

2009 Annual Report



Serving the Northern
Colorado Communities of

Fort Collins

LaPorte

Timnath

Bellvue

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I. 2009 GOALS and ACCOMPLISHMENTS

Long-Term Funding

2009 Goal: Since the development of the Strategic Plan in 2004, a priority of the Board has been to secure predictable long-term funding for PFA. The weak economy at that time culminated in the current recession, and has eliminated our ability to provide additional funding from the City of Fort Collins and the Poudre Valley Fire Protection District. In these difficult times it would be an undue hardship on citizens to ask for additional funding. Consequently our focus has been to maintain services and organizational esprit de corps while making budget reductions to match revenue shortfalls. PFA personnel have responded with a positive and constructive attitude that has enabled us to maintain all emergency response and fire prevention programs while finding new ways to deal with our reduced revenue.

Beginning in 2002 we began to freeze various line items. In 2007 we attritioned the first of 4.5 positions we would find it necessary to cut. As we will discuss with the budget, in 2010 it will become necessary to freeze all non-essential spending, use reserve for contingency funds, and maintain our capital ready to meet ongoing, unfunded expenses. The impact of all this is that we cannot sustain these financial impacts long-term, but we have been able to reallocate resources and maintain our emergency response services in 2010.

Accomplishment: We have met the above goal by continuing to provide all major services at a high performance level. However, we are becoming increasingly concerned that some of those things we have eliminated are beginning to negatively impact our organization. For instance our elimination of outside training and travel has severely restricted our ability to see what others are doing in terms of best practices and cost savings. It is also becoming increasingly difficult to re-allocate resources within a budget year to meet high priority items since we have cut in so many places. Our last line of financial defense is to restrict our capital spending, e.g. Training Building C, to make dollars available if necessary to meet emergency needs. Without additional funding it may be necessary to use these one-time funds for ongoing needs as a stop-gap measure. The key here is that for the past nine years our revenue has fallen behind inflationary cost increases and we will need to begin to either eliminate or reduce services or use more of our capital to continue providing services at current levels as the community continues to grow and place increasing demands on our response system.

Organizational Improvement

2009 Goal: Our Roadmap to Organizational Improvement was started in 2007 with many initiatives we have begun to build on. In 2009 we have developed the Mission, Vision, Values document with extensive employee input. This document captures a broad range of organizational values that defines what is important to us, how we treat each other as members of the PFA family, and our commitment to the citizens to provide top quality emergency services.

A second major initiative is to continue our journey to improve our provision of fire prevention and emergency services to the community through the Colorado Performance Excellence (CPEX) quality program. CPEX is a non-profit state organization that provides organizational evaluation and the sharing of best practices in accordance with the performance excellence program. We have carefully reviewed this program and are impressed that it embodies the concepts that we have found important in our organizational improvement program. We think this can make us better. Therefore we will begin to integrate it into our roadmap this year and apply for CPEX program evaluation in the first quarter of 2010.

Accomplishment: As outlined in our 2010 goals, we are moving ahead with the CPEX program. We have developed eight employee groups to work on the CPEX application. This employee involvement has created a better understanding of how our organizational systems work and also provide numerous insights on how we can improve. This alone makes this portion of our organizational improvement journey successful. The completed application is due in by May 24, 2010 and we will have CPEX examiners on site later this year.

Residential Fire Safety Inspections

2009 Goal: A pilot program targeted at residential fire safety will begin in 2009. This program will address a primary concern of the fire service and that is loss of life in the residential setting. PFA will provide individual fire companies with the proper materials to conduct the inspections in the home on a request basis.

Accomplishment: The Residential Safety Survey Program was developed so PFA could address preventive measures related to where our customers commonly suffer fires and injuries; in the home. PFA would rather *PREVENT* these types of incidents where possible, than have to respond to them. Therefore this program is a very important part of the public education and risk reduction goals for the community.

The program started in December 2009 after all companies received training in November. The program has purposely been started slow through the first quarter of 2010 so as to work any bugs out of the system. Starting the second

quarter of 2010 a full marketing program will be enacted in order to inform our customers of this new service.

Station 4

2009 Goal: We have begun construction of Station 4 which will replace the house we began using in 1981. This house was intended to be a temporary phase-in project and we are pleased that we can now provide a facility which will help us provide superior service to the community and position us to implement our strategic plan with a west heavy squad when the economy improves.

Accomplishment: Station 4 came in on time, under budget, and is in service.

II. 2009 STATISTICAL ANALYSIS

CITY/DISTRICT COMPARATIVE STATISTICS

		Call Ratio	Assessed Value Ratio	Contribution Ratio
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	78.54
	DIST	19.50	18.69	21.46
2005	CITY	82.43	82.15	80.05
	DIST	17.16	17.85	19.95
2006	CITY	81.90	78.06	80.04
	DIST	18.10	21.94	19.96
2007	CITY	82.90	79.01	79.61
	DIST	17.10	20.99	20.39
2008	CITY	83.67	82.05	80.25
	DIST	16.33	17.95	19.75
2009	CITY	83.93	80.30	80.20
	DIST	16.07	19.70	19.80

**2009
PFA COMPARISON TO ICMA
BASELINE DATA REPORT**

Firefighter's Annual Base Salaries (Entrance), 1 January 2008

<u>Classification</u>	PFA Entrance Salary 2008 - \$44,460*			
	Mean	<u>First Quartile</u>	<u>Median</u>	Third Quartile
Total, all cities	38,889	31,940	37,476	44,349
Population Group				
Over 1,000,000	45,860	41,908	45,860	49,813
500,000-1,000,000	49,049	33,675	46,708	62,082
250,000 - 499,999	43,470	36,760	42,341	51,836
100,000 - 249,999	43,383	35,450	39,654	50,152
50,000 - 99,999	42,646	35,157	40,516	47,748
25,000 - 49,999	39,458	32,658	39,273	44,970
10,000 - 24,999	36,689	29,680	35,760	42,000
Geographic Division				
New England	40,091	36,654	39,513	42,886
Mid-Atlantic	38,720	34,525	38,040	43,358
East North Central	41,636	36,288	41,016	45,966
West North Central	36,309	30,253	35,100	41,282
South Atlantic	31,377	27,622	30,801	33,983
East South Central	29,311	25,368	28,451	31,633
West South Central	34,758	29,000	33,859	39,257
Mountain	38,119	33,623	38,480	42,736
Pacific Coast	53,116	46,668	51,889	57,907
Metro Status				
Central	38,644	31,971	36,736	43,483
Suburban	41,894	34,358	41,029	47,667
Independent	32,709	26,849	31,331	37,338

*PFA total compensation is set at the 70th percentile of Front Range comparison jurisdictions.

Firefighter's Annual Base Salaries (Entranco), 1 January 2009

PFA Entranco Salary		2009 - \$46,358*		
<u>Classification</u>	<u>Mean</u>	<u>First Quartile</u>	<u>Median</u>	<u>Third Quartile</u>
Total, all cities	39,986	32,542	38,108	45,610
Population Group				
Over 1,000,000	44,038	44,038	44,038	44,038
500,000-1,000,000	45,321	38,584	39,673	47,986
250,000 - 499,999	46,357	39,880	42,984	47,537
100,000 - 249,999	44,290	36,460	40,032	51,236
50,000 - 99,999	44,412	36,264	41,894	51,542
25,000 - 49,999	41,059	33,264	39,574	46,113
10,000 - 24,999	37,280	30,308	36,208	42,778
Geographic Division				
New England	39,809	36,185	39,273	42,786
Mid-Atlantic	39,864	34,132	39,372	43,556
East North Central	42,794	37,377	42,016	46,680
West North Central	35,740	30,936	34,837	41,762
South Atlantic	32,255	28,753	31,395	35,098
East South Central	31,015	26,295	30,685	34,407
West South Central	36,676	30,920	35,387	41,655
Mountain	39,400	34,721	38,512	44,001
Pacific Coast	56,334	48,393	54,277	61,411
Metro Status				
Central	39,729	33,078	37,677	44,252
Suburban	43,049	34,974	41,566	48,463
Independent	34,044	28,592	32,814	38,908

*PFA total compensation is set at the 70th percentile of Front Range comparison jurisdictions.

Firefighter's Annual Base Salaries (Maximum), 1 January 2008

PFA MAXIMUM SALARY 2008 - \$65,832*

<u>Classification</u>	<u>Mean</u>	<u>First Quartile</u>	<u>Median</u>	<u>Third Quartile</u>
Total, all cities	53,517	45,100	52,259	61,593
Population Group				
Over 1,000,000	71,065	65,192	71,065	76,938
500,000-1,000,000	68,308	52,804	63,230	78,733
250,000 - 499,999	60,650	53,730	58,808	69,247
100,000 - 249,999	61,618	51,381	59,594	67,496
50,000 - 99,999	58,892	50,764	57,484	66,088
25,000 - 49,999	54,597	47,518	53,135	61,805
10,000 - 24,999	49,856	41,328	48,766	56,225
Geographic Division				
New England	50,547	48,394	49,174	53,252
Mid-Atlantic	59,364	49,855	54,090	71,309
East North Central	55,549	48,079	54,975	62,930
West North Central	49,722	42,705	48,923	55,120
South Atlantic	49,435	42,024	49,344	55,468
East South Central	41,917	35,504	40,812	49,612
West South Central	45,519	37,528	45,549	53,138
Mountain	54,869	47,191	55,501	59,615
Pacific Coast	68,588	61,106	67,636	74,495
Metro Status				
Central	53,933	46,797	52,486	60,977
Suburban	57,431	48,766	55,837	64,867
Independent	44,858	37,343	43,236	50,421

*PFA total compensation is set at the 70th percentile of Front Range comparison jurisdictions.

Firefighter's Annual Base Salaries (Maximum), 1 January 2009

PFA MAXIMUM SALARY 2009 - \$68,886*

<u>Classification</u>	<u>Mean</u>	<u>First Quartile</u>	<u>Median</u>	<u>Third Quartile</u>
Total, all cities	55,177	45,679	53,552	62,052
Population Group				
Over 1,000,000	62,317	62,317	62,317	62,317
500,000-1,000,000	66,168	59,114	61,235	70,010
250,000 - 499,999	65,078	56,380	61,176	69,147
100,000 - 249,999	62,378	53,618	59,700	68,999
50,000 - 99,999	61,611	51,854	60,381	71,566
25,000 - 49,999	56,093	48,465	53,851	61,719
10,000 - 24,999	51,173	42,269	49,812	57,712
Geographic Division				
New England	51,160	47,348	50,807	53,810
Mid-Atlantic	61,071	51,472	56,996	76,273
East North Central	57,275	48,700	56,396	63,294
West North Central	49,616	41,867	48,667	54,006
South Atlantic	50,667	42,824	49,990	56,596
East South Central	44,428	39,443	46,010	51,917
West South Central	48,628	40,860	49,024	57,021
Mountain	56,162	51,518	56,210	60,938
Pacific Coast	72,502	64,332	71,507	80,400
Metro Status				
Central	55,782	48,360	53,862	62,317
Suburban	59,194	49,974	57,280	66,284
Independent	46,263	39,818	44,613	51,672

*PFA total compensation is set at the 70th percentile of Front Range comparison jurisdictions.

Expenditures for Salaries and Wages

<u>Classification</u>	2008 <u>Per Capita (\$)</u>	2009 <u>Per Capita (\$)</u>
Total, all cities	102.58	106.59
Population Group		
Over 1,000,000	122.72	...
500,000 – 1,000,000	139.57	130.67
250,000 – 499,999	86.85	143.94
100,000 – 249,999	109.79 PFA 84.41**	112.68 PFA 83.71**
50,000 - 99,999	155.33	119.15
25,000 - 49,999	103.22	110.79
10,000 - 24,999	87.86	99.32
Geographic Division		
New England	112.65	110.05
Mid-Atlantic	86.06	81.40
East North-Central	96.87	104.41
West North-Central	56.77	55.39
South Atlantic	113.59	125.72
East South-Central	103.92	116.10
West South-Central	88.12	102.17
Mountain	97.62	92.74
Pacific Coast	159.05	145.42
Metro Status		
Central	110.08	125.09
Suburban	109.38	106.68
Independent	81.95	89.82

* 2008 – Salary and wage costs went up by \$595,520. This increase includes one attritioned firefighter position, a pay increase to the 70th percentile of Front Range fire departments, and a 5.2% decrease in overtime. Total personnel expenditures increased by \$869,300 (see footnote page 15).

** 2009 – Salary and wage costs went up by \$395,199. This increase includes four attritioned firefighter positions and .5 Fire Prevention Code Inspector, a pay increase to the 70th percentile of Front Range fire departments, a 12.5% reduction in hourly salaries, and a 12.8% reduction in overtime. Total personnel expenditures increased by \$591,980 (see footnote page 15).

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

<u>Classification</u>	2008 Per Capita (\$)	2009 Per Capita (\$)
Total, all cities	20.44	21.75
Population Group		
Over 1,000,000	2.01	32.30
500,000 – 1,000,000	22.47	14.91
250,000 – 499,999	16.19	11.57
100,000 – 249,999	21.91 PFA 9.58*	23.02 PFA 9.27**
50,000 - 99,999	22.99	26.86
25,000 - 49,999	23.38	25.52
10,000 - 24,999	18.41	18.66
Geographic Division		
New England	16.08	18.21
Mid-Atlantic	19.94	23.23
East North-Central	23.72	23.29
West North-Central	13.78	10.60
South Atlantic	25.88	28.09
East South-Central	21.35	24.98
West South-Central	15.66	17.56
Mountain	16.11	16.82
Pacific Coast	24.19	30.07
Metro Status		
Central	21.09	26.57
Suburban	21.47	21.86
Independent	18.04	17.54

* 2008 -- Number of positions same as 2007, benefits driven by salary.

** 2009 -- Number of positions reduced by attrition of three firefighter positions and .5 Fire Prevention Code Inspector position, benefits driven by salary.

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

<u>Classification</u>	<u>2008 Per Capita (\$)</u>	<u>2009 Per Capita (\$)</u>
Total, all cities	18.77	17.82
Population Group		
Over 1,000,000	20.66	17.36
500,000 – 1,000,000	18.38	20.33
250,000 – 499,999	11.49	13.92
100,000 – 249,999	17.32 PFA 12.00*	19.22 PFA 12.68**
50,000 - 99,999	38.36	19.26
25,000 - 49,999	18.13	19.38
10,000 - 24,999	14.44	16.53
Geographic Division		
New England	19.39	21.46
Mid-Atlantic	13.11	15.89
East North-Central	18.94	20.93
West North-Central	10.10	9.80
South Atlantic	17.64	20.09
East South-Central	15.50	16.99
West South-Central	22.67	12.89
Mountain	16.08	18.09
Pacific Coast	28.14	22.53
Metro Status		
Central	16.89	21.41
Suburban	21.63	17.13
Independent	14.52	16.11

* 2008 - Includes a 4.14% decrease in medical insurance, a 17% increase in dental insurance, and a 9% increase in state compensation.

** 2009 - Includes an 11.72% increase in medical insurance, a 4.78% decrease in dental insurance, and a 8.37% increase in state compensation.

Total Personnel Expenditures

<u>Classification</u>	<u>2008</u> Per 1,000 Pop. (\$)	<u>2009</u> Per 1,000 Pop. (\$)
Total, all cities	131.33	143.97
Population Group		
Over 1,000,000	137.57	...
500,000 - 1,000,000	197.14	151.99
250,000 - 499,999	109.46	104.90
100,000 - 249,999	147.95 PFA 106.99*	153.62 PFA 106.66**
50,000 - 99,999	140.94	162.71
25,000 - 49,999	144.56	152.48
10,000 - 24,999	120.85	133.63
Geographic Division		
New England	144.22	152.47
Mid-Atlantic	122.93	150.08
East North-Central	141.70	147.58
West North-Central	80.65	73.95
South Atlantic	152.85	174.28
East South-Central	144.56	158.91
West South-Central	115.79	130.23
Mountain	135.46	126.96
Pacific Coast	149.35	187.22
Metro Status		
Central	139.06	162.63
Suburban	136.79	147.06
Independent	115.46	121.58

* 2008 -- Increase in salaries, overtime, retirement contribution, life insurance, dental insurance, and state compensation. These figures include all civilian positions.

** 2009 -- Increase in salaries, retirement contribution, and state compensation. These figures include all civilian positions.

Municipal Expenditures for Capital Outlay

<u>Classification</u>	<u>2008 Per Capita (\$)</u>	<u>2009 Per Capita (\$)</u>
Total, all cities	16.71	12.64
Population Group		
Over 1,000,000	5.26	2.27
500,000 – 1,000,000	16.72	6.88
250,000 – 499,999	12.50	12.64
100,000 – 249,999	5.85 PFA 14.11*	5.55 PFA 31.48**
50,000 - 99,999	17.25	10.24
25,000 - 49,999	11.63	11.63
10,000 - 24,999	20.39	14.74
Geographic Division		
New England	8.41	9.98
Mid-Atlantic	16.65	13.31
East North Central	9.67	12.15
West North Central	8.87	11.75
South Atlantic	34.85	16.55
East South Central	28.67	14.36
West South Central	11.11	11.99
Mountain	24.19	14.66
Pacific Coast	12.43	8.67
Metro Status		
Central	10.61	8.94
Suburban	21.00	14.39
Independent	12.35	11.94

* Costs fluctuate depending on projects undertaken in any given year. 2008 includes 800 MHz radio lease, 3 staff vehicles, molded earplugs, gas storage tank and lockers at Training, fiber optic install to Station 14, Station 5 exhaust system, Headquarters expansion, Station 4 land and architecture costs, and transfers from one capital project to another.

** Costs fluctuate depending on projects undertaken in any given year. 2009 includes 800 MHz, SCBA, rescue equipment, fire manager RMS, Station 1 parking lot replacement, staff vehicle, apparatus replacement, Station 4 construction, and Station 8 design.

All Other Department Expenditures

<u>Classification</u>	<u>2008 Per Capita (\$)</u>	<u>2009 Per Capita (\$)</u>
Total, all cities	23.77	23.26
Population Group		
Over 1,000,000	22.49	19.19
500,000 – 1,000,000	26.14	15.55
250,000 – 499,999	14.50	22.52
100,000 – 249,999	24.43 PFA 13.04	30.74 PFA 11.13
50,000 - 99,999	42.60	25.96
25,000 - 49,999	19.92	22.92
10,000 - 24,999	20.97	22.02
Geographic Division		
New England	17.73	20.66
Mid-Atlantic	14.32	13.98
East North-Central	19.34	21.61
West North-Central	14.01	16.48
South Atlantic	29.09	30.91
East South-Central	50.84	19.17
West South-Central	25.97	19.81
Mountain	26.14	20.63
Pacific Coast	31.83	37.12
Metro Status		
Central	26.86	25.77
Suburban	24.55	23.91
Independent	19.50	19.46

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

Total Expenditures

<u>Classification</u>	2008 Per Capita (\$)	2009 Per Capita (\$)
Total, all cities	209.57	164.34
Population Group		
Over 1,000,000	189.72	...
500,000 – 1,000,000	206.08	177.30
250,000 – 499,999	142.11	176.66
100,000 – 249,999	170.87 PFA 133.13* 121.26**	169.62 PFA 148.27* 118.79**
50,000 - 99,999	572.98	187.24
25,000 - 49,999	180.42	175.62
10,000 - 24,999	139.31	152.30
Geographic Division		
New England	144.43	161.64
Mid-Atlantic	112.57	96.55
East North-Central	173.58	169.98
West North-Central	98.92	97.21
South Atlantic	192.28	194.08
East South-Central	687.94	190.19
West South-Central	295.62	150.43
Mountain	174.64	158.96
Pacific Coast	269.72	211.26
Metro Status		
Central	279.98	178.74
Suburban	212.71	164.94
Independent	146.11	150.76

* Includes major capital.

** Excludes major capital.

2008 – Major capital includes apparatus replacement, headquarters construction, Burn Building repairs, Station 4 land and architectural costs, and transfers from Future Facilities to Station 8 and 15 projects

2009 – Major capital includes apparatus replacement, burn building repairs, Station 4 construction, Station 8 design, and 800 MHz radios.

Uniformed Sworn Personnel

Classification	2008 <u>Per Capita (\$)</u>	2009 <u>Per Capita (\$)</u>
Total	1.61	1.60
Population Group		
Over 1,000,000	1.02	1.31
500,000 – 1,000,000	1.66	1.51
250,000 – 499,999	1.13	1.37
100,000 – 249,999	1.35 PFA .93*	1.53 PFA .88*
50,000 – 99,999	1.81	1.54
25,000 – 49,999	1.61	1.64
10,000 – 24,999	1.60	1.62
Geographic Division		
New England	1.72	1.69
Mid-Atlantic	1.31	1.23
East North-Central	1.45	1.43
West North-Central	1.12	1.09
South Atlantic	2.16	2.15
East South-Central	2.38	2.32
West South-Central	1.64	1.77
Mountain	1.48	1.34
Pacific Coast	1.38	1.15
Metro Status		
Central	1.72	1.75
Suburban	1.51	1.48
Independent	1.73	1.72

* 2008 reflects one attritioned uniformed position, and 2009 reflects the attrition of four uniformed positions.

2009 PERFORMANCE STANDARDS COMPARISONS

The performance standards have been adopted by the PFA Board of Directors to measure the performance of fire protection and emergency service delivery at a macro level. This analysis is a quantitative review of the emergency response system and fire prevention efforts which include built-in fire protection equipment.

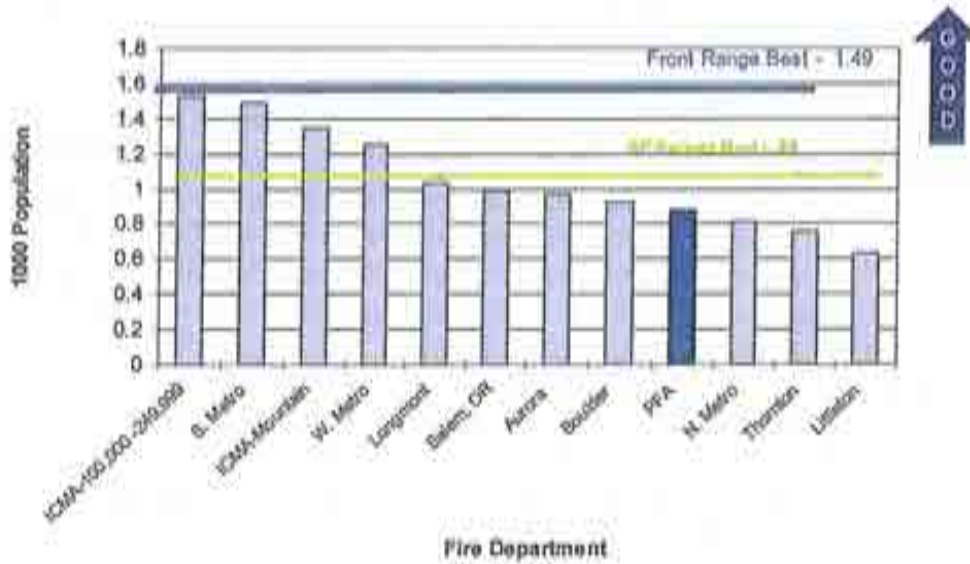
The performance standard survey is a means of comparing PFA's performance against other jurisdictions to assess how well the organization is performing. The performance standards in this section are displayed in graphs providing actual values and a 5-year history for PFA and national data where available (2009 national data will become available between September and November). In the past only Front Range departments were surveyed, but in 2004 the strategic planning partners were added to the survey as well. The 5-year PFA history provides a means for citizens to assess how PFA has performed historically, and, where available, how PFA compares on a national level.

