STANDARDS OF COVER
2018

CASTLE ROCK FIRE RESCUE COLORADO

This Page Intentionally Left Blank

2018 Standards of Cover

Castle Rock Fire and Rescue Department would like to recognize and thank the following members for the time, effort and attention to detail in the creation of this document.

Fire Chief Arturo Morales

Deputy Chief Norris Croom III

Battalion Chief Eric Morgenthaler

Assistant Chief Craig Rollins

Deputy Fire Marshal Brian Dimock

Lieutenant Jay Allen

Lieutenant Oren Bersagel-Briese

Lieutenant Jason Butts

Fire Fighter / Paramedic Eric Bockhacker

Fire Fighter / EMT Caleb McNeil

Fire Fighter / EMT Geoff Polidoro

Fire Fighter / EMT Casey Venafro

Rocky Mountain Accreditation & Professional Credentialing Consortium

Summary of Changes		
Date of Change	Summary	Approved
July 2018	2013 – 2017 Data tables, 2017 Data, & 2018 – 2022 Benchmarks, Update to Executive Summary, Conclusion and Recommendation	July, 17 2018 Resolution 2018-066
May 2019	• Updated all data tables and charts to reflect the most recent 5-year timeframe (2014-2018). • Updated all sections and appropriate data tables and charts to reflect the addition of Station 152. • Updated Executive Summary, Conclusions, and Recommendations based on progress made since 2017	May 21 2019 Resolution 2019-XXX

This Page Intentionally Left Blank

2018 Standards of Cover

Executive Summary

The Castle Rock Fire and Rescue Department's vision is "To be the best at providing emergency and prevention services". As such, the Department is committed to continuous quality improvement. Following the model set forth by the Commission on Fire Accreditation International (CFAI), the Department updated the 2011 Community Risk Assessment and Standards of Cover. During this update, the Department elected to create two separate, yet dependent documents, the 2016 Risk Assessment and this Standards of Cover. The 2016 Risk Assessment may be found on the Department's Strategic Documents web page and highlights the risks within the jurisdiction by geographic planning zone and service provided. The key elements of the Standards of Cover include levels of service to be provided, analysis of current response capabilities by geographic area, and recommendations to maximize the efficiency of all resources to obtain the best possible emergency response keeping consistent with community expectations.

A general overview of the Department is included at the beginning of this document. This overview includes a description of the community served, to include legal basis, history of the agency, service milestones, financial basis, area description that includes topography, climate, population, and demographic information, as well as community expectations. It also includes a description of the current services provided, the current deployment strategy, community response history, performance objectives, and an evaluation and compliance methodology.

As part of the 2016-2019 Strategic Plan, the Department conducted several community open houses to gather feedback and insight into the community's priorities, expectations, and concerns. The top five priorities were: emergency medical services (EMS), fire suppression, wildland fire suppression, technical rescue, and hazardous materials mitigation. The top five community expectations were: response times, education/training of members, up to date equipment/apparatus, professionalism or quality personnel, and ensuring that the Department can deliver the core services. Finally, the community's top five concerns were: growth/development with the Town, staffing, resources, public education, and funding. With the exception of public education, the concerns focused on the Department's ability to keep pace with the growth in the area. Concerning public education, the community's concern focused on an apparent lack of outreach. This concern was addressed in the 2016-2019 Strategic Plan, specifically strategic goal #5: Develop an enhanced public outreach and education program. Since the adoption of the 2016-2019 Strategic Plan, the Life Safety Division has implemented an enhanced public education program, to include conducting a minimum of six community open houses annually, hired an additional public educator, developed the Safer Senior, distracted driver, and Health Risk (early teens) programs, and expanded on existing partnerships with other Town departments.

The Department evaluates the performance of the first arriving unit (distribution) and the arrival of the effective response force (concentration). The effective response force is the minimum number of personnel, equipment, and apparatus needed to mitigate a given type incident, and it's level of risk (low, moderate, high/special). Generally, the higher the risk level, the great number of resources needed. Additionally, the Department evaluates performance based on population density (rural: less than 1000 residents/mile^2, urban:

greater than 1000 residents/mile^2). When reporting performance, the Department reports call processing time, turnout time, and total response time. The total response time is the time experienced by the customer and includes all aspects of the response:

- Call processing time: time from when the call is received to units dispatched
- Turnout time: time from dispatch to apparatus leaving the station
- Travel time: time from leaving the station to arriving on-scene

For the evaluation period, the Department's performance for the 1st arriving unit remained relatively stable. In rural population areas, the total response time has decreased from 9:50 in 2014 to 9:30 in 2018. In urban population areas, the response time has increased from 8:10 in 2014 to 8:20 in 2018.

Evaluating the effective response force poses a challenge in that, with the exception of emergency medical services, there are too few incidents to perform meaningful statistical analysis or trending. Even so, the Department annually tracks and reports all effective response force incidents for EMS, fire, hazardous materials, wildland fire suppression, and technical rescue at all risk levels (low, moderate and high/special).

Considering that EMS represents 61% of the total call volume, the Department closely monitors its performance for this service category. For moderate risk EMS incidents in rural population areas, the total response time has increased from 10:20 in 2014 to 11:30 in 2018. For moderate risk EMS incidents in urban population areas, the total response time has increased from 9:10 in 2016 to 10:10 in 2018. The cause(s) of these increased response times is not yet known. However, the Department will conduct a root cause analysis to determine the cause(s) and recommend corrective action(s), if applicable.

Consistent with its commitment to continuous quality improvement, the Department has defined a compliance methodology and continuous improvement strategy that includes monthly annual reporting requirements. Monthly, the Department reports on performance (call processing, turnout, 1st arrival, and moderate risk EMS effective response force) against adopted benchmarks. Annually, the Department reports on performance for all services (1st arriving and ERF) and risk levels against adopted benchmarks, trends, any service gaps to include recommendations and performance standards for the following year.

In reviewing the data in its entirety, the Department's performance for the 1st arriving units has improved since 2014. However, there are specific planning zones that cannot be reached within the adopted performance standards. These are planning zone 6 (specifically Cobblestone Ranch, and Liberty Village), planning zone 8 (Yucca Hills and Keene Ranch), and portions of planning zone 7 (specifically Bell Mountain Ranch, Ditmars Ranch, Sellars Creek, and Lost Canyon Ranch).

Planning zone 6 has experienced an increase in residential growth for the last few years. However, annual call volume, while increasing, remains relatively low with a maximum annual call volume of 151 in 2018.

Planning zone 8 is a remote and sparsely populated area that experiences an extremely low call volume (less than 12/year). The Department has no plans to modify its deployment to improve response times in planning zone 8.

2018 Standards of Cover

Planning zone 7 has been growing for several years. The Department recognized the increased call volume and performance gap in the area and opened Station 152 in August 2018. The placement of the new station also allowed the Department to reconfigure existing station boundaries to help balance workload response times. However, even with the opening of Station 152, there are still portions of planning zone 7 that will exceed response time goals due to the distance from a fire station. However, these areas are primarily agricultural or livestock, have a very small population, and generate a very small number of calls (maximum of 12 calls annually).

The Department's vision is "To be the best at providing emergency and prevention services". While striving "to be the best", the Department must make changes, based on sound statistical data, that would allow for an improvement in the delivery of services and increased safety to the community as well as emergency responders. Understanding the current financial and political climate, as well as the costs associated with any recommendation, the Department reviewed each of the following recommendations to ensure they are consistent with community expectations, within the scope and reach of the Department, and achievable with existing resources or plans. Therefore, the following recommendations were made in 2019 based on the results of the standards of cover process:

- Perform a root cause analysis for the decreasing Moderate Risk EMS performance, complete with potential corrective action(s).
    - Accreditation Manager: 4Q2019
- Closely monitor PZ6 for growth, increasing calls for service and performance.
    - Accreditation Manager: Ongoing at least annually
- Closely monitor PZ9 for growth, increasing calls for service and performance.
    - Accreditation Manager: Ongoing at least annually
- Monitor the potential growth in PZ8 to anticipate changes that may drive the need for additional resources.
    - Accreditation Manager & Fire Chief: Ongoing

Finally, the Department should provide an annual report to the Public Safety Commission, Town Manager and Town Council that details call volumes and trends, updated baselines and benchmarks, and any service gaps and recommended action (if any).

This Page Intentionally Left Blank

RESOLUTION NO. 2018-066

A RESOLUTION APPROVING THE TOWN OF CASTLE ROCK FIRE AND RESCUE DEPARTMENT 2018 STANDARDS OF COVER UPDATE

WHEREAS, The Town has adopted the 2016 – 2019 Strategic Plan, and 2014 – 2019 Fire Master Plan to provide direction for the growth and development of the Fire Department, and the emergency services provided to the Town of Castle Rock; and

WHEREAS, the Fire and Rescue Department, through the Fire Chief, has prepared an updated Standards of Cover, in accordance with the Commission on Fire Accreditation International (CFAI); and

WHEREAS, the Fire and Rescue Department recommended adoption of the proposed 2018 Standards of Cover to Town Council; and

WHEREAS, Town Council finds that the 2018 Standards of Cover is a data driven, historical review of the Department's performance, identifies risks within the Town, and provides significant value in establishing performance benchmarks for the next five years, subject to annual review and update.

NOW, THEREFORE BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF CASTLE ROCK AS FOLLOWS:

Section 1. Approval. The Town of Castle Rock Fire and Rescue Department 2018 Standards of Cover attached as ***Exhibit 1*** are hereby approved.

PASSED, APPROVED AND ADOPTED this 17th day of July, 2018, by the Town Council of the Town of Castle Rock, Colorado, on first and final reading by a vote of 5 for and 0 against.

ATTEST:

Lisa Anderson, Town Clerk

TOWN OF CASTLE ROCK

Jennifer Green, Mayor

Approved as to form:

Robert J. Slentz, Town Attorney

Approved as to content:

Norris W. Croom, Acting Fire Chief

TOWN OF CASTLE ROCK SEAL APRIL 14, 1881 COLORADO

This Page Intentionally Left Blank

Table of Contents

A. Introduction *1*
Purpose 1

B. Description of Community Served *1*
Legal Basis 1
History of the Agency 2
Service Milestones 4
Financial Basis 5
Area Description 6
Topography 6
Climate 6
Population 8

C. Community Expectations *10*
Community Expectations 10
Community Expectations, Concerns, and Priorities 10

D. Services Provided *12*
Service Delivery Programs 12
Current Deployment 14
Fire Headquarters 14
Station 151 14
Station 152 14
Station 153 15
Station 154 15
Station 155 15
Public Safety Training Center: 16

E. Historical Perspective and Summary of System Performance *17*
Community Response History 17
Composition of Total Response Time 20
Data Analysis and Statistical Limits 21
Distribution Factors 22
Station 151 29
Station 152 33
Station 153 37
Station 154 41
Station 155 45
Planning Zone 1 (PZ1) 48
Planning Zone 2 (PZ2) 50
Planning Zone 3 (PZ3) 54
Planning Zone 4 (PZ4) 57
Planning Zone 5 (PZ5) 60
Planning Zone 6 (PZ6) 63
Planning Zone 7 (PZ7) 66
Planning Zone 8 (PZ8) 69
Planning Zone 9 (PZ9) 72
Interstate 75
Concentration Factors 79
Emergency Medical Service (EMS) 80
Concentration Factors: Fire 87
Concentration Factors: HAZMAT 92
Concentration Factors: Wildland 96
Concentration Factors: Technical Rescue 100
Concentration Factor: Summary 104

Reliability Factors 105
Comparability 119

F. Performance Objectives (Baselines and Benchmarks) ***120***
Baseline performance statements 120
Performance Baselines: Call Processing and Turnout 120
Performance Baselines: Fire Suppression 122
Performance Baselines: HAZMAT 123
Performance Baselines: Wildland 124
Performance Baselines: Technical Rescue 125
Benchmark Performance Statements 126
Performance Benchmark: Call Processing and Turnout 126
Performance Benchmarks: EMS 127
Performance Benchmarks: Fire Suppression 128
Performance Benchmarks: HAZMAT 129
Performance Benchmarks: Wildland 130
Performance Benchmarks: Technical Rescue 131

G. Evaluation and Compliance Methodology ***133***
Evaluation Methodology 133
Compliance Team / Responsibility 134
Continuous Improvement Strategy 134

H. Conclusion and Recommendations ***135***
Conclusions ..... Error! Bookmark not defined.
Recommendations ..... Error! Bookmark not defined.

Appendices, Exhibits and Attachments ***137***
Appendix A: Community Survey Definitions 1
Appendix B: 2016 Critical Task Analysis 1
Appendix C: Emergency Medical Services Data Tables 1
Appendix D: Fire Suppression Data Tables 1

2018 Standards of Cover

A. Introduction

Purpose

The 2017 Standards of Cover works in conjunction with the 2016 Risk Assessment to identify, define and, if possible, quantify the risks within the community and detail how the Castle Rock Fire and Rescue Department (CRFD) prepares for, responds to, and works to mitigate those risks. The Standards of Cover defines the level of service CRFD provides to the jurisdiction. This level of service examines the historical response characteristics within the jurisdiction and establishes a baseline performance criteria, as well as benchmarks, or performance goals, for the first arriving apparatus and the balance of the effective response force (ERF). The ERF represents the complement of apparatus, people and equipment required to mitigate a "typical" emergency. The ERF is entirely dependent on the type and magnitude of the incident. Generally speaking, the larger the incident or greater risk to the community, the more resources are required. To determine the ERF, the Department completed a review of all its incident types and risk level to establish a list of critical tasks. These tasks were then compared to the resources assigned to that call type, and response plans were adjusted accordingly (adding resources to some and removing resources from others).

As stated, the Standards of Cover sets the level of service for the Department, and once approved by the Town of Castle Rock Town Council, establishes the CRFD's response and performance standards that will be reviewed and reported on at least annually.

B. Description of Community Served

Legal Basis

The Town of Castle Rock (TCR), 28 miles south of Denver, founded in 1874, is the county seat of Douglas County, Colorado, and named for the prominent castle tower-shaped butte near the center of town. The CRFD is the fire, rescue, and emergency medical services provider for the Town of Castle Rock, Colorado and the Castle Rock Fire Protection District (CRFPD). The CRFD is a municipal department operating under the TCR, with seven council members elected to four-year terms, one of which serves as mayor.

The TCR operates as a "home rule" municipality under the Constitution of the State of Colorado, and under the Council-Manager form of government.

As outlined in the Castle Rock Municipal Code, Section 3-4, Other Offices, (3), "the Fire Chief, who shall be responsible for planning and directing the work of the fire department, and shall perform such other duties required by this Charter, or as required by the Council or the Town Manager and not inconsistent with this Charter."

Additionally, Section 8.02.010 Emergency Response Authority of the Castle Rock Municipal Code states the following:

> "The Castle Rock Fire Department, the Fire Chief, and his or her duly authorized representatives are hereby assigned as the designated emergency response authority for hazardous materials incidents within the Town of Castle Rock. The Fire Chief shall provide an emergency response to hazardous materials incidents by taking necessary initial action to minimize the effects of such an incident and provide continued supervision and authority over all further efforts to eliminate the threat of immediate and irreparable harm to the environment or public health and safety."

History of the Agency

According to the book, *Douglas County, Colorado: A Photographic Journey*:

> "On April 10, 1892, Mayor W.E. Carver was authorized to purchase 300 feet of fire hose at 20 cents a foot. It was to be mounted on a homemade two-wheel cart. Thus began the Castle Rock Fire Department. On April 8, 1896, Ike Satler was appointed Fire Chief and instructed to organize a company of seven men. By June, he had purchased caps, belts, and blouses. In 1914, the town erected a fire tower and bell; unfortunately, they were destroyed by a cyclone in 1937. Between 1903 and 1915, there were many disastrous fires. A meeting was called January 22, 1915 to mobilize a volunteer fire department. On February 1915, the organization was complete."

The Castle Rock Fire and Rescue Department was formally organized in 1915. On January 22, 1915, a meeting of the citizens of Castle Rock was held for the purpose of organizing a volunteer fire department. The meeting was called to order and L.L. Hunter was elected Chairman and E.S. Triplett was elected Secretary. Members were appointed to develop by-laws to govern the organization.

During the January 29, 1915 meeting, the Committee of Rules and Bylaws reported on the developed bylaws. A motion approved the developed bylaws as written.

Based on meeting minutes on February 2, 1915, the Castle Rock Fire Department was established and made permanent. Bylaws were discussed section by section during this meeting and were adopted as read and corrected. Officers were elected during this meeting. U.S. Sturdevant was elected Foreman, Will Shellabarger 1st Assistant Foreman, E.S. Triplett Secretary, and E.C. Peterson Treasurer. A General Committee was established and ordered to meet with the Town Council at their next regular meeting.

On March 2, 1915, the name of the organization was changed to the Castle Rock Hose Company No. 1.

As noted in the meeting minutes, on June 8, 1915, "the department was called out to extinguish a fire in the chicken house on the property of Nora O'Brien, the damage was nominal. Most of the members of the department were present."

The following historical summary of fire incidents was written by Edgar S. Triplett of Castle Rock on the Fire Department's 25th anniversary, February 1940. Edgar S. Triplett was one of the founding charter members of the Castle Rock Fire and Rescue Department.

> "The first fire that I can recall was about 1895. It was a small house about the size of and looking like a box car. It was situated on Elbert Street between Third and Fourth

Streets, about where the house owned by George Oliver, across the street from Ruth Lewis, now stands. As I remember it, there was not much damage.

In 1896, the school building burned. It was a complete loss. The fire was caused by a defective furnace. I was in the second grade at the time and well remember the commotion.

About 1903, I turned on my first fire alarm when I discovered the home of Gila Garrison at Fifth and Cantril Streets on fire. This also was a complete loss.

In about 1901 or 1902, the Douglas County Record building was destroyed. It was located where the Record-Journal building now stands (R.E.A. office). The hose cart at this time was kept in a shed at the rear of the old court house, at the alley on Fourth Street between Wilcox and Perry Streets. The bell was on top of a pole, with a wire hanging down to pull. That bell was from the old school house and is now mounted in the tower of the old fire house.

About 1909, the two-story store building of J.R. Woltzen at Third and Wilcox caught on fire. The lower half of this building was saved and was repaired. About a year later, it caught on fire again one night while Walter Strange, Roy Dakan, Clarence Day, and I were in it. It was in the winter, and the fire plug on the corner was frozen. During the delay in getting water, the building was destroyed. A bucket brigade saved the firehouse from burning.

About 1903 or 1904, the Grade School building caught on fire through a defective heating plant. This fire was extinguished without serious damage to the building. I was also in this building when it caught on fire.

In 1910, the high school building burned to the ground one night. The fire had gained so much headway when it was discovered that it could not be put out. The cause of this fire was laid to a defective heating plant.

In 1913, the livery barn located on Wilcox Street between Fourth and Fifth Streets was destroyed by fire.

About 1907, the stores of Burke Bros., Mrs. McConnell and Walter Sharp, located north of the Court House, were destroyed by fire (Where Ross King's house is now). This fire occurred on a cold night; and as they were old frame buildings, they were totally destroyed after a hard battle by the citizens with their limited equipment. A year later, the store of the same Mrs. McConnell burned one night with total loss of building and contents. This building was located on Wilcox Street next to the Stone Cafe.

In 1910 or 1911, the Santa Fe Depot, located just north of where the present depot is standing, was destroyed by fire.

My object of citing these disastrous fires is to give the reason for the meeting that was called early in 1915 to organize a fire department."

One of the most significant fire events in Castle Rock was the fire which destroyed the Douglas County Courthouse. On March 11, 1978, the Courthouse, located in downtown Castle Rock, was destroyed by an intentionally set fire. The fire was started by a teenage

girl, allegedly upset that her male friend has been detained in the Douglas County Jail. The building's wooden interior was engulfed in minutes. The building was a total loss and was scraped off the site in April 1978.

In 1993, the Castle Rock Fire and Rescue Department hired its first career Firefighter/Paramedic.

On July 1, 1997, the Castle Rock Fire and Rescue Department started staffing Station 151 (downtown Castle Rock) 24-hours a day and began providing paramedic ambulance transportation. Prior to this date, ambulance transportation was provided by several different private ambulance companies.

Today, the Castle Rock Fire and Rescue Department is a full-service, career organization, staffing four (4) fire stations, protecting the life and property of TCR (34 square miles with approximately 59,000 residents) and those within the Castle Rock Fire Protection District (CRFPD) (32 square miles with approximately 2,000 residents).

Service Milestones

On August 21st, 1998, Station 154 opened near the intersection of Meadows Parkway and Prairie Hawk Drive. This was the first new station built since 1980, and drastically reduced the response times into the north and northwest sections of the Town.

In March 1999, Station 151 and Fire Headquarters opened in its current location on Perry Street. This new building replaced an 80+ year old facility on Third Street that was actually several buildings that had been tied together, was extremely outdated, not up to code, and not capable of housing newer, larger apparatus or crews.

In 2001, the Department completed planning and construction of a Fire Training Center located near downtown Castle Rock. The $1 million facility includes a tower, burn rooms, confined space training prop, and a ventilation simulator.

In 2003, Station 155 opened on Crowfoot Valley Road near the intersection of Sapphire Point. The firehouse was dedicated on August 16, 2003 and currently operates the quint company and a brush unit serving the northeast area of the Town of Castle Rock.

Chief Arturo Morales was hired as the Fire Chief in March 2003. Under his leadership, the Department established a Strategic Master Plan in 2004 that was updated in 2005, 2010, and 2016.

In 2012, the Department received its initial appointment as an Internationally Accredited Agency with a unanimous vote from the Commission on Fire Accreditation International (CFAI).

In 2013, Station 153 was renovated to accommodate additional staffing and place Medic 153 in service. Medic 153 is the Department's third ALS transport unit.

Modern fire apparatus, including two ladder trucks (quint), brush apparatus, engines, and medic units (ambulances) have been purchased throughout the last 5 years. The oldest front-line vehicle in the fleet is Engine 153 a 2017 Pierce. The oldest reserve apparatus is Engine 159 a 2014 KME. All apparatus purchases have been part of the Town of Castle

Rock's Fleet Replacement Program that has heavy apparatus serving 10 years as front line and an additional five years as reserve. Medic units are replaced every five years.

In 2017, the Department received its second appointment as an Internationally Accredited Agency with a unanimous vote from the Commission on Fire Accreditation International (CFAI).

In August 2018, Station 152 opened serving the Crystal Valley Ranch, Lost Canyon Ranch, and portions of Plum Creek and Bell Mountain Ranch.

Financial Basis

The Castle Rock Fire and Rescue Department is funded through the Town of Castle Rock's annual budget. Within the budget, the Department is funded through major and non-major government funds. A majority of the Department's funding is derived from the General Fund (major government fund). This fund is used to account for resources traditionally associated with government, which are not required legally or by sound financial management to be accounted for in another fund. The functions accounted for within this fund include general government, police, fire, parks maintenance, zoning and historic preservation, and related capital projects.

The Department also receives funding from the Castle Rock Fire Protection District through a court order. In the mid-1980s, the courts established that the Town was annexing the District's tax base and was thereby reducing the ability of the District to raise funds through property tax. The court order states the Town must provide service to the District, and the District provides the Town, funds in the amount of 5% of the Department's operational budget. This percentage reflected the number of calls that occurred within District boundaries.

The Fire Capital Fund is funded through the non-major government fund and accounts for resources and expenditures for the construction, expansion and improvement of fire facilities and other capital needs of the Department. The primary source of revenue in this fund is from development impact fees, which are collected at the time a building permit is issued.

Town of Castle Rock General Fund revenues are derived from taxes, licenses and permits, intergovernmental agreements, charges for service, fines and forfeits, investment earnings, contributions and donations, other revenue, and transfers in. The Department is approximately 32% ($16,201,102) of the 2018 Town of Castle Rock General Fund ($51,445,199). Revenue that supports the growth of the community in the Fire Capital Fund comes from impact fees that are generated by development in Castle Rock. The 2018 Fire Capital Fund of $1,080,547 includes funding for the remaining construction of Station 152.

The Town of Castle Rock and the Castle Rock Fire and Rescue Department are subject to funding restrictions. TABOR, or the Taxpayer Bill of Rights, is an amendment to the Colorado Constitution approved by voters in 1992. This amendment places limits on the amount of revenue a government can collect and spend and requires voter approval for certain changes in tax policy. Local or Castle Rock revenue growth is limited to annual

growth plus inflation for the prior year. Due to these funding limitations, department budget projections are difficult to forecast beyond the next fiscal year.

The basic calculation for TABOR is:

- Year one revenue multiplied by the prior year's inflation plus local growth (change in assessed value) = the allowable fiscal year spending / revenue limit

In November 2016, the Town of Castle Rock voters approved approximately $700,000 in excess revenue to be kept and used for public safety improvements. With its portion of these funds, CRFD has approved the purchase of a second set of heavy extrication equipment, automatic external defibrillators (AED) for all Town owned facilities and Police Department patrol vehicles, and "stop the bleed" kits to be placed with the AEDs in all the schools.

Area Description

Topography

The Castle Rock Fire and Rescue Department serves an area of approximately 66 square miles. The service area is comprised of the Town of Castle Rock, which is approximately 34 square miles, and the remaining area is that of unincorporated Douglas County. The area served is located in central Colorado on Interstate 25, roughly 28 miles south of Denver and 37 miles north of Colorado Springs. The elevation of Castle Rock is 6,202 feet. This area lies in the Colorado Piedmont on the western edge of the Great Plains. The front range of the Rocky Mountains are a few miles to the west. East Plum Creek, a stream within the South Platte River drainage basin, runs north then northwest through Castle Rock.

Common topographical features for both the Town and the district consist of rock outcroppings, steep hillsides, cliffs, canyons, mesas, and plateaus. Castle Rock, the castle-shaped butte that is the town's namesake, sits near the town's center, immediately north of downtown. The area is covered with large meadows of grass, small plants, scattered juniper trees, and open Ponderosa Pine woodlands. Other trees common to the area include Gambel Oak, Pinyon, and Pinyon Pine.

These features and fauna are found throughout each of the four station districts and impact the type of risk, equipment, and training that may be needed. The risks range from wildland and interface fires to high/low angle rope rescue over varied terrain and conditions. As such, each station houses a brush truck and all personnel are trained to the operations level in rope rescue.

These features do not have a significant impact on responses as apparatus have been designed to function effectively in this environment. Engines and medic units have the requisite horsepower to navigate the changes in elevations, brush trucks are designed to travel both on and off road, and station locations were previously determined to accommodate the growth as directed in the Town's Master Plan.

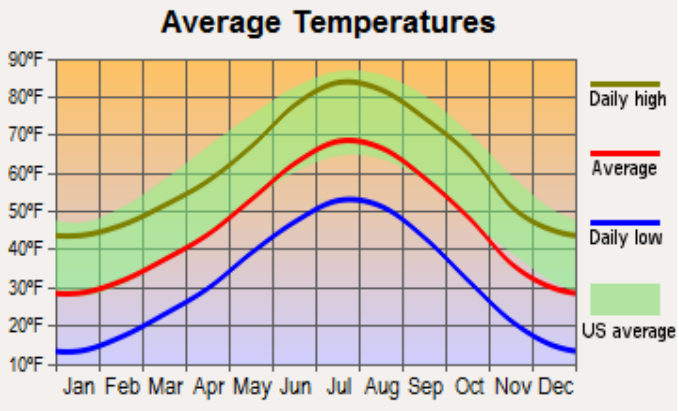
Climate

Castle Rock has a semi-arid climate with hot, dry summers and cold, dry winters. The area enjoys roughly 255 days of sunshine per year. On average, the town receives 16.8 inches of

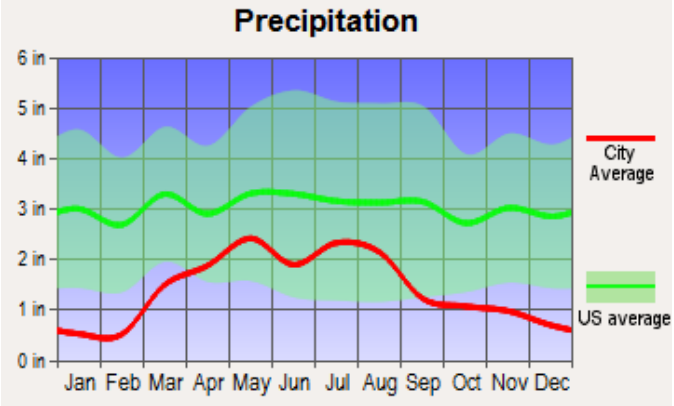
precipitation annually, snowfall averages 62.5 inches per year, and the average humidity in the area is 40 percent. The coolest month is January with an average high of 44.8 and low of 12.5 degrees. The warmest month is July with an average high of 85.6 and low of 53 degrees. May is typically the wettest month.

The state of Colorado is ranked number 10 in lightning strikes and Castle Rock gets substantial lightning activity.

