



SUNRIVER FIRE & RESCUE 2020 ANNUAL REPORT

"We Are In This Together"



Welcome to Sunriver Fire Department's 2020 annual report. Like most of you, Sunriver Fire Department experienced a year of challenges and unknowns caused by the COVID-19 Pandemic.

I am proud to report that Sunriver Fire Department was able to provide uninterrupted emergency services to the community, while keeping our staff members safe. In addition to the challenges of the pandemic, the State of Oregon faced the worst wildfire season in history. In support of the fires, Sunriver Fire Department responded to four conflagration fires and our Deputy

Fire Chief responded to seven wildland fires as part of a United States Forest Service incident management team.

Amongst all the negativity caused by the pandemic, the year also brought positive improvements. Sunriver Fire Department hired two full-time firefighter/paramedics and conducted a trial hiring of two seasonal paramedics. The seasonal paramedics were hired to support the increase in our summer emergency call volume. Sunriver Fire Department is looking forward to 2021 and hoping we can interact with our community through weekly summer open houses, community emergency preparedness presentations, fire prevention events at the Village, and our service call programs that include smoke alarm and Knox Box installations.

2020 Highlights

- ◆ New Extrication Tools for removing patients from motor vehicle accidents
- ◆ Hiring of two full-time firefighter/paramedics
- ◆ Re-Organization of Sunriver Fire Department "Reserve Program"
- ◆ Trial hiring of two "Seasonal Paramedics"
- ◆ Wildland Fire Deployments across the State of Oregon

I want to thank our Board of Directors, Administrative Staff, Career and Reserve Firefighter/Paramedics for their professionalism and commitment to serving Sunriver during the pandemic.

Tim Moor
Fire Chief

MOTIVATED by our MISSION

The mission and commitment of Sunriver Fire Department is to provide services designed to protect the people we serve from the adverse effects of fire, medical emergencies and exposure to other dangerous conditions through Emergency Response, Education & Prevention.

2020 STAFF

TIM MOOR, Fire Chief
ROD BJORVIK, Deputy Fire Chief
TAMMIE WATERS, Administrative Assistant
JARED JEFFCOTT, Captain/Paramedic
BENJAMIN O'KEEFE, Captain/Paramedic
NICK SPHATT, Captain/Paramedic
RYAN RASMUSSEN, Engineer/Paramedic
ROBERT REDDEN, Engineer/Paramedic
NIC NEWCOMB, Engineer/Paramedic
ALEX MCCLARAN, Firefighter/Paramedic
JONATHAN RAMOS, Firefighter/Paramedic
JEFF JOHNSTON, Firefighter/Paramedic
MATT LEIFER, Firefighter/Paramedic
JON CARRICK, Firefighter/Paramedic
BOB GAEDE, Reserve Firefighter/EMT
CAMERON MARQUEZ, Reserve Firefighter/EMT
SAM KALAR, Reserve Firefighter/Paramedic
JAKE INGRAM, Reserve Firefighter/EMT
KEVIN FERNS, Reserve Firefighter/EMT
ETHAN AXTEN, Reserve Firefighter/Paramedic
SAM PETERS, Reserve Firefighter, EMT
CHASE SEAMONS, Reserve Firefighter/Paramedic
JAKE STUART, Reserve Firefighter
JOEL SIMMONS, Reserve Firefighter/Paramedic
ALAYNA CALAWAY, Reserve Firefighter
MICHAEL MACKLE, Reserve Firefighter/EMT
NATHANIEL ADAMS, Reserve Firefighter/EMT
JIM BENNETT, PIO / EOC Coordinator



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Tammie and Crew,

Thank you for your help on making our Christmas Basket Program a success. We served 65 families with wonderful meal and delivered a lot of additional food for their needs.

John M.

Strategic Planning

The Sunriver Service District Board of Directors, administrative staff, and community stakeholders are updating the District’s strategic plan. The planning process started in late 2020 and is expected to be completed by Spring of 2021.

The strategic plan includes the following action items:

- ◆ Public Safety Facility (fire and police station)
- ◆ Community Level of Service Expectations (fire and police departments)
- ◆ Emergency Preparedness
- ◆ Fiscal Responsibility



Administrative Operations – Administrative Assistant Waters

As with so many of the department operations, the pandemic affected some of our administrative operations with a closed lobby and significant access limitations, as well as extensive daily sanitizing. Phone call service volume went up as community members stayed at their residences versus our traditional open door service.

