

DATE: May 10, 2016	WORK SESSION ITEM City Council
STAFF: Kirsten Howard, PFA Senior Budget & Board Coordinator Tom DeMint, PFA Fire Chief Ann Turnquist, PFA Director of Administrative Services	

SUBJECT FOR DISCUSSION

Poudre Fire Authority Performance Update.

EXECUTIVE SUMMARY

The purpose of this item is to review 2015 performance measurements and metrics, goals, actual spending to budget, benefits to the community related to strategic outcome goals, operational efficiency, productivity improvements, and issues of concern to Poudre Fire Authority, the Poudre Valley Fire Protection District, and the City.

GENERAL DIRECTION SOUGHT AND SPECIFIC QUESTIONS TO BE ANSWERED

Poudre Fire Authority will provide its 2015 annual report.

BACKGROUND / DISCUSSION

The 2014 Amended and Restated Intergovernmental Agreement (IGA), between the Poudre Valley Fire Protection District (PVFPD) and the City of Fort Collins, establishing the Poudre Fire Authority (PFA) stipulates that the Authority will provide an annual report regarding the activities and accomplishments of the Authority to the City and District annually. Chief DeMint's goal in providing this report is to reflect on the progress of continuous improvement efforts and the ever increasing attention to evidence-based, data-driven decision making. This work session represents the second annual report to City Council. The same report will be made to the PVFPD Board in May to fulfill the reporting requirement of the IGA.

Report Highlights:

- PFA became an internationally recognized accredited department through the Center for Public Safety Excellence.
- "Stories" from public education successes and a typical multi-family residential structure fire are highlighted to illustrate community learning lessons.
- The Government Finance Officers Association recognized PFA's accounting practices through its excellence award upon the first submission of PFA's Comprehensive Annual Financial Report.
- Improved total response time by nearly one minute to 7 minutes 47 seconds for first arriving unit to emergent incidents in the urban area (from dispatch greeting to PFA arrival greeting) 90% of the time. Through the accreditation process, call-processing times have been reduced by one minute compared to the performance in 2014. In addition, PFA is continuing to use the accreditation process to strive for response times that meet or exceed the PFA's standard of 6:20 in the urban area.
- PFA completed a new IGA with Timnath to begin construction of Station 8 (Timnath) providing a higher level of service and improved response times in the Southeast portion of the PFA jurisdiction.
- In the fifth of ten years of funding through the Keep Fort Collins Great program, PFA customers continue to benefit from greater staffing levels, improved apparatus funding, and high priority public education programs.
- At the groundbreaking for new, fully staffed Station 8, volunteers were recognized for many years of service to the community at volunteer Station 8. 2015 also saw significant program changes to the volunteer program to emphasize emergency medical responses and wildland fire service rather than structure fire responses.

This annual report continues to reflect the major change in reporting since this annual report will be presented for the second time in an electronic format. The purpose of the electronic presentation is to provide a transparent, accessible summary of PFA's role in the community, services provided, and performance over the past year. The electronic annual report will be available on Monday, May 9, 2016, to City Council and the community on the web at www.pfaannualreport.com. This report provides summary data, video clips, photographs, citizen testimonials and "stories" that highlight significant calls from 2015. It also provides a link to the full written annual report for community members who desire additional, more detailed information, and data about PFA. A major goal of the electronic version of the report will be to reach a broader range of interested community members in a way that will be appealing and accessible. The report will be promoted by PFA's new Communication Manager, Madeline Noblett, through a variety of social media outlets, such as Facebook and Twitter, and the PFA web page. An additional two page summary of the annual report will be available for distribution through other outlets and as a reference to City Council members and PFA/PVFPD Board members.

During this work session, PFA staff will review the online summary report with City Council and provide the opportunity to discuss the overall performance of PFA in fulfilling its responsibilities under the IGA between the City and the PVFPD.

ATTACHMENTS

1. PFA Annual Report (PDF)



POUDRE FIRE AUTHORITY ANNUAL REPORT

MISSION

To protect life and property by being prompt, skillful, and caring. Our actions are anchored in the core values of courage, leadership, and duty. Proudly serving Fort Collins, Timnath, LaPorte, Bellvue, Horsetooth, and Redstone Canyon, Colorado.



COURAGE

I/we will respectfully communicate, promote, and accept the highest moral action regardless of outcome or risk to self.



