## TABLE OF CONTENTS

# I. 2004 GOALS AND ACCOMPLISHMENTS

## Secure Adequate Funding

In 2004 we worked with the Poudre Fire Authority and District Boards of Directors to define the amount and cause of our funding deficiencies. We then worked with City staff and made presentations to City Council to outline the cause and scope of our funding shortage and its impact on citizen services. As a result, and with the strong support of Board Members Bill Bertschy and Ray Martinez, the City contributed $1.245 million in addition to its regularly scheduled O&M increase of $565,714 to fund implementation of Station 14 and the South Truck.

This contribution was the result of reallocation and reprioritization of City resources and a significant commitment to community emergency services. The City Council also articulated the need to develop a permanent funding solution in 2005.

## Finalize Strategic Plan

In 2004 we completed the input phase from our employee planning groups, steering committee, and citizen advisory committee. Staff presentations to the Poudre Valley Fire Protection District and Poudre Fire Authority Boards were provided. The Poudre Fire Authority Board directed staff to complete a comprehensive draft for their review.

This draft has been completed, but took longer than anticipated since we had to eliminate our strategic planning coordinator position due to revenue deficiencies. This draft will be presented to the PFA Board in early 2005.

## Develop Strategy to Open Station 14

As mentioned in our first goal, the City has provided funding to open Station 14 and we have developed a process to make the station operational by mid-2005.

## Develop/Implement New Wellness/Fitness Program

Using funds from the Assistance to Firefighters grant program and working in conjunction with the Colorado State University Human Performance Clinical/Research Laboratory all PFA employees received a comprehensive physical and fitness evaluation. The focus of the program was to establish a baseline fitness level for each employee to be used in 2005 to design an ongoing wellness/fitness program.

## Implement Computer Aided Dispatch

In 2004 this remained one of our top priorities and Poudre Fire Authority IT staff and operations team personnel focused their energies on analyzing, testing, and trouble shooting. The new system went into production in early October.

## II. 2004 STATISTICAL ANALYSIS

### CITY/DISTRICT COMPARATIVE STATISTICS

| | | Call Ratio | Assessed Value Ratio | Contribution Ratio |
|---|---|---|---|---|
| 1991 | CITY | 77.77 | 77.43 | 75.47 |
| | DIST | 22.23 | 22.57 | 24.53 |
| 1993 | CITY | 75.92 | 77.64 | 78.58 |
| | DIST | 24.08 | 22.74 | 21.42 |
| 1995 | CITY | 78.61 | 77.06 | 80.19 |
| | DIST | 21.39 | 22.94 | 19.81 |
| 1996 | CITY | 77.90 | 77.31 | 76.80 |
| | DIST | 22.10 | 22.69 | 23.20 |
| 1997 | CITY | 79.40 | 77.69 | 79.20 |
| | DIST | 20.60 | 22.31 | 20.80 |
| 1998 | CITY | 80.60 | 78.06 | 77.43 |
| | DIST | 19.40 | 21.94 | 22.57 |
| 1999 | CITY | 80.16 | 78.22 | 79.60 |
| | DIST | 19.84 | 21.78 | 20.40 |
| 2000 | CITY | 80.00 | 79.01 | 79.35 |
| | DIST | 20.00 | 20.99 | 20.65 |
| 2001 | CITY | 83.84 | 78.88 | 79.40 |
| | DIST | 16.16 | 21.12 | 20.60 |
| 2002 | CITY | 80.64 | 79.25 | 81.70 |
| | DIST | 19.36 | 20.75 | 18.30 |
| 2003 | CITY | 80.94 | 78.80 | 79.23 |
| | DIST | 18.96 | 21.20 | 20.77 |
| 2004 | CITY | 80.50 | 81.31 | 78.87 |
| | DIST | 19.50 | 18.69 | 21.13 |
| 2005 BUDGETED | CITY | | 82.15 | 80.47 |
| | DIST | | 17.85 | 19.53 |

**2003**
**PFA COMPARISON TO ICMA**
**BASELINE DATA REPORT**

**PFA Entrance Salary** **2003 - $36,998*** **2004 - $36,998**

**Firefighter's Annual Base Salaries (Entrance), 1 January 2003**

| Classification | Mean | First Quartile | Third Median | Quartile |
|---|---|---|---|---|
| Total, all cities | 32,888 | 26,643 | 32,162 | 37,885 |
| Population Group | | | | |
| Over 1,000,000 | 37,283 | 33,903 | 35,866 | 37,905 |
| 500,000-1,000,000 | 37,849 | 29,354 | 32,448 | 41,898 |
| 250,000 - 499,999 | 38,100 | 33,420 | 36,452 | 40,612 |
| **100,000 - 249,999** | **37,390** | **29,722** | **35,396** | **43,372** |
| 50,000 - 99,999 | 36,019 | 29,760 | 34,944 | 40,159 |
| 25,000 - 49,999 | 33,256 | 27,328 | 32,681 | 38,038 |
| 10,000 - 24,999 | 30,659 | 24,798 | 29,676 | 35,422 |
| Geographic Division | | | | |
| New England | 34,218 | 30,838 | 34,130 | 37,111 |
| Mid-Atlantic | 32,906 | 27,232 | 31,985 | 35,468 |
| East North Central | 35,464 | 31,731 | 34,990 | 39,544 |
| West North Central | 30,046 | 25,259 | 29,157 | 33,808 |
| South Atlantic | 27,196 | 23,613 | 26,732 | 29,823 |
| East South Central | 25,625 | 22,544 | 25,368 | 27,338 |
| West South Central | 28,394 | 23,694 | 27,193 | 32,600 |
| **Mountain** | **31,775** | **28,495** | **32,354** | **35,751** |
| Pacific Coast | 44,327 | 38,922 | 42,912 | 48,132 |
| Metro Status | | | | |
| **Central** | **32,658** | **26,975** | **31,925** | **36,574** |
| Suburban | 35,578 | 29,607 | 34,915 | 40,317 |
| Independent | 27,708 | 23,629 | 27,091 | 31,536 |

*PFA salaries are set at the 70$^{th}$ percentile of front-range comparison jurisdictions, but were frozen in 2004. 2004 ICMA salary information will not be available until mid-2005.

**PFA MAXIMUM SALARY** **2003 - $54,834*** **2004 - $54,834**

## Firefighter's Annual Base Salaries (Maximum), 1 January 2003

| Classification | Mean | First Quartile | Median | Third Quartile |
|---|---|---|---|---|
| Total, all cities | 44,511 | 36,954 | 43,577 | 51,172 |
| Population Group | | | | |
| Over 1,000,000 | 51,986 | 47,334 | 53,927 | 55,591 |
| 500,000-1,000,000 | 64,433 | 55,285 | 59,684 | 76,835 |
| 250,000 - 499,999 | 51,963 | 47,378 | 51,163 | 55,287 |
| **100,000 - 249,999** | **51,982** | **42,476** | **51,417** | **58,486** |
| 50,000 - 99,999 | 49,255 | 41,461 | 49,236 | 56,667 |
| 25,000 - 49,999 | 44,878 | 39,151 | 44,480 | 49,812 |
| 10,000 - 24,999 | 40,886 | 33,685 | 39,723 | 47,308 |
| Geographic Division | | | | |
| New England | 42,470 | 39,044 | 42,182 | 44,916 |
| Mid-Atlantic | 49,966 | 39,995 | 47,290 | 60,294 |
| East North Central | 46,850 | 39,957 | 46,950 | 53,030 |
| West North Central | 40,774 | 34,404 | 41,464 | 46,361 |
| South Atlantic | 41,021 | 34,993 | 40,406 | 45,456 |
| East South Central | 35,088 | 29,271 | 34,500 | 38,155 |
| West South Central | 37,486 | 30,526 | 36,961 | 44,275 |
| **Mountain** | **44,787** | **40,622** | **44,637** | **51,248** |
| Pacific Coast | 56,231 | 49,408 | 56,508 | 60,921 |
| Metro Status | | | | |
| **Central** | **45,267** | **39,020** | **43,550** | **51,168** |
| Suburban | 48,197 | 40,598 | 48,061 | 54,738 |
| Independent | 36,432 | 31,796 | 35,948 | 41,252 |

*PFA salaries are set at the 70th percentile of front-range comparison jurisdictions, but were frozen in 2004. 2004 ICMA salary information will not be available until mid-2005.

Expenditures for Salaries and Wages

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 77.49 |
| Population Group | |
| Over 1,000,000 | 87.99 |
| 500,000 – 1,000,000 | 107.25 |
| 250,000 – 499,999 | 89.12 |
| **100,000 – 249,999** | **90.89 PFA 62.97* 62.15**** |
| 50,000 - 99,999 | 89.56 |
| 25,000 - 49,999 | 83.43 |
| 10,000 - 24,999 | 68.25 |
| Geographic Division | |
| New England | 92.99 |
| Mid-Atlantic | 72.08 |
| East North-Central | 81.27 |
| West North-Central | 43.92 |
| South Atlantic | 87.10 |
| East South-Central | 87.40 |
| West South-Central | 64.38 |
| **Mountain** | **67.08** |
| Pacific Coast | 95.83 |
| Metro Status | |
| **Central** | **88.35** |
| Suburban | 77.82 |
| Independent | 66.81 |

* 2003 – Salary and wage costs went up by $223,885. This includes an average 4.37% salary increase, the addition of 1 Systems Specialist, and a 26% decrease in overtime. This includes all civilian positions. Total personal expenditures increased by $373,029 (see footnote page 9).

** 2004 – Salary and wage costs went up by $158,812 due to leap year, and an 11% increase in overtime. This includes a salary freeze, attrition of 5 firefighter positions, and returning the strategic planning position on-line. This includes all civilian positions. Total personal expenditures increased by $386,958 (see footnote page 9).

Total Municipal Contributions for Social Security and State- and City-Administered Employee Retirement Systems

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 11.79 |
| Population Group | |
| Over 1,000,000 | 11.63 |
| 500,000 – 1,000,000 | 16.48 |
| 250,000 – 499,999 | 13.56 |
| **100,000 – 249,999** | **13.34 PFA 6.78* 6.65**** |
| 50,000 - 99,999 | 12.94 |
| 25,000 - 49,999 | 11.91 |
| 10,000 - 24,999 | 11.07 |
| Geographic Division | |
| New England | 15.82 |
| Mid-Atlantic | 8.85 |
| East North-Central | 14.73 |
| West North-Central | 7.31 |
| South Atlantic | 14.08 |
| East South-Central | 13.21 |
| West South-Central | 10.32 |
| **Mountain** | **9.82** |
| Pacific Coast | 10.30 |
| Metro Status | |
| **Central** | **12.73** |
| Suburban | 12.16 |
| Independent | 10.23 |

* 2003 - Includes the addition of 1 System Specialist.

** 2004 - Includes attrition of 5 firefighter positions.

Total Municipal Contributions for Health, Hospitalization, Disability, and Life Insurance Programs

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 10.36 |
| Population Group | |
| Over 1,000,000 | 12.73 |
| 500,000 – 1,000,000 | 9.78 |
| 250,000 – 499,999 | 9.61 |
| **100,000 – 249,999** | **12.47 PFA 8.08* 9.12**** |
| 50,000 - 99,999 | 10.33 |
| 25,000 - 49,999 | 11.08 |
| 10,000 - 24,999 | 9.71 |
| Geographic Division | |
| New England | 16.91 |
| Mid-Atlantic | 14.38 |
| East North-Central | 12.37 |
| West North-Central | 5.72 |
| South Atlantic | 9.93 |
| East South-Central | 11.30 |
| West South-Central | 7.14 |
| **Mountain** | **8.05** |
| Pacific Coast | 11.63 |
| Metro Status | |
| **Central** | **12.40** |
| Suburban | 9.91 |
| Independent | 9.44 |

* 2003 - Includes a 32% increase in state compensation.

** 2004 - Includes an 18% increase in medical insurance, a 24% increase in dental insurance, and a 9.5% increase in state compensation.

Total Personnel Expenditures

| Classification | 2003 Per 1,000 Pop. ($) |
|---|---|
| Total, all cities | 99.45 |
| Population Group | |
| Over 1,000,000 | 108.52 |
| 500,000 – 1,000,000 | 153.43 |
| 250,000 – 499,999 | 108.23 |
| **100,000 – 249,999** | **112.10 PFA 77.83* 77.92**** |
| 50,000 - 99,999 | 110.38 |
| 25,000 - 49,999 | 102.63 |
| 10,000 - 24,999 | 91.72 |
| Geographic Division | |
| New England | 125.93 |
| Mid-Atlantic | 116.21 |
| East North-Central | 104.97 |
| West North-Central | 57.68 |
| South Atlantic | 111.67 |
| East South-Central | 108.83 |
| West South-Central | 84.11 |
| **Mountain** | **89.17** |
| Pacific Coast | 119.84 |
| Metro Status | |
| **Central** | **110.19** |
| Suburban | 101.81 |
| Independent | 85.16 |

* 2003 – Increase in salaries, overtime, retirement contributions, life insurance, medical and dental insurance, and state compensation. Includes 1 Systems Specialist, and all civilian positions – ICMA personnel have told us that most departments do not report secretarial in their numbers.

** 2004 – Increase in overtime, retirement contributions, life insurance, medical and dental insurance, and state compensation. Includes attrition of 5 firefighter positions, and all civilian positions – ICMA personnel have told us that most departments do not report secretarial in their numbers.

Municipal Expenditures for Capital Outlay

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 7.26 |
| Population Group | |
| Over 1,000,000 | 7.86 |
| 500,000 – 1,000,000 | 1.62 |
| 250,000 – 499,999 | 4.35 |
| **100,000 – 249,999** | **5.03 PFA 12.85* 2.76**** |
| 50,000 - 99,999 | 7.31 |
| 25,000 - 49,999 | 7.67 |
| 10,000 - 24,999 | 7.51 |
| Geographic Division | |
| New England | 8.43 |
| Mid-Atlantic | 8.50 |
| East North Central | 9.24 |
| West North Central | 5.41 |
| South Atlantic | 8.42 |
| East South Central | 5.82 |
| West South Central | 4.59 |
| **Mountain** | **7.39** |
| Pacific Coast | 6.02 |
| Metro Status | |
| **Central** | **5.03** |
| Suburban | 8.54 |
| Independent | 6.35 |

* Costs fluctuate depending on projects undertaken in any given year. 2003 includes fiber optics, SCBA, fire shelters, thermal imagers, video conferencing equipment, Stations 1, 4, and 6 carpet, paging system, pagers, forklift, copier (Training), refurbish Engine 3, and Station 14 construction completion.

** Costs fluctuate depending on projects undertaken in any given year. 2004 includes video conferencing equipment, Opticom, weather station, radio equipment, 800 MHz radio lease, paging frequency lease, and wireless service contract.

