Annual Compliance Report
9th Edition

Loveland Fire Rescue Authority

410 East 5th Street
Loveland Colorado
USA 80537-5641

This Report Prepared on October 31, 2020
By
Michael Cerovski, Division Chief
For The
Commission on Fire Accreditation International

This Report Represents the Agency's Status
As It Relates To Its Accreditation Report
Dated June 21, 2017

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to quality improvement by keeping CFAI informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission to record your agencies commitment to the quality improvement process. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward addressing strategic and specific recommendations.

Each section must be completed, and documentation provided for all changes identified. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultant's reports.

Updating Agency Information: CPSE is tracking much of your agency information and demographics in our database. In order to keep this information current, we request that you **update your agency profile before submitting your ACR**.

The agency head, accreditation manager and department assistant will have multiple identities (personal and agency) and can switch between the two. Login to the portal using your email address.

Click here to login to the portal.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the CFAI Program Director.

Agency Information

Enter the [CPSE portal](#) **and update your agency information**

Agency Name:	Loveland Fire Rescue Authority
Agency Address:	410 East 5th Street, Loveland, Colorado 80537-5641
Agency Website:	www.lfra.org
Agency Head:	Mark Miller, Fire Chief
Agency Head E-Mail:	mark.miller@lfra.org
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Date of most recent Award of Accreditation:	July 2017
Annual Compliance Report due date:	October 31, 2020
Annual Compliance Report Number (1-4):	3

Current ISO Rating   Choose an item.
If your agency has a split ISO rating, please document below:

LFRA possesses an ISO rating of 2 within 5 road miles of any staffed fire station and within 1000' of a fire hydrant. LFRA possesses an ISO rating of 3 within 5 miles of any staffed fire station and beyond 1,000' of a fire hydrant. ISO 3 areas are areas where LFRA provides hauled water supply through the use of water tender apparatus.

LFRA possesses an ISO rating of 4 within 5 road miles of Fire Station #8 or #9. These are unstaffed volunteer fire stations. LFRA possess an ISO rating of 10 beyond 5 road miles from any fire station.

In September of 2020, the LFRA completed a site visit with representatives from ISO. The details of that report are expected in late October or early November 2020. If changes in the ratings exist, LFRA will disclose that information via an amendment of this report.

Current Population (Estimated): 105,807
Population estimates are identified through resources at the City of Loveland, Larimer County Assessor's Office and the Colorado Department of Local Affairs. Additional data is retrieved from 2010 US Census Tracts and US Census websites. .

The 2019 City of Loveland population is estimated at 79,388. There are 11,341 properties with the Loveland Rural Fire Protection District (LRFPD). Larimer County Household size is estimated at 2.4 residents per property. 2019 Loveland Rural Fire Protection District population is estimated to be 26,419. Population estimates appear to increase 2% annually from previous years.

As of this submittal, the 2020 census data has not been released. LFRA hopes to have revised population data based on the 2020 census in 2021.

Department Type: Combination

Number of Fire Stations: Eight
Total Uniformed Personnel (Career, Volunteer, Paid on Call)   126
Total Civilian Personnel: 8.5

The LFRA employs 107 full time employees and one part time employee, 99 of these are sworn / uniformed personnel. The remaining 27 are sworn/uniformed volunteer firefighters.

ACR Reporting Period: 7/15/2019 to 10/31/2020

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Agency/Jurisdiction Changes

1. Has there been a change in key positions of the agency during the past reporting period? Yes

a. If yes, please explain and provide an updated organizational chart.
The LFRA hired nine personnel for our newest fire station, LFRA Fire Station #7. In addition, the LFRA hired six additional roving firefighters (two per each shift) to maintain minimum staffing requirements without the use of overtime funds. The LFRA has not lost positions as a result of the COVID Pandemic and associated financial contraction.

2. Has there been a change in the governance of the agency? Yes

a. If yes, provide description and any applicable exhibits
The LFRA provides fire protection services to the Loveland Rural Fire Protection District. Two LRFPD Board members are newly elected positions, replacing two Board member retirements.

3. Has there been a change in the area/population the agency protects? Yes

a. If yes, provide description and exhibits such as census data, maps, etc.
As provided above, the estimated population served has increased by 2%. Additionally, a neighboring agency, the Front Range Fire Rescue Department moved to exclude 383 acres of area from the LFRA and into the FRFR.

4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc.)? Yes

a. If yes, describe the change and its impact to the community. Provide any exhibits to support your discussion.
As a result of the addition of LFRA Fire Station #7, the LFRA added a Type I engine to its fleet for front line service, as well as a Type IV engine to LFRA FS#7. The Type I apparatus was funded in part through a grant from the Department of Homeland Security / Federal Emergency Management Agency.

5. Have there been any changes in programs/services? Yes

a. If yes, describe the changes and the impact to the community. Provide any exhibits to support your discussion.
Fund reductions as a result of COVID 2019 (see below) have impacted Operations and Maintenance budgets as well as Capital budgets. Although our programs and services remain intact, future budgetary reductions would force reduction in services due to a lack of training funds as well as Operations and Maintenance Funds and Capital replacement funds.

6. Describe any significant changes to your annual budget?
As a result of the structural fund imbalance at the City of Loveland in 2019 and the COVID Pandemic in 2020, the LFRA has some financial challenges for budget contractions, pay and benefits, operations and maintenance and unfunded needs. As a result of both financial challenges coming together in 2020, LFRA has seen an overall budget impact of $1,938,308. For the 2021 budget, LFRA was able to resolve a pay and benefits deficit of approximately $1.4 million. That stated, if ballot measures in 2020 do not pass for the City of Loveland (sales tax initiative) and the Loveland Rural Fire Protection District (two

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property tax initiatives), the LFRA may see challenges to restoring the $1.9 million, and possibly face additional funding reductions.

7. Accreditation Model Annual Compliance

A. Is your agency in compliance with all core competencies? Yes

If you are not in compliance, identify and explain all core competencies and then provide your plan for improvement during the next year (see example below). Ensure you provide exhibits as necessary. Note that during the phone interview regarding your ACR, the reviewer may have questions regarding these competencies and request additional exhibits.

B. Agencies will provide exhibits for the following core competencies each year:

2D.6 – Performance gaps for the total response area, such as inadequacies, inconsistencies, and negative trends, are determined at least annually.

Identify and explain:

The LFRA Program Matrix is used as a tool to identify the division of labor for program management across the organization. Program appraisals are completed annually. In 2018, program managers for the LFRA were asked to incorporate relevant accreditation criterions, core competencies and performance indicators into their annual program reports.

LFRA Operations moved away tiered supervision in double-company fire stations and moved to a station captain concept. Two Captains are assigned to each of the 3 shifts within the Operations Division. A Captain is assigned to each of the staffed fire stations, on one of the three shifts. Captains are responsible for the program assignments at that station, and the station and apparatus. The unstaffed Fire Station #4 does not have a Captain assigned; the Volunteer Staffed Fire Station #8 and #9 are managed by a Volunteer Captain, and is supported by the Fire Station #7 Station Captain.

