

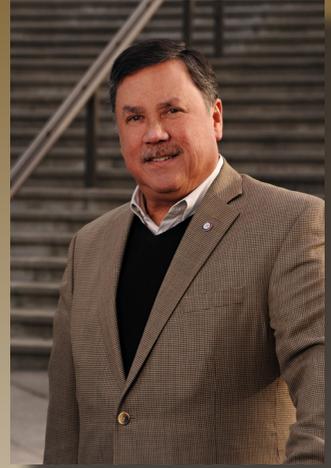
2010 Annual Report



City of
Renton



Message from the Mayor



Respect. Gratitude. Pride. Courage. Dedication. These are the values the City of Renton Fire & Emergency Services Department strives to deliver and represent. This report is a testament to the professionalism and dedication of the firefighters, officers and civilian staff of this outstanding department. These highly motivated and professional individuals demonstrate genuine commitment to public safety by responding quickly and efficiently while consistently providing the highest standard of care to the community they serve.

Despite budgetary constraints, the department continues to provide the city and surrounding areas with excellent fire and emergency medical services. They are to be commended for their work and dedication in always striving to improve efficiency while never losing sight of their primary goal of protecting lives and property. The community can rest assured it is in good hands with these skilled men and women who are well prepared to face the challenges and are willing to take the risks necessary to maintain public safety.

Throughout 2010 the department played a critical role in city-wide emergency preparedness efforts, providing both community and in-house training and education. The department spearheaded extensive outreach efforts to provide essential information and resources to a number of culturally diverse communities here in Renton. Under the department's leadership the city is developing critical emergency plans, ensuring that we all are better prepared should disaster strike. The Fire & Emergency Services Department worked directly with local businesses to implement continuity of operation plans should a flood event occur. The department also played an important role in reducing the flood risk by helping to secure \$44 million in federal funds for needed repairs to the Howard Hanson Dam.

Renton Fire & Emergency Services has also been the driving force behind the award-winning Renton Heart Month campaign. This year's campaign teamed up with local businesses and launched the "Passport to a Healthy Heart" to heighten citizen awareness about heart disease. Firefighters provided just under 4,000 blood pressure and blood sugar screenings, helping and encouraging citizens to lead a healthier lifestyle.

I want to extend my appreciation to each and every member of the department for doing such an excellent job in 2010 and offer my continued support for the future.

Sincerely,
Mayor Denis Law



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Message from the Fire Chief/Emergency Services Administrator

Dear Citizens of Renton, Mayor, Councilmembers and Commissioners:

It is my pleasure to present the Renton Fire & Emergency Services Department (RF&ES) 2010 Annual Report.

Though RF&ES was quieter in regard to major fires and flooding than in the previous year, crews continued to serve the citizens of Renton and its districts in essential ways. While call volumes continue to rise, our Firefighter/EMTs are better prepared than ever to deliver not only emergency medical and fire suppression services, but to perform more specialized services such as technical and water rescue, and hazardous materials response. In 2010, crew members received nearly 2,000 hours of state and NFPA mandated training through the department's Safety & Training Division.

Citizens of Renton were again able to take advantage of free blood pressure and blood sugar screenings during the fifth annual Renton Heart Month in February (see Community Campaigns and Outreach). The department partnered with local organizations to bring increased awareness of vital health issues to nearly 4,000 participants through screenings, training and related activities. Other outreach activities this year included participation in the 19th Annual Scott Firefighter Stairclimb in March, MDA Fill the Boot campaign in May, Care Enough to Wear Pink breast cancer awareness campaign in October, Thanksgiving at Griffin House in November and the Santa Drop in December. Citizens may have also encountered our firefighters attending community picnics during the summer months whenever schedules allowed. In an ongoing effort to reach out to our younger citizens, the department welcomes opportunities to interact with our schools as we did this year as guests of two local high schools' job fairs. While other public fire and life safety education efforts remained on hold due to prevailing budget limitations, RF&ES continued to offer alternate resources to citizens whenever possible.

In the department's continuing efforts to reduce risks to the community, Emergency Management and Community Risk Reduction made further progress in ensuring a safer and better prepared community for 2010 and beyond. Working cooperatively with regional agencies, RF&ES and other city departments worked to identify areas of weakness and to strengthen systems to be mobilized in case of a major disaster. Participation in ongoing training exercises such as Sound Shake 2010 and the testing of the CodeRED community notification system help to ensure the city and first responders will be prepared in the event of an emergency. At a more grass roots level, RF&ES worked with nursing facilities and adult family homes providing vital training and resources to ensure the safety of our most vulnerable populations.

RF&ES collaborated with the Department of Community and Economic Development (CED) to integrate building and fire codes, resulting in improved efficiencies in plan review and code interpretation. As a result, the City Council adopted the 2009 International Fire Code, making it easier for homeowners and local businesses to maneuver through the building and fire approval process.

In 2010, we witnessed ordinary citizens making a difference in meaningful ways. Several among our citizenry demonstrated great courage and selflessness – often at personal risk – to come to the aid of others in need. It was a pleasure to present Citizen Recognitions to fifteen of these deserving community members before the Mayor and City Council over the course of the year. Other steadfast individuals devoted hundreds of hours volunteering throughout the year accomplishing tasks important to department operations and emergency planning efforts.

Looking forward, 2011 promises to be a year of growth and increased efficiencies for the department. Each division will continue to work toward completion of specific goals and objectives as outlined in the 2011 Work Plan. The addition of the Planning Division in late 2010 promises to lay the groundwork for improving service levels and guaranteeing the utilization of best practices in the coming years. A full-scale self-assessment will be conducted in 2011 that will result in the development of the department’s Strategic Plan and Standards of Cover document.

