

NORTH WHATCOM FIRE & RESCUE

Annual Report 2016



"Semper Paratus"

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MISSION, VISION & VALUES

Mission Statement

“to protect the lives and property of our community through innovation and compassionate care”

Vision Statement

Striving to be an innovative organization, we are driven to be a leader in our community and profession, while honoring our values and accomplishing our mission through fiscal responsibility.

Values Statement

Trust, Integrity and Accountability form the foundation of North Whatcom Fire and Rescue. Strong Leadership brings forward effective Teamwork, Communication, and Respect, which are the pillars of our organization. As our capstone we serve with Humility and value Loyalty and Compassion.



INTRODUCTION



*by Fire Chief
William Pernet*

"we have a great group of dedicated emergency service professionals that are there for you in your time of need"

Once again it has been an active year here at North Whatcom Fire and Rescue. I am pleased to present our 2016 annual report. This report is made possible by the work of many dedicated employees. At North Whatcom Fire and Rescue it is each commissioner and employees' responsibility to ensure that we meet our mission of protecting the lives and property of our community through innovation and compassionate care. As you peruse our 2016 annual report you will see the many opportunities our organization has embraced in order to accomplish our mission while being fiscally responsible.

At North Whatcom Fire and Rescue we have a great group of dedicated emergency service professionals that are there for you in your time of need. Hopefully we don't meet you during an emergency but see you at the many public education and safety events that we participate in throughout the year. We provide station tours, CPR training, blood pressure checks, and participate in many community events such as the Blaine Splash Days, Career fairs, and the Safety Kids Northwest event, just to name a few. At North Whatcom Fire and Rescue we strive to stay connected to our community.

The highlight of this year saw the approval by our District Board of Commissioners of our 2016 – 2020 Strategic and Capital Facilities plans. Our strategic plan provides our organization a "road map" on where we are now, and where we want to go in the future. Areas addressed include but are not limited to budget; organizational structure; policies and procedures; succession planning; and fire prevention, public education, and community outreach. Our capital facilities plan guides us in planning for maintenance and care of current and future Fire District buildings. You will see a direct correlation between the activities in our annual report and the goals of our strategic plan.

Thank you for taking the time to read our annual report. In the following pages there will be a detailed account of our organizational structure including our most valuable commodity, our human resources. Additionally there are details on our response area and types, facilities and equipment, financial management, training, and quotes from what people are saying about North Whatcom Fire and Rescue.

North Whatcom Fire and Rescue's future is bright and we are dedicated to always being prepared to serve our community in their time of need.

"Semper Paratus"



ADMINISTRATION

Department Overview

North Whatcom Fire and Rescue was formed December 7, 2006, from a vote to merge Whatcom County Fire Protection District #3 and Whatcom County Fire Protection District #13. In January 2007 the Fire District officially changed their name to Whatcom County Fire Protection District #21 and operates as North Whatcom Fire & Rescue.

North Whatcom formed a functional consolidation with Whatcom County Fire Protection District #4 on July 1, 2011.

District Statistics

Service area including District 4 is one-hundred eighty-two square miles.

Varied land use that includes forestry, rural and rural agricultural, suburban, urban and some commercial and light industrial.

The Fire District operates eleven fire stations strategically located throughout the district.

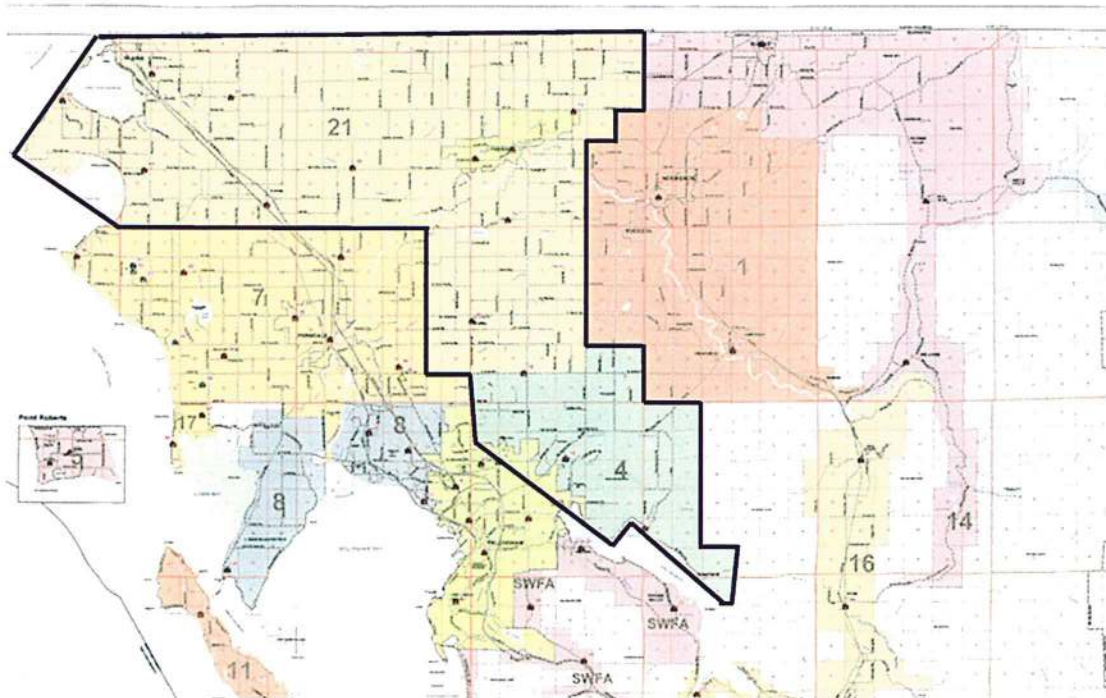
The City of Blaine includes two marinas, two border crossing stations, and Interstate 5 running parallel to and acting as a feeder into the city.

The Fire District operates fifty-three pieces of apparatus including fire engines, tenders, two ladder trucks, brush trucks, ambulances and some specialized apparatus.

The Fire District is classified as a "combination" fire district incorporating both paid and volunteer "on-call" personnel.

The Fire District has fifty full paid firefighters, forty-one volunteers including ten support staff members.

Fire District operations include fire response, emergency medical services including basic life support (BLS) transport, hazardous materials response at the operations level, some limited rescue, and fire prevention and public education activities.



Whatcom County Fire Districts and Stations

2016 ROSTER OF MEMBERS

Fire Commissioners

District 21

Rich Bosman, Chairman
Larry McPhail, Vice Chairman
Dean Berkeley
John Crawford
Bruce Ansell

District 4

Harry Andrews, Chairman
Mary Beth Neal
Steve Ness

Chief Officers

William Pernet, District Fire Chief
Joe Noonchester, Assistant Chief of Operations
Henry Hollander, Division Chief / Support Services

Support Staff

Benita Williams, Business Manager
Jennie Sand, Administrative Assistant
Kris Parks, Financial Assistant
Kelly Freeman, Health and Wellness Coordinator
Marcia Dickinson, Data Entry Training Division
Elliot Courage, Mechanic
John Lovatt, Mechanic



Captains

Ray Davidson
Craig Johnson
Mike Schmidt
Shaun Ward

Lieutenants

Jon Ahrenholz
Kevin Biery
Tony Esser
Kris Jorgensen
Mike Nelson
Joel Nielsen
Burr McPhail
D.J. Riehl
Adam Smith
Leslee Smith
Jason VanderVeen
Keith Zylstra

Career Firefighters

Gina Ball
Scott Brown
Kaleb Bruch
Kenneth Cunningham
Troy Freeman
Jeff Haley
David Hancock
Chris Hollander
Danny Jensen
Mike Lyshol
Rob Mulrooney
Mike Ross
Zachary Scott
Chuck Shipp
Haley Urling-Ehinger
Mark Wohlrab

Russ Briskin
Darren Bruya
David Comp
Jason Donnelly
John Geleynse
*Jeff Hofstad
T.J. Holert
John Hollstein
Tom Kettman
Micah McConkey
*Stefen Paige
Wayne Sanders
Blake Scott
John Swobody
Levi Wigg

Volunteer Firefighters / Tender Support

Shawn Atwood
Tim Bazett
Stephen Bowerman
Sam Bowman
Brandon Brubaker
Jeremy Hensley
David Keeney
Dalton King
Jerilyn Klix
Clayton Levien
Branden Millsap
Mel Mulligan
Sabrina Ooms
Chet Renskers
Dale Rutgers
Paul VanDyken
Brandon Visser
Doug Ward
Robert Yaple

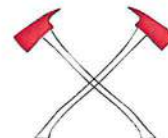
Gary Baar
Brian Botta Pillo
Elisabeth Bowerman
James Brown
Daisy Frearson
Larry Johnston
Jonathan Kirk
Robert King
Steve Latham
Tom McAuliffe
Tom Morell
Jacob Onouye
Gary Quintrall
Lane Renskers
Malcolm Simshauser
David Varivoda
Richard Walter
Scott Wood

Rehab Volunteers

Rachel Davison
Stephanie Hollstein

Kim Gates
Melissa Van Cleave

* Acting Lieutenant



PERSONNEL

General Information

North Whatcom Fire and Rescue is a 101 member department with personnel in the following areas:

50 full-paid firefighters

41 volunteers

10 support staff

Assistant Chief of Operations

Joe Noonchester was hired as the Assistant Chief of Operations in December 2016.