In addition, two performance standards are displayed on a single scale by placing cost per capita on the vertical axis and loss per capita on the horizontal axis. By plotting the intersecting coordinates for each jurisdiction, a cost/performance scale is created in a single format.

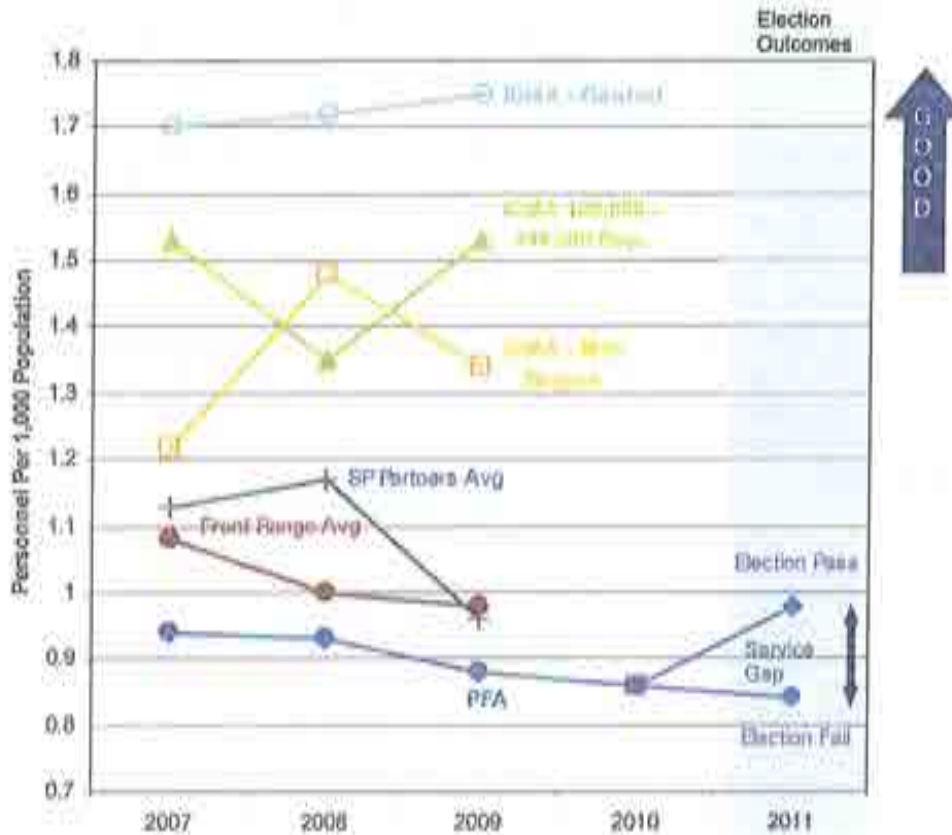
The performance standards are organized into six areas related directly to the Goals outlined in the Strategic Plan. This provides a picture of how we are doing in relation to the standards and whether our performance is improving in relation to our goals.

The uniformed personnel per capita performance measure is not included in any of the strategic planning goals, however, it does provide a means to compare the performance standards against staffing levels. PFA's definition of performance excellence is achieving top-quality service levels that are beyond the normal realm of what others can achieve with the same level of resources. Clearly PFA has achieved this level of excellence (personnel costs equal 88% of PFA's budget). However, a critical caveat is that when staffing levels become too low emergency service will deteriorate and firefighter safety will be compromised. The professional judgment of firefighters and officers is that PFA is dangerously close to that point.

2009 Uniformed Personnel Per Capita Strategic Planning Partners and Front Range Departments



Uniformed Personnel Per 1,000 Population



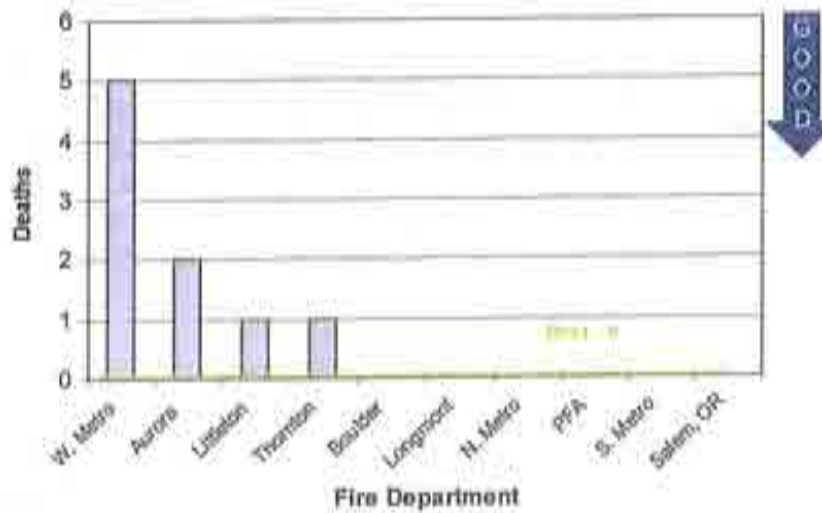
Goal 1

"Minimize deaths and injuries due to fires, medical emergencies and related emergency situations."

Standard 1.1 Civilian Fire Deaths

PFA's goal for this standard is to limit fire deaths to a five-year average of .5 deaths per 100,000 population. In 2009 the five-year average is .23, which is below the goal of .5 civilian fire deaths, and indicates that the .5 standard continues to be a viable goal. July 31, 2005 marked a somber day for the citizens of Fort Collins and employees of PFA, when an early morning fire claimed the lives of a 23 year old woman and her 8 month old daughter.

2009 Civilian Fire Deaths



* Pueblo, Greeley, Boise ID, Casper WY, Spokane WA, and Eugene OR did not supply this information.

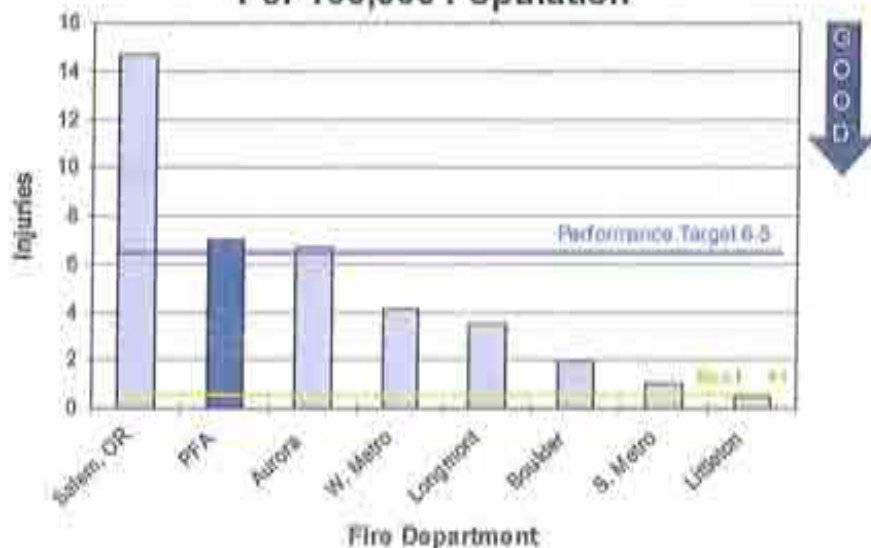
PFA & Nation Civilian Fire Deaths Per 1,000 Population 5-Year History



Standard 1.2 Civilian Fire Injuries

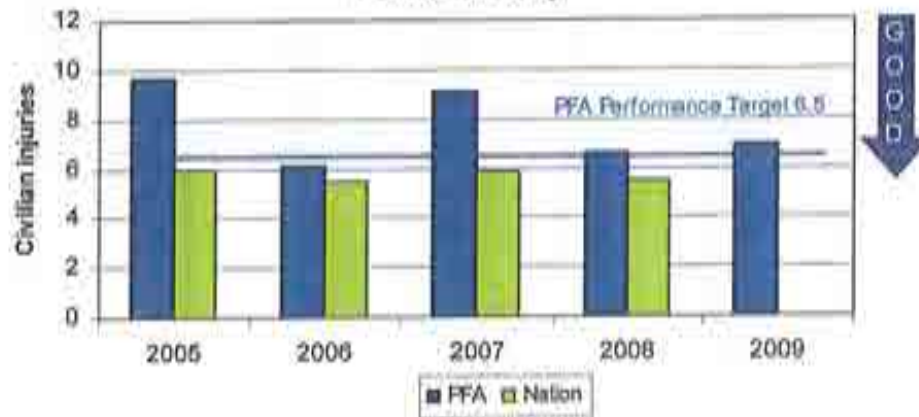
PFA's goal for this standard is to limit civilian fire injuries to a yearly average of 6.5 civilian injuries per 100,000 population. In 2009 the average is 6.96, which is above the goal of 6.5 civilian fire injuries. PFA has met the goal five times during the past ten years, but not for the past three consecutive years. PFA is very aggressive at reporting injuries, which may skew data. Perhaps we should focus on injuries requiring hospitalization or transport. We will review for future reports.

2009 Civilian Fire Injuries Per 100,000 Population



* Pueblo, Greeley, Thornton, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

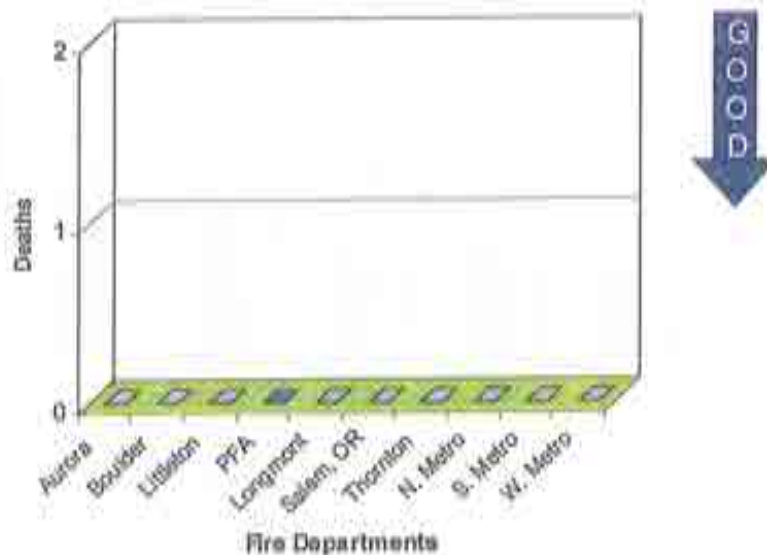
PFA & National Civilian Fire Injuries Per 1,000 Population 5-Year History



Standard 1.3 Firefighter Deaths

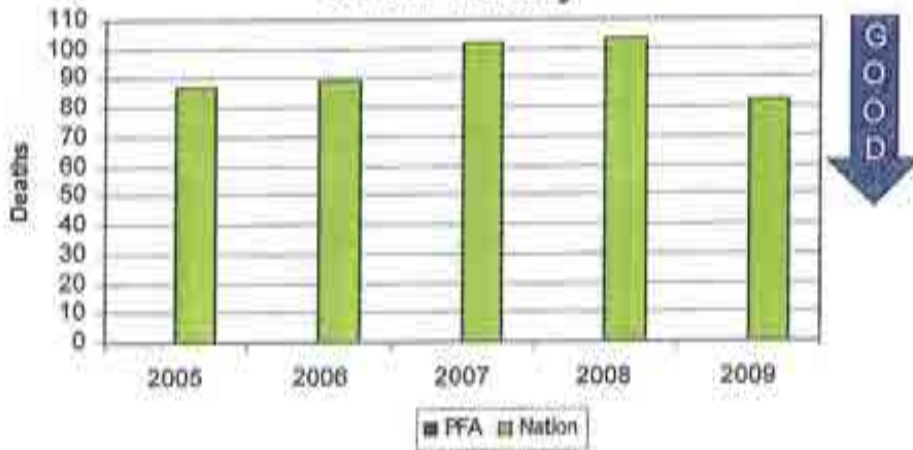
This standard establishes that no deaths are the only acceptable goal for PFA. While there are always risks inherent in firefighting, these risks can be reduced by extensive training, adequate equipment, sound operational policies and proper analysis of the risks and benefits taken by each firefighter when engaged in emergency operations. PFA had zero firefighter deaths in 2009.

2009 Firefighter Deaths



* Pueblo, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

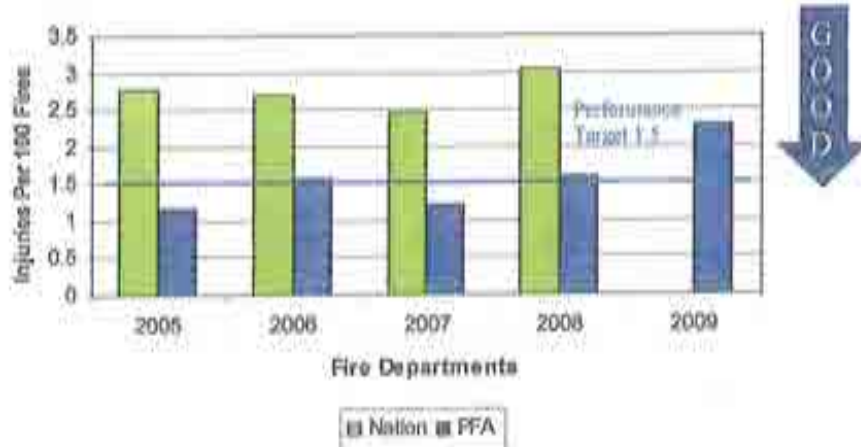
PFA & Nation Firefighter Deaths 5-Year History



Standard 1.4 Firefighter Injuries

PFA's goal with this standard is to limit firefighter injuries on the fireground to 1.5 per 100 fires. As with Standard 1.2, Civilian Fire Injuries, we may need to look at long-term injuries as a means to create consistent, objective data.

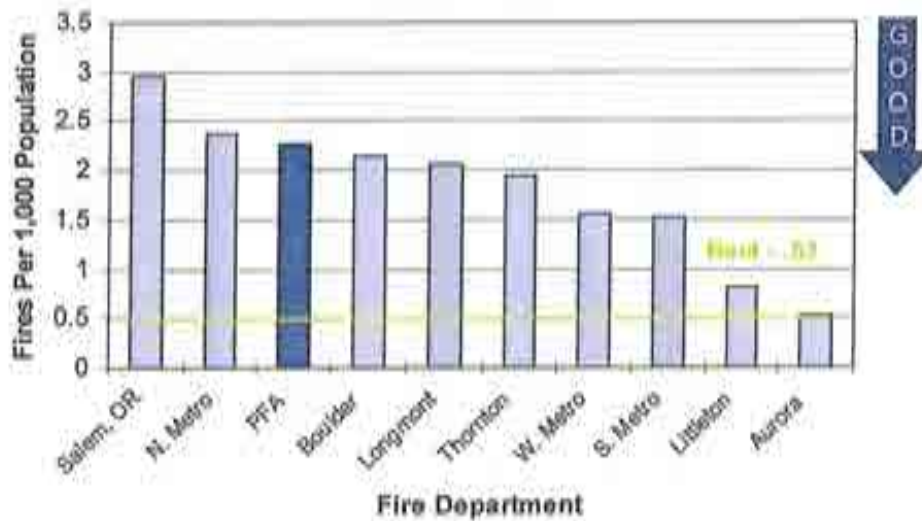
PFA & Nation Firefighter Injuries Per 100 Fires 5-Year History



Standard 1.5 Total Fires

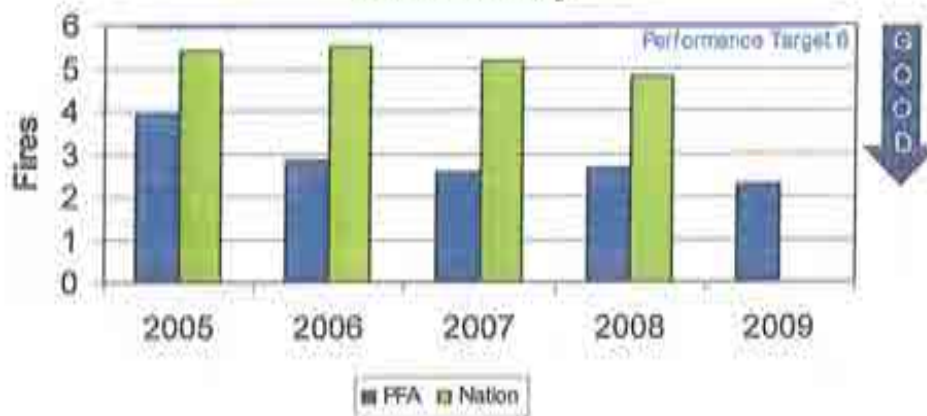
The PFA goal is to limit the incidence of fires to 6 per 1,000 population. Data shows a trend of decreasing fire rates, which supports the belief that fire prevention and education efforts are currently and will continue to be successful.

2009 Number of Fires Per 1,000 Population



* Pueblo, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

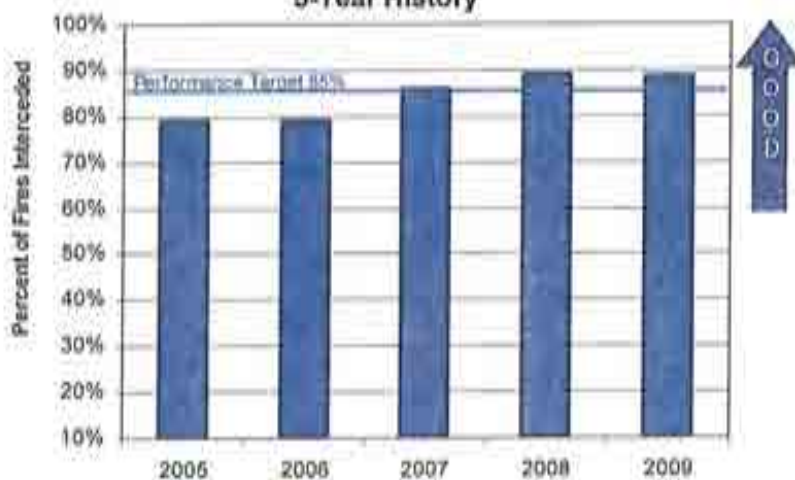
PFA & Nation Number of Fires Per 1,000 Population 5-Year History



Standard 1.6 Fire Extensions Beyond the Room of Origin

PFA's goal is to intercede before fire extends beyond the room of origin in 85% of all structure fires within the urban service area. This standard measures the success of the entire fire protection system in controlling fires before they extend beyond the room in which the fires started, thereby threatening more lives and property and running the risk of losing control of the fire.

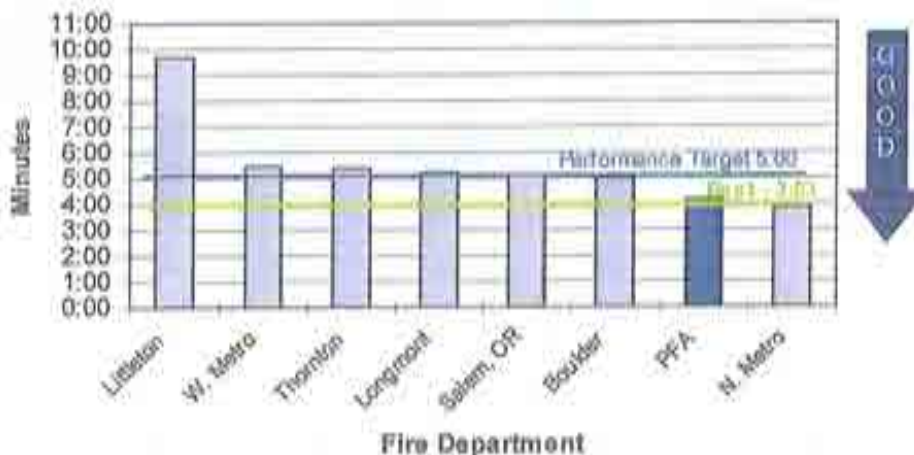
PFA Percent of Structure Fires Interceded Before Fire Extension Beyond Room of Origin 5-Year History



Standard 1.7 Response Time

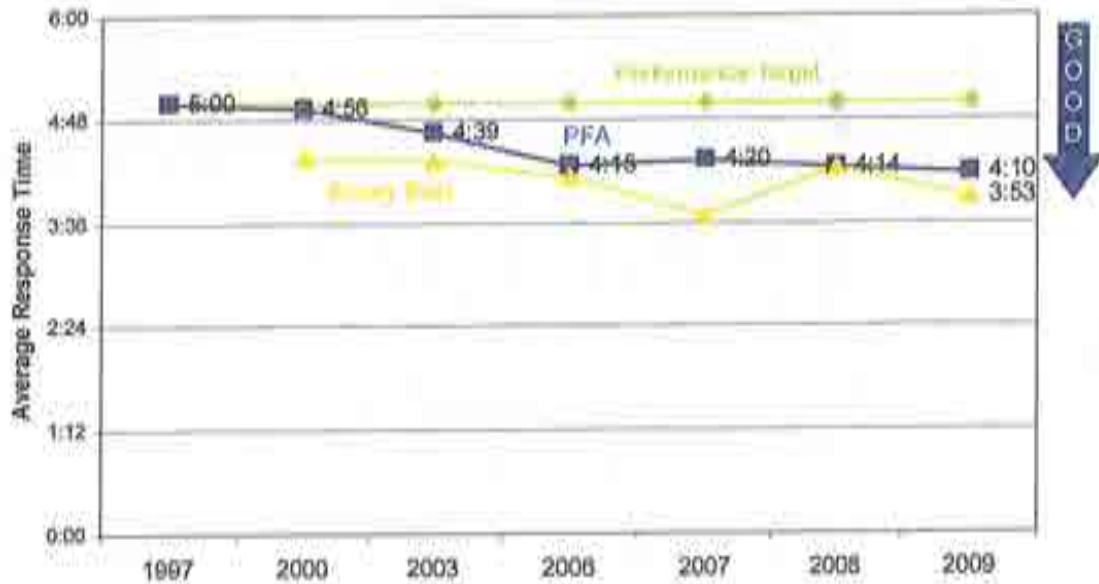
The goal for this standard is to maintain an average response time of 5 minutes or less to reported emergencies from time of dispatch. PFA has met or exceeded this goal since 1997, which indicates this goal is still viable.