As my first year as department administrator draws to a close, I would like to express my appreciation for the ongoing support of Mayor Law, City Council, Fire Districts 25 and 40 Commissioners and all city departments whose decisions have consistently supported the end goal of serving the citizens of Renton. I would especially like to extend my gratitude to the fine men and women who are on the front lines every day, responding to fire and aid calls and inspecting our businesses, as well as those who are behind the scenes in planning and support roles. Each department member plays a key role in ensuring the safety and well-being of our community and accomplishing our vision of a city that is uniquely prepared and effectively protected.

Finally, in closing, I would like to thank the citizens of Renton who time and again have demonstrated their support for the department and all public servants.

Sincerely,
Mark Peterson, Fire Chief/Emergency Services Administrator



Firefighters attend career/job fair at local school



Firefighters wear pink in support of Breast Cancer Awareness Campaign.



Free blood pressure and blood sugar screenings provided to citizens during Heart Month

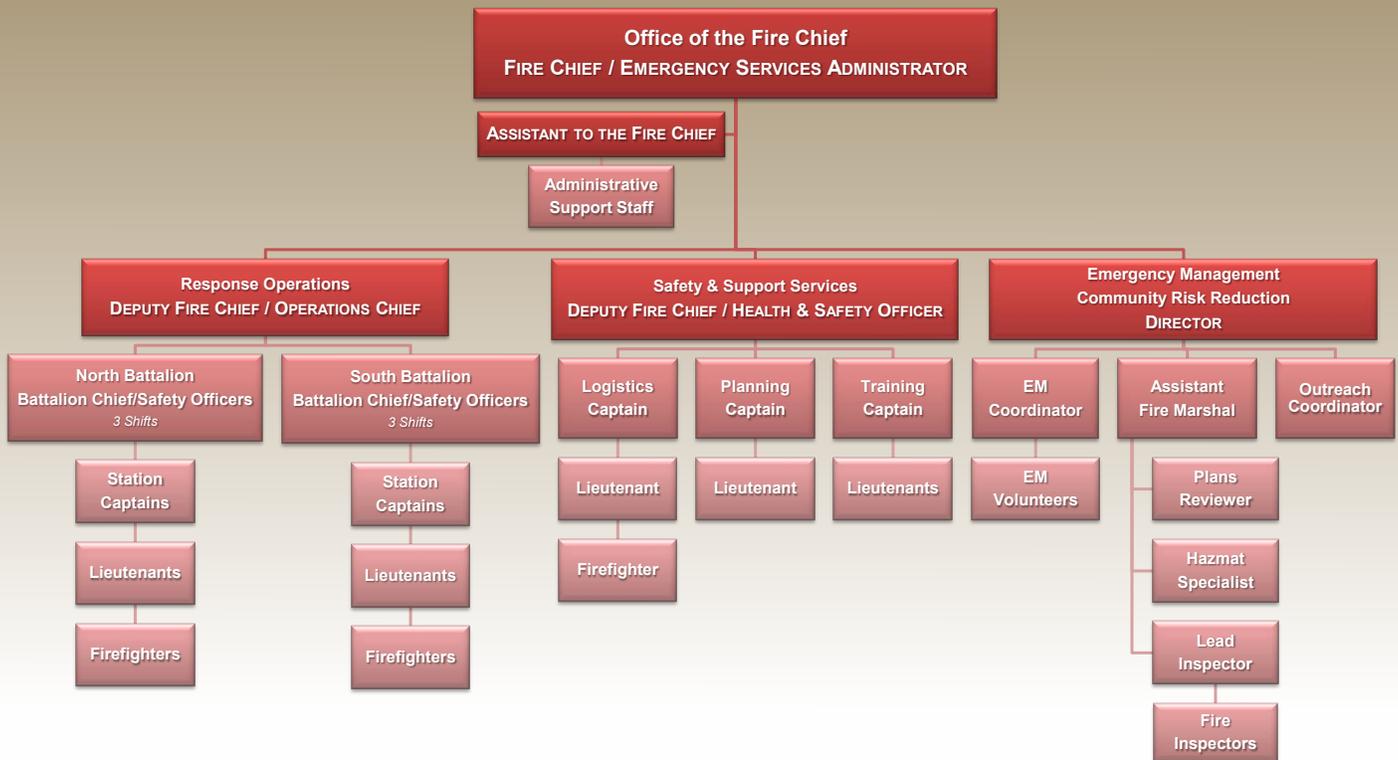
Renton Fire & Emergency Services

1055 South Grady Way

Renton, WA 98057

rentonwa.gov

Organizational Chart



Executive Staff - left to right: Erik Wallgren, Deputy Fire Chief; Christine DeLaney, Administrative Assistant to the Fire Chief; Mark Peterson, Fire Chief/Emergency Services Administrator; Deborah Needham, Emergency Management Director; Bill Flora, Deputy Fire Chief

2010 Work Plan

Strategic Goals

- Focus the organization on long-term planning.
- Evaluate and refine internal systems to maximize efficiencies and effectiveness.

Safety and Support Services

-  Reorganize the Safety/Training Division's recordkeeping process to include the purchase and implementation of software for required training.
-  Implement and manage a three-year driver training program for all members per state standards.
-  Implement an asset management system to include inventory control, budget management and projection.
-  Further define the Logistics Division through new and updated policies, to include a completed Logistics Division desk manual.
-  Evaluate and achieve efficiencies in the administrative function of the organization.

