



Agenda
City Council Workshop Meeting
Tuesday, June 24, 2025
Richland City Hall ~ Council Chambers
625 Swift Boulevard

City Council Workshop - 6:00 p.m.

Agenda Items:

1. Fire & Emergency Services Comprehensive Plan Service Levels (30 minutes)
 - Tom Huntington, Fire Chief
2. False Alarms (30 minutes)
 - Heather Kintzley, City Attorney

Future Workshop Agenda Items

Adjournment

This meeting will be broadcast live on [CityView Channel 192](#) on the City's website and on the [City's YouTube Channel](#).

Richland City Hall is ADA accessible. Requests for sign interpreters, audio equipment, and/or other special services must be received 48 hours prior to the meeting by calling the City Clerk's Office at 509-942-7389.



COUNCIL WORKSHOP COVERSHEET

Council Date: 6/24/2025

Department: Fire & Emergency Services

Strategic Priority 1 - High Performance Government

Subject

Fire & Emergency Services Comprehensive Plan Service Levels (30 minutes)

Summary

Richland Fire & Emergency Services staff will be presenting an overview of the current emergency service elements of the Comprehensive Plan; Capital Facilities Goal 12. The update will include new metrics that allow for further analysis and decision-making trigger points based on the Standards of Cover study recommendation.

Attachments

1. 2025 Richland Fire & Emergency Services Comprehensive Plan
2. Comprehensive Plan Changes

Standards of Cover and Comprehensive Plan Service Levels Workshop



June 24, 2025



Workshop Item Agenda

Tonight's Content

- Update and add comprehensive plan service-level trigger points based upon the Standards of Cover Study recommendations

Next Council Engagement

- Utilize council feedback from tonight and the previous workshop to create a Standards of Cover document that will include:
 - Station deployment plan
 - Comprehensive plan trigger point measures
 - Turnout, response time, and ERF standards update
- Adopt by resolution at a future regular meeting



Current Comprehensive Plan Elements

Fire, Police, and Emergency Services CF Goal 12: The City will provide efficient, cost-effective, and concurrent levels of public safety services designed to maintain quality of life.

The policies initiate staff developing a proposal for Council, and do not require or compel council to act.

- 500 homes outside of a 4-minute drive time
- Move from staffing of 3 to 6 in response districts outside a 4.8 hour out-of-service time norm
- 1,350 employees outside of a 4-minute drive time

Why Update?

- The Standards of Cover study provided additional metrics to consider, and a different way of measuring one of the current metrics.
 - The system is nearing geographic distribution in the model and will need to consider crew depth in the core. This approach gives staff additional tools to bring operationally and fiscally sound recommendations to council for consideration.



Policy 1

The City will evaluate the adequacy of the public safety facilities and equipment, mutual and auto aid agreements, personnel staffing levels, and deployment needs for *current and projected change through a cumulative evaluation of the following comprehensive plan, including system performance metrics.*

Recommendation: Renumber existing Policy 4 to new Policy 1



Metric 1

The City will identify the funding mechanism to construct and staff fire and emergency service facilities in areas of the City wherever **five hundred homes or more are located outside a four-minute drive time** from an existing Richland Fire & Emergency Services facility or a neighboring jurisdiction facility with similar staffing levels participating in an automatic aid agreement.

Recommendation: Maintain current language (*Former Policy 1*) - No Change

Metric 2

The City will identify a funding mechanism to increase staffing levels from three to six in station's initial response districts when the resources/crew out of service norm CAPITAL FACILITIES City of Richland Comprehensive Plan 58 reaches **4.8 hours per 24-hour period for emergency response.**

Recommendation: Maintain current language (*Former Policy 2*), but update methodology from 4.8 hours out-of-service time to 20% UHU.



Unit Hour Utilization (UHU)

Unit Hour Utilization (UHU) includes both the proportion of calls handled in each major service area (Fire, EMS, Rescue, and Hazmat) and total unit time on task for these service categories.

UHU has become the industry standard metric to measure performance as a more accurate reflection of resource availability and workload.



Unit Hour Utilization (UHU)

UHU By Station

Station	2020	2021	2022	2023	2024
Station 71	11.0%	10.7%	14.7%	13.7%	14.2%
Station 72	13.5%	14.5%	16.8%	17.0%	17.5%
Station 73	13.8%	14.4%	14.1%	14.1%	15.1%
Station 74	7.7%	10.4%	11.9%	12.3%	12.7%
Station 75	0.0%	3.1%	3.5%	4.2%	4.5%
Station 76	0.0%	0.0%	0.0%	0.0%	0.7%
	11:02:16	12:43:16	14:38:42	14:42:11	15:34:13



Metric 3

The City will identify the funding mechanism to construct and staff Fire & Emergency Service facilities in areas of our city wherever **1,350 or more employees work outside a 4-minute drive time** from an existing Richland Fire & Emergency Services facility or a neighboring jurisdiction facility with similar staffing levels participating in an automatic aid agreement.