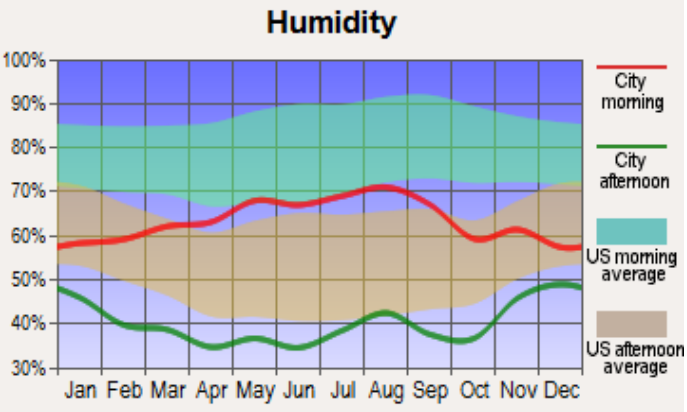
Area Description Chart 1.0



Area Description Chart 2.0



Area Description Chart 3.0



Population

CRFD provides fire and emergency services to roughly 73,000 residents within a 66 square mile jurisdiction, with an overall population density of 1106 residents/mile^2. CRFD defines population densities as follows:

Rural: Less than 1,000 residents/mile^2

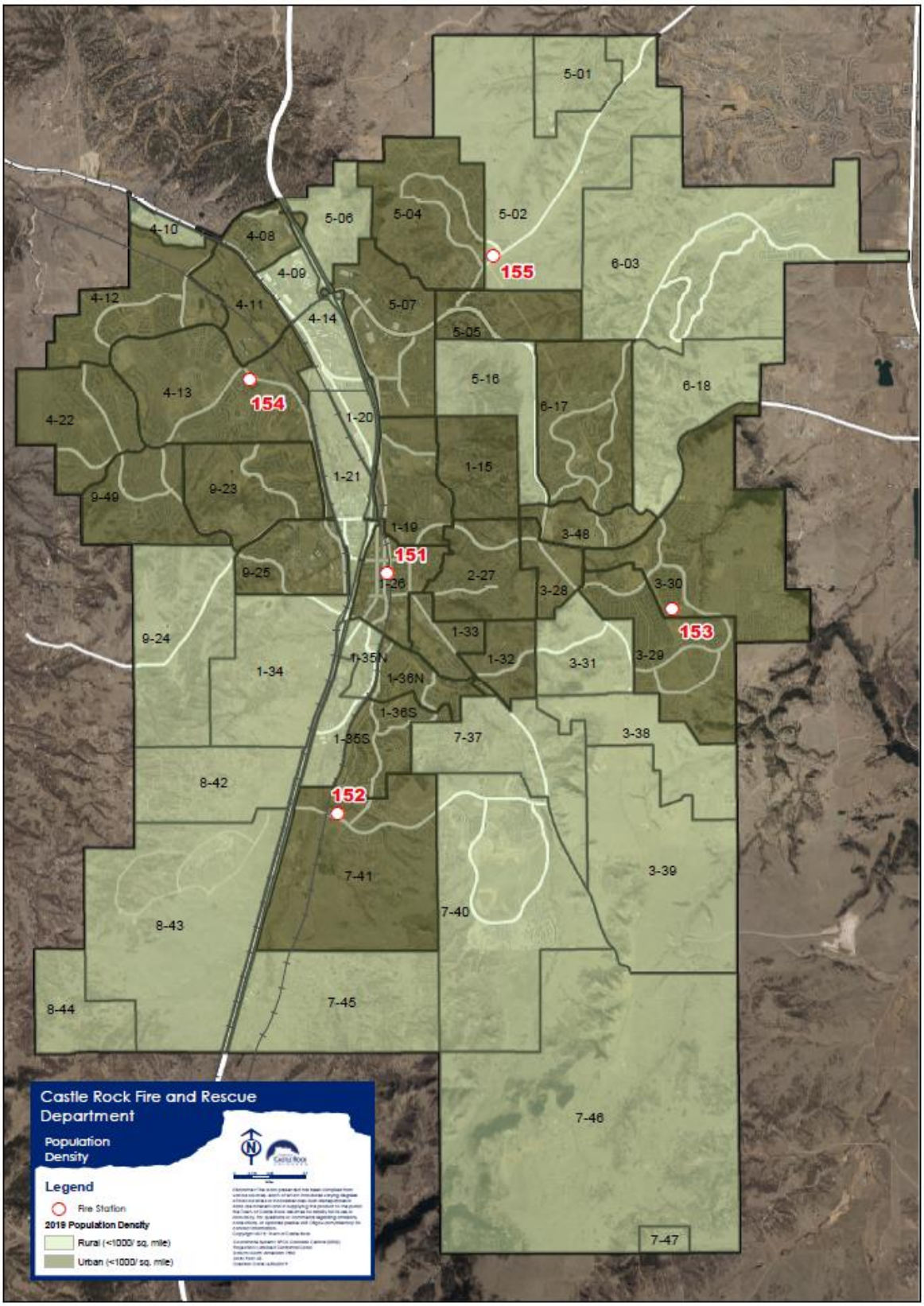
Urban: Greater than 1,000 residents/mile^2

Overall, CRFD's jurisdiction is considered urban with more than 1,000 residents/mile^2. However, CRFD's jurisdiction is divided between two entities, the Town of Castle Rock (TCR), and the Castle Rock Fire Protection District (CRFPD). The Town of Castle Rock's Development Services maintains an annual estimate of the resident population for the 34 square miles of the Town of Castle Rock. As of April 2019, the population within town limits is estimated at 71,000. The population density for the Town is 2,088/mile^2 and is considered an urban population density. The Castle Rock Fire Protection District represents the remaining 32 square miles of CRFD's jurisdiction and has an estimated population of 2,000 residents. CRFPD's population density is 63 residents/mile^2 and is considered a rural population density. Furthermore, the population is concentrated in neighborhoods throughout the jurisdiction resulting in pockets of higher population densities. Therefore, CRFD has determined the population density within each of the 56 fire management zones (FMZ) and assigned a density value of rural or urban as appropriate. The Department has established performance guidelines for the rural and urban population densities. These performance guidelines are monitored monthly and revised annually as needed.

Based on the Department's 2015 Daytime Population Study (Town of Castle Rock, 2015), the average daily transportation population on the road system in the Castle Rock area is approximately 118,070 vehicles per day or about 4,920/hour. Compared to data collected in 2011, there has been a total increase in traffic of 13.5%. Peak travel hours for Interstate 25, State Highway 85, and State Highway 86 are 05:00 through 22:00 (5AM – 10PM). The daily population surge due to the influx of employees, customers, and visitors was estimated to reach 80,840 people.

Area Description Map 1.0 geographically shows the urban and rural population densities, with the urban density shown in dark green and the rural density shown in the light green..

Area Description Map 1.0: 2019 Population Density Map



C. Community Expectations

Community Expectations

Service Delivery Program Transitions

The Castle Rock Fire and Rescue Department has traditionally provided an "all-hazards" response. In the mid-1990s, the mission was modified to include Advanced Life Support (ALS) response, and in 1997, ALS transport was added. ALS transport was added after the private ambulance company that had served the area ceased operations and pulled out of the county entirely.

Since 2001, the Department has continued to ensure that the level of service for an all-hazards response has been maintained. Through community surveys, the Department has consistently been ranked as number one in services provided by the Town to the community.

Community Expectations, Concerns, and Priorities

As a cornerstone of the 2016 – 2019 Strategic Plan, CRFD hosted several community open houses to gather community input and feedback. The purpose of these meetings was two-fold. First, to educate the community on the services CRFD provides, the capabilities and limitations of those services, as well as provide a brief overview of the Department structure and finances. Second, CRFD asked participants to rank the Department's services, as well as provide their expectations and concerns.

Based on the feedback from the open houses, the community ranked CRFD's services as seen in Table 1.0.

Community Expectation Table 1.0

	SERVICES
1	Emergency Medical Services
2	Fire Suppression
3	Wildland Fire Suppression
4	Technical Rescue
5	Hazardous Materials Mitigation
6	Domestic Preparedness Planning and Response
7	Fire Prevention
8	Public Education
9	Fire Investigation

The community was asked to share their expectations of CRFD. Table 2.0 lists the top 10 community expectations. Given the broad range of responses, the Department grouped similar responses into categories. The definitions of these categories can be found Appendix A: Community Survey Definitions.

Community Expectations Table 2.0

Top 10 Community Expectations	
1	Response Time
2	Training / Education
3	Equipment / Apparatus
4	Qualities
5	Core Service
6	Growth / Development
7	Public Education
8	Staffing
9	Community Involvement
10	Fiscal Responsibility

In addition to providing expectations, the attendees were asked to identify areas of concern within the Department, detailed in table 3.0.

Community Expectations Table 3.0

Top 10 Community Concerns	
1	Growth / Development
2	Staffing
3	Resources
4	Public Education
5	Funding
6	Response Time
7	Disaster Preparedness
8	Wildfire
9	Equipment / Apparatus
10	EMS

The above information was the basis for a two-day internal stakeholder meeting that resulted in the development of the 2016 – 2019 Strategic Plan. Definitions of the Expectations and Concerns categories, may be found in Appendix A: Community Survey Definitions. The Strategic Plan is available at Castle Rock Fire and Rescue Headquarters or online at http://crgov.com/fire/Strategic-Documents.

D. Services Provided

Service Delivery Programs

The Castle Rock Fire and Rescue Department protects the life and property of all residents in a 66 square-mile area, including the Town of Castle Rock and the Castle Rock Fire Protection District in Douglas County. Additionally, the Department services an estimated daytime population of roughly 80,840 people and 118,700 vehicles per day. The Department has 98 career members (96 uniformed staff), and three administrative volunteer members, who staff four fire/rescue stations 24 hours a day to provide fire and medical services to the community. In 2018, the Department responded to 5575 calls for service.

The Castle Rock Fire and Rescue Department Operations Division provides:

- Fire: vehicle and structural fire suppression response
- Wildland Urban Interface Fire Suppression: wildland, vegetation and open area fire suppression that may or may not threaten improvements or structures
- Technical Rescue: trench, confined space, building collapse, high/low angle rope rescue, heavy extrication, and water/ice rescue services
- Emergency Medical Services: Advanced Life Support (ALS) emergency medical services (paramedic ambulance transportation) with all field personnel, at a minimum, certified as EMT-Basics
- Hazardous Materials: operations and technician level response and mitigation
- Specialized: Tracked Rescue Vehicle (TRV153), four-wheel drive off highway vehicle (ATV151), air and light incident support trailer (AIR151), and two unmanned aerial systems (UAS)

The Castle Rock Fire and Rescue Life Safety Division provides:

- Fire code inspections of existing businesses
- Plan reviews
- New construction inspections
- Public education
- Post-incident fire investigation
- UAS services
    - Search & Rescue
    - Thermal & 3D mapping
    - Incident video / photo documentation
    - Remote IDLH reconnaissance
    - Construction site / access documentation

Additional non-emergency programs:

- Child passenger car seat installations
- Public CPR classes
- Tier II hazard assessments
- Smoke/CO alarm replacement program

Services Provided Table 1.0: Prevention and Life Safety Programs

Program Title	Description	Frequency
New Construction Plan Review	Construction plans for all projects within the district, including new buildings and tenant improvements are reviewed for code compliance and hazard abatement prior to the start of construction. Another option that is offered to the development community is a pre-project meeting to assist with meeting code requirements early into the project.	As needed
Existing Business Inspection	Occupancy inspections are conducted by certified inspectors to verify compliance with the fire code.	Dependent on risk level and other state mandates, attempting every 1-3 years
Fire Investigations	Fires are investigated by the FPO staff if the officer in charge cannot determine the cause or if other criterion is met.	As needed
Child Passenger Car Seat Installation / Inspection	Installations / inspections are performed by certified CPS Technicians.	As needed
Fire Extinguisher Training	This service provides CFR 1910.157 portable fire extinguisher compliant training for individuals and businesses using an electronic simulator.	As requested
CPR Training	Certified training is provided by certified personnel of CRFD.	Quarterly classes offered; others on an as-needed basis
Wildland Fire Mitigation Assessment	Wildland assessments are provided by trained members of CRFD. Assessments are completed using both FireWise and ICC, IWUIC code.	As requested
UAS Services	FAA approved UAS piloted by FAA licensed pilot. Can fly UAS during emergency and non-emergency operations based on policy.	As requested or needed

Current Deployment

Fire Headquarters is located within Station 151. The responsibilities of Fire Headquarters are listed below:

Fire Headquarters

Fire Headquarters is home to the Operations Division, Life Safety Division, Administrative Services Division, and the Office of the Fire Chief. Fire Headquarters opened in 1999.

Station 151

Station 151 is home to a quint, medic unit, battalion chief, type-III wildland engine, a reserve medic unit, and the 1928 antique fire truck.

Typical station assignments are:

- Quint 151: one Lieutenant, one Engineer, one Firefighter / EMT or Paramedic
- Medic 151: one Firefighter / EMT, one Firefighter / Paramedic
- Battalion Chief 151: one Battalion Chief

The type-III brush engine is cross-staffed as necessary.

Station 151 protects: Wilcox Square, Plum Creek, Baldwin Park, Castle North, and the Woodlands, as well as other neighborhoods and business districts. Several elementary schools, Douglas County High School, Castle Rock Town Hall, Douglas County administration buildings, parts of Interstate 25, and Rock Park also are in its service area.

Station 152

Station 152 is home to an engine, type-VI brush truck, tracked rescue vehicle (TRV), reserve engine, and the 1956 antique fire truck. In addition to CRFD's standard extrication equipment, Engine 152 also carries a compliment of heavy extrication equipment.

Typical station assignments are:

- Engine 152: one Lieutenant, one Engineer, and two Firefighter / EMT or Paramedic

The type-VI brush truck and TRV are cross-staffed as necessary.

Station 152 protects Crystal Valley Ranch, Bell Mountain Ranch, Lost Canyon Ranch, portions of Plum Creek, a small commercial area, an elementary school, and portions of Interstate 25.

Station 153

Station 153 is home to an engine, type-VI brush truck, medic unit, and hazardous materials unit (HM153).

The typical station assignments are:

- Engine 153: one Lieutenant, one Engineer, and one Firefighter / EMT or Paramedic
- Medic 153: one Firefighter / EMT, one Firefighter / Paramedic

The type-VI brush truck and HM153 are cross-staffed as necessary.

Station 153 protects Founders Village, Castle Oaks, Cobblestone Ranch, Castlewood Ranch, a small commercial area, a middle school, and three elementary schools.

Station 154

Station 154 is home to an engine, medic unit, type-VI brush truck, reserve engine, technical rescue response vehicle (squad) and trailer. In addition to CRFD's standard extrication equipment, Engine 154 also carries a compliment of heavy extrication equipment.

Typical station assignments are:

- Engine 154: one Lieutenant, one Engineer, and one Firefighter / EMT or Paramedic
- Medic 154: one Firefighter / EMT and one Firefighter / Paramedic

The brush truck and technical rescue response vehicle are cross-staffed as necessary.

Station 154 protects The Meadows, Highlands Vista, and Red Hawk areas. Also in the station's district are the Outlets at Castle Rock, a commercial area west of I-25, a high school, a middle school, three elementary schools, a large industrial area, and the Douglas County Sheriff's Office, which houses the Douglas County Regional Communication Center (DRCC) providing dispatch services.

Station 155

Station 155 is home to a quint, type-III wildland engine, reserve medic unit, and reserve quint.

Typical station assignments are:

- Quint 155: one Lieutenant, one Engineer, and one Firefighter / EMT or Paramedic

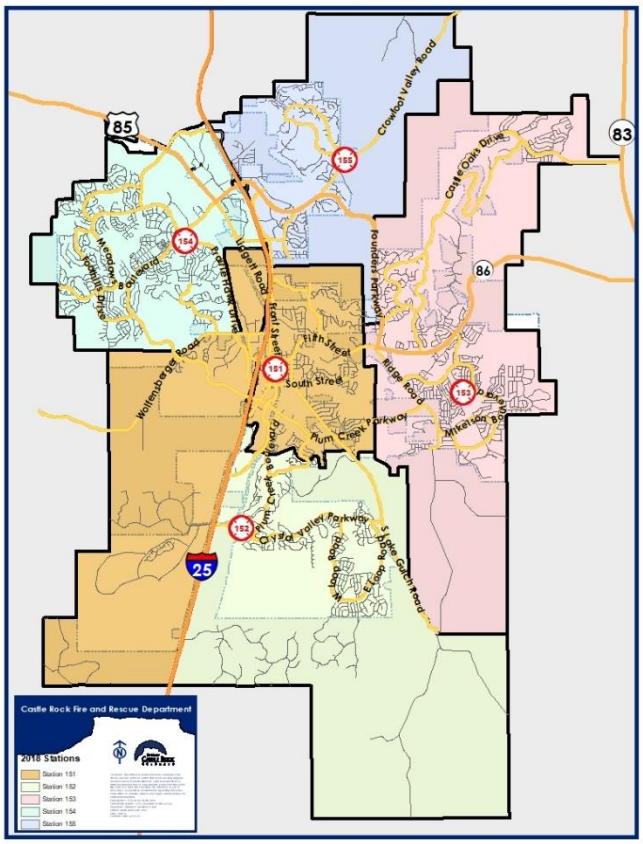
The type-III brush engine is cross-staffed as necessary.

Station 155 protects the residents on Crowfoot Valley Road, Founders Parkway, Silver Heights, Sapphire Point, Diamond Ridge, and Metzler Ranch, several schools, as well as the large commercial area east of I-25 on the north end of Town.

Public Safety Training Facility:

The Public Safety Training Facility (PSTF) once completed will be comprised of three facilities; the North Building, consisting of large classroom facilities, restrooms, and storage areas (now in the planning an d construction phase); the South Building with office spaces, and garage space/workshop for the Emergency Vehicle Technician (EVT); and the Fire Training Center (FTC), a five story training tower with class-A burn rooms on the 1st, 2nd and 4th floors. The PSTF is home to the Training Division (Training Chief and Training Captain), the support service unit, the air/light trailer, a four-wheel drive "gator", reserve staff car, reserve battalion vehicle, and snow plow.

Current Deployment Map 1.0

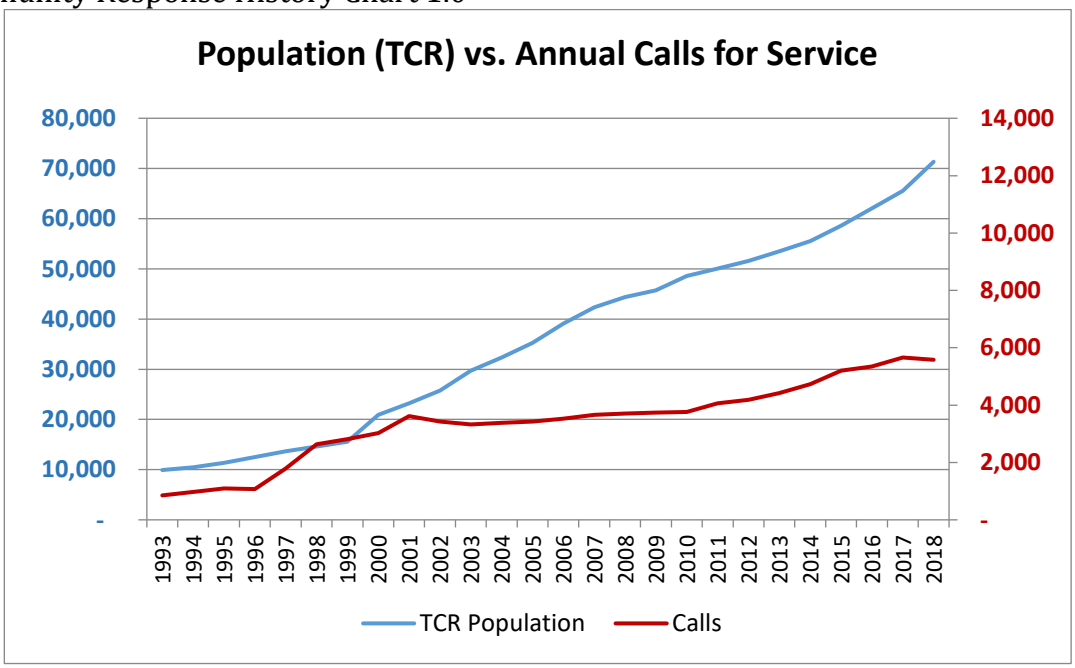


E. Historical Perspective and Summary of System Performance

Community Response History

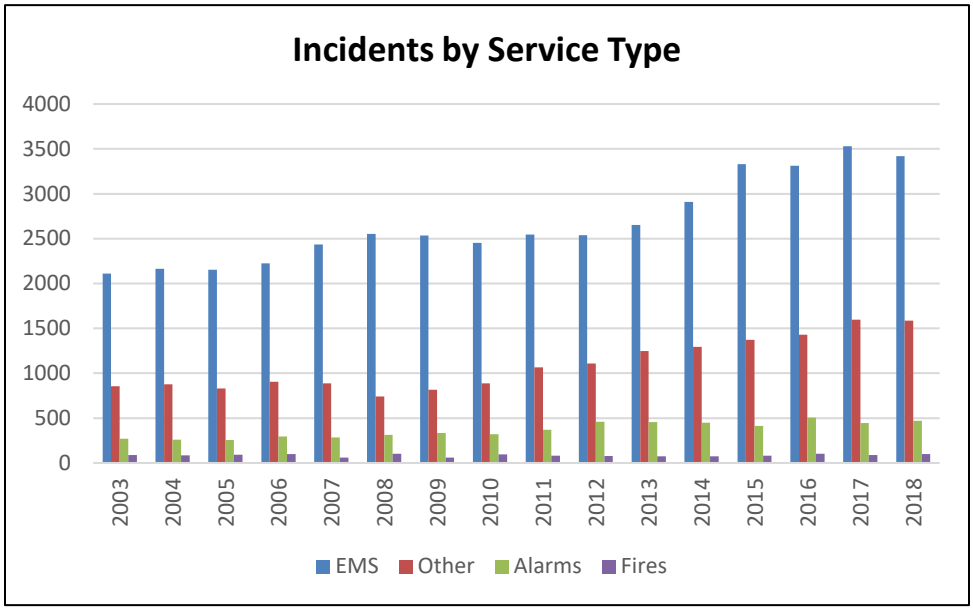
Since 2003, the population of the Town of Castle Rock has more than doubled; increasing at a rate of 6.6% annually. Since 2003, the call volume has increased by 68% and 3.6% annually. Over the past five years (2014 - 2018), the call volume has increased by 26%, 4.8% annually while the population grew by 33% and 5.9% annually. In 2018, there was a slight decrease in call volume of 85 incidents or 1.5% when compared to 2017.

Community Response History Chart 1.0



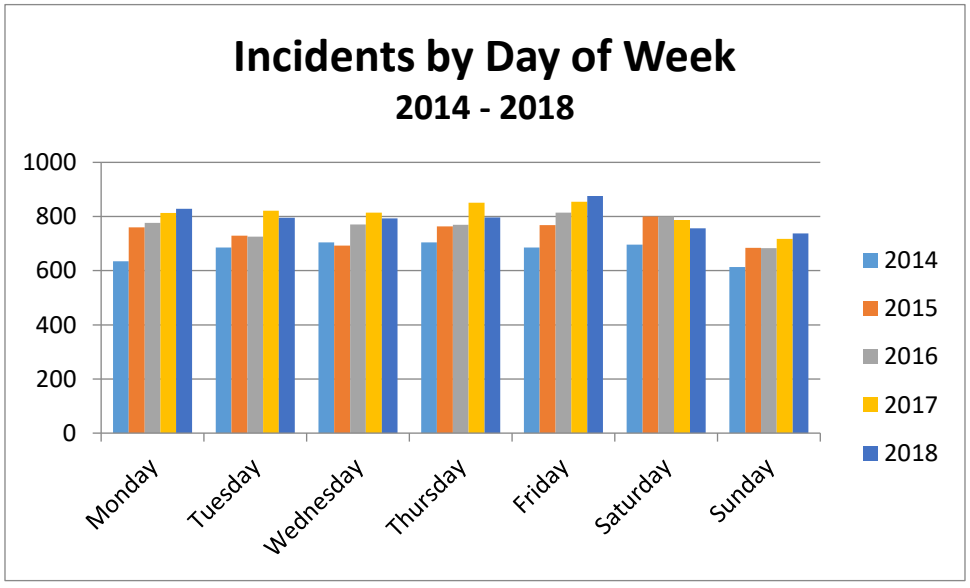
As the Department's call volume increases, the distibution of incidents across service types has also remained relatively static with EMS calls accounting for approximately 61% of the total call volume in 2018, and 64% since 2003. Fires represented 2% of calls in 2018, as well as since 2003. Alarms represented 8% of the calls in 2018 and 9% since 2003. Other calls, represented the remaining 28% of the calls in 2018, and 25% as since 2003.

Community Response History Chart 2.0



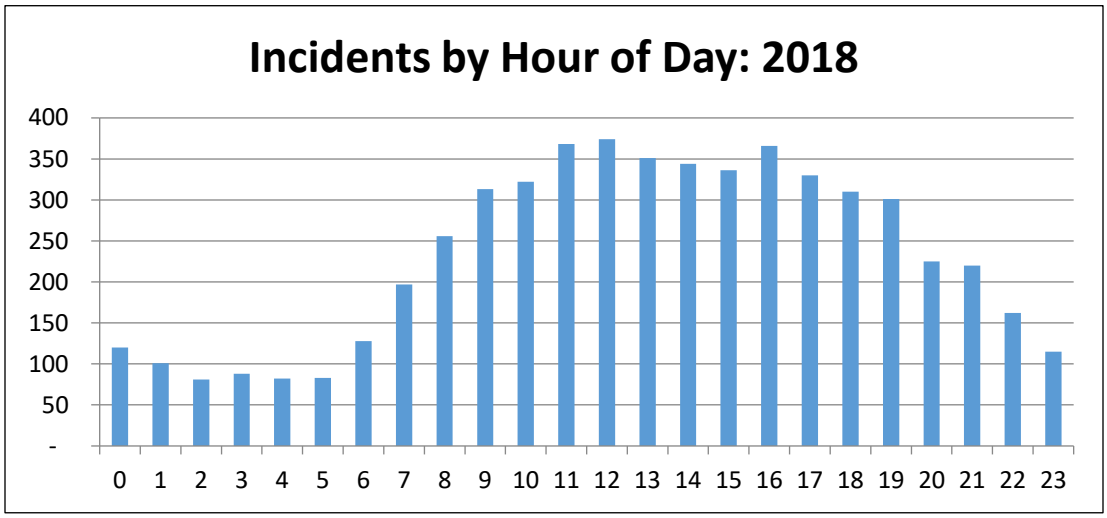
Call volume is generally evenly spread out during the week with a 10% fluctuation between Saturdays and Sundays.

Community Response History Chart 3.0



As expected, call volume decreases after approximately 2300 hours until 0700 hours on a daily basis.

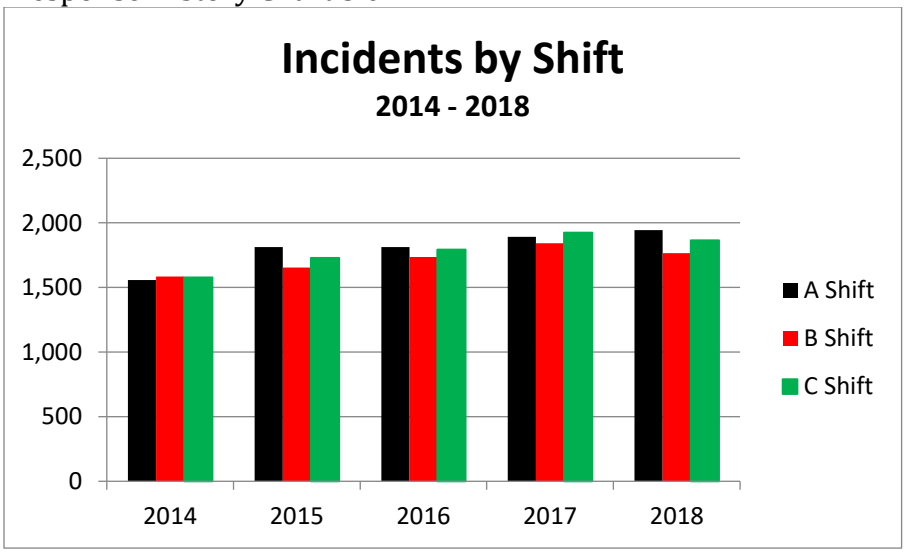
Community Response History Chart 4.0



Incidents by Hour of Day																									
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Totals
2014	100	111	82	69	63	52	111	138	214	260	237	268	279	261	285	291	316	296	304	271	222	192	171	132	4,725
2015	114	119	77	72	73	71	120	170	201	280	278	334	309	373	319	321	305	302	311	285	231	223	185	124	5,197
2016	124	98	93	60	75	92	136	198	248	283	295	357	343	322	335	347	301	326	320	358	359	196	159	126	5,551
2017	116	89	89	74	73	81	146	211	275	304	320	347	386	335	350	385	361	329	319	396	346	226	172	129	5,659
2018	120	101	81	88	82	83	128	197	256	313	322	368	374	351	344	336	366	330	310	301	225	220	162	115	5,573
14' -18' Total	574	518	422	363	366	379	641	914	1,194	1,440	1,452	1,674	1,691	1,642	1,633	1,680	1,649	1,583	1,564	1,611	1,383	1,057	849	626	26,705

Call distribution across the three shifts has varied, but there has been no study or determination as to why.

Community Response History Chart 5.0



Review of the historical performance includes a review of both the distribution (arrival of the 1st unit) and concentration (arrival of the effective response force).

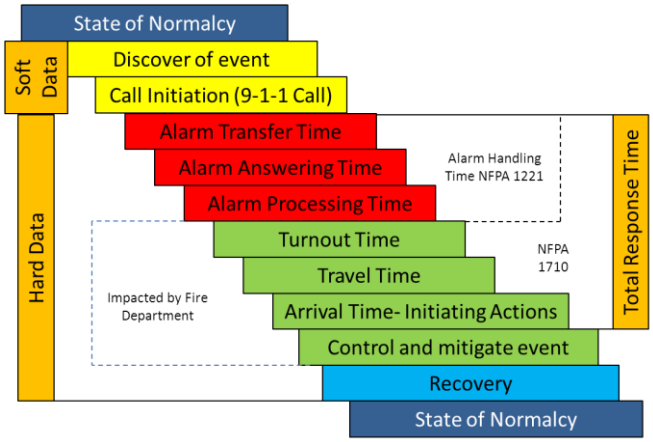
In reviewing distribution data, this data confirmed the conclusion from the 2011 Standards of Cover and assumptions that have arisen since 2011.

1. As will be seen in the Distribution Factor Response Time tables for the jurisdiction, stations and planning zone, population density has little impact on call processing or turnout time. However, if the incident occurs on a highway, the call processing time is significantly increased.
2. Station 151 has historically been the busiest station. However, Station 154's call volume has increased in the past five years largely due to the construction of several senior facilities.
3. Planning Zone 6, Cobblestone Ranch is growing quickly and approaching the call volume warrant and tenants for a dedicated fire Station.
4. Planning Zone 9 is growing quickly, exceeding Master Plan call volume tenants for a new station, but performance of the first arriving unit is still acceptable.

The jurisdiction, as well as each of the five stations, and nine planning zone are described in detail in the Distribution Factors section of this document.

Composition of Total Response Time

As part of the distribution analysis, all emergent calls were evaluated to determine the total response times based on population density. CRFD defines total response time as the time from when the customer's call is received by the public safety answering point (PSAP) until the first unit arrives on scene. There are three components to the total response time; call processing, turnout, and travel, which are defined below.



- Call processing / alarm handling time: time to answer the call, process the call and dispatch appropriate apparatus
- Turnout time: time from when the crews are notified of the call until the apparatus is moving.
- Travel time: time from when the apparatus starts moving until it arrives on scene.

These components are then filtered by the four station response areas, then the nine planning zones. All times reported within the distribution study are reported at the 90th percentile, or performance 90 percent of the time. Should call volume be less than 10 in any given area, a maximum time or 100th percentile is reported.