Emergency Management/Community Risk Reduction

-  Develop and implement an all-hazards public awareness campaign.
-  Implement a revised damage assessment process to achieve better situational awareness in an emergency.
-  Recommend adoption of the 2009 Renton Fire Code.
-  Conduct a major disaster exercise.
-  Initiate development of a Local Emergency Planning Committee.

Response Operations

-  Evaluate options and implement methods to improve efficiencies in deployment models with current resources.
-  Initiate development of a 5-10 year master plan for Response Operations to include a predictive model for future incident call volume patterns.
-  Achieve NIMS compliance on working incidents 100% of the time.
-  Complete specifications for a heavy rescue vehicle.
-  Utilize King County's pilot project RAMPART to springboard the department's public access defibrillator program into a systemwide program.

Fire Stations & Service Calls by Unit



Station 11
211 Mill Avenue S

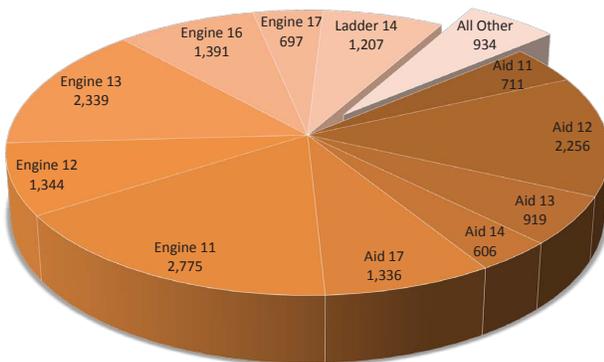


Station 12
1209 Kirkland Avenue NE

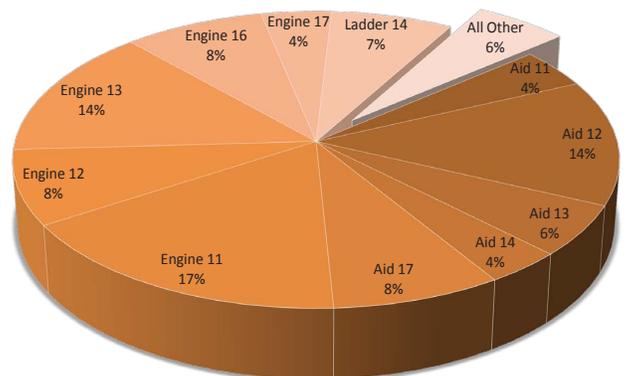


Station 13
18002 108th Avenue SE

Number of Responses by Unit



Percentage of Responses by Unit



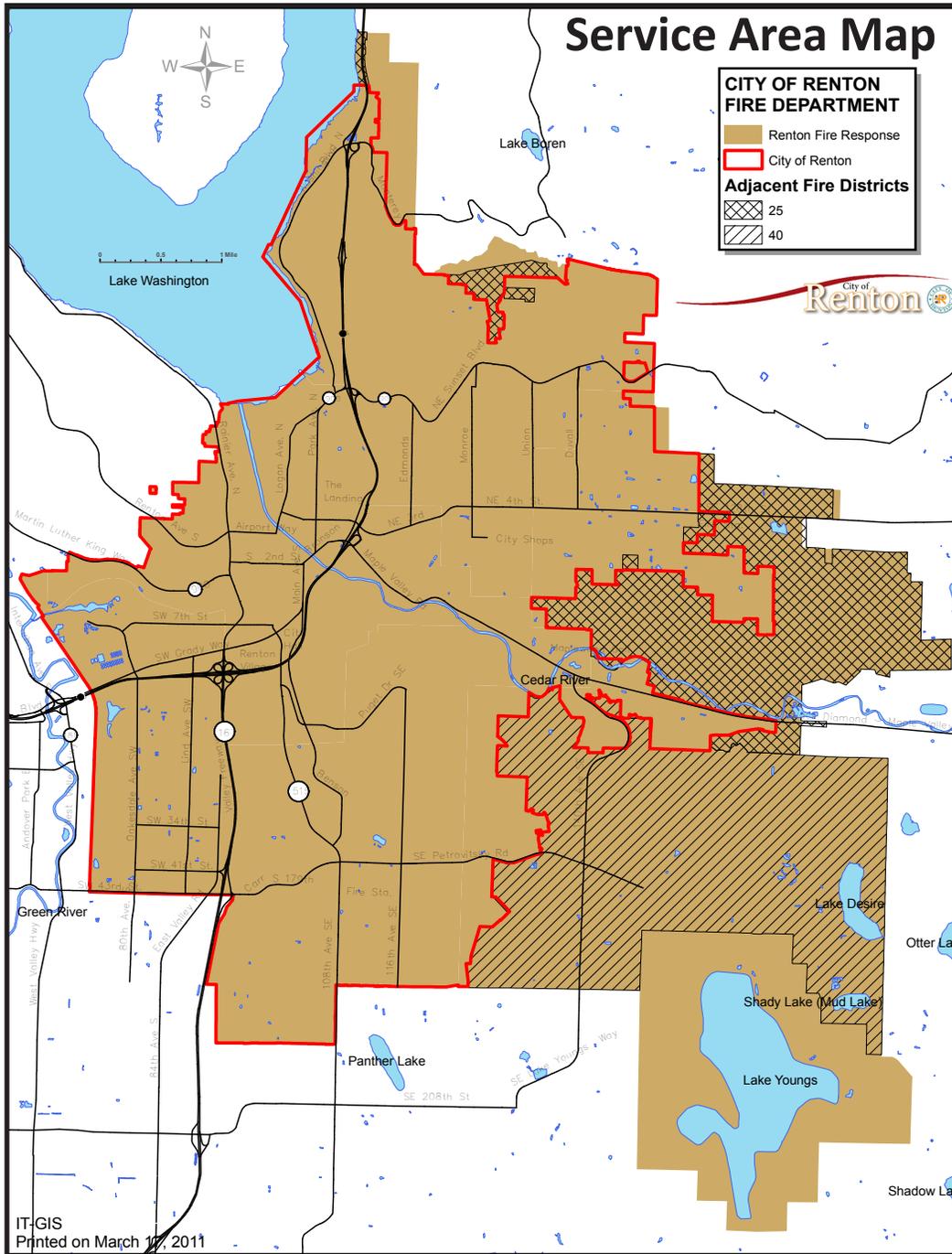
Station 14
1900 Lind Avenue SE



Station 16
12923 156th Avenue SE



Station 17
14810 SE Petrovitsky Road



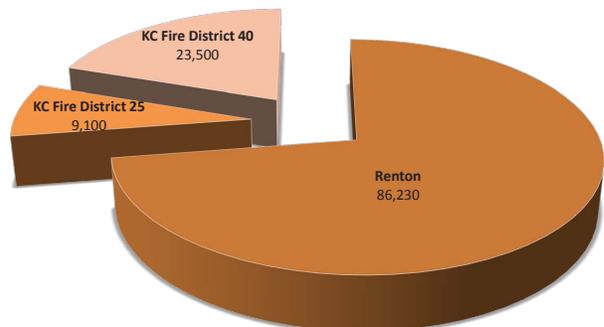
King County Fire District #25 Commissioners

Ray Barilleaux, Chairperson
Myron Meikle
Tom Tasa

King County Fire District #40 Commissioners

Mike Warfel, Chairperson
Ronnie Little
Russ Price
Charlotte Ryan
Craig Violante

Population Served by RF&ES

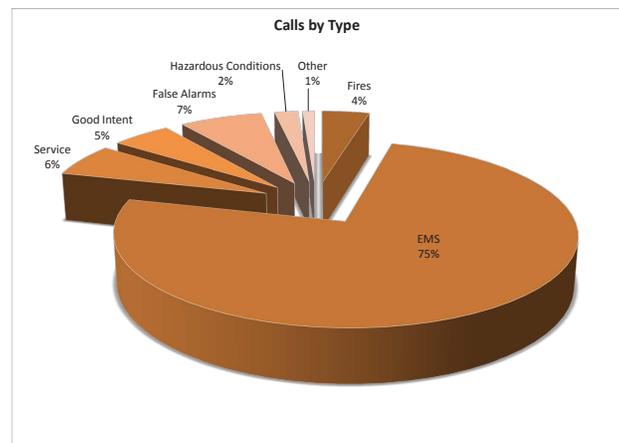