LFRA policies and procedures were identified as outdated and cumbersome for staff and the organization. In mid-2019, LFRA engaged with Lexipol to bring forward the Knowledge Management System (KMS). All policies and procedures will be aligned with the KMS system over the course of 2019, 2020 and 2021.

The LFRA continues to work on the after-action review process. This work has incorporated an increased focus of accident analysis for personnel and equipment, in additional to traditional AAR processes for incident response. This work is coupled with the integration of Lexipol for policy and procedure review for the organization. Lexipol was initiated in late 2019. Completing the Lexipol policy and procedure integration is a focus of work for 2020 and 2021. To date, all procedures from the LFRA have been migrated to the Lexipol Knowledge Management System (KMS); and personnel meet weekly to review and implement policies from the KMS system.

In early 2020, the Insurance Services Organization (ISO) completed a site visit of the LFRA for the incorporation of LFRA Fire Station #7, as well as a 5 year site visit for the entire organization. Despite challenges as a result of the COVID Pandemic, a thorough review of the LFRA was conducted by ISO and a report has been submitted for acceptance regarding our performance and ISO ratings. That report has not yet been finalized and provided to the LFRA. There is not an anticipated change to the LFRA's ISO ratings.

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Plan for improvement:
- Complete the AAR process for LFRA to include post incident analysis, accident and injury analysis.
- Manage programs for the organization using the Station specialty concept.
- Complete the Lexipol KMS migration and use for the LFRA in 2021.
- Awaiting report from ISO regarding 5 year site visit.

Inclusions:
- NA

3D.1 – The agency's goals and objectives are examined and modified at least annually for quality and to ensure they remain current and consistent with the agency's mission, vision and long range plan(s).

Identify and explain:
> The LFRA Program Matrix is used as a tool to identify the division of labor for program management across the organization. Program appraisals are completed annually. In 2019, program managers for the LFRA were asked to incorporate relevant accreditation criterions, core competencies and performance indicators into their annual program reports.
>
> The LFRA Program Matrix is reviewed based on time within a program as well as organizational need. Program management is rotated to ensure complex program analysis against LFRA Strategic Plans, Accreditation, policy and procedure as well as fiscal effectiveness. In 2019, LFRA moved to a Station Captain concept to manage station and programs within that station.
>
> In 2018, the 2018 LFRA Strategic Plan was accepted and adopted for the organization. Within the 2018 LFRA Strategic Plan, goals are identified to guide the direction of the organization.

Plan for improvement:
- Continue to monitor success of Station Captain Concept.
- Continue into 2021 with an analysis of the LFRA Strategic Plan and the re-accreditation process for the LFRA.

Inclusions:
- NA

5A.5 – The agency conducts a formal and documented appraisal, at least annually, to determine the impacts of the community risk reduction program and its efforts in risk reduction based on the community risk assessment, standard of cover, and measures performance against adopted loss reduction goals.

Identify and explain:
> In 2019, the LFRA migrated to the Emergency Reporting System (ERS). LFRA discontinued the use of Omega products for data analysis. The ERS migration is successfully functioning and in some areas still underway. The Community Safety

Division continues to work on field inspections, business property inventories and field documentation.

Weekly and Monthly statistical reporting is accomplished with ERS in 2020. In addition, the LFRA has been working on a revised Computer Aided Dispatch System (CAD) known as CRISP. CRISP CAD went live with a six month delay because of the COVID Pandemic in 2020, on September 15, 2020. This new CAD provides an enhanced performance of call processing and turnout times through an automated CAD system that incorporates radio and IP notification to fire stations alerting systems. In addition CRISP CAD is a Larimer County centric CAD that incorporates all 5 dispatch centers in the County. This improves automatic and mutual aid response and utilizes a 'closest-unit' system, directing the closest response unit to an emergency, regardless of the jurisdictional boundary.

Plan for improvement:
- Monitor response time data based on the new CAD
- Monitor the performance of data analysis using the ERS records management system
- Monitor the effectiveness of closest unit response as well as evaluation of shared effective response force baselines and benchmarks for the LFRA and partner agencies.

Inclusions:
- NA

5B.3 - *The agency conducts a formal and documented appraisal, at least annually, to determine the impacts of the public education program and its efforts in risk reduction based on community assessment, standards of cover, and measures performance.*

Identify and explain:
The transition from the ETI records management system to the Emergency Reporting records management system is a substantial improvement to the LFRA Community Safety Division. This includes the use of technology in the field with tablets for fire inspections, preplans, fire investigations and other code enforcement matters. In 2019, the LFRA introduced an improved process to standardize loss / save data from fire incidents. The LFRA loss/save system is being implemented in the 3rd quarter of 2019.

This is integral to improved annual community risk assessment, standards of cover and performance measurement.

Plan for improvement:
- By the end of 2019, complete the implementation of Emergency Reporting and fully integrate field based reporting using tablets and connections to the RMS for reporting purposes in the field.
- As a result of the COVID Pandemic, delays have occurred with the full integration of the ERS system as it relates to community risk assessment, and business inspections as well as preplans. This project is expected to be complete in 2021.

Inclusions:
- NA

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5C.5 - The agency conducts a formal and documented appraisal, at least annually, to determine the impacts of the fire investigation, origin, and cause program and its efforts to reduce fires based on community assessment, standards of cover, and measures performance.

Identify and explain:

   In 2019, the LFRA experienced a reduction in an employee for the Community Safety Division (CSD). A CSD lieutenant was reassigned to the LFRA Operations Division to address a retirement. This reduction in CSD through attrition was associated with the need to increase roving firefighters for operations personnel to address employee leave associated with medical, vacation, military and other unplanned leaves. The CSD lieutenant was responsible for fire investigations and inspections, among other responsibilities. This reduction in workforce for the CSD has unintended consequences associated with fire investigations. Current CSD personnel are fulfilling investigation needs for the LFRA.

   In the 4th quarter of 2019, the LFRA will restructure a position assigned to the Operations Division, which functions as a single resource attached to one of two support (truck) companies. Fire Inspection Technicians (FIT's) were assigned to Rescue 2 as the third member of the support company, and also responsible for inspections, investigations, citizen assists and public education for each shift. Incident response demands and growing deficiencies in readiness training for support company functions were identified as threats to the effectiveness of Rescue 2. The restructure will reassign the FIT as a firefighter assigned to Rescue 2, eliminating a single resource capability. This restructure will change the inspection, fire investigation and other capabilities.

Plan for improvement:
- Complete data input for fire investigations in RMS system by year end 2018. Implement processes for loss / save data and associated operational guideline by year end 2019.
- As a result of the COVID Pandemic, delays have occurred with the full integration of the ERS system as it relates to fire investigation and loss save data. This integration is expected to be complete in 2021.

Inclusions:
- NA

5E.3 - The agency conducts a formal and documented appraisal, at least annually, to determine the effectiveness of the fire suppression program and its impact on meeting the agency's goals and objectives.

