



Lake Stevens Fire Dispatch

Published by Lake Stevens Fire
Volume 2 Issue 1
January 2011
Website: www.lsfire.org

Lake Stevens Fire
1825 South Lake Stevens Road
Lake Stevens, WA 98258
Phone: 425.334.3034

Touching Lives Today – Planning for Tomorrow



Strategic Plan Refreshes Commitment to Excellence

By Fire Chief Dave Lingenfelter

As we look ahead in 2011, we have identified one of our highest priorities to be the updating of our Strategic Plan. Strategic Planning is an essential process to ensure that the goals we identify and the decisions we make are well planned, prepared, and utilized as a “road map” and direction for the department.

In order for Lake Stevens Fire to reach our full potential we must have a plan. A department that knows where it is going, is familiar with the environment in which it operates, and identifies the process to achieve its desired goals, has the best chance to meet the needs of the community.

Our first Strategic Planning process took place in the year 1998. The plan has been updated several times since then with focus on operating an effective service delivery system, enhancing and building relationships, developing an effective technology plan, providing an effective administrative function, providing an effective training program, delivery of effective fire and life safety strategies, safety and wellness, as well as the development of emergency operations and disaster plans.

We are currently reviewing our most recent Strategic Plan and evaluating past goals as we determine whether to stay on the same course or adjust priorities and navigate a change.

Our Strategic Planning process will be customer centered as we continue to serve our community. We will challenge members of the organization and the community to look critically at how we do business. By continually striving to do better and setting a path for the future, it is our intention to refresh the organization’s ongoing commitment to excellence.

Strengthening the Bond

Coming into a New Year and a new administration, I believe both parties will make this transition successful. As we work through various challenges together we strengthen the bond between Labor and Management. As we move forward, Local 3235 is excited, and will continue to build solid relationships within our organization.

~Mike Eagle, President IAFF Local 3235



Key Focus for New Deputy Chief

By Deputy Chief Larry Huff

The position of Deputy Chief for Lake Stevens Fire provides a unique opportunity to influence the emergency operations of our department. We have a skillful team of 9 officers, 15 firefighters, 15 paramedics, and 16 part-paid members serving the Lake Stevens community.

As Deputy Chief, one of my primary goals is to be consistently available to our Battalion Chiefs who lead the day to day operations of the department. I plan to be an active resource as we successfully work together through various challenges. I am committed to keeping the lines of communication open and addressing concerns in a timely fashion. It is essential we learn from our mistakes and challenge ourselves to exceed our own expectations.

During my first ninety days I will take time to evaluate the operational strengths and weaknesses of our department. Feedback from the Battalion Chiefs will be vital as it allows me to hear from the people directly impacted by the decisions of the department. Historical data will also prove invaluable throughout this process, as I review response times, call volume and staffing levels.

I will continue to work closely with our Training Battalion Chief as this remains a key element in our organization. We will work towards maintaining and improving our current program, standardizing procedures, and implementing industry best practices. We also look forward to future partnerships in training with surrounding districts.

As we move forward in 2011, I will oversee our designated operational budget. I’ll be paying close attention to current technologies to meet the ever changing needs of the department.

I look forward to a great year and value the support we receive from our Lake Stevens community!

Congratulations Firefighter Graduates

Congratulations to Firefighters Brian Kees, Garth Lervold, and David Petersen for successful completion of the Firefighter Academy in 2010. They brought home numerous awards including 1st Due Engine Company, 1st Due Truck Company, Darrell Orndorff Bull Dog, as well as Leadership awards. Awesome representation for Lake Stevens Fire and the community!



Serving People ~ Saving Life ~ Protecting Property

Lake Stevens Fire Promotions

A transition in leadership led to the following promotions in 2010. Lake Stevens Fire continues to move forward working together and serving the community. Fire Chief Dave Lingenfelter commented, “I’m proud to be a part of this department. From Administration to Operations, we have very talented members serving our community. Our vision is to develop fire service leaders who are dedicated to excellence while creating a safer community in a cost effective and efficient manner.”