Response Operations



Activities and Accomplishments

- Response times decreased by 12 seconds to within 7 minutes 4 seconds 90% of the time.
- We utilized the RAMPART pilot grant from King County EMS to place six additional automatic defibrillators in city buildings.
- Specifications were finalized and an order placed to purchase a new ladder truck. Projected delivery will be sometime in the summer of 2011.



Emergency Responses

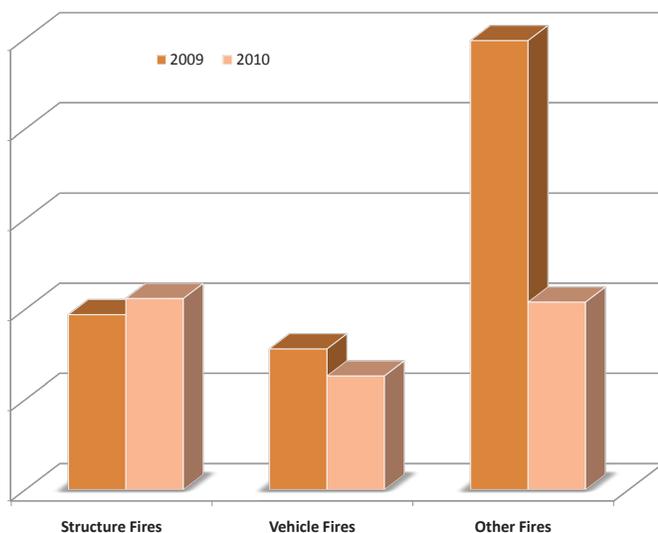
In 2010, Renton Fire & Emergency Services was dispatched to 106 structure fires, 39 of which resulted in significant damage to the building. We also responded to 63 vehicle fires and 104 fires of other types. While the total dollar loss in 2010 was nearly \$2.1 million, the biggest single loss was \$342,000 and was an intentionally set fire.

We responded to several unintentional fires. Unintentional fires include fires caused by careless or accidental acts such as an unattended pot or pan left on a stove. This resulted in over \$400,000 in damages to nine different homes, and one fatality. Another recurring cause of fires was electrical – mostly overloaded circuits. This can be caused by having too many appliances plugged into a circuit, especially one multi-plug adaptor plugged into another to power more items.

Emergency medical services comprise 75% of our calls for service. The range of requests that our well trained crews respond to include; auto accident, assault, gunshot and stabbing victims, patients not feeling well and those suffering from stroke, respiratory distress, cardiac arrest and everything in between. Our quick response and effective training allowed us to realize a 50% save rate on CPR events.