Recommendation: Maintain current language (*Former Policy 3*) - No Change



Metric 4

The City will identify a funding mechanism to increase staffing levels from three to six in a station's initial response districts, or construct and staff fire and emergency service facilities when an existing Richland Fire & Emergency Services facility **exceeds 3,000 crew responses annually**.

Recommendation: Create a new service-level metric



Station Call Volume

- Total Call Volume vs. Total Response Volume
 - 10% of our calls require more than one crew to respond
- 3,000 responses per assigned crew per year



Metric 5

The City will identify a funding mechanism to increase staffing levels from three to six in a station's initial response districts, or construct and staff fire and emergency service facilities when an existing Richland Fire & Emergency Services facility **exceeds 25% concurrent call volume annually**.

Recommendation: Create a new service-level metric

Concurrent Call Volume

- Two or more incidents that occur at the same time or overlap in time within a specific response area.
- High levels of concurrent calls can strain resources, increase response times, and indicate the need for system adjustments or additional coverage.



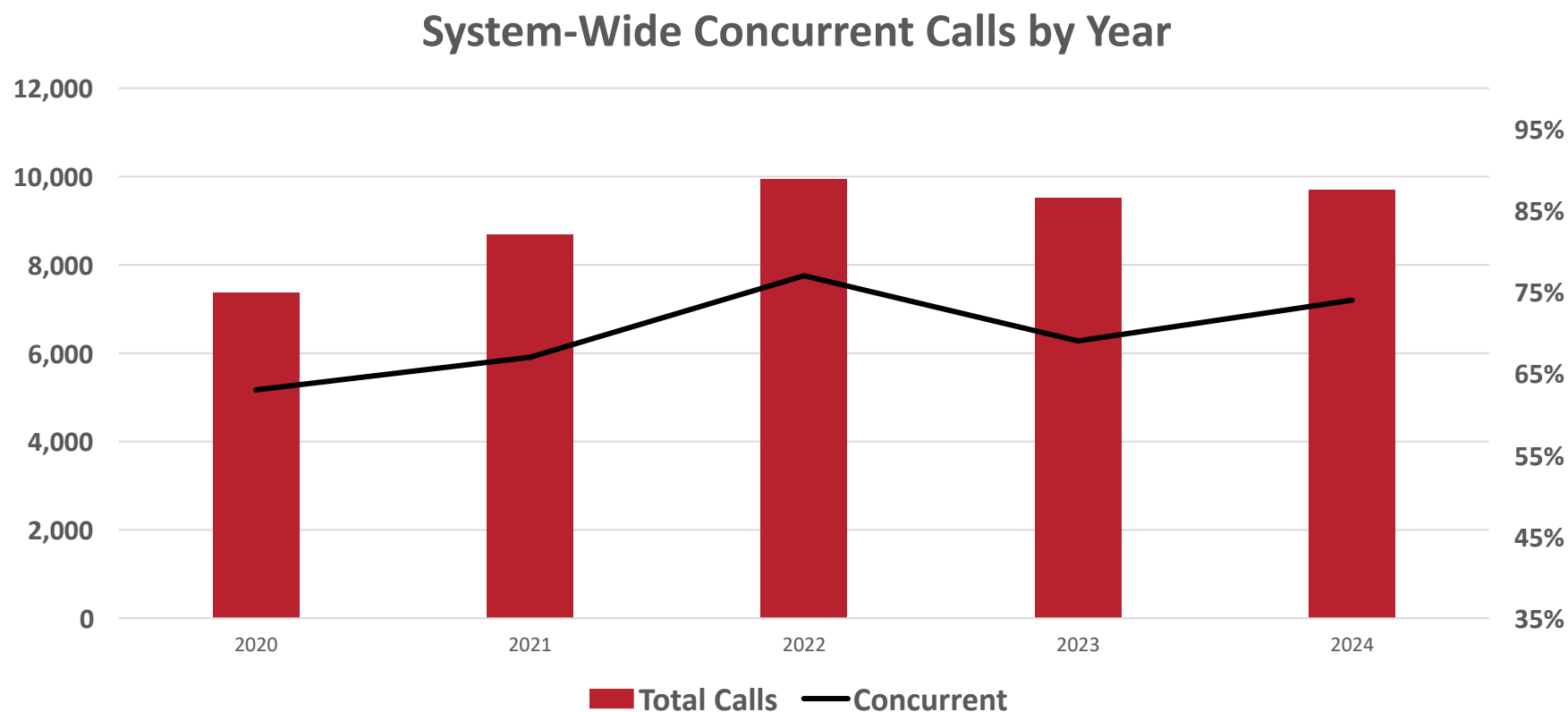
Concurrent Call Volume

Concurrent Calls Per Year by Station

Station	2020	2021	2022	2023	2024
Station 71	10.5%	13.1%	15.4%	14.9%	15.0%
Station 72	8.1%	10.7%	13.6%	12.7%	15.3%
Station 73	17.8%	21.5%	18.9%	17.0%	17.7%
Station 74	2.2%	5.3%	6.6%	5.3%	4.4%
Station 75		0.1%	0.2%	0.3%	0.5%



Concurrent Call Volume





Proposed 2025 Comprehensive Plan Update

Policy 1: Evaluate adequacy of facilities and agreements

- Maintain current policy; renumber former Policy 4 to new Policy 1

Metric 1: Identify funding if 500 homes are outside of a 4-minute drive time

- Maintain current language of former Policy 1

Metric 2: Move staffing from 3 to 6 in response districts outside a 4.8 hour out of service time norm

- Maintain current language of former Policy 2, but update methodology from 4.8 hour out-of-service time to 20% UHU



Proposed 2025 Comprehensive Plan Update

Metric 3: Identify funding if 1,350 employees are outside a 4-minute drive time

- Maintain current language of former Policy 3

Metric 4: Identify funding for individual station call volume threshold of 3000

- Add new metric

Metric 5: Identify funding for concurrent call volume threshold of 25%

- Add new metric



Next Step

Staff will develop a comprehensive Standards of Cover document to review with Council as well as a corresponding resolution adopting level of service standards to replace the 2009 standards.



Questions and Comments



RICHLAND FIRE AND EMERGENCY SERVICES

Comprehensive Plan Services Levels Workshop Summary of Proposed Changes

1. Overview

Update and add comprehensive plan service-level trigger points based upon the Standards of Cover Study recommendations.