Identify and explain:

   Section V of the 2018 LFRA Strategic Plan outlines the empirical criteria for the LFRA operational staffing and deployment plans. This comprehensive analysis identifies critical factors and needs for the LFRA fire suppression program. This information is challenged and verified through task, tactical and strategic training as well as after action review of fire suppression incidents.

In reference to 5C.5, this restructuring of staffing for Rescue 2 is related to the comprehensive analysis of operational staffing and deployment. The Rescue 2 FIT, a paired single resource is being restructured to a 3rd member of the Rescue 2 Company.

In early 2020, the LFRA saw a retirement of a battalion chief, this position loss resulted in an unstaffed Training Battalion Chief for the LFRA. Due to the COVID pandemic and budgetary contraction, this position was not re-staffed.

Plan for improvement:
- In 2021, promotions will take place to re-staff this position. A top priority of the LFRA Training Battalion Chief will be to assess strategic, tactical and task performance analysis for LFRA Operational resources responding to multi-company operations including structure fires and other special rescue emergencies.

Inclusions:
- NA

5F.7 - The agency conducts a formal and documented appraisal, at least annually, to determine the effectiveness of the EMS program and its impact on meeting the agency's goals and objectives. This should include an evaluation of the agency's standard operating procedures, protocols, and equipment.

Identify and explain:
The LFRA EMS Program provides oversight to the delivery of EMS basic life support response to the LFRA jurisdiction. The LFRA collaborates through delegation an intergovernmental agreement the ALS response and transport of EMS response to the Thompson Valley Emergency Medical Services District (TVEMS). The EMS Program continues to evaluate the effectiveness of the IGA and working relationship between the LFRA and TVEMS as well as the management of EMS service delivery with the LFRA jurisdiction.

Plan for improvement:
- Continue to monitor IGA and working relationship between LFRA and TVEMS.

Inclusions:
- NA

5G.3 - The agency conducts a formal and documented appraisal, at least annually, to determine the effectiveness of the technical rescue program and its impact on meeting the agency's goals and objectives. This appraisal must include a full-scale evaluation of the response components, including mutual aid, when part of the deployment model.

Identify and explain:
The LFRA Special Operations Team (SOT) provides oversight, training, program management and emergency response delivery for LFRA Technical Rescue. In 2018, the LFRA completed full scale technical rescue training for the SOT.

In 2020, as a result of the COVID Pandemic, the LFRA Special Operations Team had to cancel the full scale technical rescue training. LFRA has done discipline specific training

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for the Special Operations Team to include Trench Rescue, Collapse Rescue, Water Rescue (Dive and surface swift water), and hazardous materials.

Plan for improvement:
- In 2021, the LFRA hopes to reschedule the 2020 Full Scale Technical Rescue Training.

Inclusions:
- NA

5H.3 - The agency conducts a formal and documented appraisal, at least annually, to determine the effectiveness of the hazardous materials program and its impact on meeting the agency's goals and objectives. This appraisal must include a comprehensive evaluation of the response components, including mutual aid, when part of the deployment model.

Identify and explain:
> Hazardous Materials response is managed as part of the LFRA Special Operations Team. See item 5G.3.

5I.2 – The agency conducts a formal and documented appraisal, at least annually, that includes an analysis of response procedures, equipment, training, and after action reports to determine the effectiveness of the aviation rescue and firefighting services program and meeting the agency's goals and objectives.

Identify and explain:
> The LFRA ARFF Program is managed by the LFRA ARFF Program. The LFRA ARFF Program collaborated with the Northern Colorado Regional Airport in early 2019 to conduct a site visit from the FAA. That site visit received continued certification with no exceptions from the FAA.
>
> The LFRA collaborated with the Northern Colorado Regional Airport in October of 2019 to complete the 2019 Triennial exercise. This exercise testing the response capabilities of airport staff and emergency responders. The exercise was satisfactorily completed.

Plan for improvement:
- Continue to monitor success and performance of the LFRA ARFF Program.

Inclusions:
- NA

5K.2 – The agency conducts a formal and documented appraisal, at least annually, to determine the effectiveness of the wildland fire services program, to include suppression, mitigation, educational activities, and its impact on meeting the agency's goals and objectives.

Identify and explain:
> The LFRA Wildland Program provides oversight, training and management for wildland response within the LFRA. In 2018, the program is collaborating with the LFRA Community Safety Division to review/revise the LFRA Community Wildfire Protection Plan, and to collaborate with the Larimer County Community Wildfire Protection Plan in the development of a shared CWPP that can be adopted by the Larimer County Commissioners. The CSD is also working with LFRA emergency managers to establish

FIREWISE processes for target communities with the LFRA jurisdiction. Research in 2017 indicates that 7 communities with the LFRA jurisdiction are extreme or high risk communities for wildfire threat.

As part of Community Risk Reduction strategies, LFRA Fire Station # 7 construction was completed and staffed in mid-year 2020. As part of that project, LFRA FS# 7 is the Wildland Response Program Station. The Station includes an outdoor interpretive garden, which provides a living educational experience on the threats of Wildland Urban Interface, building construction, drought resistant plant selections, and education on living with wildfire threats.

In the fall of 2020, the North Central Colorado region in Larimer County, Grand County and Boulder County have experienced significant wildfires including; Cameron Peak (Larimer), Calwood and Left Hand (Boulder), and East Troublesome (Grand) incidents. As of this submittal, the combined fire loss of these fires is at 413,500 acres. Two of these fires, Cameron Peak and East Troublesome, are the top two largest fires in Colorado history. Cameron Peak has affected 23 perimeter miles of the LFRA jurisdiction, and has scarred 40% of Larimer County. Damage assessments are still being tallied. Preliminary estimates indicate 445 structures sustained total destructive damage. LFRA jurisdiction properties experienced 7 structures lost from the Cameron Peak Fire.

Plan for improvement:
- The recovery process from Cameron Peak is yet unknown, as the fire is not considered out as of this submittal. LFRA will be involved with recovery efforts, after action analysis, and secondary post fire impacts such as flooding and water shed impacts throughout 2021.

Inclusions:
- Map of Cameron Peak Fire 2020

9B.10 - A formal and documented appraisal is conducted, at least annually, to determine the effectiveness of the emergency communications system and its impact of meeting the agency's goals and objectives.

Identify and explain:
The LFRA Communications Team continues to monitor the success of the program with an annual program report and continued review of critical issues that arise annually.

The program has strengthened radio inventory challenges experienced from previous years. In late 2020, the LFRA plans to discontinue the use of its VHF frequencies for station alerting functions. Improvements to the 800 radio system will allow the use of 800 radio frequencies as well as modernized automated alerting technologies to use IP and 800 radio alerting for response.

Inclusions:
- NA

C. Have there been any changes in compliance to non-core competencies? No

Performance Monitoring

Are you currently meeting the following performance indicators? Yes

If yes, please provide the exhibit. If no, describe your plan for doing so in the future.

