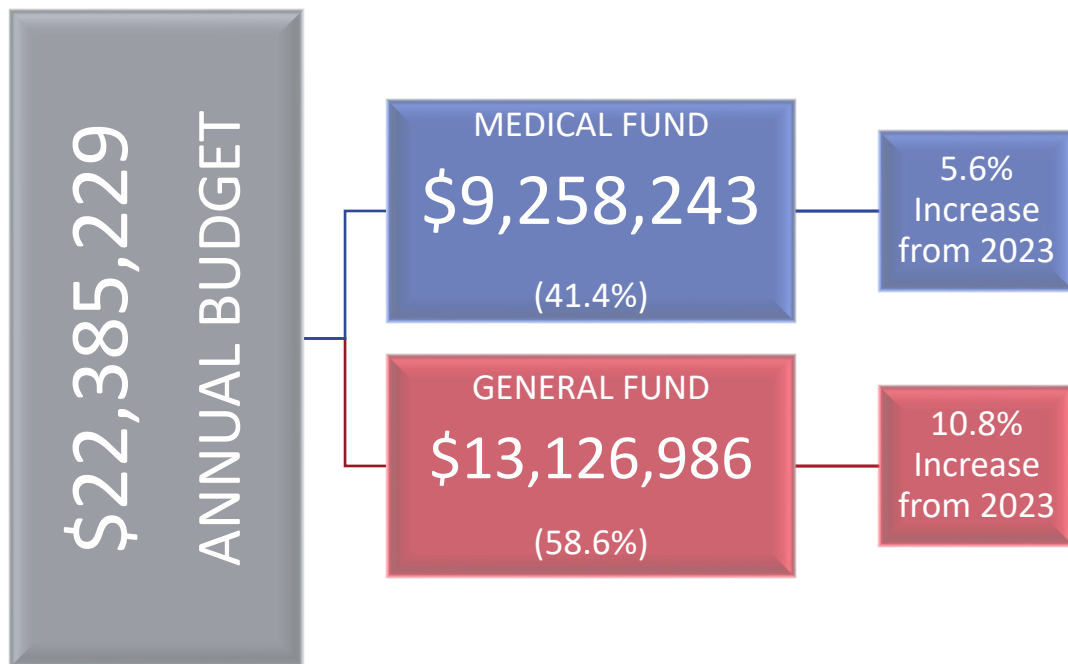
INCIDENT BREAKDOWN DETAILS



FINANCIAL REPORT

2024 BUDGET INFORMATION

The majority of budget increases in 2024 were driven by the hiring of 12 additional personnel to staff the new Station 76 in Badger South. With new hires come various associated expenses, including uniforms, personal protective equipment, training, and increased membership and dues. Additionally, the department experienced rising costs for operating supplies, equipment and contracts for service.



FUNDING DIVERSIFICATION

Richland Fire & Emergency Services continually seeks funding opportunities beyond traditional tax revenue to diversify income streams and ensure responsible budget management. In 2024, the department applied for multiple grants, both independently and as part of regional initiatives.

- AFG (FEMA) – Stryker Cots (*Not Awarded*)
- AFG (FEMA) – Radios (*Not Awarded*)
- AFG (FEMA) – Radios (*Pending*)
- GESA – SaveStation/AED (*Not Awarded*)
- Paul Lauzier Foundation – Radios (*Not Awarded*)

COMMUNITY RISK REDUCTION

FIRE PREVENTION SNAPSHOT

PLAN REVIEW



Reviewed 851 plans for new construction, new development, tenant improvement and life safety system installations for both residential and commercial locations.

FIRE INVESTIGATION



Investigated Cause and Origin on 10 fire incidents in the City of Richland, including one arson-related incident.

SMOKE ALARMS



Provided 59 residences with free smoke alarms through the American Red Cross Smoke Detector Program.

BUSINESS LICENSES



Completed 421 reviews of business license applications within the City of Richland.

INSPECTIONS



Completed 348 on-site inspections for new construction or tenant improvements for commercial properties.