2009 Average Response Time Per Community



* Aurora, Pueblo, S. Metro, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

Average Response Time



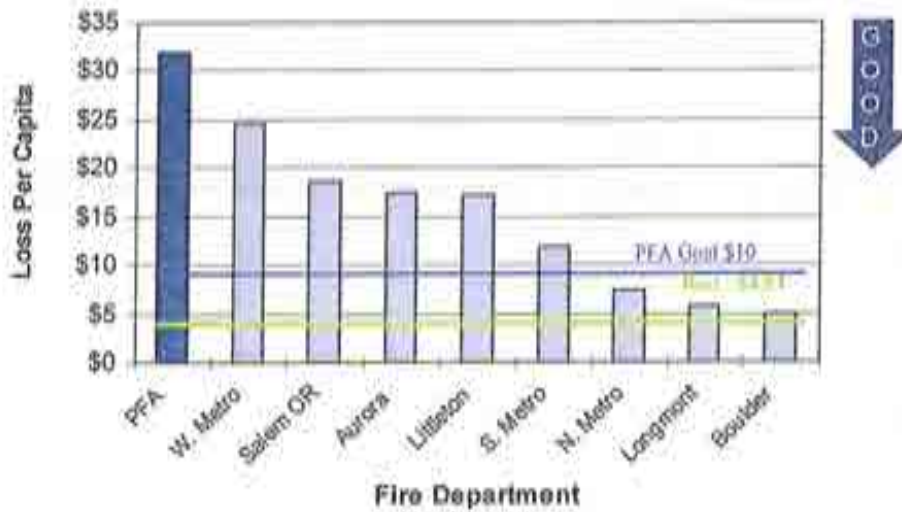
Goal 2

"Minimize direct and indirect losses due to fire and related emergency situations."

Standard 2.1 Property Loss Per Capita

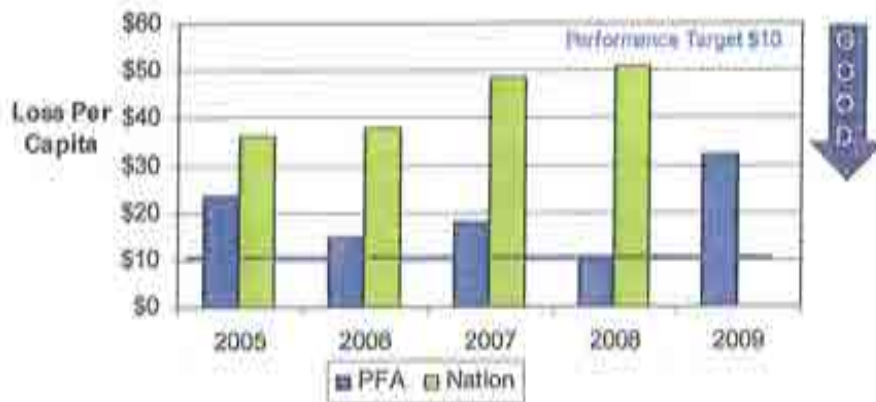
PFA's goal for this standard is to limit direct estimated fire loss to \$10 per capita. The \$10 per capita standard continues to be an aggressive goal, and at the time the strategic plan was written, in 2004, we noted the need to watch this goal because the trend from 2000 to 2004 shows increasing per capita fire loss, and this trend continues through 2009. We are currently striving to identify loss causes and survey consistency.

2009 Fire Loss Per Capita



* Pueblo, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

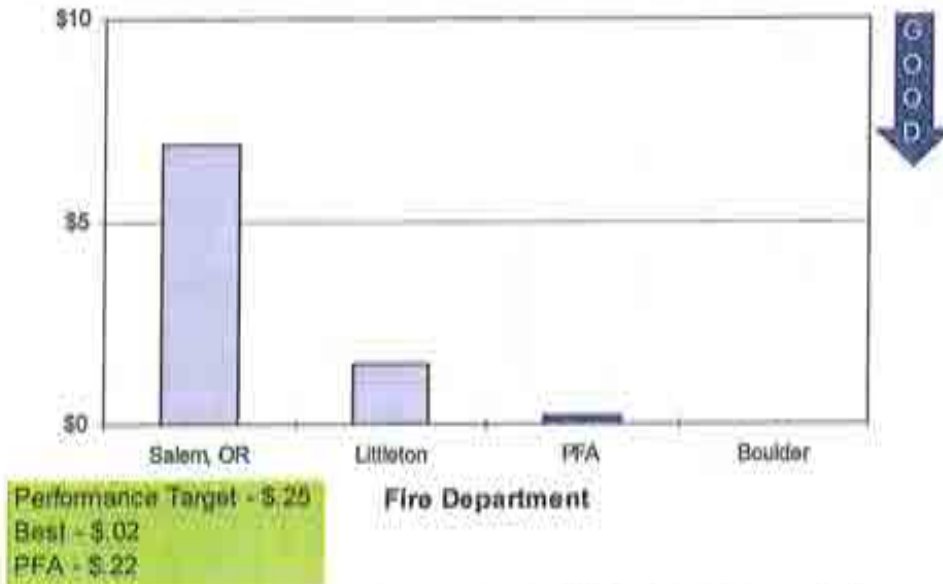
PFA & Nation Fire Loss Per Capita 5-Year History



Standard 2.2 Loss Per Value of Property Protected

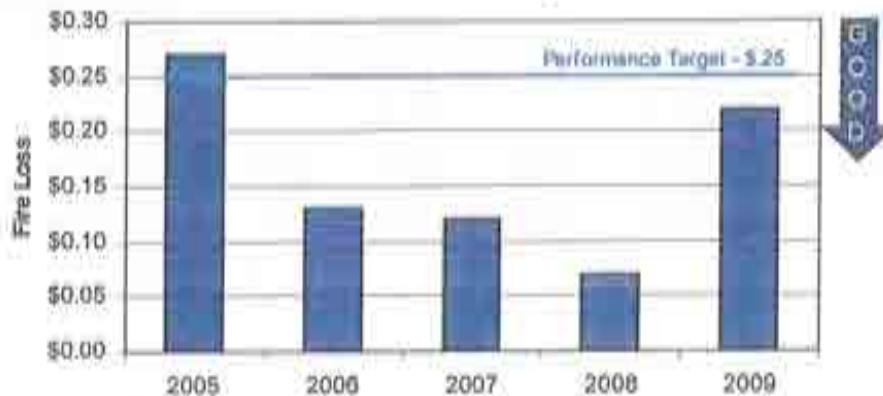
The PFA goal with this standard is to minimize direct and indirect loss due to fires to a five-year average of \$.25 per \$1,000 of property protected. PFA continues to meet or exceed the loss per value of property protected goal.

2009 Loss Per \$1,000 Property Protected



* Aurora, Longmont, N. Metro, Pueblo, S. Metro, Thornton, Greeley, W. Metro, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

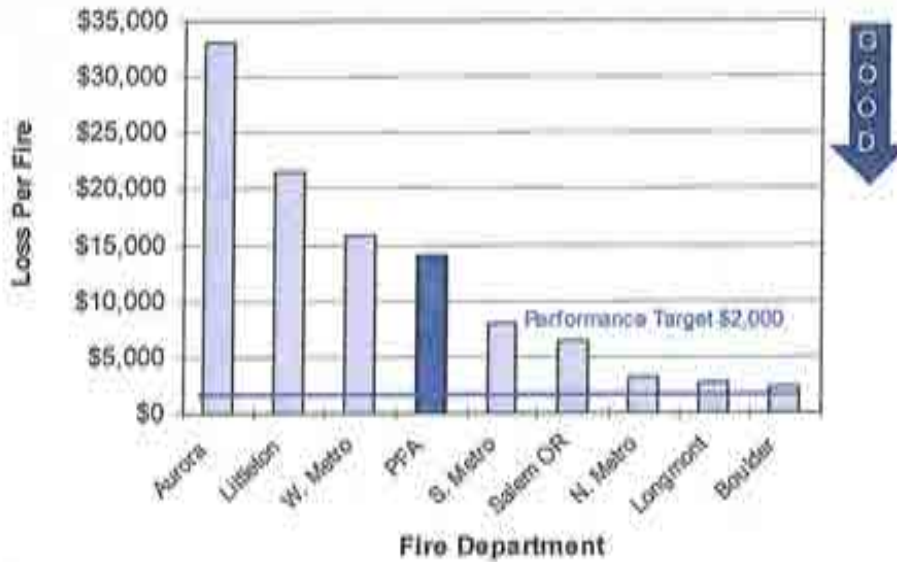
PFA Loss Per \$1,000 Property Protected 5-Year History



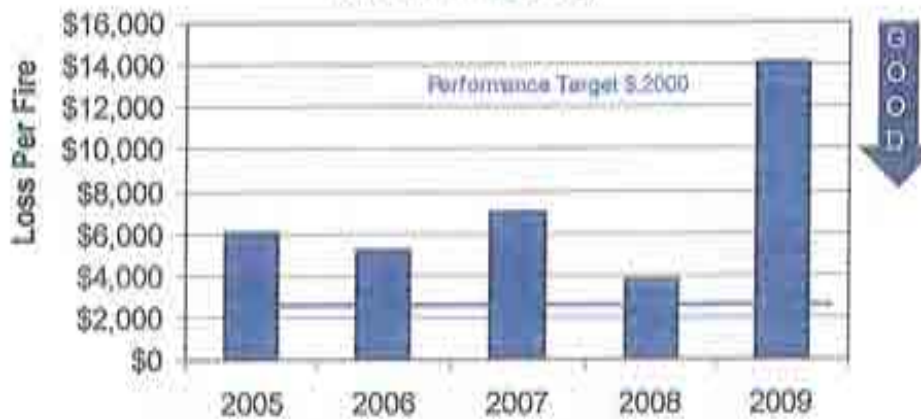
Standard 2.3 Loss Per Fire

PFA's goal is to limit the average estimated loss per fire to \$2,000. This goal has not been met since 2000.

2009 Fire Loss Per Fire



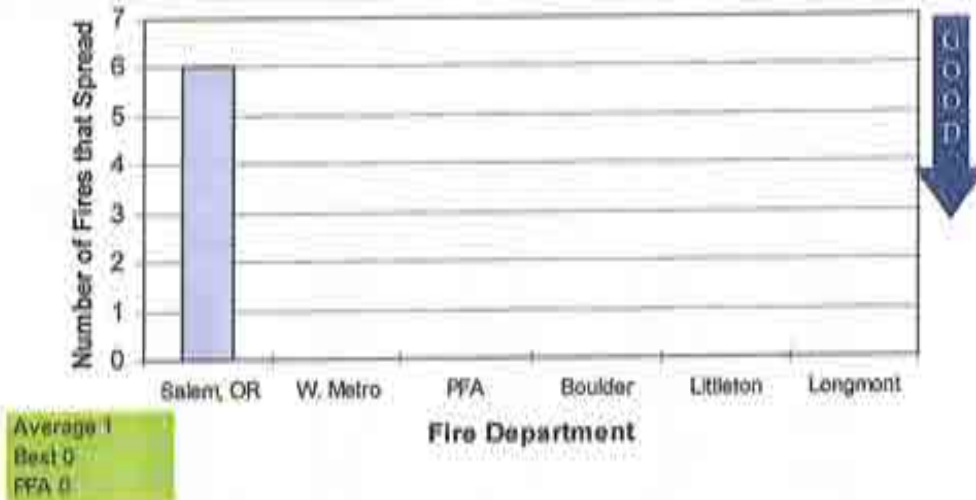
PFA Fire Loss Per Fire 5-Year History



Standard 2.4 Urban Fire Control

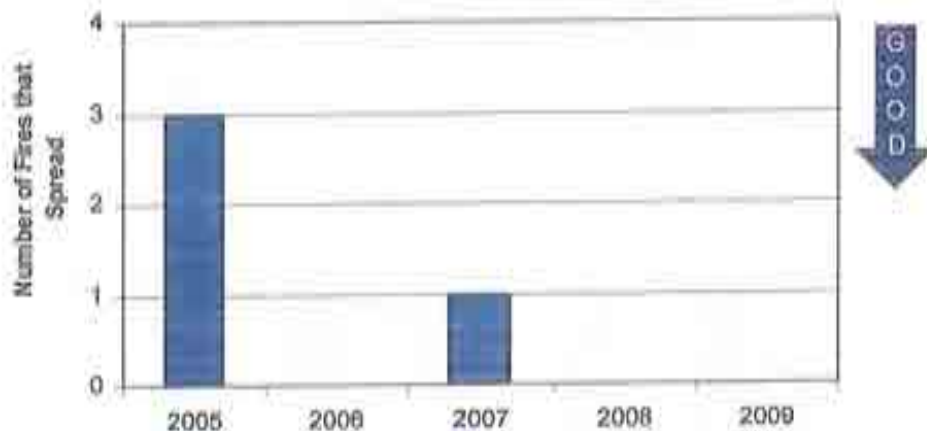
Confining fires to building of origin in 97% of all structure fires in the urban response area is the PFA goal for this standard.

2009 Urban Fire Spread



* Aurora, N. Metro, Pueblo, S. Metro, Thornton, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

PFA Urban Fire Spread 5-Year History

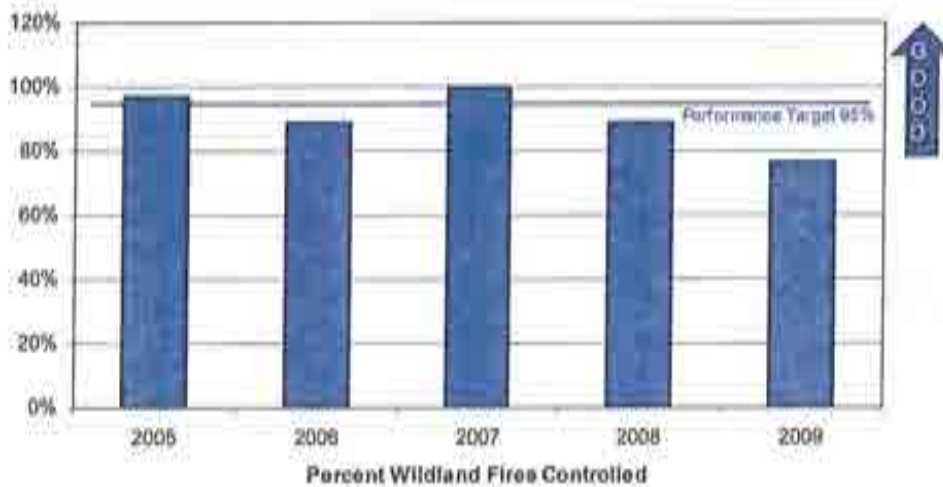


Standard 2.5 Rural Fire Control

PFA's goal is to minimize the impact of the wildland/urban interface areas of the community through multi-jurisdictional cooperation and by maintaining the PFA suppression forces at a level commensurate with identified values at risk.

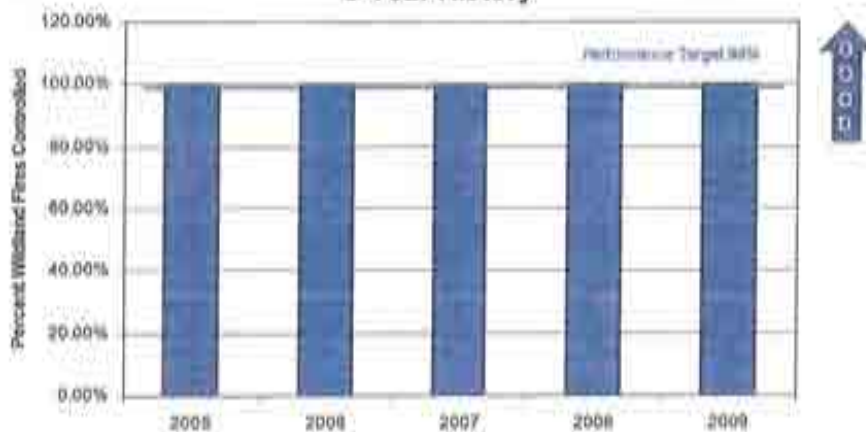
Standard 2.5.1 Control Wildland Fires within Two Hours 95% of the Time

PFA Wildland Fires Controlled within Two Hours 5-Year History

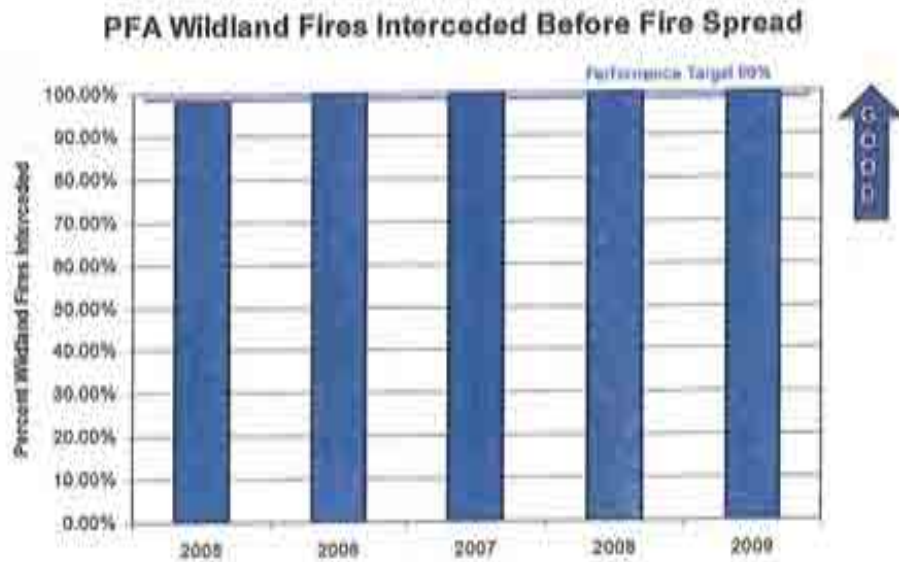


Standard 2.5.2 Control Wildland Fires within the First 12-hour Operational Period 99% of the Time

PFA Wildland Fires Controlled Within First 12-hour Operational Period 5-Year History



Standard 2.5.3
Intercede Before Fire Spread Reaches Structures, or Impacts Other Identified
Values-at-Risk, 99% of the Time

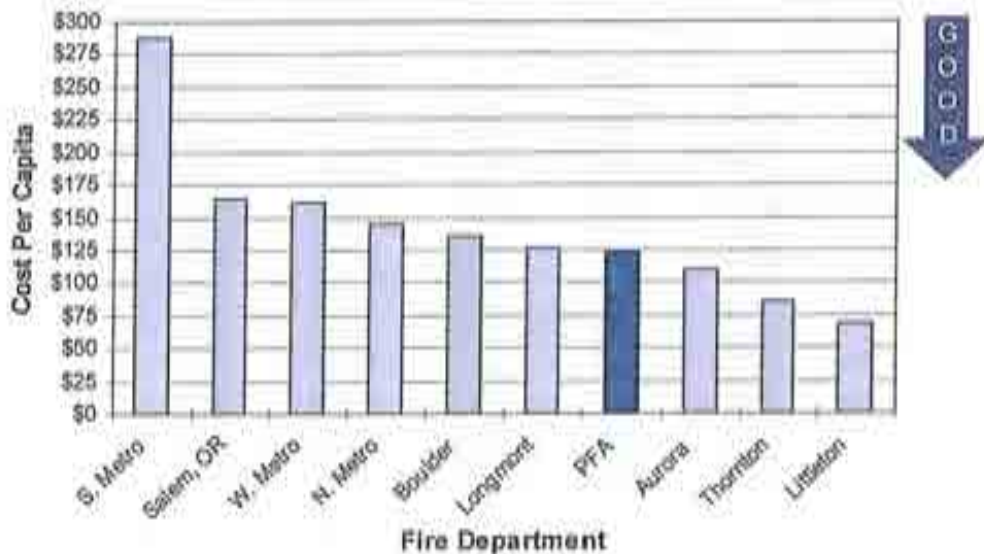


Goal 3

"Minimize the costs of fire protection and emergency services."

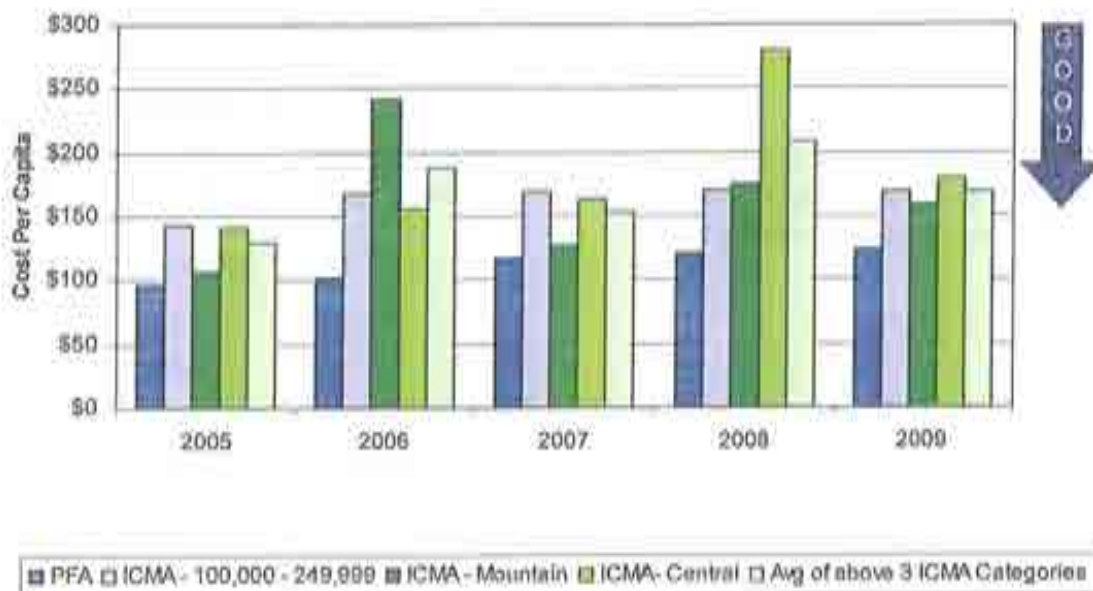
The PFA goal for this standard is to maintain per capita costs below the average for similar size jurisdictions within the Pacific Coast and Rocky Mountain regions. PFA continues to exceed this goal.

