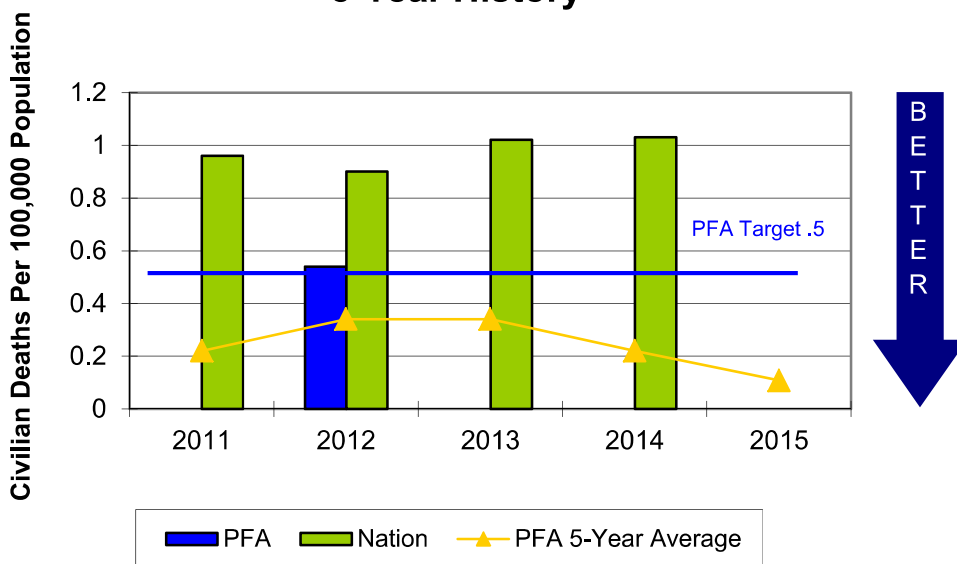
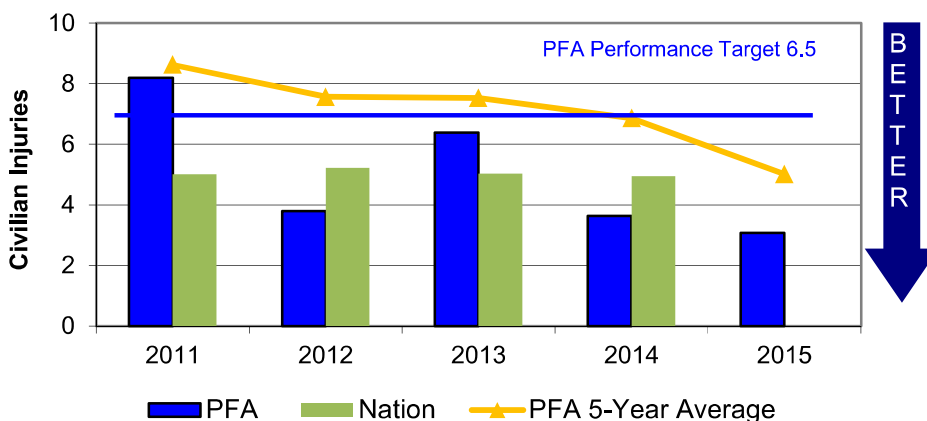