2D.8 On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.

Identify and explain:

Plan for improvement:

2D.9 On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.

Identify and explain:
        In 2020, The COVID pandemic has impacted the LFRA. While the AHJ was notified of agency performance, exercises to evaluate our performance and provide a report were not completed in their entirety due to the pandemic. The AHJ was provided partial reporting on our gaps between capabilities and capacity. The result of those reports resulted in the LFRA taxing authorities seeking ballot initiatives for the City as well as the Rural district.

Plan for improvement:
        Reporting and performance modification is dependent on ballot initiatives results in the close of 2020.

2D.10 The agency interacts with <u>external stakeholders and the AHJ</u> at least once every three years, to determine the stakeholders' and AHJ's expectations for types and levels of services provided by the agency.
Identify and explain:

        In 2020, The COVID pandemic has impacted community engagement opportunities due to state and county impacts to gatherings. A planned stakeholder interaction is postponed to 2021, as well as the grand opening of LFRA FSA#7 which opened in 2020.

Plan for improvement:
        Stakeholder interactions are planned for 2021 to include the current accreditation cycle as well as community engagement for the 2022 accreditation cycle.

Agency Performance Tracking

Please fill out the spreadsheets below to track and identify your performance in the programs identified below.

Fire Suppression
Benchmark Performance:
For 90 percent of all moderate risk structure fires, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, shall be: 6 minutes and 59 seconds in the urban response area, and 15 minutes and 59 seconds in the rural response area. The first due apparatus for all risk levels shall be capable of: delivering a minimum of 400 gallons of tank water with a minimum of 1,500 gallons per minute rated pump capacity, establishing incident command, performing a 360 degree scene size-up, developing an appropriate incident action plan, requesting additional resources, deploying an appropriate fire attack hose line, providing sufficient water flow via the on-board tank and pump, and applying water to the fire. The balance of the effective response force (ERF), staffed with at least 15 firefighters, engineers and officers shall be: 10 minutes and 59 seconds in the urban response area and 19 minutes and 59 seconds in the rural response zone. The ERF shall be capable of: upgrading incident command, establishing imbedded safety officers, providing an uninterrupted water supply, advancing a primary and secondary attack line for fire control, completing forcible entry, completing a primary search of the structure, providing a rapid intervention crew, controlling utilities, establishing operational groups and/or divisions as appropriate, providing ladders and other necessary equipment to support fire ground operations, and performing salvage and overhaul.

For 90 percent of all high risk structure fires, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, shall be: 6 minutes and 59 seconds in the urban response area, and 15 minutes and 59 seconds in the rural response area. The first due apparatus for all risk levels shall be capable of: delivering a minimum of 400 gallons of tank water with a minimum of 1,500 gallons per minute rated pump capacity, establishing incident command, performing a 360 degree scene size-up, developing an appropriate incident action plan, requesting additional resources, deploying an appropriate fire attack hose line, providing sufficient water flow via the on-board tank and pump, and applying water to the fire. The balance of the effective response force (ERF), staffed with at least 15 firefighters, engineers and officers shall be: 10 minutes and 59 seconds in the urban response area and 19 minutes and 59 seconds in the rural response zone. The ERF shall be capable of: upgrading incident command, establishing imbedded safety officers, providing an uninterrupted water supply, advancing a primary and secondary attack line for fire control, completing forcible entry, completing a primary search of the structure, providing a rapid intervention crew, controlling utilities, establishing operational groups and/or divisions as appropriate, providing ladders and other necessary equipment to support fire ground operations, and performing salvage and overhaul.

Baseline Performance:
For moderate risk incidents, the first-due apparatus, staffed with one (1) officer, one (1) engineer, and one (1) firefighter arrived within a total response time of 7 minutes and 56 seconds in the urban response area and 20 minutes and 42 seconds in the rural response area. The balance of the effective response force (ERF), staffed with at least 16

12 additional fire suppression personnel, arrived on scene in 12 minutes and 46 seconds in the urban response area and 22 minutes and 48 seconds in the rural response area.

For high risk incidents, the first-due apparatus, staffed with one (1) officer, one (1) engineer, and one (1) firefighter arrived within a total response time of 7 minutes and 3 seconds in the urban response area and 18 minutes and 41 seconds in the rural response area. The balance of the effective response force (ERF), staffed with at least 12 additional fire suppression personnel, arrived on scene in 10 minutes and 6 seconds in the urban response area and 35 minutes and 37 seconds in the rural response area.

(Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance			2015-2019	2019	2018	2017	2016	2015
Alarm Handling	Pick-up to Dispatch	Urban	1:25	1:52	1:10	1:11	1:11	1:44
		Rural	1:34	1:07	1:37	0:34	3:17	1:16
Turnout Time	Turnout Time 1st Unit	Urban	2:15	2:04	2:42	2:16	2:25	1:52
		Rural	2:06	1:34	2:22	1:44	2:20	2:34
Travel Time	Travel Time 1st Unit **Distribution**	Urban	5:13	5:09	6:42	6:29	3:25	4:23
		Rural	12:45	9:03	10:32	5:16	20:54	18:01
	Travel Time ERF **Concentration**	Urban	10:15	11:26	13:01	10:38	7:59	8:15
		Rural	18:17	NA	19:22	13:17	21:17	19:15
Total Response Time	Total Response Time 1st Unit on Scene **Distribution**	Urban	7:40	8:19	8:47	8:26	6:20	6:30
			22	n=29	n=21	n=30	n=12	n=19
		Rural	14:11	5:34	12:16	9:43	23:07	20:19
			4	N=1	n=5	n=1	n=9	n=5
	Total Response Time ERF **Concentration**	Urban	11:06	11:26	14:29	6:16	11:06	12:15
			12	n=14	n=7	n=19	n=7	n=14
		Rural	17:07	5:45	17:10	17:52	23:30	21:22
			2	n=1	n=1	n=1	n=4	n=3

* 2019 Data challenges were identified as a result of a changed records management system and compromised or incomplete data. Specifically noted in this table regarding response to fires in Rural areas.

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EMS Response

Benchmark Performance:

For 90 percent of all EMS incidents, the total response time for the arrival of the first due apparatus, staffed with at least two (2) firefighters, shall be: 6 minutes and 59 seconds in the urban response area, and 15 minutes and 59 seconds in the rural response area. The first due apparatus for all EMS incidents shall be capable of: performing a 360-degree scene survey; sizing up the situation; requesting additional resources; initiating patient care to include conducting a patient assessment, obtaining vital signs and patient medical history, managing a victim's airway, providing supplemental oxygen, providing CPR and/or administering early defibrillation.

Baseline Performance:

For 90 percent of all EMS incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, was: 9 minutes and 12 seconds in the urban response area, and 19 minutes and 54 seconds in the rural response zone. The first due apparatus for all risk levels was capable of: performing a 360 degree scene survey; sizing up the situation; requesting additional resources; initiating patient care to include conducting a patient assessment, obtaining vital signs and patient medical history, managing a victim's airway, providing supplemental oxygen, providing CPR and administering early defibrillation; and preparing the patient for ambulance transport.