Data Analysis and Statistical Limits

For the purpose of the Distribution Factors analysis, CRFD has established the following thresholds for statistical outliers. Any response time with a zero (0:00) time value is assumed to be a data error. This assumption is based on the premise that a zero time is the result of a data entry error. While there are a couple scenarios that could result in a zero time value, i.e. walk-in medical at the station or crews arriving at a scene prior to the incident being received or processed by the dispatch center (for example, flagged down by a motorist, or happening upon a motor vehicle accident), these are rare and would have limited effect on the overall analysis. Any response that exceeds the upper limit is assumed to be a data error. This assumption is based on the premise that the upper limit should include all normal responses. All raw data reports run in support of this distribution analysis include a review of lower and upper limit exclusions.

	Lower limit	Upper limit
Call Processing	0:00	5:00
Turnout	0:00	5:00
Travel	0:00	15:00
Total Response Time	0:00	20:00

For the purpose of the Concentration Factors analysis, CRFD has established the following thresholds for statistical outliers. Any response time with a zero (0:00) time value is assumed to be a data error. This assumption is based on the premise that a zero time is the result of a data entry error. While there are a couple scenarios that could result in a zero time values, walk-in medical at the station or crews arriving at a scene prior to it being receive or processed by the dispatch center, these are rare and would have limited effect on the overall analysis. Any response that exceeds the upper limit is assumed to be a data error. This assumption is based on the premise that the upper limit should include all normal responses. For all effective response force studies, other than EMS, all extended response time are individually verified to ensure data validity. All raw data reports run in support of this distribution analysis include a review of lower and upper limit exclusion.

	Lower limit	Upper limit
ERF Travel	0:00	25:00
ERF Total Response Time	0:00	30:00

Distribution Factors

For the purpose of this document, Distribution shall be defined as a geographic area. These areas are calculated at a jurisdictional, station response area (current deployment) and nine theoretical station planning zones (PZ). Evaluating the current distribution model provides historical baselines for performance. Evaluating the smaller PZs provides greater resolution on local performance and trends within a station's first due area. The primary distribution factor is the arrival of the 1st due apparatus. Other distribution factors that were evaluated in conjunction with call volume were:

- Simultaneous call volume
- Response time
- 1st Due compliance (based on population density)

The Department consists of five stations staffing three type-II engines, two quints (minimum three-person staffing each), three medic units (two-person staffing), and one battalion chief. When examining distribution, the primary means of evaluation is the arrival of the first unit on scene. It is the arrival of the first unit that allows the company officer to "size-up", or determine the scope and complexity of the incident, and either request additional resources or return units to service. In addition to the primary apparatus, all stations cross-staff a brush truck. Station 153 also cross-staffs the Department's hazardous materials (HAZMAT) truck that is a regional asset. Station 154 also cross-staffs the Department's technical rescue squad and collapse trailer.

	Daily Staffing *(minimum)*				
	Suppression Apparatus	Medic	Battalion Chief	Cross-Staffed Units	Daily Staffing
Station 151	Quint 151 4 *(3)*	Medic 151 2 *(2)*	BA151 1 *(1)*	Brush 151	7 *(6)*
Station 152	Engine 152 4 *(3)*	N/A	N/A	Brush 152 Tracked Rescue Vehicle	4 *(3)*
Station 153	Engine 154 4 *(3)*	Medic 153 2 *(2)*	N/A	Brush 153 HazMat 153	6 *(5)*
Station 154	Engine 154 3 *(3)*	Medic 154 2 *(2)*	N/A	Brush 154 Squad 154	5 *(5)*
Station 155	Quint 155 4 *(3)*	N/A	N/A	Brush 155	4 *(3)*
	19 *(15)*	6 *(6)*	1 *(1)*	N/A	26 *(22)*

The Department added the response category of Interstate in the distribution study. This was done in an attempt to assess what impact the interstate has on call volume and response times even though it does not have a static population like the fire management zones. Distribution Factors Table 1.0 provides a breakdown of area center lane miles, population and population density by station and planning zone.

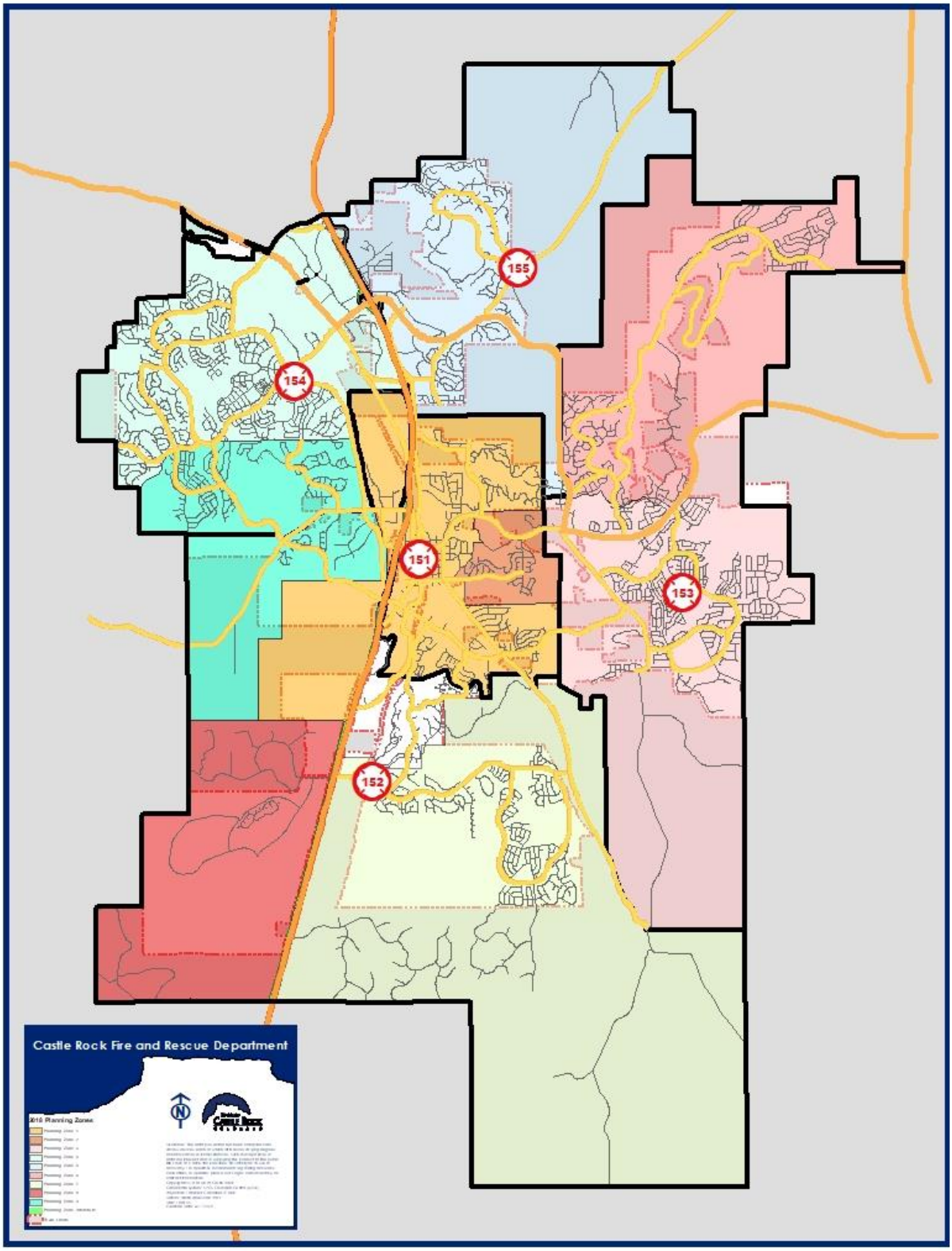
Distribution Factors Table 1.0

Fire Station	Square Miles		Center Lane Miles		Population			
151	12.5	18.91%	81.1	20.42%	12,656	17.38%	1,009/mile^2	Urban
152	17.9	26.97%	66.6	16.77%	8,663	11.90%	485/mile^2	Rural
153	16.1	24.27%	96.5	24.31%	18,100	24.86%	1,125/mile^2	Urban
154	10.8	16.24%	108.3	27.28%	25,624	35.19%	2,379/mile^2	Urban
155	9.0	13.60%	44.6	11.22%	7,772	10.67%	862/mile^2	Rural
CRFD Total	**66.3**	**100.00%**	**397.1**	**100.00%**	**72,815**	**100.00%**	**1,098/mile^2**	**Urban**

Planning Zone	Square Miles		Center Lane Miles		Population			
PZ1	6.1	9.14%	49.0	12.35%	9,237	12.61%	1,524/mile^2	Urban
PZ2	0.9	1.34%	7.11	1.79%	3,063	4.18%	3,442/mile^2	Urban
PZ3	9.2	13.83%	59.8	15.06%	12,580	17.17%	1,372/mile^2	Urban
PZ4	6.0	9.11%	74.6	18.78%	17,196	23.47%	2,847/mile^2	Urban
PZ5	9.0	13.61%	44.2	11.12%	7,810	10.66%	866/mile^2	Rural
PZ6	6.9	10.41%	36.5	9.20%	5,939	8.11%	861/mile^2	Rural
PZ7	17.8	26.85%	65.4	16.47%	8,663	11.82%	487/mile^2	Rural
PZ8	5.3	8.03%	13.1	3.31%	353	0.48%	66/mile^2	Rural
PZ9	4.6	6.95%	30.1	7.58%	8,428	11.50%	1,828/mile^2	Urban
Interstate	0.5	0.72%	17.3	4.35%	0	0.00%	N/A	N/A

The Distribution Factors Map 1.0 displays the five station areas and the nine station planning zones. The lighter shaded areas within each planning zone represent areas within the Town of Castle Rock, while the darker shaded areas are unincorporated Douglas County and represent the Castle Rock Fire Protection District (CFRPD).

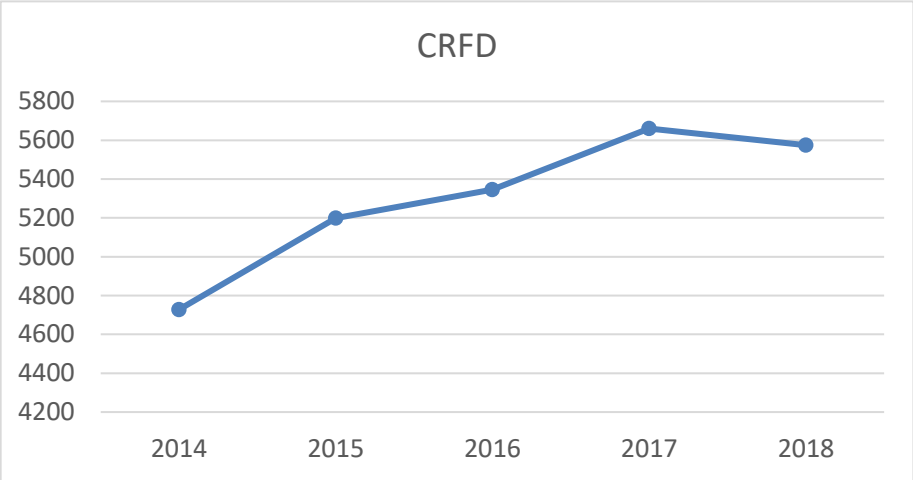
Distribution Factors Map 1.0



Castle Rock Fire and Rescue Department

Castle Rock Fire and Rescue Department covers 66 square miles and a total population of roughly 73,000 residents. The Town of Castle Rock represents 34 square miles and 71,000 residents. The Castle Rock Fire Protection District encompasses the remaining 32 square miles and 2,000 residents. The jurisdiction has a median home value of $344,000 and median household income of $99,725.

Distribution Factors Chart 1.0 CRFD Incident Volume by Year



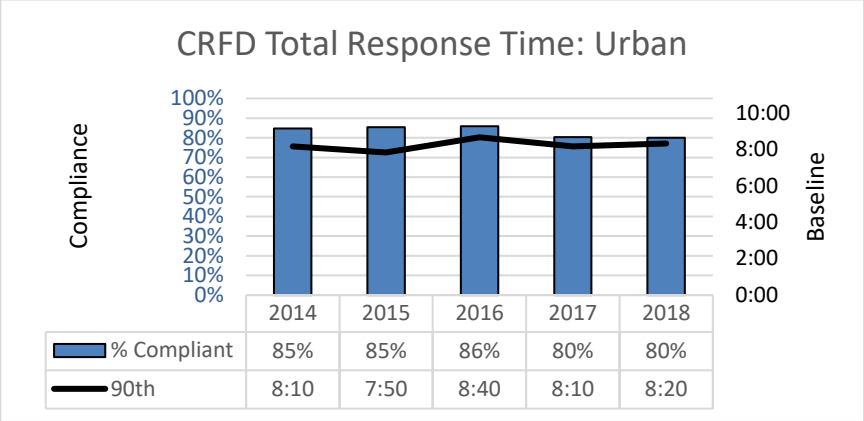
Distribution Factors Table 2.0: CRFD Baseline Performance

CRFD: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:42	1:34	1:38	2:19	1:19	1:19	1:00
		n= 17037	n= 3252	n= 3382	n= 3327	n= 3448	n= 3628	
Turnout Time		1:58	1:52	1:52	1:54	1:52	2:11	1:38
		n= 17063	n= 3245	n= 3346	n= 3281	n= 3680	n= 3511	
Travel Time 1st Unit	Urban	5:50	5:50	5:50	5:50	5:50	5:40	4:32
		n= 11821	n= 2128	n= 2245	n= 2203	n= 2714	n= 2531	
	Rural	7:10	7:10	7:30	7:20	7:00	7:00	5:32
		n= 3859	n= 761	n= 796	n= 783	n= 778	n= 741	
	Interstate	8:50	8:50	7:40	9:20	8:50	9:00	7:32
		n= 906	n= 170	n= 183	n= 195	n= 189	n= 169	
Total Response Time 1st Unit	Urban	8:10	8:20	8:10	8:40	7:50	8:10	7:10
		n= 11939	n= 2132	n= 2244	n= 2210	n= 2779	n= 2574	
	Rural	9:40	9:30	10:00	10:10	9:10	9:50	8:10
		n= 3918	n= 765	n= 798	n= 793	n= 801	n= 761	
	Interstate	11:50	11:30	11:20	13:00	11:20	11:50	10:10
		n= 951	n= 171	n= 183	n= 206	n= 203	n= 188	

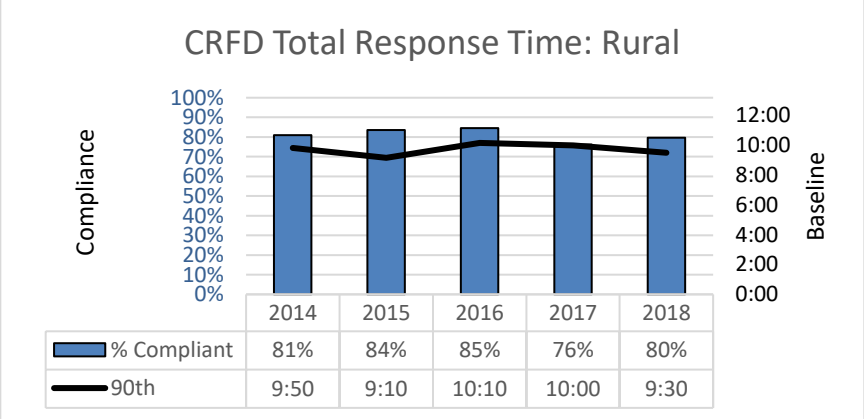
Distribution Factors Table 2.1 Simultaneous Call Volume: CRFD (all incidents)

+41.8%	Simultaneous Calls				
	2014	2015	2016	2017	2018
CRFD	26.7%	29.6%	28.6%	32.2%	32.1%
	1262	1540	1531	1824	1789

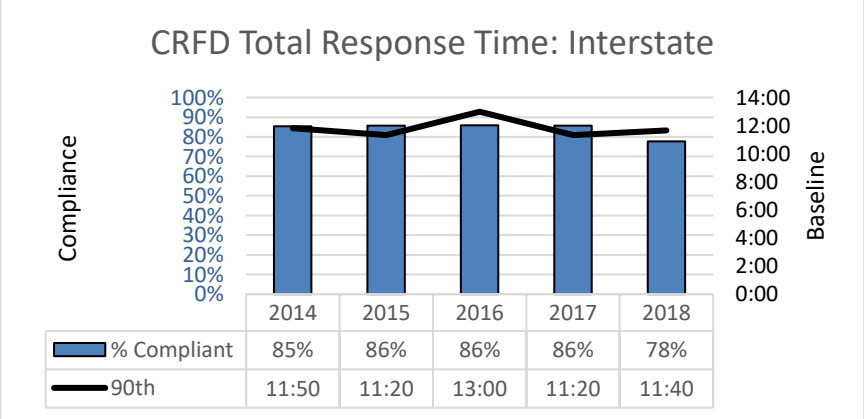
Distribution Factors Chart 1.1: CRFD 1st Due Urban Compliance



Distribution Factors Chart 1.2: CRFD 1st Due Rural Compliance



Distribution Factors Chart 1.2: CRFD 1st Due Interstate Compliance



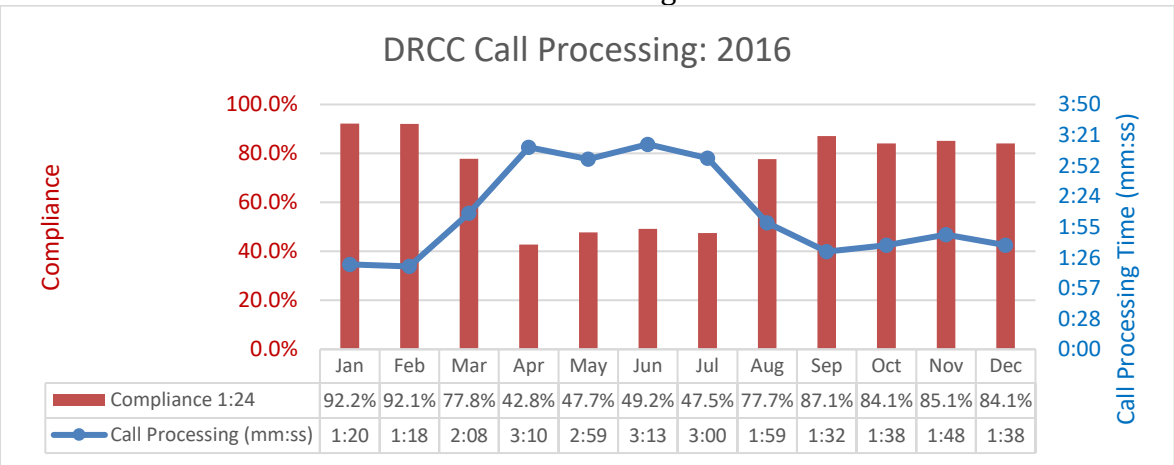
CRFD Summary:

Beginning 2017, the Department changed its compliance reporting methodology from adjusting benchmarks annually based on the previous year's 85th percentile to a benchmark based on 2012 – 2017 data measured at the 80th percentile. This was done to avoid confusion of reporting to moving targets, the ability to track progress towards static goal, and establish a goal based on actual department performance. This change is the reason for the decrease in compliance between 2016 and 2017 for the rural and urban population densities.

Since 2014 total calls for service increased by 26% from 4,728 to 5,575 in 2018. Of the calls for service, 61% were EMS, 34% other, 3% HAZMAT, 2% fire, and less than 1% were technical rescue. During that same timeframe, simultaneous calls increased representing 32% of all calls. Department-wide, the total response time for the 1st arriving apparatus remained relatively stable and compliance to adopted benchmarks remained about 80%. With the addition of station 152 in August 2018, the department expects its performance to improve the southern portion of the jurisdiction, specifically in the Crystal Valley Ranch and Bell Mountain Ranch neighborhoods.

As seen in the baseline performance chart, in 2016 there was a notable increase in call processing time. The root cause of this increase was a change in call processing and dispatching process. From March 22nd through July 31st, Douglas County Regional Dispatch Center (DRCC) strictly followed the ProQA Medical Priority Dispatch System (MPDS). This system required dispatchers to ask all questions prior to dispatching units to a given call, resulting in a three minute and eight second call processing time. Starting in August, DRCC, at the request of the Douglas County Fire Chief Association, agreed to dispatch units as soon as the incident type and location were confirmed, meanwhile, dispatchers and/or call takers continued to ask questions per the ProQA MPDS system. This change reduced the call processing time to one minute 45 seconds. Once all questions are completed, dispatchers would update units en-route with the additional information. As seen in chart below, there is a direct and assignable impact of the ProQA process and the modified ProQA process.

Distribution Factors Chart 2.0: DRCC Call Processing Trend



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Compliance 1:24	92.2%	92.1%	77.8%	42.8%	47.7%	49.2%	47.5%	77.7%	87.1%	84.1%	85.1%	84.1%
Call Processing (mm:ss)	1:20	1:18	2:08	3:10	2:59	3:13	3:00	1:59	1:32	1:38	1:48	1:38

The effect of the protracted call processing times between March 22nd and July 31st had far reaching impacts on all call processing and total response times, regardless of the station area or planning zone, specifically on EMS incidents. The effect will also be evident in the increased baselines and benchmarks. As will be seen the following distribution analysis, the increased times are more evident when there is a smaller sample size.

Distribution Factors Table 3.0: DRCC Call Processing Compliance

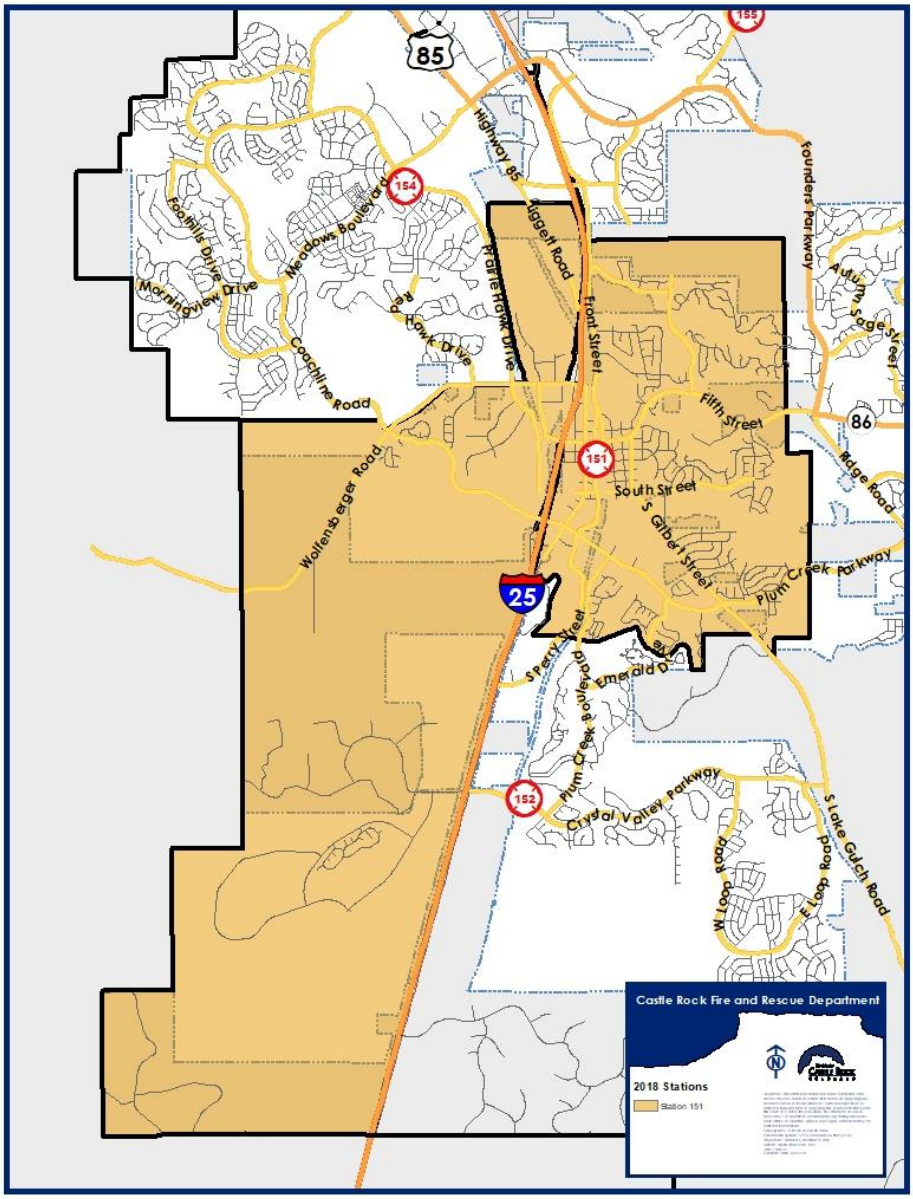
	Incidents	90th %	Compliance to 1:24	Compliance to 1:30	Compliance to 1:00
Jan 1st 2016 – Mar 21st 2016	889	1:21	91.9%	92.7%	82.3%
Mar 22nd 2016– Jul 31st 2016	1079	3:08	46.4%	50.3%	32.9%
Aug 1st 2016 - Dec 31st 2016	1419	1:45	83.6%	85.9%	68.5%
2017	3430	1:39	84.5%	86.9%	68.9%
2018	3332	1:35	86.5%	88.7%	71.7%

It is also import to understand the benefits of the ProQA MPDS. First and most importantly, the 911 dispatchers are able to focus their questions, providing instructions to the caller, and begin basic treatment before the responders arrive. Secondly, 911 dispatcher are able to provide responders more accurate and detailed information prior to their arrival. Lastly, based on the updated detailed information and MPDS classifications, the response mode may be changed from an emergent response to non-emergent. This increases the safety for both the responder, not having to maneuver through traffic with lights and sirens, and the community by decreasing the risk of traffic accidents secondary to emergency vehicle traffic.

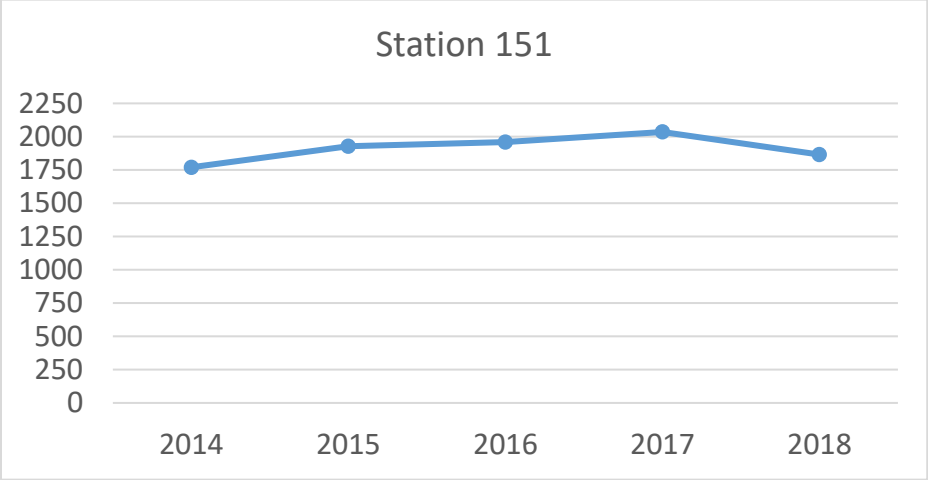
Station 151

Station 151 is located in the historic downtown area of Castle Rock. Typical Station assignments are Quint 151 (minimum three-person staffing), Medic 151 (minimum two-person staffing), and Battalion Chief 151 (one-person staffing). Station 151 has two access points to Interstate I-25 (exits 181, 182) both serving northbound and southbound lanes. Station 151's district is the 3rd largest within the jurisdiction at 12.5 square miles (18.9%), having approximately 81 center lane miles (20.47%), and an overall population of roughly 12,600 (17.4%) residents. Station 151 maintains primary response coverage for PZ1, PZ2, PZ8, and a portion of PZ9.