Fire Chief
Dave Lingenfelter
Serving LSF 1994—present.



Deputy Chief
Larry Huff
Serving LSF 1993—present.



Battalion Chief
Matt Bernethy
Serving LSF 1990—present.



Captain
Ron Rasmussen
Serving LSF 1995—present.



Conference Center Available to Lake Stevens Community!

By Communications Director Laana Larson

In response to the needs of our community we now have a Conference Center that accommodates groups ranging in size from 1 – 200 people. Lake Stevens Fire has done its best keeping the rates affordable, yet striving to cover the cost of operation.

The Conference Center is basically one large room with the option for guests to set up chairs theatre style, classroom style, or round table style. At this time Lake Stevens Fire offers 120 chairs, 12 round tables, 30 rectangular tables, and 10 tall cocktail tables to our guests. The Conference Center also includes a kitchen area and two restrooms.

We have had variety of guest groups use the Conference Center over the past year. We have hosted celebrations such as weddings, birthdays, and anniversaries; as well as various training seminars and club events. We are also privileged to host Relay for Life, Lions Club, and Foothills Church of Christ on a regular basis this year.

Additional information can be found in our Facility Use Packet which is posted on our website under *Publications/Brochures*. Please feel free to contact myself or Alison Caton if you are interested in renting this facility at 425.334.3034. We look forward to your call!

In the future we will continue to evaluate our rate structure, with a primary goal of keeping it affordable for our community.



Cost-Saving Measurements A Priority at Lake Stevens Fire

By Administrative Director Leah Schoof

Cost-saving measurements continue to be a priority for Lake Stevens Fire. During this difficult economy LSF upholds its dedication to our mission: *Serving People, Saving Life, and Protecting Property* while continuing to protect the citizens' tax dollars. The following list was generated by multiple members of LSF, and highlights just a few of the cost-saving measurements implemented here at LSF.

We pursue partnerships with our neighboring districts, such as our partnership with Fire District 17 in Public Education. This is a cost-savings to both districts and also helps to unify messages between the districts.

We also equally share the cost of computer technicians with the City of Lake Stevens. This is a great cost savings and may provide a future benefit of merging equipment and systems.

Proactive application of grants for equipment such as 800MHZ radios for emergency vehicles, self-contained breathing apparatus for firefighters, safety driven exhaust ventilation systems for our truck bays, as well as numerous fire prevention grants for smoke alarms for our community and public education supplies for our children. By our staff keeping a watchful eye out for grants and taking the time to pursue them, we saved our taxpayers nearly \$700,000.

We also received an energy conservation grant from PUD for a lighting upgrade to all our fire stations. This will save the taxpayers 70% of what it would have cost us without the grant. It will also save the taxpayers for years to come in the form of reduced electric bills.

Lake Stevens Fire is dedicated to maintaining financial responsibility while serving the needs of our community.

Welcome to Lake Stevens Fire!

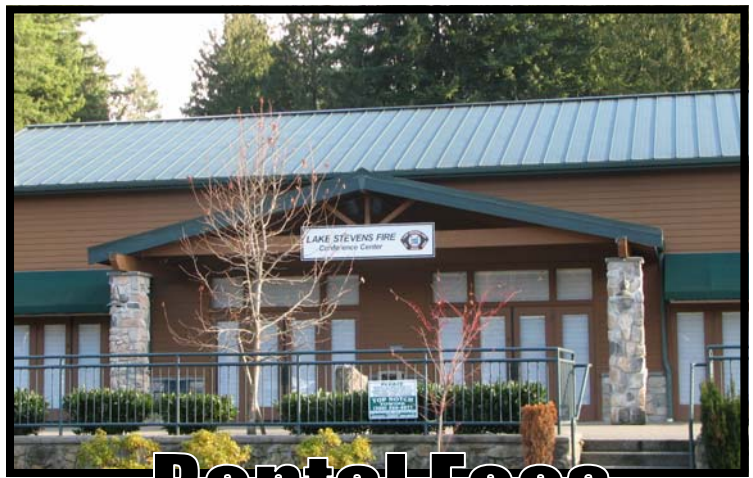


Welcome Brandie Reece! Brandie is an Office Assistant for Lake Stevens Fire. Her customer service skills are an excellent asset in working with the community. Additionally her expert knowledge of the codes associated with billing has made her a critical team member in ambulance billing. Brandie's pleasant easy-going nature is greatly appreciated.