(Risk Level) EMS - 90th Percentile Times - Baseline Performance			2015-2019	2019	2018	2017	2016	2015
Alarm Handling	Pick-up to Dispatch	Urban	2:54	3:36	2:40	2:44	2:47	2:46
		Rural	2:55	3:28	2:41	2:40	3:06	2:41
Turnout Time	Turnout Time 1st Unit	Urban	1:40	1:38	1:46	1:47	1:34	1:37
		Rural	1:52	1:43	2:23	2:06	1:32	1:39
Travel Time	Travel Time 1st Unit **Distribution**	Urban	6:01	5:38	6:16	6:11	6:05	5:59
		Rural	16:28	11:48	16:46	18:26	18:33	16:47
	Travel Time ERF **Concentration**	Urban	6:19	7:00	6:16	6:16	6:05	5:59
		Rural	16:35	14:05	16:46	16:46	18:33	16:47
Total Response Time	Total Response Time 1st Unit on Scene **Distribution**	Urban	8:47	8:54	7:50	9:13	8:59	8:59
			N=3623	n=2932	n=4495	n=2982	N=3922	n=3782
		Rural	19:51	15:10	21:37	21:50	21:22	19:20
			n=232	n=615	n=135	n=75	n=176	n=158
	Total Response	Urban	9:05	10:24	7:50	9:13	8:59	8:59
			n=3623	n=2932	n=4495	n=2982	n=3922	n=3782

	Time ERF Concentration	Rural	20:13	16:58	21:37	21:50	21:22	19:20
			n=232	n=615	n=135	n=75	n=176	n=158

2019 Data challenges were identified as a result of a changed records management system and compromised or incomplete data. Specifically noted in this table regarding response to fires in Rural areas.

Technical Rescue Response
Benchmark Performance:
For 90 percent of all technical rescue incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer, and one (1) firefighter, shall be: 6 minutes and 59 seconds in the urban response area, and 12 minutes and 59 seconds in the rural response area. The first due apparatus to a technical rescue incident shall be capable of: establishing incident command, conducting a scene size-up, establishing scene security, requesting additional resources as necessary, and providing and operating the tools and equipment necessary to implement a rapid rescue. All first due apparatus shall carry basic low-angle rope rescue equipment, cribbing, mechanical advantage tools, personal floatation devices, water rescue rope throw bags, surface ice rescue equipment and swift water rescue boards.

For 90 percent of all technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with 15 firefighters, engineers and officers, shall be: 9 minutes and 59 seconds in the urban response area and 15 minutes and 59 seconds in the rural response area. The ERF shall be capable of: upgrading incident command, establishing imbedded safety officers, establishing patient contact, staging responding apparatus, and implementing appropriate rescue techniques.

Baseline Performance:
For 90 percent of all technical rescue incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer, and one (1) firefighter, is: 10 minutes and 30 seconds in the urban response area and 22 minutes and 30 seconds in the rural response area. Every first due apparatus carries basic low-angle rope rescue equipment, cribbing, mechanical advantage tools, personal floatation devices, water rescue rope throw bags, surface ice rescue equipment and swift water rescue boards, and is capable of: establishing incident command, conducting a scene size-up, establishing scene security, requesting additional resources as necessary, and providing and operating the tools and equipment necessary to implement a rapid rescue.

For 90 percent of all technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with 15 firefighters, engineers and officers is: 19 minutes and 27 seconds in the urban response area and 48 minutes and 13 seconds in the rural response area. The ERF is capable of: upgrading incident command, establishing imbedded safety officers, establishing patient contact, staging responding apparatus, and implementing appropriate rescue techniques.

(Risk Level) Technical Rescue - 90th Percentile Times - Baseline Performance			2015-2019	2019	2018	2017	2016	2015
Alarm Handling	Pick-up to Dispatch	Urban	2:24	2:46	2:38	2:14	2:06	2:20
		Rural	2:40	3:22	2:37	2:23	2:50	2:08
Turnout Time	Turnout Time 1st Unit	Urban	1:52	2:06	1:46	1:52	1:38	2:02
		Rural	2:02	0:54	2:28	2:55	2:08	1:48

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Travel Time	Travel Time 1st Unit **Distribution**	Urban	7:02	8:44	5:37	8:15	7:14	6:54
		Rural	16:34	8:52	15:33	18:11	23:20	16:58
	Travel Time ERF **Concentration**	Urban	11:35	10:04	8:39	12:04	12:29	14:41
		Rural	19:27	16:44	21:56	19:41	NA	NA
Total Response Time	Total Response Time 1st Unit on Scene **Distribution**	Urban	9:38	11:15	6:41	11:04	9:08	10:04
			n=51	N=21	n=51	n=61	n=56	n=66
		Rural	18:55	13:31	17:17	20:51	25:02	17:58
			n=13	n=5	n=6	n=14	n=20	n=22
	Total Response Time ERF **Concentration**	Urban	16:02	13:19	9:37	19:44	19:27	18:04
			n=10	n=17	n=5	n=19	n=6	n=5
		Rural	20:31	20:31	NA	22:19*	NA	NA
			n=1	n=3	NA	n=1	NA	NA

* 2019 Data challenges were identified as a result of a changed records management system and compromised or incomplete data. Specifically noted in this table regarding response to fires in Rural areas.

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Hazardous Materials Response
Benchmark Performance:
For 90 percent of all Level 2 hazmat incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer, and one (1) firefighter, shall be: 6 minutes and 59 seconds in the urban response area, and 12 minutes and 59 seconds in the rural response area. All personnel on the first arriving apparatus shall all, at a minimum, be certified to the Hazardous Materials Operations level and shall be capable of: establishing incident command, performing a scene size-up, developing an appropriate incident action plan, establishing initial containment zones, deploying air monitoring equipment, determining the need for additional resources, initiating emergency decontamination, and implementing incident-specific defensive actions.

For 90 percent of all Level 2 hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with 15 firefighters, engineers and officers, shall be: 9 minutes and 59 seconds in the urban response area and 15 minutes and 59 seconds in the rural response area. The ERF shall be capable of: upgrading incident commander; establishing technical decontamination; and providing at least two (2) personnel certified to the Hazardous Materials Technician level capable of entering a potentially contaminated atmosphere while wearing appropriate personal protective equipment to establish air monitoring, perform product transfer, collect material for analysis, and/or rescue victims.

Baseline Performance:
For 90 percent of all Level 2 hazmat incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, is: 7 minutes and 40 seconds in the urban response area and 28 minutes and 04 seconds in the rural response area. The first due apparatus is capable of: establishing incident command, performing a scene size-up, developing an appropriate incident action plan, establishing initial containment zones, deploying air monitoring equipment, determining the need for additional resources, initiating emergency decontamination, and implementing incident-specific defensive actions.