Distribution Factors Map 2.0: Station District 151



Distribution Factors Chart 3.0: Station 151 Incident Volume by Year



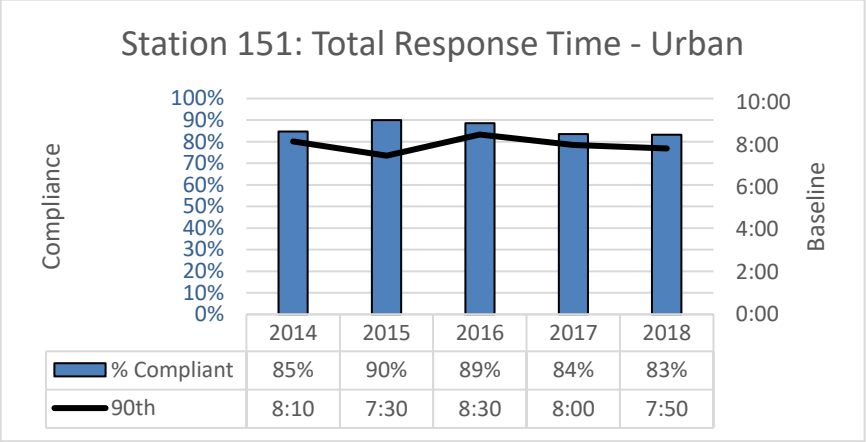
Distribution Factors Table 4.0: Station 151 Baseline Performance

Station 151: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:39	1:34	1:38	2:20	1:21	1:17	1:00
		n= 6135	n= 1090	n= 1207	n= 1213	n= 1251	n= 1374	
Turnout Time		2:00	1:52	1:52	1:58	1:59	2:13	1:38
		n= 6176	n= 1090	n= 1203	n= 1207	n= 1348	n= 1328	
Travel Time 1st Unit	Urban	5:30	5:30	5:40	5:30	5:30	5:30	4:32
		n= 4275	n= 800	n= 794	n= 830	n= 927	n= 924	
	Rural	7:40	5:50	8:20	8:10	7:40	7:10	5:32
		n= 1463	n= 202	n= 300	n= 288	n= 344	n= 329	
	Interstate	8:20	8:00	8:20	9:10	8:10	9:00	7:32
		n= 498	n= 82	n= 125	n= 95	n= 108	n= 88	
Total Response Time 1st Unit	Urban	8:00	7:50	8:00	8:30	7:30	8:10	7:10
		n= 4323	n= 802	n= 793	n= 831	n= 951	n= 946	
	Rural	10:10	7:50	11:00	10:50	10:00	9:50	8:10
		n= 1487	n= 204	n= 300	n= 291	n= 354	n= 338	
	Interstate	11:30	11:00	12:30	12:50	10:50	11:40	10:10
		n= 524	n= 83	n= 125	n= 99	n= 116	n= 101	

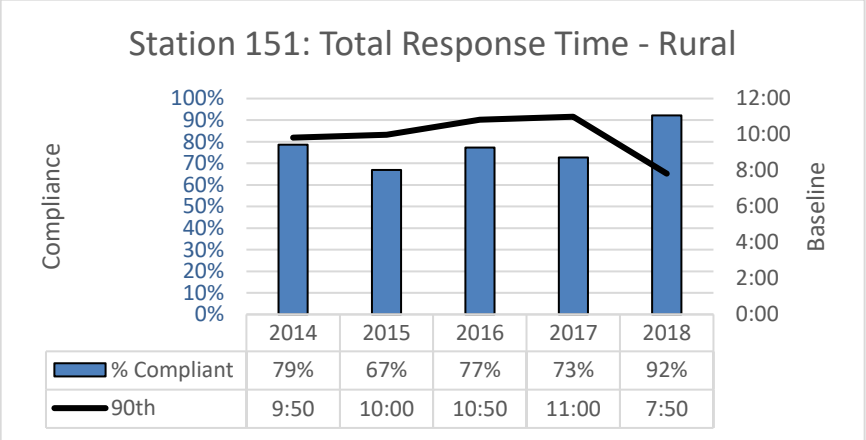
Distribution Factors Table 4.1: Station 151 Simultaneous Call Volume

12.4%	Simultaneous Calls				
	2014	2015	2016	2017	2018
151	11.9%	12.5%	10.9%	12.3%	10.7%
	211	241	213	250	200

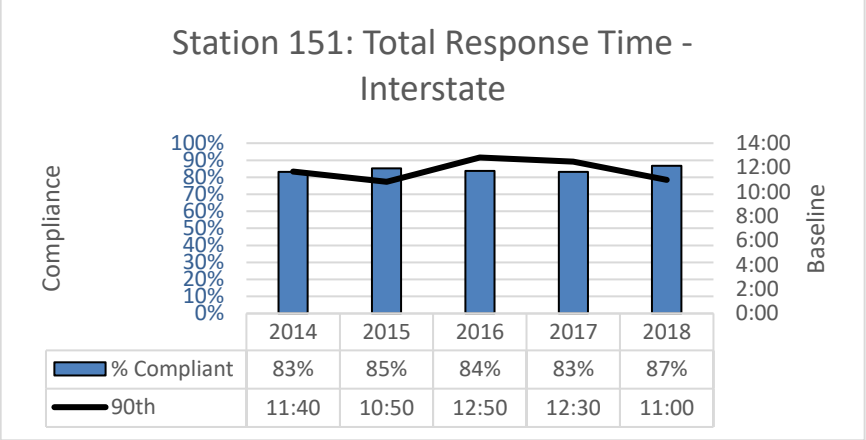
Distribution Factors Chart 3.1: Station 151 1st Due Urban Compliance



Distribution Factors Chart 3.2: Station 151 1st Due Rural Compliance



Distribution Factors Chart 3.3: Station 151 1st Due Interstate Compliance



Station 151 Summary:
Station 151's total call volume increased by 5% (95) between 2014 and 2018. On average in 2018, roughly 12% of those calls occurred simultaneously with another call in 151's

district. In cases where Engine or Quint 151 was not the 1st arriving unit (13.3% of the time), the response time increased by 3:05. Station 151's compliance for urban areas has been between 83% and 90% to adopted benchmarks. In the rural areas, Station 151's compliance is lower, between 67% and 92% to adopted benchmarks. Compliance time on I-25 is fluctuates between 83% and 87%. Rural and Interstate times are more volatile than the Urban times due to a smaller sample sizes.

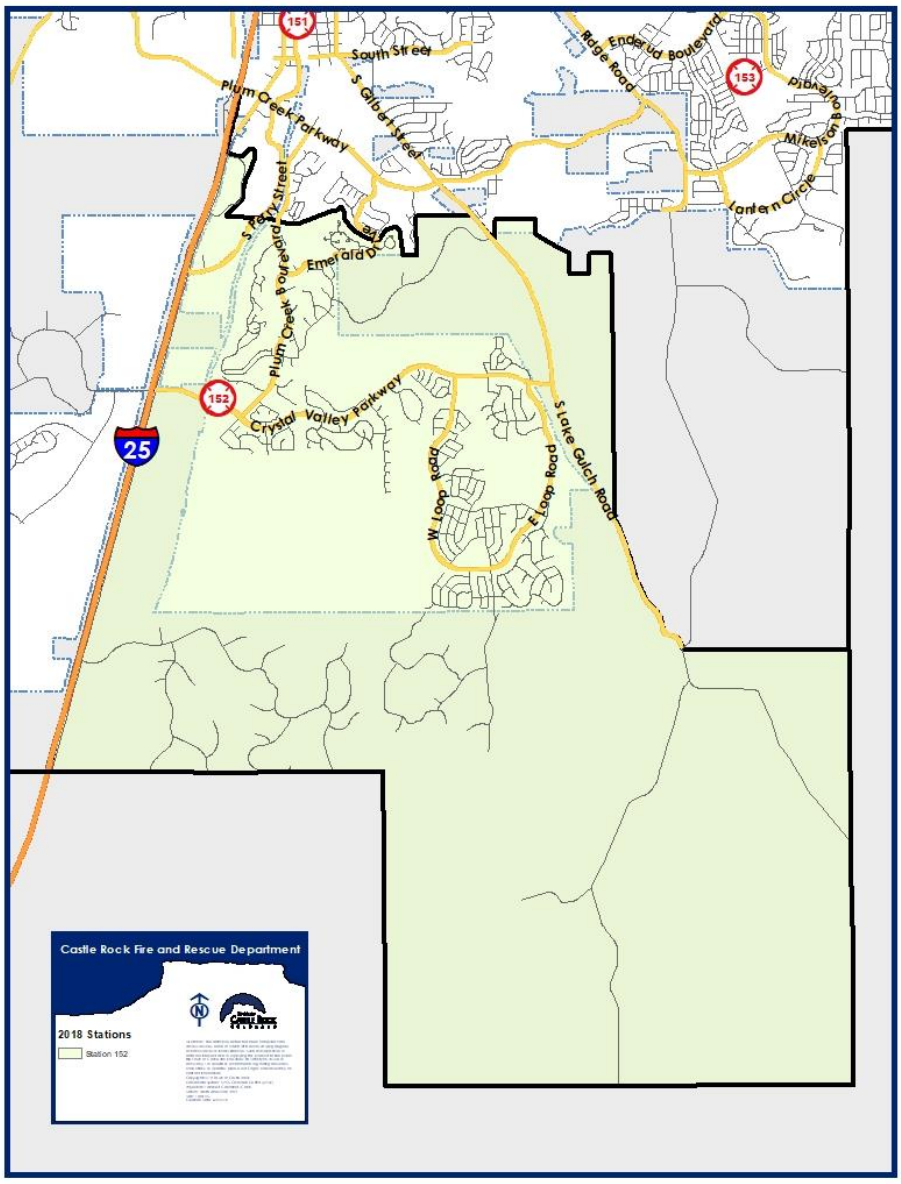
It is important to note that a large portion of Station 151's 1st due area was dedicated to Station 152 in August of 2018. In the four months that Station 152 was operational in 2018, Station 152 responded to 272 incidents that would have been covered by Station 151. Additionally, Station 152 allowed the Department re-drawn station 151 & 154 boundaries to balance call volumes and workload. Specifically, Station 151 assumed responsibility for fire management zones 15924 and 15925.

The Department has recognized the performance gap in the southern portion of Station 151's jurisdiction. There are two distinct areas, PZ7 and PZ8. Response times and coverage in PZ7 have been addressed with the opening of Station 152 in August 2018. With respect to PZ8, given the call volume (maximum of 12 calls annually) and low population (353 residents), there are no plans for a dedicated station in this area. However, the Department is closely monitoring potential changes in the development, zoning, and access to PZ8, and will plan accordingly for any growth.

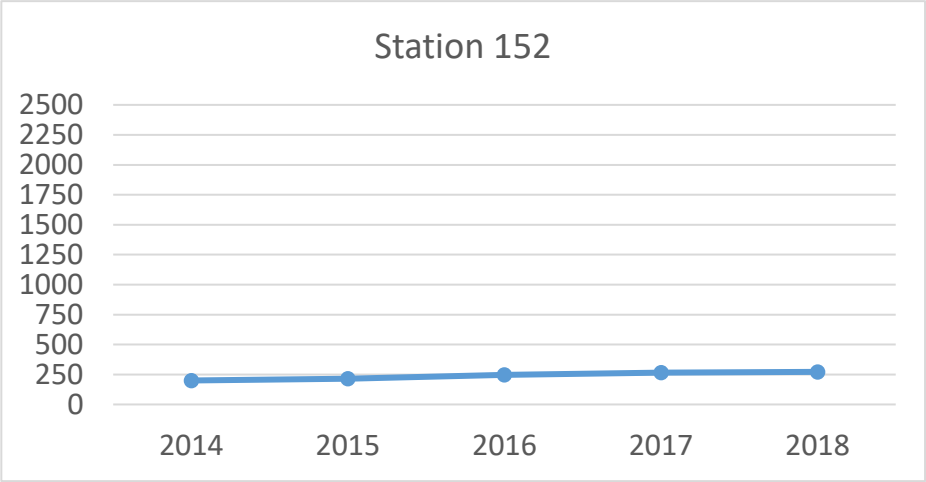
Station 152

Station 152 is located in the southern portion of the jurisdiction. Typical station assignments are Engine 152 (minimum three-person staffing). Station 152 has one access point to northbound Interstate I-25, but needs to leave the jurisdiction and enter the highway at Tomah Road, exit 176. Station 152's district is the largest within the jurisdiction at 17.9 square miles (27%), having approximately 66 center lane miles (16.8%), and an overall population of roughly 8,600 (12%) residents. Station 152 maintains primary response coverage for PZ7 and a portion of Northbound Interstate 25.

Distribution Factors Map 3.0 Station District 152



Distribution Factors Chart 4.0: Station 152 Incident Volume by Year



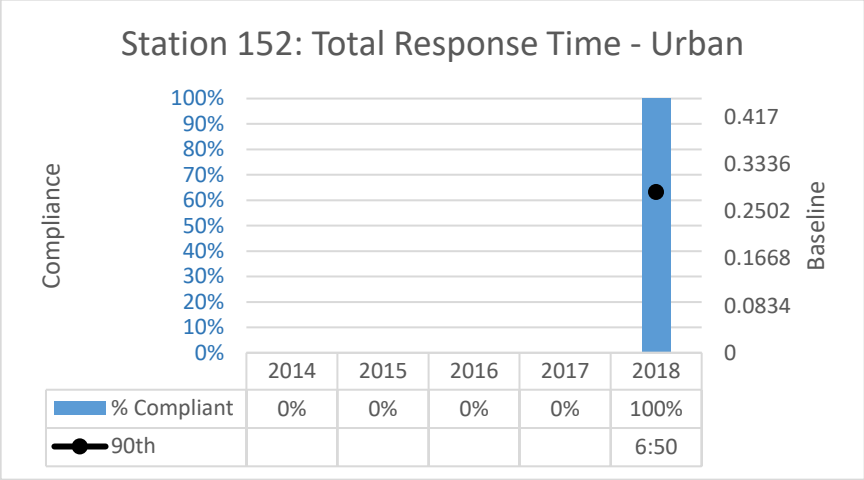
Distribution Factors Table 5.0: Station 152 Baseline Performance

Station 152: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:29	1:29	N/A	2:57	1:10	N/A	1:00
		n= 190	n= 187	n= 0	n= 2	n= 1	n= 0	
Turnout Time		1:51	1:51	N/A	1:26	0:57	N/A	1:38
		n= 193	n= 190	n= 0	n= 2	n= 1	n= 0	
Travel Time 1st Unit	Urban	5:00	5:00	N/A	N/A	N/A	N/A	4:32
		n= 19	n= 19	n= 0	n= 0	n= 0	n= 0	
	Rural	9:30	9:30	N/A	7:10	N/A	N/A	5:32
		n= 122	n= 121	n= 0	n= 1	n= 0	n= 0	
	Interstate	9:40	9:40	N/A	N/A	N/A	N/A	7:32
		n= 42	n= 42	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	6:50	6:50	N/A	N/A	N/A	N/A	7:10
		n= 19	n= 19	n= 0	n= 0	n= 0	n= 0	
	Rural	11:50	11:50	N/A	11:10	N/A	N/A	8:10
		n= 123	n= 122	n= 0	n= 1	n= 0	n= 0	
	Interstate	12:40	12:40	N/A	N/A	N/A	N/A	10:10
		n= 42	n= 42	n= 0	n= 0	n= 0	n= 0	

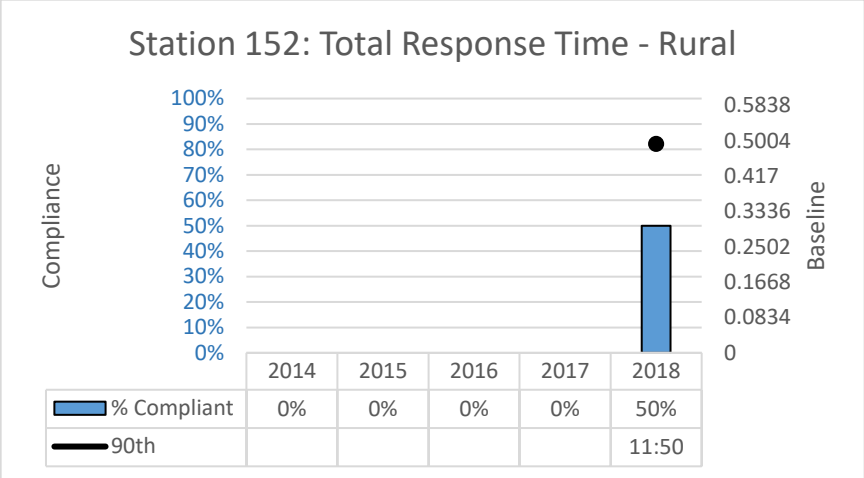
Distribution Factors Table 5.1: Station 152 Simultaneous Call Volume

2.2%	Simultaneous Calls				
	2014	*2015*	*2016*	*2017*	2018
152	N/A	N/A	N/A	N/A	2.2%
	N/A	N/A	N/A	N/A	6

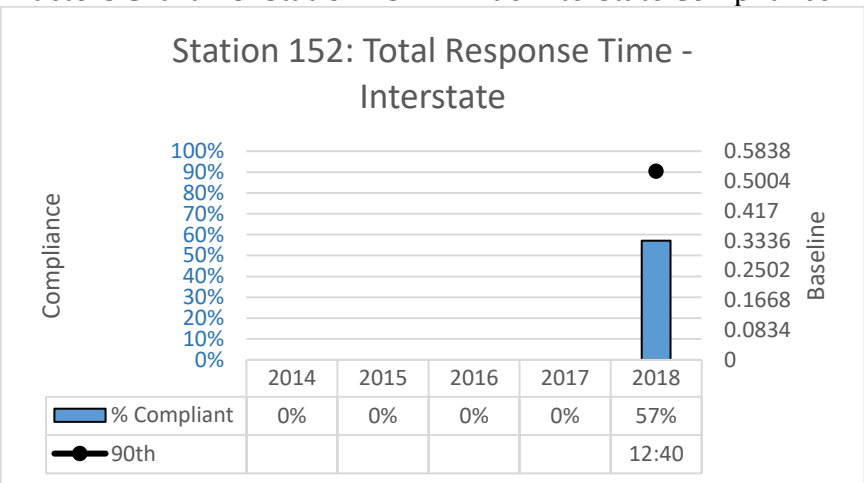
Distribution Factors Chart 4.1: Station 152 1st Due Urban Compliance



Distribution Factors Chart 4.2: Station 152 1st Due Rural Compliance



Distribution Factors Chart 4.3: Station 152 1st Due Interstate Compliance

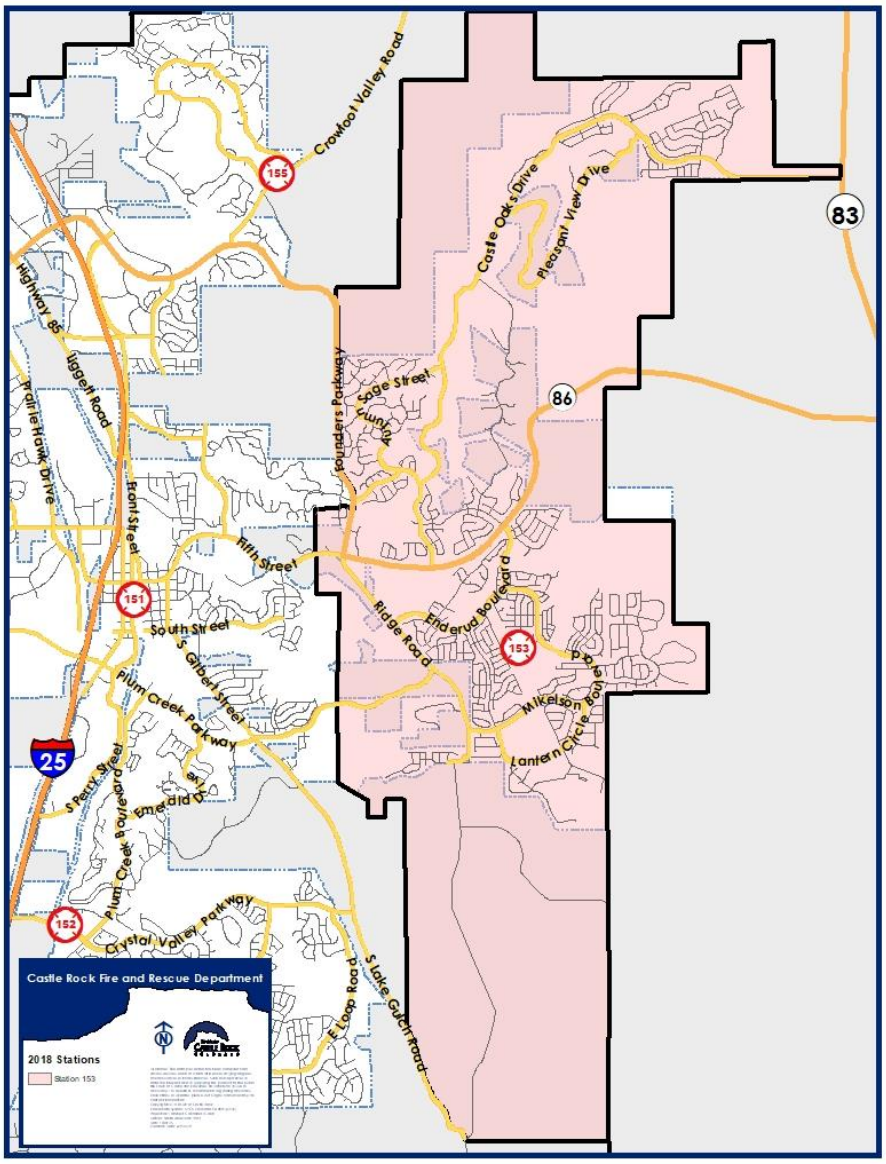


Station 152 Summary:
Station 152 was placed in service in August 2018. In the four months that the station has been open, it has responded to 272 calls for service. There are too few responses to accurately access the station response times. However, Engine 152 was 100% compliant to Urban benchmarks (immediately around and north of the station), 50% compliant to the rural benchmarks, and 57% compliant to the interstate benchmark. In cases where Engine 152 was not the 1st arriving unit (12.3% of the time), the response time increased by 2:10. Additionally, with the opening of this station, the Department was able to re-draw other district boundaries to help balance call volume and workload between stations 151 and 154.

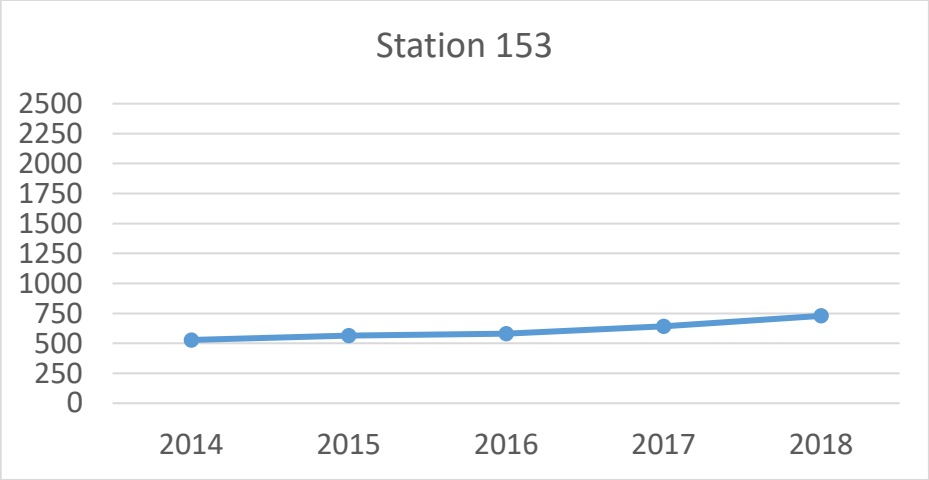
Station 153

Station 153 is located within a residential neighborhood on the eastern side of the jurisdiction. Typical station assignments are Engine 153 (minimum three-person staffing) and Medic 153 (two-person staffing). Station 153 ‘s district is the 2nd largest of CRFD’s station districts at 16.1 square miles (24.3%) having approximately 96.5 center lane miles (24.3%) and an overall population of roughly 18,100 (24.9%) residents. Table 6.0 shows the time analysis for Station 153 and is also displayed in Charts 5.1 and 5.2.

Distribution Factors Map 4.0: Station District 153



Distribution Factors Chart 5.0: Station 153 Incident Volume by Year



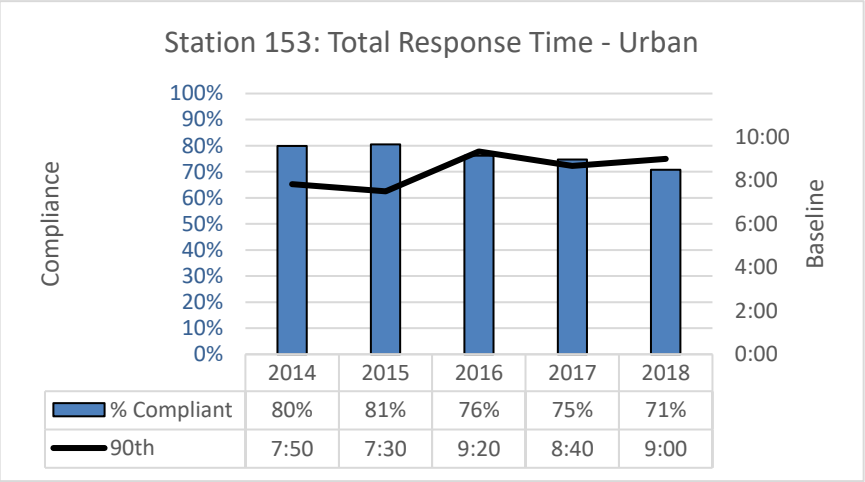
Distribution Factors Table 6.0: Station 153 Baseline Performance

Station 153: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:40	1:26	1:35	2:30	1:15	1:16	1:00
		n= 1893	n= 373	n= 372	n= 361	n= 383	n= 404	
Turnout Time		1:53	1:48	1:50	1:43	1:48	2:15	1:38
		n= 1919	n= 371	n= 368	n= 362	n= 419	n= 399	
Travel Time 1st Unit	Urban	6:40	7:10	6:40	6:50	6:30	6:20	4:32
		n= 1610	n= 288	n= 269	n= 385	n= 348	n= 320	
	Rural	9:10	8:20	9:10	9:10	7:50	11:00	5:32
		n= 421	n= 87	n= 102	n= 73	n= 78	n= 81	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	9:00	11:00	12:50	14:00	10:10	14:00	7:10
		n= 426	n= 87	n= 101	n= 76	n= 79	n= 83	
	Rural	12:10	9:00	8:40	9:20	8:40	8:50	8:10
		n= 1520	n= 288	n= 269	n= 286	n= 354	n= 323	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

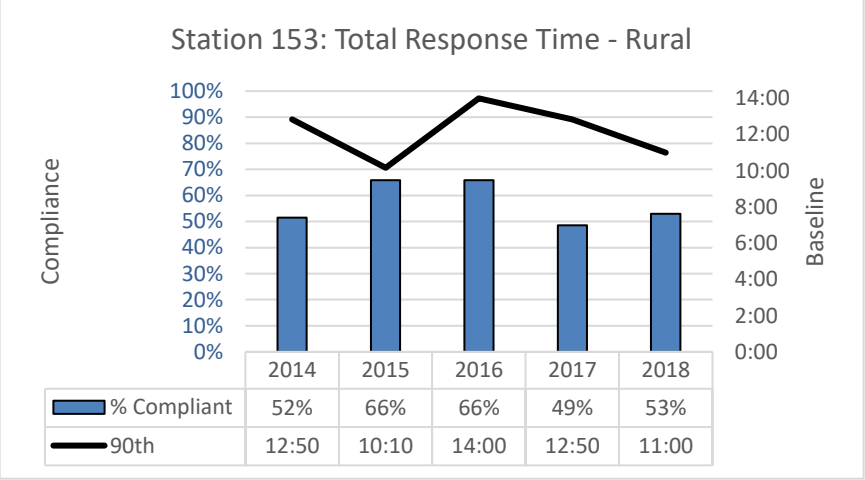
Distribution Factors Table 6.1: Station 153 Simultaneous Call Volume

4.3%	Simultaneous Calls				
	2014	2015	2016	2017	2018
153	3.8%	4.3%	3.3%	4.2%	4.3%
	20	24	19	27	31

Distribution Factors Chart 5.1: Station 153 1st Due Urban Compliance



Distribution Factors Chart 5.2: Station 153 1st Due Rural Compliance



Station 153 Summary:
Station 153 has continued to increase its call volume by 7% annually. On average, roughly 4.3% of those calls occurred simultaneously with another call in 153's district. In cases where Engine 153 was not the 1st arriving unit (12.7% of the time), the response time increased by 1:51. Station 153's response time compliance in the urban population areas has been between 71% and 81% to adopted benchmarks. However, Station 153's response time compliance for the rural population areas ranges between 52% and 66%. There are three main factors in these compliance numbers. First, Station 153 covers the large, long narrow area with the rural population densities at the southern and northern ends of the district. The road network in these area include soft surface (gravel) roads that require apparatus to travel a slower speeds to maintain safety. Lastly, Station 153 responds to an area that is a significant distance from the station, specifically, Cobblestone Ranch & Liberty

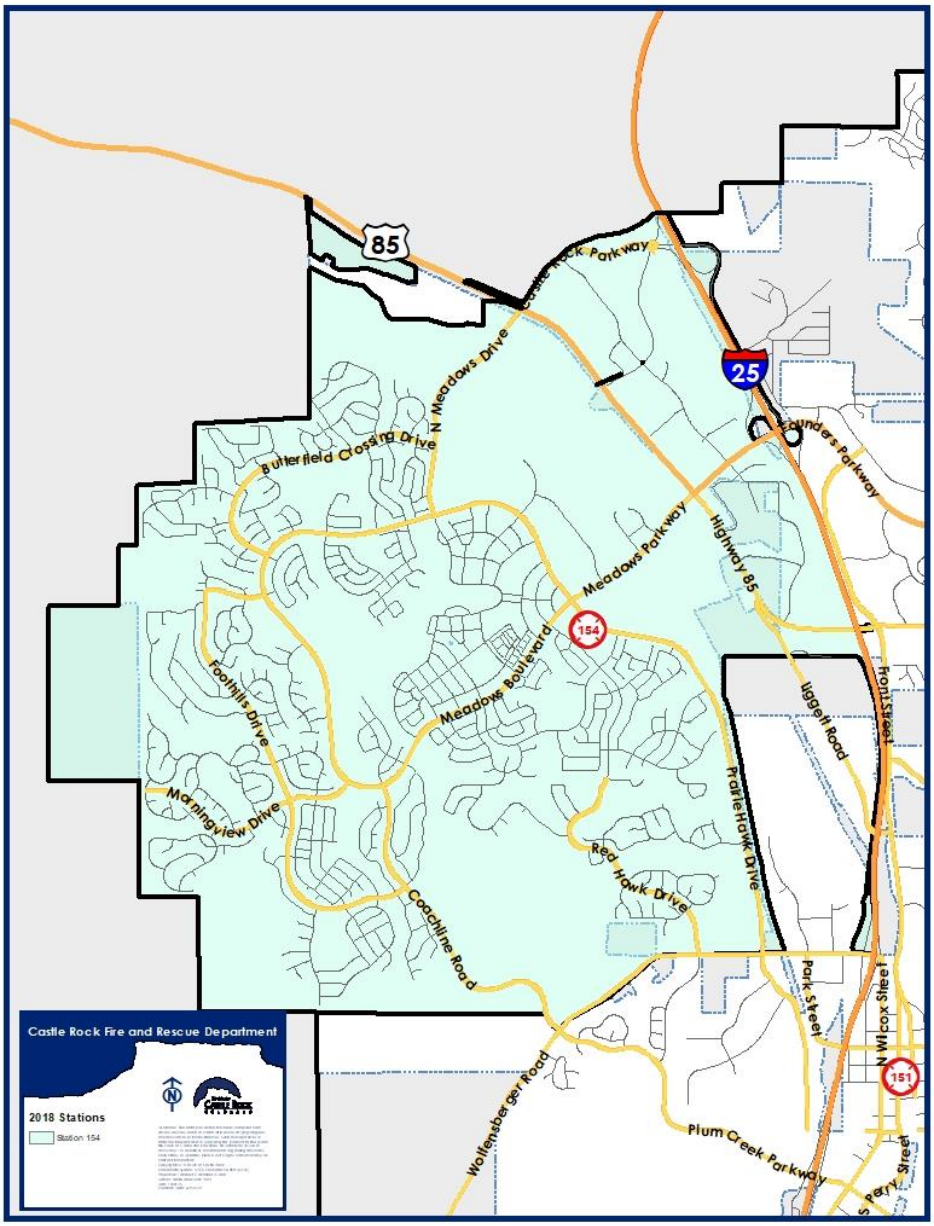
Village (PZ6). This area is growing quickly, with the 2018 call volume reaching 151 calls, 75% of the adopted call volume warrants. To ensure the quickest possible response time, CRFD maintains an automatic aid agreement with Franktown Fire Protection District (FFPD). When a call for service is received, CRFD and FFPD units are dispatched together.