Welcome Mike Frymire! Mike is in charge of Facility Maintenance for Lake Stevens Fire. He has 14 years of experience in the areas of hotel maintenance and construction. He is a reliable resource with numerous talents. Mike has been a tremendous asset orchestrating the Professional Building and Conference Center remodels. His solid work ethic and can do attitude are invaluable attributes.

CONFERENCE CENTER RENTAL FEES



Rental Fees

Number of People	1-50	51-100	101-200
Hourly Fee Non Profit Groups Inside Lake Stevens	\$25	\$30	\$35
Hourly Fee Profit Groups Inside Lake Stevens	\$40	\$45	\$50

*There is an additional charge of \$380 for events including alcohol.

Probationary Firefighters Tell Their Story

Congratulations to Firefighters Brian Kees, Garth Lervold and David Petersen who completed their firefighter probation at the end of January, 2011. They have worked hard to achieve this personal goal and they have made us proud!

Unanimously they point out the most challenging issue in their pursuit of becoming a career firefighter was the testing process. They all tested multiple times before they were given the opportunity of being hired. Brian Kees commented, "It's a competitive field. You need to get your name out there and test whenever you have the opportunity to do so."

Education and training also helped pave the way. Opportunities included participating in Getchell Fire's GRIT Academy, enrolling in the Everett Community College Fire Science Program, and working part-time for various fire departments to learn how the job is done.

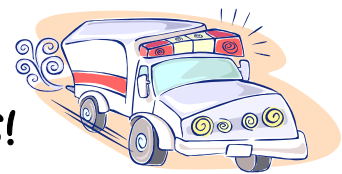
As probationary firefighters they have spent much of their time studying, listening and learning from career firefighters and officers, as well as performing rig checks, training, going out on calls, and more studying.

The Firefighter Academy was another key aspect of probation. Garth Lervold commented, "It was a great experience training with different departments all over the state. The camaraderie was amazing and it was twelve weeks of intense hands on training."

When asked why he wanted to become a firefighter, David Petersen responded, "I knew it would be something I could wake up and be excited to go do. I decided to become a firefighter when I was 10 years old. I had just learned CPR skills in 5th grade at school and came home one day to be faced with the opportunity to save my Grandpa with CPR while my Mom called 911. Ever since, this is all I've wanted to do!"



Move to the right for sirens and lights!



Juvenile Firesetter Intervention

Do you have a child who has played with matches or lighters, set fire to property, or who has an unsafe curiosity with fire? Call Lake Stevens Fire to see if a Firesetter Intervention is right for your child.

Community Connection

Showcase Lake Stevens



Health & Safety Fair



Aquafest!



Halloween Festival



LSF Goes Pink



Tips for Firefighters!

Thank you to our community for helping raise \$2600 for LS children!



Frequently Asked Billing Questions

1. Can I pay my bill over the phone?

Yes, simply call our billing department at 425.212.3099 and we will be happy to assist you in paying your bill using your credit card.

2. I cannot afford to pay my bill in full at this time. Can I make arrangements to make payments on my account?

Absolutely, we understand that this can be a stressful time and we are happy to work with you in setting up a payment schedule that you can comfortably afford to make each month.

Commissioner Comments

New Beginnings

Article by Chairman Troy Elmore



The start of the year is a great time for new beginnings! Lake Stevens Fire has recently had the pleasure of seeing two of its brightest promoted to the highest ranks within our organization. Congratulations to newly appointed Fire Chief Dave Lingenfelter and Deputy Chief Larry Huff. Both Chiefs have an extensive background in emergency services with over 33 and 22 years of experience respectively. As leaders within the organization they will be faced with many opportunities and challenges which will be crucial to the department's future security and success. On behalf of the Board of Fire Commissioners I would like to welcome them in their new roles and wish them only the best.