Administrative Assistant Waters assembled the 20/21 fiscal year budget and fee schedule. The schedule includes our ambulance transport fee, mileage, and implemented a non-transport fee to cover fire department costs for service. In addition, grant applications were prepared as well as a complete station inventory and researching of new inventory systems.

Creating an environmentally sensitive work operation is an important initiative. Significant work was accomplished in paper consolidation, electronic archiving and streamlining office processes.

Public awareness and outreach was also part of administrative functions with new signage applied to apparatus for Breast Cancer Awareness month, supplying public outreach materials through social media, various postings and fire education bags for the young members and visitors to our community.

GRANTS AND REIMBURSEMENTS

- \$250,000 Coronavirus Relief Fund
- \$2,500 Oregon Fire Chiefs Association Health & Wellness
- \$144 SDIS Safety & Security (video doorbell for front entrance)
- \$2,500 SDIS Safety & Security (security camera project)

The department received \$111,666 in reimbursements for response to various conflagrations and incident management requests.

LEXIPOL

The department completed its transition to the Lexipol policy system. Used throughout the nation, Lexipol provides fire agencies with contemporary, risk-managed, consistently updated, best practice directives. These help ensure our department is current in all legal statutes and directives, and accountable to our community and our employees. The system also allow for policy specific electronic training and policy acknowledgement record keeping.

Communications

The department increased its social media presence primarily through Facebook, Instagram and Twitter. With regular and effective postings, the department kept the community informed of events and activities. The social medial platforms also provided for an ideal portal of public education during a period where traditional face-to-face conversations were not possible. Highlights included department operations, pandemic awareness, prevention activities, fire safety, safe vehicle operations, holiday safety and more. Likewise, the department leveraged its newly designed website to provide additional outreach, recruitment, and other community awareness tools.

The department also communicated through a monthly informational article in the SROA newspaper the Sunriver Scene.

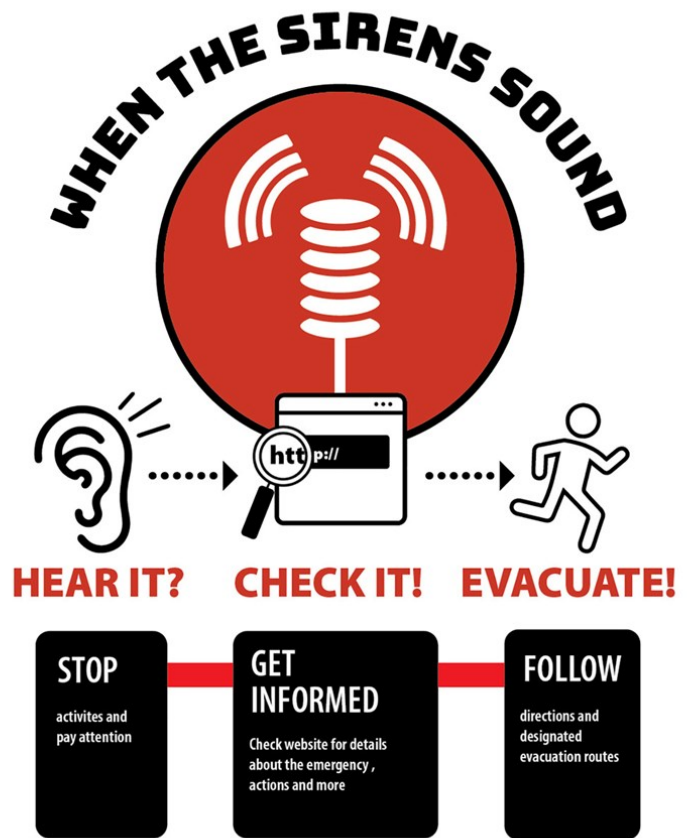
Emergency Planning / Preparedness

Emergency Operations Center

Even with COVID-19 restrictions, we strive to always be prepared for disaster or large-scale incidents. SRFD along with our partners in the Sunriver Police Department, Sunriver Service District, the SROA, Sunriver Resort, the Village at Sunriver and all our other strategic partners continued to work together to be prepared.

Due to COVID-19 the annual in-person emergency operations center drill was not held.