CRFD recognizes the increasing call volume and growth in PZ6 and monitors its response and performance metrics regularly in an attempt to forecast the need for additional resources based on the tenants and warrants approved in the 2014 - 2019 Fire Master Plan.

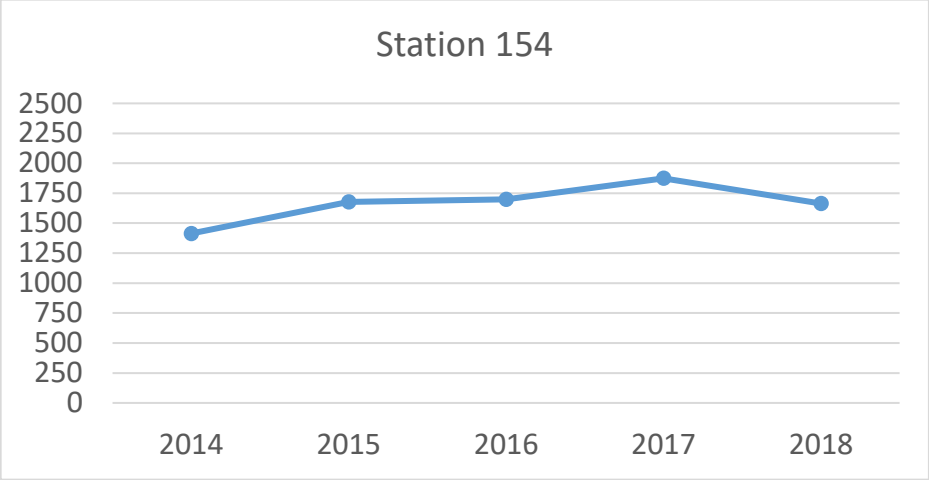
Station 154

Station 154 is located in the northwestern portion of the jurisdiction, just to the east of the Department's highest population center, and west of the main retail center with two access points to I-25 (exits 184 and 185). Typical station assignments are Engine 154 (minimum three-person staffing) and Medic 154 (two-person staffing). Of the five station districts, Station 154 ranks fourth with respect to area at 10.8 sq. miles (16.2%), but first in center lane miles and population at 108.3 mile (27.3%) and 25,600 residents (35.2%) respectively. Table 7.0 shows the time analysis for Station 154 and is also displayed in Charts 6.1, 6.2, and 6.3.

Distribution Factors Map 5.0: Station District 154



Distribution Factors Chart 6.0: Station 154 Incident Volume by Year



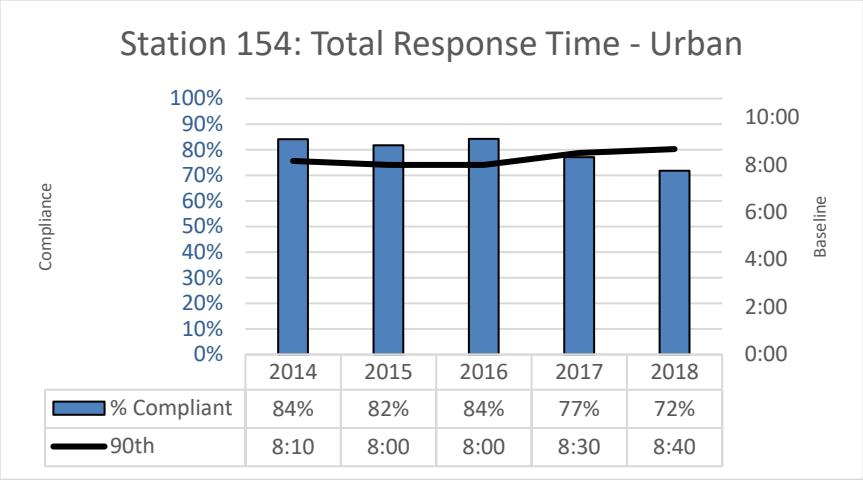
Distribution Factors Table 7.0: Station 154 Baseline Performance

Station 154: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:40	1:31	1:36	2:14	1:17	1:19	1:00
		n= 5322	n= 945	n= 1060	n= 1027	n= 1194	n= 1096	
Turnout Time		1:51	1:46	1:48	1:47	1:44	2:04	1:38
		n= 5344	n= 939	n= 1049	n= 1018	n= 1271	n= 1067	
Travel Time 1st Unit	Urban	5:50	6:00	5:50	5:50	6:00	5:40	4:32
		n= 4048	n= 666	n= 759	n= 717	n= 1039	n= 867	
	Rural	5:10	5:10	5:30	5:00	5:10	4:40	5:32
		n= 1246	n= 253	n= 279	n= 285	n= 233	n= 196	
	Interstate	7:40	7:50	6:30	8:10	7:20	8:00	7:32
		n= 104	n= 32	n= 22	n= 28	n= 21	n= 1	
Total Response Time 1st Unit	Urban	8:20	8:40	8:30	8:50	8:00	8:10	7:10
		n= 4085	n= 666	n= 759	n= 720	n= 1064	n= 876	
	Rural	7:30	7:30	7:50	7:20	7:20	7:20	8:10
		n= 1262	n= 254	n= 280	n= 289	n= 239	n= 200	
	Interstate	10:50	12:10	9:30	10:50	10:10	12:10	10:10
		n= 124	n= 32	n= 22	n= 28	n= 23	n= 19	

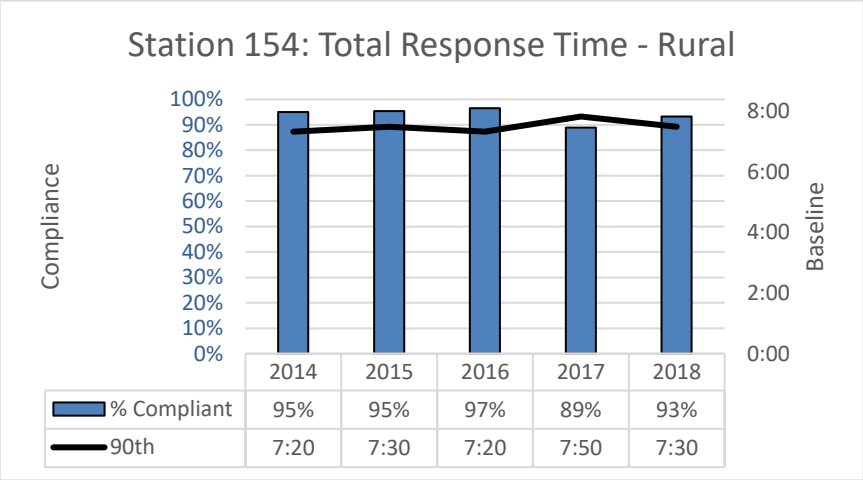
Distribution Factors Table 7.1 Station 154 Simultaneous Call Volume

10.1%	Simultaneous Calls				
	2014	2015	2016	2017	2018
154	9.4%	9.8%	9.4%	12.8%	11.4%
	133	164	160	240	189

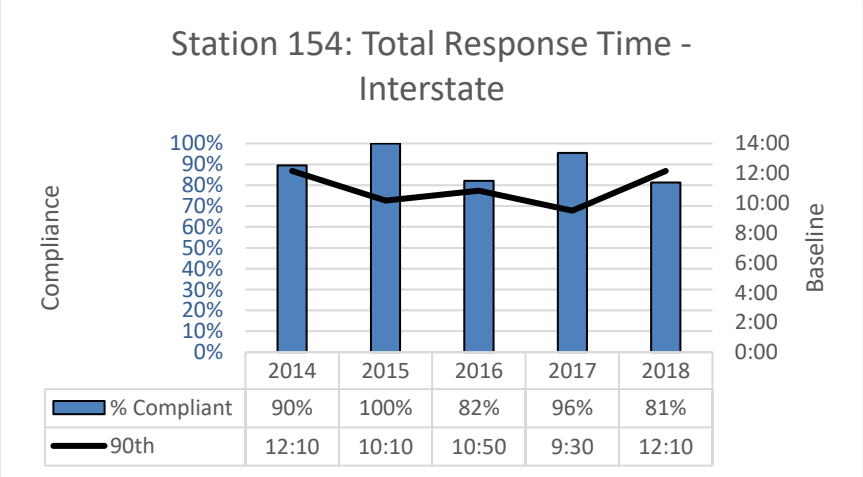
Distribution Factors Chart 6.1: Station 154 1st Due Urban Compliance



Distribution Factors Chart 6.2.: Station 154 1st Due Rural Compliance



Distribution Factors Chart 6.3: Station 154 1st Due Interstate Compliance

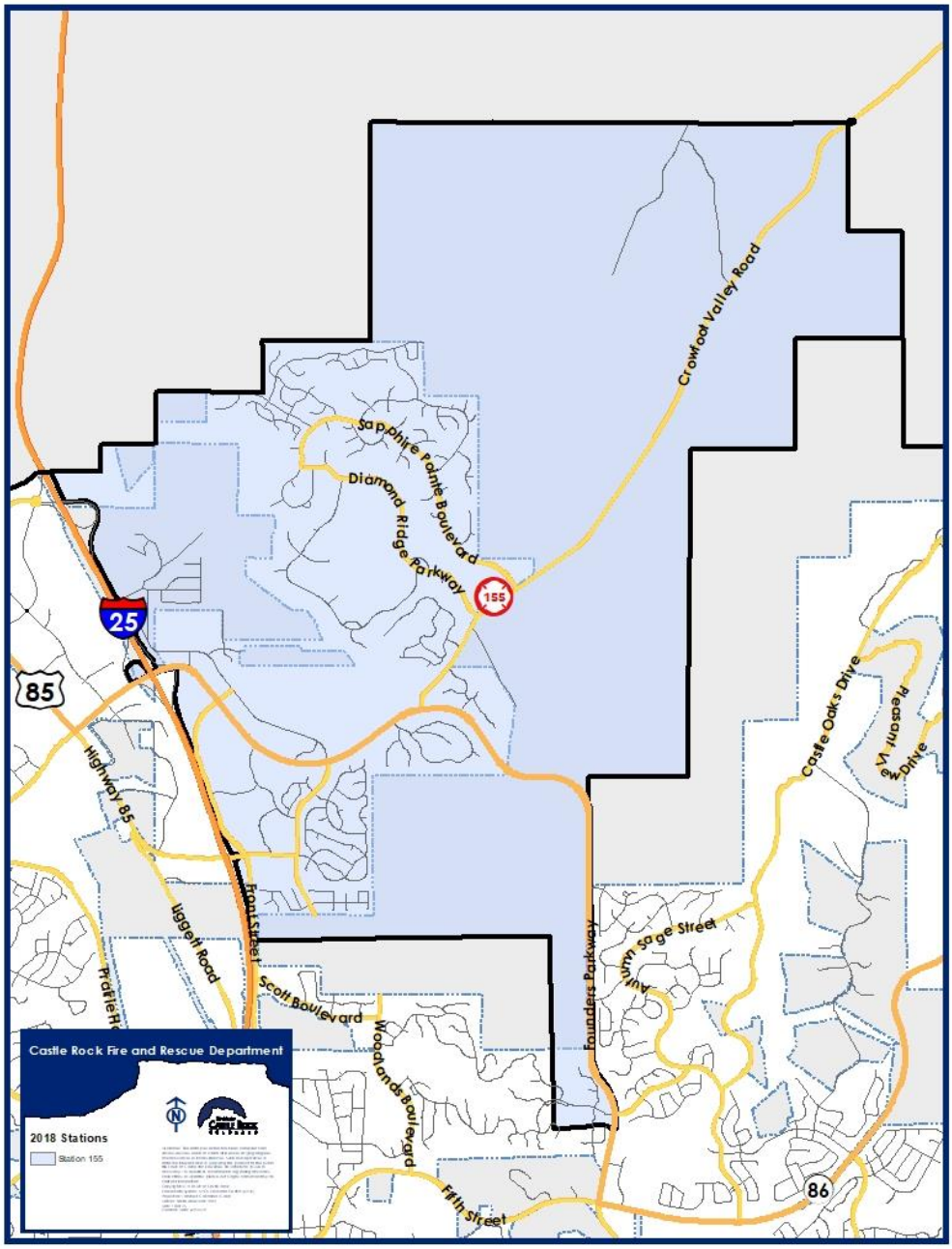


Station 154 Summary:
Station 154 is the most populous station district, and has seen an increase in call volume of 18% (301) since 2014. Roughly 10% of those calls occurred simultaneously with another call in 154's district. In cases where Engine 154 was not the first unit to arrive (12.7% of the time), the response time increased by 3:06. Station 154's rural compliance has remained very high since 2014. This is largely in part due to the proximity of the rural areas to the station. Fire management zones (FMZ) 15409, 15411, and 15414 are commercial/retail centers and represent 33% of its call volume from 2014 - 2018. Additionally, the Douglas County Sherriff's Office and jail resides in FMZ 15414, which is a regular source of EMS incidents.

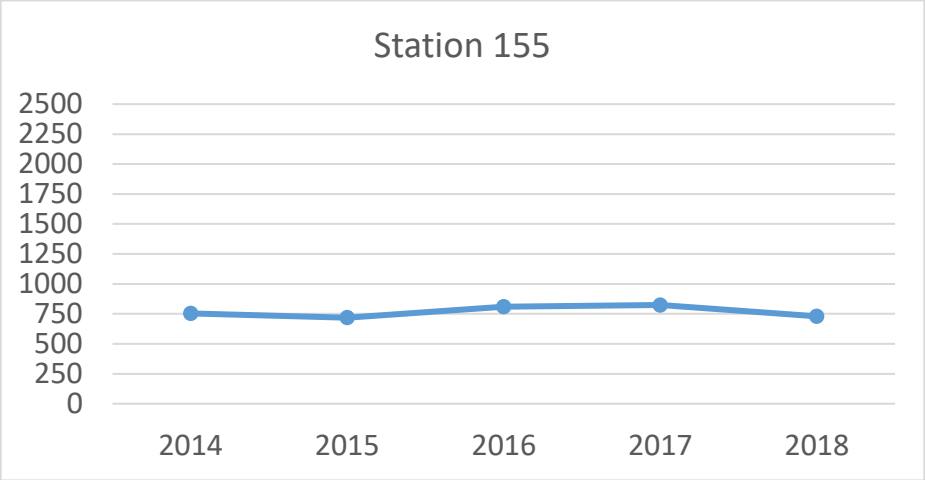
Station 155

Station 155 is located in the northeastern portion of the jurisdiction, centered between several residential neighborhoods and east of Castle Rock's main retail centers. Typical station assignment are Quint 155 (minimum three-person staffing). Station 155 has the smallest district with respect to area, center lane miles, and overall population at 9.0 sq. miles (13.6%), 44.6 (11.2%), and 7,800 (10.7%) respectively.

Distribution Factors Map 6.0: Station District 155



Distribution Factors Chart 7.0: Station 155 Incident Volume by Year



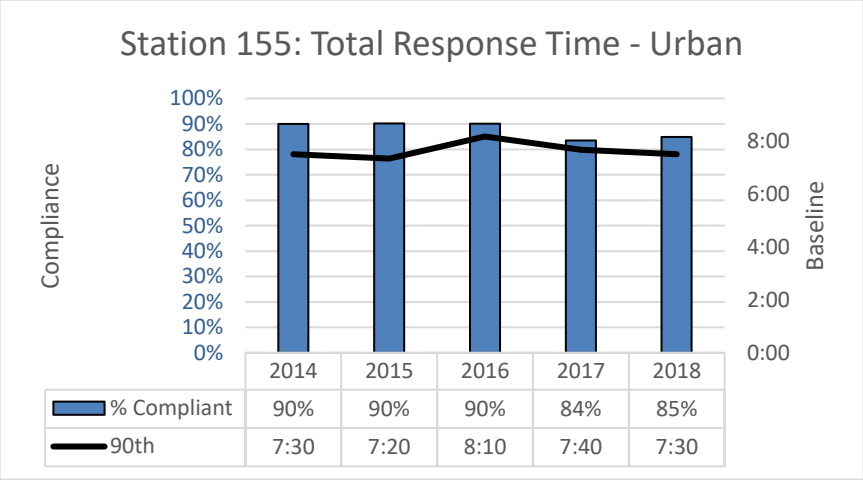
Distribution Factors Table 8.0: Station 155 Baseline Performance

Station 155: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:36	1:29	1:31	2:08	1:20	1:10	1:00
		n= 2704	n= 547	n= 561	n= 518	n= 501	n= 577	
Turnout Time		1:47	1:42	1:44	1:44	1:42	2:01	1:38
		n= 2598	n= 455	n= 554	n= 510	n= 524	n= 555	
Travel Time 1st Unit	Urban	5:10	5:20	5:20	5:20	5:00	5:00	4:32
		n= 1968	n= 355	n= 423	n= 371	n= 400	n= 419	
	Rural	6:50	6:30	7:00	7:00	6:40	6:30	5:32
		n= 606	n= 98	n= 115	n= 135	n= 123	n= 135	
	Interstate	7:30	N/A	7:00	9:40	8:40	6:30	7:32
		n= 58	n= 0	n= 21	n= 14	n= 14	n= 9	
Total Response Time 1st Unit	Urban	7:40	7:30	7:40	8:10	7:20	7:30	7:10
		n= 1991	n= 357	n= 423	n= 373	n= 410	n= 428	
	Rural	9:00	8:50	9:30	9:40	8:40	8:50	8:10
		n= 619	n= 98	n= 117	n= 135	n= 129	n= 140	
	Interstate	9:50	N/A	9:50	12:30	12:00	8:30	10:10
		n= 61	n= 0	n= 21	n= 15	n= 15	n= 10	

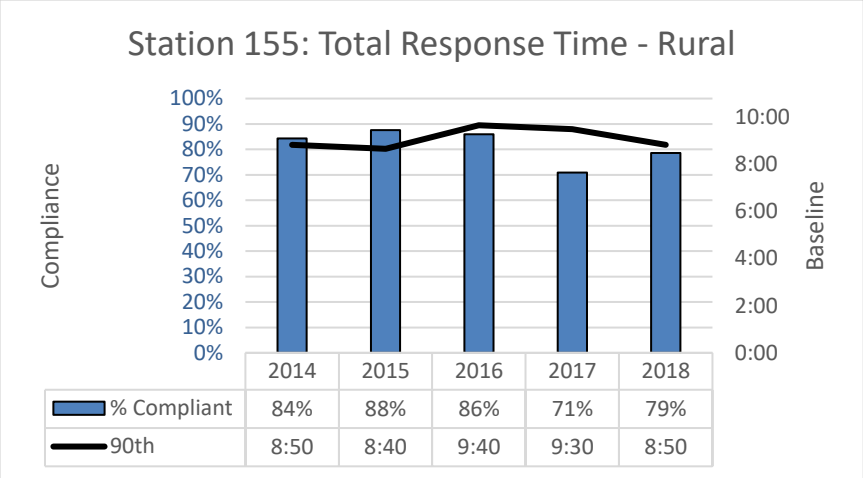
Distribution Factors Table 8.1: Station 155 Simultaneous Call Volume

5.6%	Simultaneous Calls				
	2014	2015	2016	2017	2018
155	5.8%	5.4%	6.4%	6.1%	5.8%
	44	39	52	50	42

Distribution Factors Chart 7.1: Station 155 1st Due Urban Compliance



Distribution Factors Chart 7.2: Station 155 1st Due Rural Compliance



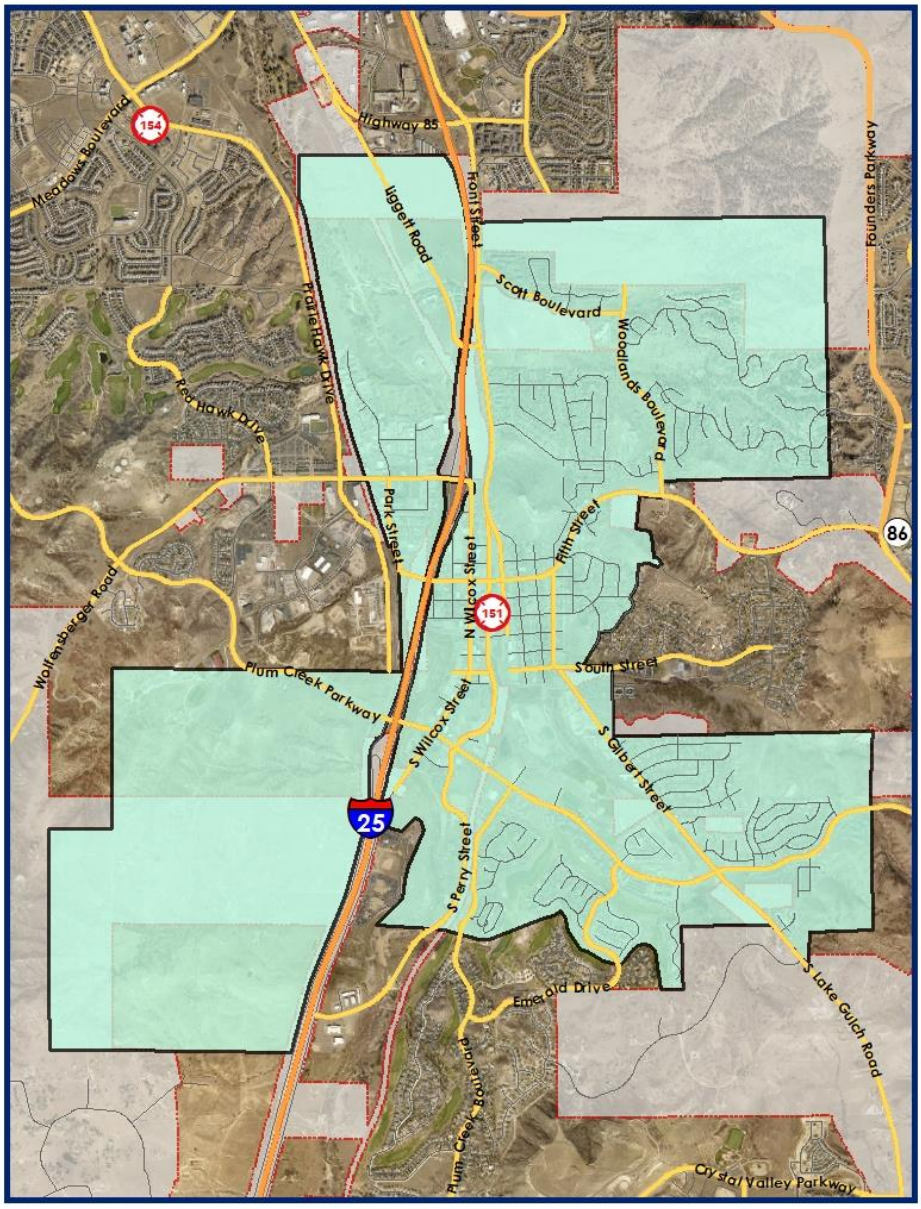
Station 155 Summary:
Station 155 is the smallest of the five station areas, and the third busiest. Call volume in Station 155 has remained relatively stable since 2014 with a slight decrease of 3% (24) in 2018. Roughly 5.6% of those calls occurred simultaneously with another call in 155's district. In cases where Quint 155 was not the first arriving unit (13.5% of the time), the response time increased by 1:38.

Station 155's response time compliance in the urban population areas has been between 84% and 90% to adopted benchmarks. However, Station 155's response time compliance for the rural population areas ranges between 71% and 88%. In 2018, Station 154 assumed Station 155's interstate responses.

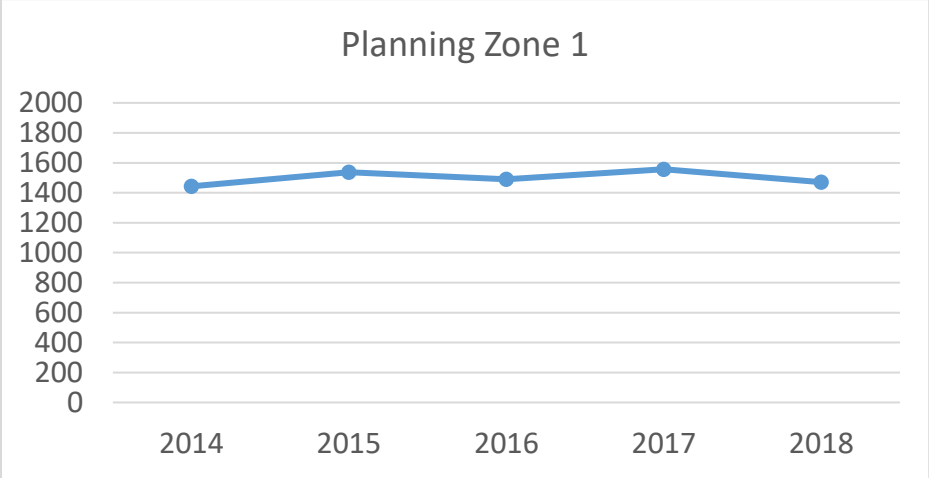
Planning Zone 1 (PZ1)

PZ1 covers 6.1 square miles with an estimated population of 9,237 (population density 1,524/mile^2) with 49 centerline road miles. PZ1 includes the historic Downtown area, Craig & Gould, Young American, Plum Creek, and The Woodlands neighborhoods and a section of railroad that runs parallel to Perry St. as well as a portion of Interstate 25 with two access points (exits 181, 182). Buildings in this PZ vary dramatically in their age (from late 1800's to current), construction and protection systems. The residences have a median home value of $298,700. PZ1 covers two high schools, three elementary schools, one multi-story senior facility, two assisted living facilities, one skilled nursing center, four multi-family condos/apartment complexes, and 18 churches.

Distribution Factors Map 7.0: Planning Zone 1



Distribution Factors Chart 8.0: PZ1 Incident Volume by Year



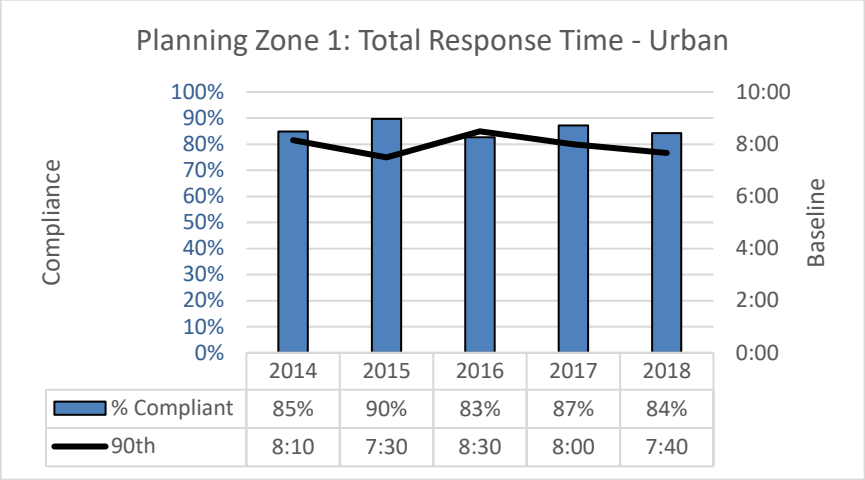
Distribution Factors Table 9.0: PZ1 Baseline Performance

PZ1: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:39	1:32	1:37	2:18	1:19	1:14	1:00
		n= 4765	n= 867	n= 906	n= 903	n= 983	n= 1106	
Turnout Time		2:00	1:49	1:50	1:55	1:57	2:13	1:38
		n= 4802	n= 865	n= 901	n= 903	n= 1061	n= 1072	
Travel Time 1st Unit	Urban	5:30	5:20	5:40	5:40	5:30	5:30	4:32
		n= 3772	n= 682	n= 705	n= 720	n= 825	n= 840	
	Rural	4:40	4:40	5:20	5:00	4:40	3:50	5:32
		n= 1093	n= 191	n= 208	n= 188	n= 259	n= 247	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	8:00	7:40	8:00	8:30	7:30	8:10	7:10
		n= 3818	n= 684	n= 705	n= 721	n= 847	n= 861	
	Rural	7:10	7:10	7:50	8:10	6:50	6:50	8:10
		n= 1108	n= 192	n= 208	n= 189	n= 267	n= 252	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

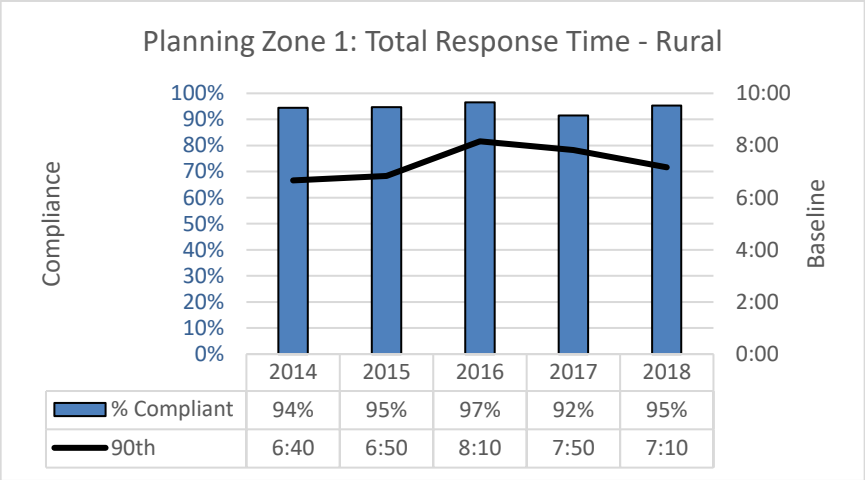
Distribution Factors Table 9.1 PZ1 Simultaneous Call Volume

10.0%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ1	9.6%	10.5%	8.4%	9.4%	8.9%
	139	162	125	147	131

Distribution Factors Chart 8.1 PZ1 1st Due Urban Compliance



Distribution Factors Chart 8.2: PZ1 1st Due Rural Compliance



PZ1 Summary:

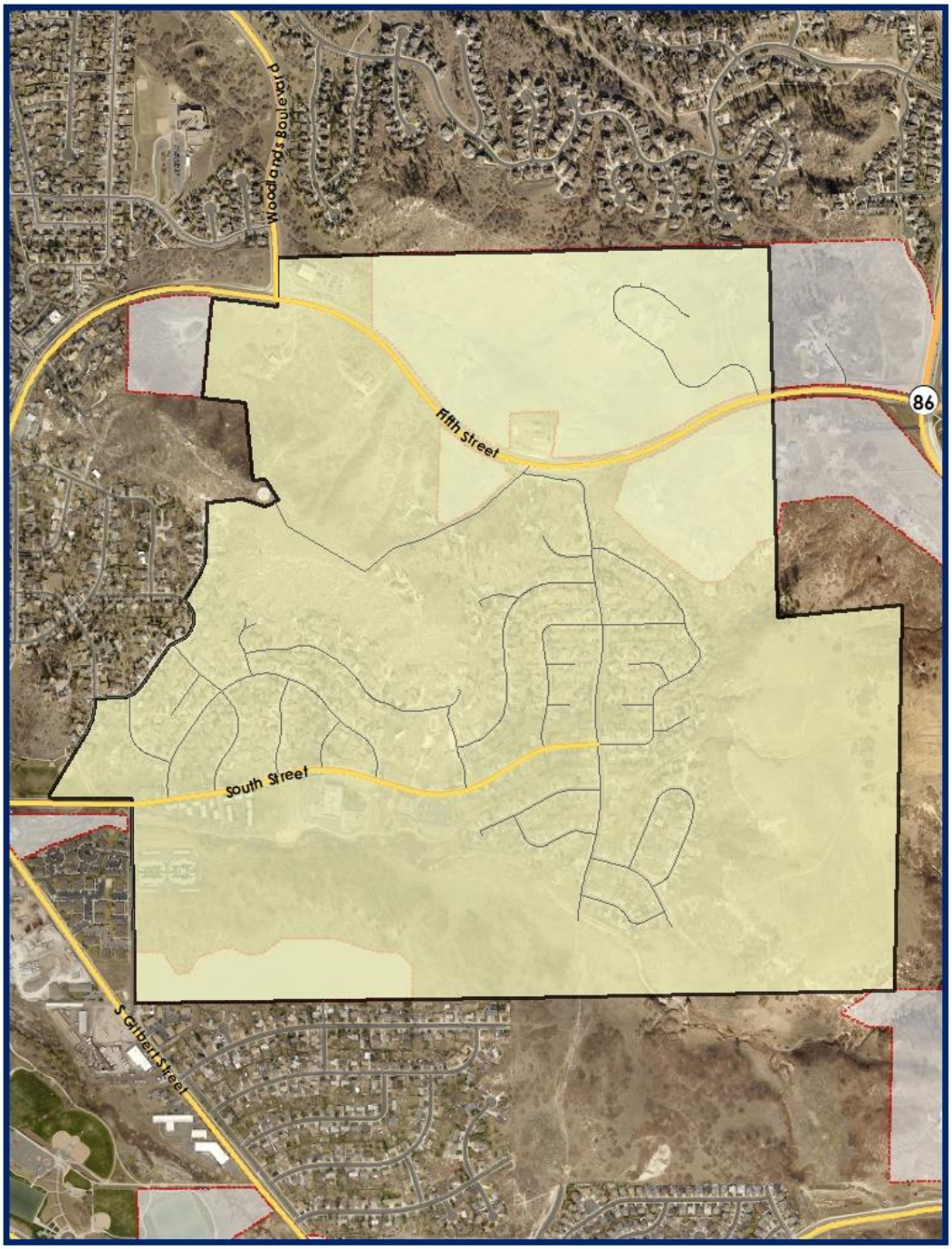
PZ1 is the busiest of the planning zones with 10% of its calls occurring simultaneously. Even so, the Department has maintained a relatively high compliance to stated benchmarks, especially in the rural population densities. The areas tend to be in and around the Downtown core or near the station.