All Other Department Expenditures

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 15.78 |
| Population Group | |
| Over 1,000,000 | 11.54 |
| 500,000 – 1,000,000 | 11.43 |
| 250,000 – 499,999 | 12.78 |
| **100,000 – 249,999** | **14.62 PFA 11.12* 12.42**** |
| 50,000 - 99,999 | 17.90 |
| 25,000 - 49,999 | 15.17 |
| 10,000 - 24,999 | 15.84 |
| Geographic Division | |
| New England | 15.28 |
| Mid-Atlantic | 10.50 |
| East North-Central | 16.46 |
| West North-Central | 10.02 |
| South Atlantic | 19.26 |
| East South-Central | 14.24 |
| West South-Central | 12.23 |
| **Mountain** | **15.78** |
| Pacific Coast | 23.69 |
| Metro Status | |
| **Central** | **14.86** |
| Suburban | 16.82 |
| Independent | 14.12 |

Other expenditures include: contractual services (such as outside vehicle repair, outside reproduction, conference and training, mileage, insurances, dues and subscriptions) and commodities (such as office supplies, furniture, tools and equipment, radio parts and supplies, wearing apparel, motor vehicle parts and accessories).

* 2003
** 2004

Total Expenditures

| Classification | 2003 Per Capita ($) |
|---|---|
| Total, all cities | 115.04 |
| Population Group | |
| Over 1,000,000 | 126.93 |
| 500,000 – 1,000,000 | 156.79 |
| 250,000 – 499,999 | 123.18 |
| **100,000 – 249,999** | **134.38 PFA 101.54* 92.33**** |
| 50,000 - 99,999 | 137.68 |
| 25,000 - 49,999 | 123.84 |
| 10,000 - 24,999 | 101.53 |
| Geographic Division | |
| New England | 122.70 |
| Mid-Atlantic | 74.42 |
| East North-Central | 131.24 |
| West North-Central | 71.46 |
| South Atlantic | 134.67 |
| East South-Central | 124.40 |
| West South-Central | 94.71 |
| **Mountain** | **108.94** |
| Pacific Coast | 145.90 |
| Metro Status | |
| **Central** | **127.90** |
| Suburban | 114.81 |
| Independent | 103.78 |

* Includes major capital.
** Excludes major capital.

**2003** – (Apparatus Replacement, Station 14 construction, Burn Building Repairs, Dispatch Consoles)

**2004** – 93.10* 91.83** (major capital includes SCBA, and extrication equipment)

Uniformed Sworn Personnel

| Classification | 2003 Per Capita ($) |
|---|---|
| Total | 1.44 |
| Population Group | |
| Over 1,000,000 | 1.15 |
| 500,000 – 1,000,000 | 1.48 |
| 250,000 – 499,999 | 1.44 |
| **100,000 – 249,999** | **1.40 PFA .90* .82**** |
| 50,000 – 99,999 | 1.45 |
| 25,000 – 49,999 | 1.51 |
| 10,000 – 24,999 | 1.41 |
| Geographic Division | |
| New England | 1.62 |
| Mid-Atlantic | .94 |
| East North-Central | 1.40 |
| West North-Central | .99 |
| South Atlantic | 1.91 |
| East South-Central | 2.29 |
| West South-Central | 1.50 |
| **Mountain** | **1.25** |
| Pacific Coast | 1.17 |
| Metro Status | |
| **Central** | **1.62** |
| Suburban | 1.29 |
| Independent | 1.60 |

* 2003
** 2004

## 2004 SERVICE LEVEL INDICATOR ANALYSIS

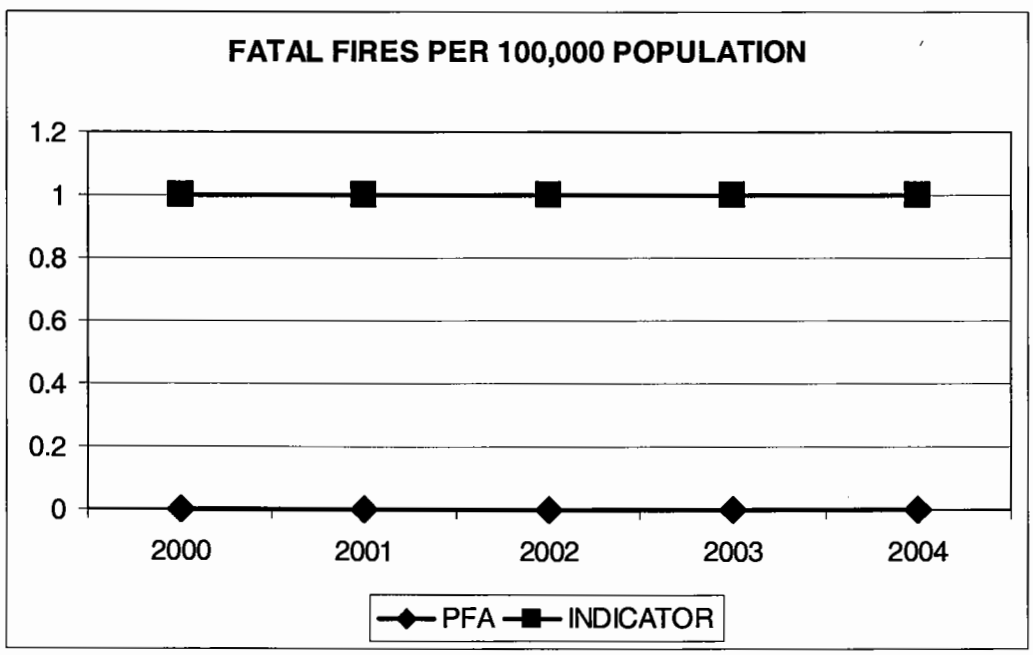
The following service level indicators are intended to measure the performance of fire protection and emergency service delivery at a macro level. This analysis represents a snapshot of the suppression/emergency response system and fire prevention efforts that include built-in fire protection equipment. Each of the following service level indicators represents a five-year trend.

This will be the last year these measures will appear in this form. In the new strategic plan we have included a more comprehensive set of service measures which we call performance standards. These standards are linked to organizational goals and will appear here next year.

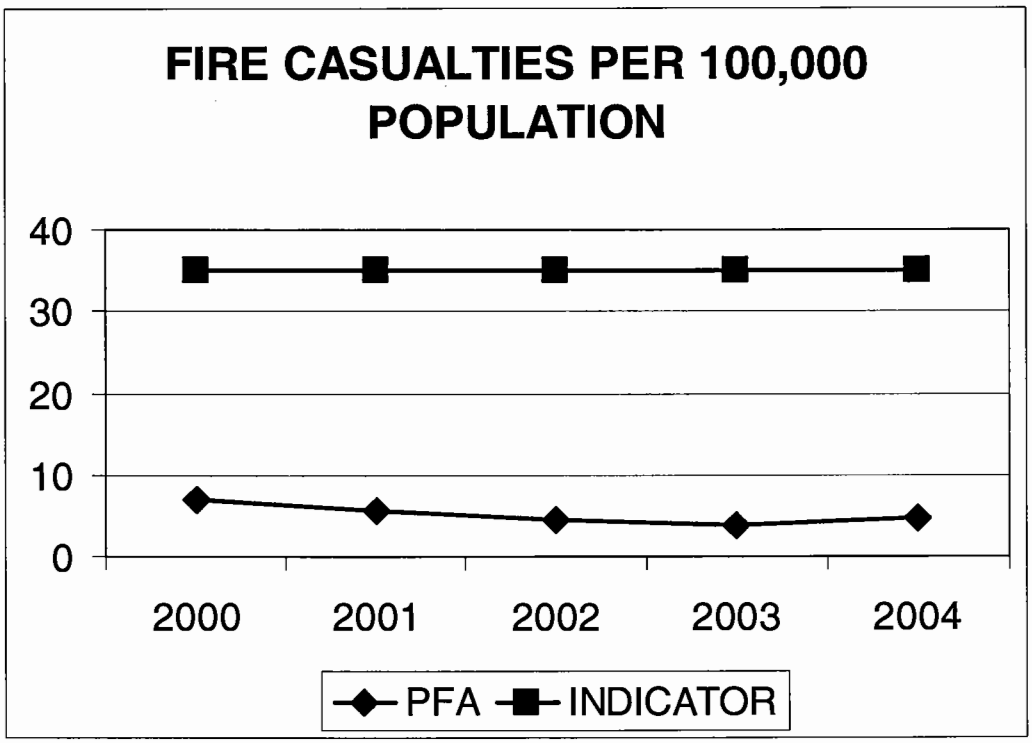
### SERVICE LEVEL INDICATOR 1 – DEATHS AND INJURIES

**MINIMIZE CIVILIAN FIRE DEATHS AND INJURIES BY LIMITING THEM TO A YEARLY AVERAGE OF ONE FATAL FIRE AND 35 CIVILIAN INJURIES PER 100,000 POPULATION.**

In 2004 there were no fire deaths. Represented as a five-year rate per 100,000 population this remained the same as 2003 at 0 fire deaths. The service level indicator is one death per 100,000 population.



In 2004, we recorded 11 civilian injuries. The reporting system utilized by the PFA tabulates any non-firefighter injury sustained during a fire incident, whether taken to a medical facility or not. The 2004 rate per 100,000 as expressed over a five-year average shows 4.70 injuries per 100,000, up from 3.85 in the previous year. The service level indicator is 35 per 100,000.

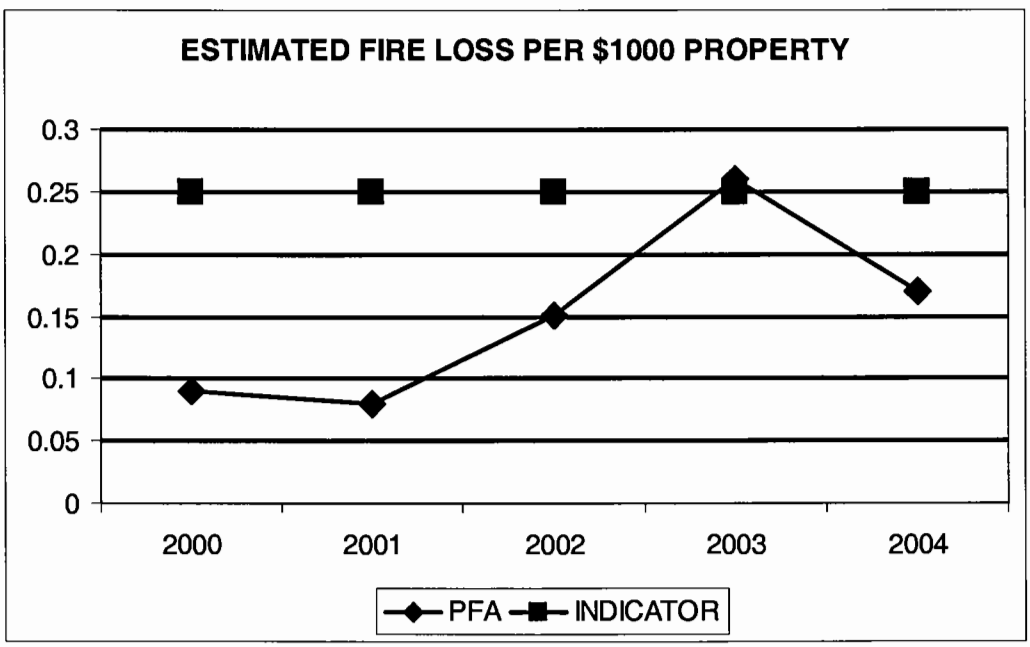


## SERVICE LEVEL INDICATOR 2 – DIRECT AND INDIRECT LOSS

**MINIMIZE DIRECT AND INDIRECT LOSS DUE TO FIRES TO A FIVE-YEAR AVERAGE OF $.25 PER $1,000 OF PROPERTY PROTECTED.**

In 2004 the community protected by the Poudre Fire Authority experienced a fire loss of $2,714,884. This represents a 34.2% decrease over the previous year. The 2003 fire loss was significantly impacted by the four new construction arson fires. This is based on the estimates of replacement and repair costs of structures, contents, and other items of value involved in fires. Whenever possible, actual insurance estimates are used. The data reported to PFA from the insurance industry continues to improve. In 2004, we estimate the value of property protected as $16,132,232,680. This number is 3.21% greater than last year.

Actual value includes improved residential, commercial, and industrial property as well as an estimate of the value for tax-exempt properties such as governmental facilities, and churches. It does not include unimproved agricultural property protected. Data from the County does not include agricultural improved, agricultural support, structures on vacant land, recreation and special structures (i.e. temporary buildings, etc.) also contributing to final numbers for actual value of property protected. The 2004 loss ratio of $.17 is $.08 below the service level indicator of $.25 per $1000 of property protected.

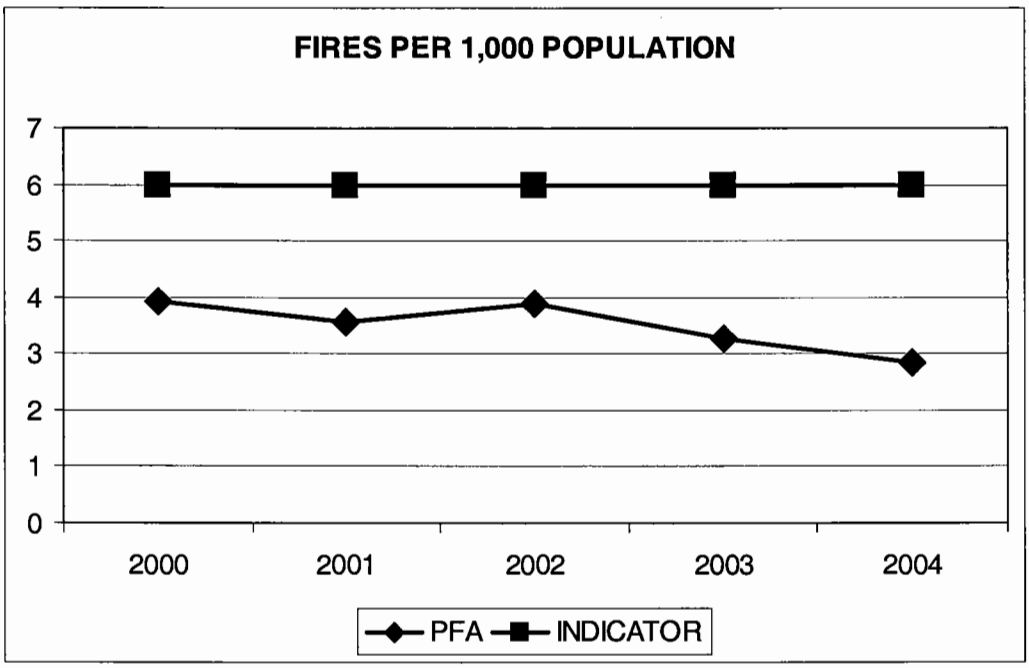


## SERVICE LEVEL INDICATOR 3 – FIRE INCIDENCE

### LIMIT THE INCIDENCE OF FIRES TO 6 PER 1,000 POPULATION.

In 2004 we recorded 488 fires, a decrease of 10.5% over 2003 figures. This corresponds to an annual rate of 2.84 fires per 1,000 population, which is an overall decrease of 12.9% per 1,000 population.

In 2004 the number of structure fires within the urban service area decreased to 162 (3.6%). We also had 79 vehicle fires (down by 25.5%) and 212 outdoor fires (down by 14.2%).