New Career Firefighters

Jeff Haley, David Hancock, Zachary Scott, Haley Urling-Ehinger and Levi Wigg



ANNUAL AWARDS

Firefighter of the Year: Lt. D.J. Reihl

Volunteer of the Year: Tommy McAuliffe

Employee of the Year: Jennie Sand



Retirement

20 years—John Hatfield



New Members

Welcome new members of North Whatcom Fire and Rescue



Volunteers

Tim Bazett

Daisy Frearson

David Keeney

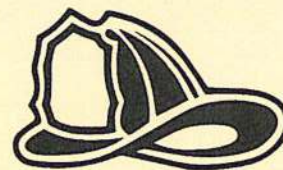
Jonathan Kirk

Steve Latham

Jacob Onouye

Rehab Volunteers

Rachel Davison



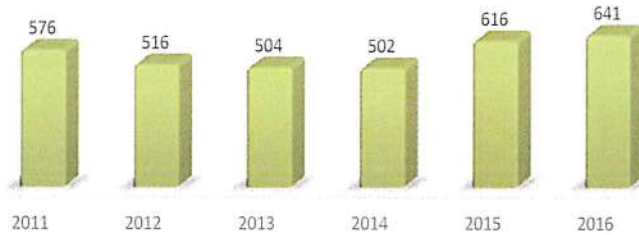
EMERGENCY RESPONSE

Call Volume

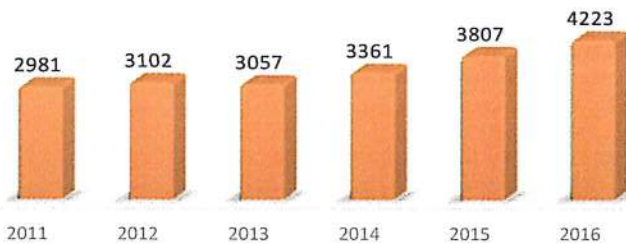
NWFR Calls



WCFD 4 Calls

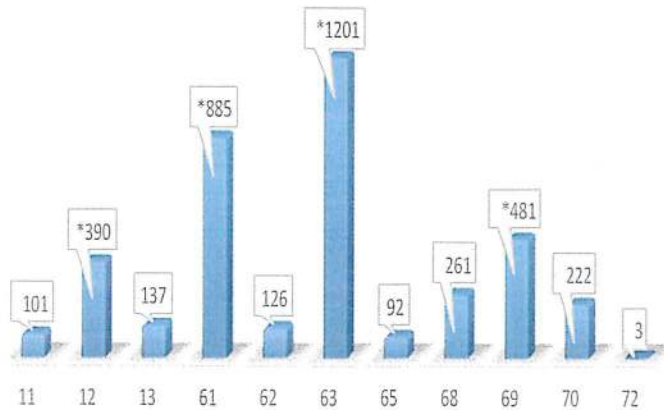


NWFR and WCFD 4 Combined Calls



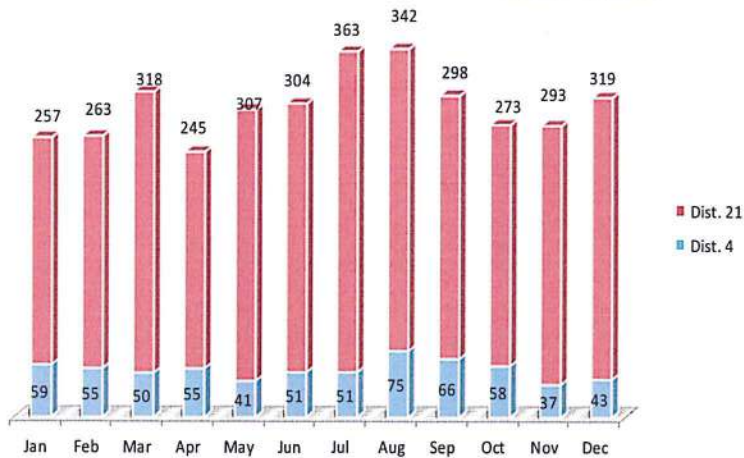
Calls by Station Zone

*career stations



Monthly Incident Responses

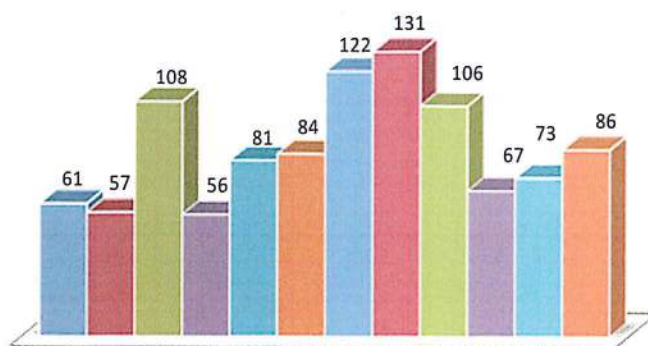
Total 4,223



Monthly Overlapping Incidents

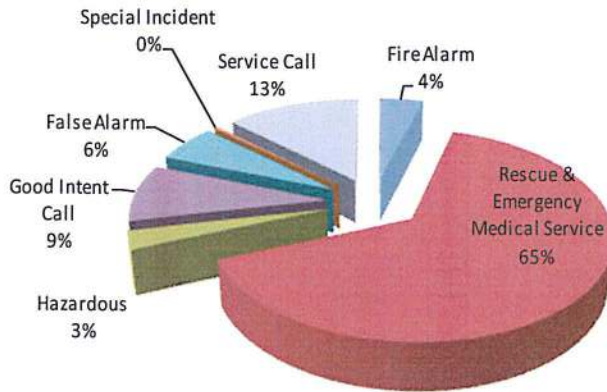
Overlapping incidents are when multiple incidents occur simultaneously. Overlapping incidents occurred 24% of the time in 2015.

Total 1,032



■ Jan ■ Feb ■ Mar ■ Apr ■ May ■ Jun ■ Jul ■ Aug ■ Sep ■ Oct ■ Nov ■ Dec

Responses by Type



Hazardous Condition

Spills and leaks, chemical releases, electrical, building collapse, aircraft standby, bomb removal

Good Intent Call

Dispatch cancelled en route, wrong location, controlled burn, vicinity alarm

False Alarm

Malicious, mischievous alarm, bomb scare, system malfunction

Special Incident Type

Citizen complaints, severe weather

Service Call

Person in distress, water problem, smoke odor, animal problem, public assist, unauthorized burning, standby

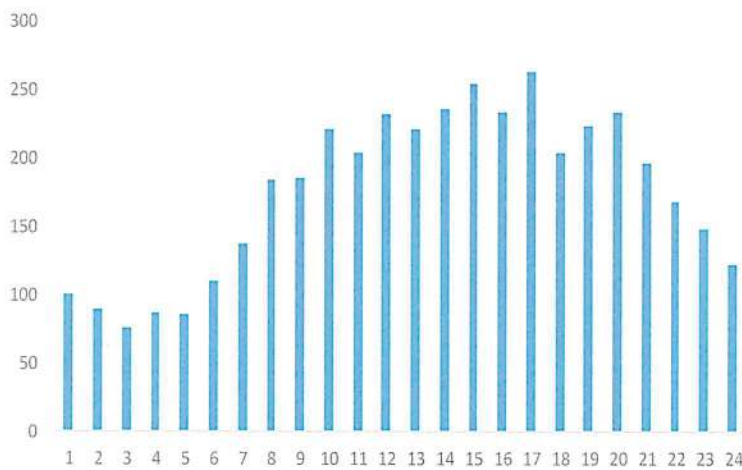
Fire

Building, mobile property, vehicle, natural vegetation, outside rubbish or equipment