Our technical rescue teams, who are part of a South King County consortium, were also active this year. The water rescue team, which is the premier team in King County, is comprised of members who are both dive rescue and swift water rescue certified. They responded on 33 different occasions to every type of water condition found in South King County. The hazardous material technicians responded seven times to various chemical leaks and hazardous conditions.

2009-2010 Fires by Type



Response Operations cont.



2010 Response Time Report Factors

Below are the top three factors that impact response times in excess of the aspirational goal:

1. Distance to call in assigned response area
2. Responding out of assigned response area
3. On scene but not communicated

Washington State law mandates that fire departments establish priority response criteria and measure their performance each year in meeting this criteria/standard. This measurement is taken in intervals that include:

Turnout Time: The time between being dispatched and acknowledging the call to the time they are en route.

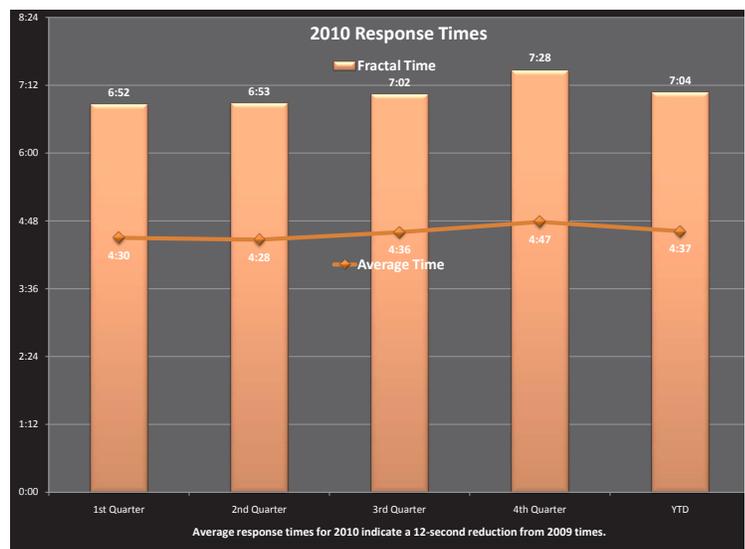
Travel Interval: The measured time between turnout time and when the first fire department unit arrives at the scene/incident.

The Renton Fire & Emergency Services Department uses a fractal time measurement to monitor overall response times. The goal is to have emergency responders arrive at an incident within seven and one-half minutes 90% of the time. Very quick, or very long, responses have less of an impact on the total response times when measuring more than 13,000 annual incidents and tend to average out. Fractal response time measurements allow the department to analyze those incidents where response times exceed department goals, and find ways to reduce response times in order to provide the highest level of service possible.



Priority Response Results

Response Measures	Time
Turnout Time <i>The initial time when units first receive notification of emergency to the point they respond.</i>	Average: 1 minute, 19 seconds Fractal: 2 minutes, 4 seconds or less 90% of the time
Arrival of First Alarm Assignment <i>Three engines, one ladder, one aid unit, one command unit.</i>	Average: 10 minutes, 10 seconds Fractal: 14 minutes, 56 seconds or less 90% of the time
Arrival of First Engine at Fire Incident	Average: 4 minutes, 40 seconds Fractal: 7 minutes, 31 seconds or less 90% of the time
Arrival of EMT* at Emergency Medical Incident <i>*Emergency Medical Technician</i>	Average: 4 minutes, 36 seconds Fractal: 6 minutes, 57 seconds or less 90% of the time
Total Response Time for Both Fire Engine and EMT	Average: 4 minutes, 37 seconds Fractal: 7 minutes, 4 seconds or less 90% of the time



Safety & Support Services



Activities and Accomplishments

Training Division

- Provided/facilitated 1913 hours of fire and emergency services training that was in compliance with industry standards and Washington State law.
- Training and classes included emergency medical, technical rescue, water rescue, hazardous material, fire suppression, ladder truck, wildland firefighting, auto extrication, peer fitness, drivers training, company officer training and joint Police/Fire training on incidents of violence.

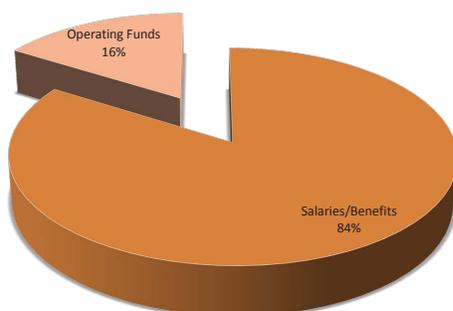
Logistics Division

- Regional fire departments formed a logistical support group tasked with analyzing fire fighting turnout ensembles for configuration and cost. The group's ultimate goal was to formulate a systematic, comprehensive and legally defensible process that would safeguard firefighters wearing the ensembles during the discharge of suppression activities.
- A new aid unit chassis was built and delivered by International and Braun NW.
- A new ladder truck is currently being built by E-One with a projected delivery date of June 2011.
- All suppression staff members completed their annual medical physical through Valley Occupational Health.
- Coordinated and conducted hose testing with Response Operations assistance.
- Four rescue tools were purchased to allow fire engine companies the ability to conduct auto extrication.
- SCBA annual Visual Inspection Program (VIP) of cylinders completed. Annual mask (SCBA & HEPA) fit testing completed including all required City Shops/Public Works personnel.