LIFE SAFETY SYSTEMS



Commercial Properties Tracked with Systems

706

Individual Systems Tracked (alarm, sprinkler, hood & duct)

2123

Overall Compliance with Maintenance and Testing of Systems

73%

According to the Federal Emergency Management Agency (FEMA), 40% percent of businesses do not reopen after a disaster, such as a flood, FIRE, or hurricane, and another 25% fail within one year.

COMMUNITY RISK REDUCTION

FOOD TRUCK INSPECTION PROGRAM

In 2024 Richland Fire & Emergency Services became a participant in the Washington State Association of Fire Marshals' Food Truck Program. Under this initiative, food trucks that pass an inspection by our Prevention staff receive a recognized sticker, allowing them to operate in participating jurisdictions in the state without requiring additional inspections. To support this new program Richland and other area Fire Marshals launched the inaugural *Food Truck Round Up*, a one-day event held in May at Columbia Point Marina. Organized in collaboration with the Benton-Franklin Health District and the City of Richland Business Licensing, the event aimed to streamline the inspection process for vendors while enhancing the overall safety of food trucks operating in our community.

CITY OF RICHLAND

FOOD TRUCK ROUND UP

RESOURCE NAVIGATOR PROGRAM



In early 2024 our Resource Navigator position became vacant, resulting in a temporary suspension of these services for a

significant part of the year. However, we successfully recruited a highly qualified replacement who joined our team in early November. After a couple of months of acclimating to our organization and community, she is now well-prepared to make a meaningful impact. We are confident that her specialized skill set will benefit our citizens in the coming year.

What is a Resource Navigator?

As EMS providers, we regularly encounter some of the most vulnerable individuals in our community. In many cases, their underlying needs extend beyond emergency medical care and are better addressed through existing social services.

*A **Resource Navigator** is a dedicated social worker embedded within our organization to bridge this gap. This professional assesses patients' needs and connects them with appropriate community resources, ensuring they receive the right support. This initiative not only improves patient outcomes but also optimizes emergency response by reducing non-emergency 9-1-1 calls, allowing EMS teams to focus on critical emergencies.*

EMPLOYEE DEVELOPMENT

TRAINING HIGHLIGHTS

2024 was packed full of a broad and diverse series of training and development opportunities. Engagements spanned from individual growth opportunities to multi-agency regional training sessions, and just about every level in between. Through our regional partnerships and collaborative efforts, Richland Fire & Emergency Services Training & Development was able to invest in our personnel at all levels, equipping, developing, and empowering them to enhance the value of the service we provide to the community.

CULTURE ACADEMY

One of the biggest investments of Training & Development Division's time and resources occurs during our new employee on-boarding and recruit academy. Providing a strong foundation is critical for the success of the organization's future. Each firefighter is brought into the organization via the two-week Culture Academy. The primary focus is RFES culture and relationships in the department and within the city. The culture academy opens the eyes of the recruits to the community it serves, how Richland is growing, and some of the challenges our community faces now, and into the future. Following this two-week onboarding, recruits proceed to the Academy in Pasco.



PROGRAMMATIC DEVELOPMENT

The 2024 training calendar was robust and filled with opportunities to drive innovation and develop team members who add value to the organization and community. Some examples of the programs underway include:

- *Tri-Cities Recruit Academy*
- *On the Job Training Program (OJT)*
- *Company Officer Promotional Assessment Center*
- *Quarterly Officer Investment Program*
- *Chief Officer Development Program*
- *Executive Leadership Development Program*
- *Quarterly Fire Training*
- *Regional Block Training*
- *Regional Special Operations Teams Training*
- *Medical Ongoing Training & Evaluation Program Emergency Airway Course (PEAC)*
- *Medical Program Director (MPD) Paramedic Development Training*
- *Paramedic: Initial Certification School*

EMPLOYEE DEVELOPMENT

TRI-CITIES RECRUIT ACADEMY

Richland Fire and Emergency Services, with our collaborative partner Pasco Fire Department (PFD) put on the 2024 Tri-Cities Recruit Academy. Each year our two agencies



compile current and future leaders to begin the process of developing community servants who specialize in fire and emergency service delivery. Beginning in early February, through 16-weeks of intense knowledge and skill development, framed through the lens of interpersonal dynamics, the academy produces individuals hungry to serve their community with compassion and excellence. Richland had ten recruits graduate from the 2024 Academy.



