

COMMUNITY RISK ASSESSMENT AND STANDARDS OF COVER

TOWN COUNCIL MEETING
MAY 16, 2017



UPDATE FROM 2011 TO 2017

FROM 1 TO 2 DOCUMENTS

The 2011 Community Risk Assessment & Standards of Cover was a single document.

The updated Community Risk Assessment & Standards of Cover is separated into two documents.

2016 Risk Assessment

2017 Standards of Cover



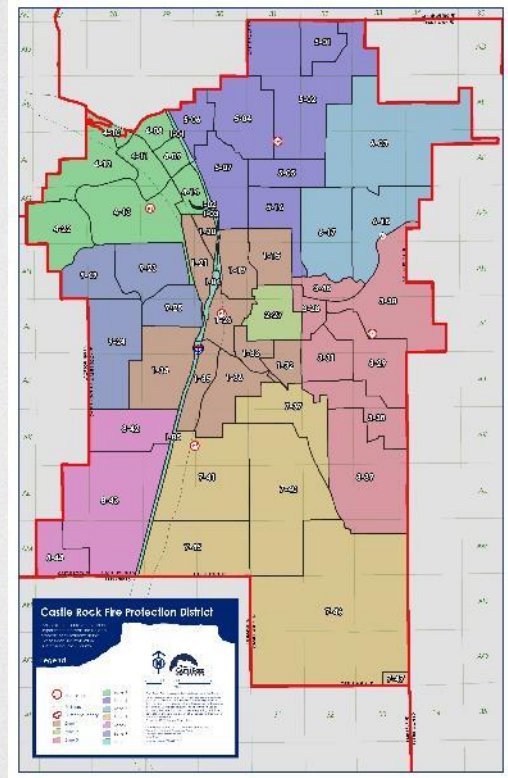
For more information, please visit:
CRgov.com/1871/Strategic-Documents

UPDATE FROM 2011 TO 2017

FROM 4 STATION AREAS TO 9 PLANNING ZONES

The 2011 CRA/SOC limited its evaluation to the four station areas.

The updated CRA/SOC evaluates nine planning zones in addition to the four station areas.



For more information, please visit:
CRgov.com

BASELINES

HISTORICAL PERFORMANCE

CALL PROCESSING TIME

Time from when the call is received in the dispatch center to when units are notified of a call.

1:41

TURNOUT TIME

Time from notification to apparatus leaving the station.

1:52

TOTAL RESPONSE TIME

The time experienced by the customer.

Urban: 8:40

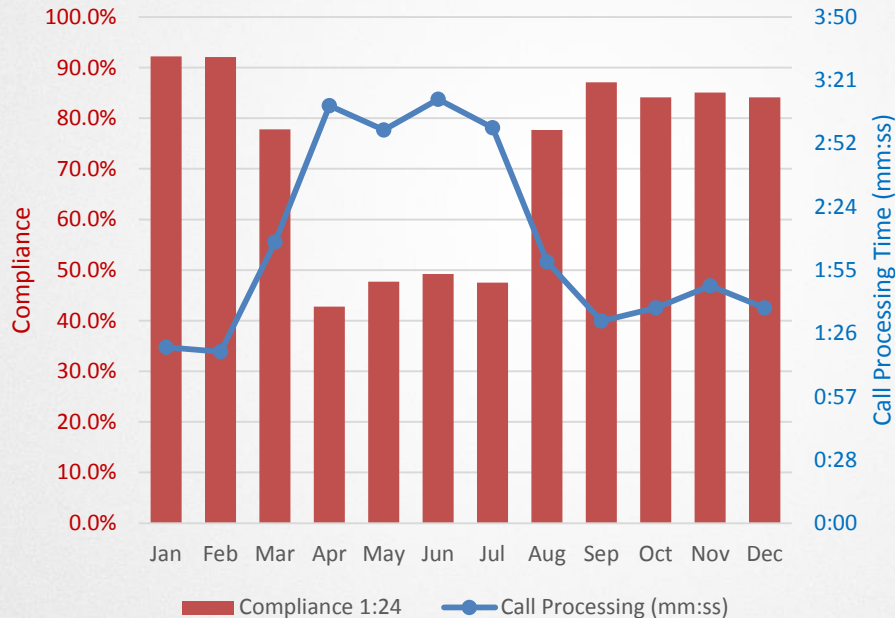
Rural: 10:10

Interstate: 13:30

Details on all 40 baselines are available in Section F: Performance Objectives
of the 2017 Standards of Cover

2016 CALL PROCESSING

DRCC Call Processing



PROCESS CHANGES

Douglas County Regional Communication Center (DRCC) implemented ProQA Medical Priority Dispatch System (MPDS) in March 2016.