For 90 percent of all Level 2 hazmat incidents, the total response time for the arrival of the effective response force (ERF), staffed with 15 firefighters, engineers and officers, is: 17 minutes and 12 seconds in the urban response area and 27 minutes and 38 seconds is the rural response area. The ERF is capable of: establishing incident command, performing a scene size-up, developing an appropriate incident action plan, establishing initial containment zones, deploying air monitoring equipment, determining the need for additional resources, initiating emergency decontamination, and implementing incident-specific defensive actions.

(Risk Level) Hazmat - 90th Percentile Times - Baseline Performance			2015-2019	2019	2018	2017	2016	2015
Alarm Handling	Pick-up to Dispatch	Urban	1:39	1:49	1:49	1:40	1:26	1:34
		Rural	3:15	3:16	1:16	2:21	NA	6:08
Turnout Time	Turnout Time 1st Unit	Urban	1:57	2:10	1:58	1:55	1:58	1:46
		Rural	2:26	2:10	1:36	1:24	NA	4:34

Travel Time	Travel Time 1st Unit **Distribution**	Urban	4:43	6:04	2:26	8:07	2:26	4:36
		Rural	14:51	7:59	NA	21:43	NA	NA
	Travel Time ERF **Concentration**	Urban	8:51	9:22	8:36	8:07	8:36	9:36
		Rural	21:43	14:27	n=2	21:43	NA	NA
Total Response Time	Total Response Time 1st Unit on Scene **Distribution**	Urban	8:08	8:25	10:12	9:29	5:50	6:44
			n=7	N=20	n=3	n=9	n=2	n=3
		Rural	12:58	11:08	14:48	NA	NA	NA
			n=2	n=7	n=1	NA	NA	NA
	Total Response Time ERF **Concentration**	Urban	12:30	11:07	11:58	9:29	18:42	11:16
			n=4	n=6	n=1	n=9	n=3	n=2
		Rural	15:47	16:43	14:52	NA	NA	NA
			n=2	n=7	n=1	NA	NA	NA

* 2019 Data challenges were identified as a result of a changed records management system and compromised or incomplete data. Specifically noted in this table regarding response to fires in Rural areas.

Aircraft Rescue Firefighting Response
Benchmark Performance:
Performance benchmarks are established based on Federal Aviation Administration (FAA) requirements to include analysis of staffing, response time, station(s), apparatus, and equipment deployment objectives. The FAA requires that the agency be capable of meeting deployment objectives for ARFF incidents, as documented in the Airport Emergency Plan and standards established in FAA Part 139, Section 319. This capability is tested through a "3-minute" drill, whereby an LFRA ARFF apparatus is dispatched to a simulated aviation emergency and must arrive on scene within three (3) minutes of notification.

Baseline Performance:
Analysis of ARFF incidents and FAA evaluations/reports between January 1, 2011, and December 31, 2015, has indicated that the agency has met the FAA's baseline response performance objectives for ARFF incidents. During the time period evaluated, there had not been any aircraft crashes or incidents where an effective response force (ERF) was assembled.

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Marine Shipboard Rescue and Firefighting Response
Benchmark Performance:
Loveland Fire Rescue Authority (LFRA) does not have any commercial shipping ports within its jurisdiction. Therefore, LFRA has no marine and shipboard rescue and firefighting program. Recreational boating does occur within the jurisdiction, but not at a scale that would justify existence of a stand-alone marine and shipboard firefighting program.

Baseline Performance:
Not Applicable

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Wildland Fire Response
Benchmark Performance:
For 90 percent of all 1st alarm wildland fires, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, shall be: 6 minutes and 59 seconds in the urban response area, and 12 minutes and 59 seconds in the rural response area. The first due apparatus for all risk levels shall be capable of: delivering a minimum of 400 gallons of tank water with a minimum of 1,500 gallons per minute rated pump capacity, establishing incident command, performing a scene size-up, developing an appropriate incident action plan, requesting additional resources, establishing an anchor point, and initiating fire attack.

For 90 percent of all 1st alarm wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with seven (7) firefighters, engineers and officers, shall be: 9 minutes and 59 seconds in the urban response area and 15 minutes and 59 seconds in the rural response zone. The ERF shall be capable of: upgrading incident command; establishing imbedded safety officers; establishing lookouts, communications, escape routes, and safety zones (LCES); establishing an uninterrupted water supply; reinforcing the anchor point; and establishing operational groups and/or divisions as appropriate.

Baseline Performance:
For 90 percent of all 1st alarm wildland fire incidents, the total response time for the arrival of the first due apparatus, staffed with at least one (1) officer, one (1) engineer and one (1) firefighter, is: 9 minutes and 30 seconds in the urban response area, and 20 minutes and 52 seconds in the rural response zone. The first due apparatus for all risk levels is capable of: delivering a minimum of 400 gallons of tank water with a minimum of 1,500 gallons per minute rated pump capacity, establishing incident command, performing a scene size-up, developing an appropriate incident action plan, requesting additional resources, establishing an anchor point, and initiating fire attack.

For 90 percent of all 1st alarm wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with seven (7) firefighters, engineers and officers, is: 19 minutes and 14 seconds in the urban response area and 22 minutes and 25 seconds in the rural response zone. The ERF is capable of: upgrading incident command; establishing imbedded safety officers; establishing lookouts, communications, escape routes, and safety zones (LCES); establishing an uninterrupted water supply; reinforcing the anchor point; and establishing operational groups and/or divisions as appropriate.

(Risk Level) Wildland Firefighting - 90th Percentile Times - Baseline Performance			2015-2019	2019	2018	2017	2016	2015
Alarm Handling	Pick-up to Dispatch	Urban	1:50	2:13	1:20	1:19	2:14	2:06
		Rural	2:28	1:12	3:23	1:30	3:22	2:54
Turnout Time	Turnout Time 1st Unit	Urban	2:42	2:31	2:08	4:13	2:16	2:22
		Rural	2:55	2:30	2:08	4:27	2:22	3:08

Travel Time	Travel Time 1st Unit **Distribution**	Urban	8:24	7:29	7:36	7:53	9:52	9:10
		Rural	20:30	15:15	22:52	26:49	20:20	17:16
	Travel Time ERF **Concentration**	Urban	12:16	9:49	11:11	14:11	13:33	12:36
		Rural	21:14	15:35	26:00	25:31	21:48	17:19
Total Response Time	Total Response Time 1st Unit on Scene **Distribution**	Urban	11:03	9:18	9:08	11:05	12:34	13:14
			n=35	n=15	n=38	n=34	n=54	n=32
		Rural	21:19	18:21	24:49	19:49	23:34	20:02
			n=22	n=11	n=10	n=19	n=41	n=31
	Total Response Time ERF **Concentration**	Urban	15:47	12:54	12:48	17:20	17:22	18:31
			n=11	n=17	n=2	n=1	n=18	n=18
		Rural	23:50	18:25	26:50	25:26	27:34	20:55
			n=7	n=14	n=2	n=0	n=11	n=8

* 2019 Data challenges were identified as a result of a changed records management system and compromised or incomplete data. Specifically noted in this table regarding response to fires in Rural areas.