Planning Zone 2 (PZ2)

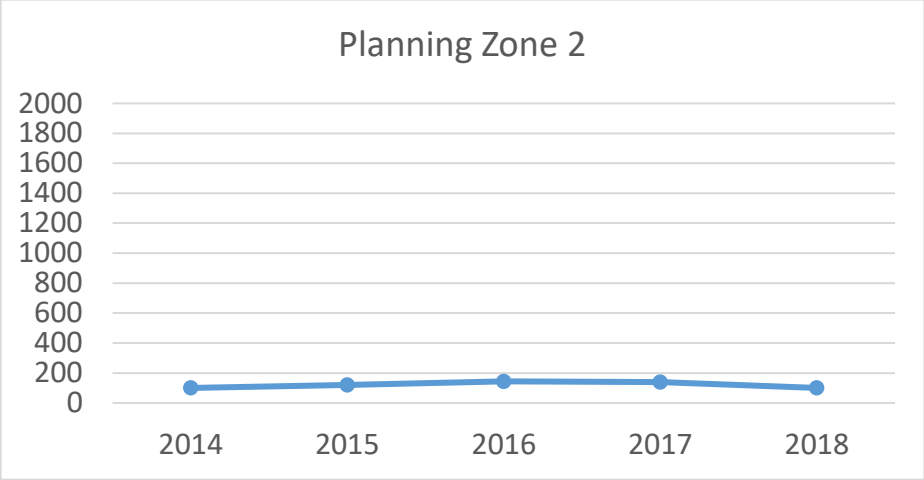
PZ2 is the smallest of the PZs at 0.9 square miles with an estimated population of 3,063 (population density 3,442/mile^2) with 7 centerline road miles. PZ2 covers Homestead Village, Aspen Grove Condos and the Winrock Apartments. The houses are of earlier construction (late 70's to the early 2000's) with median home values of $258,400. PZ2 also

includes one elementary school, one multi-story senior facility, four churches and two condo/apartment complexes.

Distribution Factors Map 8.0: Planning Zone 2



Distribution Factors Chart 9.0: PZ2 Incident Volume by Year



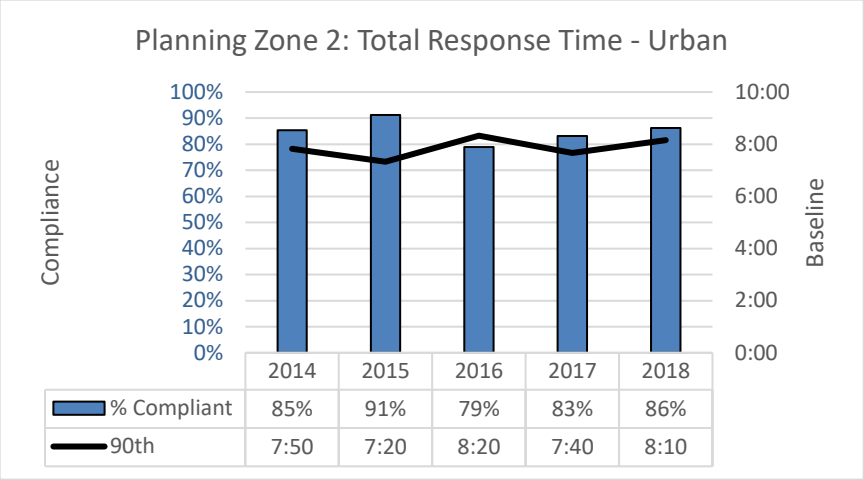
Distribution Factors Table 10.0: PZ2 Baseline Performance

PZ2: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:39	1:34	1:38	2:11	1:23	1:02	1:00
		n= 421	n= 58	n= 89	n= 108	n= 85	n= 81	
Turnout Time		1:59	1:49	1:50	1:58	1:54	2:13	1:38
		n= 435	n= 58	n= 90	n= 108	n= 98	n= 81	
Travel Time 1st Unit	Urban	5:30	5:50	5:20	5:30	5:00	5:40	4:32
		n= 438	n= 58	n= 90	n= 109	n= 100	n= 81	
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	8:00	8:10	7:40	8:20	7:20	7:50	7:10
		n= 440	n= 58	n= 89	n= 109	n= 102	n= 82	
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Distribution Factors Chart 10.1: PZ2 Simultaneous Call Volume

1.5%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ2	2.0%	0.8%	1.4%	2.2%	0.0%
	2	1	2	3	0

Distribution Factors Chart 9.1: PZ2: 1st Due Urban Compliance



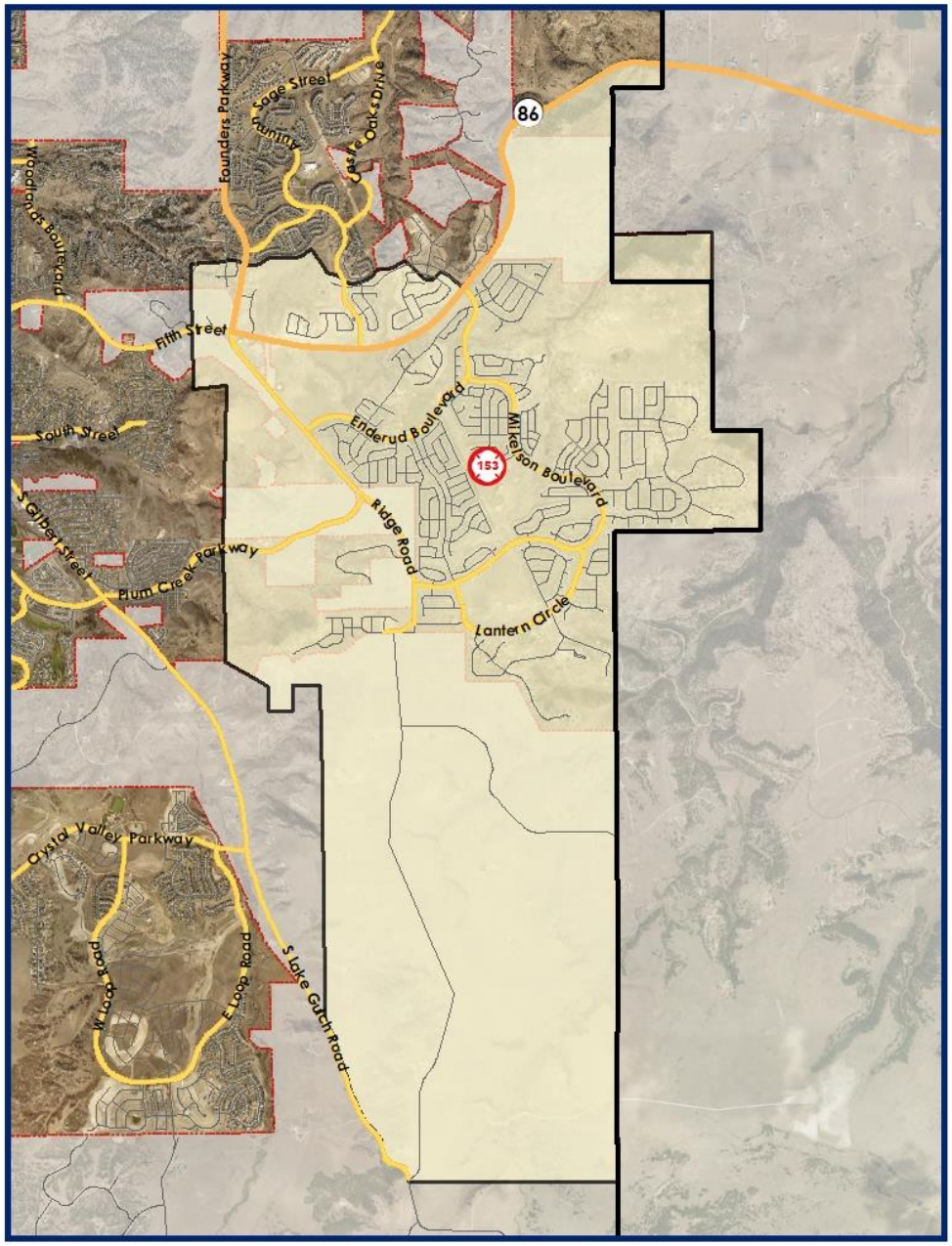
PZ2 Summary:

PZ2 is the smallest planning zone, and maintains a fairly high compliance to adopted benchmarks, with the exception of 2016 due to the dispatch process changes.

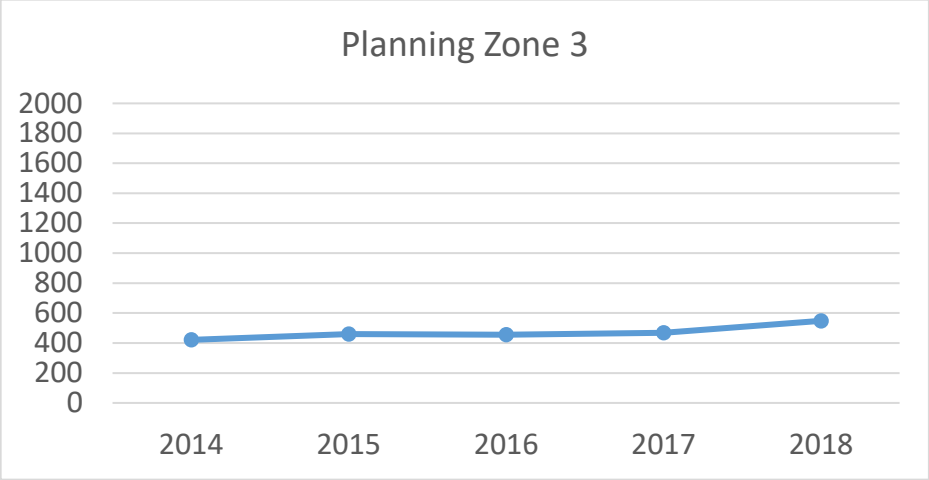
Planning Zone 3 (PZ3)

PZ3 covers 9.2 square miles with an estimated population of 12,580 (population density 1,372/mile^2), with 59.8 centerline road miles. PZ3 includes Founders Village and Castlewood Ranch neighborhoods as well as a section of State Highway 86. The construction in PZ3 is typical construction from the mid 1970's to current lightweight methods with a median home value of $251,400. PZ3 has one middle school, two elementary schools, and four churches.

Distribution Factors Map 9.0: Planning Zone 3



Distribution Factors Chart 10.0: PZ3 Incident Volume by Year



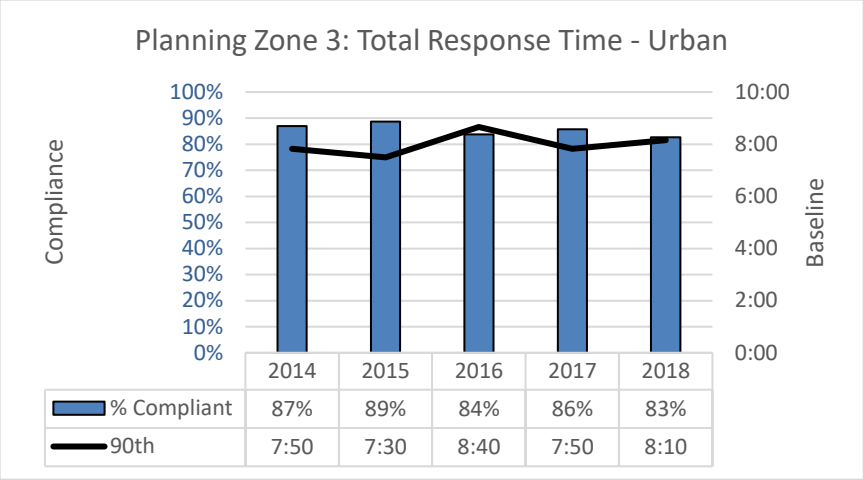
Distribution Factors Chart 11.0: PZ3 Baseline Performance

PZ3: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:37	1:26	1:34	2:25	1:15	1:15	1:00
		n= 1468	n= 292	n= 265	n= 289	n= 304	n= 318	
Turnout Time		1:50	1:51	1:48	1:39	1:42	2:04	1:38
		n= 1493	n= 290	n= 262	n= 291	n= 336	n= 314	
Travel Time 1st Unit	Urban	5:20	5:20	5:20	5:20	5:10	5:00	4:32
		n= 1309	n= 246	n= 223	n= 253	n= 305	n= 282	
	Rural	7:00	7:50	6:50	6:40	7:20	5:50	5:32
		n= 203	n= 48	n= 43	n= 39	n= 37	n= 36	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	8:00	8:10	7:50	8:40	7:30	7:50	7:10
		n= 1317	n= 247	n= 223	n= 253	n= 310	n= 284	
	Rural	9:20	10:50	9:00	9:20	9:20	8:20	8:10
		n= 204	n= 48	n= 42	n= 41	n= 37	n= 36	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

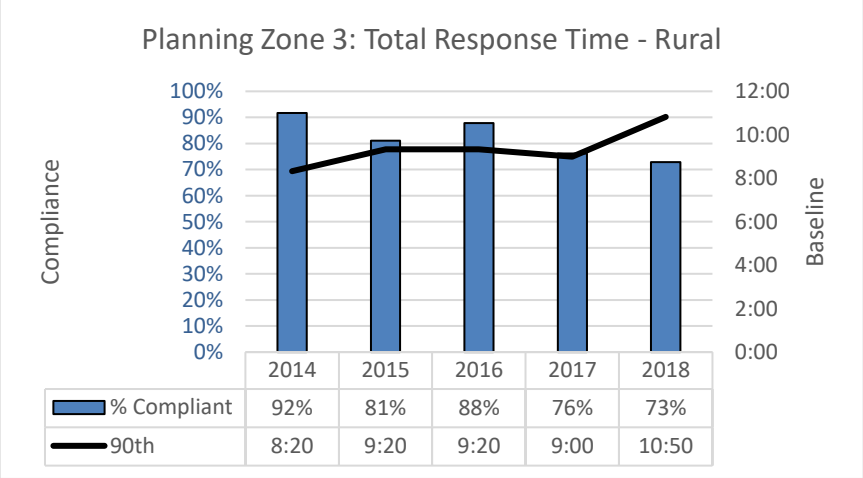
Distribution Factors Chart 11.1: PZ3 Simultaneous Call Volume

3.4%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ3	2.9%	3.3%	2.4%	2.4%	3.6%
	12	15	11	11	20

Distribution Factors Chart 10.1: PZ3 1st Due Urban Compliance



Distribution Factors Chart 10.2: PZ3 1st Due Rural Compliance



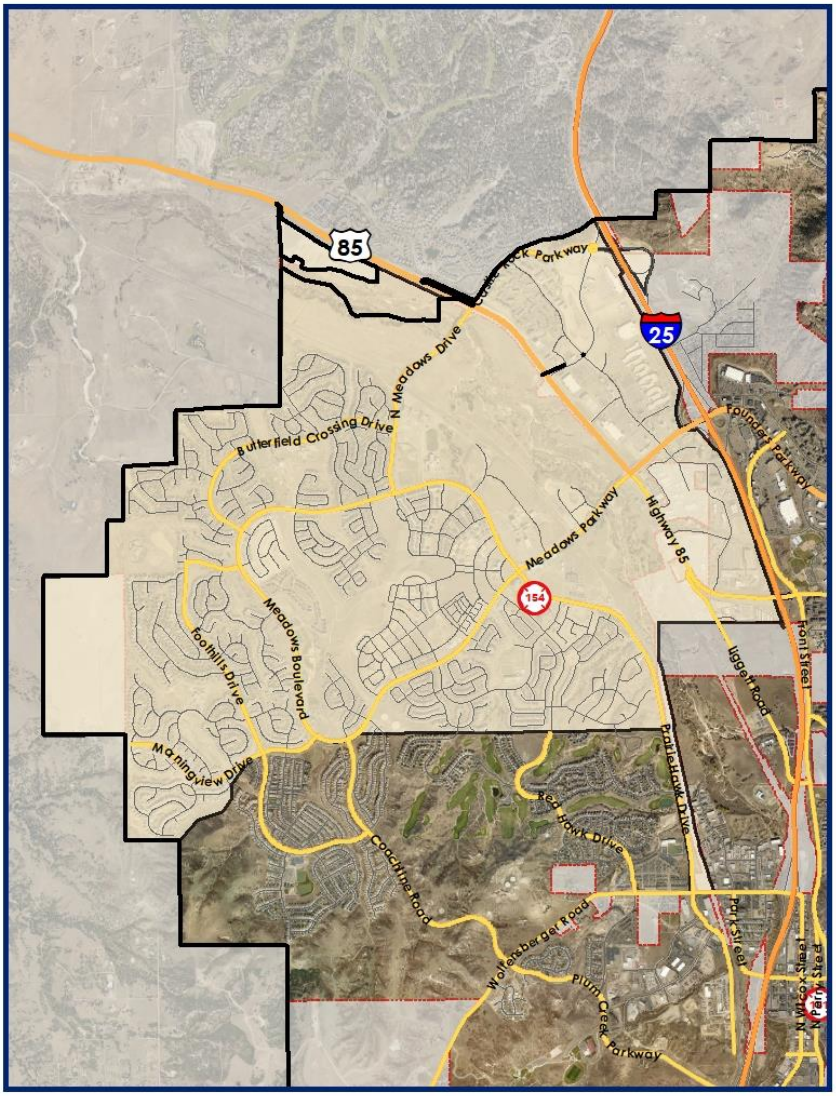
PZ3 Summary:

Given the change in reporting methodology, reporting to longer term benchmarks, PZ3's compliance percentages are consistent with the rest of the jurisdiction. As previously stated in the Station 153 summary, responses to the rural population in PZ3 is challenged by extended drives times and some soft surface roads in the southern portions of the district.

Planning Zone 4 (PZ4)

PZ4 covers 6.0 square miles and is the Department's most populous PZ with an estimated population of 17,196 (population density 2,847/mile^2) with 74.6 centerline road miles. PZ4 includes The Meadows and Castlegate neighborhoods. Additionally, this zone contains a large mixed use construction site, The Promenade. This site is being developed in multiple phases and will eventually encompass roughly 1,000,000 square feet of commercial and multi-family. The residential construction in PZ4 is primarily lightweight with the vast majority of the homes built within the last 20 years with a median home value of $279,700. PZ4 has three elementary schools, one middle school, one high school, Castle Rock Adventist Health Campus, The Outlets at Castle Rock, the Douglas County Justice Center, one large multi-story senior facility, several single story senior facilities, four churches, portions of I-25, State Highway 85 and a section of railroad on it eastern boundary.

Distribution Factors Map 10.0: Planning Zone 4



Distribution Factors Chart 11.0: PZ4 Incident Volume by Year

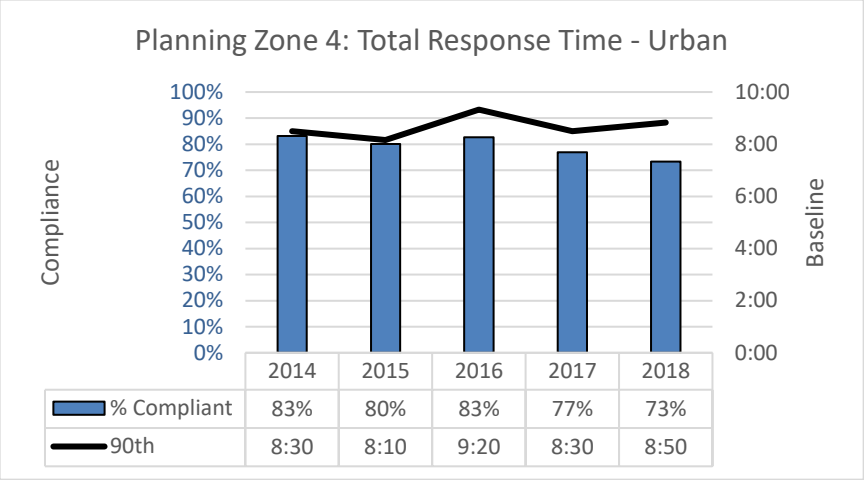
Distribution Factors Table 12.: PZ4 Baseline Performance

PZ4: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:40	1:31	1:40	2:11	1:15	1:25	1:00
		n= 4087	n= 764	n= 812	n= 778	n= 904	n= 829	
Turnout Time		1:52	1:47	1:48	1:49	1:44	2:05	1:38
		n= 4100	n= 757	n= 802	n= 773	n= 964	n= 804	
Travel Time 1st Unit	Urban	6:00	6:10	5:50	6:00	6:10	5:50	4:32
		n= 2935	n= 516	n= 536	n= 500	n= 755	n= 628	
	Rural	5:10	5:10	5:30	5:00	5:00	4:40	5:32
		n= 1227	n= 252	n= 278	n= 281	n= 225	n= 191	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	8:40	8:50	8:30	9:20	8:10	8:30	7:10
		n= 2964	n= 516	n= 536	n= 503	n= 775	n= 634	
	Rural	7:30	7:30	7:50	7:10	7:10	7:10	8:10
		n= 1243	n= 253	n= 279	n= 285	n= 231	n= 195	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

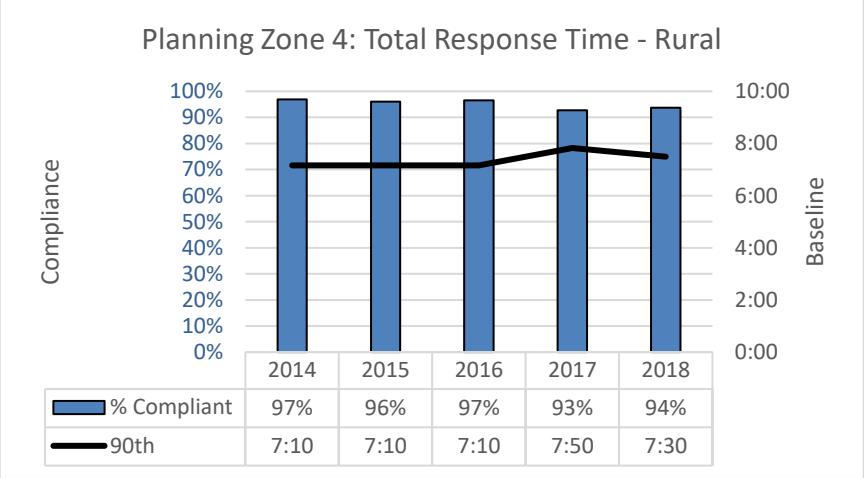
Distribution Factors Table 12.1: PZ4 Simultaneous Call Volume

7.7%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ4	7.8%	7.5%	7.3%	9.8%	9.1%
	84	96	91	138	119

Distribution Factors Chart 11.1: PZ4 1st Due Urban Compliance



Distribution Factors Chart 11.2: PZ4 1st Due Rural Compliance



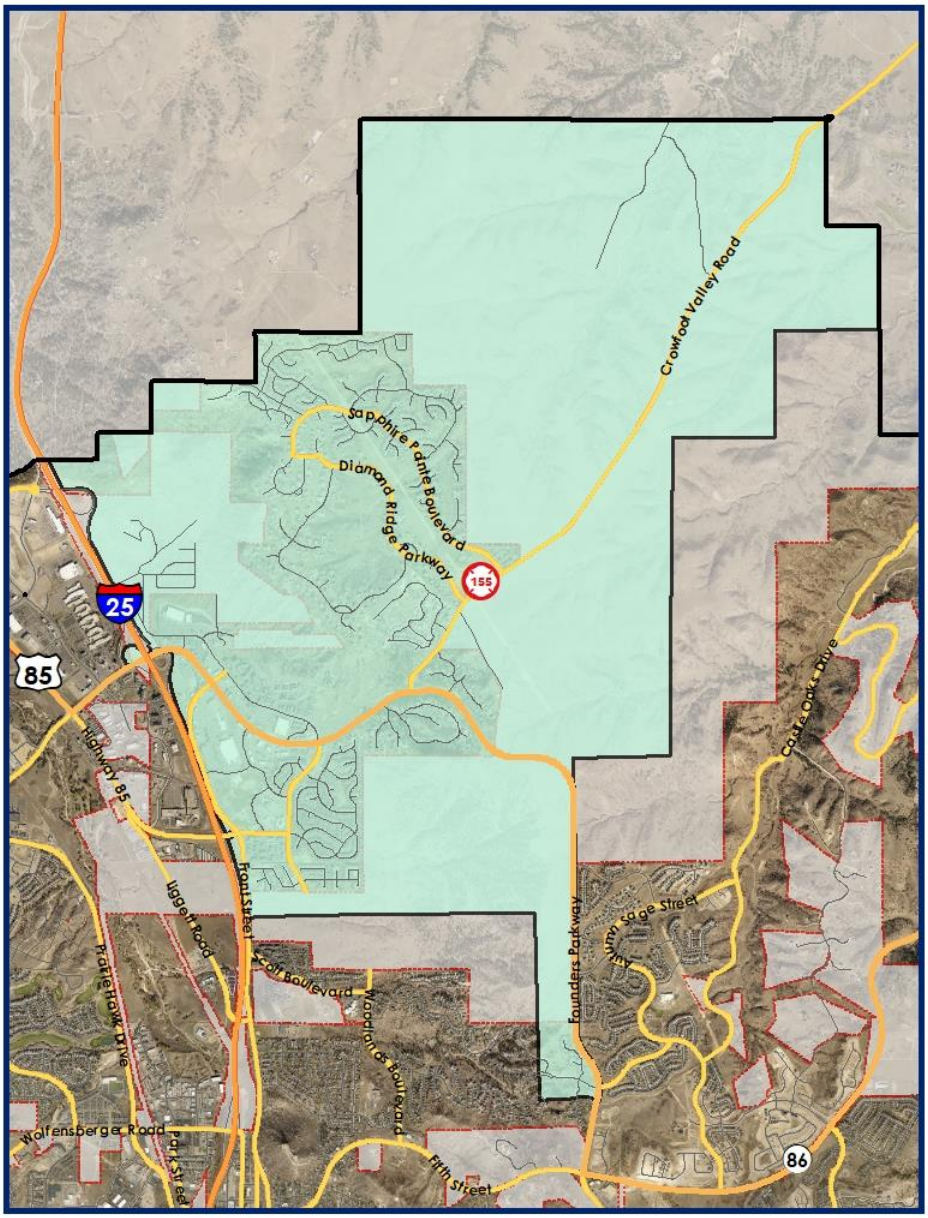
PZ4 Summary:

PZ4 has seen dramatic growth in the past five years in both development and calls for service. On average, nearly 8% (92 per year) of calls occur simultaneously. One of the significant contributing factors to the increasing call volume is the number of senior care facilities. Even with this growth, the Department has been able to maintain high compliance in the rural population densities, but is challenged with maintaining compliance in the urban areas.