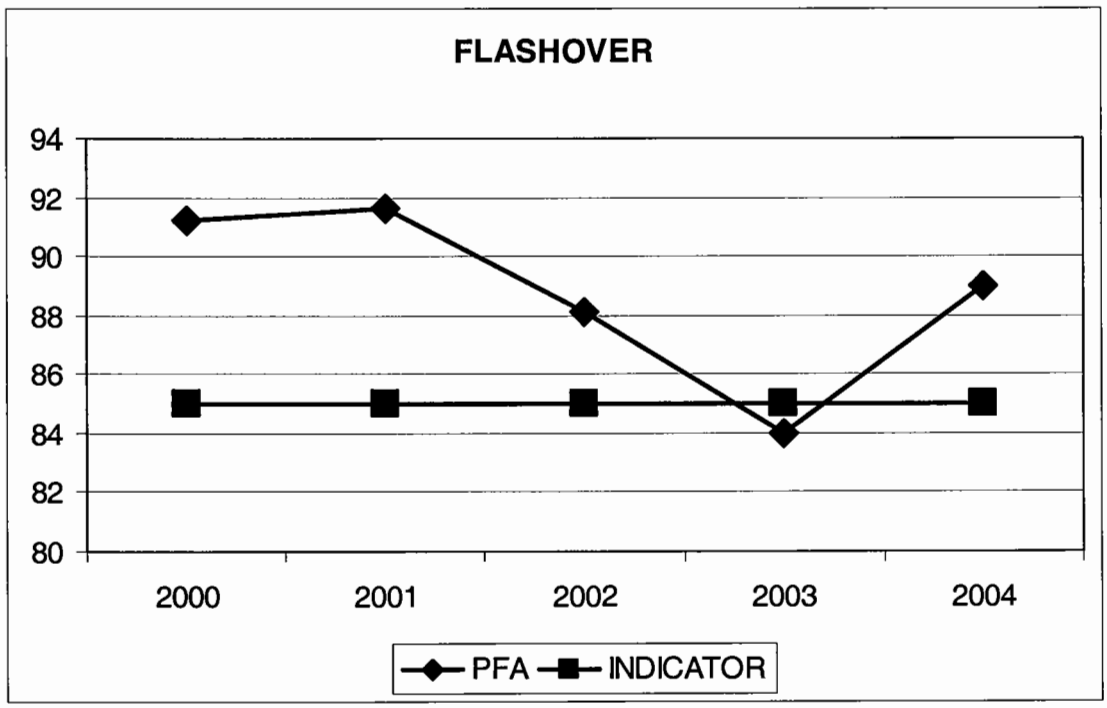


## SERVICE LEVEL INDICATOR 4 – FLASHOVER

### INTERCEDE BEFORE FLASHOVER OCCURS IN 85% OF ALL STRUCTURE FIRES WITHIN THE URBAN SERVICE AREA

In 2004, 162 fires were within the urban response area. This represents a 3.6% decrease from 2003 to 2004. Flashover occurred in 11.1% (18) of the total number of structure fires. This represents an intervention in 89% of the structure fires before flashover occurs. The 89% rate is above the service level indicator of 85% by 4%.

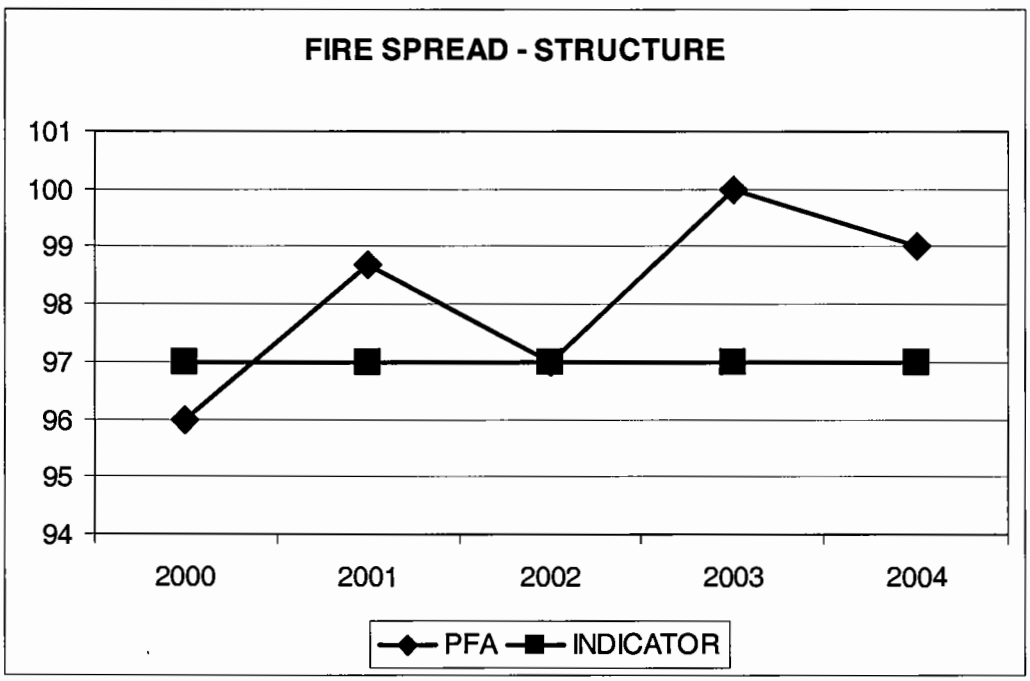
The majority of our fire loss experience is in single-family dwellings.



## SERVICE LEVEL INDICATOR 5 – URBAN FIRE CONTROL

**CONFINE FIRES TO BUILDING OF ORIGIN IN 97% OF ALL STRUCTURE FIRES IN THE URBAN RESPONSE AREA.**

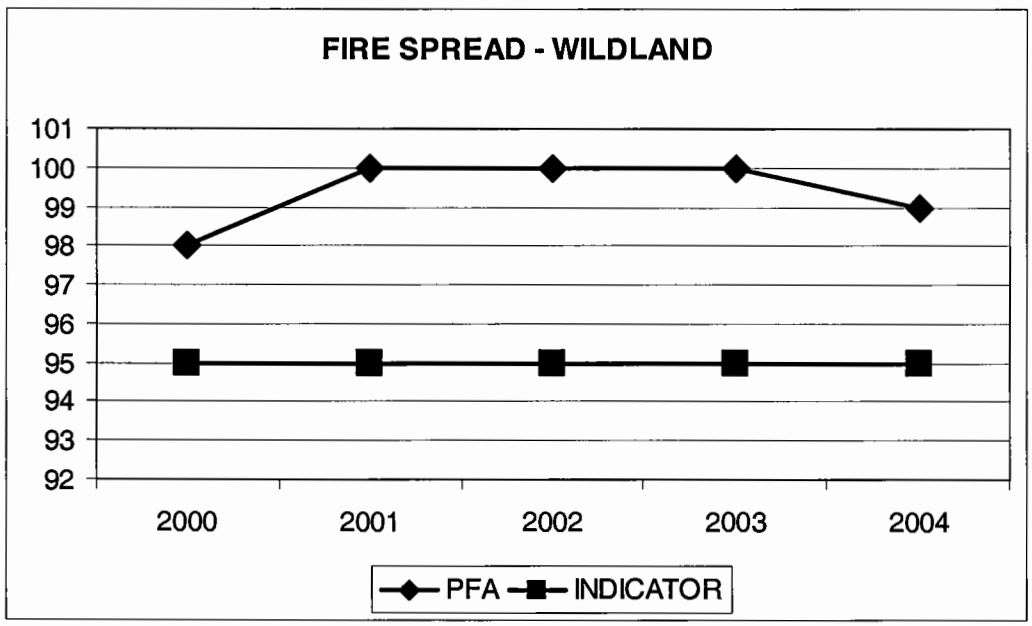
Of the 162 structure fires within the urban response area, one (1) fire spread to other structures. This indicates a rate of 99% which is 2% above the service level indicator of 97%.



## SERVICE LEVEL INDICATOR 6 – RURAL FIRE CONTROL

### INTERCEDE BEFORE FIRE SPREAD REACHES BUILDINGS OR OTHER SIGNIFICANT AGRICULTURAL FACILITIES IN 95% OF WILDLAND FIRES

In 2004 there was one (1) wildland fire that spread to buildings or significant agricultural facilities. This is a rate of 99% and is above the service level indicator by 4%.



## SERVICE LEVEL INDICATOR 7 – EMERGENCY MEDICAL SERVICES

### INTERCEDE IN EMERGENCY MEDICAL SITUATIONS BY:

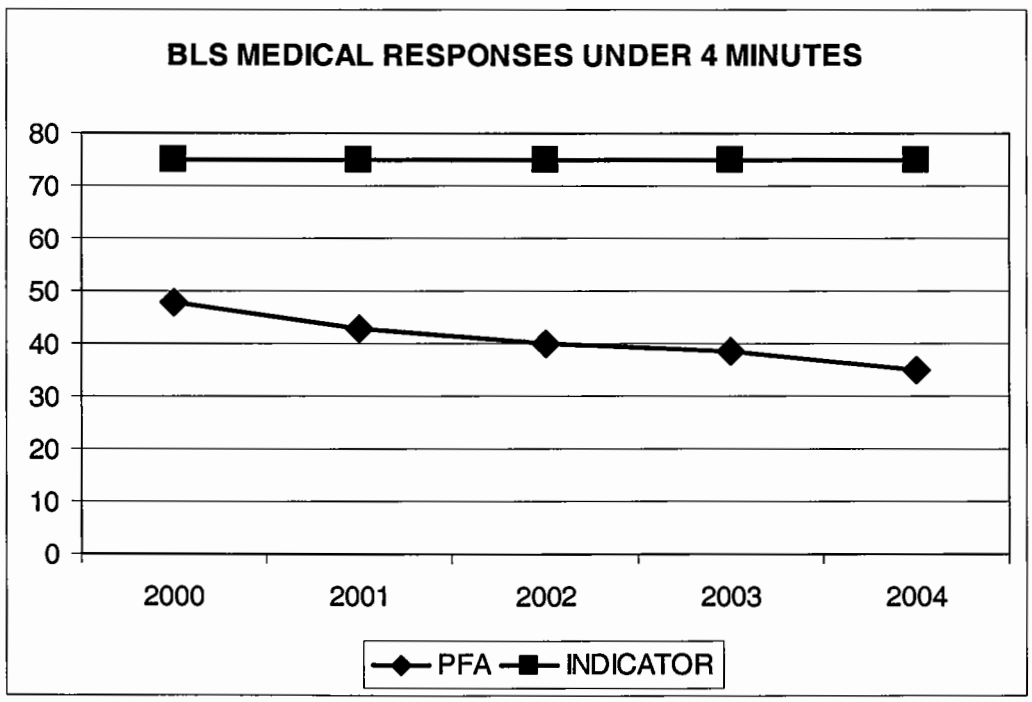
1. Providing basic life support (BLS) and basic rescue services within four minutes in 75% of reported emergency medical incidents within the urban response area.

2. Providing advanced life support (ALS) within eight minutes in 75% of reported emergency incidents within the urban response area.

In 2004 we responded to 7,877 medical emergencies within the urban response area. This is a 2.5% increase in total EMS calls as compared to 2003.

This is the only service level indicator that we have consistently failed to meet. Because our EMS system is a multi-agency one, it is difficult to significantly impact overall effectiveness.

The following graph represents 5 year benchmark activity for item #1 above. The ALS component referenced in item #2 is data provided by Poudre Valley Hospital, which is not provided to the Poudre Fire Authority.



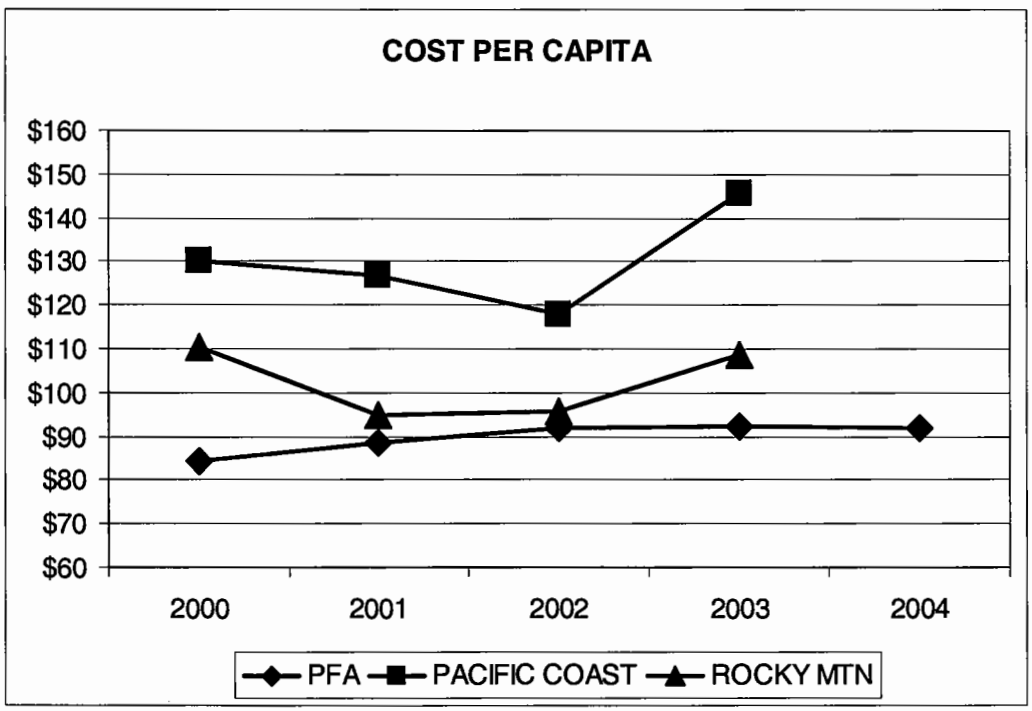
## SERVICE LEVEL INDICATOR 8 – COST EFFECTIVENESS

### MAINTAIN PER CAPITA COSTS BELOW THE AVERAGE FOR SIMILAR SIZE JURISDICTIONS WITHIN THE PACIFIC COAST AND ROCKY MOUNTAIN REGIONS

The cost of fire protection per capita in 2004 was $93.10*. This figure includes major capital projects and is based on a 2004 budget of $15,657,331 and a population of 171,533. If the major capital projects are excluded, the cost per capita is $91.83. The comparison data is from the International City/County Managers Association. The most current comparison data we have is from 2003.

The ICMA Mountain average (Arizona, Colorado, Idaho, Montana, Nevada, Utah, and Wyoming) for 2003 was $108.94. The Pacific Coast (Alaska, California, Hawaii, Oregon, and Washington) was $145.90. Our costs are significantly lower than both of these regions.

*Major capital includes SCBA and extrication equipment.



## FIRE PREVENTION AND EMERGENCY RESPONSE
## CITIZEN SURVEYS

The following two reports are compiled from questionnaires which are provided to citizens when they receive service from us. The first is the Incident Survey, which is mailed to all citizens who receive an emergency response. The second is the Inspection Survey, which the Fire Prevention Bureau began in 2000 as part of their annual work plan.