Rescue & Emergency Service

Medical assist, EMS, MVA's, water rescue, electrical, extrication

Calls by Time of Day



Calls by Day of Week



2016 Total Calls

4,223

2016 Fire Loss

\$467,950

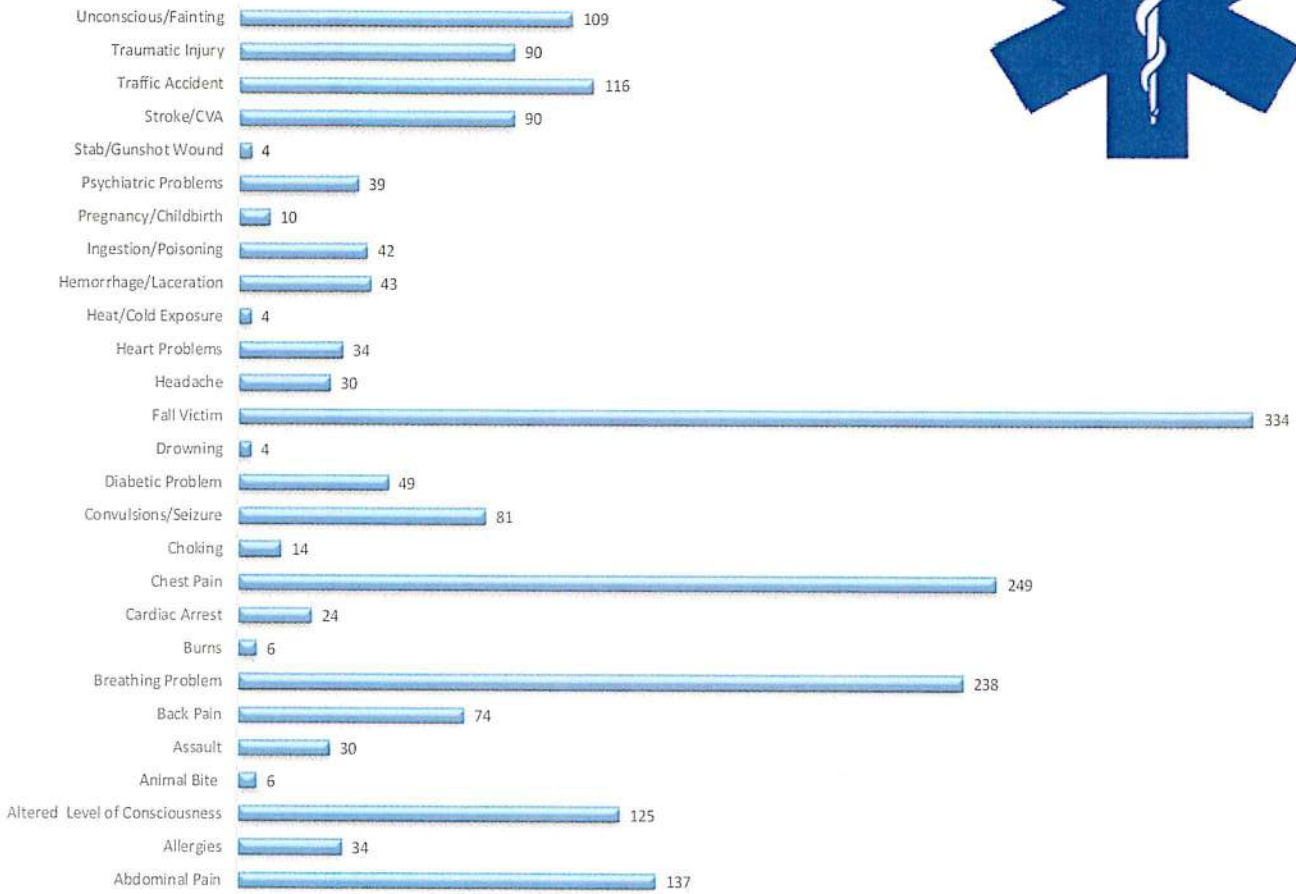
2016 Fire Saves

\$4,507,145,

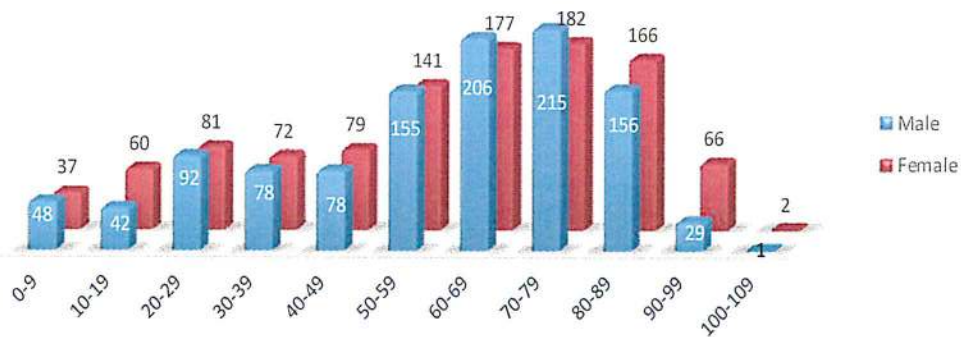
Total Percent Saved

88.08%

Calls by Emergency Medical Response

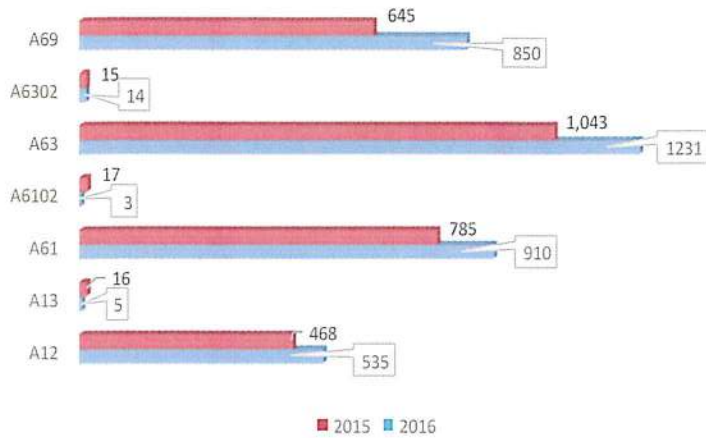


Response by Gender and Age

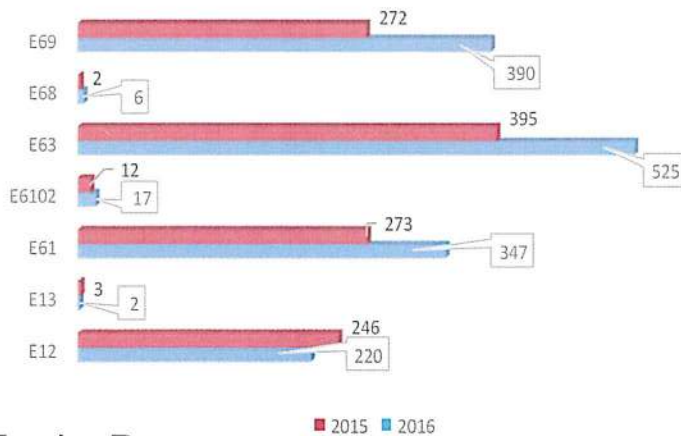


Calls by Apparatus Response

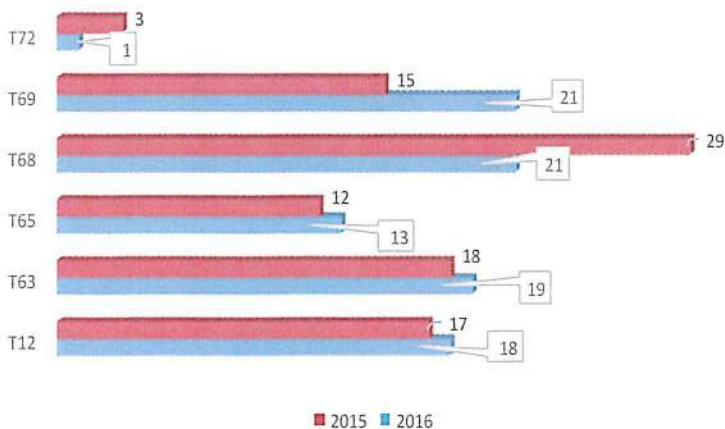
BLS Aid Unit / Ambulance Response *(basic life support vehicle equipped for taking sick or injured people to*



Engine Response *(large motor vehicle that carry fire-*



Tender Response *(large motor vehicle that carry water to support fire engines and firefighters where hydrants are not available)*



Response Times

NWFR continues to focus on reducing incident response times. Faster response times mean decreased damage to property and better outcomes in life-threatening medical emergencies.

Even with crews in quarters there are times when we are challenged because of long distance travel throughout the one hundred eighty-two square miles the district protects.