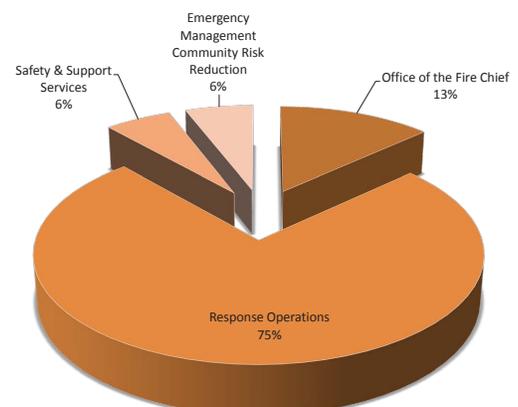
Planning Division

- Attended several workshops and classes related to self assessment, community risk analysis, standards of cover and strategic planning.
- Updated departmental map books while working closely with our geographic information group and Valley Communications Center.

2010 Budget by Expense



2010 Budget by Section

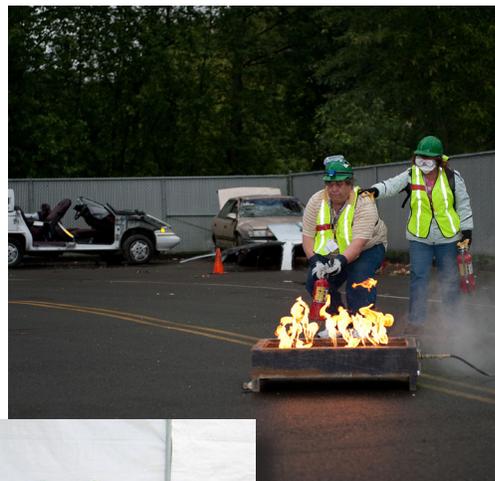


Emergency Management



Activities and Accomplishments

- Completed and submitted the Hazard Mitigation Plan to the state for review.
- Continued facilitating a strong Renton presence in regional planning, including contributions to the King County Regional Disaster Planning Group, Regional Transportation Recovery Plan, Pre-Hospital Triage and Treatment Plan, Long-Term Care Mutual Aid Plan and Structural Collapse Rescue Plan.
- Ongoing response and recovery planning between the Green River jurisdictions, including creation of a regional pass protocol for emergency workers.
- Reached out to diverse cultural communities in Renton with preparedness information, producing and distributing over 200 preparedness DVDs in Spanish, Mandarin, Tagalog and Somali.
- Provided 20 emergency information bulletin boards for the main entrances of Renton schools.
- Expanded disaster communications capabilities by adding three mobile field stations to provide supplementary communications capabilities throughout Renton.
- Trained 176 individuals in disaster response assignments.
- Hosted a 24-hr marathon Amateur Radio Field Day event, resulting in radio contacts by Renton volunteers to hundreds of other operators around the world.
- Fully activated the Renton EOC during the Regional Sound Shake earthquake exercise.
- Conducted a coordinated regional test of the CodeRED emergency notification system.
- Provided advanced Logistics Section Chief training for 15 city employees to serve on the Renton Incident Management Team.
- Partnered with Fire Districts 20 and 25 to expand the outreach to vulnerable populations beyond the city's boundaries.
- Adult Family Home preparedness planning curriculum received state approval granting continuing education credits to providers who complete training.

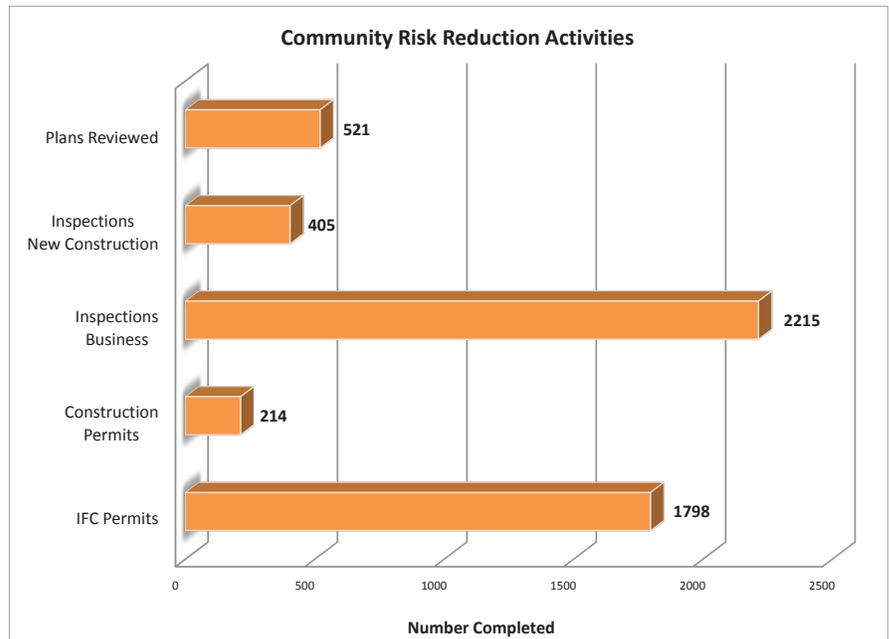


Community Risk Reduction



Activities and Accomplishments

- Adopted the 2009 International Fire Code and local amendments in conjunction with the Department of Community & Economic Development (CED) adoption of the 2009 Building Code. Highlights of the code adoption include special provisions which established new minimum requirements for:
 - *Emergency preparedness standards for nursing homes;*
 - *Emergency responder radio coverage;*
 - *Emergency standby power for existing I-2 occupancies (nursing homes);*
 - *Fire alarm retrofit for R-2 occupancies (multifamily residential) four stories or greater or more than 16 dwelling units.*
- Conducted 47 cause and origin fire investigations. Renton experienced one fire with a fatality and two fires with serious injuries.
- Performed fire safety inspections at Renton's Fourth of July Celebration, Renton River Days, International Festival and other events.
- Performed 195 light hazard and special inspections, 228 hazardous materials inspections, and participated in hazardous materials responses for seven incidents.
- Of 2,215 inspections performed in 2010, 1,435 businesses required permits and/or permitting review.