# Poudre Fire Authority
## Information Management System

## Results

Survey - Incident Survey 2004

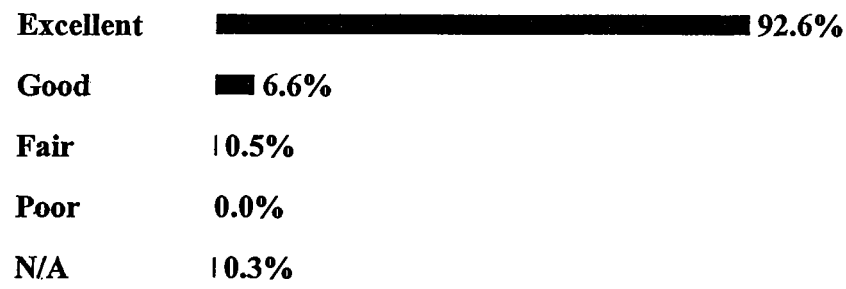
Effective Dates: 1/1/2005 - 2/8/2005

Change | Reset | Cancel

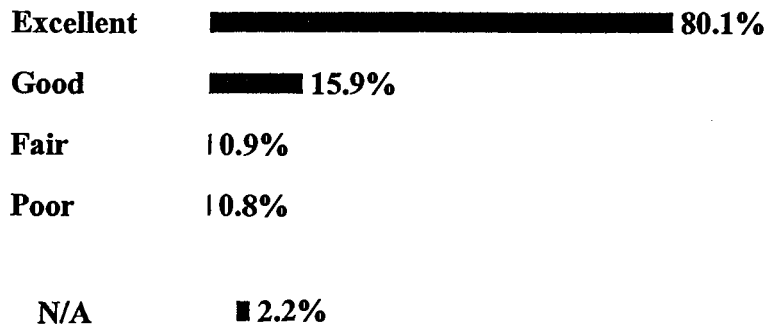
**1. Rate the ease of reporting your emergency.** **858 Total Responses**

| | |
|---|---|
| **Excellent** | **86.0%** |
| **Good** | **10.1%** |
| **Fair** | **0.6%** |
| **Poor** | **0.1%** |
| **N/A** | **3.1%** |

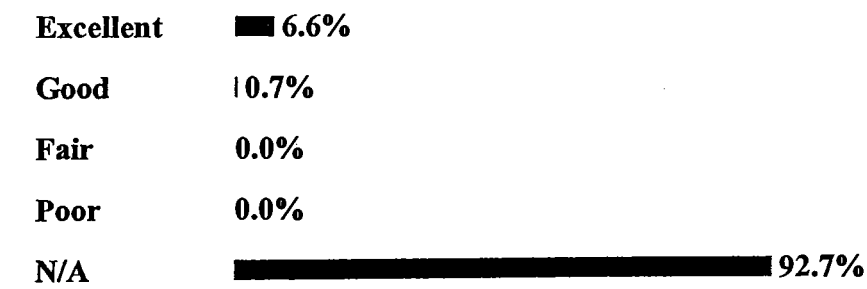
2. Rate the courtesy of the firefighters on scene. 861 Total Responses



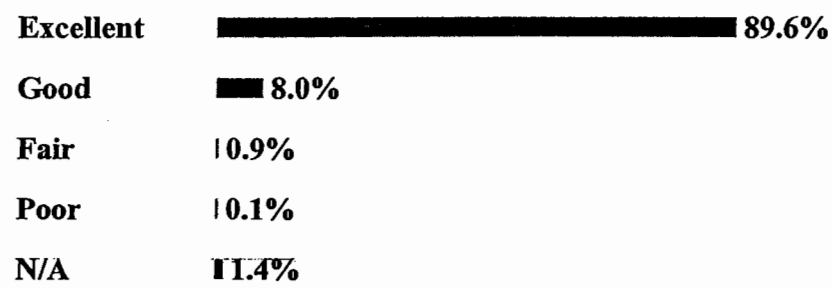

3. How adequately were all actions explained. 861 Total Responses



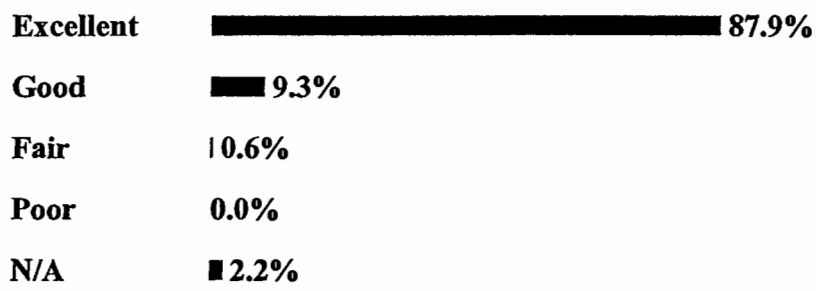

4. In this was a fire please rate the service provided by the Indicdent Representative. 861 Total Responses



**5. Rate the quality of service provided.** **862 Total Responses**




**6. Please rate our response time.** **862 Total Responses**



# Poudre Fire Authority
## Information Management System

## Results

Survey - Inspection Survey 2004

Effective Dates: 1/1/2005 - 2/11/2005

Change | Reset | Cancel

---

**1. Please rate your satisfaction of you fire inspection.** **406 Total Responses**

| | |
|---|---|
| **Excellent** | **84.5%** |
| **Good** | **15.0%** |
| **Fair** | **0.2%** |
| **Poor** | **0.0%** |
| **N/A** | **0.2%** |

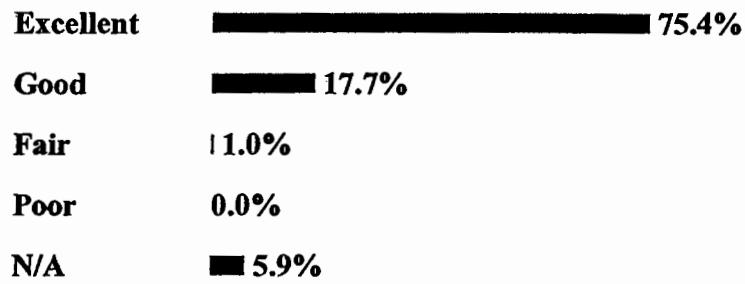
**2. How well did the inspector(s) explain why they were inspecting your business?** **406 Total Responses**

| | |
|---|---|
| **Excellent** | **78.1%** |
| **Good** | **18.2%** |
| **Fair** | **2.0%** |
| **Poor** | **0.5%** |
| **N/A** | **1.2%** |

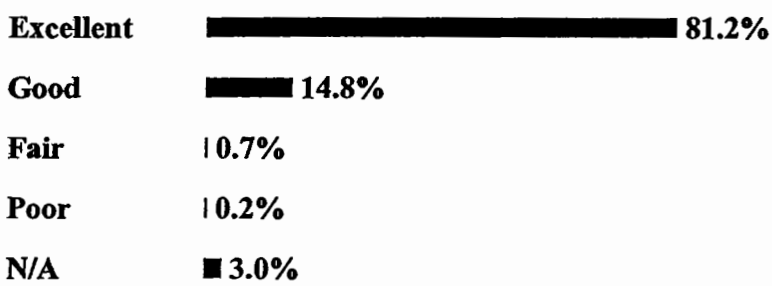
**3. Please rate the courtesy of the inspector(s).** **405 Total Responses**

| | |
|---|---|
| **Excellent** | **93.1%** |
| **Good** | **6.2%** |
| **Fair** | **0.5%** |
| **Poor** | **0.2%** |
| **N/A** | **0.0%** |

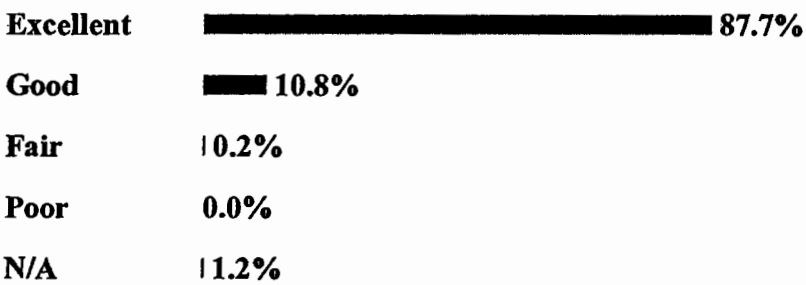
**4. How well were the hazards explained to you?** **406 Total Responses**



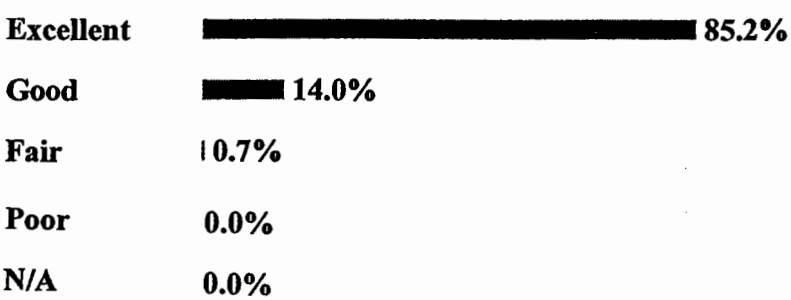

**5. How well were your questions answered?** **405 Total Responses**




**6. Please rate the knowledge of the inspector(s).** **406 Total Responses**




**7. Please rate the thoroughness of the inspection.** **406 Total Responses**



## III. 2005 GOALS

### Open Station 14

Following the City's approval of ongoing funding to PFA, the opening of Station 14 has been scheduled for mid-June. Firefighters were hired in early February to staff the new station and are currently attending a 14 week recruit academy. The station, built in 2003, will decrease the call load for Stations 5 and 10, and will improve response times in the Southeast area of the City and District.

### Implement South Truck

The South Truck, along with Station 14, was the last project remaining from the 1995 Strategic Plan. The City has provided $245,000 to implement this project in 2005. However, the possibility of a grocery tax revenue limitation measure has caused us to be cautious with these funds. If the grocery tax limitation does not pass we will implement the project as soon as possible. If it does pass, we will explore alternative means to provide this essential emergency service in future years.

### Secure Adequate Long-Term Funding

Perhaps the most troubling issue to immerge from our strategic planning process is the inadequate funding for the PFA. As a result of this analysis the PFA Board and City Council members have recognized this deficiency and expressed a desire to secure long-term funding for PFA emergency services. This year we will work with City staff and elected officials to design and implement an adequate funding system to insure the long-term provision of emergency and fire prevention services to the Fort Collins community.

### Adopt Strategic Plan

As stated in the 2004 goals, we have completed the draft for the strategic plan and are presently compiling and formatting the information for PFA Board review, direction, and adoption.

### 40 Hour Positions (Policy/Personnel Specialist and EMS Coordinator)

Approved in the 2005 budget were the positions of a Policy/Personnel Specialist and an EMS Coordinator, which will consolidate the roles and responsibilities of numerous individuals who currently work on these issues. With the addition of these two positions, other administrative positions and responsibilities can be realigned to be more effective. We have delayed hiring for these positions until the election for grocery tax repeal is completed. After the election we will review our priorities and options with the Board.

## NIMS Adoption and Training

The National Incident Management System, or NIMS, provides a nationwide template for working together to prevent or respond to threats and incidents regardless of cause, size, or complexity. All first response agencies are required to implement NIMS to be eligible for future Department of Homeland Security funding (including grants) by year-end 2005. PFA adopted NIMS in a PFA Board resolution in late 2004 and will complete all required training by mid-2005.

## IV. 2004 PROGRAM REPORTS

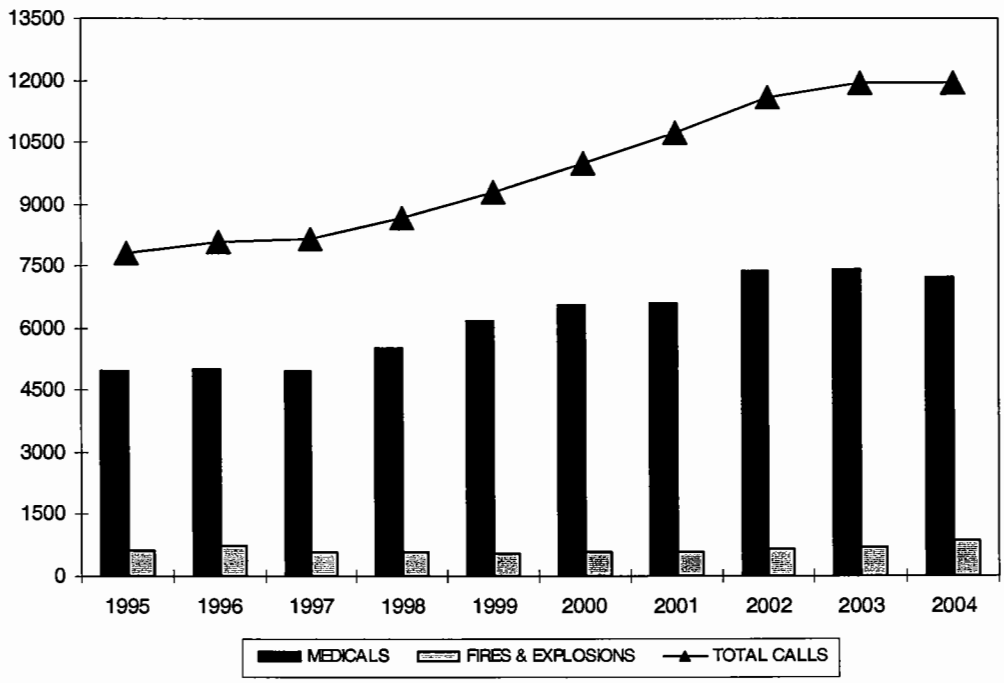
### FIRE SUPPRESSION

Division Chief Ron Uthmann

In 2004 the Poudre Fire Authority experienced a .2% decrease in total calls. This represents a request for service on the average of one call every 44 minutes or 32.7 calls per day.

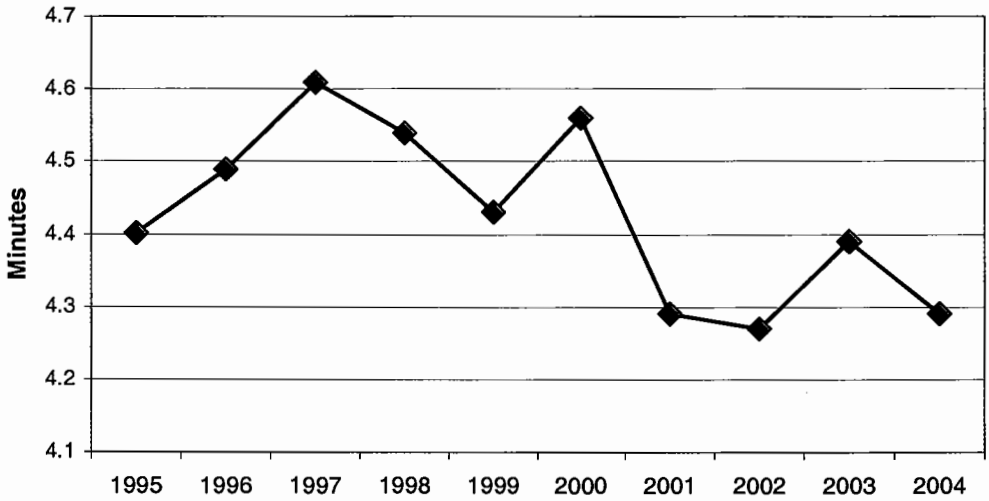
Attached is graphic information on calls responded to by PFA in 2004 and comparison statistics for previous years.