NWFR has entered into automatic aid agreements to improve response times across the county. In 2013, the district entered into an automatic aid agreement to coincide with their mutual aid agreement with the City of Lynden Fire Department to improve response times to the district's area north of the City of Lynden. NWFR has also entered into an inter local agreement with the City of Bellingham, an auto aid agreement with the Ferndale Fire Department, as well as a county wide mutual aid agreement.

The single biggest obstacle to improving response times to the standard adopted by the Board of Fire Commissioners is staffing limitations.



Urban

Population >1000 per square mile

Eight minutes eighty percent of the time of the arrival of the first due fire engine company/ ambulance.

Suburban

Population of 500-1000 per square mile

Ten minutes eighty percent of the time of the arrival of the first due fire engine company/ ambulance.

Rural

population < 500 per square mile

Twelve minutes eighty percent of the time of the arrival of the first due fire engine company/ ambulance



SPECIAL PROJECTS

2016 Highlights

Versaterm

Versaterm is an advanced information and management system created for public safety agencies including Police, Fire, and Emergency Medical. This system will be replacing the current dispatch software. At this time all of NWFR's data has been uploaded to the system and it is scheduled to go live on March 2017, with testing to begin by late 2016.

2016-2021 Strategic Plan Approved

The strategic plan is a key foundational document that serves as a blueprint to build and improve our organization. This plan is the result of collaborative effort between all members of our organization and is intended to begin where the previous strategic plan concluded.

Sale of Custer Station #64

The NWFR Fire Commissioners made the decision to surplus Custer Station 64 in 2013. The station was sold in November.

Capital Facilities Plan Revised

The Board of Fire Commissioners approved the updated concurrency mitigation fee program and capital facilities plan.

New District Website

With the old platform no longer supported and constantly exposed to hackers, an improved website was designed and created with the assistance of Tech Help.

Cascadia Rising Disaster Drill

The district participated in a disaster drill based on a 9.0 earthquake hitting the west coast.

Donald Trump Event

Whatcom County law enforcement and fire agencies came together with federal and state agencies to formulate a plan to protect the public safety of our residents during the May 7 Trump Rally held at the Lynden Fairgrounds.

City of Blaine Fireworks Ordinance

The City of Blaine has adopted a new ordinance for fireworks usage for 2017, that will limit personal fireworks usage to just the day of July 4. It will also prohibit the use of personal fireworks in all of west Blaine, including the Semiahmoo area, along with all city parks.



FINANCIAL MANAGEMENT

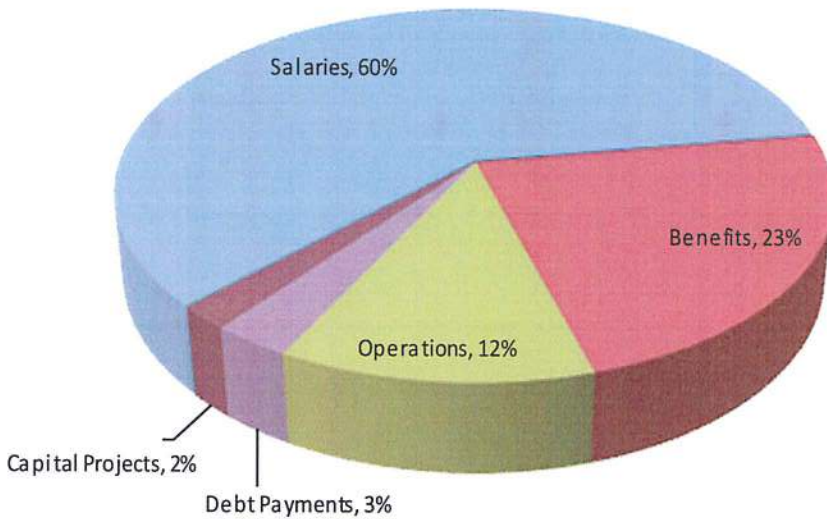
Grants

Pre-Hospital Participation Grant: \$1,290.00

Washington State Patrol: \$3,000.00



2016 Budget Summary



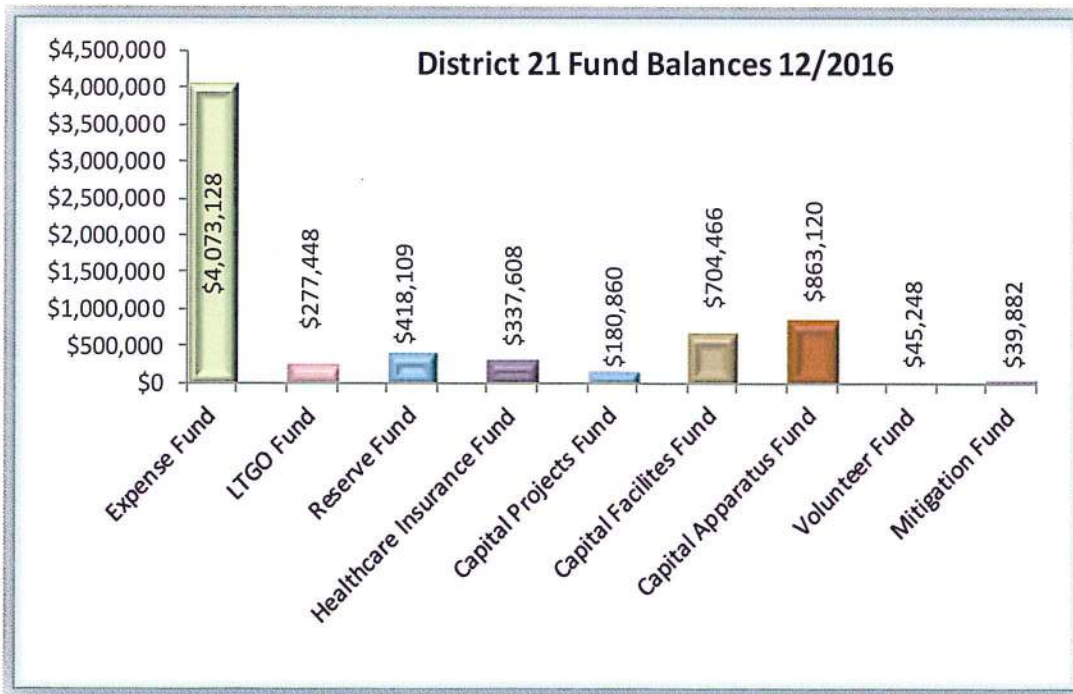
Audit

To view the latest Washington State financial and accountability audit for North Whatcom Fire and Rescue use the following web address:

<http://portal.sao.wa.gov/ReportSearch>

Enter in the search text:

Whatcom County Fire Protection No 21



Multi-Year Expenditures Budget vs. Actual

	2015 Budget	2015 Actual	2016 Budget	2016 Actual
Legislative/Admin Division				
Salaries	\$ 327,663	\$ 390,057	\$ 330,764	\$ 330,765
Benefits	119,000	166,946	126,186	200,285
Operations	\$ 230,490	\$ 218,624	\$ 227,990	\$ 227,990
	\$ 677,153	\$ 775,626	\$ 684,940	\$ 759,040

Operations Division				
Salaries	\$ 4,103,477	\$ 3,894,956	\$ 4,027,971	\$ 4,084,693
Benefits	\$ 1,238,083	\$ 1,265,654	\$ 1,290,944	\$ 1,503,840
Operations	\$ 159,915	\$ 158,101	\$ 179,743	\$ 166,082
	\$ 5,501,474	\$ 5,318,711	\$ 5,498,657	\$ 5,754,615

Training Division				
Salaries	\$ 112,283	\$ 107,083	\$ 111,932	\$ 124,669
Benefits	\$ 23,414	\$ 28,542	\$ 24,232	\$ 34,400
Operations	\$ 60,950	\$ 33,589	\$ 78,450	\$ 59,582
	\$ 196,647	\$ 169,214	\$ 214,614	\$ 218,651

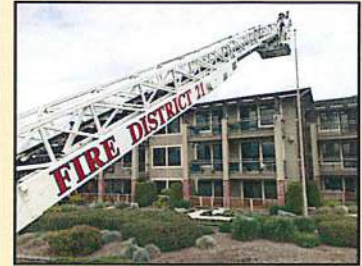
Fire Prevention/Pub Ed Division				
Salaries	\$ -	\$ -	\$ -	\$ -
Benefits	\$ -	\$ -	\$ -	\$ -
Operations	\$ 6,800	\$ 1,024	\$ 6,800	\$ 6,800
	\$ 6,800	\$ 1,024	\$ 6,800	\$ 6,800

Facilities Division				
Salaries	\$ 93,930	\$ 94,638	\$ 94,860	\$ 94,860
Benefits	\$ 30,094	\$ 27,938	\$ 31,201	\$ 32,596
Operations	\$ 228,246	\$ 200,810	\$ 227,246	\$ 212,151
	\$ 352,270	\$ 323,386	\$ 353,307	\$ 339,607