2009 O&M Budget Per Capita Strategic Planning Partners and Front Range Departments



* Pueblo, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

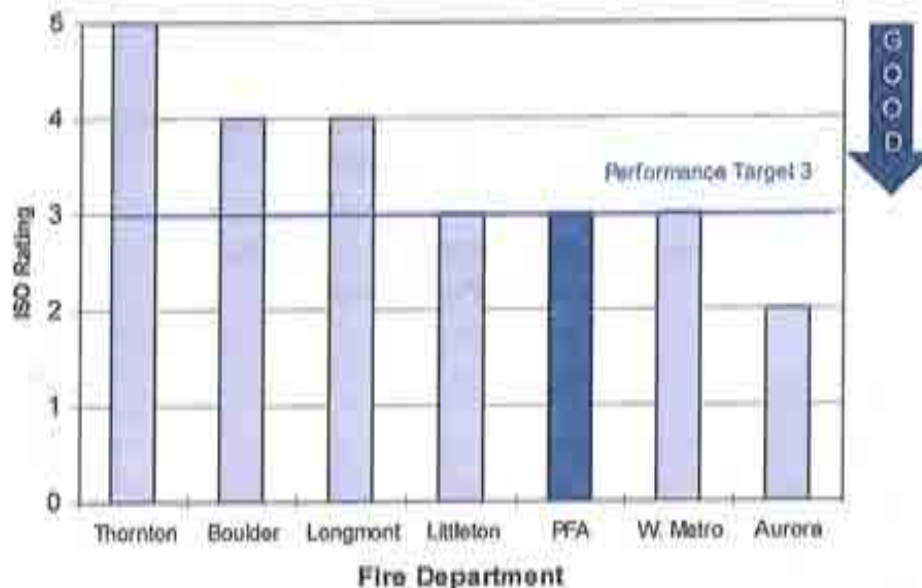
Total O&M Expenditures Per Capita PFA Comparison to ICMA Data



Standard 3.2 Insurance Rating

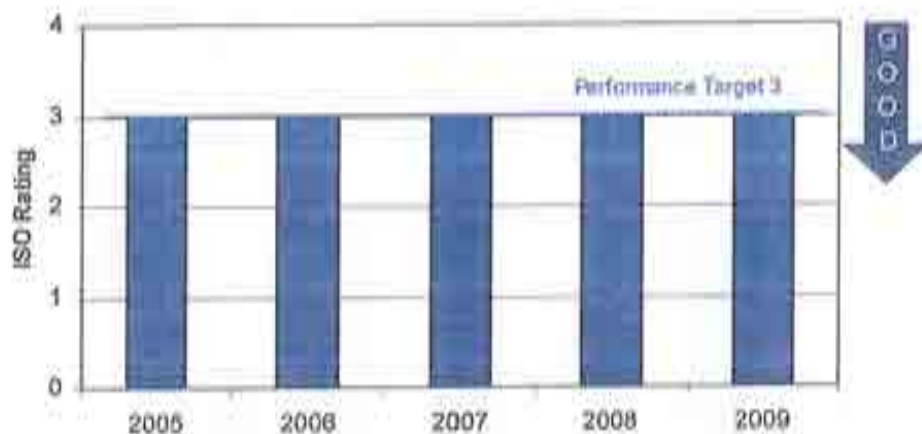
The PFA goal for this standard is to maintain an insurance rate of three (3) within the City of Fort Collins and the urban area of the Poudre Valley Fire District. PFA continues to meet this goal, however, ISO has recently rated PFA and the new rating may drop PFA to a 4 rather than a 3 in the near future.

2009 Urban ISO Rating Per Community



* Pueblo, Greeley, N. Metro, S. Metro, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

PFA Urban ISO Rating 5-Year History



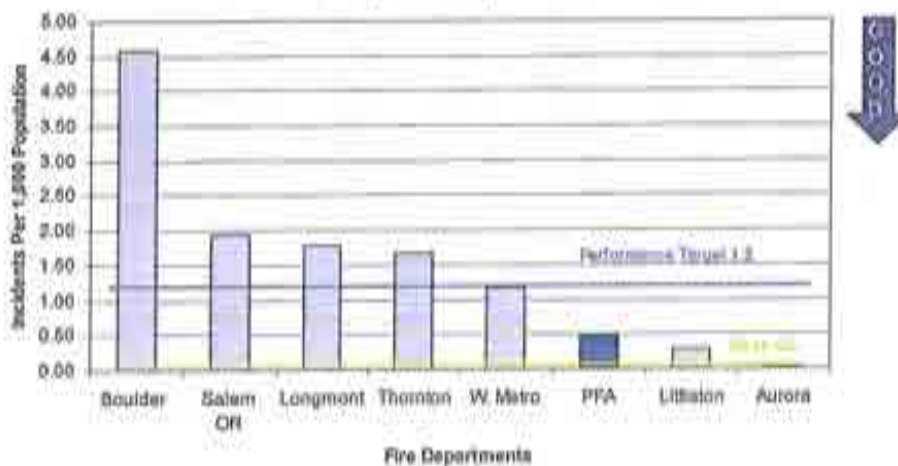
Goal 4

"Minimize the number of and adverse effects of hazardous materials incidents."

Standard 4.1 Hazardous Materials Incidents

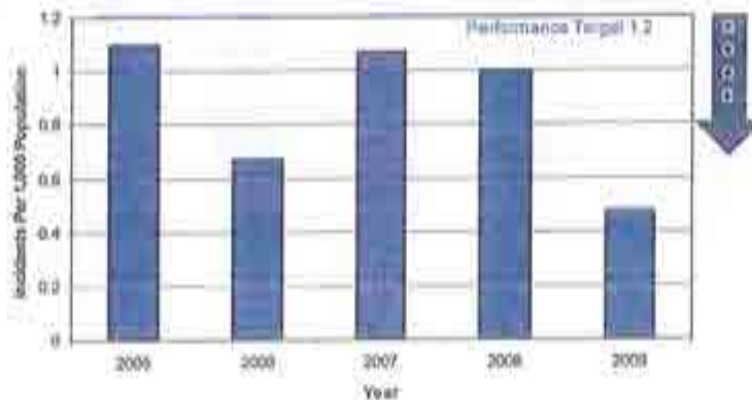
The PFA goal for this standard is to limit hazardous materials incidents to 1.2 per 1,000 population. PFA continues to exceed this goal.

2009 Hazardous Materials Incidents Per 1,000 Population



*Pueblo, N. Metro, S. Metro, Greeley, Boise ID, Casper WY, Eugene OR, and Spokane WA did not supply this information.

PFA Hazardous Materials Incidents 5-Year History



Standard 4.2 Homeland Defense

The PFA goal is to minimize the adverse effects of incidents involving nuclear, biological, and chemical products through continual upgrading of skills, equipment and multi-agency coordination and communication at the local, county, state and federal levels.

Colorado Target Capabilities Assessment WMD/Hazardous Materials Response and Decontamination Northeast All Hazard Region (0 = No Effort or System Underway, 5 = Planning has been completed; 10 = Capability exists to respond)		
Measure	2008 Score	2009 Score
Personnel assigned to HazMat technician responsibilities trained to the HazMat Technician level (in accordance with 1910.120(g) or NFPA 472).	10	10
Hazmat has detection capability in following types of meters: A) Flammability (%LEL), O ₂ , CO; B) Toxicity (PID); C) Radiation (Dotectors, dosimeters, Identifiers); D) CWA's; E) Biologicals	7	7
Hazmat has identification capability for the following types of substances: A) Gases and Vapors; B) Liquids; C) Solids; E) Biologicals (white powders)	9	9
Hazmat personnel can perform weather prediction and hazard pluming.	9	9
Hazards associated with special events are preplanned	8	8
All police, Fire, EMS first responders are trained to HAZMAT awareness level.	5	6
A Type 1 HAZMAT Team can generally arrive on scene within 2 hours	5	6
There are redundant HAZMAT response teams and equipment to provide resiliency in the event of a large-scale incident	7	7
Plans and procedures are in place for haz mat personnel to make risk based recommendations for public protective measures:	7	7
Hazmat personnel regularly train with EMS personnel to ensure proper victim care and management	3	3
Victims can be decontaminated within 2 hours	6	6
The HAZMAT team is capable of containment, mitigation, mass gross decontamination, gross decontamination, and technical decontamination.	5	6
Hazmat personnel are trained to work with law enforcement to ensure crime scene considerations are addressed and evidence preserved.	3	4
Capability Average	6.62	6.92

The Fort Collins Office of Emergency Management in partnership with Poudre Fire Authority continues prepare responders and the community to be prepared to respond and recover from large scale emergencies/disasters, including man-made Chemical, Biological, Radiological, Nuclear and Explosive events. A portion of this is centered in a variety of preparedness and mitigation activities that increase the response and recovery capabilities of our community. Community Hazard Mitigation Plans and vulnerability assessments are conducted in conjunction with FEMA guidelines and the State of Colorado Homeland Security Strategies which follow the Department of Homeland Security Target Capabilities (<http://www.colorado.gov/homelandsecurity>).

Specifically the planning, training, exercises and resource acquisition are directly tied to Fort Collins, Larimer County and North East All Hazard Region capabilities (NEAHR). The measurement matrixes regarding these actions are documented in the NEAHR Target Capability Profile that is reported to the State of Colorado annually and the audit of NIMS compliancy through NIMSCAST.

Other planning documents include the City of Fort Collins Emergency Operation Plan, Northern Colorado All Hazard Mitigation Plan and the Fort Collins Continuity of Operations Plan.

Goal 5

"Maximize the level of resident and business satisfaction with the PFA Services."

Standard 5.1 Overall Resident Satisfaction

PFA's goal is to maintain an 85% overall satisfaction rate with residents.

As measured by CSU's community surveys PFA's citizens are highly satisfied that PFA handles incidents in a professional manner, demonstrates care for those in emergency situations, responds to incidents within an appropriate time frame and demonstrates concern for personal property. PFA contracts with CSU to perform this survey of citizens every 5-7 years as funding allows.

PFA Citizen Satisfaction Survey Performed by CSU			
Scale: 1 = Extremely Poor, 5 = Extremely Well			
	2006	1998	1993
Responds within appropriate timeframe	4.5	4.6	4.4
Demonstrates Care for Persons	4.5	4.6	4.6
Demonstrates Concern for Property	4.4	4.4	4.3
Cooperation with Other Agencies	4.4	4.4	4.5
Handles Incident in Professional Manner	4.7	--	--

In addition, City residents are surveyed by the National Research Center on municipal services and they compare their findings to national and Front Range benchmarks as shown in the following table.

Quality of Service Rating				National Comparison	Front Range Comparison
Very Good/Good					
	2008	2003	2001		
Fire Services	94%	90%	96%	Similar	Similar

Standard 5.2 Overall Business Satisfaction

PFA's goal is to maintain a 90% overall satisfaction rate with businesses.

Excellent Rating by Customers	2008	2006	2005	2004	2003
Inspector explanation of inspection	71.4%	82.9%	76.2%	76.1%	78.5%
Knowledge of Inspector	--	92.3%	83.3%	87.7%	87.4%
Courtesy of Inspector	--	92.7%	88.1%	93.1%	93.9%

PFA FIRE PREVENTION CUSTOMER SATISFACTION SURVEY SUMMARIZED DATA REPORT 2008-09

One of the defined objectives of PFA's Fire Prevention Bureau is to utilize citizen input to improve service delivery. The customer survey addresses this Strategic Plan Goal to "Maximize Citizen and Employee Input."

A total of 12 questions were presented, with the final question providing an opportunity for the customer to directly contact the Fire Marshal. Of the 38 respondents, 7 customers requested further information from the Fire Marshal. Each survey question has a section for the customer to provide additional comments. The information from this important customer feedback tool has assisted fire prevention with its continuous quality improvement efforts.

Highlights from the 2009 survey include:

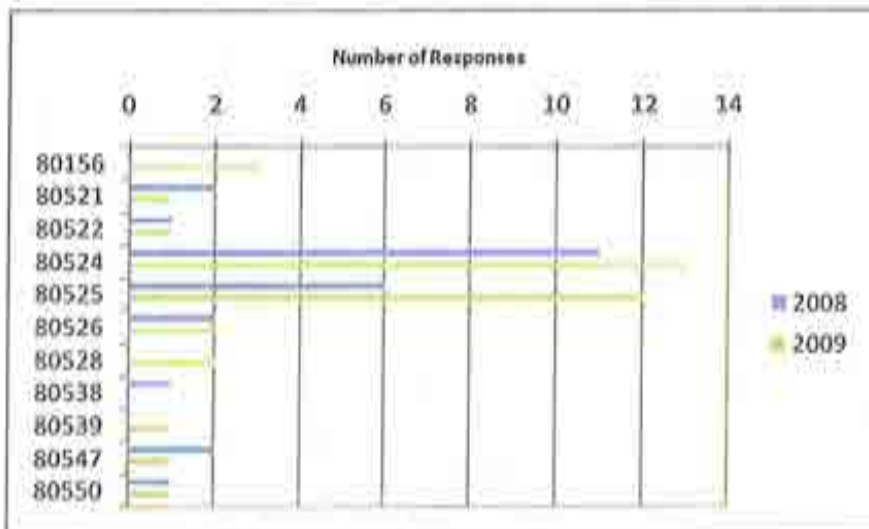
- Of 34 respondents, 33 said they were either "extremely satisfied" or "very satisfied" with Fire Prevention customer service.
- 29 (out of 33) rated the inspectors as either "extremely clear" or "very clear" in explaining why they were inspecting the building for fire hazards.

- Out of 29 respondents, 27 said the fire safety hazard or fire system problem was explained either "extremely clearly" or "very clearly."
- 32 out of 33 citizens rated the completeness of the inspection as either "extremely complete" or "very complete."
- Out of 32 customers who answered, 31 said they were either "extremely satisfied" or "very satisfied" by how well the inspector answered their questions.
- The most frequent service provided to the customer was Knox Box lockup, followed by fire sprinkler inspection and fire protection system review.

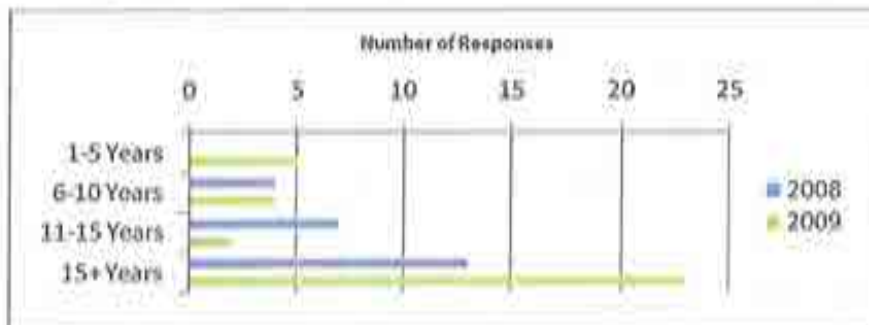
Results of, and comparisons between, the 2008 and 2009 on-line surveys are presented on the following pages of this report.

2008/2009 FIRE PREVENTION BUREAU SURVEY RESULTS

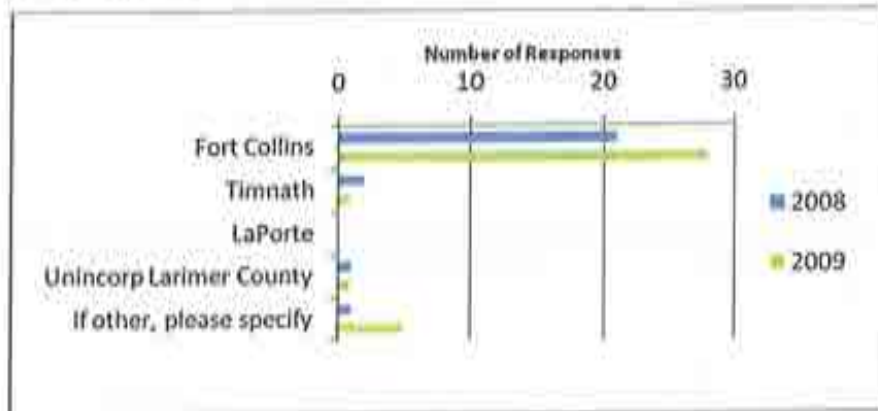
1. What is your company zip code?



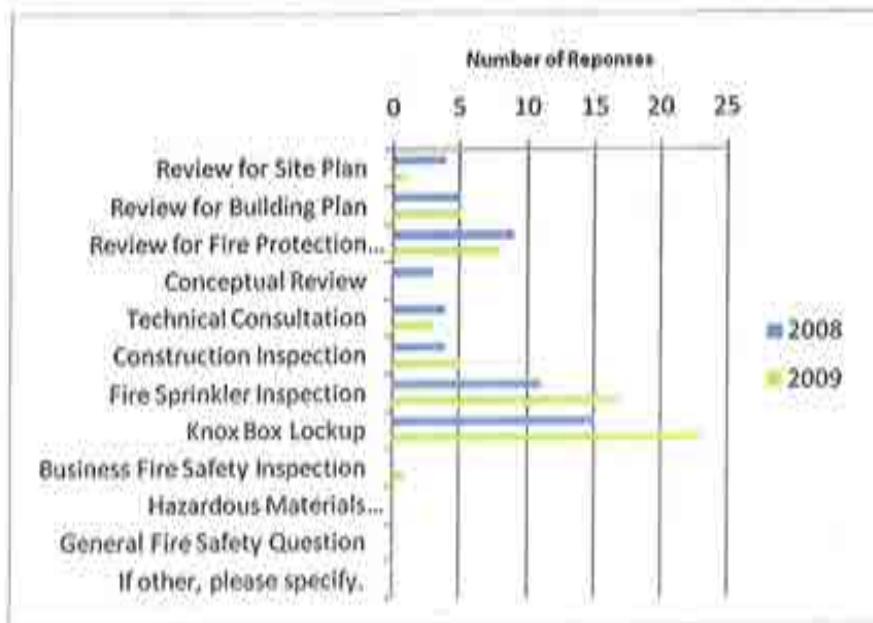
2. How long have you been in business in the Fort Collins area?



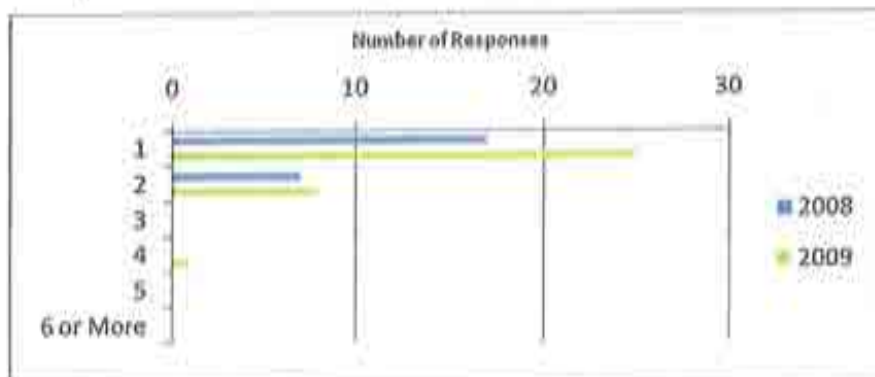
3. Where is your business located?



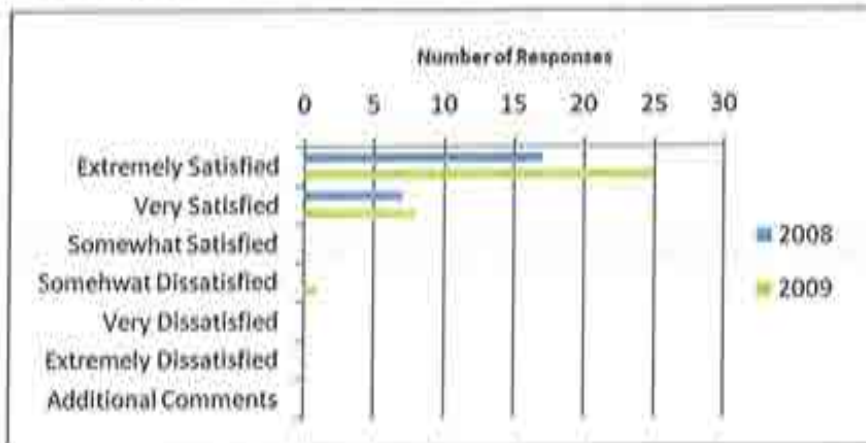
4. Please select the services most recently provided to you by Fire Prevention. Check all that apply.



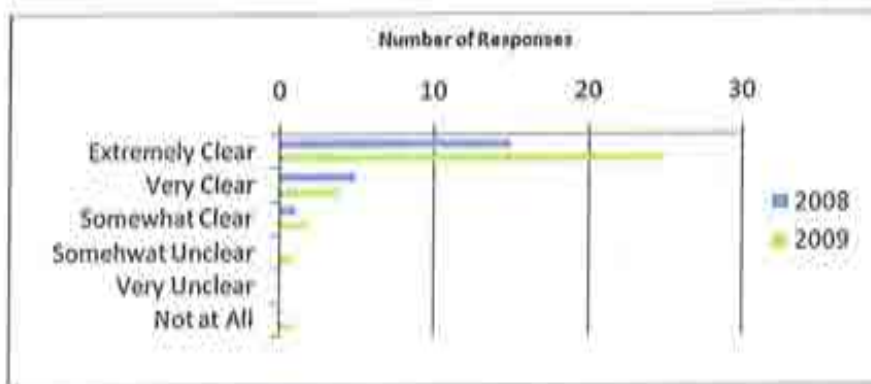
5. In the past 12 months, how many times have you used Fire Prevention Services?



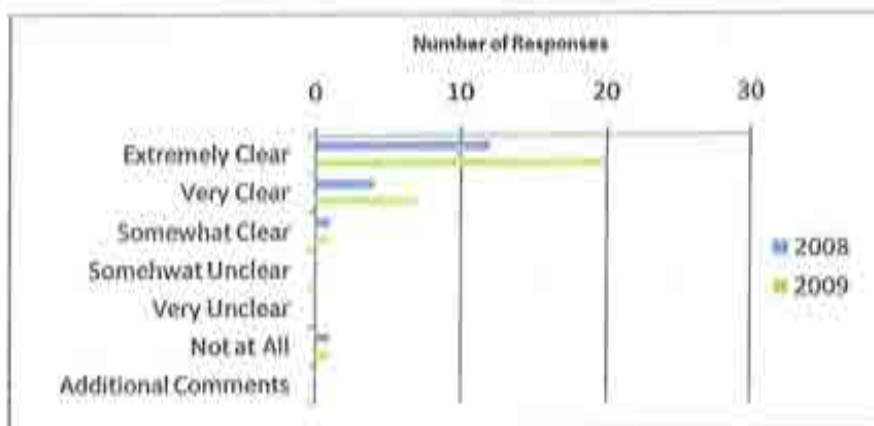
6. How would you rate our customer service overall?