PFA & Nation Civilian Fire Deaths Per 100,000 Population and 5-Year History



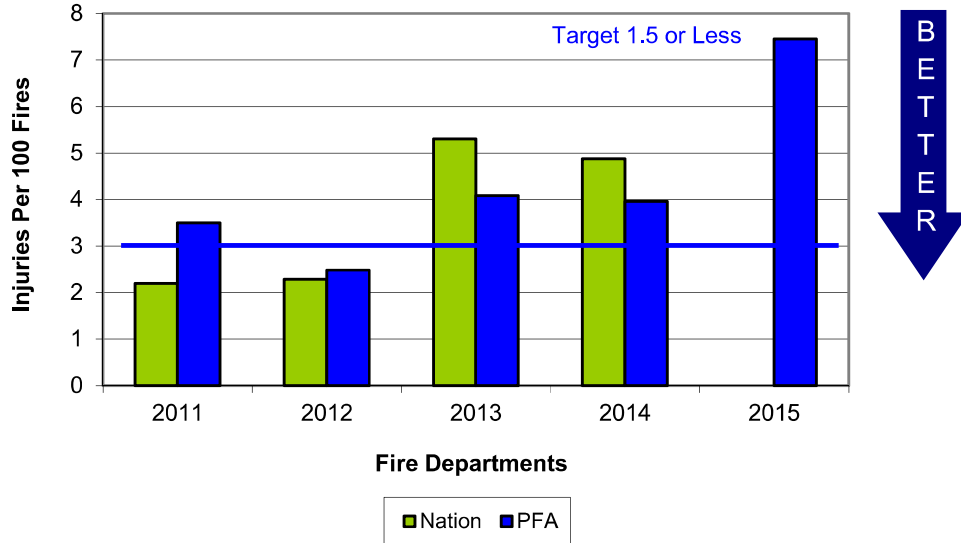
PFA & National Civilian Fire Injuries Per 100,000 Population 5-Year History



Limiting Firefighter Death and Injury

Limiting firefighter injuries and preventing firefighter deaths can best be measured by the results of these two metrics, thereby emphasizing worker safety, training, adequate equipment, and sound operational policies. Poudre Fire Authority has not had an on-duty firefighter death (see page 90).

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



Caring Service

Customer satisfaction surveys measure PFA's ability to provide caring and compassionate services that meet the needs of the community.

PFA Citizen Satisfaction Survey Performed by CSU				
Scale: 1 = Extremely Poor, 5 = Extremely Well				
	1993	1998	2006	2012
Responds within appropriate timeframe	4.4	4.6	4.5	--
Demonstrates Care for Persons	4.6	4.6	4.5	4.5
Demonstrates Concern for Property	4.3	4.4	4.4	4.5
Cooperation with Other Agencies	4.5	4.4	4.4	--
Handles Incident in Professional Manner	--	--	4.7	4.7
Provides accurate information related to the emergency	--	--	4.4	4.5
Provides follow-up services after an emergency	--	--	4.1	4.0

Questions with "--" in the answer box were not asked in 1993, 1998, or 2012.

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.

Type of Service	Quality of Service Rating Very Good/Good						2013 National Comparison	2015 National Comparison
	2003	2008	2010	2012	2013	2015		
Overall Fire Services	90%	94%	96%	85%	89%	87%	Similar	Similar
Fire Response Time	--	--	--	84%	89%	87%	Above	Higher
Emergency Preparedness	--	--	--	75%	80%	76%	Much Above	Much Higher
Fire Prevention/Education	--	--	--	72%	74%	78%	Much Above	Much Higher

Overall, ratings for the majority of safety services stayed strong from 2003 to 2015. Differences in ratings for fire services overall could be due, in part, to changes in question wording as well as the addition of other, more specific fire-related safety services.

