



WFC Annual Report

January 1, 2020

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www.washingtonfirechiefs.org

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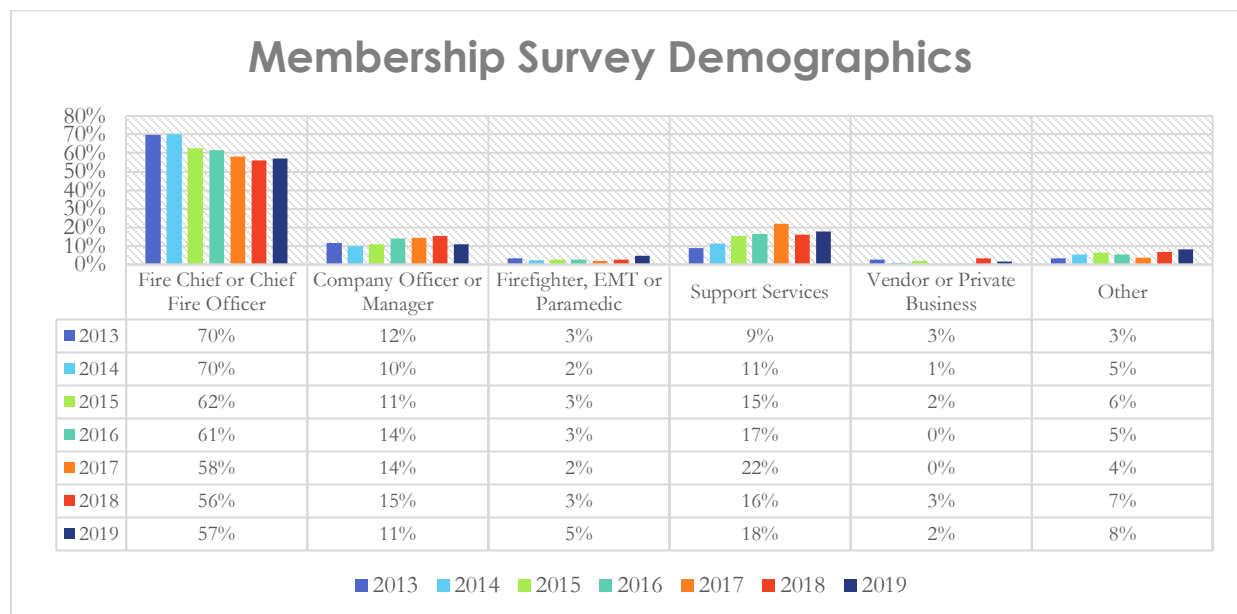
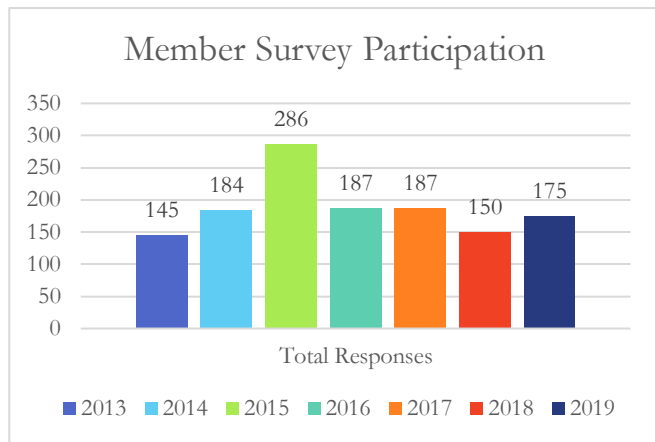
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Introduction

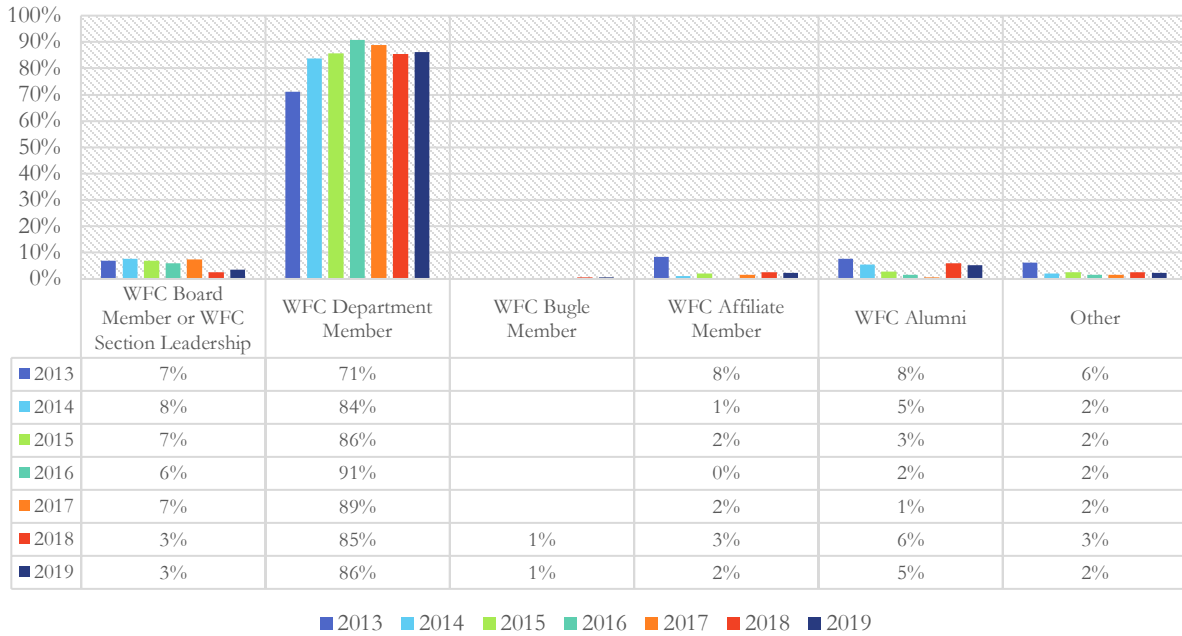
The Washington Fire Chiefs Association (WFC) strives for continuous improvement. To that end, a strategic plan with goals that are used to direct and evaluate progress was developed in 2015. Performance of each strategic goal is based on measurable results and concrete feedback provided by WFC members and other key external stakeholders. Each year the WFC asks the membership, external partners and County Fire Chiefs Associations for input, looking for ways to improve the value of membership as seen through the eyes of the 1,810 association members.

The WFC Mission is “Providing leadership through service, education & advocacy”. WFC board and staff keep this mission in mind looking for efforts and member benefits that will advance this mission.

Throughout this report you will see a reference to the WFC membership survey results. The WFC received 175 responses regarding 2019 services. The results from this survey are examined in this report with past years and offered as one method of evaluation.



Affiliation



In 2019, there were 1810 members and 371 fire departments represented throughout Washington State. The Association is led by a Board elected at the annual conference by its members. The organization also includes five sections: EMS, Fire Mechanics, Fire Administrative Support, Fire Training, Safety & Officers, Public Fire Educators & the HazMat & Special Ops Committee.