2. Proposed Changes

Policy 1 - Evaluate adequacy of facilities and agreements

Maintain current policy; renumber former Policy 4 to new Policy 1

Metric 1 - Identify funding if 500 homes are outside of a 4-minute drive time

Maintain current language of former Policy 1

Metric 2 - Move staffing from 3 to 6 in response districts outside a 4.8 hour out-of-service time norm

Maintain current language of former Policy 2, but update methodology from 4.8 hour out-of-service time to 20% UHU

Metric 3 - Identify funding if 1,350 employees are outside a 4-minute drive time

Maintain current language of former Policy 3

Metric 4 - Identify funding for individual station call volume threshold of 3,000

Add new metric

Metric 5 - Identify funding for concurrent call volume threshold of 25%

Add new metric



COUNCIL WORKSHOP COVERSHEET

Council Date: 6/24/2025

Department: City Attorney

Strategic Priority 1 - High Performance Government

Subject

False Alarms (30 minutes)

Summary

According to the U.S. Department of Justice (DOJ) Office of Justice Programs, "The vast majority of alarm calls – between 94 and 98 percent (higher in some jurisdictions), are false." According to data reviewed by the Richland Police Department, RPD responded to 1,459 alarm calls between 8/1/23 and 7/31/2024. Consistent with the Department of Justice study, as well as other cities' experiences, the overwhelming majority of these alarm calls have been false. RPD data indicates that less than 3% of alarm calls actually required an emergency response – over 97% were false alarms. Police responses to false alarms have created a significant drain on resources, diverting officers from other calls or activities, delaying responses to calls, and creating higher liability for municipalities.

In early 2025, staff introduced to City Council the idea of adopting a false alarms ordinance in the City of Richland. The intent of a false alarms ordinance would be to improve the reliability and effectiveness of alarm systems, license the alarm industry in the city, encourage alarm owners and alarm companies to properly use and maintain alarm systems, require accurate alarm user contact information, reduce the number of false alarms occurring within the city and the resultant waste of city resources, recover the costs associated with responses to false alarms, and to provide for corrective measures when necessary.

During the initial workshop discussion, City Council offered some suggestions and raised some questions that warrant further treatment before a false alarm ordinance is introduced for first reading. The purpose of this brief workshop discussion will be to explore in more detail staff's recommendations related to distinctions between commercial and residential properties, cost recovery versus punitive outcomes, and setting a threshold at which police response to alarm notifications may cease due to repeated false alarm events.

Attachments