July 2017, Douglas County Fire Chiefs requested DRCC modify their process to pre-alert respond units.

IMPACTS OF MPDS

- Strict MPDS added 1:40 to call processing time
- + Pre-alert reduced MPDS times by 1:20
- + Better information for responding unit
- + Better service provided to the caller
- + Decreased the number of emergent responses

BENCHMARKS

PERFORMANCE GOALS

CALL PROCESSING TIME

Time from when the call is received in the dispatch center to when units are notified of a call.

1:25

TURNOUT TIME

Time from notification to apparatus leaving the station.

1:43

TOTAL RESPONSE TIME

The time experienced by the customer.

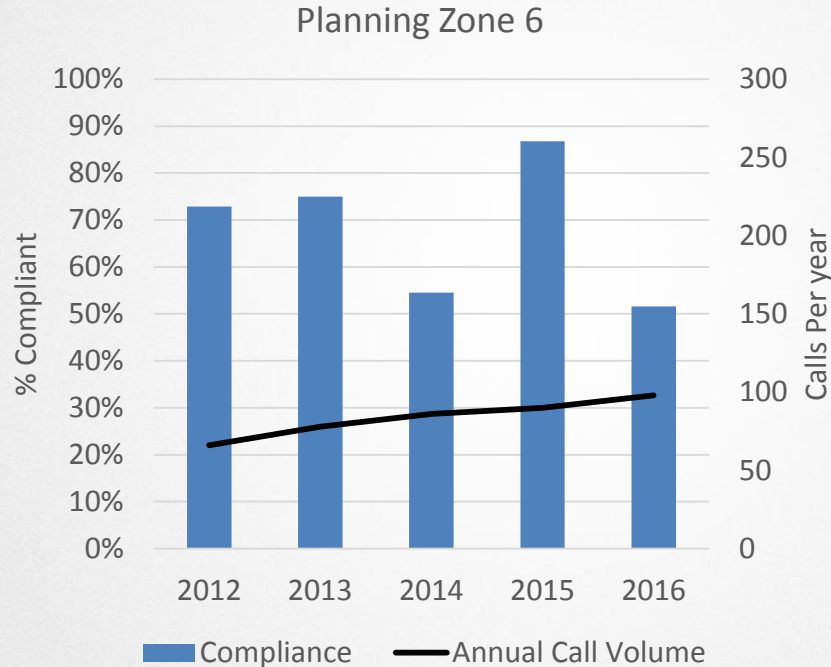
Urban: 8:10

Rural: 9:10

Interstate: 10:50

Details on all 40 benchmarks are available in Section F: Performance Objectives of the 2017 Standards of Cover

PERFORMANCE GAP: PZ6



PLANNING ZONE 6

Castle Oaks, Terrain, Cobblestone Ranch, and Liberty Village

COMPLIANCE

Consistently below the 90% mark

CALL VOLUME

Steady increase in call volume, directly correlates to residential growth.

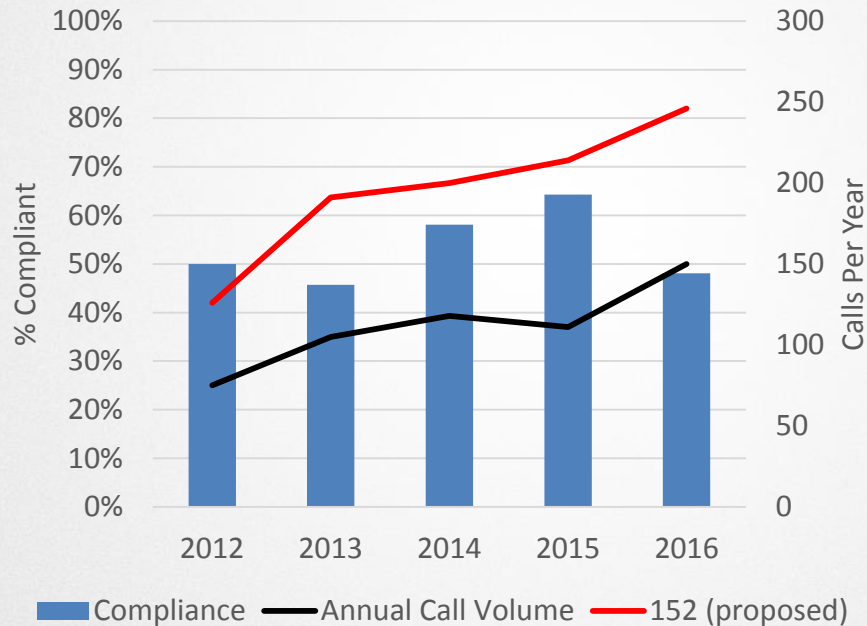
Annual call volume is still well below established performance thresholds for planning a fire station

STAFF RECOMMENDATION

The Department should continue to closely monitor the growth, call volume and performance in Planning Zone 6.