2019 WFC Board members were:

Steve Wright

President
South Kitsap Fire and Rescue
(360) 971-2411
swright@skfr.org

Lonnie Rash

Position 4
Spokane Fire District 8
(509) 926-6699
lrash@scfd8.org

Keith Wright

Immediate Past President
Central Pierce Fire & Rescue
(253) 538-6400
kwright@centralpiercefir.org

Kevin O'Brien

Position 5
Lake Stevens Fire Department
(425) 334-3034
kobrien@lsfire.org

Mark Correira

Vice President
Snoqualmie FD
(425) 888-1551
Mcorreira@ci.snoqualmie.wa.us

Nick Swinhart

Position 6
Camas-Washougal Fire Department
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nswinhart@cityofcamas.us

Hank Teran

Position: Position 1
Bainbridge Island Fire Department
(206) 842-7686
hteran@bifd.org

Dave LaFave

Position 7
Cowlitz 2 Fire and Rescue
360-575-6286
dave.lafave@c2fr.org

Harold Scoggins

Position 2
Seattle Fire Department
(206) 386-1450
harold.scoggins@seattle.gov

Rocky Eastman

Position 8
Walla Walla County Fire District #4
(509) 529-1282
reastman@wwfire4.com

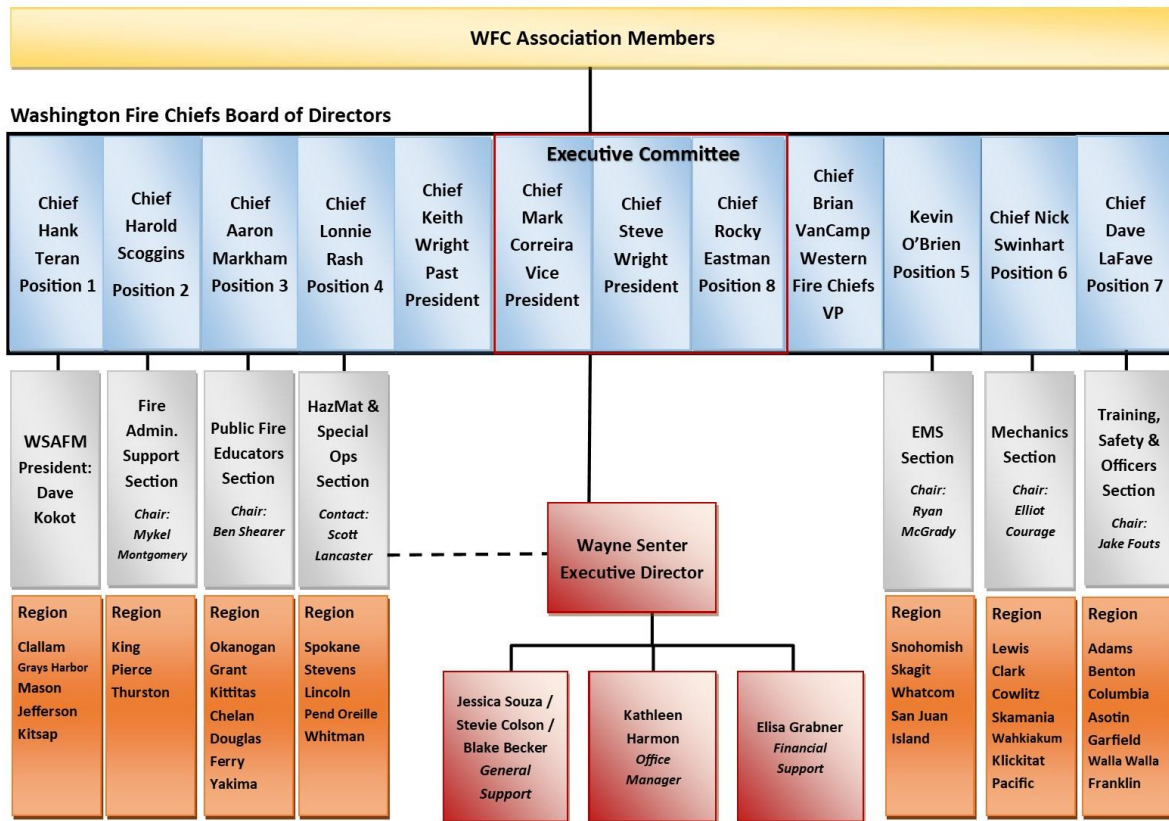
Aaron Markham

Position 3
Yakima Fire Department
(509) 575-6060
amarkham@yakimawa.gov

Brian VanCamp

Western State Vice President
Thurston County Fire District 8
(360) 491-5320
vancamp@southbayfire.com

2019 Organization Chart



Section and committee leaders in 2019 were:

Jake Fouts, Training, Safety & Officers
 Mykel Montgomery, Fire Administrative Support
 Elliot Courage, Fire Mechanics
 Ryan McGrady, EMS
 Ben Shearer, Public Fire Educators
 Scott Lancaster, HazMat & Special Ops Committee

2019 Region Representatives

Lonnie Rash, Spokane; Stevens; Lincoln; Pend Oreille; Whitman
 Kevin O'Brien, Snohomish; Skagit; Whatcom; San Juan; Island
 Rocky Eastman, Walla Walla; Benton; Adams; Franklin; Columbia; Asotin; Garfield
 Aaron Markham, Okanogan; Grant; Kittitas; Chelan; Douglas; Ferry; Yakima
 Hank Teran, Clallam; Grays Harbor; Jefferson; Mason; Kitsap
 Nick Swinhart, Lewis; Clark; Cowlitz; Skamania; Wahkiakum; Klickitat; Pacific
 Harold Scoggins, Clallam; King; Pierce; Thurston

2019 Committee Representatives:

Bylaws, Chief Keith Wright, Central Pierce Fire & Rescue
Finance Committee, Chief Mark Correira, Snoqualmie Fire Department
Fire Defense Committee, Chief Steve North, Thurston County Fire District 9
Fire Service Memorial Committee, Chaplain Pat Ellis, Kent Fire Department RFA
Legislative Committee, Chief Steve Brooks, Lacey Fire District 3
PNWCG, Chief Randy Johnson, Spokane County Fire District 4
SBCC, Chief Hank Teran, Bainbridge Island Fire Department
SERC, Chief Bill Whealen, Benton County FD 4
SIEC, Chief Jim Sharp, West Pierce Fire & Rescue
Trauma Steering Committee, Assistant Chief Scott Dorsey, Snohomish County FD 7
WSRB, Chief Nathan Craig Yakima Fire District 12
Labor & Industries Technical Review Committee, Chief Eric Lynn, Grant Co. 10 & 11
Labor & Industries Technical Review Committee, Chief Jim Walkowski,
East Jefferson F&R
HazMat & Special Ops Committee, Scott Lancaster, WA State Fire Marshal's Office
AWC Legislative Committee, Chief Mark Correira, Snoqualmie Fire Department
Fire Facilities Committee, Michele Spackman, Bellevue Fire Department
EMAC/PNEMA, Chief Dan Smith, North Kitsap Fire & Rescue

The 2019 WFC staff included:

Wayne Senter, Executive Director
Kathleen Harmon, Office Manager
Jessica Souza, General Support
Stevie Colson, General Support
Blake Becker, Interim General Support
Elisa Grabner, Financial Support