### TEN YEAR CALL TREND



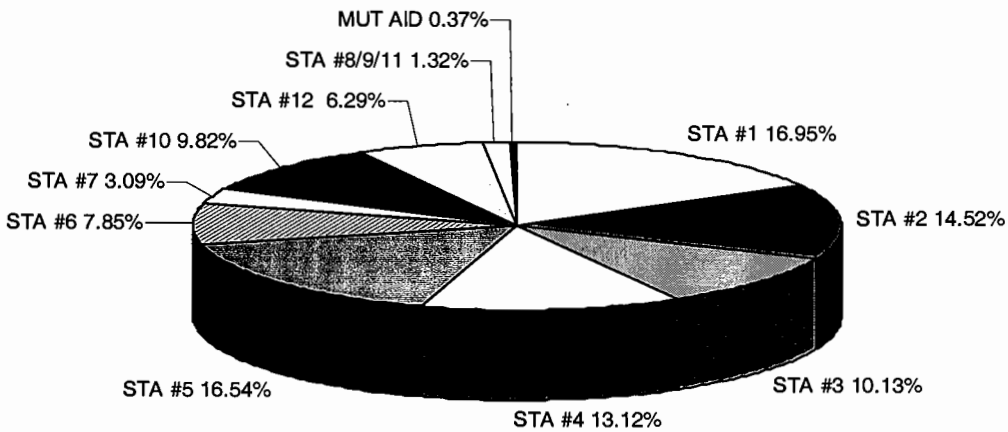

In 2004 80.5% of total calls were inside the City limits and 19.50% were in the Fire District.

## Average Response Times




2000 to 2004 calls are calculated on emergent calls only. Calls prior to 2000 were calculated on emergent and non-emergent calls.

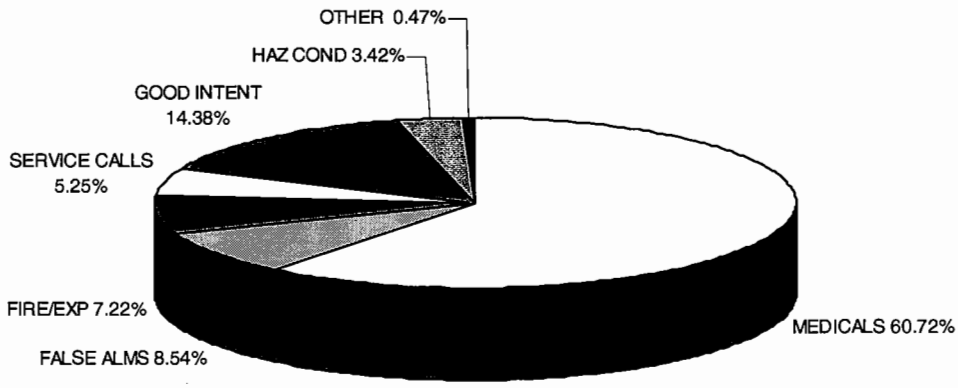
## PERCENT OF TOTAL CALLS BY STATION AREAS




Station 1 continues to be our busiest station, with almost 17% of all calls occurring in its area.

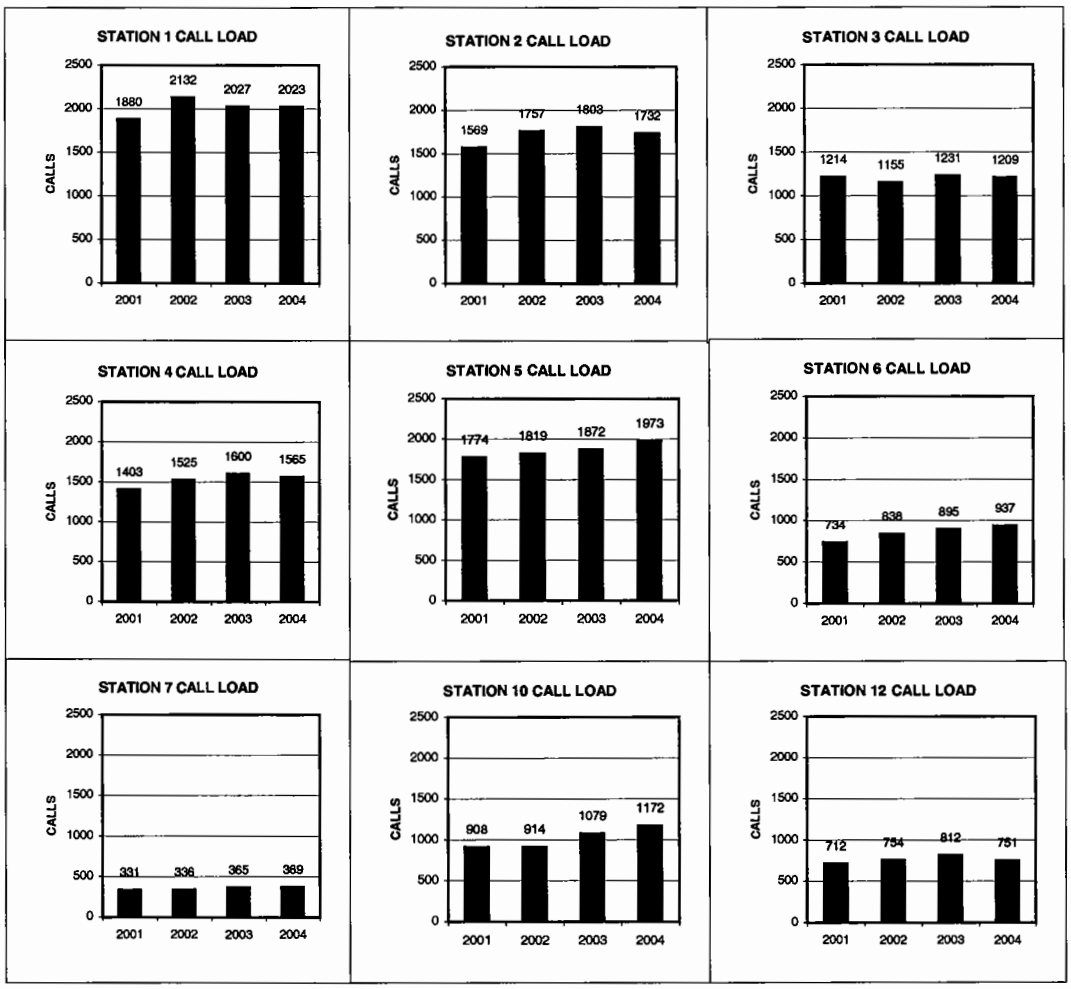
| | |
|---|---|
| Station 1 - | 2,023 |
| Station 2 - | 1,732 |
| Station 3 - | 1,209 |
| Station 4 - | 1,565 |
| Station 5 - | 1,973 |
| Station 6 - | 937 |
| Station 7 - | 369 |
| Stations 8, 9, & 11 - | 157 |
| Station 10 - | 1,172 |
| Station 12 - | 751 |
| Out of PFA Jurisdiction - | 44 |
| Total | 11,932 |

## PERCENT OF CALLS BY TYPE OF CALL



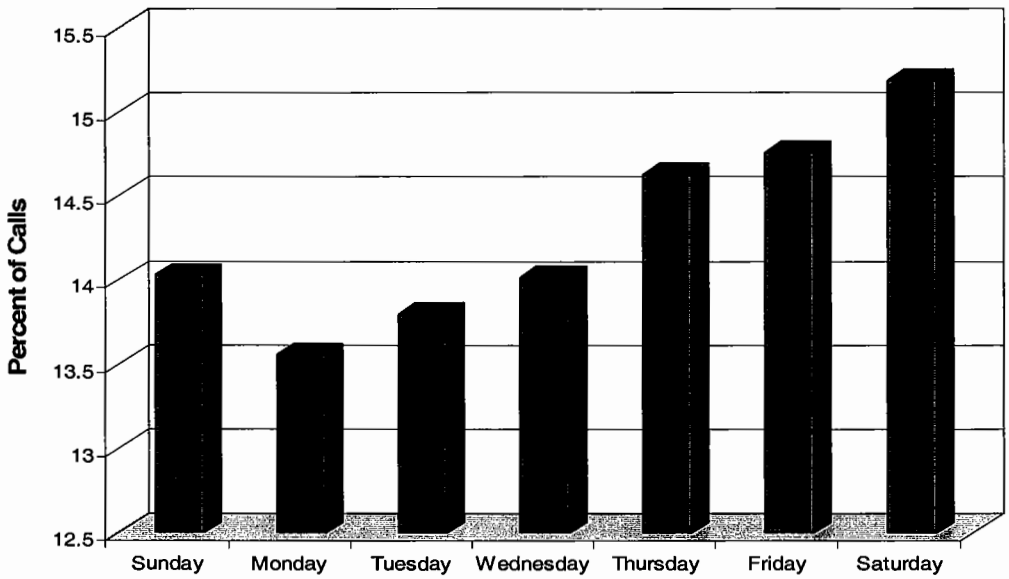

| | |
|---|---|
| Medicals – | 7,245 |
| False Alarms – | 1,019 |
| Fires/Explosions – | 862 |
| Service Calls – | 626 |
| Good Intent Calls – | 1,716 |
| Hazardous Conditions – | 408 |
| Other Requests for Service – | 56 |
| TOTAL: | 11,932 |

# CALL LOAD BY STATION



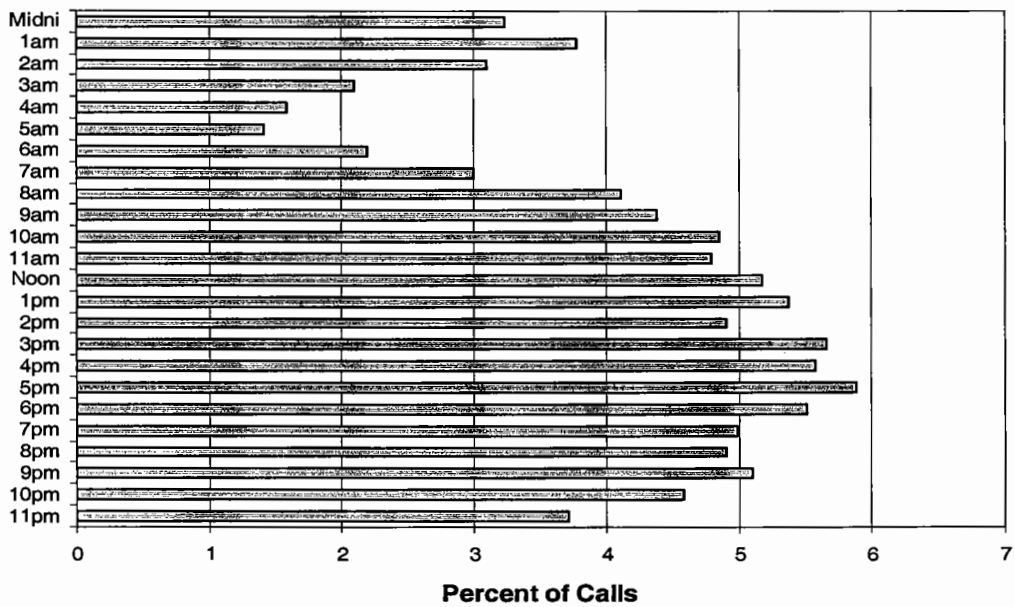

Station 5 and 10 call volume has increased substantially. When Station 14 opens we will see a reduction in Station 5's and 10's call volume.

## AVERAGE CALLS PER DAY

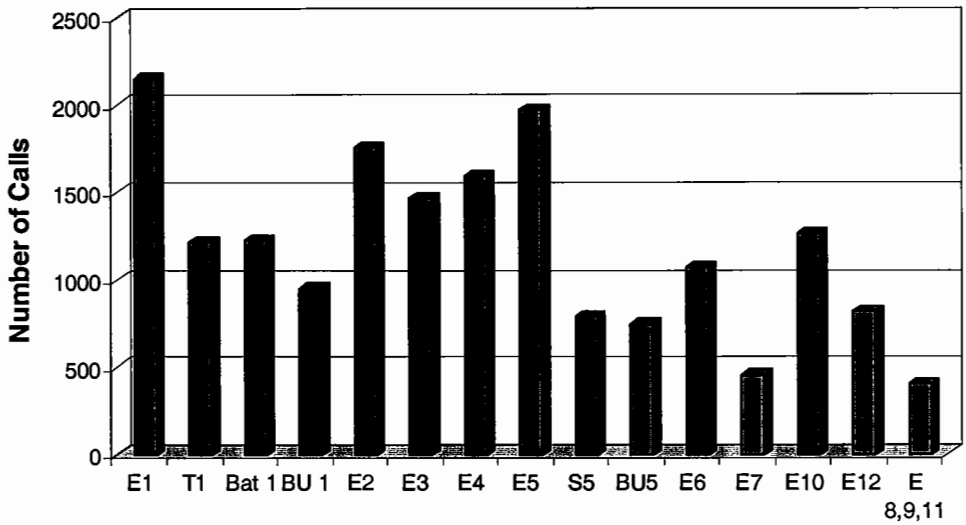



Friday has been the busiest day of the week since 1988, but in 2004 Saturday surpassed Friday as being the busiest day of the week. We continue to be busier during daylight and evening hours. Even though early morning is our slowest time, it is the period when most large fires occur.

## PERCENT OF CALLS BY HOUR OF DAY



## CALLS PER APPARATUS




This graph reflects the total calls to which each piece of apparatus (company) responded. Total calls on this chart are higher than actual total calls because multiple apparatus are sometimes dispatched to a single incident.

## FACILITIES MAINTENANCE

Battalion Chief Mel Carlson

The major facility projects completed in 2004 were a complete refurbishing of the living quarters at Station 2, the replacement of the exhaust systems for Engine 1 and Engine 9, and the installation of an electronic access system in all PFA facilities.

## EQUIPMENT MAINTENANCE

Fleet Maintenance Technician Jim Mirowski

On January 14, 2004, Engine 3 returned from a six month major refurbishment at Super Vac in Loveland, and was placed back in service on January 29, 2004. Truck 1 and Engine 5 also had major repairs in 2004. In 2004 our on-line fleet (no staff vehicles) logged 168,273 miles. There were 2,016 fuel tickets generated and 35,820 gallons of fuel (diesel and gas) used. In 2004 there were 514 downtime days with apparatus out of service.

## PRE-RESPONSE MAP & PLAN

Company Officer Mark Fowler

For the Pre-Response Information Management program, the year 2004 was a year of production and distribution of the new "Address" map books, and new project data development for production in the year 2005.

The address style map books have been the core map resource during an emergency response for the last 25 years. Completion of the GIS data and address annotation has created a new generation of color address style maps and maintenance method. Production and distribution resulted in the delivery of thirty two "Address" map books to PFA first due fire apparatus, and to the Fire Prevention Bureau, City of Fort Collins 911 Dispatch and Larimer County 911 Dispatch.

Data updates and development started on several projects with production starting in the year 2005. Update of the "PFA District" wall map, "Station Boundary" wall maps, "Area Response / Auto Aid" map book, "Street Index" book, "Shade Relief Terrain Model" wall map, and the "Poudre Valley Hospital Transport Comparison" decision support map.

## EMERGENCY MEDICAL SERVICES

Division Chief Mike Gress

In 2004, total EMS related calls numbered 7,245 or (61%) of all incidents, which represents a 3% increase over 2003. Medical emergencies continue to be PFA's leading call type.

Motor vehicle accidents (806), falls (931), and cardiac related incidents (550) were the most frequent types of medical emergencies recorded in 2004. Thirty-four of the motor vehicle accidents required extrication efforts to remove trapped individuals from their vehicles.