2015 Program Reports

FIRE SUPPRESSION

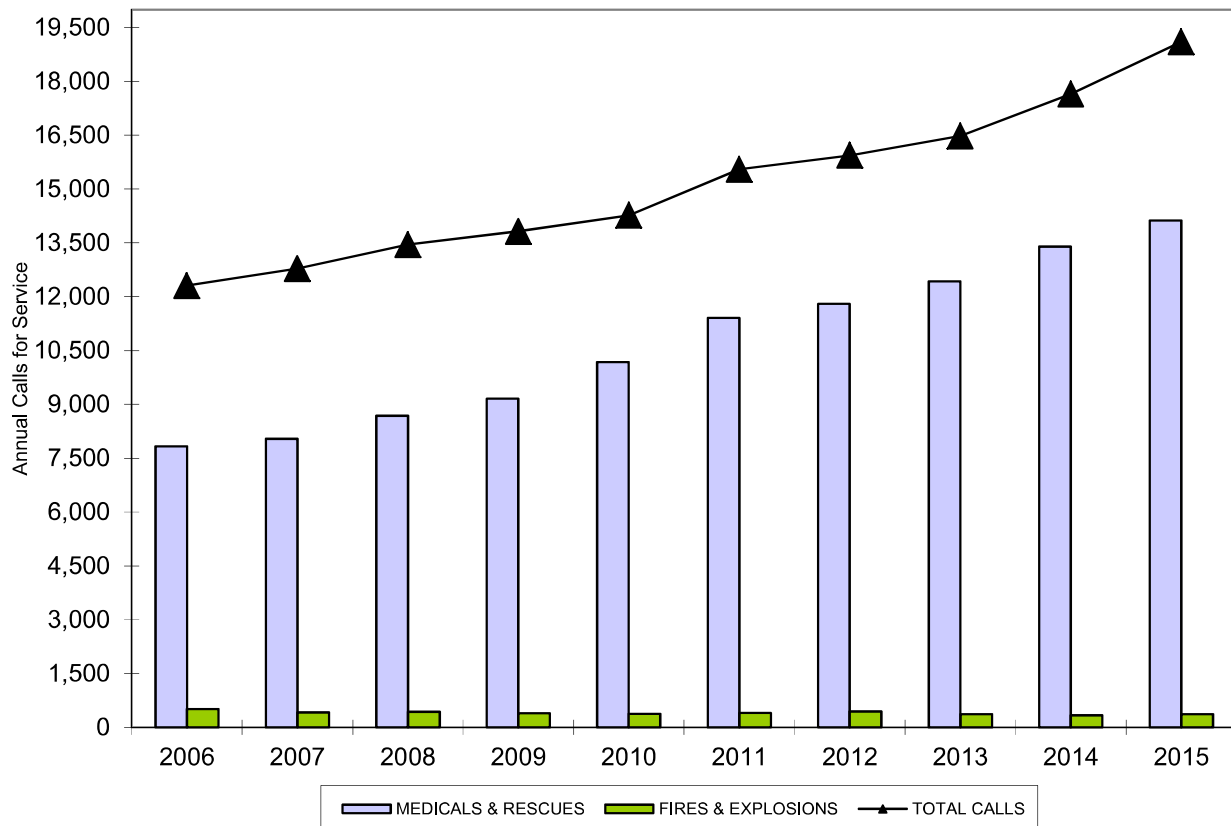
Division Chief Rick Vander Velde

In 2015, the Poudre Fire Authority experienced an 8.26% increase in total calls (in- and out-of-district). This represents a request for service on the average of one call every 27.5 minutes or 52 calls per day.

Attached is graphic information on calls responded to by PFA in 2015 and comparison statistics for previous years.

Workload Measure

TEN YEAR CALL TREND



In 2015, 84.53% of in-district calls were inside the City limits and 15.47% were in the Poudre Valley Fire Protection District.

2015 90th Percentile Response Baseline Performance First-Arriving Unit

Response Zone	1st Quarter 2015	2nd Quarter 2015	3rd Quarter 2015	4th Quarter 2015	2015 Aggregate
Urban	7:48 n=1,422	7:43 n=1,491	7:48 n=1,628	7:35 n=1,441	7:45 n=5,982
Suburban	10:34 n=193	11:07 n=213	11:28 n=247	10:32 n=223	11:07 n=876
Rural	17:46 n=43	16:38 n=41	16:38 n=48	16:45 n=46	17:00 n=178

- Total response time performance measured for the first arriving PFA unit on emergent calls for service. This includes call processing, turnout, and travel time. Data measured only for engine and support companies. (n = number of incidents)

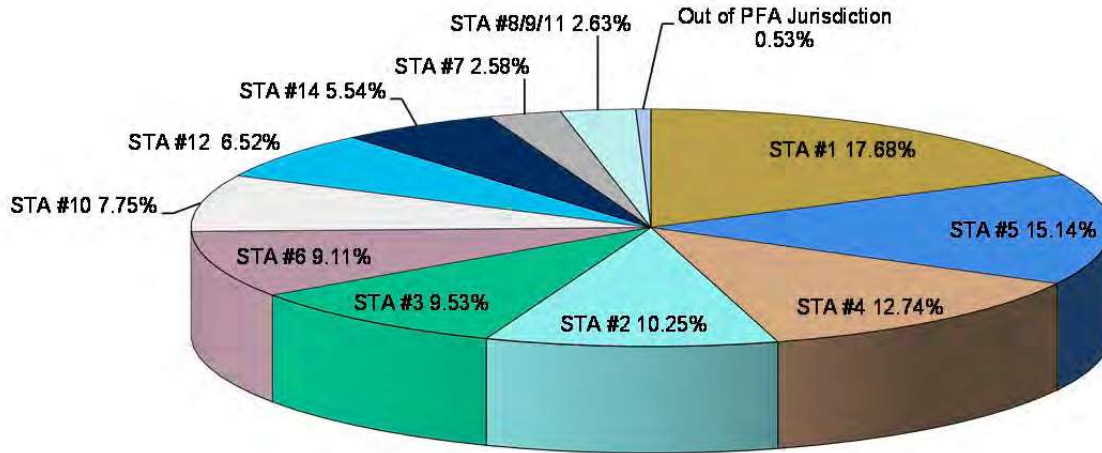
As part of the accreditation process, Poudre Fire Authority has increased the scope of its response performance measurement because time is a critical component of any emergency service delivery system. The ability to successfully intercede in fires and medical emergencies is highly dependent on trained personnel, arriving quickly, with adequate equipment.