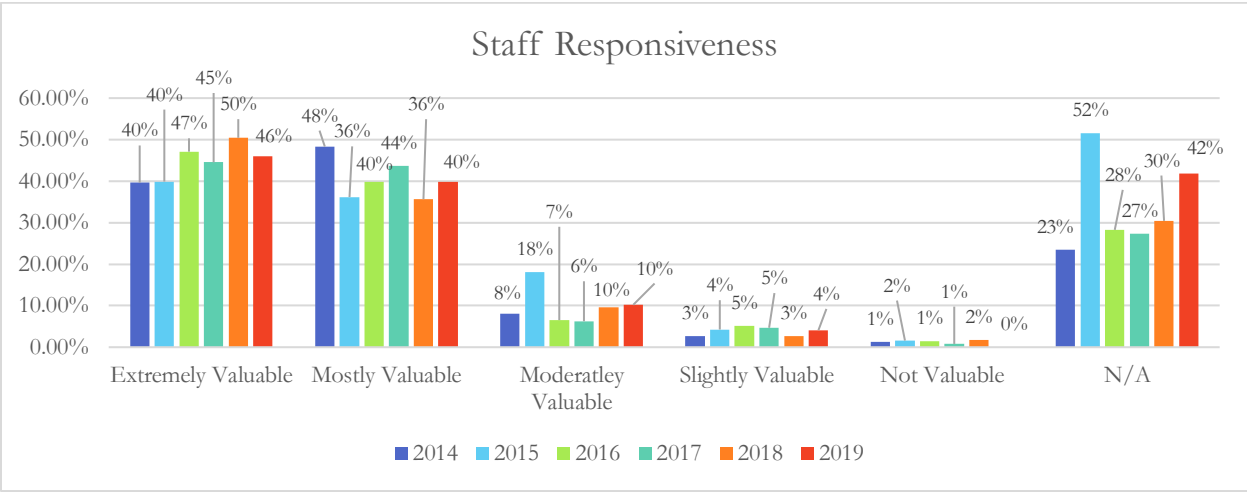
Goal 1

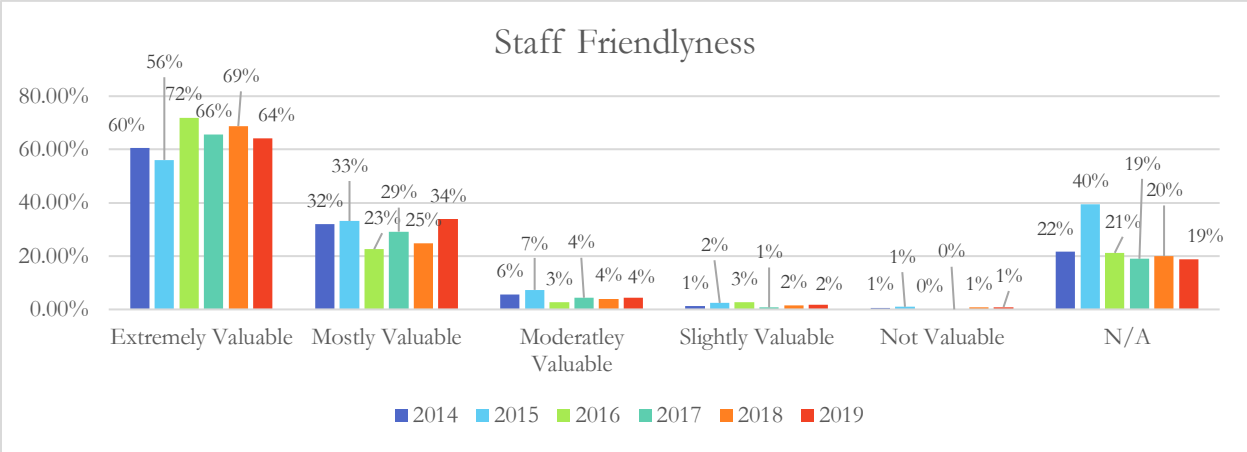
Strengthen and improve internal relationships with our members as measured by a reduction of distracting conflict and increased interest-based problem solving resulting in improved outcomes.

As a membership organization, the WFC’s primary focus must be on meeting the needs of the membership. The first and most important goal is to work at improving the WFC’s relationship with members and reducing overall conflicts. WFC staff and board members seek out root cause and utilize interest-based solutions that ultimately strengthen the WFC’s connection with Washington fire agencies and insure unintended negative consequences are avoided for the organization and its members.

The WFC often receives requests from members, and has found, despite the best intentions, there are times the proposed solution does not meet the interests of all involved. The WFC works to facilitate solutions by working through a problem-solving model; seeking to serve the customer and maintain strong, productive & healthy relationships. WFC staff and board members stay focused on the needs of the members, even if there are barriers to and the specific solution they have requested cannot be implemented. Most importantly, WFC staff and board work to keep communication lines open even during challenging situations.

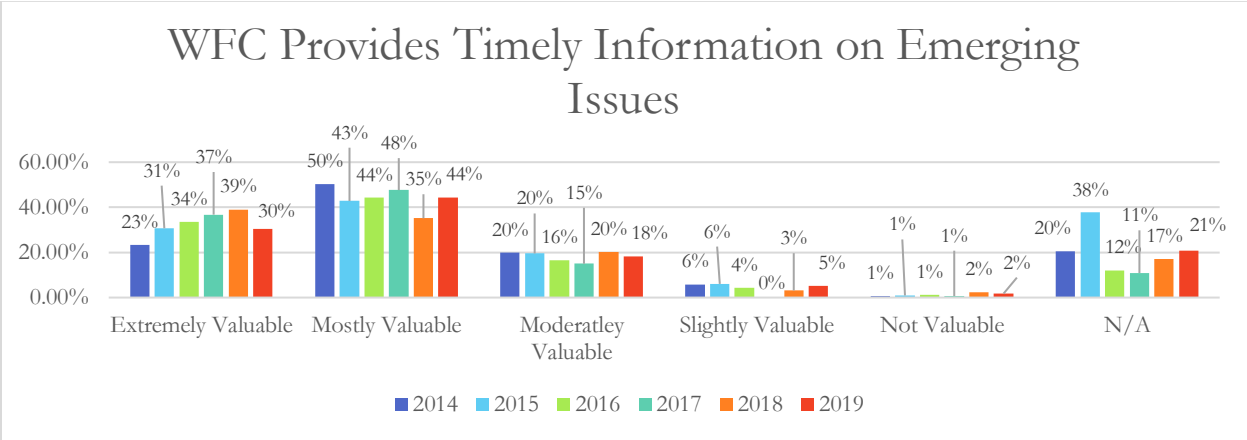
Staff actively look for ways to partner with Bugle members and fire agencies to use their expertise to strengthen existing programs and develop new benefits for members. For example, in 2019 the WFC worked to strengthen the Claims Assistance Management Program (CAMP) which provides Washington fire agencies Safety Education, Injury Prevention Training, Premium Reduction and Return to Work Assistance, by partnering with Tactical Athlete a company with an expertise in fast tracking claims through Labor & Industries.





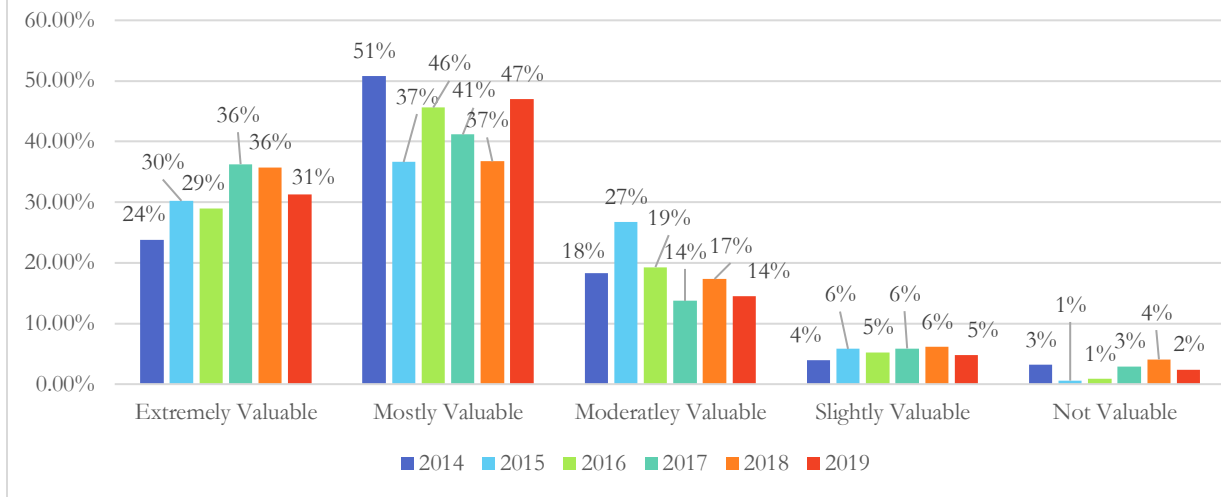
This year the customer satisfaction survey stayed at 86% in staff responsiveness from 2018. WFC Staff have worked hard to cross train, and to implement fresh training resources for new employees which has allowed them to more quickly respond to requests from members.

WFC staff friendliness increased by 5% overall for Extremely Valuable, Mostly Valuable and Moderately Valuable. This reinforces the importance of maintaining a knowledgeable and friendly staff in the office. Staff worked to streamline office process to save time and eliminate duplication allowing more time for one on one interactions with members. In addition to the cross-training efforts the past few years, staff worked to redistribute job duties to best fit the aptitudes of current staff, as well as the relationships with their core job duties. The success of these efforts is shown through the maintained member confidence and satisfaction in these two areas.