However, we focused on education and awareness through regular news articles and social media on prevention, evacuation and response to disasters. In May the departments conducted a test of our emergency siren system and reinforced the message of “Hear it, Click It, Evacuate”.



Community and crew safety is our priority and with the pandemic, appropriate operational changes were made to maintain a safe and healthy community and department. Firefighters donned additional personal protective equipment and operated with social distancing and stringent cleaning protocols.

This also impacted training, specifically the annual spring prescribed burns the our crews participate in with our partners in the US Forest Service. These are great training opportunities, but due to social distancing and smoke impacts this year's spring prescribed burning was cancelled. Fortunately, restrictions were eased somewhat in the fall and some of our crew participated with the Newberry and Prairie Divisions of the US Forest Service in several prescribed burns.



New Rescue Equipment

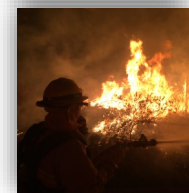
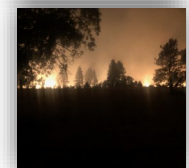
The department, through our normal capital budgeting process, was able to acquire new state-of-the-art electric extrication tools. As opposed to hydraulic tools used in the past, these are far superior and will provide firefighters greater capability when responding to traffic accidents where persons are trapped inside. Every moment of the rescue is critical to survival.

Mutual Aid and Conflagrations

As mentioned in the Chief's welcome, the department participated in several conflagrations and mutual aid incidents throughout the summer, primary related to wildland fires. With dry forests and minimal moistures, Oregon saw a devastating fire season. Fortunately, we remained relatively fire free in the immediate area around Sunriver. Our crews were called up for several wildfires throughout the state

CONFLAGS & ODF FIRES 2020 REIMBURSEMENTS

LABOR	EQUIPMENT	LODGING/MEALS	TOTAL	FIRE
\$3,090.03	\$1,110.00	\$0.00	\$4,200.03	WARM SPRINGS
\$5,438.56	\$1,890.00	\$0.00	\$7,328.56	Mosier
\$1,1700.02	\$4,992.50	\$0.00	\$16,692.52	White River
\$9,113.45	\$5,295.00	\$0.00	\$14,408.45	Lionshead
\$3,994.01	\$217.93	\$0.00	\$4,211.94	Wickiup Road
\$2,551.62	\$92.57	\$0.00	\$2,644.19	Green Ridge
\$5,066.45	\$153.00	\$0.00	\$5,219.45	Rosland Road
\$12,481.56	\$284.63	\$0.00	\$12,766.19	Fire Mountain
\$11,871.15	\$1,306.00	\$972.00	\$14,149.15	Beachie
\$2,292.86	\$848.00	\$206.47	\$3,347.33	OSC Staging Incident
\$25,647.32	\$1,051.00	\$0.00	\$26,698.32	S. Obenchain



Green denotes reimbursements received in 2020

Our crews responded in August to a large fire at the north end of Bend as part of mutual-aid request for a fire that started from a vehicle on Highway 97. The fire burned through high desert vegetation and into an auto dismantler facility.



In December our crews also responded, in freezing conditions, to a large (new construction) hotel fire in Redmond with Aerial Truck 251.

Deputy Chief Bjorvik responded to several incidents as a Division Supervisor Trainee and Division Supervisor serving as a member of various US Forest Service Incident Management Teams. As a sign of the times, he was assigned as the COVID Safety Lead on certain fires. In this role he was responsible for managing the safe response to the incidents in a pandemic environment. He developed a flow-chart of actions for exposures and the procedures for prevention of transmission. The flow chart was adopted for use in other incidents within the state.

- ◆ Rosland Road Fire – La Pine
- ◆ Wickiup Road Fire – Near Post
- ◆ Fir Mountain Fire—near Hood River
- ◆ Green Ridge Fire – near Sisters
- ◆ S. Obenchain Fire – Jackson County
- ◆ Beachie Creek Fire - Willamette National Forest



Training

Training was also impacted this year with COVID-19 restrictions. The annual COWS (Central Oregon Wildfire School) which made its return last year, with the leadership from SRFD, had the live-fire, hands-on portion cancelled. Fortunately, in the Fall an online classroom portion of the training was conducted and provided important training to firefighters from throughout Central Oregon.