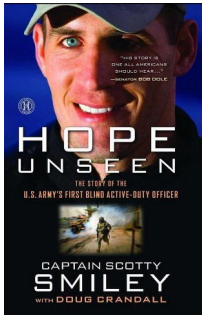
EMPLOYEE DEVELOPMENT

INDUSTRY COLLABORATIONS



Pacific Northwest NATIONAL LABORATORY

Training & Development, working together with Pacific Northwest National Laboratory put on an Electrical Storage and Safety Systems training seminar. Matthew Paiss, a national expert from PNNL with a history of experience working in the fire service, taught a multi-day seminar for regional emergency service agencies. Topics included battery chemistries, failures, standards, explosions, lessons learned, and operational best practices.



Training was also fortunate to collaborate with a nationally recognized local hero, who provided valuable leadership lessons.

Following a study of the book *Hope Unseen* by a group of officers within RFES, the author of the book, Scotty Smiley, provided a leadership seminar open to RFES members as well as Richland Police members. His message of hope and perseverance was both inspirational and impactful.



Several of our new recruits needed the required Emergency Medical Technician (EMT) course. Working with our partners at Columbia Basic College, they were able to put together a new summer EMT Program that fit the departments needs and schedule very well.



Our Medical Training, collaborating with area law enforcement agencies, participated in a Griffith Blue Heart training program. With generous support from AVIVE, a maker of AED technologies, the Griffith Blue Heart training group came to Richland and put regional law enforcement participants through advanced life safety training. Medical emergency recognition and the immediate initiation of life saving procedures are key components to saving the lives of our community members.

DEPARTMENT ACCOMPLISHMENTS

VISIT TRI-CITIES AWARD

The Kris Watkins Tourism Champion of the Year Award was given to local first responders for their role in creating a safe, enjoyable Ironman Triathlon in our area. This is the most prestigious award that Visit Tri-Cities extends each year. The winner is always an individual or organization that has made a significant impact on the tourism industry and supports Visit Tri-Cities' efforts. The tourism champions enhance visitors' experiences making the Tri-Cities a wonderful place to visit, work, live and play.



WILDFIRE PREPAREDNESS EXPO

In May, Richland Fire & Emergency Services hosted the first annual Wildfire Preparedness Expo at Trailhead Park. In conjunction with the rollout of the City of Richland Community Wildfire Preparedness Plan, this event aimed to engage the community and highlight how we can all contribute to wildfire prevention and preparedness.



The expo was a collaborative effort, bringing together multiple fire agencies, Benton County Emergency Management, law enforcement, City of Richland arborists, and various nonprofit organizations. A key highlight of the event was the unveiling of the first wildfire preparedness informational kiosk, which offers critical resources on home hardening strategies for wildfires, details

on the "Code Red" emergency alert system, and a QR code linking to the City of Richland Community Wildfire Protection Plan.

Thanks to our partners and the active participation of community members, the event was a resounding success. The City of Richland remains committed to protecting its residents, homes, and natural spaces from the devastating impact of wildfires, and looks forward to strengthening this vital collaboration each year.



DEPARTMENT ACCOMPLISHMENTS

MISSION: LIFELINE



Mission: Lifeline is a national initiative of the American Heart Association. Its purpose is to advance the system of care for acute heart attack and stroke patients. The overarching goal is to improve outcomes by reducing patient mortality and morbidity. 2024 was the second year that Richland Fire & EMS applied for recognition as a prehospital care

provider, and this year received their *Gold* award with the *Target: Heart Attack Honor Roll* designation. Our department is one of only seven in the state - and one of just four to achieve the Honor

Roll distinction – underscoring the dedication and commitment of our EMS providers. We take great pride in this recognition, which reflects our unwavering commitment to delivering exceptional service to our community.



HEART SAFE



HeartSafe Richland continues to strengthen our community through lifesaving education and preparedness. Through this program over 55,000 people have now been trained in CPR, AED use and cardiac emergency response. This year, we certified seven new HeartSafe Campuses, achieving a significant milestone of 25 total HeartSafe Campuses.