WFC Staff and Board are constantly on the seeking out information that is important to the membership or situations that will impact the Washington fire service. In 2019, the survey showed a 1% drop in the Extremely Valuable, Mostly Valuable and Moderately Valuable responses. The WFC is working to find more effective ways to distribute information to leadership contact in Washington state. An example of critical information concerned the updated guidance regarding “piggybacking” and group purchasing the WFC was able to distribute after a year of work on this issue lobbying on behalf of the fire services interest in this time and money saving program.

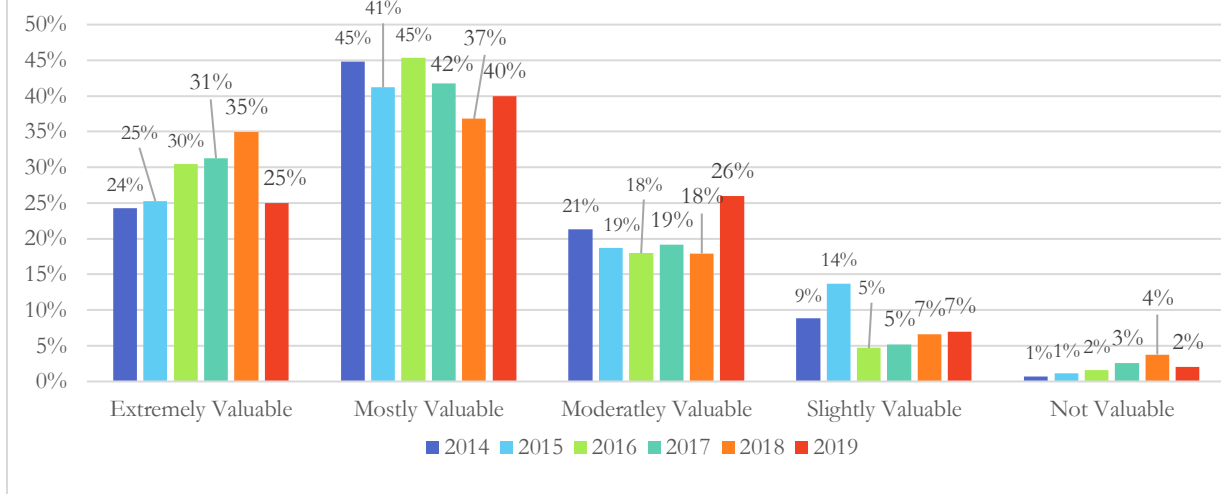
WFC Problem Solving Assistance



There was a 3% decrease in the value of our problem-solving assistance. The WFC regularly receives calls from members asking for assistance with a wide variety of issues, which will be addressed more specifically in goal 9. The WFC will look for ways to increase the value of this assistance for 2020.

The value of our administrative resources, ranked favorably at Extremely Valuable, Mostly Valuable and Moderately Valuable increased by 1% from 90% in 2018, compared to 91% in 2019. The WFC continues to develop resources for its members' use and are actively looking for more effective ways to store and share those resources. In 2019, the WFC partnered with the WSCFF to release the Regional Fire Authority Implementation Guide, as well as working with the Washington Fire Service Coalition to release a presentation and guide concerning residential fire sprinklers.

WFC Provides Administrative Resources



Goal 2

Build on existing legislative relationships to maximize influence in the legislative process as measured by our effectiveness on a collective fire service agenda.



Healthy partnerships with fire service groups, state agencies, and elected officials are vital to the success and sustainability of the WFC. The work in building these relationships ensures that the overall fire service needs are consistently represented in the legislature. The WFC worked closely in 2019 with the Washington State Fire Commissioners Association, Washington State Fire Fighters Association, Washington State Council of Fire Fighters, State Fire Marshal's Office, Washington State Association of Fire Marshals, Department of Natural Resources, State Military Department, State Emergency

Management Association, Association of Washington Cities, Association of Washington Counties, Washington Ambulance Association, Department of Ecology and many others. By working together with all stakeholders, we are able to find common ground, provide a united effort and avoid unintended negative consequences for the fire service or our other industry partners. The WFC will continue to improve upon these important efforts which will ensure our continued success.

The WFC was engaged in a large number of successes during the 2019 session.

2019-21 Operating Budget

The Legislature passed a biennial operating budget on the final day of session, making a number of investments in agencies and programs across the state. In total, the record-setting \$52.4 billion budget represents a roughly 17% increase over the 2017-19 biennial budget. In addition to several billion dollars of new revenue from baseline tax collections, the Democratic-controlled House and Senate also passed roughly \$836 million in new taxes. The primary sources of new revenue include a restructuring of the real estate excise tax (REET), imposing an excise tax on vapor products, modifying various tax preferences (such as the out-of-state sales tax exemption for Oregonians), and increasing the hazardous-substance tax often paid by oil companies. The Legislature also increased the business-and-occupation (B&O) tax for large financial institutions. A second type of B&O tax increase sought by Microsoft raises hundreds of millions more to expand college financial aid and high-demand degree programs, such as nursing, engineering and computer science.

Of note to the fire service community:

- Approximately \$45.5 million to DNR and other agencies for wildland fire and forest health management

- JATC – \$1,000,000 is appropriated from the fire service training account (086)
- Mobilization – \$8 million is provided as the placeholder amount for the 2019-21biennium for state mobilization; a total of \$17,375,000 was appropriated for mobilization costs in the previous biennium.
- \$485,000 was approved for each of the next two years to implement HB 1784, wildfire prevention
- \$157,000 was approved for each of the next two years to fund the Wenatchee Valley College Wildfire Prevention Program
- \$100,000 was approved for the Military Department to collaborate with local jurisdictions and submit a report to the legislature by October 1, 2020 on the actual cost per fiscal year to operate and maintain 911 systems

2019-21 Capital Budget

A relatively quiet year for the fire service in the Capital Budget resulted in a handful of investments in various projects across the state. Overall, the Capital Budget appropriates a total of \$4.9 billion, with \$3.2 billion in general obligations bonds. Below is a list of projects of interests to the fire service community:

- Fire Training Academy, Stormwater Remediation – \$3.132 million (\$2.8M new)
- FTA Burn Building, Structural Repairs – \$750,000
- Dept. of Natural Resources, Wildfire Mitigation – \$14.2 million
- Centerville Fire Department – \$216,000
- Mt. Peak Fire Lookout Tower – \$381,000
- Naches Fire & Rescue, Yakima Co. #3 – \$200,000
- Snohomish County Fire District #26 Communications Project (Gold Bar) – \$27,000
- Fire Alarms for Fircrest School, Lakeland Village, Rainier School, Western State Hospital, and Echo Glen – \$11.8 million
- Western State Hospital Fire Door Replacement – \$5.1 million
- Eastern State Hospital Fire & Smoke Controls – \$2.05 million
- Eastern State Hospital Fire Stops – \$2.13 million
- Scatter Creek Wildlife Area Fire Damage – \$1.25 million
- DNR, City of Omak Fire Suppression Water Flow Infrastructure – \$1.3 million