Vehicle Maintenance Division				
Salaries	\$ 129,518	\$ 157,845	\$ 130,775	\$ 131,410
Benefits	53,145	55,731	54,443	66,500
Operations	\$ 253,610	\$ 190,678	\$ 263,104	\$ 188,763
	\$ 436,273	\$ 404,253	\$ 448,322	\$ 386,674

Budget Summary

Base Budget	\$ 7,170,616	\$ 6,992,215	\$ 7,206,640	\$ 7,465,387
Debt Payments	\$ 245,369	\$ 245,369	\$ 245,000	\$ 245,369
Capital	\$ 161,520	\$ 184,400	\$ 184,400	\$ 132,625
Totals by Year	\$ 7,577,505	\$ 7,421,984	\$ 7,636,040	\$ 7,843,381

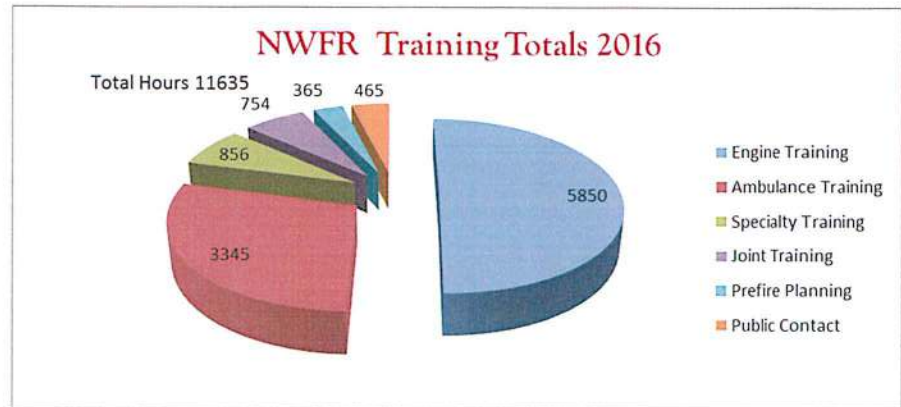


TRAINING

Firefighter Highlights



North Bend Recruit Academy 2016-2



2016 Summary

2016 was a great year for North Whatcom Fire and Rescue. We had the privilege of sponsoring 5 new recruits in The North Bend Fire Training Academy. All 5 of these young people excelled in their companies and are now serving full-time for us. They sacrificed a lot during the 4 months in school and we are glad to have them on shift and serving our community. (H. Urling-Ehinger, J. Haley, L. Wigg, Z. Scott, D. Hancock)

As shown in the chart above, our crews completed almost 12,000 hours of training this year. These totals are up 7% from 2015 and included many topics like: Urban interface fires, live fire, auto extrication, survival (K. Bruch instructing), EMS and many more. They all worked very hard to complete the required quarterly drills.



We also had 2 new recruit firefighters attend The Whatcom County Recruit Academy. Daisy Frearson and Steve Latham performed very well in their basic firefighter classes. This academy began in late August and concluded the second week of December. They will both make a great addition to our team. Congratulations!

2016 was the inaugural year for the newly rebuilt live fire prop. In late 2015, The Board of Fire Commissioners from WCFD#4 approved a renovation project that converted our class "B" fire prop to class "A". This change meant a full demolition of the existing cell and hiring a contractor to install the new systems. We put it through its paces and conducted nearly 25 days of live fire training, including the break-in period. The facility is working very well and has provided fire training for several agencies in the county. It was also the only live fire used in the 2016 WCRA classes.

We have truly appreciated the efforts put forth by all of our firefighters throughout the year. Their training has proven successful as they serve our community well.

PREVENTION & EDUCATION

Fire Safety Education

Fire Safety and Public Education Programs were presented to over 1,400 students in local schools and senior community group members.

2016 Highlights

Blaine Splash Days

During the heat of the summer in July and August, NWFR assisted the City of Blaine with hardware for their "Splash Days" event. The City closed one of their downtown streets and provided a large sprinkler (designed by our crews) for the enjoyment of kids of all ages.

Station Tours

NWFR frequently opens up its doors on request to accommodate large group of students to share their fire safety knowledge. Many of the lessons augment what the students are already learning in school. Groups are given tours of the station, engine and ambulances. Tours are provided to area schools, local day care facilities, scout troops, church groups and the general public.

Fire Extinguisher Training

Occasionally NWFR is asked by local businesses to provide specific training. Fire extinguisher training is available upon request.

CPR Training

NWFR offered free monthly Friends and Family CPR classes at numerous stations within the district. The course was designed for friends and family members of the general community who want to learn CPR. This year American Heart Association Heartsaver CPR cards were issued to all attendees who successfully completed the course.

Blood Pressure Checks

Every Thursday from 11:00 a.m. until 12:00 p.m. the Blaine Station 61 crew can be found providing free blood pressure checks at the Blaine Senior Center. This gives firefighters a chance to meet people in the community and offer safety information. Free blood pressure checks are also available at any of the four career stations.

Football Games

NWFR provides emergency medical services for all the Blaine and Meridian School District home football games.

Career Fair

NWFR participated in the Blaine High School Trade/Tech/Education Career Fair held in February. The event increases student awareness of how academic decisions made now can directly impact their choices and opportunities in the future. The Fair allowed students the opportunity to gather much needed information and network with valuable resources such as members of the fire district.



Events

National Fire Prevention Week

Station Tours

Senior Citizen Blood Pressure Checks

Fire Extinguisher / Smoke Detector Training

CPR/First Aide Training

Britton Loop Block Party

Community Meals

9-11 Memorial Ride

Project Safe Kids



COMMUNITY EVENTS

North Lake Loop Block Party

NWFR participated in a neighborhood block party hosted by North Lake Community Church on Wednesday, July 29.

Friends and Family CPR Classes

NWFR offered free monthly CPR classes to the community at various stations around the district. Approximately 460 people ages 12-88 were educated in CPR/AED/Choking for adult, child and infant.

Hands Across the Border

NWFR participated in the June event held to celebrate the Peach Arch history, promote peace and unity and share and trade items between Girl/Boy Scout troops from Canada and the USA.

Camp Horizon

NWFR firefighters armed with a fire engine visited a number of camp sessions throughout the summer. Camp Horizon, located in Birch Bay, provides a quality residential camping experience to the special needs community including portions of the B.C. lower mainland and NW Washington.

Parade

NWFR participated in in the City of Blaine's Old Fashioned Fourth of July Celebration as well as Birch Bay Discovery Days.

SAFE Kids Safety Fair

NWFR participated in the SAFE Kids Safety Fair on Saturday, June 11 at the Berkeley Regal Cinema parking lot. NWFR members were on hand to provide information on home exit strategies using the fire safety house.

Ramp Build

Local 106 NW Union members often come together to build ramps for community members as needed.



Community Pumpkin Party

NWFR opened up Britton Loop station 12 on Monday, October 24 for a community pumpkin party. Families were invited to carve pumpkins, make crafts and play games.

Jason Karwhite Memorial Fund

Five local students were awarded \$500 scholarships during an April Local 106 union meeting. The scholarship fund originally began in 1996 the by Blaine Volunteer Firefighters Association. It was renamed in 2015.

Community Assistance Program

Members of NWFR teamed up with the Community Meals of Blaine Program to help serve dinner on three separate occasions at the Blaine Senior Center.

Blaine Thanksgiving Baskets

Blaine's Community Assistance Program provided Thanksgiving baskets to over 300 families. NWFR firefighters donated their time by hanging the banner, transporting the donated foods from local businesses as well as loading baskets into recipients' vehicles.

Santa Run

NWFR supported Whatcom County Project Santa by having a Santa Run on Saturday, December 3 to collect donations for the charity, serve hot chocolate, provide apparatus tours and socialize with the community.

9-11 Memorial Ceremony

NWFR was instrumental in planning and participating in the 9-11 Memorial Ceremony at Blaine Peach Arch Park honoring those who died on the attacks of September 11, 2011. Five first responders from New York City arrived a few days prior to the event and received extensive tours on both sides of the border.

HEALTH & WELLNESS

2016 Highlights

Emergency Responder Fitness Challenge: North Whatcom Fire and Rescue had five teams participate in the 2016 Emergency Responder Fitness challenge. Adam Smith took the prize of the "Top Male" for the most muscle gained and body fat percentage lost over the three month time span. Great job Adam.

Lake Padden Tri: David Comp competes in the Lake Padden Triathlon in June and placed in the top 15. Excellent Work David.

Ragnar Race: Firefighters Chris Hollander, Danny Jensen, Scott Brown and volunteer Tommy McAuliffe participated on a team for the Ragnar Race from Blaine to Langley WA. Volunteer Jerilyn Klix also participated on a team.