With new leadership also comes the opportunity to develop a renewed vision for the department. Our strategic planning process is nearly underway, and you can anticipate a comprehensive prospectus for fire and emergency medical services which will chart a clear path for the greater Lake Stevens community over the next five years. Developing the plan is no small task and will require a great deal of teamwork, patience and insight. The Chiefs have a strong pool of talented staff members to assist them in shaping the fire departments future. With local economic conditions just beginning to show signs of recovery, we feel privileged to have their guidance and wisdom to navigate us through these challenging times.

Again, congratulations to Chief Lingenfelter and Deputy Chief Huff!

The Value of Partnerships

Article by Commissioner Dan Lorentzen



In any business whether you are public, private or government; partnerships are a necessary and strategic endeavor that is critical to any organization. The benefits of these relationships help both sides as they grow and meet the needs of their respective clients. *Lake Stevens Fire* is no different when it comes to partnerships. While our responsibility is to public safety and assistance, we partner on many different programs, with other fire districts and the City of Lake Stevens to provide and receive services that benefit you, the taxpayer.

For most of us, we see the fire service when a response is needed to an accident, fire or aid call in our neighborhood, but there are a lot of things that go on behind the scenes in order for this to happen. This is because of the partnerships through mutual aid that have developed over the years so we have seamless responses when you call 911. While mutual aid is just one way we partner, we also share public education services in our schools and with other departments. We provide billing services to other fire departments and we receive IT support services from the City of Lake Stevens.

None of this would be possible, if it wasn't for the partnerships by everyone to help share the costs. While not all partnerships involve money, they do involve having great working relationships and trust. We are very fortunate to have this trust not only in our community, but our neighboring communities as well.

The Role of Fire Commissioner

Article by Commissioner Vern Foster



Lake Stevens Fire has three commissioners; each position serves a six year term of office. Along with my fellow commissioners, we are tasked with the responsibility of managing the business of the fire protection in Lake Stevens.

One area of responsibility is to provide the best possible service within our financial means. Our staff provides a budget that we approve annually and monitor monthly. Long range goals and planning are performed to map out the future of apparatus replacement and staffing level needs.

We are also responsible to set policy that ensures consistent and comprehensive service. By resolution, we are able to define procedures that keep everyone focused on the same page.

We joke with each other that, "As a commissioner, I can buy you a cup of coffee, but that is about it." That may sound frustrating, but it isn't. While it is true that none of us can affect policy of our own accord, or spend a dime of the budget with a single signature, we do become a very powerful tool when we work together.

Most motions are passed unanimously, meaning that all three of us agree that the decision is in the best interest of the district. In the rarer case that the motion is passed with only two votes, you can still rest assured that the decision is more than likely the best choice.

We welcome your thoughts and input. So if you want that cup of coffee, let one of us know.



Moving Forward in Education

By Public Educator Alison Caton

Lake Stevens Fire is excited to move forward in public education for 2011. Effective January 1, Lake Stevens Fire (LSF) will be partnering with Fire District 17 in Granite Falls to help create and maintain a dynamic public education program that will be valuable to both our communities. Our key focuses this year will be falls prevention for older adults, as well as helmet safety for children and adults.

In February, LSF will be featured in an ad for the Home Fire Sprinkler Coalition that will be published in five major fire magazines for our participation in a live fire sprinkler demonstration that was held last October. LSF is hoping to assist Granite Falls Fire District 17 with a similar demonstration this fall.

In addition to our new endeavors, we continue our 14th year with Risk Watch in Lake Stevens Elementary Schools. Through this program children gain valuable life safety information from LSF, Lake Stevens Police and Everett Community College Nursing Students.

A Community Emergency Response Team (CERT) training course for adults will also be offered in the spring, so keep an eye out for registration information in your local paper.

Lake Stevens Fire looks forward to serving our community's public education needs!