2019 Legislative Issues

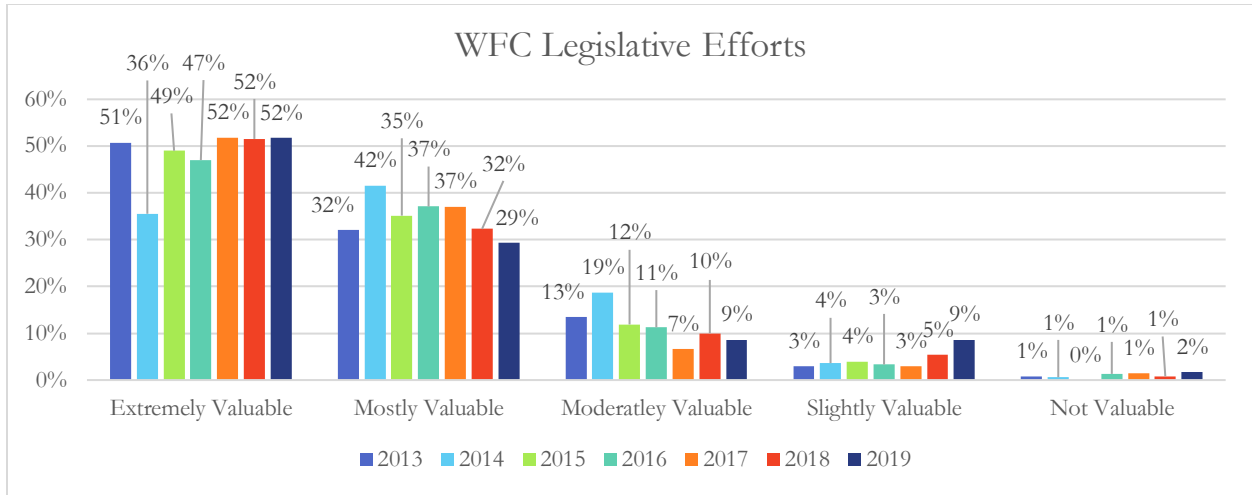
In addition to the budget issues, a number of important policy bills were worked in 2019, with the WFC and our fire service partners securing passage of many and working successfully to either amend or oppose many others.

- SB 1170 (Griffey/Goodman), All-Risk Mobilization Sunset Extension – Removes the sunset provision on the mobilization of all-risk resources in non-fire emergencies; clarifies that mobilization may not be used to assist law enforcement with police activities during a civil protest or demonstration, or other exercise by the people of their First Amendment rights. *Passed the Legislature and awaits signature by the Governor. Took effect 7/1/19.*
- SB 5010 (Rolfes), Annexation of Unprotected Lands within Fire Jurisdiction Boundaries – A process is established for local fire districts to annex areas that receive protection, but do not pay a local fire district levy. Annexations must be initiated by January 1, 2021. Prior to annexing a parcel, the fire district must coordinate with county assessors, notify the owner of record, and

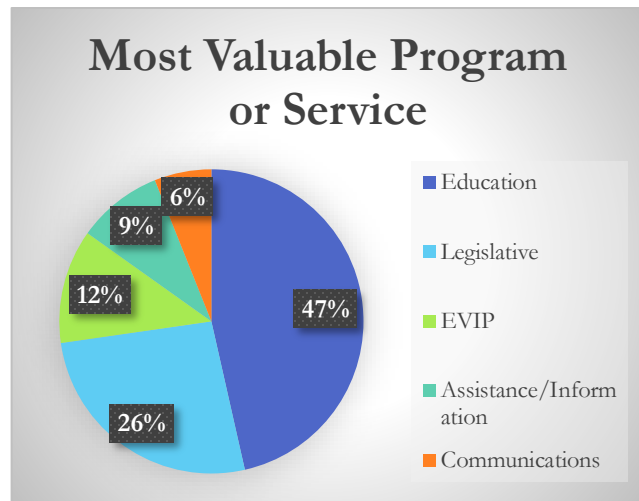
hold a public hearing. Following the hearing, fire districts must pass a resolution for annexation to be approved by the county legislative authority. Owners of record may appeal resolutions for annexation to the county legislative authority. The bill includes legislative findings and defines terms. *Passed the Legislature and signed into law by the Governor on 4/29; took effect 7/28/19.*

- SB 5958 (Lovelett), Piggybacking Procurement Fix – Clarifies that any obligation related to competitive bidding arising from a statute or local ordinance is satisfied for a piggybacking local government agency if: 1) the host agency and the piggybacking agency sign an interlocal agreement and file it with the county auditor or post it online by subject; 2) the host agency complies with its statutory contracting requirements and posts the solicitation online; and 3) the vendor agrees to the arrangement through the initial solicitation documents. *Passed the Legislature and signed into law by the Governor; effective 7/28/19.*
- SB 5418 (Takko), Local Government Procurement/Bid Limit Increase – Omnibus local government procurement bill. For fire protection districts, contract thresholds for when competitive bidding is required are increased as follows: the estimated cost exceeds \$40,000; the estimated cost exceeds \$75,000, when using the alternative bidding process; and the estimated cost exceeds \$30,000, when contracting for work involving the construction or improvement of a fire station or other buildings. *Passed and signed into law.*
- SB 5670 (Wagoner), Expanded ILA Authority for Vehicle & Equipment Repair – A fire protection district is authorized to enter into interlocal agreements with local jurisdictions to maintain and repair vehicles or equipment owned and used exclusively by a county, city, town, school district, or other political subdivision of Washington. A district may also provide maintenance and repair of school buses. *Passed and signed into law.*
- SB 5272 (Hunt), Additional 1/10 of 1 Cent Sales Tax Authority for Emergency Communications Centers – The tax rate for a sales and use tax for emergency communication systems and facilities is increased from 0.1 percent to 0.2 percent of the selling price in the case of sales tax, or value of the article used, in the case of a use tax. However, any county already imposing the tax must submit an authorizing proposition to the voters before it may increase the tax rate. A county with a population of more than 1.5 million must enter into interlocal agreements with its cities with populations over 50,000 regarding revenue distribution, even if a city is part of a regional communication system. If requested to do so and under mutually agreeable terms, the Washington State Patrol must enter into an intergovernmental agreement with a county, city, or regional communications agency that operates emergency communications systems for purpose of interoperable communications. *Passed and signed into law.*
- SB 5337 (Takko), Sales & Use Tax Exemption – The sale or use of personal property resulting from a merger of two political subdivisions is exempt from sales and use taxes. Personal property sold by one political subdivision to another is also exempt from sales and use taxes if there is a contract allowing the taxpayers of the seller to continue benefiting from the use of the property. This Act is exempt from tax preference performance statement requirements and expires January 1, 2030. *Passed the Legislature and signed into law by the Governor 4/29; took effect 7/28/19.*
- SB 5313 (Wellman), School Levies – Allows a district to levy at the lesser of \$2.50 per \$1,000 of assessed value or \$2,500 per pupil for school districts with fewer than 40,000 FTE students. Allows a district to levy at the lesser of \$2.50 per \$1,000 of assessed value or \$3,000 per pupil for school districts with 40,000 FTE students or more. Provides local effort assistance to school districts that do not generate an enrichment levy of at least \$1,550 per student when levying at a rate of \$1.50 per \$1,000 of assessed value. Provides enrichment funding to charter schools and state-tribal compact schools based on the local enrichment levy collected by school districts, up to \$1,550 per student. Provides additional enrichment funding to school districts that meet certain enrollment criteria. Requires school districts, beginning in the 2019-20 school year, to provide an expenditure schedule that identifies the amount expended on certain supplementary

enrichment activities. Requires, should the state auditor find that a school district has used local revenues for non-enrichment activities, the school district's maximum enrichment levy collection must be reduced. *Passed the Legislature and signed by the Governor; took effect 7/28/19.*



The membership survey indicated our legislative effort as the second most valuable program and 81% expressed that it was extremely or mostly valuable, which is 1% lower than in 2018. Of those surveyed in 2019, 26% saw the WFC legislative efforts as the single most valuable service the association provides.