**AED Program (Automatic External Defibrillator)**
AEDs were applied twenty-seven times in 2004, with no successful resuscitations.

AEDs have become more common place in the PFA district and are now located in private businesses, educational institutions, and City and County facilities. The addition of rapid access defibrillation should enhance cardiac arrest survivability and interface well with our EMT-D providers.

**Training**

- Annual EMS conference (co-sponsored with PVH)
- Initiated quarterly video conference training in EMS
- Annual certification testing
- Quarterly AED recertification

**Other**

- EMS Quality Assurance Program continued to improve EMS report documentation and data collection

## TRAINING DIVISION

Battalion Chief Tom DeMint

In 2004 the Poudre Fire Authority Training Division established a Mission and Vision statement for its operations. The focus of these organizational guideposts is to ensure the adherence to the PFA Vision and Mission while providing our services to the firefighters. The Mission and Vision are:

**Mission**

*"To provide learning that is safe, professional, and fun!"*

**Vision**

*"Provide an environment that fosters:*

- *Life safety*
- *Effective learning*
- *Flexibility, responsibility, accessibility*
- *Growth through opportunities and leadership"*

The full-time Training staff (one Battalion Chief, two Training Officers, one Administrative Secretary, and .75 Firefighter) administer nine programs that support the training and educational needs of the Operations Division. Overall, the 142 career firefighters and officers assigned to the Operations Division received or participated in 28,558 hours of individual job related training or education, an average of 201 hours per employee. The 33 fire companies participated in 6,813 on-duty hours of company training, an average of 206 hours per company. To assure compliance with national standards the Training Division evaluated individual and company skills during Company Performance Tasks in April and August. The staff is involved in all aspects of on duty and some off duty learning for the PFA firefighters. A brief summary of some key program areas follows.

**Basic Skills Training Program**
The Basic Skills Training Program includes all training and related education provided to PFA personnel to maintain a high level of skills and knowledge. This does not include direct volunteer training although the training staff assists the volunteer trainers with scheduling and logistical support.

Hard scheduled training is scheduled, coordinated, and sometimes delivered by full-time training staff. Specialty teams, subject matter experts, other part-time PFA instructors, and outside contract instructors deliver many of the hard scheduled training programs. This training was required of all uniformed personnel. Some of the key "hard scheduled" training highlights of 2004 were:

- SCBA refresher (January)
- Personal protective ensemble review (February)
- Incident Command System training (February)
- Low angle rope rescue (March)
- Wild land refresher (March)
- Firefighter fitness (March)
- AED recertification (quarterly)
- Spring recruit academy (April – June)
- Ladders, ropes, and knots (quarterly basic skills)
- Records Management System (April)
- Company Officer training (April)
- Single company performance tasks (April)
- Driver Operator skills (May)
- Acting Driver Operator academy (May)
- Major Emphasis Training Incident Command (June)
- EMS – abdominal emergencies (June)
- High-rise fire @ CSU Westfall Hall (July)
- Map training (August)
- Recruit Academy (September through December)
- New Computer Aided Dispatch system (September)
- Driver Operator practical testing (September)
- EMT skills (October)
- Multiple Company Skill Performance – large area search (October)
- Incident response to terrorist bombings (November)
- EMS – Response to traumatic emergencies (December)
- Fire Prevention-Investigation & Inspections (December)

**Basic Skills**
The Training Division administers the basic skills program. Each quarter a packet of skills is required to meet the NFPA "Job Performance Requirements" for firefighter. This training is the responsibility of each fire company. Single company, multiple company, and shift training is commonly called "soft-

scheduled" training. In 2004, the Training Division recorded more than 200 soft-scheduled training sessions. Many of these opportunities occurred at the Training Center although some individual company training took place in fire stations or other locations in the community. The full-time training staff's responsibility for company and shift level basic skill training continues to be:

- Provide and maintain props and training aids at the Training Center.
- Provide Training Staff assistance when requested or needed.
- Provide off-site training opportunities in acquired buildings when they are available.
- Maintain a Training Center scheduling system that keeps the Training Center facilities and props available for company and shift use as much as possible.

**Driver Operator Training and Testing**
This program supported the department level training of Driver Operators. Specific activities included:

- On-duty Driver Operator skills practice.
- Acting Driver Operator Academy (May). This class is required for firefighters not certified as Driver Operators that wish to "fill in" when needed. The five-day course provides instruction based on the skills and knowledge required to operate PFA motorized equipment.
- Driver Operator certification testing. Certification as a Driver Operator results in an increase in compensation.
- Each year all Driver Operators must complete a recertification program ensuring that all Driver Operators maintain their driving and pump operating skills. All Driver Operators must complete specific tasks from a handbook developed by the Training Division.

Preparations began in 2004 to relocate the current pump test pit from a location on North College to the PFA Training Center. Completion is targeted for 2005.

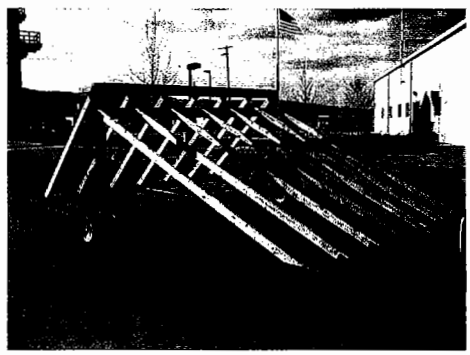
**Professional Development**
Training supported the professional development of PFA employees through internal and external training opportunities. This program sponsored shift personnel to various conferences and external training classes. The Poudre Fire Authority Training Division was able to provide outside training to several national, regional, and local training events despite existing budgetary constraints in this area. We continue to limit the amount of department-supported outside training due to these financial restrictions. Additionally, the tuition reimbursement program supported 13 PFA personnel enrolled in higher education classes. Most of these members are pursuing college degrees in fields directly related to fire science or administration.

**Training Center Operations and Maintenance**

The training staff developed and maintained the Training and Education Building, Burn Building, Training Tower, Training Grounds and related training props and aids. Major projects under this program were:

- National standards require that a professional engineer inspect our burn building annually. The engineer completed the inspection near year's end and repairs are scheduled. These annual inspections will increase the longevity and ensure the safety of the burn building.

- The Training Division constructed a new simulated roof ventilation prop. When equipped with roof decking, fire companies are able to simulate ventilating a pitched wooden roof.



- The Training Division expanded the use of video-conferencing in 2004. In 2005, all PFA stations will be equipped with this technology, increasing our ability to keep units in their assigned areas for classroom training.

**Company Officer Development**

In 2004, the Company Officer Development program offered three specific activities. The first was an on-duty training day for all current Company Officers that introduced a new computer based fire simulator. The Company Officers had an opportunity to sit in the seat of the Battalion Chief and act as an incident commander. The second activity was a Basic Company Officer Academy in February. This weeklong preparatory class is the first step in our Company Officer development process. Students learn skills and responsibilities important to fill in as a Company Officer in the actual officer's absence. The curriculum ranges from basic computer usage to fire ground operations. The third Company Officer development activity was the Professional Development for Career Officers program offered by Northern Colorado Fire Consortium. Four PFA members completed this professional development program.

**Annual Major-Emphasis Training**

The major-emphasis topic established in 2004 was in response to a mandate from the federal government. The Federal Emergency Management Association and the United States Fire Administration now require that all fire departments

adopt the National Incident Management System. The PFA Board adopted this in September of 2004. Thus, the Incident Command System became the major-emphasis training topic for 2004 and 2005.

**External User Fees**
The Training Center has established fees for use by outside agencies. In 2004, outside agencies used various classrooms, training buildings, training props, and the training staff itself. This resulted in collections of nearly $5,000. These funds pay for equipment and personnel provided by PFA.

**Hiring and Recruitment**
PFA decided in 2003 to extend the hiring eligibility list through 2004 as PFA policy allows. This extension relieved some budgetary pressures regarding the expense of conducting the hiring process. In the latter part of 2004, procedures for establishing a new "hiring list" commenced. As a result, a new "hiring list" will be produced in the summer of 2005.

**Recruit Fire Academies**
In March of 2004, the Northern Colorado Fire Consortium conducted a recruit academy. Although PFA did not have any recruits in this academy, the Training Staff along with several other PFA members were an integral part of the administration and instruction of the academy. Firefighter recruits from Longmont (3), Cheyenne (4), and Mountain View (1), successfully completed the 10-week academy.

In late August, the three recruits entered the Consortium academy. These recruits along with fifteen other firefighter recruits from Boulder (9), Union Colony Fire Rescue Authority (2), and Loveland (4) participated in this 14-week academy. PFA Training Staff and other PFA members were closely involved in the development and delivery of the academy. All recruits graduated successfully in December.

PFA Fall 2004 Recruits Steve Saling, Jason Bennett, and Mark Prochaska

A spring fire academy will begin in the middle of February. Poudre Fire Authority is the lead department for the spring academy with 11 firefighter recruits. Cheyenne, Longmont, and Mountain View will also have recruits in this 14-week academy.

**Northern Colorado Fire Consortium**
The relationship with the Northern Colorado Fire Consortium (NCFC) strengthened in 2004. A NCFC sponsored speaker series was initiated in the fall. This series provides nationally recognized fire service instructors and speakers for members of the consortium and outside departments. The power of

the consortium allows us to provide learning experiences that are otherwise impossible. Consistent with the 2005 Strategic Plan, we will continue to use the consortium to strengthen existing programs and explore new opportunities.

## HAZARDOUS MATERIALS RESPONSE TEAM

Company Officer Dick Spiess

Training, response and transitions were emphasized for the Poudre Fire Authority Hazardous Materials Response Team in 2004.

Major response incidents including tank truck and semi-trailer roll over incidents on Interstate 25 and the roadways of the district were among the challenges faced by the team. The team also provided assistance to consortium partners on major incidents during the year. In all responses, the team was able to safely mitigate the emergency and minimize damage to property and the environment.

Training was a major focus for the team and consortium partners, and the benchmarks of training included:

- A two-week technician level training course was provided by Chemical Safety Training. This course is an essential hands-on curriculum required to meet the standards of Haz-Mat Technician.

- The department-wide delivery of training relating to Weapons of Mass Destruction and explosives was provided to enhance overall community safety and security.

- A Haz-Mat Technician refresher course was arranged for delivery in 2005.

- Delivery of department-wide training that ensured department personnel maintained operations level qualifications as set forth in the Code of Federal Regulations, Part 29, 1910.120 was accomplished.

Personnel changes at Station 6 brought new team members to the station. Orientation and training were priorities for these individuals and the team. Several department personnel started, completed, or refreshed the education required to meet the standards set for Hazardous Materials Technician during the year.

The team responded to challenging incidents and enhanced cooperation with many agencies in and surrounding the PFA protection district. The goals of enhancing community safety through training, planning and response were substantially addressed during the year.

## WILDLAND TEAM

Company Officer Dick Spiess

The wildland fire season of 2004 saw unusually low mobilization of resources for incidents in the lower 48 states. Locally, the spring of the year provided the highest fire danger and fire occurrence of the year, which was punctuated by the Picnic Rock Fire at the mouth of the Poudre Canyon. Members of the PFA Wildland Team supported local operations and contributed significantly to command and control operations at Picnic Rock and other incidents.

Personnel and equipment were provided for 8 national level incidents in 7 states as well as multiple incidents locally. The incidents included:

- Freezeout / Washington
- KP Incident / Arizona
- Bent Canyon / Colorado
- Battle Mountain / Nevada
- Picnic Rock / Colorado
- Buckhorn Creek / Colorado
- Cramer Fire / Idaho
- Overland Fire / Colorado
- McGruder / Colorado
- Boundary Fire / Alaska
- Hurricane Ivan / Florida

Crown fire activity on the 500,000 acre Boundary Fire, Alaska

These assignments provided critical training and experience for department personnel. Nationally, a system of qualifying personnel for various positions within the Incident Command System exists. This qualifications system requires both classroom education and field experience. Poudre Fire Authority personnel were able to complete the experience requirements for several positions during the past year. This included the positions of:

Field Observer
Division Supervisor Trainee
Strike Team Leader
Engine Boss
Fire Behavior Analyst
Division Supervisor
Operations Branch Director
Strike Team Leader Trainee
Operations Section Chief 1 Trainee

Additionally, Wildland Team personnel assisted with the management of non-fire disaster events, local incidents, and the instruction of local and national courses.

Finally, a member of PFA's Wildland Team continued the investigation and development of the official report on a fatal fire in Idaho. This incident has become a landmark event on the national scene.

The Wildland Team strives to enhance the experience level of PFA participants in managing large-scale incidents. The focus on firefighter safety, decision-making and cost efficiency through increased experience is being enabled through PFA participation in the management of national events. Since incidents and assignments reimburse PFA's actual costs including minimum manning backfill, there is no cost to the community. The program generated reimbursements of over $107,600 in 2004.

## WILDLAND/URBAN INTERFACE

Company Officer Kelly Close

*Picnic Rock Fire, April 1, 2004. Photo by Rick Baldwin.*

The 2004 fire season started early and dramatically with the Picnic Rock Fire in late March. This tested PFA's ability to deal with a large, protracted incident and provided valuable lessons on which to strengthen PFA's preparedness for and response to future incidents. In 2004, the Interface Team focused on continued improvement of PFA's training and response capabilities in wildland fire suppression within PFA's primary response area, and in support of our local cooperators.

Station 7 continued to play a key role as a specialty station, staffed and equipped to support initial attack resource needs. Team members outside of Station 7 continued their active involvement in addressing department-wide and interagency issues and initiatives.

The following is a brief summary of activities and accomplishments of PFA's Wildland/Urban Interface Team for 2004.

Pre-Response Preparation and Planning

* The team continued to provide PFA's operational personnel with ongoing information about daily, weekly, and seasonal weather and fire danger trends.

* Team members worked with PFA Ops and Staff to develop key benchmarks, and update and finalize wildland/urban interface input, for the final PFA Strategic Plan.

* The team re-visited the Mission and Objectives of the Wildland/Urban Interface Program with Ops at a dedicated work session. Ops indicated they want to keep Station 7 as a Specialty Station, with a renewed commitment to the program.

* A team member began development of a PFA Wildland web page for the PFA Intranet. This is nearly complete and the page is due to come on line in early 2005.

* In March, team members completed a federal matching-funds grant project for assessing fire danger and hazard levels in PFA's response area. The final report provided valuable information for recommending response levels, severity staffing, pre-attack planning, open-burning restrictions and hazard fuel mitigation needs.

* Using weather and fire occurrence analyses from the federal matching-funds grant project, Team members developed pre-response guidelines for dispatching PFA resources based on location and fire danger conditions. This was incorporated into the initial dispatch procedures in the new CAD implemented in October.

* Team members continue to play active roles in pre-response planning through participation in the Larimer County Fire Council and the Northern Front Range Cooperators, and focused pre-season response planning with the PFA Operations Team and representatives from other local agencies.

Response

* The team began work on developing Operational Directives for initial and extended response to wildland fires within PFA's jurisdiction.

* Team members continued to maintain active, ongoing involvement in the Northern Colorado Type 3 Incident Management Team (IMT) to more effectively manage local fires that escape initial attack.

* Team members provided critical oversight and filled key roles in the first few days of the Picnic Rock Fire, PFA's largest wildland fire to date and first true "project fire."