Raising the Level of Safety

By Fire Marshal Robert Marshall

The New Year 2011 brings some new focuses regarding fire code enforcement to this office. First, a sincere thank you to the community for working with Lake Stevens Fire and its annual fire inspection program. Last year was the third year of annual inspections, and as the program rotates between three responding shifts, all properties have been visited by each shift at least once during the three year period.

This creates opportunity for different fire officers and firefighters to meet you, receive a close up view of your business, location and mode of operation. Most importantly, it allows for us to provide additional safety education for our local businesses, raising the level of safety against fire. This is fulfilling the Lake Stevens Fire mission statement of "Serving People, Saving Life, Protecting Property".

The annexation (southwest) into the City of Lake Stevens that occurred in July of 2010 gives Lake Stevens Fire a greater ability to help raise the level of safety in our community by incorporating additional commercial properties into the fire inspection program. Up until this time those properties have been inspected by the Snohomish County Fire Marshal Office, and rarely did our fire department have opportunity to visit except for the rare emergency call, if at all.

The crews look forward to being able to meet and interact with our newly acquired entrepreneurs. Protecting lives and property is primary and the best way to prevent a catastrophic event from occurring is to assist in raising the level of safety in our community.

We again thank you for your cooperation and support of Lake Stevens Fire programs.

Helmet!

BIKE HELMETS are available for \$10 at Stations 81 & 82 as well as the Admin Building. **SKI HELMETS** are available for \$20 at the Admin Building. All helmet fittings FREE!



EF Recovery Maximizes Resources

By Battalion Chief Perry Putnam

Even prior to today's tough economic environment, Lake Stevens Fire has been working hard to maximize taxpayer dollars, as well as actively seeking alternates to the revenue collected from property taxes. To that end, Lake Stevens Fire has been participating in a program to get reimbursed for the cost of emergency responses that involve hazardous materials from vehicle crashes since 2008.

This program, known as EF Recovery, allows Lake Stevens Fire to recover the cost of emergency responses involving spills of dangerous or hazardous chemicals or materials. Washington State Law allows the financial burden of such responses to be shifted from the taxpayer to the person responsible for the incident. In most cases, this reimbursement is paid by the at fault driver's vehicle insurance company. If the person responsible for the accident does not have vehicle insurance, the driver is billed directly.

From mid-2008 to present, Lake Stevens Fire has been reimbursed over \$33,600 for these types of emergency responses, with more than \$3,600 in billing still pending. The money collected goes directly to pay for the equipment and supplies used for these types of responses.

Lake Stevens Fire works hard to be financially responsible as well as good stewards of our public's funds. The EF Recovery program is one way Lake Stevens Fire is able to serve our community while maximizing our resources.

Live Fire Sprinkler Demo

Live demo reflected the practical effectiveness of fire sprinklers.



Car Seat Checks

Statistics show nine out of ten seats are installed improperly. Free car seat checks/installations are available at Lake Stevens Fire. There will be a Car Seat Check Station on the first Monday of each month at Station 82. Please call for an appointment.

2010 LSF Response Numbers

Lake Stevens Fire responded to the following number of calls during the year 2010. The total calls for 2010 was 4,268.

- Fire: 222 Calls**
- EMS (Emergency Medical Services): 2901 Calls**
- MVC (Motor Vehicle Collision): 247 Calls**
- Rescue: 17 Calls**
- Service/Other: 881 Calls**

Annual Health & Safety Fair!

LS Albertson's Parking Lot
11am—3pm Saturday, June 11th

See You There!

Lake Stevens Fire

Regular Commissioner Meetings

When: First and third Thursdays of the month at 9:30am

Where: HQ Board Room located at 1825 S. Lake Stevens Road, Lake Stevens, WA

The public is welcome to attend these meetings. Commissioner agendas and minutes are posted on the LSF website under *Publications* once they have been approved by the Commissioners.



www.sparky.org
Check out this website for kid safe interaction and safety tips! Sparky and Sparky the Fire Dog are registered trademarks of NFPA (National Fire Protection Association).

We invite you to visit our website at:

www.lsfire.org