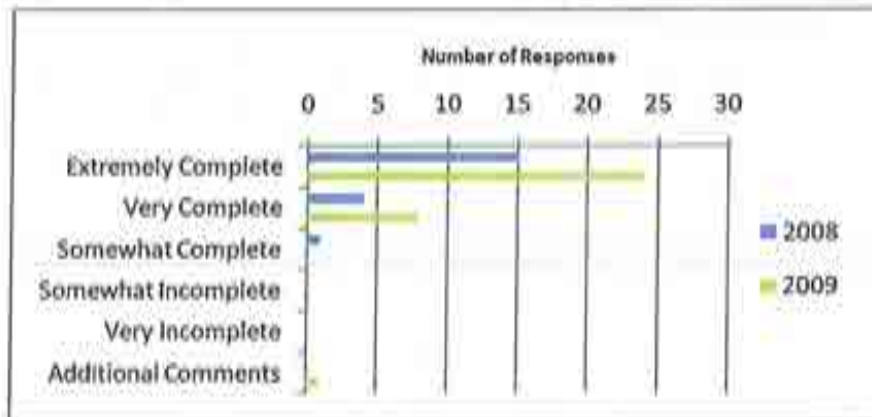
7. Please rate how clearly the inspector(s) explained why they were inspecting your building for fire hazards or fire sprinkler system?



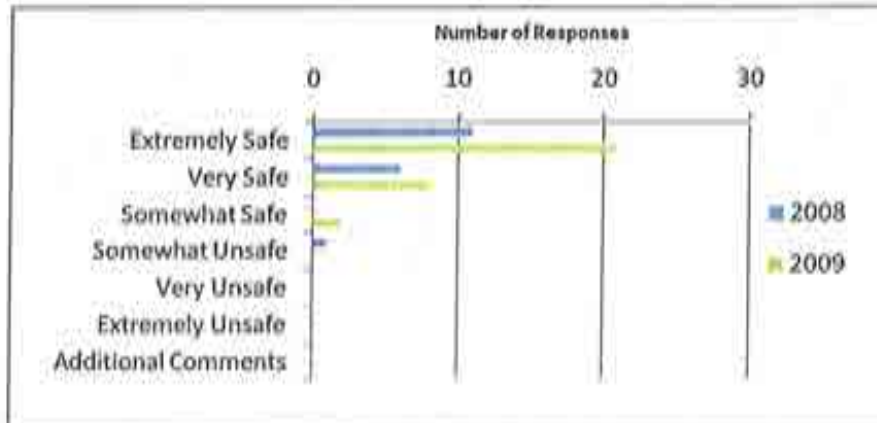
8. How clearly was the fire safety hazard or fire sprinkler system problem explained to you?



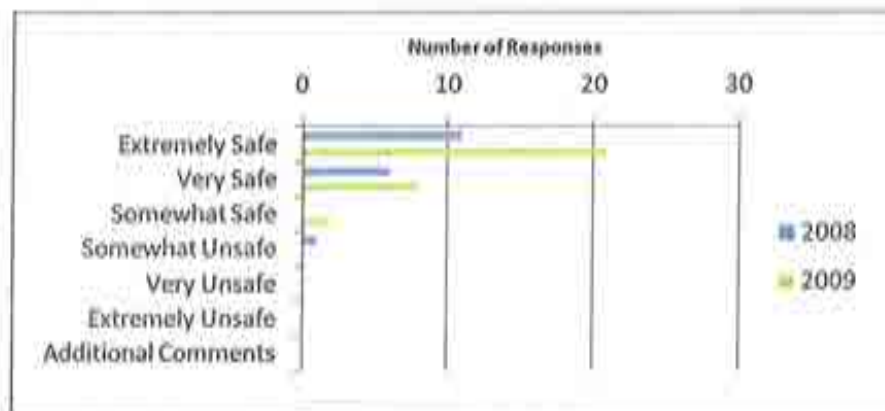
9. Please rate the completeness of the inspection.



10. How well were your questions answered by the inspector?



11. How would you rate the overall safety of your facility?



Standard 5.3 Emergency Response Satisfaction

PFA's goal is to maintain a 95% satisfaction rate with emergency response. This measure is intended to measure satisfaction soon after emergency service is received. PFA continues to receive high marks in emergency response satisfaction.

2009 Emergency Response Service Survey Results

Total Number of surveys mailed 2,221
 Total Number of surveys returned 672
 Percentage of surveys returned 30.39%

	Excellent	Good	Fair	Poor	N/A
1. Rate the ease of reporting your emergency.	86.61%	8.04%	0.74%	0.15%	2%
2. Rate the courtesy of the firefighters on scene.	84.35%	3.13%	0.00%	0.00%	0.45%
3. Rate how adequately all actions were explained.	82.29%	12.65%	0.74%	0.15%	1.19%
4. If an Incident Representative (IR) assisted you, please rate the IR.	1.93%	0.45%	0.15%	0.00%	93.60%
5. Rate the quality of service provided.	91.22%	4.91%	0.00%	0.00%	0.60%
6. Rate our response time.	85.71%	9.08%	0.60%	0.15%	0.60%

Goal 6

"Maximize citizen and employee input."

This goal was added to the strategic plan and approved by the PFA Board of Directors on April 27, 2010. PFA is dedicated to continually increasing our firefighter's safety while they are keeping our citizens safe. To accomplish this, and to ensure the citizens are receiving the service they want, it is necessary to secure extensive employee involvement and ongoing, consistent opportunities for citizen input.

We will develop performance measures for this goal in early 2010.

III. 2010 GOALS

Long-Term Funding

Since 2006 we have been struggling to meet recession induced revenue shortfalls. These shortfalls are caused by revenue levels that are less than inflationary increases which has caused us to eliminate or freeze line items and attrition 4.5 positions. This year we will work with the City of Fort Collins and the PVFPD to secure funding to provide fire protection, public education and emergency services to the citizens of our jurisdiction. Through our strategic planning process we have defined new initiatives to serve existing community demands. Without these resources, and future funding growth, our ability to meet our citizen's demands for services will certainly diminish in coming years. As the City moves forward with a sales tax initiative and the District with a property tax initiative, we will also ask Timnath for additional revenue which will be necessary to provide an urban level of service to that community as it grows and puts more demands on our emergency response system.

2009 International Fire Code Adoption

Strategic Planning Goal #5: To maximize the level of resident and business satisfaction with PFA services.

Objective: Complete Adoption of the 2009 International Fire Code by April 2011 to meet Fire Prevention Strategic Plan Goal #5.

In 2008 we completed the adoption of the 2006 International Fire Code (IFC), which included a full citizen review, adoption by City of Fort Collins, Poudre Valley Fire Protection District, Timnath and ratification by Larimer County Commissioners. At the same time, the building departments for the City of Fort Collins, Larimer County and the Town of Timnath also adopted the 2006 International Building Codes.

In 2010 Fire Prevention will begin the review and adoption process for the 2009 IFC. This will again involve the standing Citizen Review Committee. This process will continue to be a cooperative effort with the building departments we regularly work with. The City of Fort Collins and Larimer County have already started the review process for the 2009 International Building Code. It is anticipated that the 2009 IFC review and adoption process will move quickly as many of our current amendments came out of 2006 IFC supplements, which are now part of the 2009 IFC. Adoption of the 2009 IFC by 2011 will provide consistency with other governmental agencies we work with in our jurisdiction as well as our other prevention partners in Northern Colorado. Utilizing the 2009 International Codes throughout Northern Colorado allows developers and

contractors to do business in different jurisdictions without having to make major changes to their projects due to different standards. This has been a major issue for them in the past and one that PFA has strived to address during each code change cycle.

Road Map to Organizational Improvement

As part of our organizational improvement effort we have decided to participate in the Colorado Performance Excellence program (based on the Malcolm Baldrige criteria) which will result in an overall organization evaluation by CPEX examiners. While many of our employees are working on completing the application form and are very familiar with the Malcolm Baldrige criteria, there are many employees who are not participating and are curious why we are using this process rather than other "organizational improvement tools". I think the following answer I provided to employees will give the Board the most concise reasons for participating in this process.

"There are thousands of organizational improvement tools and consultants with their own perspective on how to make organizations better. Certainly we have not looked at all of them, however, there are things that make the CPEX model well-suited to our organization.

- 1) Strategic planning – planning is central to the CPEX performance system and PFA's strategic plans have been our most important guiding document since the PFA was formed in 1981.
- 2) Continuous improvement – this is another critical element of the CPEX model and a concept that has long been emphasized by Chief Mulligan.
- 3) Similar process and values – CPEX embraces many of the things we find important: employee participation, citizen service, organizational alignment, data analysis, and outcome focus.
- 4) Comprehensive evaluation – as I have discussed elsewhere, CPEX/Malcolm Baldrige criteria encompasses the most comprehensive systematic evaluation model I have seen. Perhaps this can help us get better.

Validation and respect - perhaps no other comprehensive evaluation model is as tested and respected as this one. This provides a sound means for us to gauge ourselves and for the community to recognize the top quality emergency service organization they are paying for."

IV. 2009 PROGRAM REPORTS

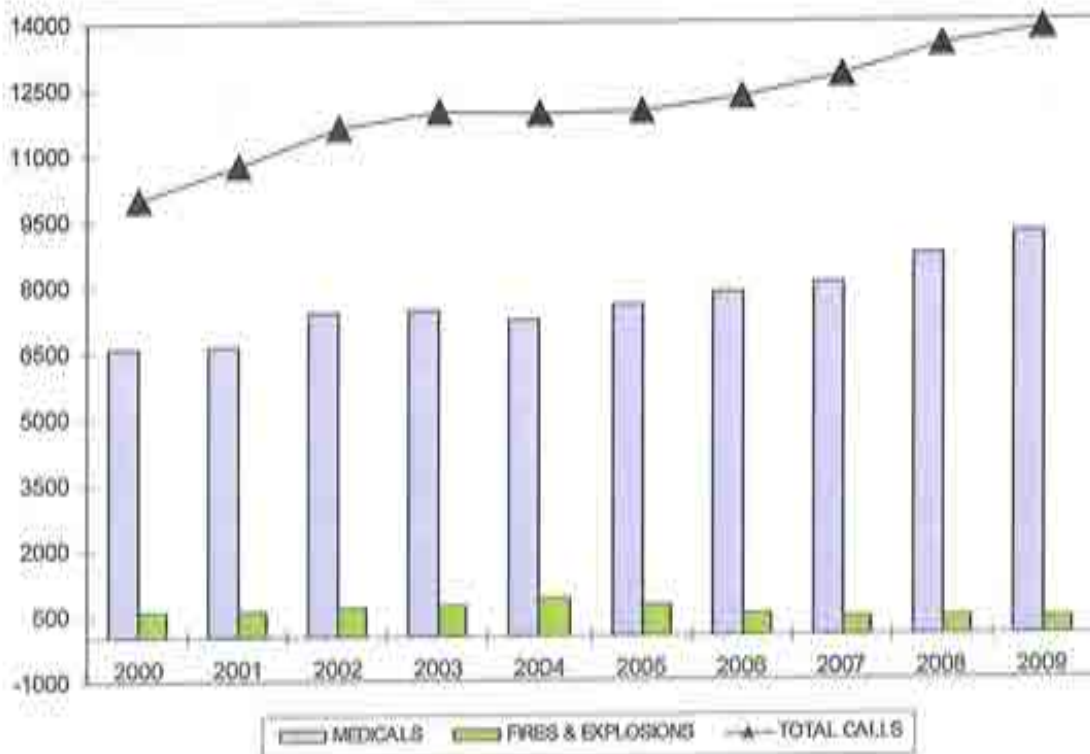
FIRE SUPPRESSION

Division Chief Mike Gress

In 2009 the Poudre Fire Authority experienced a 2.16% increase in total calls. This represents a request for service on the average of one call every 26.15 minutes or 38 calls per day.

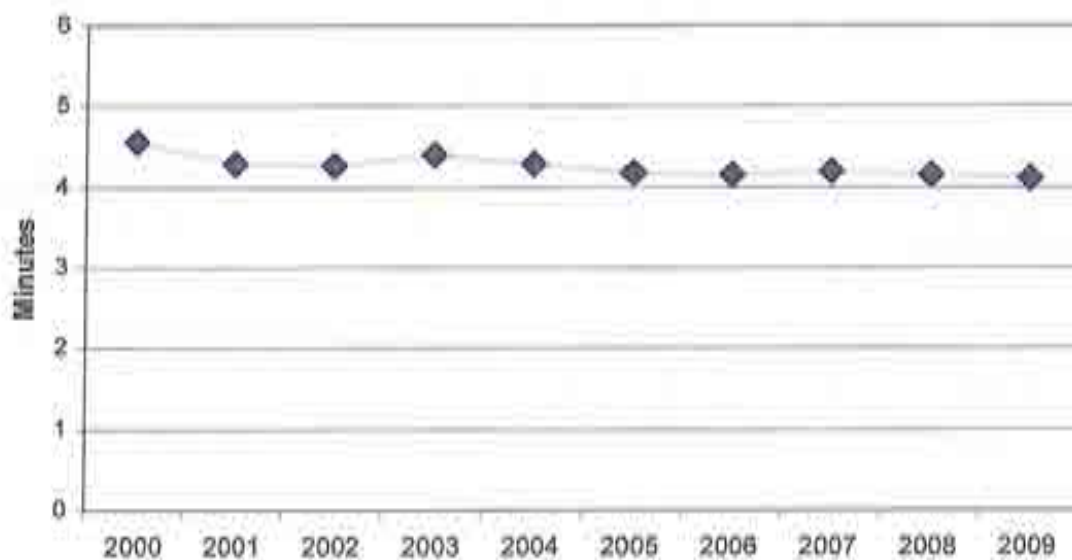
Attached is graphic information on calls responded to by PFA in 2009 and comparison statistics for previous years.

TEN YEAR CALL TREND



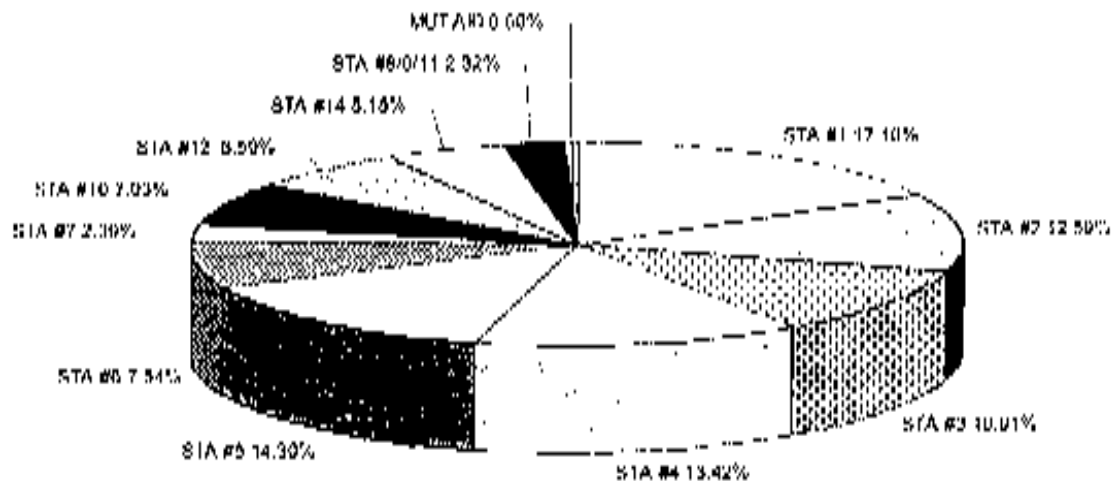
In 2009 83.93% of total calls were inside the City limits and 16.07% were in the Fire District.

Average Response Times



2001 to 2009 calls are calculated on emergent calls only. Calls prior to 2000 were calculated on emergent and non-emergent calls.

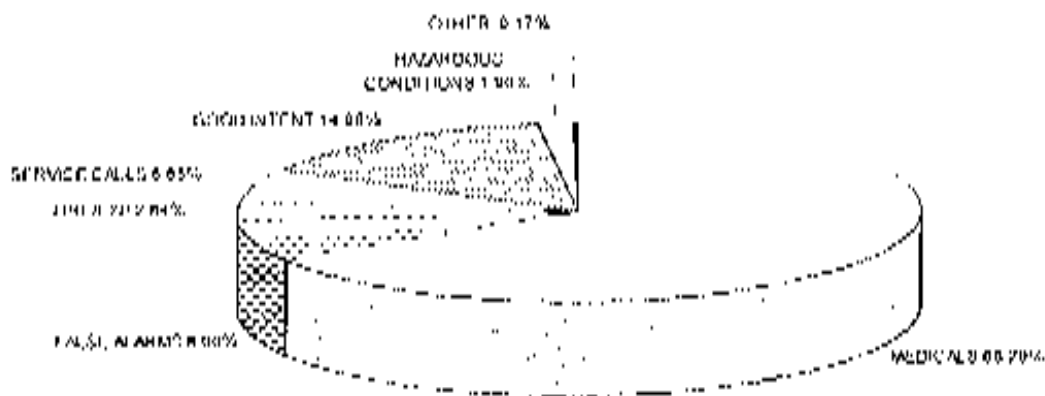
PERCENT OF TOTAL CALLS BY STATION AREAS



Station 1 continues to be our busiest station, with 17.16% of all calls occurring in its area.

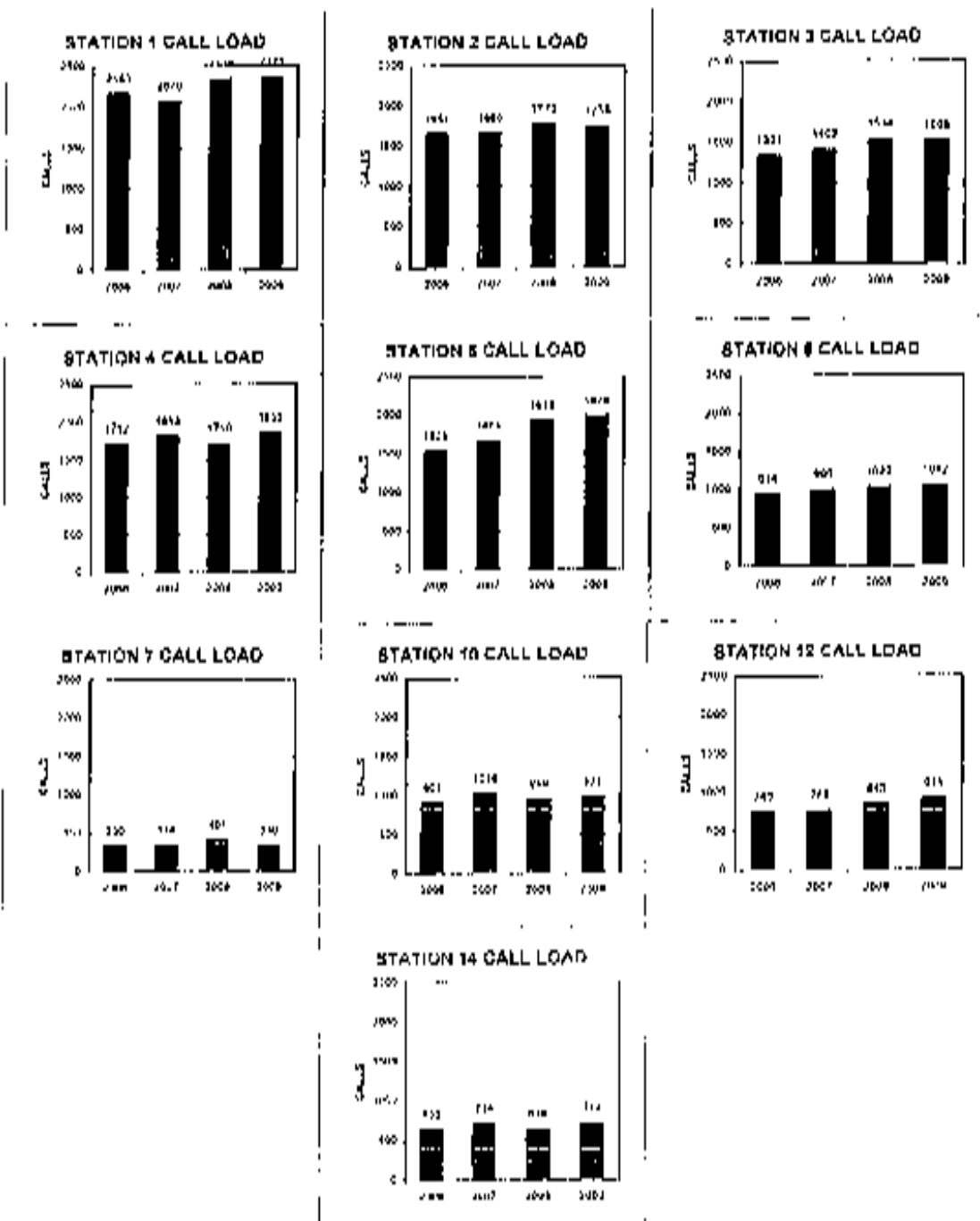
Station 1	–	2,371
Station 2	–	1,739
Station 3	–	1,508
Station 4	–	1,855
Station 5	–	1,976
Station 6	–	1,042
Station 7	–	330
Stations 8, 9, 11	–	321
Station 10	–	971
Station 12	–	911
Station 14	–	712
Out of PFA Jurisdiction	–	82
Total		13,818

PERCENT OF CALLS BY TYPE OF CALL



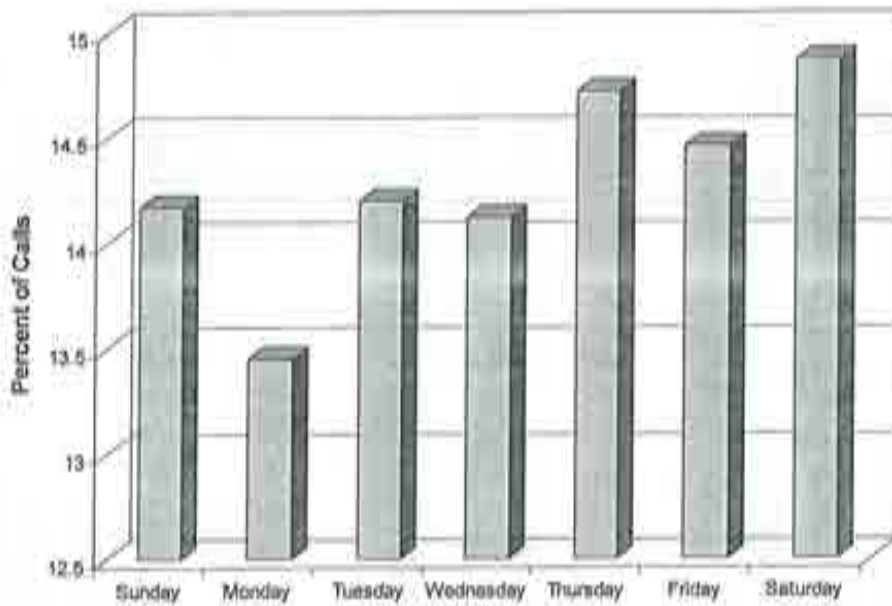
Medicals –	9,160
False Alarms –	1,105
Fires/Explosions –	392
Service Calls –	808
Good Intent Calls	2,067
Hazardous Conditions –	263
Other Requests for Service –	23
TOTAL:	13,818

CALL LOAD BY STATION



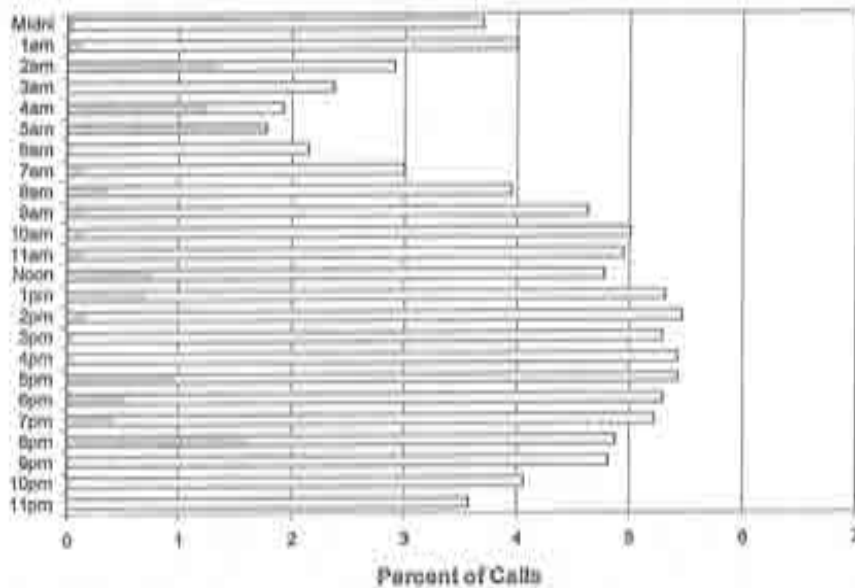
Stations 1, 4, 5, 6, 10, 12, and 14 experienced an average call load increase of 4.89% over 2008 while Stations 2, 3 and 7 dropped in call volume. The exact cause of station call volume is difficult to determine unless there is a significant event such as adding a new station to the system. PFA's 2009 call load increased by approximately 2.72% over the previous year.