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
Strategic Recommendations			
2B.1 - It is recommended the authority research various methodologies and develop a strong core methodology for classifying risk.	In 2019, the LFRA transitioned its Records Management System (RMS) to Emergency Reporting. The VISION program within this RMS system will capitalize on the OVAP scoring methodology to enhance our capability of classifying risk within our community. The Community Safety Division is building inspection, permitting and preplanning processes for the LFRA within this RMS system. Full implementation is targeted for 2020. Additional – as a result of the 2020 COVID pandemic, this project is delayed and should be completed in 2021.		
2D.7 - It is recommended the authority secure funding to complete the full installation of the station alerting system.	The LFRA is collaborating with the Loveland Emergency Communications Center (200), and the Larimer Combined Regional Information Sharing Project (CRISP) to enhance dispatching services and automated station alerting throughout Larimer County. The Local Emergency Telephone Authority (LETA) is a financial partner in this venture and is providing the financial support for automated station alerting from all five dispatch centers in Larimer County. Requests for Proposal are in a bidding process and the project completion is expected in the 2nd quarter of 2020.	The LFRA in coordination with US Digital Design and the Loveland Emergency Communications Center completed the installation of automated alerting servers for the Communications Center. On September 15, 2020 (six month delay due to COVID pandemic), the county wide integrated CAD, Closest Unit Dispatching, and Automated Alerting. Over the course of 2021, the LFRA will review and updated as needed any procedures based on observed data for incident call processing, turnout time and total response times.	
5A.1 - It is recommended that the authority continue cooperative communication efforts to work with the City of Loveland, Town of Johnstown and Loveland Rural Fire Protection District to adopt the same code.	The LFRA is collaborating with the City of Loveland, Town of Johnstown, the Loveland Rural Fire Protection District, and Front Range Fire Rescue in the collaborative and consistent adoption of the 2018 International Fire Code. This process involves council and board approval after public hearings within respective jurisdictional areas. Project completion is forecast for 4th quarter 2019.	The LFRA has completed with the City of Loveland, Town of Johnstown and Larimer County to adopt the same 2018 IFC as well as IBC. There were delays to this final completion as a result of the COVID Pandemic.	
5B.1 - It is recommended that the Community Safety Division work with the wildland program team to evaluate current educational programs, and collaborate on a campaign to deliver wildland fire safety education and enhanced defensible space awareness.	The LFRA Community Safety Division is collaborating with the Wildland Program, Larimer County Emergency Services, Larimer County Commissioners and Larimer County Emergency Management for a consistent and effective educational campaign across Larimer County involving wildland fire safety education and Fire Wise community initiatives. This includes a revised and collaborative Community Wildfire	The LFRA Community Safety Division continues to collaborate with Larimer County Emergency Services, Larimer County Commissioners and Larimer County Emergency Management on a consistent Wildfire Mitigation plan. The fires affecting Larimer County in 2020 will likely create greater efforts of wildfire mitigation for Larimer County. The Cameron Peak fire is on record as the largest wildfire in Colorado history, with 450 structures lost, and 40% of the county scared by fire.	

5F.1 - It is recommended the Loveland Fire Rescue Authority work with Thompson Valley EMS and Loveland Emergency Communications Center (LECC) to reduce EMS alarm handling times for CHARLIE, DELTA AND ECHO medical incidents.	The LFRA is collaborating with TVEMS, the Larimer Emergency Telephone Authority and the LECC to identify improved call processing time strategies along with continued emergency medical dispatch procedures. This in conjunction with station IP alerting process and both are targets for 2018 completion.	This recommendation should be resolved as a result of the full and final implementation of the new CRISP CAD system, Automated Alerting Enhancements and improved records management system to capture incident response data. In 2021, LFRA will continue to review and analyze data as we prepare for the next Accreditation Cycle.	
9A.2 - It is recommended the authority annually evaluate the operational readiness of tender response and deployment through practical exercises in rural response areas.		The LFRA has placed into service three new water tenders and revised response plans for the LFRA jurisdiction as well as automatic and mutual aid agreements for neighboring jurisdictions. LFRA workforce members participate in annual refresher training to ensure driver/operators understand and can employ rural water supply practices for fire related incidents that require rural water supply practices in rural response areas. Additional – As a result of the 2020 ISO 5 year visit, it has become apparent to consider the addition of one more water tender for response to be assigned to LFRA FS# 7. This will be evaluated in 2021.	
9C.5 - It is recommended that the authority develop a comprehensive and single document management system, with an accompanying policy, guiding the organization to review all documents on a scheduled basis	The LFRA utilizes a program called HUMMINGBIRD for document retention. The LFRA has not yet identified an improved document retention process and system. The LFRA is targeting 2020 for an improved document retention system.	The LFRA has established an effective process to address requests for information as stipulated by the Colorado Open Records Act (CORA). This system includes the legal oversight of all records requests to ensure compliance to this statute.	
9C.5 - It is further recommended the authority ensure polices relating to revised responses are updated to match the implementation date of the change.	The LFRA is reviewing and revising the internal process to establish, review and adopted policies, procedures and guidelines. This process is targeted for completion in 2018.	The LFRA has contracted professional services in the development of policies and procedures from LEXIPOL. The LFRA targets the full implementation of LEXIPOL by 4th quarter 2019.	
10B.1 - It is recommended the authority develop a process and companion guideline to document that all external agreements are reviewed on an annual basis.		The LFRA reviews intergovernmental agreements including automatic and mutual aid annually. The LFRA revises intergovernmental agreements upon their targeted term. The LFRA utilizes HUMMINGBIRD to maintain and update as needed agreements. LFRA Legal counsel provides assistance to LFRA for new and revised agreements and intergovernmental agreements.	

Specific Recommendations

6F.2 - It is recommended that the TECHGEN personal protective equipment be evaluated to ensure it is meeting the anticipated goals for which it is being purchased.	Data analysis of turnout times has not yet revealed definitively any qualitative data that can illustrate the benefits of TECHGEN gear usage in lieu of other gear. TECHGEN gear has not yet definitively identified cost savings as a result of using structural firefighting gear "Less". The LFRA hopes that data analysis from the new RMS system will reveal greater data analysis to provide	TECHGEN gear issued to personnel is accomplishing some of the originally intended objectives. Purchasing structural and TECHGEN gear for personnel results in a 3% cost discount in purchasing. TECHGEN gear is faster to don for response to a given set of emergency responses. TECHGEN gear provides personal protective gear for personnel and provides less physiological stress on the human body (heat stress).	