Our crews received training from the Seattle Fire Department in elevator rescues (using our own station elevator!), Engineer Newcomb trained monthly with Bend Fire on technical rescue techniques to bring back to the Sunriver crews. Training include water rescue, rope rescue, confined spaces, structural collapse, caves and more.



Department staff participated in 2,843 hours of training in 2020
(an average of 109 hour per employee)

Professional training certificates were awarded for a variety of certifications including:

- NWCG* Firefighter type 2 (1)
- NWCG Division/Group Supervisor (1)
- NFPA** Firefighter type 1 (4)
- NFPA Firefighter type 2 (2)
- NFPA Driver Operator (4)
- NFPA Wildland Apparatus Operator (1)
- NFPA Mobile Water Supply Apparatus (5)

*NWCG *National Wildfire Coordinating Group*

**NFPA *National Fire Protection Association*



All staff participated in diversity and inclusion training presented by Miguel Valenciano

Apparatus

Engine 224

Structural Fire Engine
2016 Pierce Velocity



(Reserve) Engine 221

Structural Fire Engine
2000 Pierce Dash



Medics 271 and 272

Medics
2019 and 2016 Ford F450



Truck 251

Ladder Truck
2009 Pierce Velocity



Engine 242

Heavy Brush Engine
2008 Pierce Contender



Engine 241

Light Brush Engine
2008 Ford F450 4x4



Tender 231

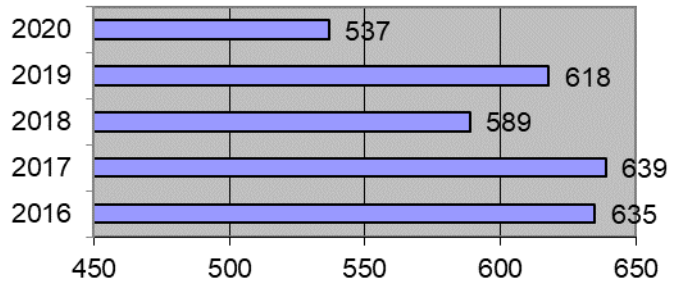
Water Tender
2009 Freightliner



Calls for Service

Calls For Service represent the total number of calls or incidents the department responds to during the year, from minor medical incidents to structural fires. In 2020 the department responded to **537** calls for service.

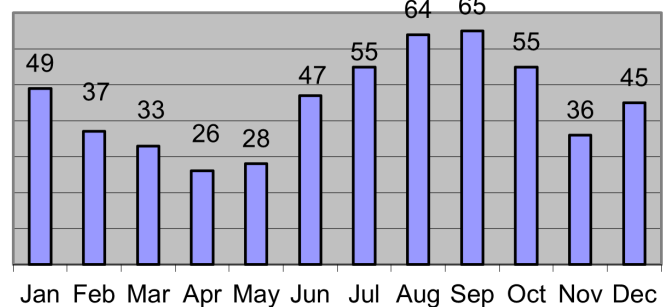
Calls For Service 2016-20



Month by Month

Monthly Calls For Service reflect the population increase and decrease based on seasonal visitation; with summer peak in July and August and again in December and January for the height of the ski season.

2020 Month by Month Activity



Call Type

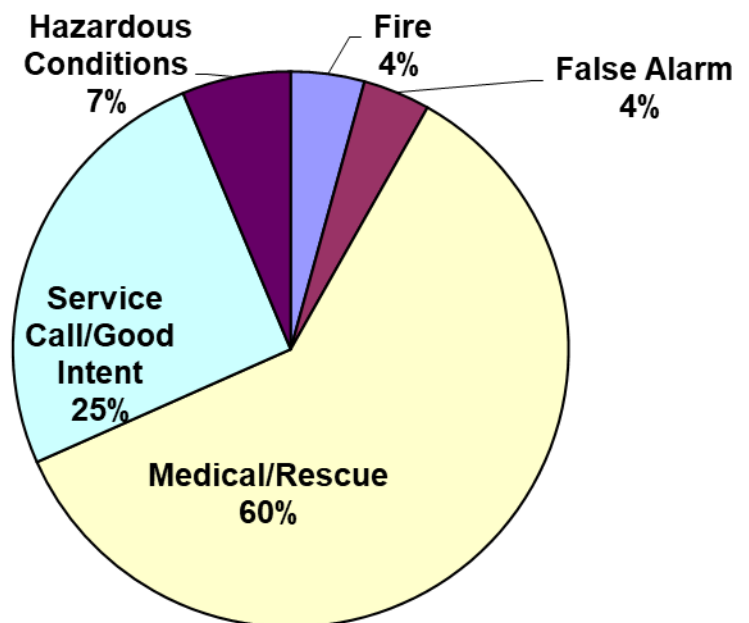
Fire – Any incident with fire

False Alarm – Fire or other alarm is cancelled before arrival or determined to be false