AVERAGE CALLS PER DAY

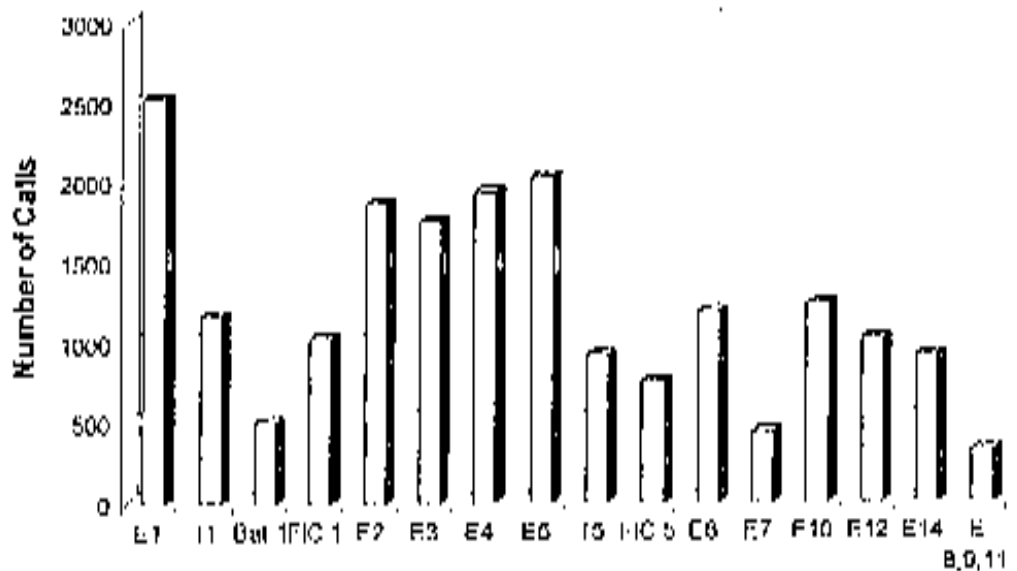


Historically, Friday has been the busiest day of the week, but in 2009 Thursday and Saturday were busier than Friday. We continue to be busier during daylight and evening hours. Even though early morning is our slowest time, it is the period when most large fires occur.

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. The Battalion Chief (Bat 1) call load has been reduced, due to BC workload, by eliminating the majority of auto-alarms from the response duties of the Battalion Chief.

FACILITIES MAINTENANCE

Battalion Chief Bob Ponculow

Construction began on new Fire Station 4 at 1945 West Drake Road following the purchase of the property in 2008. Actual construction started in early May following final approval from the City of Fort Collins. This 15,580 square foot structure is intended to eventually house both an engine company and a heavy rescue company, although upon completion in early 2010 there will only be an engine and brush unit stationed there. This new facility will not only make our operations more efficient and safer, but will also reduce response times to areas with denser populations and higher call volumes. The existing Station 4 will be sold once the firefighters move out.

Several other significant improvements and repairs to our facilities were also completed in 2009. This included new paving for the parking and drives at Station 7 and all new concrete paving in the parking lot and bay access at Station 1. Electrical energy upgrades were completed at several stations, which included new lighting and lamps. This not only increased the energy efficiency of these buildings, but also improved the light and livability of the facilities. We

expect a payback of 3 to 5 years on these projects including the substantial rebates we have received.

We also saw a change of personnel in 2009 with the retirement of John VanGorder as our Warehouse Manager. This provided an opportunity to evaluate roles and responsibilities within both Special Operations and Training and 2009 saw substantial changes. We were able to shift the volunteer coordinator position to the Training Division and this allowed the Warehouse Manager to take on additional responsibilities within facility maintenance. Firefighter Jim VanGorder has assumed this position and his efforts at maintenance and repair of our facilities is already showing benefits, not only financially, but in the condition of the buildings as well.

EQUIPMENT MAINTENANCE

Fleet Maintenance Technician Jim Mirowski

The PFA Shop is responsible for 43 vehicles, one generator trailer, five power-down generators, the shop air compressor, and the fuel tanks at Training, Stations 6 and 9. The 43 vehicles logged 166,019 miles in 2009, which is up from 2008 miles logged by 1,526.

2009 Highest Mileage Vehicles	
Engine 4	10,891
Engine 6	9,176
Engine 14	9,018
BC Vehicle	9,079

Vehicle	Gallons of Fuel Logged	Average Miles Per Gallon
34 Diesel Vehicles	35,249	3.5
9 Gas Vehicles	4,075	10.43

The average cost per mile (fuel and maintenance only) for the fleet was \$1.60. The three front line vehicles with the highest cost-per-mile were Truck 2 (\$19.67), Engine 4 (\$1.76), and Engine 1 (\$1.79). Vehicles were out of service for 651 days. Truck 2 was out the most with 91 days, Engine 10 was out 60 days, and Engine 4 was out 49 days.

Major repairs included Truck 2 dropping a valve which did major engine damage and required replacing 8 cylinder kits, both cylinder heads, turbo, blower, and injectors. Engine 24 needed engine repair, a new blower, turbo, and injectors. In December we took Engine 10 to General Safety in Wyoming, MN to replace the body. It had a broken sub frame and a lot of rust. Old Truck 1 went to General

Safety to move the aerial to a new cab and chassis and replace the body. We completed 223 repair orders including 53 services. We used 1,301 quarts of oil and 466 quarts of automatic transmission fluid. We had 7 outside repair orders. Total cost for outside vehicle repair was \$13,571 (110% more than 2008). We used 3,336 parts, and we replaced 55 tires. Pump tests were done in April and all pumps passed with no problems. Emission tests were done on all 34 of the diesel powered vehicles in October, and they all passed with no problems, but Engine 4 twisted off an axle during its test.

PRE-RESPONSE INFORMATION MANAGEMENT

Captain Mark Fowler

The Pre-Response Information Management Program continued to provide service to line and administrative personnel in two key areas, GIS based emergency map development and administrative decision support modeling, and information technology custom programming and development.

GIS work included integration of the Larimer County Re-Addressing Project into the PFA database, data maintenance and field reference, and development of requests for assorted decision support maps.

IT work consisted of support, custom programming and development of the <http://www.poudre-fire.org> website, JDE payroll interface, employee electronic form interface, Fire Prevention and Operation data sharing model, and linking map data to the PFA intranet.

EMERGENCY MEDICAL SERVICES

EMS Coordinator Mary Makris

EMS Response:

A new medical director was assigned to PFA and Dr. Dave Farstad has ridden with multiple crews and met with the EMS Coordinator on a monthly basis. There have been many changes in protocols, scope of practice and equipment was upgraded in order to assure that PFA is providing quality basic life support (BLS) care within the scope allowed by the state Department of Health. There has been a concerted effort to improve communications and relationships between PFA and the PVHS EMS crews.

PFA responded to 9,160 EMS calls in 2009. EMS related responses made up 66.29% of the total calls for PFA (total of 13,818). EMS calls include medical, all trauma, motor vehicle injuries, suicide, and medical alarm calls. A total of 7,325 patients received direct treatment by PFA personnel. Reasons for calls were almost evenly split between medical problems and traumatic injuries. The most

common medical problems included: 1,308 change in the level of consciousness, 630 cardiac distresses, 601 severe respiratory distresses, and 1,468 patients were treated for major traumatic injuries.

PFA crews performed CPR 77 times and applied the automatic external defibrillator (AED) on 19 patients (advance life support (ALS) crews arrived within two minutes and the PVHS Monitor/Defibrillator was applied instead of the AED). Seven patients (after BLS and ALS care) arrived to the Emergency Department with pulses and two of those patients went home with good a prognosis. PFA also responded to three patients in labor and assisted ALS crews with one delivery.

EMS Training: Training included monthly VTC's, February CPR/AED recertification, November competency assurance testing for all full-time PFA field personnel. Additional training included the EMS eight-hour education conference at the Lincoln Center; Minimass (multiple patient) tabletop training sessions were provided at stations with PVH crews; pre-academy and post-academy for recruits, infection control and EMS training in the recruit academy; monthly volunteer training and crew training at each station for focused practical training and education. A full First Responder course was also provided for the PVHS explorers.

EMT Education Reviews and Recertification: 27 PFA EMTs earned Colorado State Recertification. Two captains completed education requirements and national testing for Colorado State EMT Certification from the First Responder level.

Infection Control: 18 personnel were assessed and some were treated for infection control issues in 2009. Over 100 personnel took advantage of the seasonal flu vaccine and the H1N1 vaccine. Personnel have followed and maintained high standards for personal protection issues. There has been a 50% decrease in potential infectious disease contacts from the year before.

PUBLIC AFFAIRS AND EDUCATION

Public Affairs Captain Patrick Love

The Office of Public Affairs and Education is charged with being the primary contact with customers and the media for PFA. This is accomplished through the development and management of public outreach and education activities. In the public outreach arena this office is responsible for the scheduling and coordination of events, creating and maintaining positive relationships with other agencies and general public contacts, and Juvenile Firesetter counseling. Within the media relations arena this position acts as the department spokesperson, conducts press interviews, writes press releases, and conducts press conferences as needed.

2009 saw an increase in almost all areas of activity and none of it could have been handled without the time and effort of our dedicated firefighters.

Media Relations

The media relations program is continuing to grow and evolve. For all of 2009, fifty-six media releases were issued. These releases involved fires, EMS, hazardous material incidents and events that PFA was involved with. Not included was several articles initiated by the press related to PFA business.

My philosophy regarding media relations is to keep it positive by establishing and maintaining relationships with people in the media. This approach does a number of things such as builds trust, knowledge and experience with different agencies, and a familiar, non-threatening atmosphere in which to work. In doing so, I am able to keep PFA in the media in a positive light on the average of once every week, if not more. It is important to educate the public on our incidents, events and other activities now, for the department to be successful in the future.

Service Requests

In 2009 PFA fulfilled 430 requests for service from community members for fire and life safety education and other customer contact opportunities. This equates to a conservative 1,290 man-hours; not including preparation or take-down time. The service request program represents the majority of firefighter contact with citizens in a non-emergency setting and is paramount to our community relations and educational programs.

Our service request program takes shape through many different roles and activities. The program includes, but is not limited to station tours, fire extinguisher training, safety fairs, fire drills, safety house events, installing smoke alarms and residential safety checks. This provides our firefighters with excellent opportunities to make a very positive impact with customers.

Following is a list of all types of events including the number of customers we have come in contact with in 2009.

Service Requests by TYPE	2007	2008	2009	% Change From Previous Year
Safety Talk	69	108	111	+4.50%
Station Tours	90	96	101	+4.95%
Apparatus Tours	41	45	41	-9.76%
Extinguisher Classes	62	36	32	-12.50%
Neighborhood Events	17	25	24	-4.47%
Smoke Alarm/Battery Help	0	22	18	-22.22%
Safety House	0	20	24	+16.67%
Safety/Science Fairs	12	12	14	+14.29%
Bike Helmet Program	0	11	8	-37.50%
Fire Drills	15	11	14	+21.43%
Career Day/Talks			9	N/A
Home Safety Surveys	2	3	3	+33.33%
All Others	44	43	47	+8.51%
Total	352	430	448	+3.5%

Service Requests by AGE RANGE	2004	2005	2006	2007	2008	2009	% Change From Previous Year
Pre-school (3-5)	1,472	821	879	2,275	2,285	2,401	+4.83%
Elementary (5-12)	2,660	3,073	2,780	3,032	5,624	4,934	-12.30%
Middle School/High School (12-18)	315	259	55	889	1,478	758	-48.85%
Adult (18-60)	3,537	3,140	3,485	3,012	4,036	5,387	+26.10%
Adult (60+)	129	627	150	836	684	624	-8.77%
Total	8113	7920	7349	10,043	14,107	14,102	-0.004%

Service Requests by SHIFT	2004	2005	2006	2007	2008	2009	% Change From Previous Year
A Shift Total	76	85	85	83	83	98	+15.31%
B Shift Total	85	80	82	96	94	74	-21.28%
C Shift Total	85	79	74	104	96	56	-41.70%
Total	246	244	241	283	273	228	-16.48%

Service Requests by STATION	2004	2005	2006	2007	2008	2009	% Change From Previous Year
Station 1	39	43	35	49	41	41	0.0%
Station 2	35	31	41	29	23	27	+14.81%
Station 3	29	32	34	39	45	35	-22.22%
Station 4	18	21	17	24	20	13	-35.00%
Station 5	60	39	42	51	49	39	-20.41%
Station 6	21	16	15	14	14	9	-35.71%
Station 7	5	4	2	5	7	6	-14.29%
Station 10	27	28	13	20	25	20	-20.00%
Station 12	12	12	8	11	14	9	-35.71%
Station 14	-	18	34	41	35	29	-17.14%
Other	28	24	5	0	30	57	+47.37
Total	274	268	246	283	303	285	-5.94%

<u>RIDE-ALONGS</u>	2004	2005	2006	2007	2008	2009	% Change From Previous Year
Citizen Ride-Along	0	0	0	38	48	42	-12.5%

Youth Fire Awareness/Juvenile Firesetter Intervention Program

The goals of this program are to reduce juvenile involvement in firestarting and arson, and to assist children who have engaged in firestarting and firesetting behavior. This program is staffed by specially trained PFA firefighters and is coordinated by the Public Affairs Officer and Fire Investigator. In 2008 we recruited a local burn survivor who brings a wonderful world of knowledge and experience to our program, therefore improving the effectiveness.

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 through juvenile diversion at the District Attorney's office, or they receive an educational class at their school.

Participants in this program receive education about arson, juvenile involvement, effects of arson on our community, and are invited to engage firefighters in open discussion about these issues. Participants of this program through juvenile diversion or court referral also receive a firesetting behavior risk analysis.

Juvenile Firesetter Contacts

Activity	2006	2007	2008	2009	% Change From Previous Year
Referred Interventions	23	25	34	31	-8.82%

Neighborhood Night Out

In August, the firefighters who work at Station 7 hosted a neighborhood block party for the sixth straight year. This was done in partnership with the National Neighborhood Night Out effort, community volunteer Wendy Rosenberg, and the Larimer County Sheriff's Office. There were approximately 75 people in attendance, of all ages. Numerous positive comments were received and it appeared everyone had a great time. Many neighborhood residents said they look forward to the party again next year.

PFA firefighters in all parts of the jurisdiction attended sixteen additional neighborhood block parties as well. The firefighters enjoyed the opportunity to get out into the neighborhoods and socialize with their neighbors, along with passing out any life safety education information.

Child Passenger Safety

PFA firefighters participated in a county-wide child passenger safety effort along with Larimer County Safe Kids Coalition. During 2009 PFA Firefighter/Car Seat Technicians installed or checked the installation of almost five-hundred seats. This does not include the twenty-nine seats that were installed at three mobile seat check up events. Plus, there is a class held monthly at Station 14 for expectant/young-child families with car seat and child safety education/propor car seat installation. This class is done collaboratively with PFA, Poudre Valley Health Systems and Safe Kids. This program continues to be a very valuable service that PFA provides.

Car Seat Checks	2004	2005	2006	2007	2008	2009	% Change From Previous Year
Station 1	164	73	52	95	85	75	-11.76%
Station 2	87	94	57	94	55	47	-14.55%
Station 3	3	22	84	61	63	80	+21.25%
Station 4	24	9	11	48	84	80	-4.76%
Station 5	26	48	59	90	125	75	-40.00%
Station 6	10	27	13	35	14	29	+51.72%
Station 7	3	4	8	15	18	16	-11.11%
Station 10	62	118	29	32	42	45	+6.66%
Station 12	73	76	99	114	46	10	-72.26%
Station 14	-	32	27	7	4	7	+42.86%
Check Points	162	41	0	0	0	0	0.00%
Other	8	11	28	34	4	10	+60.00%
Total	602	555	467	623	540	474	-12.22%

Residential Safety Check- Did you know that most accidents, injuries and fires occur in and around the home? Did you know that you can use a PFA checklist to help find safety issues in your home? Better yet, you can call PFA directly and a fire crew will be sent to your home to assist for FREE. PFA's philosophy and preference is to PREVENT an occurrence rather than have to respond to it; because once any emergency service responds, someone is already having a bad day. This program has been in development since 2008. We truly want to decrease preventable incidents as this is directly and indirectly tied to the well-being and economic climate of our community. Therefore everyone benefits.

Strap N Snap Bicycle Helmet Event- In coordination with Safe Kids Larimer County a small group of firefighters and other instructors go to all third-grade classes to teach students about bicycle helmets and general bicycle safety. The event features visual aides, interactive games and video in order to relay the safety messages.

Smoke Alarms- While PFA has had a smoke alarm give-away program for over twenty years; in 2009 we have taken an even more proactive approach. When a free smoke alarm(s) or batteries are requested by a customer who is physically unable to install by themselves, we offer to have one of our on-duty companies install the alarm for no charge. This way we are assured the alarm is installed and working properly. In addition we frequently have the opportunity to interact and answer any additional home safety questions that may be posed.

TRAINING DIVISION

"Greatness Begins Here,
Greatness Continues Within"

Battalion Chief Glenn Levy

Staffing

The Training Division staff is comprised of one Battalion Chief, three Training Captains, one EMS Coordinator, and one Administrative Secretary. We currently administer nine different programs that support the training and educational needs of the Operations Division. Overall, the 151 career firefighters and officers who make up the 36 fire companies participated in 40,765 on-duty and off-hours of training. This is an average of 270 hours per firefighter.

The Training staff is involved in all aspects of on-duty and off-duty learning for the PFA firefighters. This support includes; vehicle extrication, live fire evolutions, pumping and hydraulics, fire simulations and classes, as well as other training support for both career and volunteer firefighters.



Glenn Levy Linda Deane Capt. Kobielusz Capt. Hatfield Capt. M. Housley Mary Makris

The 2009 team consisted of Captain Randy Hatfield who focused on driver operator, firefighter basic skills and facility management, Captain Brad Kobielusz is assigned to the Front Range Fire Consortium and coordinated two recruit academies in addition to other training responsibilities, Captain Matt Housley designs, develops and implements supervisor training as well as being responsible for volunteer firefighter training, Mary Makris is our EMS coordinator and ensures not only compliance, but excellence in response and coordination and most importantly, Linda Deane is our support staff and is the glue that keeps all of our projects held together.

A brief summary of some key training program areas follows:

Driver Operator Training and Testing

Possibly one of the most important services we provide is the training, testing and certifying of driver operators. Our drivers not only drive the fire apparatus but are also responsible for pumping the water through the hoses and various appliances using complex hydraulics models. We have one of the best systems

in the country and our excellent driving records and fire ground performance speak to the skills of our personnel.

Specific activities included:

- On-duty driver operator skills practice.
- Acting Driver Operator Academy (May). This class is required for firefighters who wish to learn the Driver Operator skills and "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. The D/O certification process evaluates competency, and results in an increase in compensation.
- Each year all Driver Operators must complete a recertification program ensuring that they maintain their driving and pump operating skills. All Driver Operators must complete specific tasks from a handbook developed by the Training Division.



Training Center Facilities and Maintenance

It takes a great deal of time, talent, and money to maintain and develop realistic facilities that replicate real life situations. Much of what we do is destructive, so maintaining a facility that can be used safely is a bit of a challenge.

In 2009 we focused on:

- Ensuring the burn building is safe for performing live fires for the next 5 to 7 years. We replaced numerous heat resistant tiles, repaired walls, and replaced thermal probes.
- Continued design and installation of a new propane live burn prop for both tank fires and vehicle fires. We added a vehicle prop and tanker.
- We added Engine 24 to the training fleet for enhanced training safety and opportunities.
- We continued to add additional extrication and rescue areas, including a live vehicle fire area.
- We added a state of the art ventilation prop that was designed and built by Captain Kobielus.



"Live Fire Training"

One of the Training Division's major emphasis programs in 2009 was developing and delivering live fire training and complex cognitive decision making training.

This was a labor-intensive program that paired different crews with different objectives in as real a fire scenario as possible to allow the crews to evaluate both skills and coordination.

Volunteer Training:

The Training Division is now responsible for all aspects of the Volunteer Firefighter program. We are looking to enhance this program by developing a Resident program, adding additional volunteer staff, and increasing training. Our volunteers participated in over 3,896 hours of training.