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	evidence that may or may not support turnout time improvements to certain types of emergencies where TECHGEN gear is used. Automated station alerting will also support improved data analysis for this recommendation. The LFRA is targeting 2020 with improved data regarding this recommendation.		
8A.4 - It is recommended that the community safety division establish minimum annual training requirements for maintaining certifications and continuing education for all positions within the division.	The LFRA is working with TARGET SOLUTIONS staff to identify solutions for training reporting for the LFRA. The LFRA is also researching the collaboration of TARGET SOLUTIONS with EMERGENCY REPORTING for training data reporting. The LFRA Targets 2019 for the completion of this portion of the project.	The LFRA contracted with TARGET SOLUTIONS for training management processes including training planning, certification management and training consistency. TARGET Solutions was implemented in the 4th quarter of 2018. This software also collaborates with neighboring fire service agencies that utilize the same software to share curriculum development and design efforts.	
8B.5 - It is recommended that the training battalion include the recording of training classes, certifications and hours for all divisions of the authority.		See 8A.4	
9B.9 - It is recommended the Loveland Fire Rescue Authority and the Loveland Emergency Communications Center research capabilities for computer aided dispatch (CAD) to CAD notification to speed the dispatching of automatic aid agencies.	See 2D.7. The Larimer CRISP project will allow seamless interaction between dispatch centers within Larimer County and neighboring counties, specifically Boulder County. Weld County is the other neighboring county that is currently under RFP for a new CAD system. In the event that Weld County selects Central Square (TRITECH) as their county CAD system for fire and rescue response, Northern Colorado will see dramatic improvements to mutual and auto aid response in the region.	The Larimer CRISP project was fully operational on Sept 15, 2020. This enhancement as well as automated alerting for response notification will have a positive impact on assigning automatic and mutual aid partners for response. A component of this project included a revised 'Closest Unit' response strategy in Larimer County as well as neighboring Weld County Agencies. In 2020, Weld County Regional Communications approved a project to transition to the Central Square CAD project in that County. Partner Fire Agencies in Weld County will be involved in this CAD design and are working towards a CAD-to-CAD functionality with Larimer County CRISP CAD Centers to further enhance response capability for automatic and Mutual aid partners in neighboring counties.	
9C.3 - It is recommended the records management system; Fire View analysis software; and CAD system interfaces be reviewed to ensure that automatic aid unit times are properly captured as well as emergency versus non-emergency responses status.	Reference 2B.1. Omega products for the LFRA are currently under review. This is due to the concerns of data analytics from OMEGA, and the identified gaps in interface between OMEGA and EMERGENCY REPORTING. The Target completion date for this analysis is 4th quarter 2019. The LFRA has done raw CAD data analysis using EXCEL and provided benchmark data to the Loveland Emergency Communications Center (LECC).	The Larimer CRISP Project, Automated Alerting and Emergency Reporting Systems (ERS) enhancements in 2019 and 2020 are integral to the improved data collection and analysis of response data. Omega software use was discontinued for the LFRA, and LFRA continues to see improved data analysis for response.	

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Other Information

In 2019 and 2020, the focus of continuous improvement has been to develop unity in purpose and action between the 2018 LFRA Strategic Plan, the LFRA Standards of Cover, Core Competencies and Performance indicators of the Fire and Emergency Services Self-Assessment Manual (FESSAM) along with the LFRA Program Matrix. This has moved the organization towards greater alignment with all of these guiding tools listed above.

The organization has more growth ahead in 2021, as we prepare for the 2022 re-accreditation process. The LFRA has grown increasingly comfortable with the process of accreditation and incorporating this process into everyday life. The LFRA also needs to develop greater depth in accreditation management and implementation knowledge. Also, we experienced our first credentialed officer in 2020, through the Center for Public Safety Excellence and

We experienced some challenge with data analysis in this report for two reasons. The first, a change to a new records management system resulted in an impact to portions of our data for the first half of 2019. This is a result of a much more robust data set in the new system versus the old systems data. Second, we stopped the use of Omega Data and are capturing results with less complex methods and systems.

The improvements in the Larimer County Computer Aided Dispatch Centers (CAD Centers) through the Larimer CRISP project are a substantial milestone for the LFRA and the entire fire service and emergency medical services communities in Larimer County. That coupled with the enhancements of automated alerting, IP and 800 Radio Alerting are huge improvements in efficiency and response performance. The Automated Alerting efforts

would not have been possible for the LFRA, Berthoud Fire Rescue (southern boundary agency) and Thompson Valley EMS (ALS and transport provider) without the technological and financial support from United States Digital Design (USDD), based out of Phoenix, Arizona.

The COVID Pandemic has had an enormous impact on the LFRA in 2020. Ballot initiatives for the City of Loveland and the Loveland Rural Fire Protection District will potentially counteract the financial losses our communities have experienced as a result of the Pandemic. LFRA conducted budgetary contractions for 2020 totaling just under $418,000. These contractions carried over into 2021's budget. Depending on the outcome of a sales tax increase ballot question for the City of Loveland and two ballot measures for the Loveland Rural Fire Protection District that would stabilize property tax revenue, there could be more budget reductions in 2021 and 2022 budget years. COVID has impacted response frequency, call volume is down in most months compared to 2019 by approximately three percent. COVID has not impacted our workforce substantially to date; one positive diagnosis that resulted in a return to work with no major losses. Larimer County (encompasses the City of Loveland and the Loveland Rural Fire Protection District) has seen 4,322 positive cases and 55 fatalities.

Last, the 2020 wildfire season has had a massive impact on the LFRA, and this impact will likely continue into 2021 and beyond. In September of 2020, a wildfire started in Larimer County that is ongoing as of this submittal. The Cameron Peak fire has burned nearly 209,000 acres, scorched 40% of Larimer County, and destroyed 450 homes. The impact of this fire, which has entered the LFRA jurisdiction; has destroyed 7 homes, and impacted

23 linear miles of the fires border in the LFRA jurisdiction. When the fire is finally controlled, we will begin a lengthy process of recovery, post incident analysis, and likely post-fire response issues that will include infrastructure, watershed, water quality and flooding.

Exhibit List

Exhibit # 1:   Larimer County Property Records LFRA 2019

Exhibit # 2:   LFRA 2019 Incident by Categories Report

Exhibit # 3:   2018 Strategic Plan - Compendium

Exhibit # 4:   LFRA ESEP 2018

Exhibit # 5:   LFRA – Accreditation Compliance Crossover Reference

Exhibit # 6:   LFRA Strategic Goals 2018

Exhibit # 7:   LFRA Program Management Template

Exhibit # 8:   LFRA Program Appraisal – EMS Program

Exhibit # 9:   LFRA Program Appraisal - Quartermaster

Exhibit # 10:   LFRA Program Appraisal – Warehouse

Exhibit # 11:   LFRA Program Appraisal – Wildland

Exhibit # 12:   LFRA Organizational Chart 2019-20

Exhibit # 13:   LFRA Budget Reductions Summary Data 2020

Exhibit # 14:   Agency Comparison Data 2020

Exhibit # 15:   MIL Data Comparison

Exhibit # 16:   Cameron Peak Incident Map

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

_____
Signature of Agency Head

Fire Chief
Title

October 31, 2019
Date

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