Medical/Rescue – Medical services rendered or incidents requiring rescue (such as a motor vehicle accident)

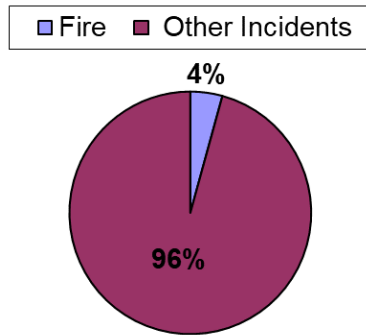
Service Call – Non emergency, low priority calls to assist the public (i.e. outreach, active home inspections)

Hazardous Conditions – Non fire emergency incidents such as down power wires and reports of smoke



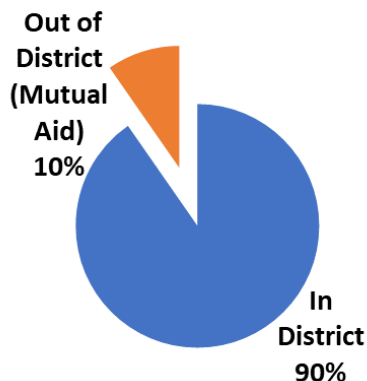
Fire Incidents

Fire incidents, as with most all fire departments, now represent a small percentage of total calls for service. However, fires are low frequency/high risk and require extensive and continuous training. In 2020 the department responded to 23 fire incidents.



In-and-Out of District

As with all fire agencies in Deschutes County, SRFD responds to incidents outside of the district, when to providing mutual aid support. Mutual-aid is provided through agreements between all Central Oregon agencies to assist one another. In 2020 the department responded to 61 incidents out of district. There were 22 incidents where other agencies responded into Sunriver for mutual aid.



A big thanks to you at the Sunriver Fire Department for collecting food and bringing perishables over to Community Bible Church at Sunriver for the Sunriver Community Christmas Sharing. Your strong arms were much appreciated. 53 of our local families (165 individuals) including 59 children will have a blessed Christmas because of your generosity. A thank you also goes to Community Bible Church at Sunriver for the use of their facility for this annual community event.

From the Sunriver Community Christmas Sharing Committee

This past year The Sunriver Fire Department took the lead to collaborate efforts between all law enforcement, fire, EMS and dispatch agencies throughout Deschutes, Jefferson and Crook counties.

The objective was to create a collaborative plan to standardize terminology and procedures prior to response in event of an Active Shooter/Hostile Event Responses (ASHER) incident.

The Central Active Threat Committee was formed with the objectives to:

- ◆ Create a joint response plan
- ◆ Create medical treatment protocols
- ◆ Create predetermined run cards
- ◆ Provide agency training
- ◆ Coordinate hands on training
- ◆ Coordinate post incident mental health services



By the end of 2020, the committee had trained 90% of all Fire, EMS and Law Enforcement agencies in the tri-county area.

Got Body Armor?

As part of our ASHER response, the Sunriver Fire Department has purchased body armor to protect our employees while working at these incidents. The body armor is outfitted with medical gear to provide patient treatment in a potentially hostile environment while also having the capability to stay mobile.



Reducing risk to our Employees

Wearing the right protection can help defend us against the number 1 (heat stress) and number 2 (cancer) causes of occupational deaths in firefighters.

- ◆ Heat stress contributes to heat stroke, cardiac fatigue & cardiovascular failure.
- ◆ Firefighters are exposed to heat stress far more than the general public.
- ◆ Heat stress is attributed to over 50% of line of duty deaths.

As part of our ongoing structural turnout replacement program, this year we upgraded to a new style personal protective ensemble (PPE) for about half of our firefighters. This new style of turnouts reduces heat retention on the body while providing a greater level of flame protection. Reducing the construction layers of the garment by 1/3 help us also shed weight off our firefighters.