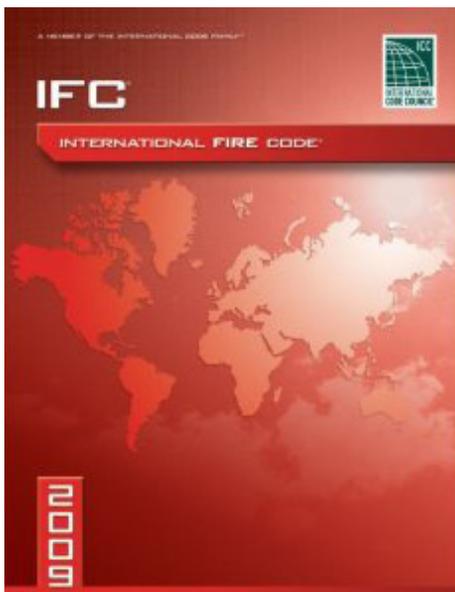
Community Risk Reduction cont.

2009 INTERNATIONAL FIRE CODE ADOPTION

Internationally, the code officials community recognizes the need to update International Model Codes every three years in order to address new conditions found to be hazardous to life and property from fires, explosions, hazardous materials and the improper use and construction of various types of occupancies and buildings. Local jurisdictions may amend international codes to more specifically address key components of the code that are relevant to the area and its constituents. The most recent code review occurred in 2009 leading up to the adoption of the International Fire Code and local amendments by the City of Renton in 2010.

Incidents in which there have been large fatality losses, large property losses or multiple firefighter fatalities, such as the Station Nightclub fire in 2003, Charleston furniture store fire in 2007 and last year's fire at an abandoned Chicago building where two firefighters lost their lives and 17 were seriously injured, trigger the need for the development of codes and code revisions to address situations that cause such horrendous fires and tragedies. For example, the tragic Charleston fire triggered the 2009 code update making fire sprinkler protection mandatory for upholstered furniture stores. As a result of our nation's 9/11 terrorist attacks, the same code update addressed the insufficient emergency responder radio coverage that became evident throughout the course of the event.

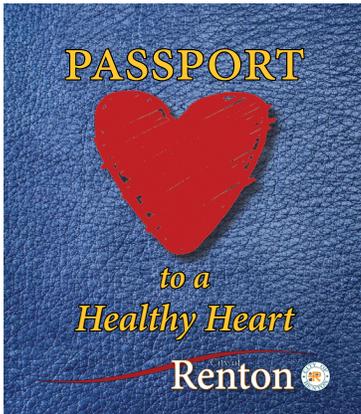
From a local standpoint, the City of Renton has one of the most comprehensive model codes, due in part to the close working relationship between the Department of Community & Economic Development (CED) and Fire & Emergency Services (RF&ES) departments. The adoption of the 2009 model codes required a collaborative effort of personnel from both departments. The CED Development Services Director and Plans Reviewer and the RF&ES Assistant Fire Marshal, Fire Inspector and Hazmat Lieutenant worked together extensively in order to integrate city building and fire codes, complete revisions and adopt technical provisions simultaneously. The collaborative effort made the goal of code passage a reality with the final adoption of the 2009 International Fire Code and local amendments in 2010.



Among the adopted revisions, the 2009 amendments specifically 1) establish the threshold (sq. footage) for requiring fire sprinklers in new and existing city structures, 2) set the requirement to equip newly constructed buildings that have elevators with at least one elevator capable of handling a bariatric-sized gurney, 3) outline emergency planning and preparedness guidelines for residential occupancies housing vulnerable populations, 4) clarify new additions to the code (i.e. requirements for existing facilities), and 5) create mandatory standards for emergency responder radio coverage.

The city's interdepartmental code review efforts and subsequent development of the local amendments adopted in 2010 helps to provide the life safety conditions that ensure the security and well being of our public servants responding to hazardous conditions and the community as a whole.

Community Campaigns & Outreach



HEART MONTH - The City of Renton's fifth annual Renton Heart Month "Passport to a Healthy Heart" was a huge success. Participants attended various events throughout the city intended to increase awareness and encourage citizens to take actions to reduce their risk of heart disease. Free blood pressure and blood sugar screenings were provided to 3,934 community members during the campaign and resulted in identifying numerous at-risk individuals. Firefighters issued 612 alerts and encouraged those at risk to see their doctor. Citizens also took advantage of opportunities provided to learn how to perform CPR and properly operate an Automated External Defibrillator (AED).

Partnerships with the American Red Cross, Brotherton Cadillac, Cardiac Science, IKEA, McLendon Hardware, Valley Medical Center and the Renton Reporter enhanced this year's efforts.

The 2010 Renton Heart Month campaign garnered multiple awards including the prestigious Totem Award of Excellence presented by the local chapter of the Public Relations Society of America. The campaign "Passport to a Healthy Heart" received a Silver Circle Award – the top honor bestowed by the City-County Communications and Marketing Association (3CMA) at the National Communications and Marketing Association Conference in Atlanta in September 2010.