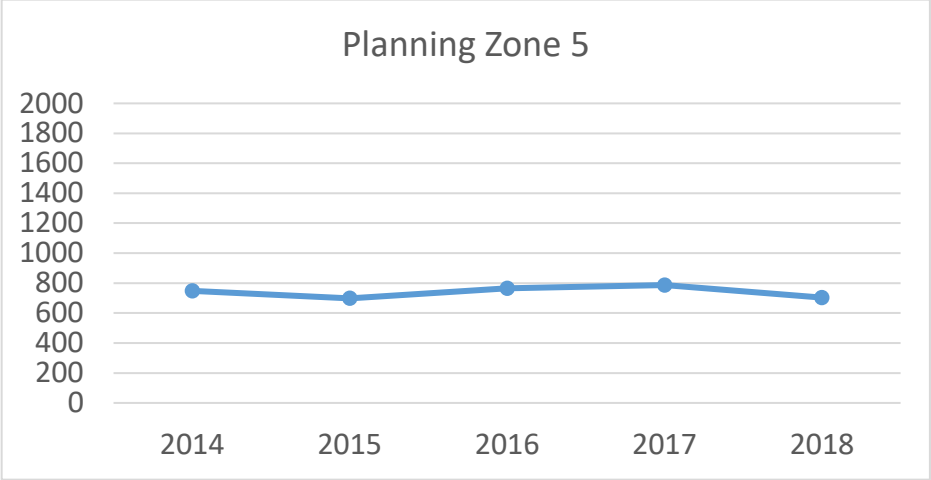
Planning Zone 5 (PZ5)

PZ5 covers 9.0 square miles with and estimated population of 7,810 (population density 866/mile^2) with 44.2 centerline road miles. PZ5 includes Diamond Ridge, Sapphire Point, Metzler Ranch, Maher Ranch, Brookwood, Silver Heights, Lemon Gulch, and Echo Ridge neighborhoods. Residential construction varies from the 1970's to current lightweight methods with a median home value of $400,500. PZ5 has one elementary school, two multi-story senior care facilities, several "big box" retail stores, portions of Interstate 25 and a portion of State Highway 86.

Distribution Factors Map 11.0: Planning Zone 5



Distribution Factors Chart 12.0: PZ5 Incident Volume by Year



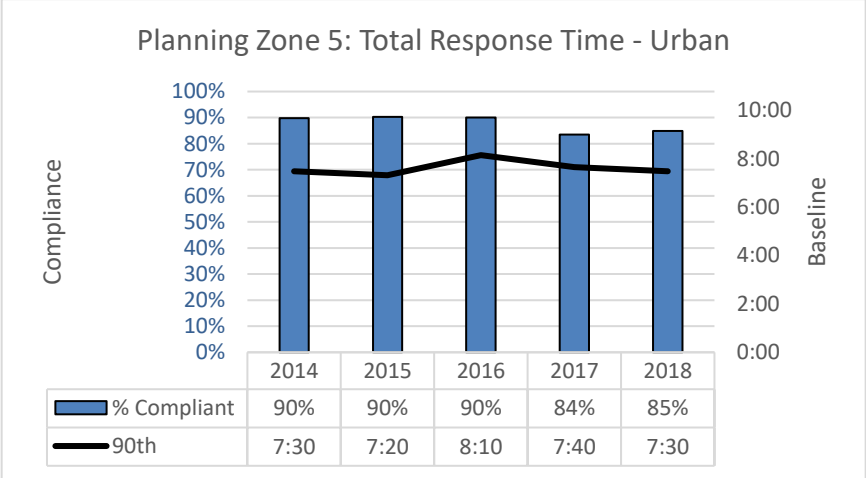
Distribution Factors Chart 13.0: PZ5 Baseline Performance

PZ5: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:35	1:29	1:29	2:15	1:14	1:13	1:00
		n= 2558	n= 456	n= 540	n= 503	n= 489	n= 570	
Turnout Time		1:47	1:42	1:43	1:44	1:42	2:01	1:38
		n= 2543	n= 454	n= 533	n= 496	n= 511	n= 549	
Travel Time 1st Unit	Urban	5:10	5:20	5:20	5:20	5:00	5:00	4:32
		n= 1972	n= 355	n= 423	n= 371	n= 401	n= 422	
	Rural	6:50	6:30	7:00	7:00	6:40	6:30	5:32
		n= 606	n= 98	n= 115	n= 135	n= 123	n= 135	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	7:40	7:30	7:40	8:10	7:20	7:30	7:10
		n= 1995	n= 357	n= 423	n= 373	n= 411	n= 431	
	Rural	9:00	8:50	9:30	9:40	8:40	8:50	8:10
		n= 619	n= 98	n= 117	n= 135	n= 129	n= 140	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

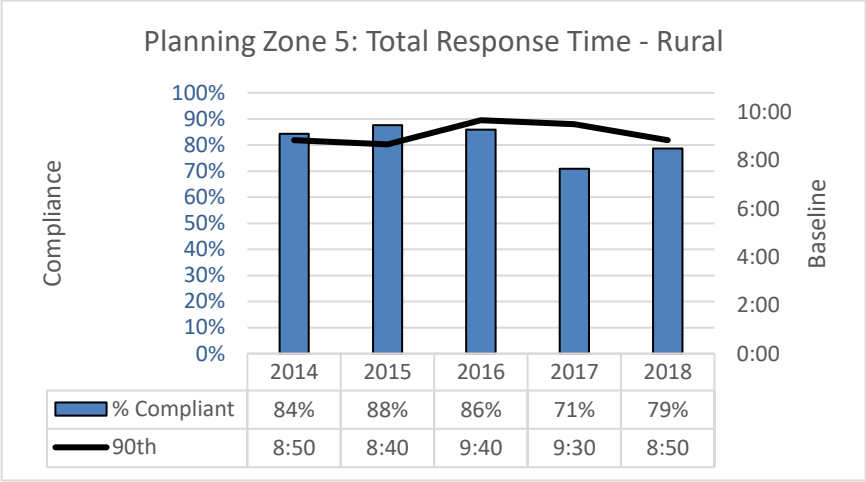
Distribution Factors Chart 13.1: PZ5 Simultaneous Call Volume

5.4%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ5	5.6%	5.4%	5.8%	6.1%	5.5%
	42	38	44	48	39

Distribution Factors Chart 12.1: PZ5 1st Due Urban Compliance



Distribution FactorsChart 12.2: PZ5 2st Due Rural Compliance



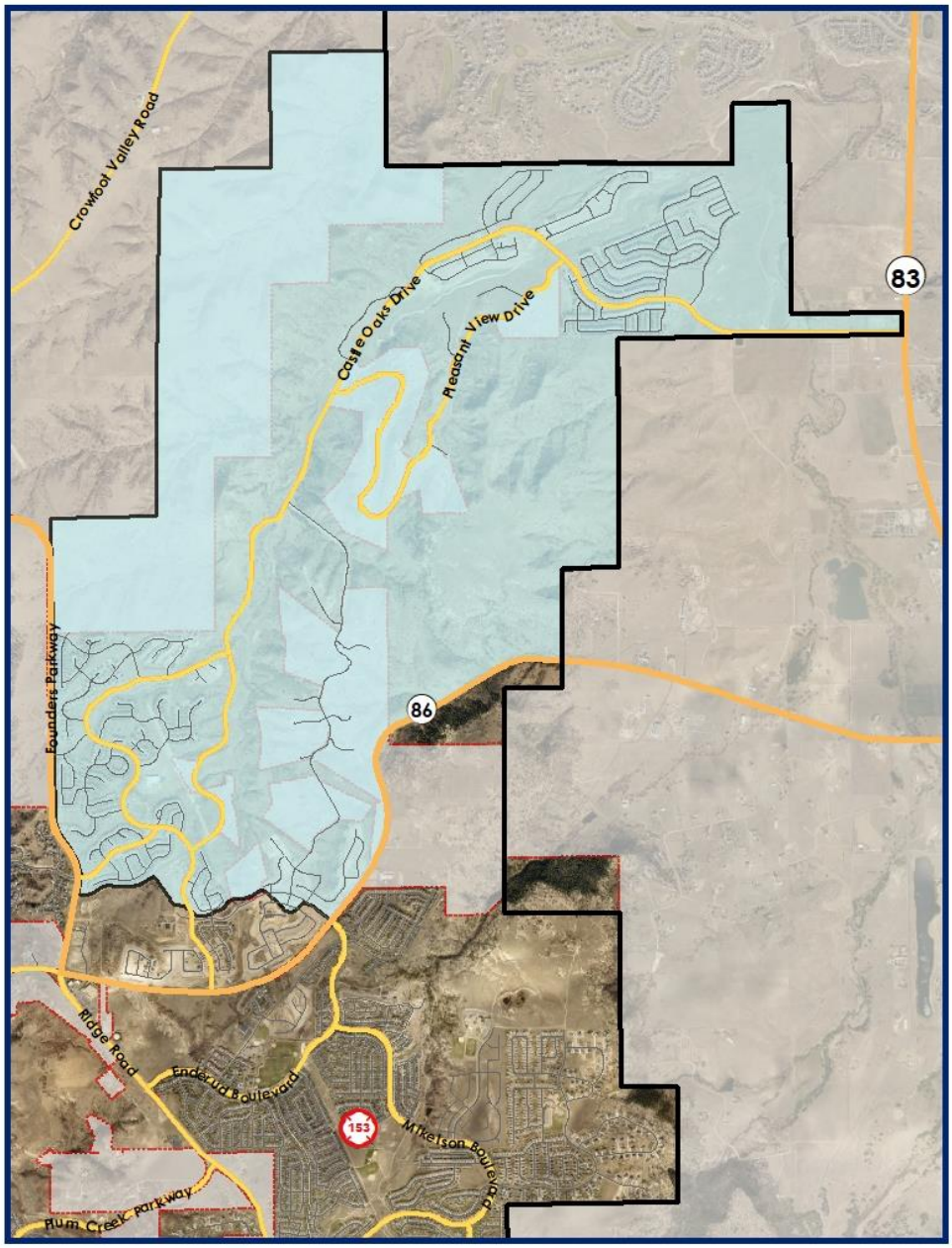
PZ5 Summary:

PZ5 has fluctuated in its total and simultaneous call volumes since 2014. The Department has been able to maintain comparative compliance numbers to other planning zones.

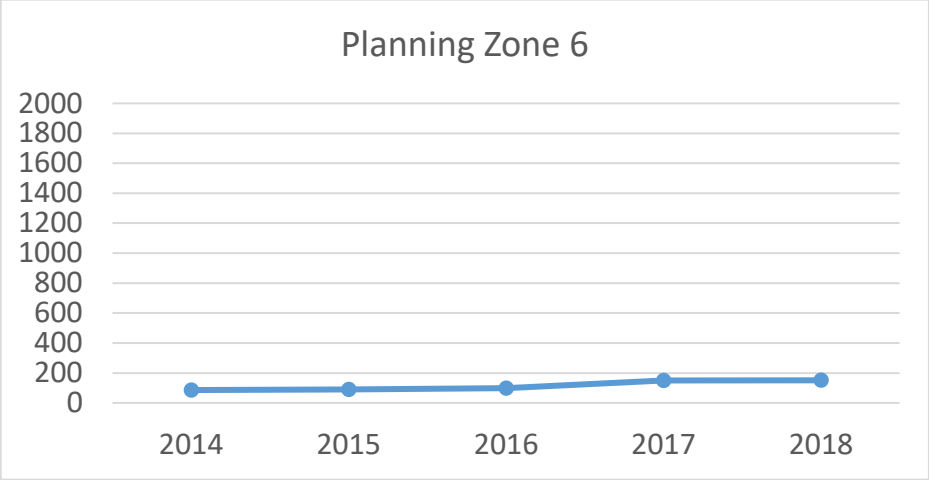
Planning Zone 6 (PZ6)

PZ6 covers 6.9 square miles with and estimated population of 5939 (population density 861/mile^2) and is 99.9% residential, .1% commercial, and 40% of its area dedicated as open space. PZ6 has 36.5 centerline road miles. PZ6 includes Castle Oaks, Terrain, Liberty Village and Cobblestone Ranch neighborhoods. The construction in PZ6 is primarily lightweight with the vast majority of the homes built within the last 15 years with a median home value of $406,800. PZ6 has one elementary school and is bordered to the south and west by State Highway 86 and to the east by State Highway 83.

Distribution Factors Map 12.0: Planning Zone 6



Distribution Factors Chart 13.0: PZ6 Incident Volume by Year



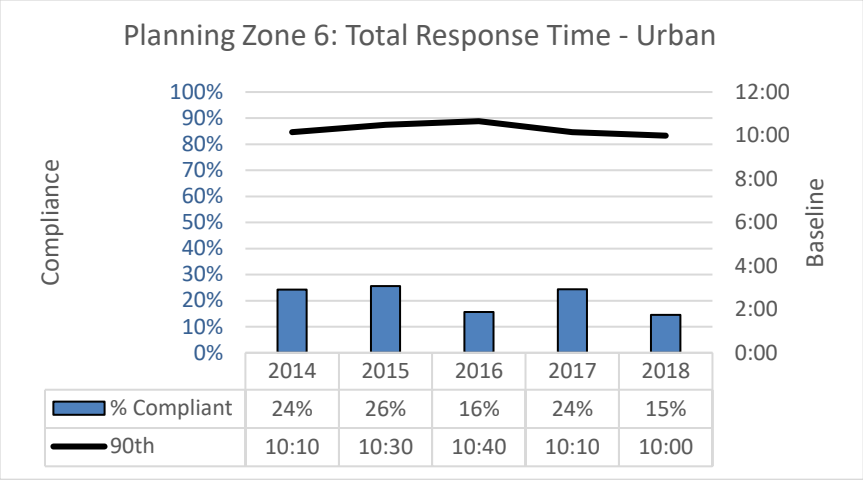
Distribution Factors Table 14.0: PZ6 Baseline Performance

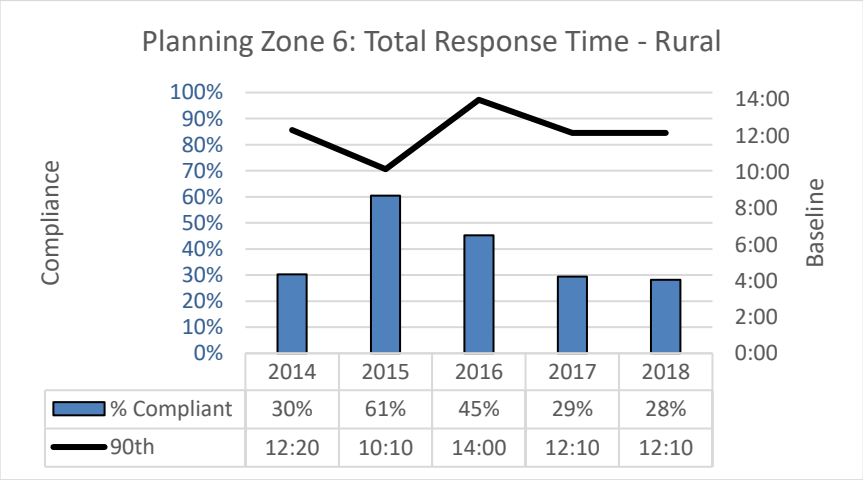
PZ6: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:45	1:29	1:31	2:34	1:51	1:19	1:00
		n= 385	n= 81	n= 97	n= 64	n= 74	n= 69	
Turnout Time		2:01	1:34	1:54	1:58	1:56	2:34	1:38
		n= 386	n= 81	n= 96	n= 63	n= 78	n= 68	
Travel Time 1st Unit	Urban	8:10	7:50	7:50	8:10	8:40	8:30	4:32
		n= 196	n= 42	n= 45	n= 31	n= 42	n= 36	
	Rural	9:10	9:40	10:10	9:10	7:50	8:50	5:32
		n= 191	n= 39	n= 51	n= 31	n= 37	n= 33	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	10:40	10:00	10:10	10:40	10:30	11:10	7:10
		n= 198	n= 41	n= 45	n= 32	n= 43	n= 37	
	Rural	12:10	12:10	12:10	14:00	10:10	12:20	8:10
		n= 192	n= 39	n= 51	n= 31	n= 38	n= 33	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Distribution Factors Table 14.1: PZ6 Simultaneous Call Volume

1.0%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ6	1.2%	1.1%	1.0%	2.0%	0.7%
	1	1	1	3	1

Distribution Factors Chart 13.1: PZ6 1st Due Compliance





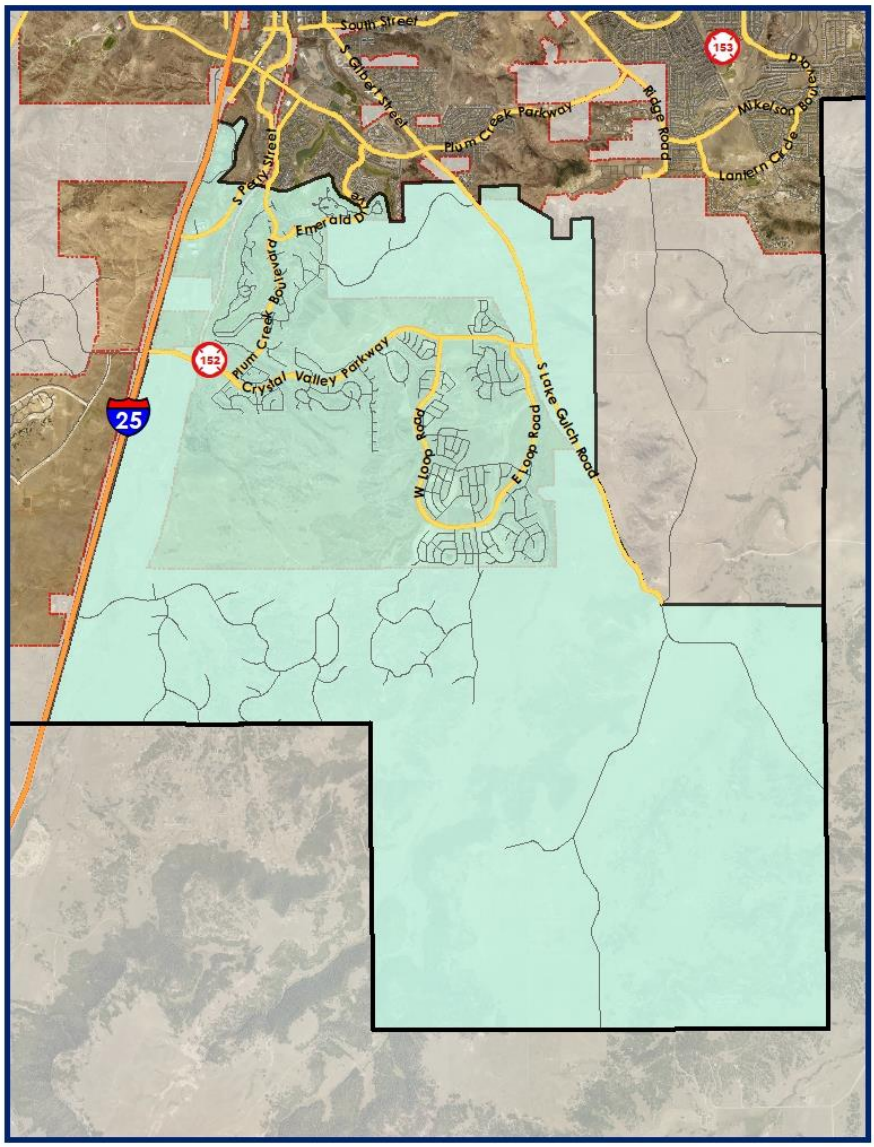
PZ6 Summary:

PZ6 has seen a steady increase in calls since 2014 that correlates with the residential growth in the area. Given its distance from Station 153, fire management zone 15603 receives an automatic aid unit from Franktown Fire Protection District on all incidents. Even with that, PZ6 has extended response times. CRFD recognizes the increasing call volume and growth in PZ6 and monitors its response and performance metrics annually in an attempt to forecast the need for additional resources based on the tenants and warrants approved in the 2014-2019 Fire Master Plan.

Planning Zone 7 (PZ7)

PZ7 covers 17.8 square miles with an estimated population of 8,663 (population density 487/mile^2) and is 99% residential, 1% commercial and 6% of its area dedicated as open space. PZ7 has 65.4 centerline road miles. PZ7 includes, Crystal Valley Ranch, Heckendorf Ranch, The Lanterns, Ditmars Ranch, Bell Mountain Ranch, Sellars Creek, and Lost Canyon Ranch neighborhoods. The residential construction varies greatly from typical 1970's construction to current lightweight methods with a median home value of $358,400. PZ7 is largely residential with one notable exception, a large satellite communication facility in the far southwest corner of the PZ. PZ7 is bordered to the west by a section of railroad running parallel to the east frontage road of Interstate 25.

Distribution Factors Map 13.0: Planning Zone 7



Distribution Factors Chart 14: PZ7 Incident Volume by Year

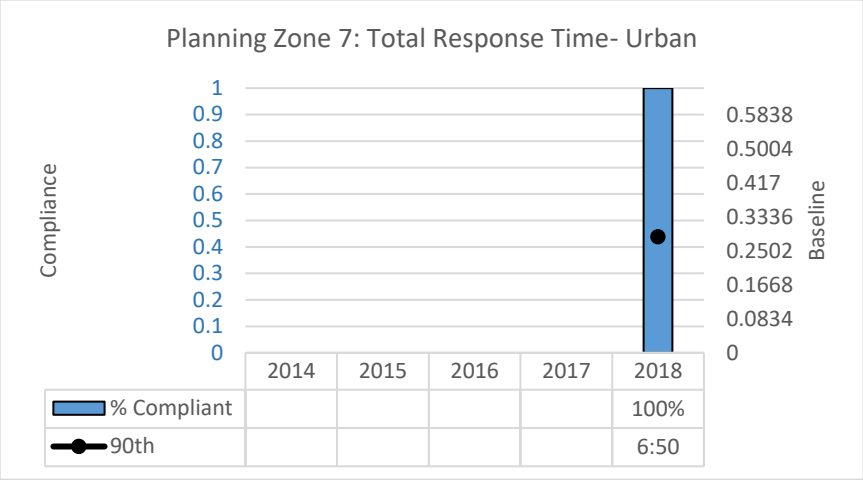
Distribution Factors Table 15.0: PZ7 Baseline Performance

PZ7: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:48	1:22	1:36	2:30	1:23	1:23	1:00
		n= 433	n= 141	n= 96	n= 19	n= 83	n= 94	
Turnout Time		2:02	1:52	1:57	1:58	2:03	2:10	1:38
		n= 525	n= 141	n= 96	n= 107	n= 88	n= 93	
Travel Time 1st Unit	Urban	5:00	5:00	N/A	N/A	N/A	N/A	4:32
		n= 19	n= 19	n= 0	n= 0	n= 0	n= 0	
	Rural	9:40	9:30	11:00	9:30	8:50	11:10	5:32
		n= 491	n= 121	n= 95	n= 105	n= 82	n= 88	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	6:50	6:50	N/A	N/A	N/A	N/A	7:10
		n= 19	n= 19	n= 0	n= 0	n= 0	n= 0	
	Rural	12:40	11:50	13:10	12:40	11:10	14:50	8:10
		n= 502	n= 122	n= 95	n= 107	n= 84	n= 94	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

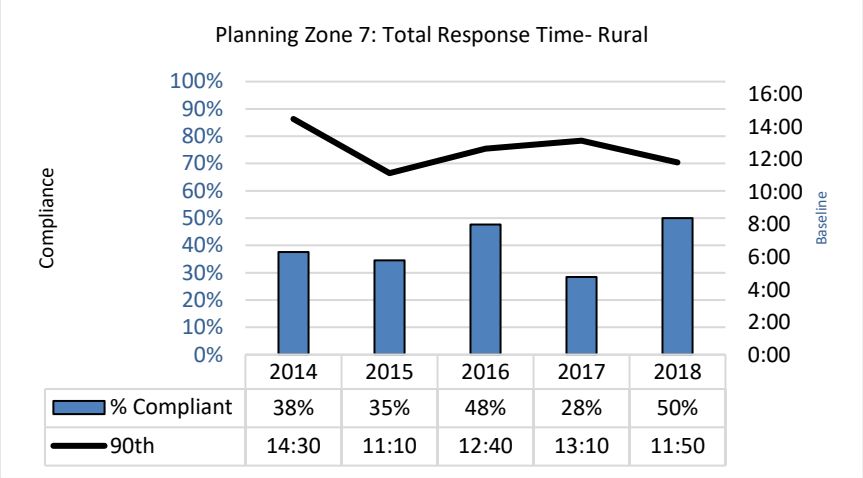
Distribution Factors Table 15.1: PZ7 Simultaneous Call Volume

2.0%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ7	6.7%	1.7%	0.7%	1.9%	1.4%
	8	2	1	3	3

Distribution Factors Chart 14.1: PZ7 1st Due Urban Compliance



Distribution Factors Chart 14.2: PZ7 1st Due Rural Compliance

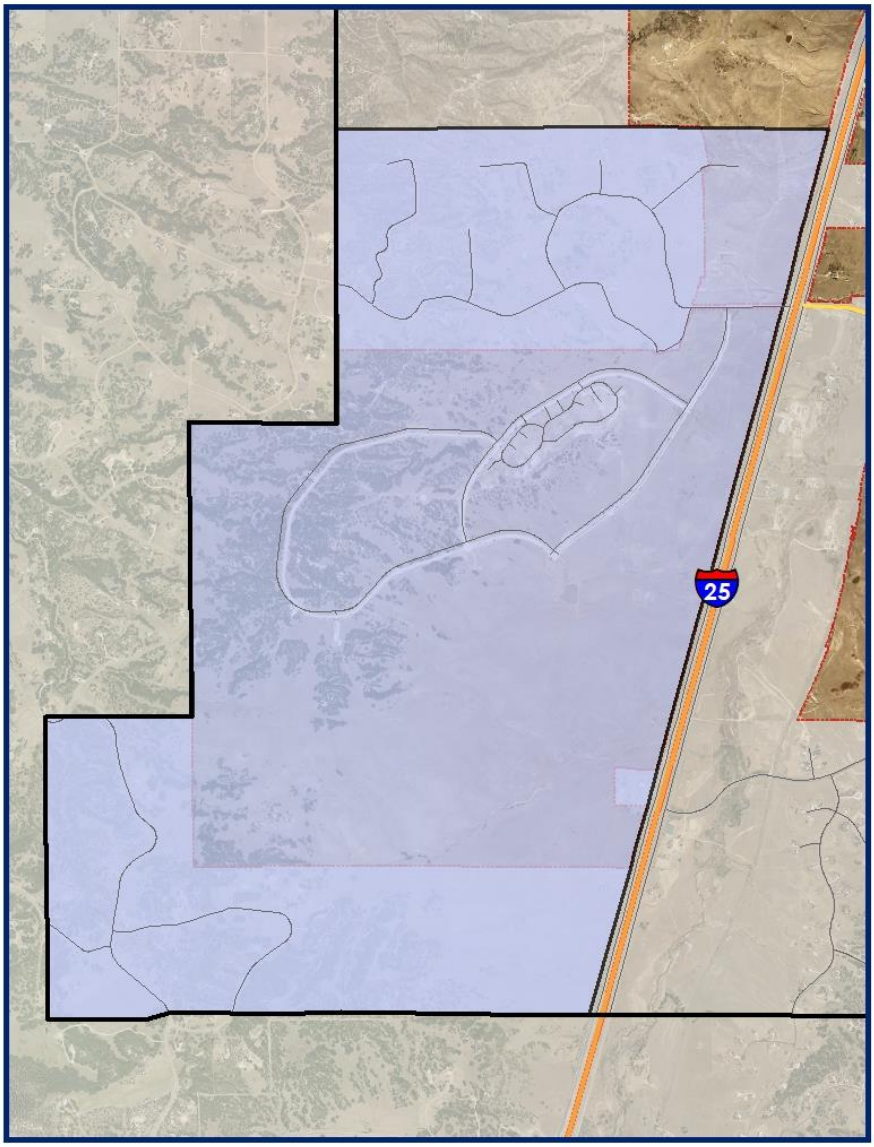


PZ7 Summary:
2018 saw significant changes in PZ7 with the addition of Station 152 in the northwestern portion of the PZ with access to two main thoroughfares and good access to expected residential development. With the opening of the station, the Department reconfigured the Planning Zone boundaries to include portions of PZ1. These areas are better served given the location of Station 152. This adding some urban population density to the PZ that were previously in PZ1. While the distribution table shows a dramatic improvement in response time for the rural area in 2018, that also includes 8 months of data prior to station 152. In the four months since Station 152 opened, the rural responses times (90th percentile) were 11:10 compared to 13:50 in 2017. The Department will continue to monitor the performance in this planning zone to evaluate the accuracy on anticipated response time improvements.

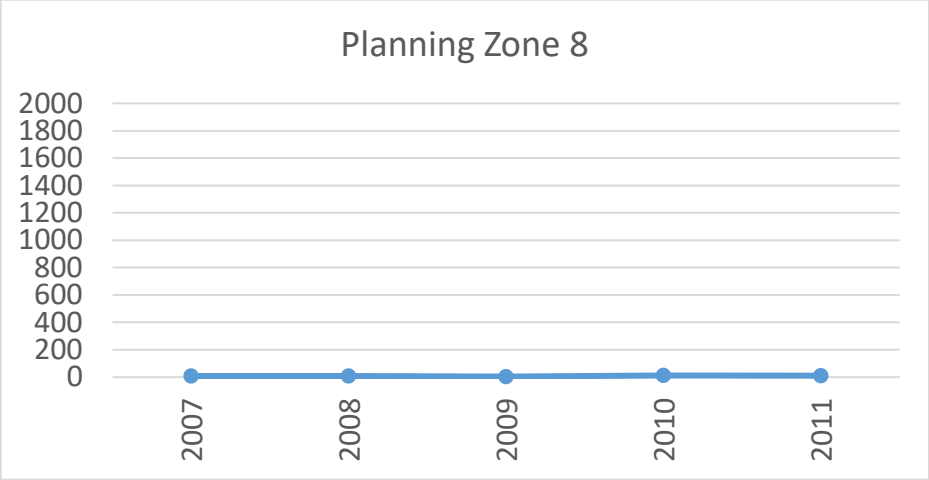
Planning Zone 8 (PZ8)

PZ8 covers 5.3 square miles with an estimated population of 353 (population density 66/mile^2) and is 100% residential. PZ8 has 13 centerline road miles. PZ8 is largely undeveloped property covering Yucca Hills and portions of Keene Ranch, both within unincorporated Douglas County. Yucca Hills has older homes and various lots sizes. Keene Ranch has larger, higher priced homes on a minimum of 5 acre lots. Keene Ranch is a shared response area with Jackson 105, a mostly volunteer agency to the west, and Larkspur Fire, a combination department to the south. Additionally, to access Keene Ranch, CRFD units must leave the jurisdiction on Tomah Rd before they can make entry into the neighborhood. PZ8 also contains a section of railroad that runs parallel to the west frontage road for Interstate 25. The median home value in PZ8 is $615,600.