* Team members provided support to numerous local mutual aid incidents, individually and as crews.

Equipment

* Team members worked to standardize wildland equipment and apparatus throughout PFA.

* As part of an ongoing cooperative agreement with the CO State Forest Service, a Type 3 wildland engine with compressed air foam (CAFS) capability was again housed at Station 7. It was used extensively for wildland fires within PFA's jurisdiction and in support of mutual aid cooperators.

* PFA began to phase in the "new-generation" fire shelters purchased at the end of 2003. Approximately half of the shelters have been replaced, with the remainder to be replaced in 2005 (delay due to a defect-related recall in early 2004).

Interagency Cooperation/Community Relations

* Team members worked with LCSO and other local cooperators to revise and improve IMT3 guidelines. This included a focused interagency meeting with Ops, LFSO, CSFS, and USFS personnel to address interagency workings and pre-season preparedness for IA and extended incidents. PFA continued to be an active participant in local Type 3 incidents.

* Team members continued to strengthen and further delineate the cooperative working relationship with the City of Ft. Collins Natural Areas Department, and explored further opportunities to conduct prescribed fires on natural areas lands within PFA's jurisdiction; these burns have provided PFA personnel with valuable training opportunities, and have strengthened cooperative relationships with many of PFA's local cooperators. Six natural areas personnel attended PFA's 2004 Annual Refresher training and are red-carded through PFA.

* Through a joint effort between the team and the PFA Public Affairs Specialist, PFA increased efforts in public outreach through a public "Open House" at Station 9 and participation in a "Fire Day" on the CSU campus.

Training

* The team continued to develop its "Annual Refresher" course to improve compliance with national training and safety standards. This training was provided to all PFA line and volunteer personnel, and personnel from other City and County agencies. Team personnel also assisted local cooperators with their annual refresher courses.

* For the third year, the team continued to track training and qualifications of PFA personnel, and in accordance with national standards, issued "red cards" to line personnel and qualified City Natural Resource personnel.

* Team members worked with PFA's cooperators to present NWCG (National Wildfire Coordinating Group) training:
  - S-130/190, Basic Wildland Firefighter training (Volunteers and the Northern CO Consortium Academy)
  - S-215, Fire Operations in the Wildland/Urban Interface
  - S-290, Intermediate Wildland Fire Behavior
  - S-260/261, Interagency Fire Business Management

## SCBA MAINTENANCE

Company Officer Tim England

The SCBA tech group tested, repaired and performed preventative maintenance on the department's SCBAs, cartridge respirators, and air compressors. Fit testing for firefighters and other agencies was begun. It is an ongoing requirement and will continue on an annual basis.

We also began the process of retrofitting to the new NFPA standard to enhance safety and performance of our SCBA. During that process it was recommended the Department examine purchase of a new design – the NxG2 by Scott Technologies. The recommendation was approved by both our staff and Board of Directors. The order will be placed in 2005.

Training was presented to firefighters (line, academy, and volunteer) and other agencies as well. These included FEMA, Fort Collins Police Department, City of Fort Collins, and Greeley.

## INCIDENT REPRESENTATIVE

Company Officer Steve Miller

The department's responsibility to the citizen does not end with the mitigation of their emergency. When they occur, these events are one of the most traumatic and disruptive experiences they will face in their lifetime. The PFA incident representative (IR) program is designed to provide support and comfort during and after the emergency in a manner that allows people to resume their normal lives as soon as is practical. The IR acts as an advocate for the citizen to insure that all the appropriate services needed to help them are contacted and made accessible. These relationships our IR's form with impacted citizens can span several weeks, providing the department with a valuable opportunity to directly serve our citizens in a positive way.

In 2004, the IR program experienced the transition of 2 people out of the program and selection of replacements. This transition will continue in 2005 with the replacement of 1 additional IR. The replacement has been selected and is currently undergoing familiarization with the program. It is anticipated that the transition will be completed the first quarter of 2005. 2004 was a year of maintaining service levels. The goal of developing a large-scale IR system was put on hold due to commitments to the strategic plan and the selection of a new OEM director.

2005's goal is to start the project of developing a large-scale incident representative system to fit in with OEM activities.

## OCCUPATIONAL HEALTH AND SAFETY

Battalion Chief Mel Carlson

The number of reported injuries changed very little in 2004. There were 49 injuries reported in 2004 compared to 51 injuries reported in 2003. The exposure reports were almost the same with 32 possible exposures in 2004 and 30 reported in 2003. All of the injuries were minor and did not result in lost time. The average claim dropped from $432 in 2003 to $313 in 2004. The number of Lost Time Days charged to our insurance carrier remained the same at zero.

We experienced 18 reported vehicle accidents in 2004. This was down from 31 in 2003. All of the accidents were minor in nature.

During 2004 all PFA personnel received a physical and fitness evaluation from Colorado State Human Performance Clinical/Research Laboratory. Less than 4% were referred to a specialist for follow up.

## EMERGENCY MANAGEMENT

Division Chief Ron Uthmann

The 2004 year was a transition year for Emergency Management. In July, Chief Gress moved into Operations and Chief Uthmann moved into Emergency Management. Chief Gress continued to be involved in on-going projects until Chief Uthmann could take over all programs without any program impact. One such program was a Mass Inoculation Exercise. Although much multi-agency planning went into the exercise, which was a significant benefit to all participants, the exercise was unable to be held due to lack of flu vaccine.

In September, Chief Uthmann had the opportunity to serve as a team leader for a four-person team deployed to Alabama as part of Hurricane Ivan response. Chief Uthmann spent 2 weeks in lower Alabama and learned a lot about post disaster response and recovery.

In 2004, we also met with the new City Manager, Darin Atteberry, to define the City's expectations. As a result of the meeting, a draft Strategic Plan was completed. One of the goals for 2005 is the adoption of the OEM Strategic Plan.

This past year was also a good year for Homeland Security grants. Chief Uthmann served as the alternate fire representative to the Northeast Region Emergency Management area. As a member of this group, he continued to pursue grant monies for PFA and the City of Fort Collins. The goal is to continue to acquire specialized equipment for PFA that would be used in the event of a terrorist attack, or manmade or natural disaster. We hope this equipment never has to be utilized, but are prepared if it does.

## INFORMATION TECHNOLOGY

IT Manager Tom Hatfield

Technology continues to expand and provide many new roles in modern society and the fire service has been no exception. In 2004 the PFA IT department has been busy researching and implementing new and maintaining existing technologies. Highlighted below are the projects undertaken by the department, or in partnerships with other departments and agencies.

Computer Aided Dispatch – The new Tiburon CAD system went into production on October 4th after many years of research, configuration, and training. The project was a joint effort among several public safety agencies including Fort Collins Police Services, Larimer County Sheriffs Department, Poudre Valley Hospital Ambulance Service, and CSU Police. In addition the City and County dispatch centers are responsible for dispatching all public safety agencies in Larimer County except for Loveland Police and Fire and Thompson Valley Ambulance. The project has been a great success and is a good example of

public safety partnerships that will prove to provide efficient and effective services to the County with significant cost savings to the taxpayers.

Expansion of Fiber Optic Network – In August work began on extending fiber to three more fire stations. Two of the three projects were a cooperative effort with the City Traffic Department during phase 2 of their traffic light modernization project. Both departments were able to share infrastructure and costs of extending fiber to traffic lights and the two fire stations. The expansion will provide the capability of expanding the video conferencing/training system to those sites in addition to saving an additional $14,400/year in ongoing leased line costs from Qwest.

The fiber network will also provide opportunities for voice and other emerging productivity applications. Voice over IP (VoIP) could provide tremendous emergency communications capabilities during disaster situations. With the right system, the flexibility it provides allows for quick and easy setup of phones for an Emergency Operations Center (EOC) at many city facilities compared to traditional phone systems.

Streaming Video – With the addition of a computer with server software our video conference system provides video streaming capabilities. Much like TV it allows for the viewing of conferences and training sessions on a desktop computer. However, you cannot interact with the instructor or other sites unlike the room conference system which is interactive with all the participants at one or more sites. The streaming capability also provides the ability to digitally record the sessions on the server for later viewing, on demand from a menu located on our Intranet web site.

Other Projects – Several other smaller projects were undertaken in 2004 which include:

- Server operating system and incident database upgrades
- Re-designed intranet web site
- Configure CAD to RMS data transfer for new CAD
- Active Directory Service (ADS) implementation
- Wireless access points in all facilities
- Research and improve disaster recovery capabilities
- Research automation of patch and computer virus management systems
- Finalize IT portion of strategic plan

Computer Support - The table below outlines the ongoing hardware and software maintenance and support provided for servers, personal computers, video conferencing systems, mobile data computers and PDA's.

| Year | # of PC's, Mobile Data Terminals and PDA's | Service Calls |
|---|---|---|
| 2003 | 100 | 907 |
| 2004 | 102 | 943 |
| % Change | +2% | +4% |

## FIRE PREVENTION BUREAU

Fire Marshal, Kevin Wilson

The Fire Prevention Bureau has the primary objective of decreasing the incidence of uncontrolled fire. Prevention activities include fire safety inspections, Uniform Fire Code Enforcement, inspection of the fire protection systems, the provisions of public fire safety education, and all fire investigations.

In addition to providing leadership and support for the six programs under the prevention umbrella, the fire marshal continued to support several special projects. These are the Greek Inspection Program, the R-Occupancy Program, and the Occupant Load Certification Program. Data for the Greek Inspection Program and the R-Occupancy Program is included in following program reports.

## INSPECTION SERVICES

Assistant Fire Marshal, Holger Durre
Assistant Fire Marshal, Randy Wright

During 2004, engine companies and Fire Prevention personnel conducted 3,013 business safety fire inspections. A total of 2,553 fire hazards were identified. These same inspection teams conducted 798 re-inspections. Of the 2,553 hazards identified, 1,786 hazards were corrected by the time of the re-inspection. The tables below provide a more detailed overview of inspection activities for 2004.

## INSPECTION SERVICES ACTIVITY

| | |
|---|---|
| Total Inspections | 3,013 |
| Total Hazards Written | 2,553 |

| | |
|---|---|
| Total Re-Inspections | 798 |
| Corrections at Re-Inspection | 1,786 |

| | |
|---|---|
| Final Notices Issued | 149 |
| Corrections at Final Notice Re-Inspection | 344 |

## FIVE YEAR INSPECTION ACTIVITY

| Activity | 2000 | 2001 | 2002 | 2003 | 2004 | % Change | 5 Year Average |
|---|---|---|---|---|---|---|---|
| Total Addresses on Record | 3159 | 3687 | 4052 | 4463 | 4386 | -1.7 | 3949 |
| Inspections Assigned | 2844 | 3158 | 3028 | 2660 | 2668 | 0.3 | 2871 |
| Inspections Conducted | 2657 | 2762 | 2937 | 2391 | 3013 | 21.1 | 2752 |
| Total Violations Written | 2502 | 2884 | 3212 | 2813 | 2553 | -9.2 | 2792 |
| Violations per Inspection | 0.94 | 1.04 | 1.09 | 1.18 | 0.84 | -28.8 | 1.02 |
| Re-Inspections Conducted | 985 | 891 | 1033 | 826 | 798 | -3.4 | 907 |
| Corrections at Re-Inspection | 1630 | 1581 | 1953 | 1825 | 1786 | -2.1 | 1755 |
| Final Notices Issued | 257 | 235 | 246 | 139 | 149 | 6.7 | 205 |
| Hazards Cleared by Final Notice | 342 | 270 | 413 | 350 | 344 | -1.7 | 344 |

## HAZARDS BY TYPE

The Bureau uses this information collected from the inspection database as a planning tool for the fire code training and community education. The following presents the common hazards identified during routine fire safety inspections from 2000-2004.

Article 85
Electrical

| Year | Hazards | % Change | % of Total |
|---|---|---|---|
| 2000 | 775 | | 31.0 |
| 2001 | 1024 | 24.3 | 35.5 |
| 2002 | 1087 | 5.8 | 33.8 |
| 2003 | 944 | -13.2 | 33.6 |
| 2004 | 883 | -6.5 | 34.6 |

Article 10 & 11
General Fire Safety

| Year | Hazards | % Change | % of Total |
|---|---|---|---|
| 2000 | 962 | | 38.4 |
| 2001 | 1,075 | 10.5 | 37.3 |
| 2002 | 1,048 | -2.5 | 32.6 |
| 2003 | 962 | -8.2 | 34.2 |
| 2004 | 896 | -6.9 | 35.1 |

Article 12 & 25
Exiting/Assemblies

| Year | Hazards | % Change | % of Total |
|---|---|---|---|
| 2000 | 488 | | 19.5 |
| 2001 | 494 | 1.2 | 17.1 |
| 2002 | 737 | 33 | 22.9 |
| 2003 | 597 | -19 | 21.2 |
| 2004 | 500 | -16.2 | 19.7 |

## INSPECTION CONTACTS

The work done by the Inspection Services program is not only reflected by the scheduled inspections that take place throughout the year, but also citizen concerns regarding fire safety, home inspections and fire lane issues. This work is conducted in a highly responsive manner and all requests for service are addressed immediately. In 2004, 193 inspection contacts were conducted, a 21.5% decrease in inspection contacts over 2003 which saw 246 contacts. This work often leads to additional research and investigation to ensure resolution. The following table reflects the 2004 Inspection Contact activity.

**2004 Inspection Contacts**

| | |
|---|---|
| Access/Fire Lane | 8 |
| Alarm | 6 |
| Doors/Exiting | 6 |
| Fire Extinguisher | 3 |
| Flammable Material Storage | 3 |
| Hydrant | 3 |
| Inspection Issue | 17 |
| Knox Box | 73 |
| Occupant Load | 3 |
| Organic Material | 8 |
| Overcrowding | 3 |
| Propane Tanks | 4 |
| Residential | 3 |
| Smoke Detector | 13 |
| Tent | 18 |
| Miscellaneous | 20 |
| **Total** | **193** |

## FIRE INSPECTION COORDINATORS

In 2004 the 6 Fire Inspection Coordinators (FIC) conducted 952 inspections. 149 of these inspections were final notice inspections issued by engine company inspectors. These inspections provided the FICs an opportunity to perform a quality check for initial hazard identification. FICs made additional re-inspections to bring these final notices to a positive closure.

FICs also conducted drop-in inspections of restaurants, bars, and nightclubs to confirm occupant load compliance on a weekly basis. These inspections are conducted to ensure that these establishments are not exceeding their approved occupant load and that all fire safety regulations are being adhered to. Records are kept to reflect the work done during those inspections. A partnership exists with the Fort Collins Police Department and the City of Fort Collins Liquor Licensing Office to ensure compliance and patron safety.

Throughout 2004, the FICs also assisted Bureau investigators with 427 investigations. These six FICs perform an invaluable service for the Bureau, as

they are the first investigators on scene. They provide information to investigators that would, in many cases, be lost or very difficult to collect at a later time.

SPECIAL PROJECTS

Several occupancies require focused attention to ensure a fire safe community. These programs are usually assigned a single inspector. Some of the benefits of this practice include specialized inspectors, a single point of contact for the customer, and inspection consistency. This not only ensures fire safety in these specific occupancies but is also good customer service.