Recruit Training

One of our major responsibilities is to train new firefighters and prepare them for the many challenges that they will encounter over their career. To best accomplish this, we continue to partner with our neighboring fire departments to bring forward the best of the best to train our folks to the highest level possible.

In 2009 we held two recruit academies with the PFA being the lead agency for one of the 16-week academies. This is an amazing responsibility and PFA Captain Brad Kobielski served as academy coordinator for the Fall academy. This assignment is one of the most time consuming on the PFA and Brad performed it with dedication and professionalism.



Front Range Fire Consortium (FRFC)



The FRFC is an agreement between the PFA, Loveland, Union Colony Fire Rescue Authority, Cheyenne, Mountain View, Longmont, Boulder Fire Department, and Laramie Fire Department. The intent of the FRFC is to work together to provide training, response and ideas that jointly make all of us better. It is a unique relationship, and one that is the envy of the fire service. We continue to strengthen these relationships and continue to find new ways to better and more cost-effectively provide our services. Joint programs included: recruit training, new hire testing, and professional development.

Professional Firefighter Certification with Colorado Metropolitan Certification Board:

In 2009 we solidified our relationship with the CMCB to begin professional firefighter certification in May. I am proud to report that every PFA firefighter earned the highest level of National Firefighter Certification, Firefighter II. In addition, we certified numerous drivers as Fire Apparatus Operator-Pumper, Fire Instructors, and Incident Safety Officers. In 2010 we will be focusing on Fire Instructor I, Driver Operator-Aerial, Hazardous Materials and Fire Officer I.

2010 Major Emphasis Topics:

Captain Development
Recruit Academies, Spring and Fall
Driver Academy and Testing, May and September
Hazardous Materials Certification
Certifications as listed above

HAZARDOUS MATERIALS RESPONSE TEAM

Captain Dick Spiess



Poudre Fire Authority personnel were part of multi-agency response to two asphalt tanker roll-over accidents in Poudre Canyon in 2009.

In 2009:

- Team members participated in multi week HazMat Technician level training.
- The team responded to multiple hazardous material incidents including two asphalt tanker roll-over accidents where product was spilled into the Poudre River.
- Team members trained with Consortium Hazmat Technicians from Loveland, Longmont, Greeley, Boulder and the Colorado State Patrol maintaining proficiency and communications.
- The team conducted department-wide training to meet the requirements of the Code of Federal Regulations pertaining to hazmat responders.
- Team members supported the Northern Colorado Drug Task Force, the Larimer County Bomb Squad and other law enforcement entities on multiple incidents involving meth labs, suspected bombs, and other hazardous materials related calls.
- Team members participated in planning a multi-agency regional radiological training exercise for 2010.

- u Team members attended a sampling and evidence collection course presented by Louisiana State University and coordinated by the Office of Emergency Management.
- u Team members assisted the Training Division in planning for and presenting training that will meet Colorado Metropolitan Certification Board requirements for First Responder Operations level certification.
- u Several team members attended a Department of Energy, Modular Emergency Response Radiological Transportation course.

Finding funding to acquire chemical identification instruments remained a team priority in 2009. The team continues to pursue the ability to provide enhanced service and safety through the application of training and technology.

WILDLAND TEAM

Firefighter Sean Jones

Providing for training and experience has always been the central goal of the Poudre Fire Authority Wildland Team. 2009 was a productive year for the team locally with an increased number of department-wide trainings and progress towards some of the team's primary goals.

While wildland fire is the major focus of personnel participating on the wildland team, incident command services skills and credentials gained on wildland assignments carry across to non-fire "all risk" assignments. In 2009 Wildland Team personnel assisted with the management of non-fire disaster events, local incidents and the instruction of local and national courses. PFA's Captain Kelly Close continued his involvement as an instructor and student mentor in S-590, Advanced Fire Behavior Interpretation and served on the National Wildfire Coordinating Group's fire behavior committee. Additionally, Captain Dick Spiess continues to serve as an advisor to the Region II Operations Committee on Engines and Equipment. Those representatives at the regional and national level as well as the outstanding work performed by our team members while out of district has put the Poudre Fire Authority on the map as a quality resource in the wildland arena.

Colorado experienced yet another quiet wildland fire season as did most of the western half of the United States. PFA sent only one person on an out of district assignment this year – that person was assigned as a Fire Behavior Analyst on a fire in California. PFA is reimbursed for expenses associated with personnel and equipment on assignment including minimum staffing backfill. The net cost to the department and the community is zero.

Closer to home, the Wildland Team continued to focus on enhancing PFA's preparedness and suppression capabilities in wildland fire within PFA's primary response area, and in support of our local cooperators.

Training and pre-response planning were key issues for the Wildland Team in 2009. The emphasis for Team members was to facilitate continued familiarization and training to personnel department-wide in order to support PFA's initial attack needs. Additionally, as part of the team's goal to expand wildland training throughout the department, two additional training opportunities were offered by the team to department and regional personnel.

The following is a summary of local activities and accomplishments of PFA's Wildland Team and its members in 2009. The team operates under four functional areas and each is highlighted below.

Operations

- Provided ongoing information to PFA's operational personnel about daily, weekly and seasonal weather and fire danger.
- Continued to utilize a system for heightened response to wildland fires within PFA's jurisdiction under critical fire conditions. This is based on local fire danger, with two response thresholds set according to conditions under which PFA has historically had (a) high fire occurrence, and (b) fires that escaped initial attack efforts. This unique system allows flexibility to daily dispatch levels and provides the arriving Incident Commander with appropriate resources for that day.
- Provided support to local mutual aid incidents, individually and as crews. These included support to Wellington, Livermore, Poudre Canyon, Rist Canyon, Loveland Rural and Larimer County.
- The team continued the management of all interagency documents for wildland standards, guidelines and agreements as well as department personnel qualifications for wildland fire. This includes personnel who deploy to national incidents, all line personnel (all front line personnel are qualified to national standards as wildland firefighters) and the City of Fort Collins Open Space employees.

Training

- Continued development of the annual safety "refresher" course to improve compliance with national standards. This training was provided in the spring to all PFA line and volunteer personnel in addition to other city and county agencies.
- Provided a hands-on training emphasizing structure protection in the Wildland Urban Interface(WUI). This was provided to all line personnel on the

department over the course of three days and utilized tools now available on some of PFA's front line engines.

- PFA hosted a National Wildland Coordination Group (NWCG) course for PFA personnel as well as members from other agencies. The course, Fire Operations in the Wildland Urban Interface, is designed to assist initial attack incident commanders and company officers in confronting wildland fires that threaten life, property, and improvements.
- Worked with PFA's cooperators to present NWCG (National Wildfire Coordinating Group) training:
 - S130 / 190, Basic Wildland Firefighter training
 - S290, Intermediate Wildland Fire Behavior
 - S215, Operations in the Wildland Urban Interface
 - S590, Advanced Fire Behavior Interpretation

Planning and Mitigation

- Continued to play active roles in pre-incident planning through participation in the Larimer County Fire Council and the Northern Front Range Wildland Cooperators board.
- Advanced the team's Wildland Outreach and Planning Initiative by conducting ongoing home assessments in the wildland urban interface portions of PFA's district. Utilizing software and hardware previously purchased, team members began to create detailed pre-plans for the WUI. These pre-plans will aid responding crews by providing detailed information prior to arrival at an incident and enhance homeowner and firefighter safety. While conducting individual home assessments, PFA personnel had many great opportunities for direct public interaction and education.

Late in 2008, the team had begun plans to expand the program's educational component with the development of an educational brochure and interactive website for homeowner's to access their individual assessments. However, due to department budget constraints, the website was not able to be built and the brochure was put on hold.

Team members continue to seek out alternate sources of funding for this project, primarily in state issued grants, in order to have the least amount of impact on department budget yet get the most out of the program.

Equipment

- The team continued to upgrade the quality of tools on wildland apparatus throughout the district. Team members evaluate and inventory department

equipment on a regular basis to maintain readiness at all times, especially as wildland fires occur year round more and more.

It is widely accepted that there is no substitute for experience and the Wildland Team strives to enhance the experience level of PFA participants in managing wildland and all-risk incidents. The focus on firefighter safety, decision making and cost efficiency through this increased experience is being enabled through PFA participation in the management of local and national events.

SCBA MAINTENANCE

Captain Tim England

The Self-Contained Breathing Apparatus (SCBA) tech group tested, repaired and performed preventative maintenance on the department's SCBAs, cartridge respirators, and air compressors. Facility repair and upgrades were made.

Training was presented to firefighters and other agencies as well. These included FFMA, City of Fort Collins and Larimer County.

INCIDENT REPRESENTATIVE PROGRAM

Captain Ralph Kettle

Not all emergencies can be prevented, but when they do occur, quick recovery is vital to everyone involved. The Incident Representative (IR) program provides trained personnel to respond quickly to facilitate a coordinated response with other agencies in providing recovery assistance. The IR acts as an advocate for those people that are experiencing what might be the most challenging and stressful time of their lives.

The IR program falls under the umbrella of the Operations Division and is managed by C-Shift Battalion Chief Tom DeMint. Daily response is handled by two dedicated PFA firefighters from each shift that respond, off-duty, on a rotational basis.

In 2009, the IR's were called out 33 times for a 22% increase over 2008. The majority of these calls were to structure fires. Several were for significant water leaks inside structures due to sprinkler pipes breaking. One response was to assist the Rist Canyon Fire Department during a structure fire.

Of significance in 2009 were the responses to several multi-alarm fires in motels and apartment buildings. The coordination with other agencies was instrumental in providing outstanding customer service.

On May 24 at 10:30 in the morning, a major fire at the El Palomino Motel occurred causing one civilian fire casualty. The IR requested a registered nurse through the Red Cross to assist in replacing critical medications that were lost in the fire. The IR coordinated with the Homewood Suites to provide shelter to a family from Texas because their vehicle was impounded as evidence during the investigation of the fatal fire. A restoration company was called to assist the motel owners in securing the building and providing temporary utilities so the remaining rooms could still be utilized.

At 1714 Stover Street several units in a three story apartment building were damaged by fire in early July. The IR again requested the assistance of the Red Cross to establish a shelter in a nearby PSD school for displaced occupants. A City of Fort Collins transit bus was utilized by the IR for temporary shelter of occupants due to inclement weather. A restoration company was requested to respond to secure the building and provide temporary power.

On September 11 another large fire displaced the occupants of an 8-plex apartment building at 1220 E. Stuart Street. The Red Cross again responded at the request of the I.R. to set up a shelter in a near-by school for the displaced occupants. A restoration company was utilized to secure the building, provide temporary power and test for the possibility of asbestos contamination. In December another fire at the same complex at 1220 E. Stuart Street required a similar response as the one in September.

The Incident Representative program is an excellent example of how PFA is continuing to find ways to provide exemplary service to the community both during and after the emergency.

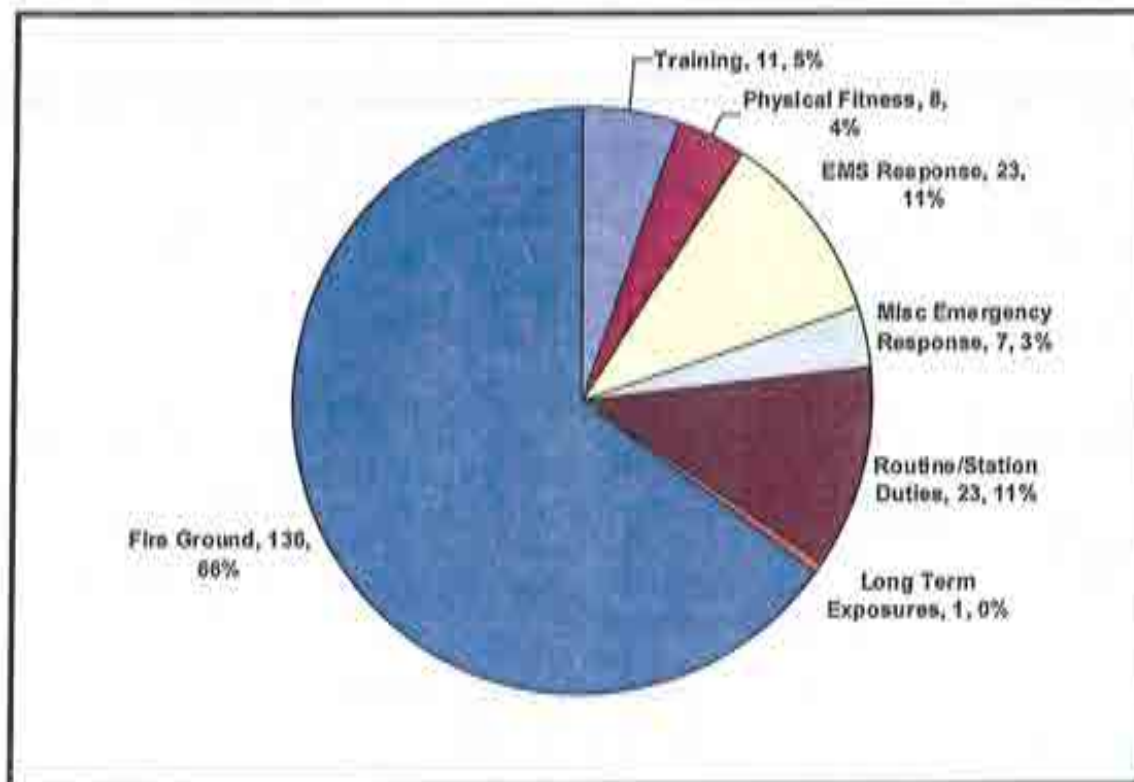
OCCUPATIONAL HEALTH AND SAFETY

Battalion Chief Bob Poncelow

2009 saw a large increase in reported work related injuries at PFA. This significant increase is somewhat misleading however, as 119 of the reports were generated from four incidents involving either asbestos exposures or possible exposures during a moth lab fire. There were 209 reported injuries or exposures for 2009. This compares to 121 in 2008, 74 in 2007, 58 in 2006, 43 in 2005, 49 in 2004, 51 in 2003 and 61 in 2002. However, if you remove the 119 exposures to asbestos or methamphetamine (none of which resulted in any medical care or lost time), our actual number of injuries and exposures was 90. We have taken aggressive measures to limit the exposures to asbestos and toxic substances encountered during fire attack operations including the mandated use of SCBA even after all fire is extinguished and the structure has been ventilated, and additionally to require decontamination of all PPE, tools and equipment prior to leaving the scene. Now that we have identified the potential risk of asbestos on

the fire ground, we will continue to make sure our firefighters are adequately protected and to document any time an exposure may have occurred.

The chart below illustrates where the injuries or exposures occurred with the clear majority being on the emergency scene.



We experienced a total of 463 hours of injury leave which is the lowest number we have seen since 2006 (when we started tracking by hours instead of shifts) and also a significant decrease from 2008 with 661. In 2007 we had 1378 hours of injury leave and recorded 321 hours in 2006.

Due to either on-duty or off-duty injuries, illnesses, or medical conditions 13 personnel were placed on modified duty to recover from their condition. The most on any one day was six personnel and we averaged just under two per day in 2009. These figures are basically unchanged from 2008.

There were 21 vehicle incidents in 2009. This is up from last year, but in line with the past several years. Past years numbers were 14 in 2008, 13 in 2007, 18 in 2006, 17 in 2005, and 18 in 2004. All the incidents were minor in nature although even minor incidents can now result in an expensive repair. Our accident rate, while running emergent, continues to be very low (5 incidents, 4 of which actually occurred after arrival at the scene and were low speed with minimal damage) and our drivers are to be commended for this low accident rate. This is a record we are very proud of although we obviously need to stress the importance of

avoiding the distractions that can exist on an emergency scene and lead to accidents.

OFFICE OF EMERGENCY MANAGEMENT

Battalion Chief Mike Gavin

2009 was a challenging year for the Office of Emergency Management. This office continues to focus on Preparedness, Mitigation, Response and Recovery from incidents that are hazardous to the community of Fort Collins. Within these four pillars of emergency management, there are numerous planning and training exercises, and other activities that take place.

Additionally, work continues towards compliance of Federal and State mandates which include but are not limited to the National Incident Management System, National Preparedness Framework, National Preparedness Goals/Scenarios and the National Infrastructure Protection Plan.

Preparedness:

Fort Collins was selected once again to participate at the National Emergency Training Center in a community focused training course. This focus was on flooding from a large scale disaster. Partners from Loveland and Larimer County joined us.

Pandemic planning continued through 2009 with the design and delivery of a county wide prophylaxis for H1N1.

A Citizen Corp continues in Larimer County. The City of Fort Collins established an additional Community Emergency Response Team in the Quail Hollow Neighborhood. Plans have been developed to initiate several additional neighborhood teams in 2010. Beth Sowder of the Neighborhood Services Office is assisting with this project.

Work continues on employee identification cards, credentialing of employees and the universal classification of city resources.

Plans have been finalized and approved for the deployment of the CDC Strategic National Stockpile in preparation for a disaster. These plans involve the CDC, Health and Human Services, Colorado Department of Public Health and Environment, Larimer County Department of Health and various agencies within Larimer County.

Grants awarded to OEM for activities in 2009 included \$36,000 for Emergency Management Performance Grant (EMPG), \$20,000 for a Disaster Education Program, \$10,000 for Wildland Urban Interface Planning. Homeland Security

grants awarded to OEM in 2009 included approximately \$72,000 for OEM radios and SWAT team equipment.

Mitigation:

The City of Fort Collins continues to have a strong presence in the Northeast All Hazards Region. All Department of Homeland Security grants are processed through this group. We are anticipating final approval from the Governor for Fort Collins Police Services to be awarded another \$20,000 to buy night vision equipment for the SWAT team, \$50,000 for the PFA Hazmat Team to purchase a chemical detector and a few additional funds for exercises. A 250kw Detroit Diesel generator was donated by way of this group for use in establishing back up power to the EOC. The Office of Emergency Management is continuing in its effort to find funding to design and install the system so that full back-up power is established.

The final draft of the Northern Colorado Regional All Hazard Mitigation Plan was completed. Public meetings were conducted in 2009 with adjustments to the plan from this input. Final document was sent to the State of Colorado and FEMA Region VIII prior to adoption by the City of Fort Collins in 2010.

Response:

OEM participated and assisted with the coordination of exercises at the National Wildlife Research Center, CSU Bio Safety Level III labs, Colorado State University and several city facilities.

Additional City of Fort Collins Service areas are developing and exercising emergency plans for their specific buildings. These include the Drake Water Reclamation Plant, Utility Service Center 281 N. College, 215 N. Mason and City Hall.

Recovery:

Debris management plans, damage assessment plans, and resource needs assessment are the primary areas of focus. These sections within emergency management will see more activity in 2010. FEMA has placed a high priority on recovery issues for 2010. The City of Fort Collins had applied in 2009 for acceptance to the National Emergency Training Center to attend a "Community Specific" training course that will focus on recovery from a disaster. We recently found out we have been accepted to attend in February 2011.

Additional Activities/Sponsored Training:

- Northeast All Hazard Region (Board Member representing Fire Service)
- Colorado State All Hazard Advisory Committee (Chair)
- Colorado State Senior Advisory Committee (SAHAC representative)
- Annual Storm water tabletop exercise
- ICS 100, 200, 700 (Delivery to CSU, Fort Collins and Larimer County)

- personnel)
- Update of WMD Annex
- Design and development of an "OEM Internship" Program with CSU

SYSTEMS/INFORMATION TECHNOLOGY

IT Manager Tom Hatfield
IT Analyst Eric Nelson
GIS Specialist Jim Montague

PFA IT strives to provide efficient, reliable and cost-effective methods of providing and implementing well researched, tested and predictable technologies. Following is our 2009 year end report.

1. Enhancements to <http://www.poudre-fire.org>

Due to budget constraints, our new web site project was put on hold, but we continued to enhance our current web site by adding new features and items such as media release information and public service announcements.

2. Exchange/Outlook

We successfully upgraded the entire Fire Prevention Bureau to Office 2007 which includes Outlook 2007. Due to the announced release of Office 2010 in the near future, our plan is to skip upgrading the majority of the department to 2007 and will focus our attention and funding on the 2010 product suite instead.

3. Implement new Aruba wireless system at all PFA facilities

All of our outdated Enterasys APs (access points) have been replaced with Aruba "61" APs at all PFA facilities. The new system offers improved security, manageability, and guest Internet access. We also upgraded our central wireless switch and a handful of our access points to the "105" model which gives us the ability to use 802.11n technology. 802.11n is the next generation of high-speed Wi-Fi that is capable of delivering the range and capacity to support the most bandwidth-hungry and time-sensitive applications, like streaming high definition video, voice and music.

4. Improve end user experience with roaming profile enhancements

Our continued goal of improving application delivery, system stability, security, and user enjoyment in our computing environment was enhanced

In 2009 by creating two new DFS (distributed file system) virtual servers. One of the virtual servers resides in our data center at Administration and the other virtual server resides in the server/network room at our Training facility. DFS technology provides location transparency and redundancy to improve data availability in the face of failure or heavy load by allowing file/folder shares in different locations to be logically grouped under one folder, or DFS root. Data stored on these server shares is constantly being duplicated to one another using file replication services. This will protect our user data and will make it available in the event of a site/server failure. We will be migrating all of our users personal files and folders to this structure in 2010 and at the same time we will be redirecting other important items such as the Application Data and Internet Favorites folders to speed login times and performance. Also during this process, we will be ensuring user data is available when they login from the Windows XP, Vista, and 7 operating system platforms.

5. Expand upon server and application Virtualization

We've migrated all of our virtual servers from MS Virtual Server 2005 R2 hosts to MS Hyper-V Server 2008 and VMware technologies to increase performance, provide higher availability, and improve hardware utilization. The only exception is our front-end email server which is still running well on a MS Virtual Server 2005 R2 host in the City's DMZ network.

6. Implement and Improve Physical and Virtual Server availability

We've begun to use "iSCSI" enabled network attached storage devices in conjunction with our virtual server hosts in an effort to improve upon the availability and performance of the services we provide. We have utilized two Promise VTrack M310i Storage Area Network devices in both our Administration data center and our Training facility server/network room.

7. Improve upon our business continuity plan

We enhanced our current backup/recovery practices to include both on-site and off-site data backups using Backup Exec version 12.5. We've made it a common practice to make our backups to disk-based storage at regular intervals. We've also started utilizing more RAID 1 and RAID 10 data storage configurations on our servers and storage devices in an effort to provide better data protection.

8. Improve internal communications by leveraging SharePoint services

We've used our current SharePoint services to host more Intranet data. This empowers our users by giving them easier access, management, and control of their published Intranet data. A few of the new SharePoint sites

include CPEX, Wikipedia, Knowledge Management Committee, and EMS. Also, all department ODs, Policies, Rules, and Regulations have been posted in SharePoint libraries. This enables our users to have an easy to use Intranet with enterprise search capabilities right from their web browsers.