5 Ks : Multiple employees and their families participated in 5K runs throughout the county.



2016 Annual Fitness Testing

In April 2016, VO2 Max testing was completed by employees. Majority of the employees scored in the good or excellent fitness category. Well done everyone.

In May 2016, crews ran through the annual Air Management course at station 63. The new recruits were able to run through the course in July when they finished with the North Bend Academy. Results were correlated with VO2 Max anaerobic threshold values and broken down to PSI per second consumed.

Annual Physical Fitness Assessments and body composition analysis were conducted in September and October.

In 2017 we will be reincorporating in the Functional Movement Screen as an annual fitness assessment as well as making some changes to the Air Management course and Physical Fitness Assessments to better meet the needs of our firefighters.



2016 Injuries and Illnesses

12 Company Reported Injuries

8 Company Reported Exposures (none confirmed)

0 Company Reported Illnesses

***Of the above injuries one was an OSHA recordable injury*



FACILITIES

Blaine Station 61

9408 Odell Rd, Blaine

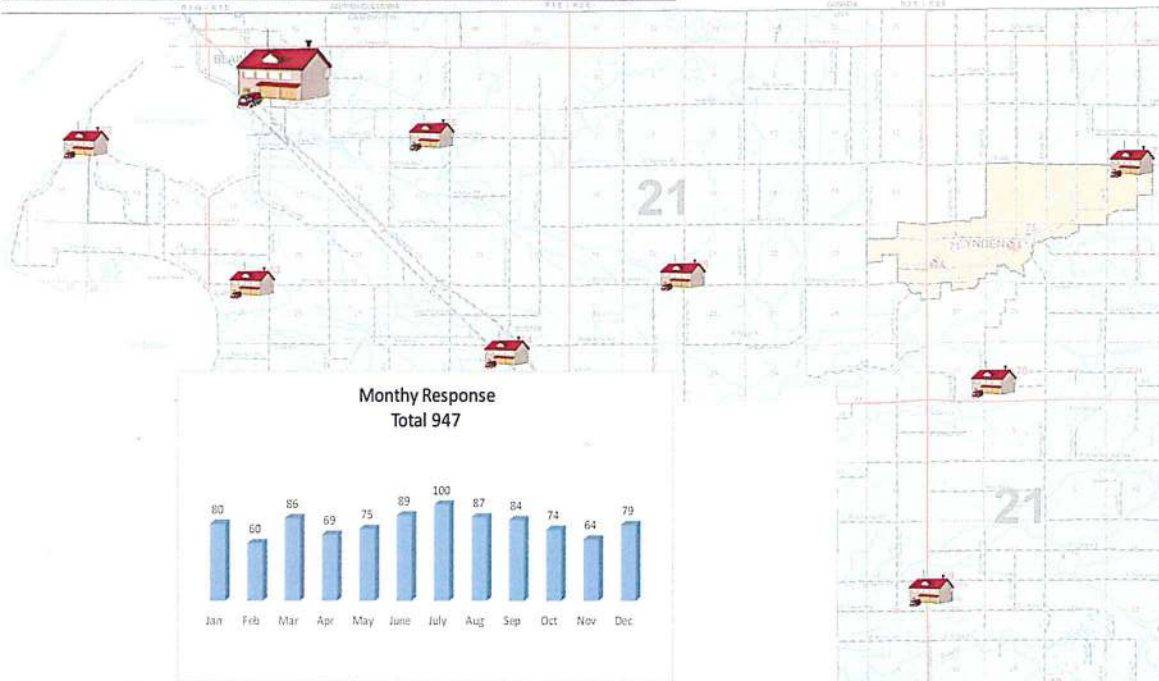
Year Built: 2004 Land: 1.16 acres

Staffed 24-hours by a 3 member full-paid crew

Houses a ladder truck, 2 aid units, 2 engines

Monthly Fire Commissioner meetings

Community meeting room



AP102—1999 Ford



AP118—2012 GMC



AP502—1992 Pierce



AP401 —1976 Vanpelt



AP513—2009 Crimson



A SHIFT



B SHIFT



C SHIFT



D SHIFT

FACILITIES

Semiahmoo Station 62

9001 Semiahmoo Pkwy, Blaine
Year Built: 1995 Land: 0.92 acres

Volunteer Station

Houses 1 aid unit, 1 engine

Community meeting room

Office space rented to Semiahmoo Resort Association (SRA)



AP504—1988 Arrow Pumper



AP104—1992 Ford Ambulance

FACILITIES

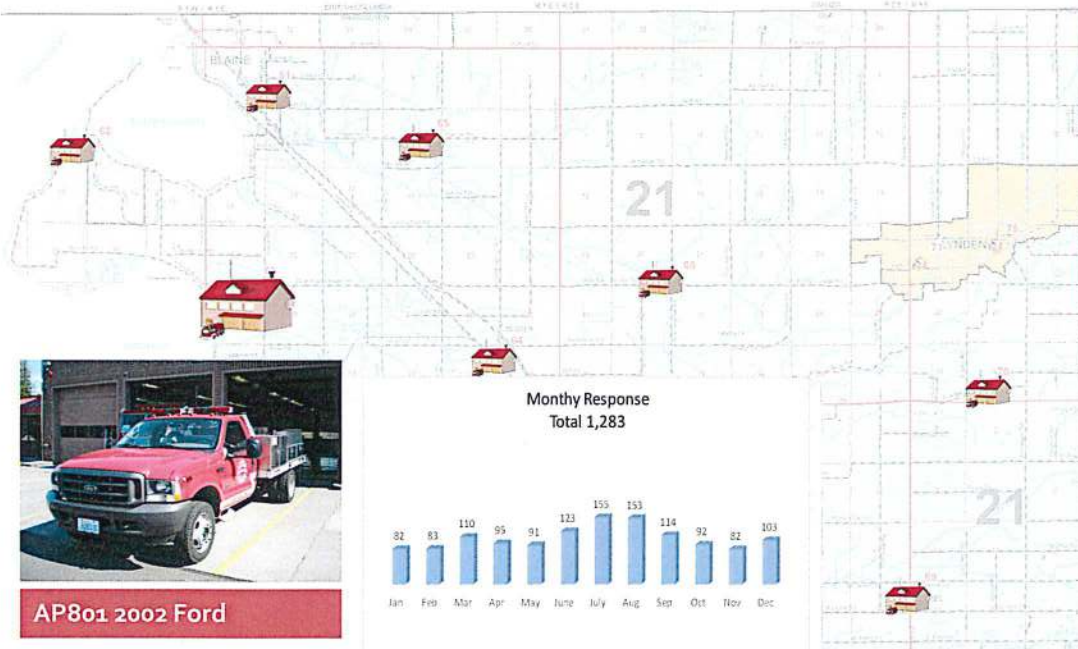
Birch Bay Station 63

4581 Birch Bay Lynden Rd, Blaine
 Year Built: 1981 Land: 2 acres

Staffed 24-hours by a 3 member full-paid crew
 Shop added in 1996 and staffed by 2 full-time mechanics