**POUDRE SCHOOL DISTRICT INDUSTRIAL PROGRAM –** During 2004, the Bureau completed the fifth year of the PSD Industrial Inspection Program. The firefighter assigned to this partnership program conducted 45 school inspections, identifying 452 hazards. 116 of those violations were corrected at the time of inspection resulting in immediate life safety impact. A single inspector is necessary not only for the reasons stated above but also due to the complexity and geographic distribution of PSD facilities. This unique partnership is well received by the district.

**HEALTH CARE FACILITIES –** This program focuses on two objective areas. First, by nature of use, these occupancies require technical expertise related to specialty equipment and processes. Because of this, the FICs receive advanced code training. Second, by providing the customers with the same inspector every year, consistency is achieved.

| | 2002 | 2003 | 2004 | % Change |
|---|---|---|---|---|
| Inspections | 44 | 51 | 51 | 0.0 |
| Hazards | 24 | 31 | 11 | -64.5 |

**GREEK INSPECTION PROGRAM – T**his partnership with Colorado State University Greek Affairs is in its fourth year. The primary benefit of this program is increased life safety, inspection consistency and resident education. In 2004, the FICs were assigned to this program and continued the work achieved by previous inspectors. A continued emphasis on fire protection systems is being communicated to the fraternities and sororities to bring about full coverage of these occupancies in the future. Many sororities and fraternities are also replacing non functional hood and duct systems with systems that function properly.

| | 2002 | 2003 | 2004 | % Change |
|---|---|---|---|---|
| Inspections | 40 | 40 | 30 | -25.0 |
| Hazards | 240 | 214 | 75 | -64.9 |
| Re-Inspections | 37 | 38 | 19 | -50.0 |
| Final Inspections | 16 | 13 | 3 | -77.0 |

**R-OCCUPANCY INSPECTION PROGRAM –** This inspection program focuses on apartment and large residential complexes. A single inspector manages this program, providing inspection consistency and managed follow-up on identified hazards. Inspections include general fire safety evaluations as well as fire alarm and fire sprinkler inspections. Through this approach we ensure that these occupancies receive the specialized attention that is required in these types of buildings. One of the main successes of the residential occupancy program has been to upgrade the level of protection to our citizens by requiring all residential buildings with 16 or more units and an interior common hallway to have a monitored fire protection system. This has been a project that has been ongoing since 2001. Currently, all R-occupancies within the PFA district, with only one exception, are being monitored. The remaining business is in the process of completing work on their alarm system.

| | 2002 | 2003 | 2004 | % Change |
|---|---|---|---|---|
| Inspections | 108 | 170 | 181 | 6.1 |
| Hazards | 198 | 244 | 213 | -12.7 |
| Re-Inspections | 65 | 92 | 97 | 5.2 |
| Final Inspections | 13 | 14 | 21 | 33.3 |

**SPECIAL EVENTS PERMITS -** Special events in Fort Collins and the surrounding community increase the enjoyment of living here. The Poudre Fire Authority is actively involved in ensuring that these events are conducted safely. In 2004, 74 special events permits were issued by the Poudre Fire Authority. These permits require not only review, but also onsite inspections to ensure that the regulations of the permit are adhered to.

## TECHNICAL SERVICES

Assistant Fire Marshal, Ron Gonzales
Fire Protection Technician, Joe Jaramillo
Fire Protection Technician, Mike Chavez

Technical Services is the section within the Fire Prevention Bureau which deals with all significant issues of design and construction for all industrial, commercial and residential projects at a variety of technical levels. This service is typically delivered beginning with answering customer questions over the phone, in person, and all the way through to providing final testing of fire protection systems and building final inspections.

## I. CONCEPTUAL DESIGNS PROGRAM ACTIVITY

| Activity | 2003 | 2004 | % of Change |
|---|---|---|---|
| Plan Development Projects Reviews | 209 | 246 | +18% |
| New Construction Plans | 400 | 454 | +13.5% |
| Conceptual Reviews | 203 | 224 | +10.5% |

The number of plan development project's was up 18% from the previous year. Meeting submittal deadlines and managing the larger projects made up for staff time to review and have discussions with design professionals regarding fire code reviews.

With new construction plan reviews being up 13.5%, this work constantly calls us to conduct field inspections and field meetings. The contractors of our community make this a very enjoyable and challenging part of the process which involves design meetings, inspections and follow up discussions with City staff to integrate our comments into the overall project. Final inspections verify code compliance.

Conceptual reviews did not see a significant increase, but were still a positive indicator of slow growth, at least in the number of submittals for review. Although these reviews do not always represent new projects, these reviews are tracked as growth indicators and services provided. These are conceptual plans which represent new building product which may or may not get to the building permit stage of the review process.

The following figures represent a significant workload carried by Prevention staff working with the City and County. These same individuals are also called upon to conduct field inspections related to projects they have reviewed.

In 2004, we provided technical services to the following higher profile projects:

| **City of Fort Collins** | **Square Footage** |
|---|---|
| ➢ St. Elizabeth Seton Fellowship Addition | 12,000 |
| ➢ Pine Street Lofts (residential) 4-story | 37,010 |
| ➢ Coloradoan Expansion | 37,260 |
| ➢ Cambridge Lofts (residential) 4-story | 39,190 |
| ➢ Home Depot | 104,500 |
| ➢ Winslow Senior Center Complex 3-story | 105,110 |
| **Poudre School District** | |
| ➢ Boltz Junior High School | 38,500 |
| ➢ Rocky Mountain High School | 65,700 |
| ➢ Heritage Christian School (private school) | 86,780 |
| ➢ Kinard Junior High School | 112,550 |

**Colorado State University**

- Chemistry Lab Remodel 3,425
- AIDL Expansion Site 3,450
- BHRB Expansion Site 3,600
- Anatomy/Zoology Building Remodel 27,500
- Performance Arts Theatre – Phase II 35,000

## II. TECHNICAL SERVICES FIRE PROTECTION SYSTEMS PLAN REVIEWS

Technical Services provides plan reviews for the technical systems required by the fire code. These technical systems require a knowledge base involving many design standards and policy applications. These plan reviews insure that the systems are designed correctly and in accordance with modern fire protection criteria. These technical reviews are vital because they ensure fire-safe buildings. We started keeping records on this program in 1984. Since then we have seen an average of 40 sprinkler systems installed every year.

Below is a comparative summary of the plans reviewed for which a fire protection system was required.

| Activity | 2003 | 2004 | % of Change |
|---|---|---|---|
| Total Sprinkler Systems | 965 | 1024 | +6.2 |
| Total New | 75 | 59 | -21 |
| Sprinkler System Upgrades | 117 | 118 | +0.9 |
| New Fire Alarm Installations | 64 | 76 | +18 |
| New Hood/Duct Protection Systems | 41 | 27 | -34 |
| Fire System Permits/Plan Reviews | 297 | 320 | +8 |
| Spray Booths | 0 | 1 | +100 |

## III. TECHNICAL SERVICES FIELD INSPECTIONS

Technical Services provides field inspections for new construction and fire protection system upgrades. The fire protection systems must be inspected and tested prior to installation and then semi-annually thereafter. Buildings are inspected prior to the issuance of the Building Department (City and County) issuing a Certificate of Occupancy.

Following is a compilation of the types of inspections conducted this last year:

## Field Inspections

| Activity | 2003 | 2004 | % of Change |
|---|---|---|---|
| Sprinkler Hydrostatic Tests | 85 | 94 | -10 |
| Fire Alarm Tests | 64 | 50 | -22 |
| Building Finals for C/O | 143 | 131 | -8.4 |
| Fire Lane | 2 | 2 | 0 |
| Fire Pump Tests | 2 | 1 | -50 |
| Hood & Duct | 41 | 17 | -58 |
| Knox Box Lockups | 6 | 6 | 0 |
| Spray Booths | 2 | 2 | 0 |
| Residential Water Flows | 2 | 15 | +650 |
| Sprinkler / Rough In | 105 | 50 | -52 |
| Tenant Finish | 206 | 134 | -35 |
| Fire Sprinkler Systems* | | 67 | |
| Addresses* | | 7 | |
| Fire Doors* | | 2 | |
| Backflow Prevention* | | 1 | |
| **Total Inspections** | **658** | **579** | **-12** |

* These are new inspection services not previously conducted.

## Fire Hydrant Water Flow Tests

| Activity | 2003 | 2004 | % of Change |
|---|---|---|---|
| Fire Hydrants Flowed | 31 | 28 | -10 |

## HAZARDOUS MATERIAL REGULATION

Assistant Fire Marshal, Rick Baldwin
Assistant Fire Marshal, Ron Gonzales
Fire Protection Technician, Ray Zimmerman

The goal of this program was to minimize hazardous material releases through planning, prevention, and enforcement. Information gathered from this program provides important pre-response information and enhances on-scene mitigation. Along with the efforts of public and private entities, the program has drastically reduced the number of hazardous material incidents within our district.

## HAZARDOUS MATERIALS ACTIVITIES

| Activity | 2003 | 2004 | % of Change |
|---|---|---|---|
| Fuel System Upgrade | 2 | 0 | -100% |
| Above/underground Fuel Tank | 5 | 12 | +140 |
| Propane | 11 | 3 | -73% |
| Technical Research | 10 | 13 | +30 |
| New HMMP | 3 | 3 | 0 |

## FIRE INVESTIGATIONS

Assistant Fire Marshal, Rick Baldwin

Fire activity in 2004 was highlighted by the dry winter and spring culminated by the Picnic Rock Fire and by a large building fire at the Collins West Apartments. The continuing drought resulted in 3 fires over 100 acres before April 1st. The largest was the Picnic Rock Fire which burned over 9,000 acres and required a Type II Overhead Team to control. Rains starting in the late spring and continuing all summer reversed the dry trend. An early morning fire in April heavily damaged a 16 unit apartment building and caused the displacement of all residents. One occupant was forced to jump for his life. The improper disposal of smoking materials caused that fire. 2004 had much less arson than 2003, but average fire loss figures continued to climb. The total number of fires is directly related to the lack of wildland fires during the second half of 2004 and by the drop in arson fires.

The following table represents investigation activity for years 2002 through 2004.

## INVESTIGATION ACTIVITY

| TYPE | 2002 | 2003 | 2004 | % of CHANGE from 2003 to 2004 |
|---|---|---|---|---|
| Total Fires | 631 | 551 | 488 | -11% |
| Total Incendiary | 48 | 79 | 56 | -29% |
| Structure/Incendiary | 21 | 34 | 14 | -59% |
| All Other Incendiary | 26 | 44 | 42 | - 5% |
| % Total Incendiary | 8% | 14% | 12% | - 2% |
| Total Dollar Loss | $2,259,117 | $4,173,505 | $2,714,884 | -35% |
| Total Dollar Loss Incendiary | $387,654 | $2,318,914 | $126,320 | -95% |
| % Total Dollar Loss Incendiary | 17% | 55% | 5% | -55% |

PFA investigators assisted outside agencies with fire investigations during 2004, notably in the mountain areas of Larimer County. Investigators continue to work with other involved agencies such as Fort Collins Police, Larimer County Sheriff, the Bureau of Alcohol, Tobacco, and Firearms, and with the insurance industry and their associates.

## YOUTH FIRE AWARENESS/JUVENILE FIRESETTER INTERVENTION PROGRAM

Assistant Fire Marshal Jason Mantas
Assistant Fire Marshal Rick Baldwin

The goals of this program are to reduce juvenile involvement in firesetting and arson, and to assist children who have engaged in firestarting and firesetting behavior. This program is staffed by specially trained PFA firefighters, Larimer County Safe Kids Coalition members, and is coordinated by the Assistant Fire Marshal responsible for Public Affairs & Education.

Children and juveniles become involved in this program in one of four ways. They are referred by their parents, they are contacted by PFA personnel at a fire incident, they are required to participate by the District Attorney, or they receive an educational class in their school. Participants receive education about arson, juvenile involvement, effects of arson on our community, and are invited to engage PFA firefighters in open discussion. Participants who are referred into the program also receive a risk evaluation and if needed referral to other assistance.

During 2004 Safe Kids awarded PFA a grant to fund the use of this program in a proactive, educational setting, within the public schools. This aspect of the program is growing and will become a bigger part of the program in 2005.

### 2004 CONTACTS

| Activity | 2003 | 2004 |
|---|---|---|
| Referred Interventions | 52 | 20 |
| Classroom Education | 0* | 59 |

* Program did not exist

## MEDIA RELATIONS

Assistant Fire Marshal Jason Mantas
Division Chief Kevin Wilson

In 2004 PFA added a service to the community by establishing a position that is responsible for media relations and public information. During the first year of this program PFA conducted press conferences and worked with other agencies to inform the public during several large scale emergency incidents including the Picnic Rock Fire.

Twenty media releases were distributed during 2004, and a positive working relationship has been established with several media outlets. This relationship has helped us to take advantage of the opportunity of linking our safety messages to emergency events that occur within our community; thereby, enhancing our ability to provide community education and fire prevention. This enables PFA to use the media as a partner in public education.

## EDUCATIONAL SERVICE REQUESTS

Assistant Fire Marshal Jason Mantas
Fire Prevention Secretary Bonnie McBride
All PFA Firefighters

In 2004 PFA firefighters responded to 273 requests by community members for fire and life safety education. The service request program is the backbone of our contact with citizens who are part of many different audiences.

**Educational Service Request Activity**

| Service Request | # of Events | # of People Contacted |
|---|---|---|
| Apparatus Tours | 8 | 940 |
| Neighborhood Events | 8 | 642 |
| Extinguisher Classes | 52 | 1339 |
| Fire Safety Classes | 51 | 1784 |
| Station Tours | 106 | 1593 |
| Safety Fairs | 7 | 525 |
| All others | 41 | 2166 |
| **Total** | **273** | **8989** |

Additional 2004 Public Affairs Events:

**Neighborhood Night Out**

On August 3rd the firefighters who work at Station 7 hosted a block party at the fire station. This was done in partnership with the National Neighborhood Night Out effort. This event was attended by approximately 50 neighbors who all had a great time! The firefighters who hosted the event enjoyed the experience of getting to know their neighbors.

**Wildfire Prevention Day**

On June 19th volunteer and career firefighters from PFA worked together with the U.S. Forest Service, Colorado State Forest Service, and Larimer County Emergency Services to host a wildfire awareness and prevention open house at Station 9. Children participated in activities, adults attended educational discussions, and everyone enjoyed the hot dogs and hamburgers!

**Flame Out Five**

The Flame Out Five K Race was held on October 9th at Station 3. A total of 500 adults and children participated in the event, and a great time was had by all. The business community continues to support this event through generous sponsorship and participation.

**Child Passenger Safety**

PFA firefighters participate in a county-wide child passenger safety effort. During 2004 PFA firefighters installed or checked the installation of 591 child car seats. 2004 is the first year in which the misuse rate that was found by our technicians was lower than 90%, which indicates that the program is making an impact.

**Holiday Newspaper Insert**

The annual PFA Holiday Insert was circulated in the Coloradoan on Thanksgiving Day, which traditionally has the largest circulation of the year. This year's insert included pictures of PFA firefighters and a home fire prevention checklist for people to use.

The annual smoke detector/carbon monoxide detector giveaway was announced in the Holiday Insert. Of the 42 entries, 10 winners were randomly selected. As of February 10, 2005, eight winners have claimed their prize (seven carbon monoxide detectors and one smoke detector). Carbon monoxide detectors are the definite favorite in the giveaway.