PERFORMANCE GAP: PZ7

Planning Zone 7



PLANNING ZONE 7

Crystal Valley Ranch, Heckendorf Ranch, The Lanterns, Ditmars Ranch, Bell Mountain Ranch, Sellars Creek, and Lost Canyon Ranch

COMPLIANCE

Consistently below the 90% mark.

ANNUAL CALL VOLUME

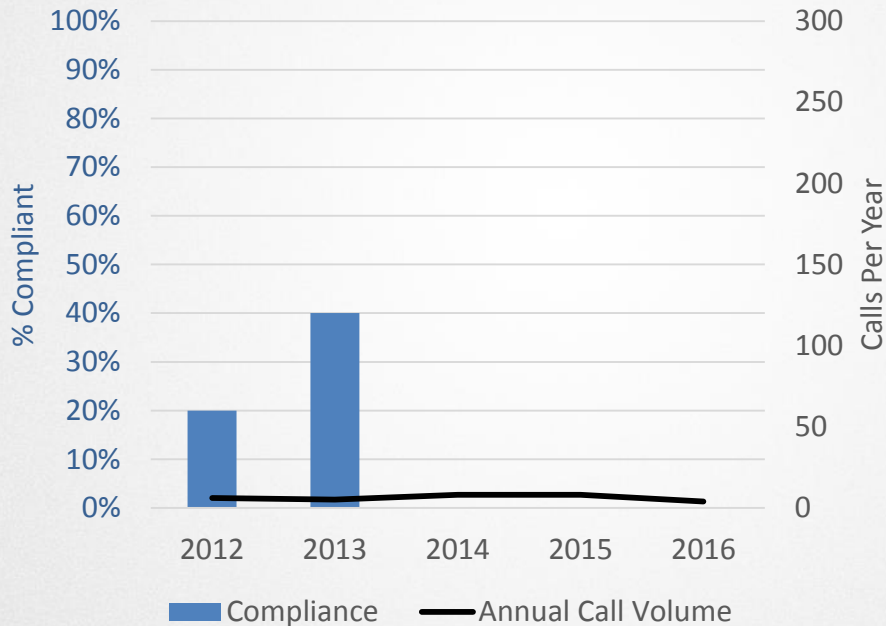
Annual call volume continues to increase. Proposed Station 152 response area meet the threshold for planning a fire station in 2014.

STAFF RECOMMENDATION

Continue with the planning, construction and staffing of Station 152.

PERFORMANCE GAP: PZ8

Planning Zone 8



PLANNING ZONE 8

Dawson Ridge, Keene Ranch, and Twin Oaks

COMPLIANCE

Consistently below the 90% mark.

CALL VOLUME

Maximum annual call volume of 8 calls per year.

STAFF RECOMMENDATION

The Department should continue to closely monitor the growth, call volume and performance in Planning Zone 8.

CRITICAL TASK ANALYSIS

DEFINES THE RESOURCES NEEDED ON ANY GIVEN INCIDENT

WHAT NEEDS TO GET DONE?

The team created a list of tasks that must be accomplished to mitigate the incident a given incident.

HOW MANY PEOPLE?

Using the task list, the team determined how many people were needed to accomplish all the tasks.

WHAT EQUIPMENT IS NEEDED?

The team then evaluated what equipment is needed to mitigate the incident.

WHAT APPARATUS IS NEEDED?

The team then evaluated what type of apparatus is needed to mitigate the incident.

HOW HAS IT BEEN WORKING?

Have the current CTAs been working?

RECOMMENDED CHANGES

Based on past incidents and industry best practice, what do we need to change?

CTA CHANGES *RECOMMENDED*

↑ Additional resources on 12 call types

↓ Reduction of resource on 3 call types

✓ Modified Tasks on 9 call types

RECOMMENDATIONS

2017 STANDARDS OF COVER

1. Continue with the planning, construction and staffing for Station 152.
2. Closely monitor PZ6 for growth, increasing calls for service and performance.
3. Closely monitor PZ9 for growth, increasing calls for service and performance.
4. Implement the CTA Team's recommended changes.
5. Provide annual updates to the Public Safety Commission, Town Manager and Town Council.



THANK YOU

STAFF RECOMMENDS THE ADOPTION OF THE
2016 RISK ASSESSMENT
AND
2017 STANDARDS OF COVER