Division Chief of Support Services office

Houses first out aerial ladder, 2 aid units, 1 engine
 1 brush truck



AP101—1997 Ford



AP801 2002 Ford



AP115—2009 Ford / Braun



A SHIFT



B SHIFT



AP201—1994 Pierce



C SHIFT



D SHIFT



AP511—2008 Crimson

FACILITIES



Haynie Station 65

3401 Haynie Rd., Blaine
Year Built: 1987 Land: 1.85 acres

Volunteer Station

Houses 1 aid unit, 1 engine, 1 tender



AP106—1994 Chevy



AP205—1986 Ford Tender



AP503—1989 Pierce / Lance

FACILITIES



Delta Station 68

8118 N. Enterprise Rd, Custer
Year Built: 1974 Land: 0.9 acres

Volunteer Station

Tender Support

Houses 1 engine, 2 tenders, 1 brush truck

Monthly labor group meetings



AP208—1999 Freightliner



AP204—1998 International



AP506—1990 Pierce / Lance



AP805—2002 Ford

FACILITIES

Laurel Station 69

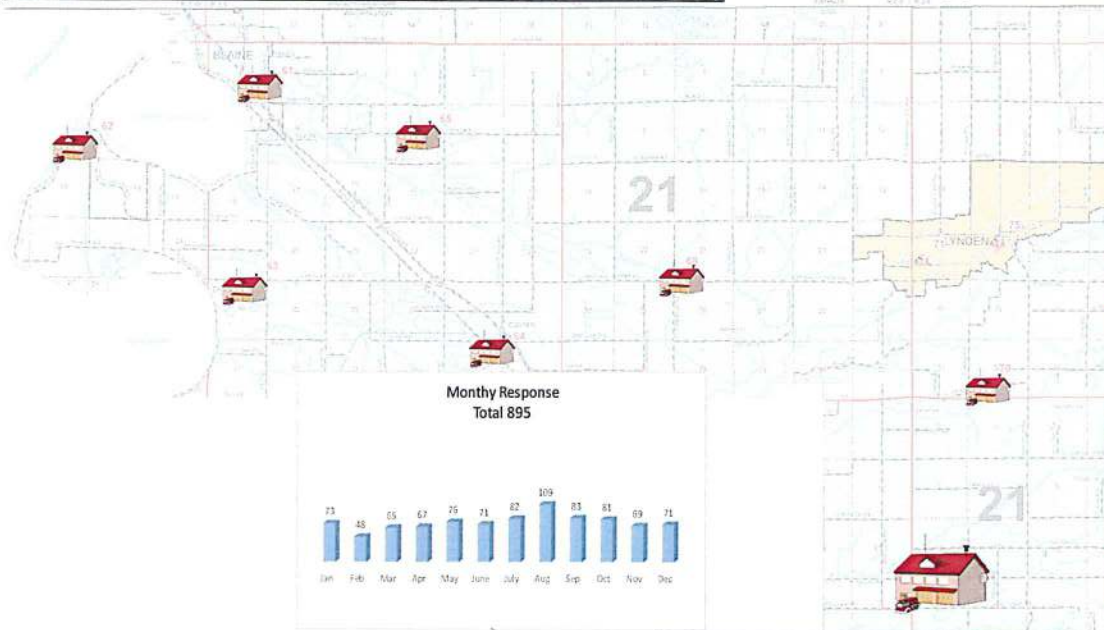
6028 Guide Meridian, Bellingham
 Year Built: Approx. 1972 Land: 1.47 acres

Staffed 24-hours by a 3 member full-paid crew

Houses 1 aid unit, 1 engine, 1 tender

County Fire Safety Education Trailer

Meeting space provided to Whatcom County Support Officers



AP114—2008 North Star



AP203 1998



A SHIFT



B SHIFT



AP512—2009 Crimson



C SHIFT



D SHIFT



AP802—2002 Ford

FACILITIES



Wisner Lake Station 70

633 E. Wisner Lk Rd, Lynden
 Year Built: 1995 Land: 1.0 acres

Volunteer Station

Houses 1 aid unit, 1 tender, 1 engine, rehab support unit

District Records Archives



AP509—1989 WSDAR Pumper

AP313 Rehab

AP116—2002 Ford

AP202—1971 Ford Tender

FACILITIES

Northwood Station 72

1507 E Badger Rd, Lynden
Year Built: Approx. 1980 Land: 1.65
acres

Volunteer Station

Houses 1 aid unit, 1 engine, 1 tender—
can be utilized by Lynden Fire Department
as needed

Bellingham Pipes & Drums practice space



AP508—1994 Spartan



AP111—1998 Ford



AP206 1986 Ford Tender

FACILITIES

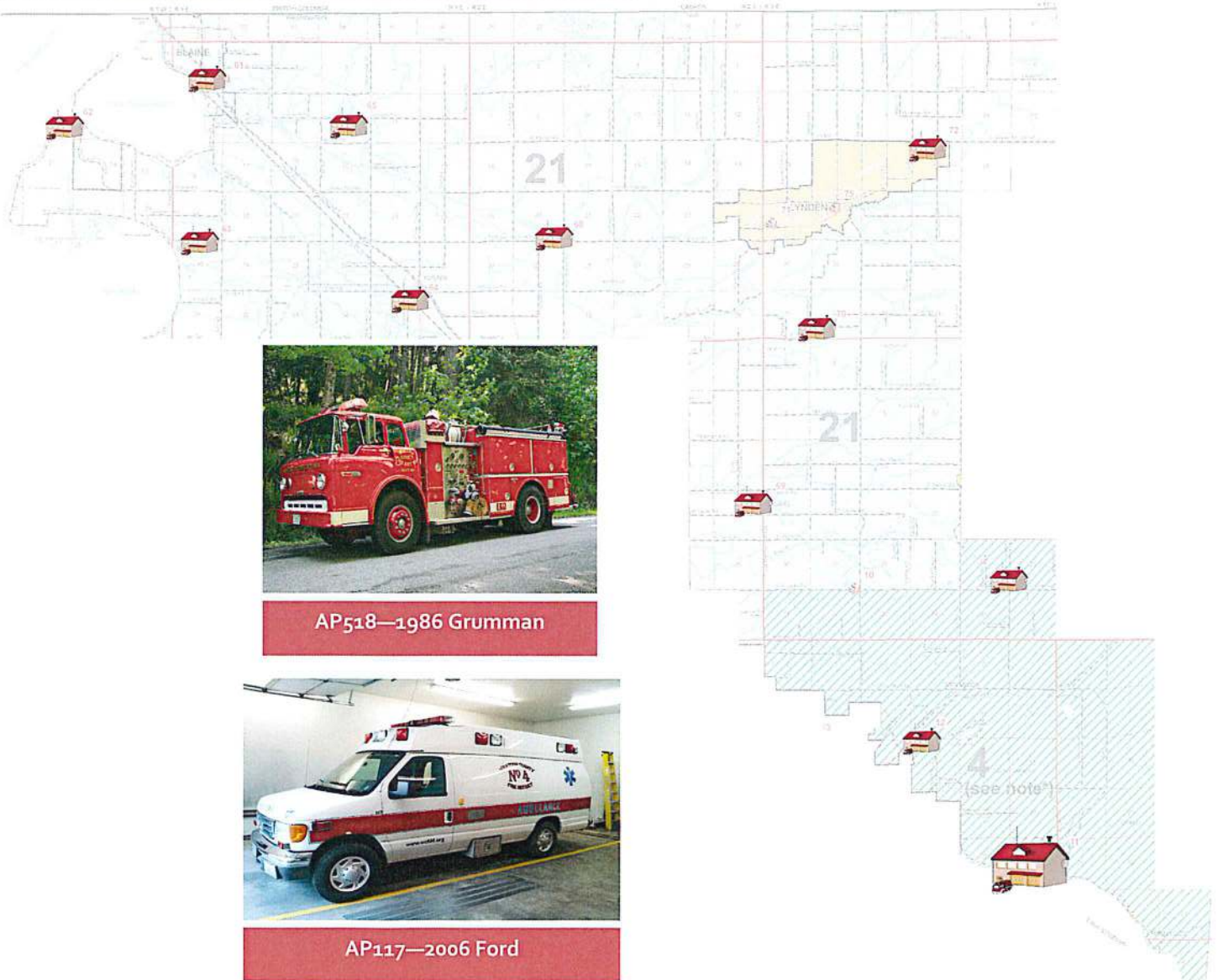
Agate Bay Station 11

3131 Y Rd, Bellingham
Year Built: Unknown

Land: Less than 0.25 acres

Volunteer Station

Houses 1 aid unit, 1 engine



AP518—1986 Grumman



AP117—2006 Ford

FACILITIES

Britton Loop Station 12

4142 Britton Loop Rd, Bellingham
 Year Built: Approx. 2001 Land: Less than 7.06 acres

- Administrative Headquarters
- Staffed 24-hours by a 3 member full-paid crew
- Houses 2 aid units, 1 engine, 1 tender, 1 brush truck
- Training tower / grounds / props
- Houses Whatcom Fire Chiefs Fire Safety House
- Bellingham Pipes & Drums practice space
- Community meeting room