READY IN RENTON - In addition to running special emergency preparedness instructional videos and information on Channel 21 and on the city's web site, the 2010 Ready in Renton campaign sent preparedness information to every home in a special utility insert mailer. Renton schools were surveyed to determine participation levels in the Drop Cover Hold earthquake drill, laying the foundation for future emergency planning with schools in 2011. Renton Fire & Emergency Services invited the public to visit the stations during the September 11 Open House event. Staff provided information on preventing, preparing for and responding to emergencies. During the campaign Emergency Management staff also teamed up with the Department of Community & Economic Development to present preparedness information to community businesses through the Chamber of Commerce Board and Renton Rotary.

RENTON EMERGENCY PREPAREDNESS ACADEMY (REPA) - The Renton Emergency Preparedness Academy (REPA) is a partnership comprised of the City of Renton, the American Red Cross and Renton Technical College that provides a variety of classes to help citizens become prepared for any type of emergency. In addition to general emergency preparedness, classes offered include Community Emergency Response Team (CERT) training, amateur radio licensing and Map Your Neighborhood (MYN).

CPR CLASSES - Cardiopulmonary Resuscitation was taught by qualified instructors from the Renton Fire & Emergency Services Department. In 2010, 956 people participated in classes the department provided. Many of these classes were offered to local high schools, businesses and citizens/community groups.

2010 Awards & Special Recognition



Transitions 2010

Promotions

Mark Peterson
Fire Chief/Emergency Services Administrator

Erik Wallgren
Deputy Fire Chief Safety & Support Services

Charles DeSmith
Fire Lieutenant

Kevin Anderson
Fire Captain

New Members

Chris DeLaney
Administrative Assistant to the Fire Chief

Loretta Green
Chaplain

Retirements

Jim Thompson
Firefighter

In Memoriam

Joshua Baker
Firefighter

January 29, 1977 – November 14, 2010
"Forever Missed – Always in Our Hearts"

Members of the Quarter

Officers

Larry Welch, Captain
Roger White, Lieutenant
Craig Soucy, Lieutenant

Firefighters

Mark Bailey, Firefighter
Ken Clinton, Firefighter
Carl Pedersen, Firefighter

Civilians

Kathy Michelsohn
Administrative Secretary
Deborah Needham
Emergency Management
Director
Dan Hertlein, Fire Inspector

Members of the Year 2010

Officer of the Year
Roger White, Lieutenant



Firefighter of the Year
Tom Sowards, Firefighter



Civilian of the Year
Jennifer Smith, Office Assistant



Company of the Year Engine 12B

Roger White, Lieutenant
Tom Streifel, Firefighter
Brad Raspet, Firefighter
Mike Boyer, Firefighter



Meritorious Service Award

FF Jake Lazenby (left) congratulated by Mark Peterson, Fire Chief/Emergency Services Administrator (right) and Bill Flora, Deputy Fire Chief (middle)

Renton Fire & Emergency Services

2010 Summary

Service Calls by Unit

Aid 11	711
Aid 12	2,256
Aid 13	919
Aid 14	606
Aid 16	2
Aid 17	1,336
Engine 11	2,775
Engine 12	1,344
Engine 13	2,339
Engine 14	2
Engine 16	1,391
Engine 17	697
Ladder 14	1,207
Battalion 12	417
Battalion 13	423
Dive 14	33
Haz-Mat 14	7
Staff Chief Officers	21
Fire Marshal	23
Brush 17	1
Utility 14	5

*More than one unit may respond to a single incident

Total Incidents Dispatched

13,045

Total Unit Responses

16,515

Arrival of First Engine at a Fire Incident

Average: 4 minutes 40 seconds

Fractal: 7 minutes, 31 seconds or less 90% of the time

Arrival of Emergency Medical Technician at an Emergency Medical Incident

Average: 4 minutes 36 seconds

Fractal: 6 minutes, 57 seconds or less 90% of the time

Population Served

Renton Population	86,230
KCFD #25	9,100
KCFD #40	23,500
Total Population	118,830

Fire Stations	6
ISO Rating	3
Land Area	43.3 Square Miles

Fire Loss

Structure Fires	106
Loss	\$1,926,000
Vehicle Fires	63
Loss	\$142,540
Other Fires	104
Loss	\$440

Calls for Service

Fires	2%
EMS	77%
Service	5%
Good Intent	5%
False Alarms	8%
Hazardous Condition	2%
Other	1%

Volunteer Hours

4,755

RF&ES Personnel

• Uniformed	133
• Civilian	15
• Intern	3
• Chaplain	2
• Volunteers	50

Average Age of Personnel 45

Number by Age Group

• 20-29	5
• 30-39	33
• 40-49	53
• 50+	57

Average Years of Service 16

Number by Years of Service

• 0-5	26
• 6-10	22
• 11-15	15
• 16-20	31
• 21-25	32
• 26-30	19
• 30-35	3
• 35+	0

Inspections

New Construction	405
Business	2,215
TOTAL INSPECTIONS	2,620

Construction Permits	214
IFC Permits	1,798
TOTAL PERMITS	2,012

PLANS REVIEWED 521

For more information, please visit

rentonwa.gov



• *Our Values*

- There is no higher calling than that of service and protection to our community.
- Nothing is of more value than human life and the safety of our members.
- Trust is the foundation on which success is built.
- Prevention, where possible, is preferred.
- The reputation of the organization is paramount.
- We can only do what we are trained, capable, equipped and prepared to do.
- Competence is the ultimate measure of performance.
- There is richness in the diversity of the community we serve and the organization of which we are a part.
- To reach our full potential as an organization, our working environment must be open, accepting and courteous for all members.