While Poudre Fire Authority's complete response goals are outlined in the Standards of Cover, a brief overview of the first-arriving unit response performance is given above. Under the accreditation model, an agency measures its historical or baseline performance against response goals or benchmark times. These benchmarks for the first arriving unit are generally considered to be 6:20 in the urban response zone, 7:20 in the suburban response zone and 12:20 in the rural areas.

The Standard of Cover takes into account all three segments of response times to include call processing, turnout, and travel time and measures these by population density-based response zones. This develops more meaningful performance measures in this crucial area of PFA operations, and represents a tangible example of the value of participating in the accreditation process for the Authority.

PFA is currently working to decrease response times through a joint committee with Fort Collins 9-1-1.

PERCENT OF TOTAL CALLS BY STATION



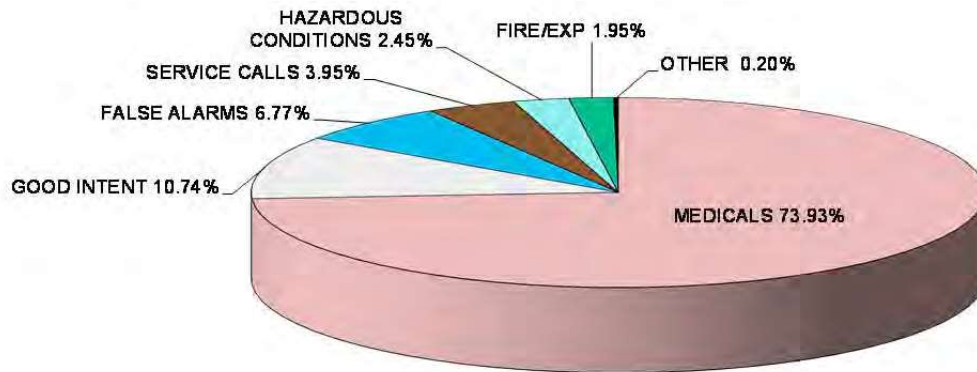
Station 1 continues to be PFA’s busiest station, with 17.68% of all calls occurring in its area.

Station 1*	3,376
Station 5*	2,892
Station 4	2,433
Station 2	1,958
Station 3	1,820
Station 6	1,740
Station 10	1,481
Station 12	1,245
Station 14	1,059
Station 7	492
Volunteer Stations 8, 9,11	503
Out of PFA Jurisdiction	<u>101</u>
Total	19,100

*Stations 1 and 5 house two fire companies, and the total number of calls is for both companies.

Workload Measure

PERCENT OF CALLS BY TYPE OF CALL



Call Type by NFIRS Category	2014	2015	% Change
Medicals	13,397	14,120	5.39%
Good Intent Calls	1,529	2,052	34.21%
False Alarms	1,241	1,293	4.19%
Service Calls	732	755	3.14%
Hazardous Conditions	371	468	26.14%
Fires/Explosions	339	373	10.02%
Other Requests for Service	37	39	5.41%
Total	17,646	19,100	8.26%

In 2015, a change was noticed at less significant emergencies wherein PFA apparatus were cancelled by the ambulance already on-scene. This is a possible indication of the effect of the EMS Contract, which allows for an increase in PFA unit reliability, and could be related to a 2.8% decrease in response times during the 4th quarter in the urban response zone.