We also upgraded our structural firefighting hoods for our entire staff. This new particulate blocking hood is designed to reduce the absorption of carcinogens into the highly-permeable skin around your face and neck. This barrier is offered throughout **100%** of the hood, blocking 99.9% of carcinogens even after repeated washings.

Firefighters have been battling intense heat and physical stress for years. Recent studies have shown there is more to worry about than just the flames in front of you. Reducing heat stress and fighting the battle against the unforeseen enemy: carcinogens, helps our firefighters have a healthy career.

TECHNOLOGY – Firefighter JJ Johnston

The only constant in technology is change. As we strive to improve the service to our community, the technology continues to find new and innovative ways to assist in this endeavor.

- Our most important change was the migration away from Verizon Wireless to FirstNet, an AT&T company. FirstNet is an exclusive cellular technology for First Responders, which provides priority and preemption on all AT&T and Cellular One towers. During periods of peak community usage the original system would impact our ability to receive calls. The new FirstNet system will provide a more stable and reliable platform moving forward.
- A new CAD (Computer Aided Dispatch) system was implemented in Deschutes County 911. This system provides mapping and additional location information for when we respond to calls for service. SFRD was one of the first departments in the country to adopt this new product for iOS platform, and this technology is looking very promising long-term.
- The regular use of paper maps is a thing of the past and our continued advances in mapping have now brought a merger between the provider for our current mapping system (IncidentView) and the system we use to call back personnel when needed (Active911). This will provide enhanced information for our personnel responding to incidents.
- More news on the mapping front... The Oregon State Fire Marshal's Office has purchased for our use the base platform of the software Intterra Systems, which is a wildland fire operations and mapping software which will continue to be of great value (Central Oregon Fire agencies had originally purchased this) for response to wildland fires.

Other important technological improvements were made around our ability to improve communication while maintaining social distancing due to COVID-19. Web cameras, Zoom and Teams software, and other Office 365 programs have been implemented in order to continue effect training, communications, and administrative meetings.

EMERGENCY MEDICAL SERVICES

Throughout the pandemic the department continued to provide professional emergency medical services to our community. With the reduced number of visitors to our community and the temporary suspension of events the amount of emergency medical service call volume decreased in 2020.

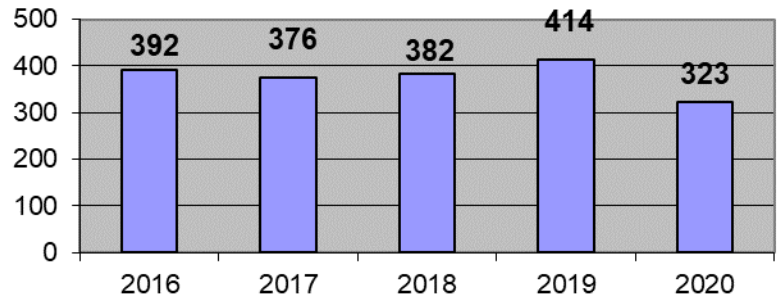
Medic Unit 272 was upgraded with a new Power-LOAD system that allows the cot (stretcher) to be loaded and unloaded into the ambulance mechanically. This provides for safer patient movement as well as reducing the risk of back and other injuries to firefighters.



Ambulance Service Area (ASA)

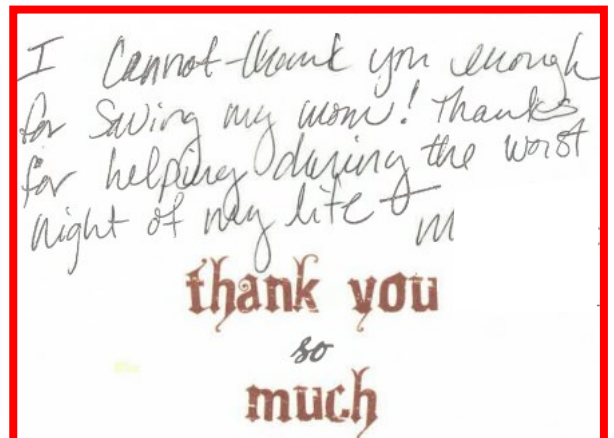
The SRFD provides contemporary, industry leading, emergency medical services (EMS) to the Sunriver community. In addition, the department responds to medical/rescue incidents within the Ambulance Service Area (ASA). The ASA encompasses more than 350 square miles and includes hundreds of miles of roadway, campgrounds, lakes and forested areas.