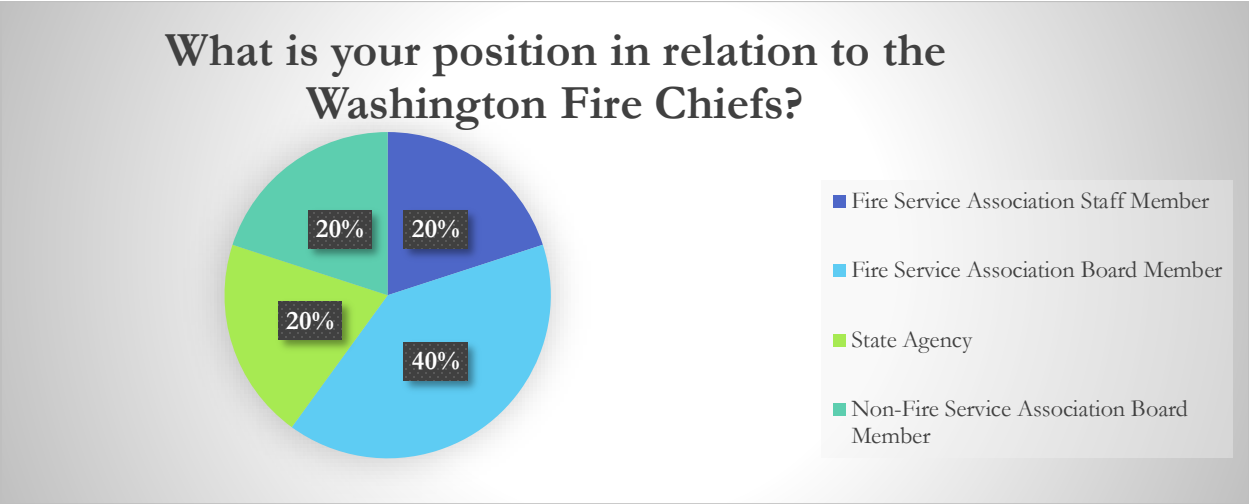
Over 1500 WFC staff hours are spent each year to provide this service on behalf of our members. This effort is headed by the WFC's lead legislative lobbyist Dylan Doty. In addition, our 2019 WFC legislative chair Steve Brooks, Chief of Lacey Fire District 3, led the legislative committee that met regularly to coordinate legislative efforts. The Executive Director Wayne Senter is a lobbyist and along with WFC staff supports these efforts administratively.

The WFC top five legislative issues for 2019 were:

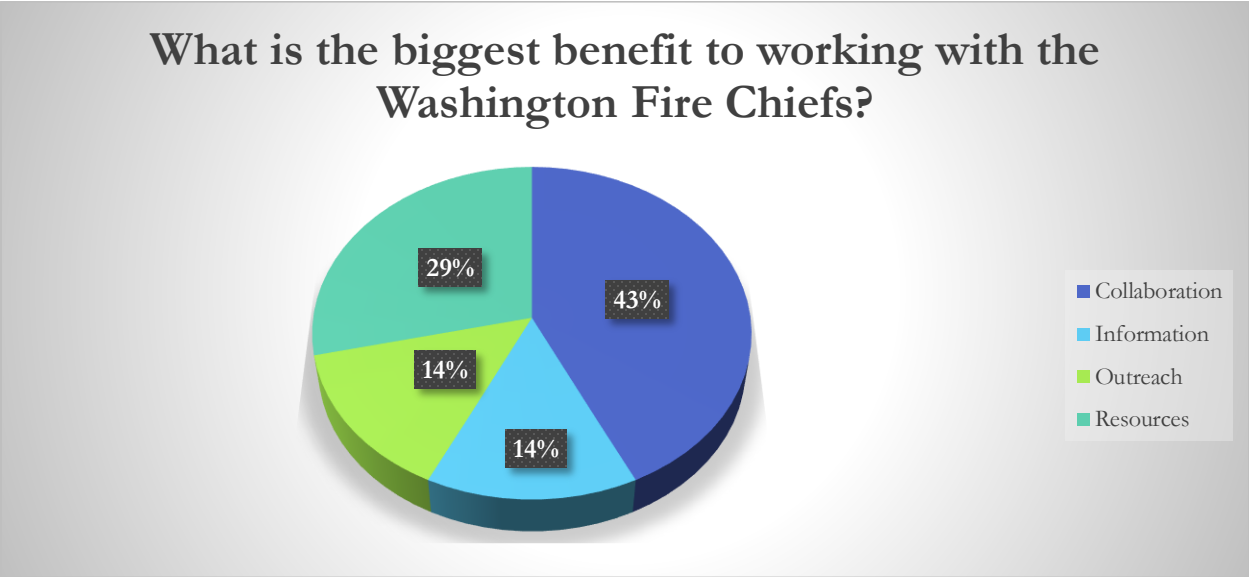
- Sustainable Funding
 - Restructure the 1% levy lid cap
 - EMS cap raised to \$.75
 - Mirror port authorities which are outside the \$10
- Fire Training Academy Funding
- Improve Volunteer Firefighter Pension
- Incentivize Regionalization with exclusive funding options
- Funding for State all-risk mobilization.

Goal 3

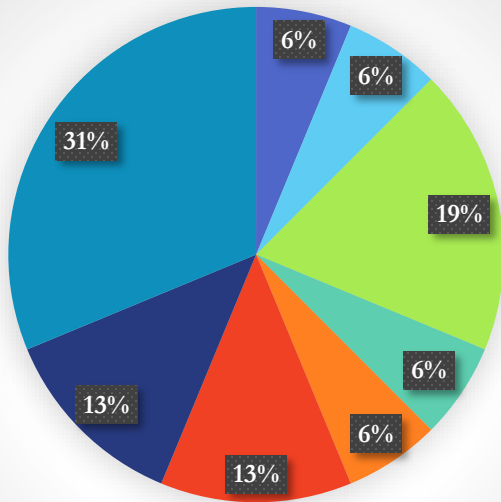
Strengthen and improve external fire partnership relationships, especially the WFCA, WSFFA, WSCFF, DNR, Military Department-EMD and WSP as measured by feedback from Board Members and Staff from those organizations.



As mentioned in Goal 2, relationships with external organizations are critical. A relationship survey aimed at soliciting feedback went to multiple contacts within key external organizations. Those that responded noted the biggest benefit to working with the WFC was collaboration and outreach. We received several comments regarding the professionalism of the WFC and the trust the organization has built both with its membership and with partnering organizations. Overall, when asked to rate their relationship with the WFC, 100% expressed that their relationship with the WFC was very good.



How has your association had contact with the Washington Fire Chiefs?



- WFC Newsletter
- WFC E-Mail Blasts
- Telephone Call to Office
- WFC Board Meetings
- WFC Educational Conferences
- Visited the WFC Office
- Personal Contact from WFC Board Member
- Personal Contact from WFC Staff

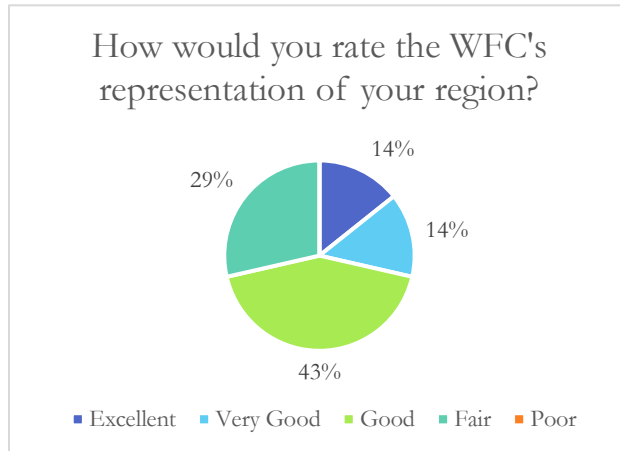
In the survey, participants were asked what the WFC could do better to further improve relationships in the future. Participants suggested the WFC seek ways to continue proactive and transparent communications with external agencies.

The WFC continues its effort to communicate with key external partners. The WFC meets regularly with the State Fire Marshal, WFCA and state agencies such as LNI, EMD, DNR, MD, and more. In addition, the WFC participated in other out of state events, creating opportunities for communication and partnerships not previously available. In 2019 the WFC and other fire service stakeholder groups came together to form the Washington Fire Service Coalition to provide a unified approach to promoting a major fire service issue every two years.

The WFC's streamlined communication process continues to allow these external organizations to participate in the WFC board meetings, giving them a chance to report on a related activity in their organization. If they are unable to attend, we encourage them to send a short, written report for inclusion in the Board agenda packet or to call in and make a verbal report.