LEADERSHIP

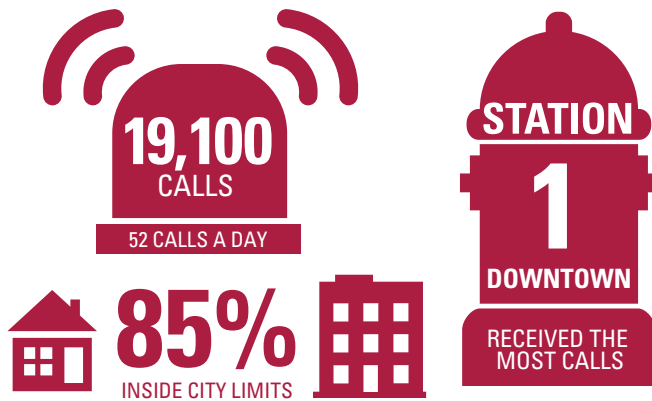
I/we will model, promote, and inspire; lead by example; and demonstrate unconditional positive respect.



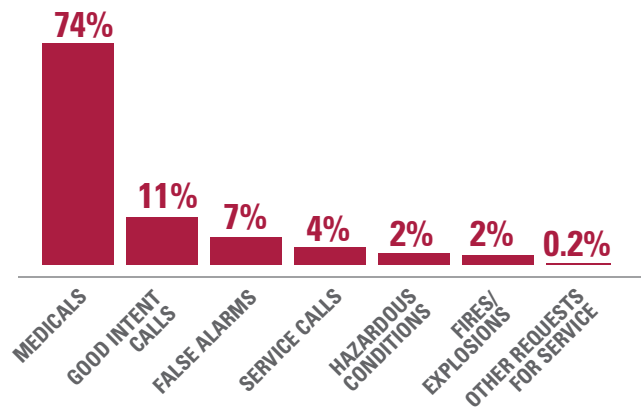
DUTY

I/we will act courageously for what is right.

PFA SERVICE AREAS



TYPES OF CALLS (%)



TESTIMONIALS

"We would like to express our most sincere gratitude for your service and dedication. Both our tenants and us were blown away by the swift response and all the support we received. Thank you for the work you do and for everything you risk to keep us safe."

STEPHANIE AND CHRISTOPHER COX

"Thank you so much for your help when our house was struck by lightning. Your response was fast, kind, and thorough. We so appreciated being able to trust you all to take care of us – it was really reassuring in this chaotic situation."

THE MOTLEY FAMILY

"A HUGE thank you to the PFA Engine 3, B shift crew for assisting in the birth of my little man who decided to come too quickly to make it to the hospital. Our community is very lucky to have such great people serving it!"

JASMINE MARCHMAN

"I want to thank the PFA and EMS for such a rapid response this morning. Back locked up so bad I couldn't breathe from a few-years-old deployment injury. Literally had to carry me down the stairs. Keep up the good work PFA. When it comes to voting/funding PFA initiatives locally, I know which way I'll be casting my vote."

STRYKER ZIDER

BY THE NUMBERS

FIREFIGHTERS: 171



8% ARE WOMEN

RESPONSE TIME:

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FIRE DEATH & INJURY:

CIVILIANS

0 DEATHS
6 INJURIES PER 100,000

FIREFIGHTERS

0 DEATHS
26 INJURIES

BUDGET



CITY & FIRE DISTRICT TAXES **\$25.8M** (INCLUDES KFCG FUNDING)

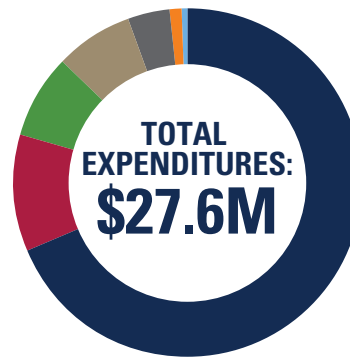
FEES AND CHARGES FOR SERVICES **\$1.7M**

CAPITAL FUND REVENUE **\$1.4M**

EARNINGS ON INVESTMENTS **\$78K**

GRANTS AND NON-CAPITAL PROJECTS **\$67K**

MISCELLANEOUS REVENUE **\$53K**



OPERATIONS **\$18.3M**

SUPPORT **\$3M**

ADMINISTRATION **\$2.4M**

COMMUNITY SAFETY SERVICES **\$2M**

TOTAL CAPITAL EXPENDITURES **\$1.4M**

GRANTS AND NON-CAPITAL SERVICES **\$277K**

LEASE PURCHASE **\$234K**



2015 RESERVES: \$5.7M
(OR 20% OF THE BUDGET)



2015 BUDGET TO ACTUAL EXPENDITURES: UNDERSPENT BY \$728K (2.7%)

YEAR IN PHOTOS



WANT TO LEARN MORE?
CHECK OUT THE FULL 2015 ANNUAL REPORT
www.pfaannualreport.com