9. Improve Security and Upgrade forest / domain directory services to version 2008

Windows Server 2008 Active Directory services have been researched and we plan on using this technology to realize the benefits of granular password policies and other items that can be achieved by using this version of Active Directory.

10. Research, Test, and Implement Microsoft Windows 7, Server 2008, and Server 2008 R2

We researched and tested Windows 7, Server 2008 and Server 2008 R2 in our forest / domain with good success. Server 2008 R2 has been put into production at the top level of our directory forest and within our PFA sub-domain. Windows 7 (both 32-bit and 64-bit) has been tested in a virtual environment and our current infrastructure has been adjusted to accommodate this new client operating system.

11. Implement Telestaff to JDE Payroll Interface

Jim developed and tested an easy to use interface for exporting data from the PFA Telestaff system to the City of Fort Collins' JDE Payroll system. This tool was installed on City Payroll PCs and those employees were trained on how to use it. They have been using this tool to process PFA and PD payroll since January, 2009. Modifications have been made to the tool as required.

12. Fire Prevention and Operations Data Sharing/Synchronization

We met on multiple occasions to discuss both Fire Prevention and Operations needs.

13. Coordinated PFA GIS Functions and Common Database Plan

Determine the feasibility of migrating towards one database with City GIS and determine feasibility of coordinating all PFA GIS functions through Jim Montague. Jim will continue to work with City GIS to leverage their update efforts into PFA mapping products and share PFA data such as hydrants, station location, response areas and auto aid areas with them as they create the mobile maps.

14. ArcView Training and Data

PFA purchased a concurrent use license for ArcGIS 9.3.1. Due to time constraints, installation and training on this product were not completed.

15. RMS Data Viewer Software

This is a specialized map document that could be used by station and Admin personnel to download, map and query Fire Manager incident information. This map document is operational but requires completion of item 14 above to fully implement.

16. PFA District and Station Area Wall Maps

Some limited work has been completed on these map products. However, not all stations have received updated maps. Changes to district and station area boundaries will require new maps at all stations. We did produce station area maps for each station, distributed them to each station, and asked station crews to update their maps as required.

17. Address Book Data Development

We printed and distributed new map books in Feb of 2009. This version was generally well received by users, with only a few corrections submitted by crews.

18. Data Dictionary and Process Document

This is a critical item because many processes have changed since the original document was produced in Sept, 2006. Because many processes have been automated by the use of software tools, it is important that these tools be documented and archived. Also, operating instructions must be developed. Additionally, many sources of data and update techniques have changed and must be documented. Very little was completed on this item.

19. Add Knox Box and Fire Department Connection Data to Maps

We worked with the Bureau to get FDC data into the map book for CSU campuses. Import of Bureau data into Fire Manager has been accomplished to facilitate occupancy preplanning. Use of a new mobile inspection system by Bureau could facilitate collection of data, which could be used on mobile and printed maps.

20. Field Check Rural and CSU Addresses for GIS

Monitor Larimer County addressing site for changed county addresses and make changes to address data. Work with above resources to update CSU data for all campuses.

Much progress has been made to ensure accurate address and road name data for printed maps. County data is regularly downloaded from their GIS site. Bureau and PFA GIS have been working closely with CSU GIS personnel and others to identify changes. A version of the address book has been placed on a PFA site accessible to PFA and CSU personnel.

21. Make Mobile Mapping user-friendly and Better Utilized by Companies

Determine if new features are important on the mobile maps and work closely with City GIS to incorporate into mobile maps. No work has been done on this item pending installation of Fire Manager pre-plan viewer.

22. Station Alerting

We saved communication costs by converting fire station alerting (tones played over the loudspeaker when crews are dispatched) from a public switched telephone network to a PFA leased fiber optic and/or leased T1 network. This upgrade will save PFA over \$20,000 in annual costs.

23. Add physical memory, deploy the latest operating system images, and physically clean station PCs

We improved workstation performance by upgrading current hardware and software to meet expectations. New RAM modules were installed and Ghost software was used to deploy the latest PFA PC images.

24. Implement an electronic Workers Comp. / Injury Form-Database System

We improved upon ways to collect this data and it now can be entered, searched, and reported on easily. A custom SQL DB and PDF Form system was used to accomplish this goal.

To date 253 workers comp records have been added to the database for injury dates from 12/1/2008 through 3/17/2010. In addition, hose test records have been added to the database and Engine Inspection logs will soon be collected using this same approach. Enhancements to this system will be made to ensure better reliability.

25. Improving the mobile Interagency Command Post

We replaced the outdated satellite dish to improve data throughput. We also replaced the weather station with one that has no moving parts and requires no manual setup. We added a dual-screen workstation to enhance the use of mapping software.

FIRE PREVENTION BUREAU

Fire Marshal Kevin Wilson

Fire Prevention has the primary objective of limiting the incidence and severity of uncontrolled fire in both loss of life and loss reduction. Prevention activities include:

- ✧ Fire Safety Inspections
- ✧ Fire Code Adoption
- ✧ Fire Code Enforcement
- ✧ Inspections of Fire Protection Systems (both active and passive)
- ✧ Plan Reviews of Buildings and Systems
- ✧ Fire Safety Practices
- ✧ Fire Investigations

All of these efforts are supported through comprehensive community interface initiatives, keeping detailed records of inspections, construction, detailed records of fire events and by identifying opportunities for preventing reoccurrence of fire events. Staying current with codes and standards is at the core of these efforts.

In addition to providing leadership and support for the six programs under Fire Prevention, the fire marshal supports key community safety initiatives outlined in the 2007 Fire Prevention Strategic Plan. Those include the Greek Inspection Program, the Residential Occupancy Program, and the Assembly Occupancy Task Force.

INSPECTION SERVICES

Assistant Fire Marshal, Holger Durra

The Inspection Service program is responsible for the management and support of PFA fire prevention inspections, complaint response, and dissemination of general fire prevention information to the public. The program coordinator works closely with the Office of the Fire Marshal to develop fire codes at the local, state, and national level as well as fire prevention policies at the local level.

Specific activities include performing fire code issues referred by fire department engine companies. Specific activities focus on compliance negotiation, preparation of appeals and court cases, routine inspection of high-risk occupancies, training inspectors and other fire department personnel and maintenance of inspection records. In addition, the program's personnel respond to and investigate complaints related to fire safety from the public.

I. INSPECTION SERVICES ACTIVITY

The following information represents an overview of 2009 Inspection activity.

Total Inspections	2,637
Total Hazards Written	1,213
Total Re-Inspections	405
Corrections at Re-Inspection	886
Final Notices Issued	13

II. INSPECTION SERVICES COMPARATIVE ANALYSIS

The following table is a comprehensive representation of fire inspection activity in Poudre Fire Authority's district during 2009. The 2008 data is shown as well to indicate the percent of change from 2008 to 2009.

Activity	2008	2009	% of Change 2008/2009
Total Businesses on Record	4,683	4,737	1.2
Inspections Conducted	1,635	2,637	61.3
Total Violations Written	1,417	1,213	-14.4
Violations per Inspection	0.86	0.46	-46.5
Re-inspections Conducted	197	405	105.6
Final Notices Issued	88	13	-85.2
Final Notices per Inspection	0.03	0.05	66.7

III. INSPECTION CONTACTS

	Knox Box Lock-ups	Tent Permits Issued	Fire Safety Concerns Investigated	Total
2008	87	56	142	265
2009	62	41	163	266

This program responds to citizen's concerns regarding fire safety, emergency access key box updates, and fire lane issues. Poudre Fire Authority aims to provide these services in a timely manner. In 2009, 266 inspection contacts were conducted to address these concerns. Inspection contacts often lead to the need for additional research and investigation to ensure a permanent resolution.

Tent Permits and Knox box maintenance lock-ups are a part of this activity. Knox boxes are the key entry system that fire personnel rely on when needing to gain entry to a building in an emergency. These boxes must be updated with current keys over time. In 2009, 62 of these lock-ups were performed. Finally, tent permits are issued, particularly at special events, to ensure public safety. In 2009, PFA performed 41 of these inspections.

IV. FIRE INSPECTION COORDINATORS

The 2009 Fire Inspection Coordinators are:

	Station 1	Station 5
A-Shift	Shawn McGaffin	Geoff Butler Mike Dalron
B-Shift	Mike Wilson	Jim Houck
C-Shift	Dave Lehman	Michal Jaques Mike Pottle

The Fire Inspection Coordinators provide the community with a 24-hour fire prevention resource. In 2009 the six (6) Fire Inspection Coordinators (FICs) conducted 415 inspections, which included high hazard occupancies and sprinkler systems. FICs made additional re-inspections to bring these inspections to a positive closure. The FICs also conducted 90% of the Inspection Contacts reflected above and interacted with our customers by providing them with expertise and outstanding customer service.

FICs conducted drop-in inspections of restaurants, bars, and nightclubs for occupant load compliance. These "after hours" inspections are conducted to ensure that these establishments are adhering to all fire safety regulations and to assist these business owners by answering questions immediately. A partnership exists with the Fort Collins Police Department, the City of Fort Collins Liquor licensing office and the Larimer County Sheriff's Office to ensure compliance and patron safety.

V. FOCUSED INSPECTION PARTNERSHIPS

Poudre School District (PSD) Industrial Program – During 2009, the Bureau completed the ninth year of the PSD Industrial Inspection Program. The personnel assigned to this partnership program conducted 68 school inspections and inspected the administrative complex, identifying 396 hazards. 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 truly a model for both the educational community as well as the fire service.

Assembly Occupancies – These occupancies are of particular interest to the Poudre Fire Authority inspection process due to their high-risk environment. Weekly occupant load checks are supplemented by annual inspections that educate bar owners and ensure that these establishments are safe for patrons and staff alike.

Charter/Private Schools and Day Care Centers – This program is a supplement to the PSD inspection program assuring that this expanding segment of our community is conducted in a safe environment. This program conducted 86 inspections during 2009 identifying 143 violations.

Health Care Facilities – This program focuses on two objective areas. These are to provide expertise and consistency. These occupancies require technical expertise related to specialty equipment and processes. These occupancies are also inspected by the State of Colorado to ensure compliance with the Life Safety Code. In 2009, Poudre Fire Authority identified 66 total violations in 37 facilities across our district.

Greek Life Safety Program - This partnership with Colorado State University Greek Affairs is in its eighth year. In 2009, 34 inspections were conducted in these occupancies. The primary goals of this program are increased life safety, inspection consistency, and resident education. The success of this partnership relies on innovative solutions that result in the education of the residents of these organizations. Semi-annual fire drills are also conducted as part of this program. Greek housing is in decline right now on campus which is why those numbers have seen a decrease overall.

R-Occupancy Life Safety Program – This inspection program focuses on apartment and large residential complexes. A core group of inspectors manage this program, providing inspection consistency and 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.

FIRE INVESTIGATIONS/PREVENTION SUPPORT

Assistant Fire Marshal Shawn M. Brann

In 2009, the Poudre Fire Authority responded to 392 fire calls compared to 438 fire calls the previous year. This is a decrease of nearly 13%. For the majority of these calls, the origin and cause of the fire can be determined at the responding

company level. In cases where the cause can not be easily determined due to the extent of damage, possibility of arson, or other circumstances, a Fire Investigator responds to the scene. During 2009, 96 fires or 25% required the response of a Fire Investigator to determine the origin and cause of the fire.

Fire Cause Summary		
Cause	Number	%
Accidental	66	68.8%
Arson	19	19.8%
Natural	2	2%
Undetermined	9	9.4%
Total	96	100%

We continued to work closely with local law enforcement agencies. Fort Collins Police Services, the Larimer County Sheriff's Office and the CSUPD assisted the Poudre Fire Authority on 15 fires during the year. The crime lab at the Larimer County Sheriff's office is once again operating; however their personnel are in high demand throughout the County.

Law Enforcement Assistance to PFA Investigators			
Agency	Number	% of Law	% of total Investigations
ATF	0	0.0%	0.0%
CBI	0	0.0%	0.0%
CSUPD	1	6.7%	1.0%
FCPS	9	60.0%	9.4%
LCSSO	5	33.3%	5.2%
Total	15	100.0%	

We continued to utilize a local Arson K-9, "Shadow", which is a tremendous resource that provided assistance to us on four fires during the year compared to six fires in 2008. Through the hard work of our Fire Investigators and our relationships with local law enforcement we were able to make ten arrests for arson in 2009 compared to 14 arrests in 2008.

Case Disposition		
Type	Number	%
Cases Closed	87	90.6%
Cases Not Closed	9*	9.4%
Total Cases	96	100%

*Pending cases awaiting further information for final disposition

The total number of incendiary fires decreased by 51%, however there was a 33% increase in incendiary fires involving structures in 2009. Although some areas of the United States are seeing an increase in economy-related arson, that is not the case in our jurisdiction. Some of the criminal motives encountered in 2009 include spite/vengeance, vandalism, and illicit drug activity. The total fire loss for 2009 was \$5,522,389. This is a dramatic increase from 2008 and is due to having several large-loss fires during the year such as those involving the Stover Street Apartment building (\$350K), Brookview Apartment complex (\$750K) and a residence on Broken Bow Drive (\$1.5M).

TYPE	2008	2009	% of CHANGE from 2008 to 2009
Total Fires	438	392	-10.50%
Total Incendiary	39	19	-51.28%
Structure/Incendiary	6	8	33.33%
All Other Incendiary	33	11	-66.67%
% Total Incendiary	9%	5%	
Total Dollar Loss	\$1,632,554	\$5,522,389	238.27%
Total Dollar Loss Incendiary	\$274,560	\$409,500	49.15%
% Total Dollar Loss Incendiary	17%	7%	

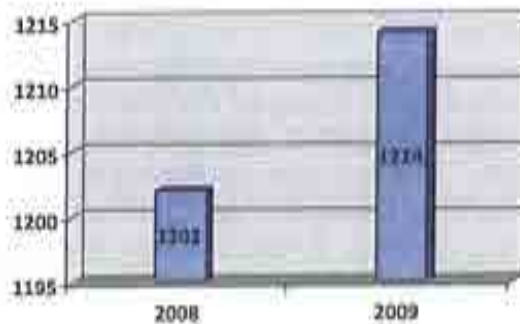
FIRE PROTECTION SYSTEMS

Assistant Fire Marshal, Joe Jaramillo
 Fire Protection Technician, Garnet England
 Fire Safety Inspector, Roger Smith
 Fire Safety Inspector, Bill Schwordtfeger

FIRE PROTECTION SYSTEMS IN THE COMMUNITY

This program is charged with ensuring that the fire protection systems installed in commercial and residential occupancies in our community are reliable and function. Due to the technical nature of these systems, installation inspections and plan reviews are conducted by PFA Staff. These technical systems require a knowledge base involving many design standards and policy applications. These plan reviews ensure that the systems are designed correctly and in accordance with modern fire prevention codes and standards.

New fire sprinkler system installations increased by 1% in 2009 which is an increase of 12 new systems. This change increased the number of buildings protected by fire sprinklers from 1202 to 1214.



FIRE PROTECTION SYSTEMS OVERVIEW

The work conducted by this program is very broad in scope. This program not only includes sprinkler systems, but also fire alarm, hood and duct, and spray booth extinguishing systems. This causes us to interact with the community in a very productive fashion. Examples include field inspections, field meetings and follow up discussions with City Staff, to name a few. The contractors of our community make this a very enjoyable and challenging part of the process which involves design meetings that allow us to integrate our comments to contribute to the overall project.

Activity	2008	2009	% of Change 2008/2009
Total Fire Sprinkler Systems	1202	1214	+1.0%
New Sprinkler System Installations	39	12	-69.24%
Sprinkler System Upgrades	221	141	-36.20%
Residential Fire Sprinkler Systems Reviewed	1	6	+500.00%
New Fire Alarm Installations	144	93	-35.42%
New Hood/Duct Protection Systems	26	16	-38.47%
Spray Booths Installed	1	2	+100.00%
Fire System Permits/Plan Reviews	392	270	-31.13%

FIRE SPRINKLER INSPECTION ACTIVITY

The sprinkler systems installed in our community must be inspected on a regular basis to ensure reliability in case of a fire. This is a fire code requirement. In 2009, 1214 sprinkler systems were inspected by Bureau Staff and Fire Inspection Coordinators. These inspections resulted in 272 fire code violations further illustrating the value that the sprinkler inspections done by PFA afford the community.

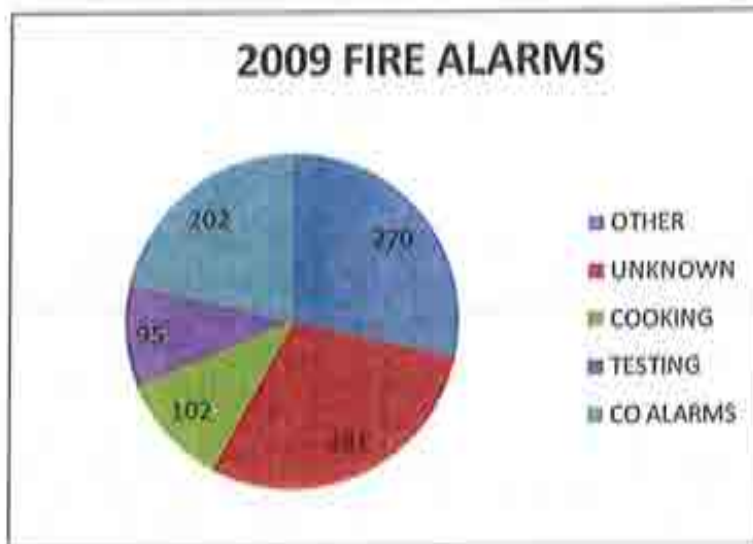
In 2009 the fire sprinkler inspection program and the general fire safety building inspection program were combined. This change will mean that building owners and managers will only be impacted one time by the PFA Inspector.

FIRE ALARM PROGRAM

In 2009 we started to track fire alarms that the fire crews responded to. This program is designed to track the types of alarm calls and to respond to correct any alarms that are not maintained in accordance with the Fire Code and NFPA Standards. In 2009 Poudre Fire Authority responded to 950 automatic alarms in both commercial occupancies and in multi-family and single family homes. Of these alarms 478 fell into the nuisance alarm category. This category includes the following types of alarms: 281 classified as unknown (engine company responds to the address and does not find a reason for the alarm), 102 cooking or burnt food alarms, and 95 were from testing of the alarm systems or low battery signals.

Responding crews also responded to 202 carbon monoxide alarms. Some of the alarms were for low batteries or the homeowner did not know why the alarm was going off. When the responding engine company did a check for carbon monoxide with our equipment none was found. Response to carbon monoxide alarms will increase because of the Colorado State Law that requires the installation of carbon monoxide (CO) detectors in new residential construction and when a residence is sold. This left a total of 270 alarms related to actual fire calls. For the commercial fire alarm systems the International Fire Code requires a yearly test and inspection. Because single family home fire alarm systems are required by the International Residential Code, we have little impact on the installation of the systems.

Activity	Jan-Mar	Apr-Jun	July-Sept	Oct-Dec	Total
Cooking	30	40	15	17	102
Unknown	71	68	82	60	281
Testing	26	22	26	21	95
CO Alarms	78	19	16	89	202
Other	72	74	60	64	270



TECHNICAL SERVICES

Assistant Fire Marshal Ron Gonzales
 Fire Protection Technician Carie Dann
 Special Projects, Steve Miller

Technical Services deals with the issues of design and construction for all industrial, commercial and residential projects.

CONCEPTUAL DESIGN and SITE REVIEWS

Conceptual reviews are formal weekly meetings with potential development applicants. During this time, PFA and other City staff members educate applicants about requirements from various codes utilized during the development process. We continue to work with the other governmental entities around us including the County, Town of Timnath and CSU.

Activity	2008	2009	% of Change
Conceptual Reviews	85	120	41%

Construction projects at Colorado State University were up substantially. In 2009, CSU started construction on 15 major buildings. This also included adding the fourth and final floor to top out the Center for Disease Control located on the Foothills Campus. Diagnostic labs continue to be erected on the Veterinary Teaching Campus. With the completion of each structure, PFA technical services sends all fire crews detailed information about the building features to help with pre-planning and fire attack. Working together with CSU, 60 building tours were conducted to assist all engine and truck companies to understand the building layouts and locate site and fire protection features.

A continuing goal with technical services and CSU is working together to maintain the addressing of all campus buildings with matching address standards. This is an important part of the emergency response map book program.

I. BUILDING PLAN REVIEWS

A continuing goal for 2008 was to improve customer service during the building plan review process. Review criteria was established as benchmarks through our Strategic Planning Process. The benchmarks provide us with a measure for the effectiveness of our review services. We want to conduct tenant finish reviews in existing facilities within three business days of receipt 90% of the time—our success rate was 63% on time. We are to conduct new construction reviews for basic facilities within ten business days; we succeeded being on time 93%. In 2009 a total of 520 plans were reviewed; of which 246 buildings were reviewed for a building permit.

Activity	2008	2009	% of Change
Reviews Conducted	409	246	-40%

One other area of improvement within technical services was the acquisition of certified credentials for the review staff. This also was a Strategic Plan objective which was met. One staff member surpassed the goal achieving Fire Inspector II, which is the next level up.

The Bi-directional Antenna (BDA) was installed to enhance firefighter safety. Buildings of sufficient size cause communications interference with radio traffic. A communications evaluation is objectively conducted. If the interference is of significant magnitude, the BDA is required to be installed. To date nine BDA systems have been installed to enhance emergency radio traffic all the way to Dispatch.

II. HAZARDOUS MATERIALS REGULATIONS

The goal is to utilize computer technology to collect and access relevant hazardous material data from the business community, making it easier to report to the fire department; and for firefighters to be able to access it in an emergency.

Activity	2008	2009	% of Change
AST/UST Installations	14	3	-79
Propane Fuel Installations	4	4	0
Technical Research Reviews	33	18	-45

Youth Fire Awareness/Juvenile Firesetter Intervention Program

Patrick Love, Public Affairs and Education
Shawn Brann, Assistant Fire Marshal

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 and is coordinated by the Public Affairs Officer and the Assistant Fire Marshal - Investigations.

Children and juveniles become involved in this program in one of four ways. They are referred by their parents, are contacted by PFA personnel at a fire incident, required to participate through juvenile diversion at the District Attorney's office, or they receive an educational class at their school.

Participants in this program receive education about arson, juvenile involvement, effects of arson on our community, and are invited to engage firefighters in open discussion about these issues. Participants of this program through juvenile diversion or court referral also receive a firesetting behavior risk analysis.

Juvenile Firesetter Contacts

Activity	2008	2009	% Change From Previous Year
Referred Interventions	34	31	-9%