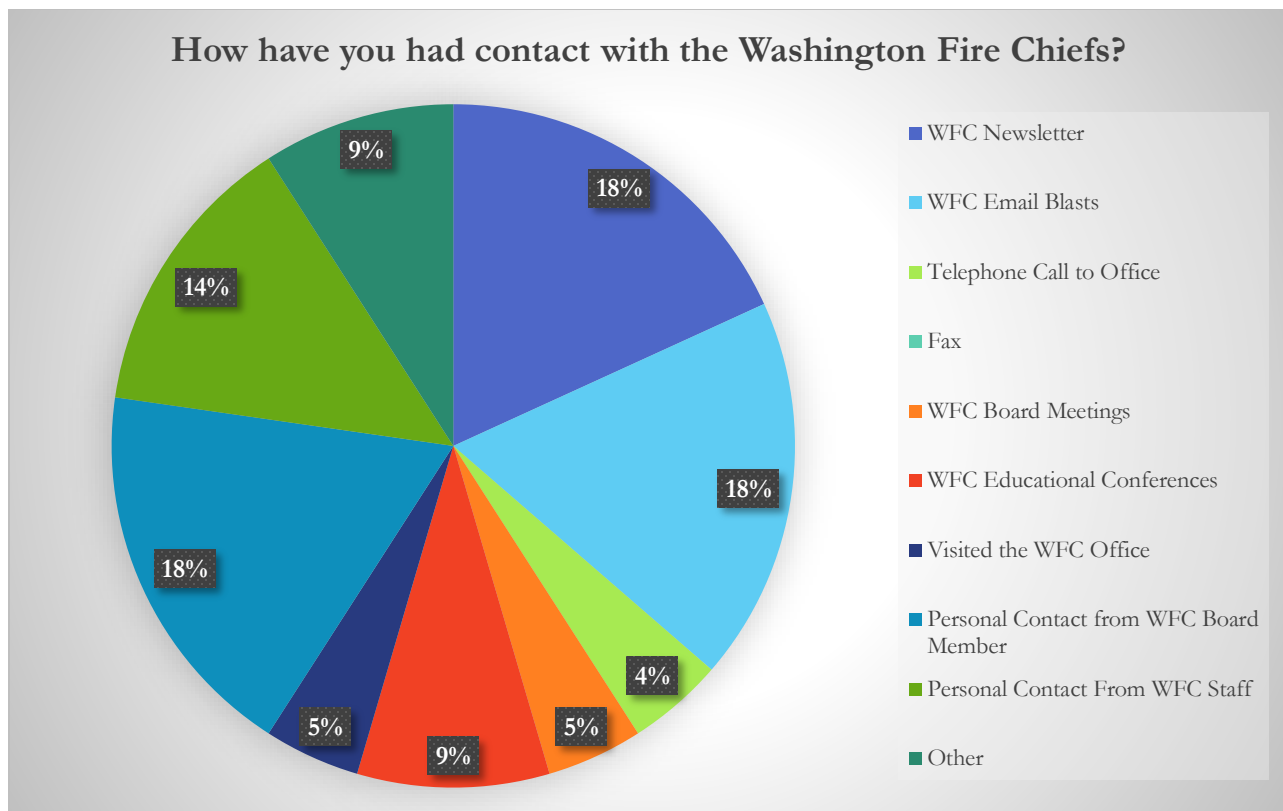
Goal 4

Increase proactive communication and contact with members on critical issues as measured by feedback from the county chief organizations.



The WFC Executive Director visited all Washington state County Fire Chiefs Associations in the past six years. During 2019, the Executive Director focused on improving communications between state associations, board region representatives and WFC Staff.

County Chief Association board members were asked to rate the WFC's representation of their region, with 71% of those who responded sharing that the WFC's representation was Excellent, Very Good and Good.



The WFC is searching for ways to improve communication with the County Fire Chiefs association, through better outreach by the region representatives and better reporting of those interactions to the board.

Goal 5

Strengthen support for staff and continue to meet the needs of our customers as measured by staff/customer feedback during six month and annual reviews.

In 2019 the WFC staff suffered a few changes in staff. The office said goodbye to Jessica Souza who had served several years in her role with the association.

As staff looked to find a good fit for our open position, they evaluated projects based on their association with core job duties to better redistribute work. They also looked to create new training resources for both existing staff who were filling in during times of short staffing, and new staff that had joined the organization.

The WFC staff are very pleased with the support they receive and the direction the WFC is heading.



Goal 6

Increase involvement and participation of our members in the strategic plan development and the execution of that collaborative document as measured by post development surveys.

The strategic planning process is a session only that only occurs every five years. That process took place on November 1, 2018 in Ellensburg, WA. During 2019 the document was finalized and will be implemented January 1, 2020. However, the strategic goals within the Strategic Plan are an annual road map for WFC staff to follow and meet.

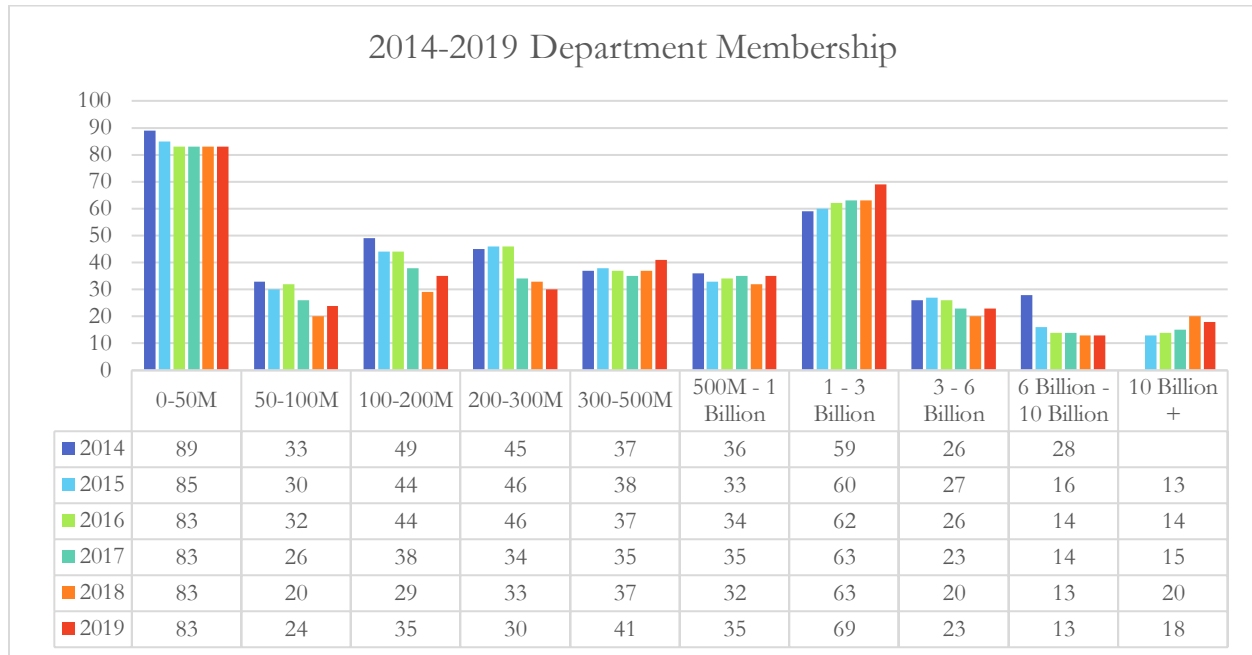
Staff continues to take an active role in keeping the direction the members set at the forefront of day to day activities, through monthly “Action Steps” which outline major projects, who is responsible for each piece and tie into the strategic goals.



Because strategic goals and objectivism which come from the five-year strategic plan, are directly related to the task level action steps, it ensures coordination and alignment with what our members view as priorities

Goal 7

Increase membership value in the eyes of current and potential members as measured by recruitment and retention data.