AP103—1999 Ford



AP107 - 2000 Ford /



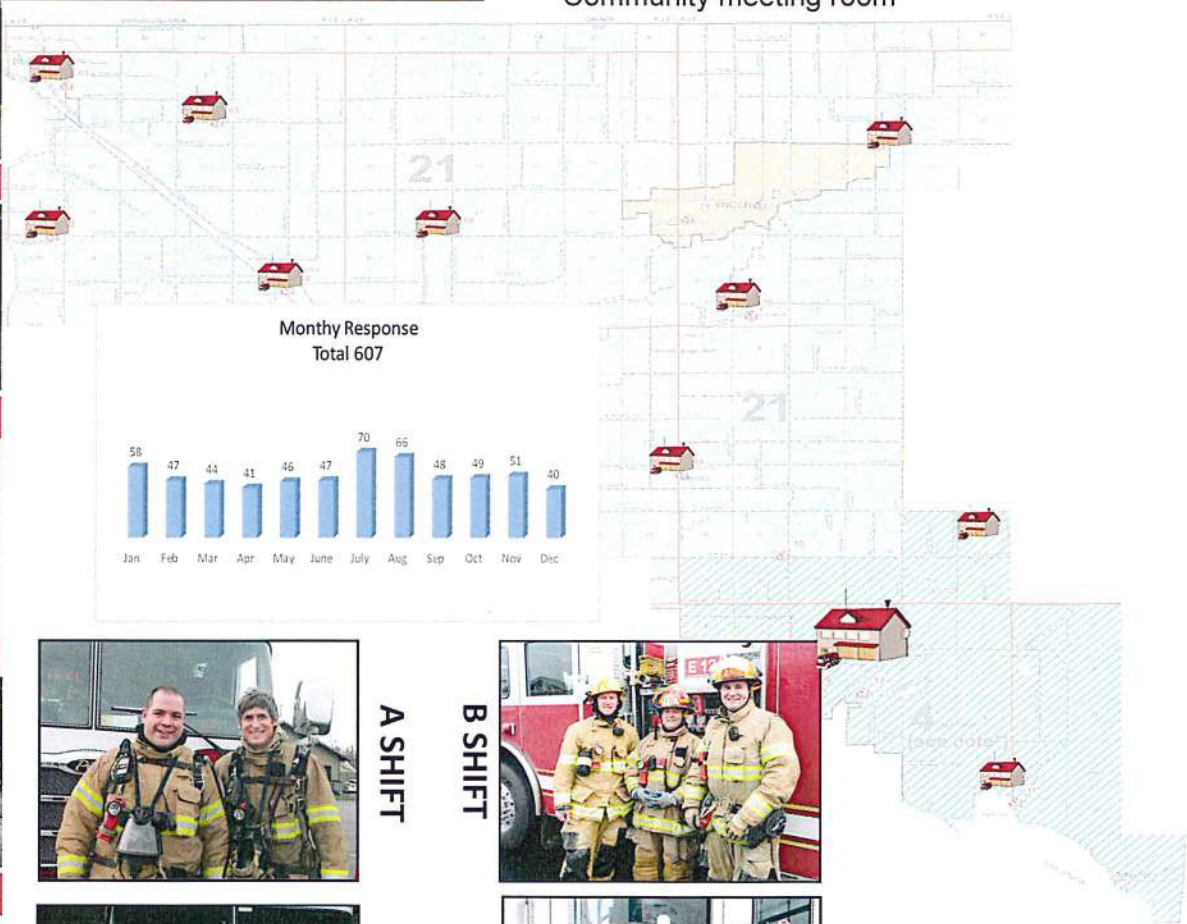
AP207—1999



AP517—2007 Pierce/



AP806—2001 Ford



A SHIFT



B SHIFT



C SHIFT



D SHIFT

FACILITIES

Smith Road Station 13

2308 E. Smith Rd, Bellingham
Year Built: 1931, Remodeled 200
Land: Less than 4.6 acres

Volunteer Station
Houses 1 aid unit, 1 engine



AP510—1994 Spartan



AP112—1998 Ford

APPARATUS AND EQUIPMENT

Resources

11 Fire Stations

Administration Building and Classroom

Training Tower and Drill Field

Fleet Maintenance Shop

13 Ambulance (Aid Units)

12 Fire Engines

8 Water Tenders

2 Aerial Ladder Trucks

4 Brush Trucks

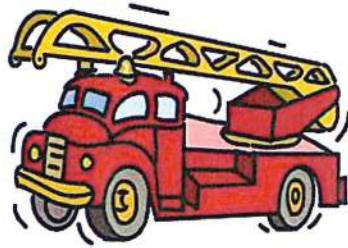
5 Command Vehicles

8 Support Vehicles

1 Rehab Unit

**Fire Safety Education Trailer

**includes District 4 resources*



** The Fire Safety House is owned by the Fire Chief's Association

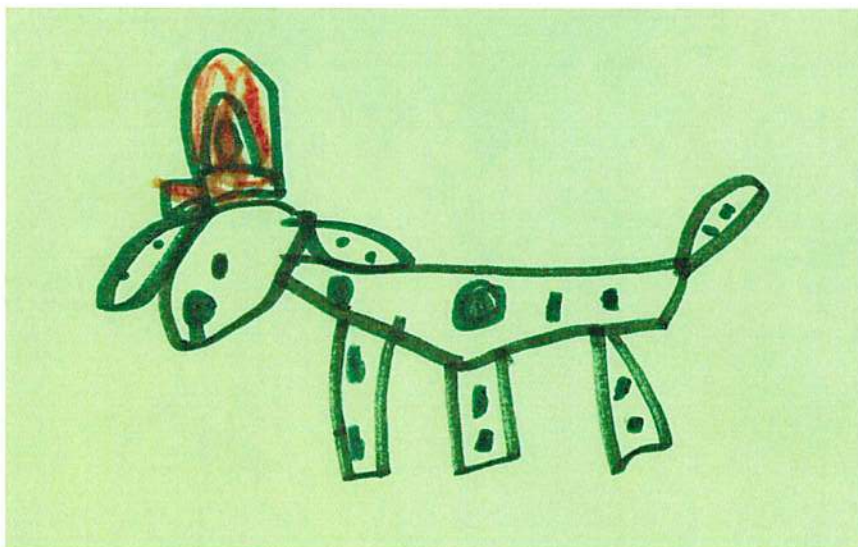
WHAT PEOPLE ARE SAYING...

2015 Postcard Survey Results

North Whatcom Fire and Rescue aspires to provide the community with the best service possible. In an effort to improve their services, NWFR sends out customer survey cards to emergency medical and fire related calls. Any customer desiring additional information is contacted and all pertinent information is passed on to the appropriate division.

	Total Calls	Sympathy	Surveys				Call Back Request	
			Sent out	Returned	Excellent	Satisfactory		Poor
Jan	316	3	149	28	28		3	
Feb	318	1	177	44	42	2		
Mar	368	4	263	48	47		5	
Apr	300	3	129	36	36			
May	348	3	150	46	46		4	
Jun	355	3	182	40	39	1	1	
Jul	414	1	191	45	42	3	1	
Aug	417	5	139	32	32		1	
Sep	364	1	123	41	39	2	4	
Oct	331	2	156	29	27	2		
Nov	330	4	181	34	34		1	
Dec	362	1	181	32	31	1	4	
Totals	4223	31	2021	464 = 22%	452 = 97%	10 = 2%	0	20 = 4%

64 customers requested to have the NWFR district newsletter emailed to them on a monthly basis .



NWFR extends our sympathy for the hardship endured as a result of your emergency. In an attempt to improve our services, we hope you will take a few moments to comment on this postcard. Please drop it in the mail at your earliest convenience. Thank you.

*Name: _____ *Address: _____

Date of your emergency: _____
 Were the firefighters professional? Y/N
 Did the firefighters take your needs seriously? Y/N
 If this was an EMS call, did the firefighters handle the patient with care? Y/N
 If this was a fire call, did the firefighters show respect for your personal property? Y/N
 Do you feel your questions were thoroughly answered? Y/N
 Would you call NWFR in the future for an emergency? Y/N
 Did NWFR provide an appropriate level of service for your emergency? Y/N
 Please mark your overall level of satisfaction with the service provided to you by NWFR.

_____ poor _____ satisfactory _____ excellent

Comments: _____

Would you like us to contact you regarding your response? Y/N
 If yes, please provide your phone number: _____

WHAT PEOPLE ARE SAYING...

North Whatcom Fire and Rescue receives many letters and comments from people whose lives we touch while carrying out our duties. Below are some of the recent comments we have received.

I had a life threatening stroke to my brain. Your good work and help saved my life.

Helped me feel safe and secure. Diminished any fear I had. Best of all—kept me alive!

EMT's and paramedics very thorough, kind and knowledgeable. We are grateful for their service and dedication to patients and health care. Thank you for helping my mom.

All involved very passionate, quick response. Not sure I'd still be alive without the service they provided. Thank you!

Gentlemen, Thank you so much for your care. You were terrific - even making my husband feel at ease in this traumatic situation. Bless you!!

Everyone was so patient with me. The fire marshal kept me posted as to what was happening. The support officer was very comforting. I couldn't have received better care.



On the Friday after Thanksgiving 2016 the Whatcom County Fire Fighters came to my new home at my second floor apartment to make sure that I would be safe if there was ever a fire. They showed me all the tools on the fire truck that they use to rescue people in house fires. Then they asked if I was able to do a real fire escape drill practice by first going up the ladder to the second floor and then going inside my bedroom and climbing out the window safely. I did it. Because I did a very good job of going out the window correctly, quietly, quickly, and calmly they asked if I would like to ride in the fire truck. WOW! I have ALWAYS wanted to ride in a fire truck.



NORTH WHATCOM FIRE & RESCUE

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