5 Year Comparison Rescue and Emergency Medical Services



GEMT-Ground Emergency Medical Transport (Medicaid Reimbursements)

The department receives insurance and other reimbursements for transportation of persons to the hospital through our ambulances (medic units). In 2020, we received \$45,159 from the 2019-2020 fiscal year and invoiced \$50,241 in the 2000-2021 fiscal year.



FIRE PREVENTION / PUBLIC EDUCATION

The pandemic reduced our community outreach activities this year and sadly we had to pass on ride-alongs as well as popular station tours. Likewise our Summer Friday Open House's were also put on hiatus. The department is excited and hopeful to bring back many of these activities in 2021.

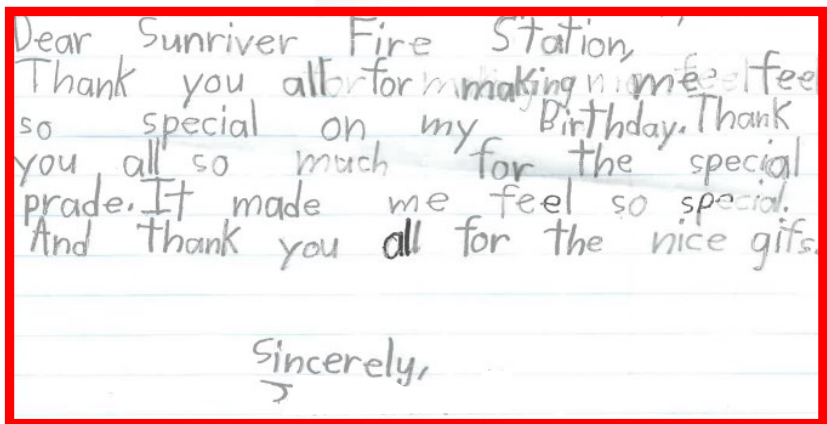
While most community events we participate in each year were cancelled, the department still was able to provide some community connections at Three Rivers School and other individual (COVID safe) requests.

The department did install several Knox Boxes (secure access box for your home or business so that emergency services can quickly enter when there is an emergency) as well as smoke detector installations and replacements.

RESERVE FIREFIGHTERS

This past year saw significant change to our reserve program. Reserve Firefighters have been a crucial part of providing fire and rescue services in Sunriver and it was time for some modern adjustments to the program to allow us to provide appropriate staffing levels especially at keys times during the day.

The department assembled a diverse internal working group to study our needs and ensure a successful future for the department and reserve members. As part of this, the Reserve Firefighters moved from a stipend compensation where they essentially were on duty 24 or 48 hours to 12-hour shifts, paid hourly, from 8am – 8pm, during our busiest times. This creates a more stable staffing situation and better supports the reserves, which many are in school studying paramedicine and fire science.



Sunriver Professional Firefighters Local 4262

2020 was an exciting and interesting year for Sunriver Firefighters Local 4262! From navigating through the COVID-19 pandemic, adding two more full time members to our team, and building a workout facility in the mezzanine of the fire station, we persevered through 2020 with gusto and continue to serve our community with pride and honor.

Through hard work from the Fire Chief, Local 4262 and the Sunriver Service District, we were able to add two more full time employees to our work force. These two new members have increased our staffing levels as well as our ability to strive for innovative ways to provide the best possible service to our community.

With the COVID-19 shut down, the Members of Local 4262 were able to continue our physical fitness goals with a temporary workout facility in the fire station. During this time, with the help and guidance of our Office Manager Tammie Waters, we were awarded a \$2,500 grant to assist with the purchase of new gym equipment.

We once again had members participate in the Leukemia & Lymphoma Society Seattle Stair Climb fundraiser. Due to the COVID-19 shut down all participants did their climb virtually. Sunriver Fire Local raised over \$10,000!



We will continue to be a progressive fire department that is constantly looking for new ways to better ourselves through hard work and determination. With the new year upon us, The Members of Local 4262 look forward to what this next year will bring.

Ryan Rasmussen

President Local 4262

Sunriver Fire and Rescue

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