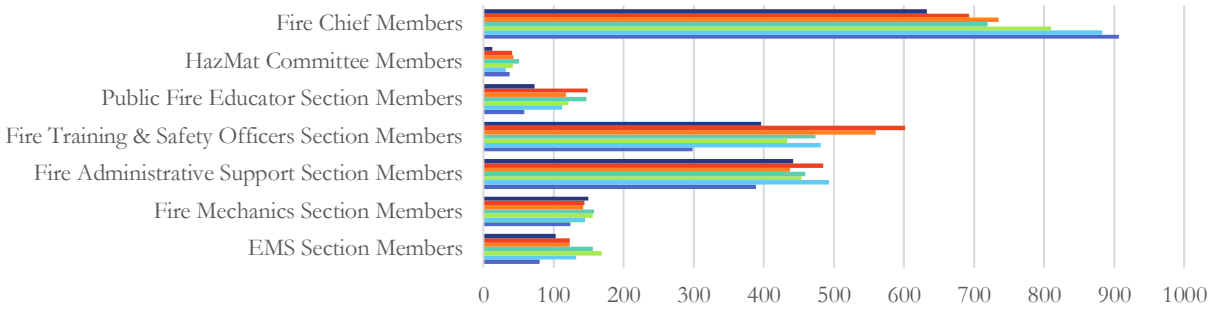
The WFC would not be the strong organization that it is without its members. As such, recruitment and retention of members is of utmost importance. In 2015 a 10th tier automatically went into effect. As shown in the “Department Member 2014-2019” the WFC showed growth in membership, with an additional 21 agencies signing up for membership in comparison to 2018.

The WFC goal remains to have 100% of all agencies as members, a level not met to date. In 2019 we had a total of 371 member agencies of roughly 475 possible fire agencies statewide.

In order to maintain this high level of membership, the WFC constantly works to improve outreach, follow up and value.



Individual Members



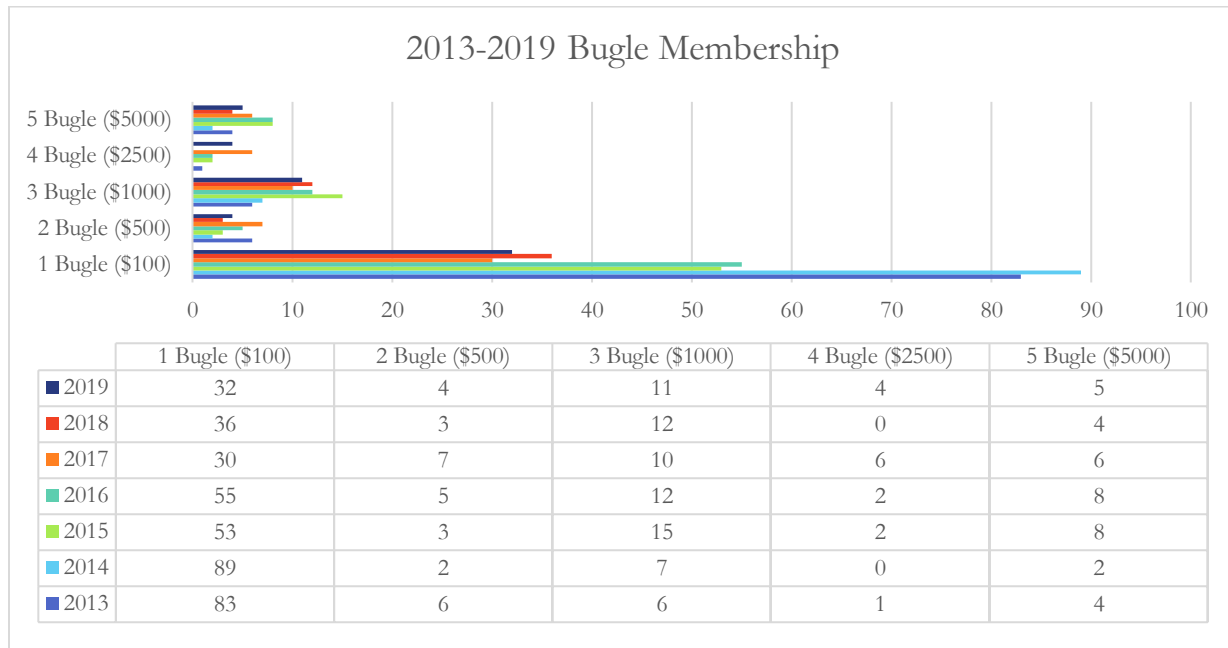
	EMS Section Members	Fire Mechanics Section Members	Fire Administrative Support Section Members	Fire Training & Safety Officers Section Members	Public Fire Educator Section Members	HazMat Committee Members	Fire Chief Members
■ 2019	103	150	442	396	73	13	633
■ 2018	123	144	485	602	149	41	693
■ 2017	123	142	437	560	118	43	735
■ 2016	156	158	459	474	147	51	720
■ 2015	169	156	454	434	121	42	810
■ 2014	132	145	493	481	112	32	883
■ 2013	80	124	389	299	58	37	907

■ 2019 ■ 2018 ■ 2017 ■ 2016 ■ 2015 ■ 2014 ■ 2013

For a number of years, the WFC staff have worked with fire agencies to update outdated membership records, taking care not to renew a member automatically when not included on the membership forms. Instead staff took an active role in communicating with fire agencies and has worked to make the membership system easier for members to update themselves wherever possible. Due to this face, it may show a decrease in overall individual member numbers, although the total number of organizations have increased. There is now a much higher level of accuracy in the WFC membership records, which leads to greater and more consistent value for the WFC membership, as well as a more accurate accounting of the overall membership statistics.

Goal 8

Increase revenues through partnerships with vendors, fire service partners and the Fire Rescue Wellness Corporation as measured against historic annual revenues.



The WFC Associate membership program was revised in 2012 to try and better encompass the needs of this ever-changing group of members. This program was renamed at that time to be the WFC Bugle Membership program. This is an area where the most opportunity for membership exists since there are a finite number of fire agencies in the state but there are far more businesses throughout the US that could potentially benefit from a Bugle membership with the WFC. However, this is an area the WFC has struggled to find success in.

In 2019, the WFC continued efforts to reach out to existing contacts that are not current members of the association. The WFC staff reviewed and revised benefits and made changes based on the feedback from Bugle Members and other businesses staff had contact with over the year.

This program has remained challenging. Despite the multitude of businesses that in some way or another have interactions with the fire service in this state there are also a number of stakeholder groups competing for those marketing funds. The WFC had a strong showing at the WFC Expo in 2019, however, membership still stayed relatively level with a total of 55 Bugle members in 2019 to only 54 in 2018.



Goal 9

Continue to be the premier resource fire chiefs use when they are facing a crisis within their agency or region as measured by documenting the contacts and outcomes.

One of the key benefits the WFC provides is problem solving expertise for Fire Chiefs and Fire Chief Associations.

Each month the WFC receives roughly 25 contacts, through office phone, email and directly to the Executive Director, seeking assistance on key issues to their agency.

These calls frequently are an indicator of a larger issue that may affect fire agencies statewide. For example, in 2019, the WFC was asked for assistance with the L&I Technical Advisory Committee. WFC staff and board worked with the WFC committee representatives and leadership of the L&I Technical Advisory Committee, to revisit the purpose of the committee, how information is disseminated and the overall process for citations. Because of this work, the process has been improved and a bill was submitted for the 2020 legislative session to provide state funding for the committee.

The WFC Board members and staff proactively contact agencies and Chiefs to assist when they hear news of a crisis or problem.

Conclusion

The results of feedback, surveys and association involvement show that there have been improvements made in customer service, problem solving assistance, resources and legislative representation.

One area, based on survey and feedback, that will be the focus of improvement for 2020 is to better educate the WFC membership as to the resources available. The WFC will also look for ways to more efficiently connect members with resources, and communications.

Another area of concern is a need to continue to revise the Bugle Membership program to better meet the needs of the businesses that participate and make this program more successful in 2020.

Thank you for your feedback, survey responses, and anecdotal information! The Washington Fire Chiefs appreciates your support and looks forward to an exciting better year ahead.