In addition, as part of

the HeartSafe initiative, Richland Fire & Emergency Services was able to coordinate the addition of four new SaveStations (AED placement) in strategic locations around the city.



LOCATIONS IN RICHLAND, WA

Badger Mountain - Trailhead Restrooms
1294 White Bluffs Street, Richland, WA

Badger Mountain - Summit
1294 White Bluffs Street, Richland, WA

Howard Amon Park - Lee Boulevard Turn-Around
500 Amon Park Dr, Richland, WA

Columbia Point Marina Park - Near Boat Launch
600 Columbia Point Drive, Richland, WA

Horn Rapids Community Center - Near the Pool
2600 Clubhouse Ln, Richland, WA

What is a HeartSafe Campus?

70% of staff/employees have completed a HeartSafe class.

An AED can be applied to the patient within three minutes anywhere on campus.

An Emergency Response Plan that specifically addresses cardiac arrest is on file and followed.

Campus staff agrees to host biannual refreshers.

DEPARTMENT ACCOMPLISHMENTS

STATION 76

The City of Richland has experienced rapid growth in the Badger South area, and we recognized the importance of needing fire and EMS services in this area. To achieve this, we expanded our public safety presence with the opening of Fire Station 76 in September of 2024.

From the outset of this project, we had two key objectives: first, designing a fire station that seamlessly integrates with the architecture and character of the surrounding community, and second, creating a space that serves our firefighters well. The result is a thoughtfully designed facility that is operationally efficient and supports the effectiveness and well-being of our team and community.

This new fire station spans just under 11,000 square feet and is staffed 24/7 by three full-time firefighters and EMS providers. The fire station is surrounded by the 30-acre West Village Park creating a unique civic space. Designed with the future in mind, the station includes six dorm rooms to accommodate additional personnel when needed. The facility features four apparatus bays and infrastructure to support a future expansion, including a community / training room on the west side when needed. Additionally, the station provides dedicated working space for the Richland Police Department to work in the Badger South community.



The total construction cost for this project was just over \$7 million. We extend our sincere gratitude to our project partners for their dedication and expertise:

- **General Contractor:** DGR Grant Construction
- **Construction Manager:** Hill International
- **Architect:** Architects West
- **Design Consultant:** Perlman Architects of Arizona

This station represents our ongoing investment in public safety, ensuring that as our city grows, we remain ready to serve.

ACHIEVEMENTS & AWARDS

RETIREMENTS

Captain Stein Karspeck (25 Years), Lieutenant Scott Brines (27 Years), Captain Mike Emerick (34 Years)



PROMOTIONS

Lieutenant:

Tim Birch, Tim Estell, Collin McCabe, Luke Mohny, Colt O'Brien, Joe Owens, Dave Pemberton

Captain:

Chris Denney, Tim Estell, Caleb Castleberry, Dave Pemberton, Zach Wallace

NEW HIRES

Hayden Boring, Jonathon Cox, Brian Deal, Clinton Gelderman, Trevor Heinkel, Broc Nelson, Clyde Sims, Jordan Stromstad, Ethan Wickstrom, Bryan Winston

SCHOLARSHIPS

3 Rivers Community Foundation:

AJ Fandrich, Kody Keaton, Travis Leonard



RECOGNITIONS

Toyota of the Tri-Cities –

Public Servant of the Month:

Collin McCabe

(May), Travis

Leonard (December)



COMMUNITY CONNECTIONS

EVENTS AND COMMUNITY ENGAGEMENTS

In 2024 Richland Fire & Emergency Services staff participated in or were represented at nearly 150 community events, both while on-duty, and off-duty through the firefighter's Community Outreach Program. These ranged from small gatherings such as ribbon cuttings and groundbreakings, to larger-scale City-sponsored events like Winter Wonderland, as well as community-held events like the Annual Uptown Trick-or-Treating.



WE ARE COMMUNITY DRIVEN,
CUSTOMER FOCUSED,
COMPETITION READY!