Distribution Factors Map 14.0: Planning Zone 8



Distribution Factors Chart 15.0: PZ 8 Incident Volume by Year



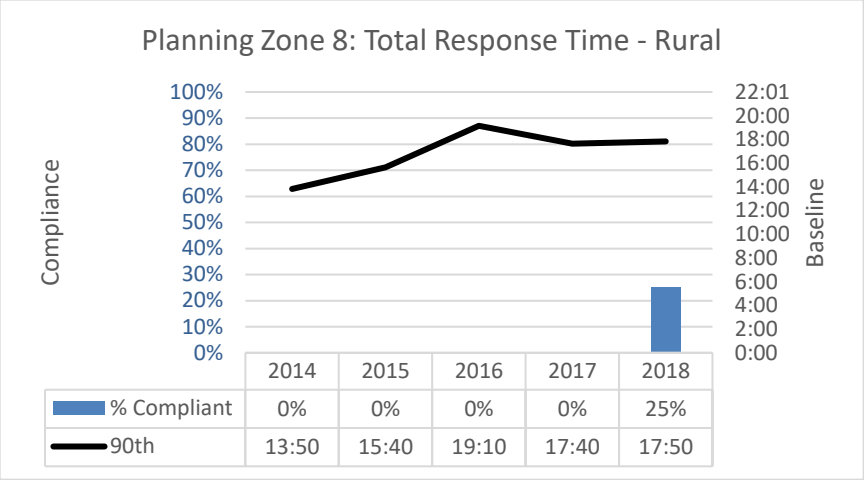
Distribution Factors Table 16.0: PZ8 Baseline Performance

PZ8: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		2:10	2:11	3:08	2:10	1:51	57	1:00
		n= 30	n= 8	n= 5	n= 3	n= 8	n= 6	
Turnout Time		1:52	2:09	1:55	1:52	3:13	1:47	1:38
		n= 30	n= 8	n= 5	n= 3	n= 8	n= 6	
Travel Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Rural	12:50	12:30	14:50	12:50	12:10	12:10	5:32
		n= 28	n= 7	n= 5	n= 2	n= 8	n= 6	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Rural	16:00	17:50	17:40	19:10	15:40	13:50	8:10
		n= 30	n= 8	n= 5	n= 3	n= 8	n= 6	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Distribution Factors Table 16.1: PZ8 Simultaneous Call Volume

N/A	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ8	0.0%	0.0%	0.0%	0.0%	0.0%
	0	0	0	0	0

Distribution Factors Chart 15.1: PZ8 1st Due Rural Compliance



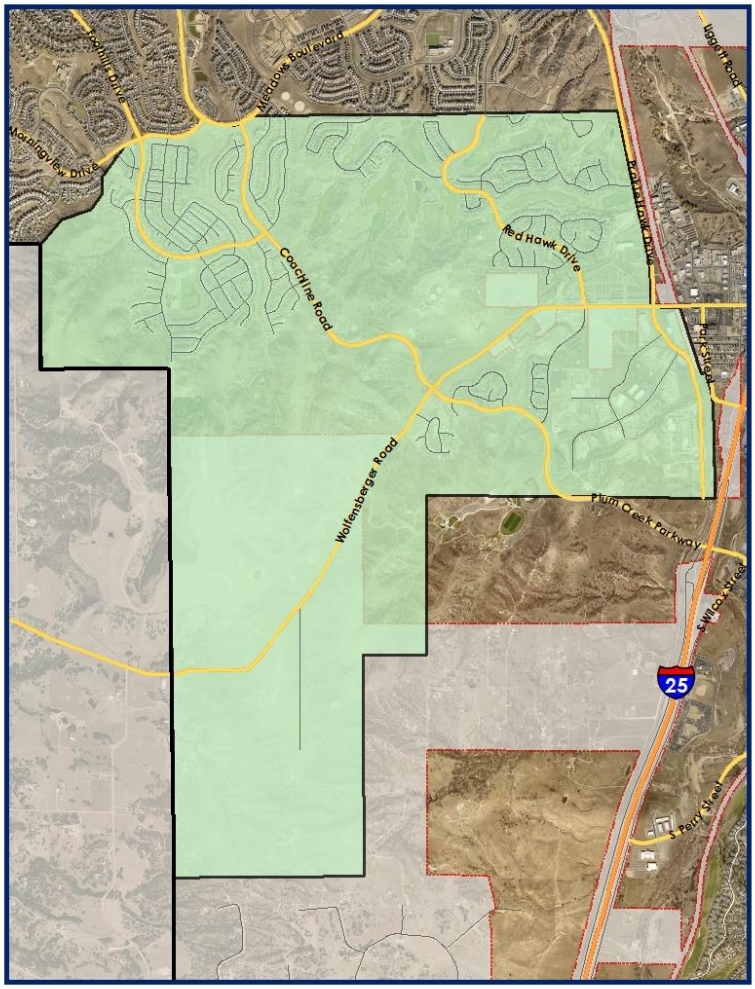
PZ8 Summary:

The Department recognizes that the response times in PZ8 exceed the stated baselines. However, given the call volume (maximum of 8 calls annually) and low population (353 residents), there are no plans for a dedicated station.

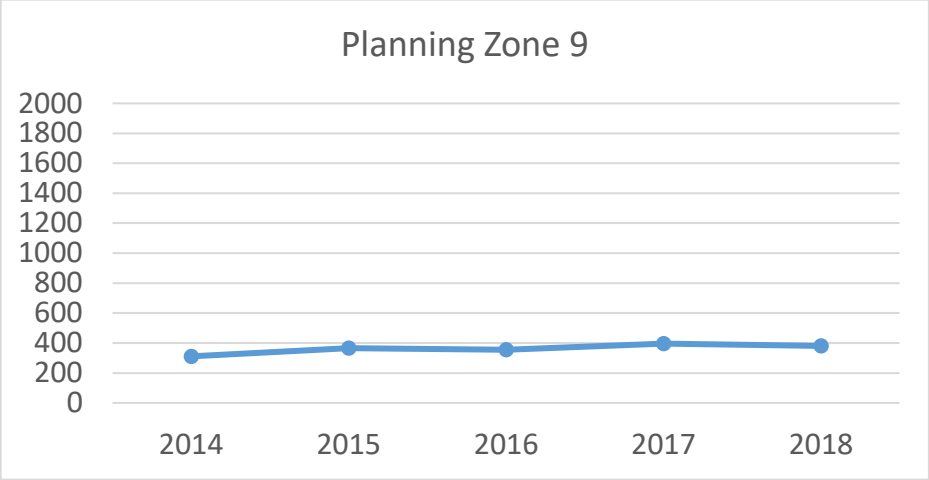
Planning Zone 9 (PZ9)

PZ9 covers 4.6 square miles with an estimated population of 8,428 (population density 1,828/mile^2) and is 97% residential, 3% commercial with 30% of its area dedicated as open space. PZ3 has 30.1 centerline road miles. PZ9 includes the Red Hawk, Castle Highlands, Castle Meadows, and the Reserve at Castle Highlands neighborhoods. The construction in PZ9 is primarily lightweight with the vast majority of the homes built within the last 15 years with a median home value of $397,400. PZ9 includes one elementary school, one large senior facility, a large multi-use indoor/outdoor recreation center and miles of soft-surface recreational trails. For several years, this PZ has met the minimum call volume requirements the construction of a new fire station. However, given that the response times for the first arriving unit and effective response force meet adopted baselines, and are consistent with the Department's performance compared to adopted benchmarks. The Department has elected to not build a fire station in this area yet. The Department will continue to monitor call volume and performance to identify trends that could negatively affect the residents in this area.

Distribution Factors Map 15.0: Planning Zone 9



Distribution Factors Chart 16.0: PZ9 Incident Volume by Year



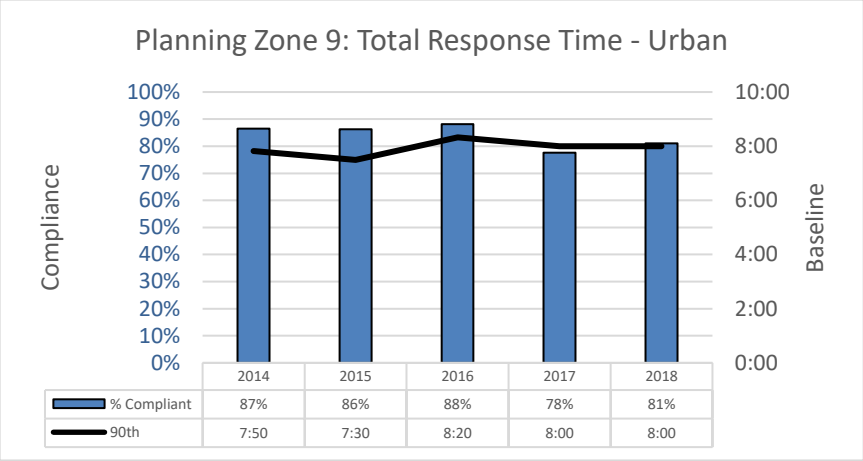
Distribution Factors Table 17.0: PZ9 Baseline Performance

PZ9: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:37	1:28	1:28	2:23	1:20	1:06	1:00
		n= 1180	n= 213	n= 224	n= 221	n= 272	n= 250	
Turnout Time		1:47	1:44	1:47	1:40	1:42	1:52	1:38
		n= 1189	n= 213	n= 223	n= 217	n= 288	n= 248	
Travel Time 1st Unit	Urban	5:30	8:40	7:00	13:40	8:40	10:30	4:32
		n= 20	n= 5	n= 1	n= 2	n= 7	n= 5	
	Rural	8:40	5:30	5:40	5:30	5:20	5:30	5:32
		n= 1180	n= 210	n= 223	n= 219	n= 286	n= 242	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time 1st Unit	Urban	8:00	8:00	8:00	8:20	7:30	7:50	7:10
		n= 1188	n= 210	n= 223	n= 219	n= 291	n= 245	
	Rural	11:20	11:20	9:10	15:50	11:20	11:50	8:10
		n= 20	n= 5	n= 1	n= 2	n= 7	n= 5	
	Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

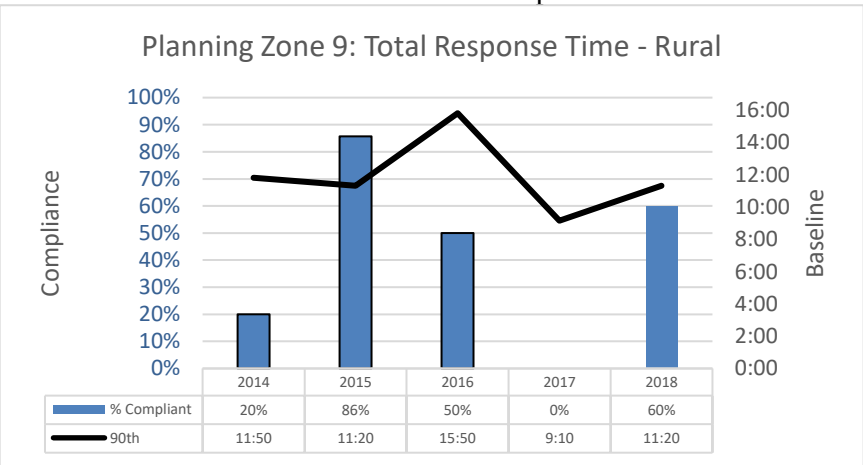
Distribution Factors Table 17.1: PZ9 Simultaneous Call Volume

2.5%	Simultaneous Calls				
	2014	2015	2016	2017	2018
PZ9	3.9%	1.4%	1.4%	2.3%	2.1%
	12	5	5	9	8

Distribution Factors Chart 16.1: PZ9 1st Due Urban Compliance



Distribution Factors Chart 16.2: PZ9 1st Due Rural Compliance



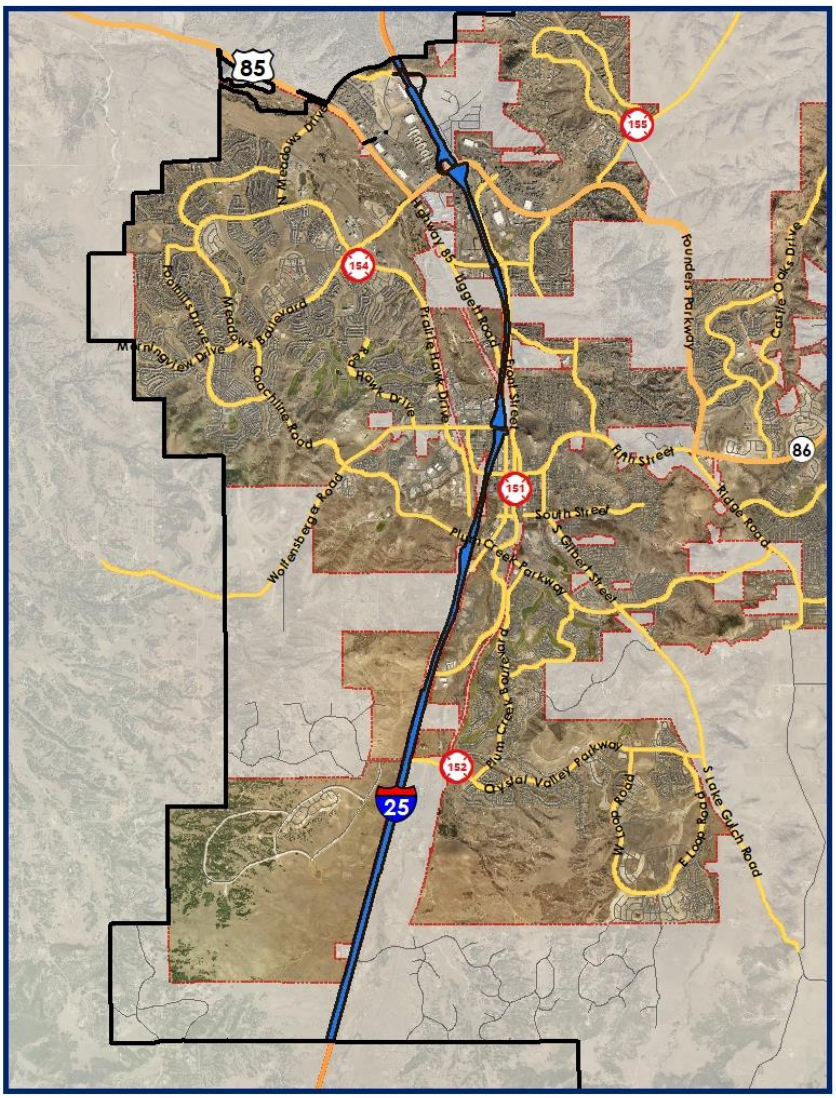
PZ9 Summary:

This planning zone has met the minimum annual call volume for planning a new station since 2008. However, given that the Department has been able to maintain relatively high compliance in the Urban areas compared to other planning zone, no station is currently being planned. However, the Department will continue to closely monitor the call volume, performance, and growth in this PZ to ensure additional resources are planned for accordingly. Additionally as a result of Station 152, the Department assigned the southern fire management zones (15924 & 15925) to station 151 to help balance workload with station 154.

Interstate

CRFD includes 9 miles of interstate highway (I-25) with four access points (exits 181, 182, 184, 185) all with northbound and southbound access. To ensure the best possible responses, southbound I-25, north of exit 185 includes units from South Metro Fire and Rescue Authority (SMFRA). Two SMFRA stations (Stations 36 & 39) have easy access to southbound I-25. Likewise, Larkspur Fire Protection District (LFPD), co-responds northbound I-25 up to mile marker 177.5, where there is an emergency vehicle turn-around. Currently and through 2020 Colorado Department of Transportation (CDOT) is working to increase I-25 from two to three lanes from mile maker 178 to mile maker 160. This poses several response and access challenges given that to accommodate increased construction traffic and median work, the safety lanes have been decreased to as little as 2 feet.

Distribution Factors Map 16.0: Interstate



Distribution Factors Chart 17.0: Interstate Incident Volume by Year

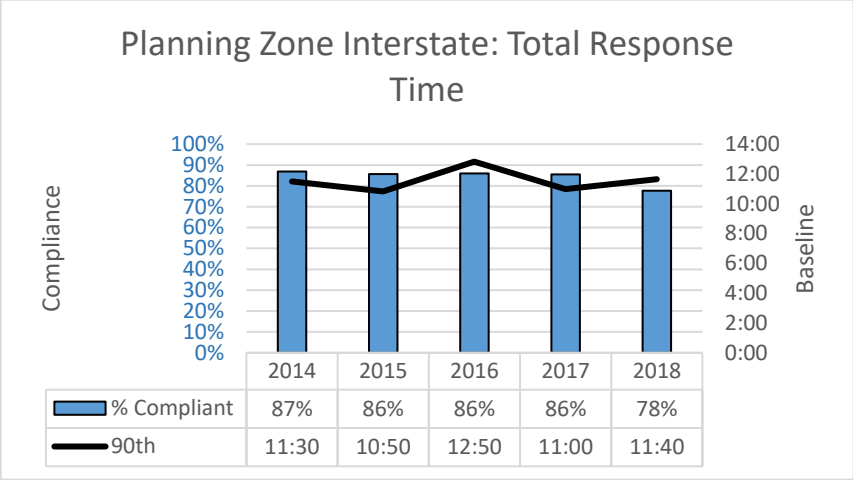
Distribution Factors Table 18.0: Interstate Baseline Performance

Interstate: 1st Due Baseline Performance		2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Alarm Handling		1:54	1:44	1:56	2:12	1:59	1:34	1:00
		n= 723	n= 148	n= 165	n= 141	n= 139	n= 130	
Turnout Time		2:08	2:00	1:56	2:09	2:06	2:25	1:38
		n= 713	n= 154	n= 165	n= 137	n= 142	n= 115	
Travel Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Interstate	8:20	8:50	8:00	8:50	8:10	8:40	7:32
		n= 718	n= 156	n= 168	n= 137	n= 143	n= 114	
Total Response Time 1st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
		n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	Interstate	11:30	11:40	11:50	12:50	10:50	11:30	10:10
		n= 751	n= 157	n= 168	n= 142	n= 154	n= 130	

Distribution Factors Table 18.1: Interstate Simultaneous Call Volume

3.9%	Simultaneous Calls				
	2014	2015	2016	2017	2018
Interstate	3.1%	4.7%	1.8%	4.4%	3.5%
	5	8	3	8	6

Distribution Factors Chart 17.1: Interstate 1st Due Compliance



Interstate Summary:

Responses to highway incidents are challenging because there are limited access points, the individuals calling to report an incident rarely stop, and call processing tends to take longer to ensure an accurate location is provided. This is evident in the 1:54 call processing time. Travel time is entirely dependent on the road/weather conditions and how much traffic has already amassed. The Department has little effect on these conditions, yet continues to strive for improved services on the highway.

Distribution Summary

Based on internal and external stakeholder feedback, at the end of 2017 the Department has move to reporting all performance against adopted benchmarks (performance goals). This change in reporting methodology resulted in an apparent decrease in performance between 2016 and 2017, when actual performance remained relatively stable in the mid to high 80%. Performance in 2016 was affected by the changes in the dispatching process (implementation of ProQA). The department no longer reports call processing or turnout times based on the population density of the incident location. This is because the incident location has no impact on the call processing or turnout process, with one notable exception. That exception is the call processing time for incidents on the interstate. The Department has noticed a significant difference in call processing times for calls on the interstate (1:54 vs. 1:40). This is due to all calls being made from mobile phones, requiring the dispatcher to determine the location of the incident. Many times the reporting party [caller] does not stop at the incident and does not provide detailed or accurate incident information leading to additional questions by the dispatcher.

Since 2014, turnout times have continued to improve over the last 5 years. This is in part due to the implementation of mobile data terminals (MDT). MDTs are apparatus based computers that are connected to the computer aided dispatch system (CAD), and enable the company officer to mark their unit en-route. This removed any delay due to radio traffic between the officer, other responding units, and the dispatch center. Since the implementation of the MDCs in 2013, the turnout time baseline has decreased 26 seconds (2:18 to 1:52). No other physical changes have been made to reduce turnout times. However, turnout times are published monthly by apparatus and shift allowing crews to compare their performance with others in their station and against the Department benchmark.

Total response time (baselines) in the rural population densities have fluctuated between 10:10 and 9:10. Rural response time compliance is typically dependent on the location of the incident. If the incident is in planning zone 8, the southern portion of planning zone 3, or eastern portion of planning zone 6, the Department recognizes it will likely exceed response time benchmark or baselines due to distance. There are no plans for PZ8 or the southern portion of PZ3 due to the very low population and corresponding call volume. Response times and call volume in PZ6 are monitored regularly. However, given recent growth in PZ6, the annual call volume is beginning to approach 2014 – 2019 Master Plan warrant for planning a station. In 2018, PZ6 received 151 calls for service, or 75% on the minimum threshold for planning a station.

Total response time (baselines) for the urban population densities has fluctuated between 8:40 and 7:50 since 2014, even with an increasing call volume and simultaneous call volume trend. The Department will continue to monitor its performance and compliance to selected benchmark performance standards monthly and all benchmark performance standards annually.

Concentration Factors

For the purpose of this document, Concentration shall de defined as the arrangement or spacing of multiple resources so that an effective response force (ERF) can arrive on scene within defined performance expectations (total response time). Concentration factors are factors that may influence the performance within a given concentration area.

To obtain a better understanding of the issues affecting concentration, the Department reviewed the number of calls by service type (EMS, fire, HAZMAT, technical rescue and wildland urban interface) as well as the associated response times for the 1st arriving unit and the arrival of the ERF. These were reviewed by service type and geographic area, first the jurisdiction as a whole, second by station area, and lastly by station planning zone, if sufficient data was available. By reviewing the calls by service type, understanding the location and the frequency which they occur, an assessment may be completed to determine if and where there are any deficiencies in the current deployment model. All data tables may be found in their respective Appendices.

It is important to note that as data is increasingly sorted, the sample size becomes smaller and data become increasingly volatile. Thus, the sample size may not be sufficient for determining trends or forecasting. The Center for Public Safety Excellence (CPSE) offers a rule of thumb "that a sample size of approximately 400 is going to have an approximately 5 percent margin of error 95 percent of the time" (CPSE, 2016, p.87).

The Department updated its critical task analysis (CTA) in late 2016 and all updates were adopted by Town Council in June 2017. All changes become effective July 1st, 2017. The CTAs define the critical tasks that must be accomplished on any given incident to ensure the safety of the customer and responders. The CTAs are the basis for determining the Department's needed response plans which define the number and type of apparatus as well as the number of personnel for each call type. The response plans are synonymous with the 1st alarm or ERF. The 2016 CTAs may be found in Appendix B.

As noted in the Distribution Factors, there is little effect of population density on call processing or turnout time. As such the call processing and turnout time in this section are not reported by population density.

To better summarize the factors effecting the arrival of the ERF (concentration), each service type is individually reviewed looking at the annual compliance to stated benchmark performance goals.

Emergency Medical Service (EMS)

As with most, if not all fire agencies, EMS is the highest frequency call type for CRFD. Annually, EMS represents roughly 63% of all calls for service. The EMS call type includes a broad spectrum of incidents to include, but are not limited to, emergent and non-emergent medical incidents, motor vehicle accidents (MVA), extrication from a passenger vehicle, and mass casualty incidents (MCI). Incidents may receive a different effective response force (ERF) as defined by their specific CTA, found in Appendix B. Below are summaries of each EMS risk level defined by CRFD:

Low Risk EMS: *1 Medic (2 personnel)*

Low risk EMS incidents medical assists at doctor officer or facility with a primary care physician. The effective response force is a single medic unit staffed with two personnel, and at least one paramedic. For the concentration factor analysis, only emergent responses are reviewed.

A detailed summary of the Department performance may be found in Appendix C: Data Tables – EMS. Concentration Factor Table 1.0 provides an overview of the Department's performance against adopted baselines for the last five years. Concentration Factors Table 2.0 provides a summary of low risk EMS call volume by station and planning zone.

Concentration Factors Table 1.0

EMS:	Rural					Urban				
Low Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	96%	85%	91%	67%	64%	80%	94%	76%	67%	92%
Station 151	88%	69%	82%	71%	80%	75%	100%	N/A	N/A	100%
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	80%	100%	100%	64%	56%	N/A	N/A	N/A	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	73%	83%	68%	67%	91%

Concentration Factors Table 2.0

EMS: Low Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	24	25	23	22	14	108	20	35	25	24	13	117
Station 151	24	25	19	7	5	80	4	2	0	0	2	8
Station 152	0	0	0	0	0	0	0	0	0	0	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	4	15	9	28	5	10	0	0	0	15
Station 155	0	0	0	0	0	0	11	23	25	24	11	94
PZ1	24	25	19	7	5	80	4	2	0	0	2	8
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	0	4	15	9	28	5	10	0	0	0	15
PZ5	0	0	0	0	0	0	11	23	25	24	11	94
PZ6	0	0	0	0	0	0	0	0	0	0	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0		0

Low risk, emergent EMS incidents in the rural population densities have fluctuated from 6:20 in 2012 to 12:20 in 2017 with the highest baseline records in 2017. Call volume in the rural areas has ranged from 14 to 25 call per year with a total of 107 incidents. The Department's performance for Low Risk emergent EMS incidents in the urban population densities has fluctuated from 8:20 in 2014 to 6:50 in 2018 with a spike in 2016 at 11:10. Call volume in the urban areas ranges from 13 to 35 calls per year with a total of 117 incidents.

The dramatic change in annual baselines is in part due to the small sample size, less than 40 incidents per year in either population density. Another factor is an increasing number of simultaneous calls requiring units to respond from stations further away than the primary stations. Lastly, in 2016 a doctor office near Station 151 that frequently called for patient transportation to the ER closed.

Moderate Risk EMS: *1 Engine/Quint and 1 Medic (5 personnel)*
Moderate risk EMS incidents are the majority of the Department's call volume and have increased from 2014 – 2018. 2016 shows a decrease from 2015, this is due to the implementation of ProQA MPDS and the re-classification of EMS calls to a non-emergent response. Since 2014, ERF total response times have increased in both the rural and urban areas. The root cause for this increase has yet to be identified. However, Stations 154 and 155 have seen the greatest increase in ERF times, specifically within Planning Zones 4, 5 and 9.

A detailed summary of the Department's performance may be found in Appendix C: Data Tables – EMS. Concentration Factors Table 3.0 shows annual compliance compared to the CRFD's adopted baselines for Moderate Risk EMS incidents. Concentration Factors Table 4.0 provides a summary of moderate risk EMS call volume by station and planning zone.

Concentration Factors Table 3.0

EMS:	Rural					Urban				
Moderate Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	87%	86%	75%	80%	84%	88%	85%	82%	80%	79%
Station 151	85%	85%	67%	77%	92%	89%	85%	84%	80%	83%
Station 152	N/A	N/A	N/A	N/A	49%	N/A	N/A	N/A	N/A	57%
Station 153	67%	82%	57%	68%	74%	84%	86%	72%	79%	79%
Station 154	94%	91%	92%	93%	94%	89%	85%	84%	80%	78%
Station 155	89%	83%	68%	79%	90%	86%	81%	81%	81%	75%
PZ1	93%	96%	83%	80%	92%	89%	85%	84%	94%	84%
PZ2	N/A	N/A	N/A	N/A	N/A	87%	85%	83%	82%	87%
PZ3	93%	93%	75%	86%	83%	88%	90%	77%	86%	85%
PZ4	96%	92%	93%	90%	94%	89%	82%	81%	77%	76%
PZ5	89%	83%	68%	79%	90%	86%	81%	81%	81%	73%
PZ6	50%	60%	0%	58%	50%	48%	55%	35%	46%	47%
PZ7	59%	53%	34%	34%	49%	N/A	N/A	N/A	N/A	64%
PZ8	0%	0%	0%	0%	75%	N/A	N/A	N/A	N/A	N/A
PZ9	0%	80%	100%	N/A	100%	92%	90%	89.5%	87.7%	81.1%

The Department recognizes the performance gaps for ERF arrival in PZ7 & PZ8. With the planned opening of Station 152 (opening in the fall of 2018) in PZ7, the distribution (1st arrival) performance will improve; however, there will still be a concentration (ERF) performance gap. The Department will closely monitor the call volume, ERF performance and unit hour utilization to determine the need for additional resources in Station 152. With respect to PZ8, given the extremely low frequency of calls (< 10 per year), there are no plans to address the extended response times in that planning zone.

Concentration Factors Table 4.0

EMS: Moderate Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	526	585	551	574	520	2756	1962	2210	1675	1700	1436	8983
Station 151	235	256	215	220	149	1075	745	778	642	616	563	3,344
Station 152	N/A	N/A	N/A	N/A	86	86	N/A	N/A	N/A	N/A	14	14
Station 153	44	37	39	63	42	225	253	278	229	204	201	1,165
Station 154	133	182	189	197	172	873	648	856	556	576	431	3,067
Station 155	114	110	108	94	71	497	316	298	248	304	227	1,393
PZ1	176	194	140	155	143	808	681	693	555	555	484	2,968
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	62	83	86	61	39	331
PZ3	30	30	29	36	30	155	226	245	202	171	171	1,015
PZ4	130	176	186	197	172	861	458	625	382	411	251	2,127
PZ5	114	110	108	94	71	497	319	299	248	304	227	1,397
PZ6	4	5	4	20	12	45	25	33	26	33	30	147
PZ7	61	58	78	66	82	345	N/A	N/A	N/A	N/A	14	14
PZ8	5	6	2	3	4	20	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	3	5	1	0	2	11	191	232	176	165	48	812

High Risk EMS: *1 Engine/Quint, 1 Medic and 1 Chief (6 personnel)*
High risk EMS incidents are those that require additional personnel to provide effective patient care (Medical Assist ECHO) or occur on the interstate. The frequency of these calls are relatively low, typically less than 100 per year. Additionally, given the duties of the battalion chief and their dynamic location, they may be responding from across the district causing a longer than normal response time. Futhermore, responses to the interstate are challenged by limited access point and heavy traffic approaching an accident scene. As previously discussed, the smaller the sample size, the more volatile the data, and therefore less reliable for planning or analysis. With that in mind, response times vary dramatically from year to year due to the low frequency.

Incidents on the interstate have increased from 70 to as high as 100 in 2017 with varying response times, the longer response times occur when a second due chief officer or mutual aid medic unit are required. Colorado Department of Transportation (CDOT) has embarked on a three-year construction project (The Gap) on the southern portion of the interstate. This will further drive call volumes and increase response times due to narrower lanes and limited to no safety lanes. A detailed summary of the Department's performance may be found in Appendix C: Data Tables – EMS. Concentration Factors Table 5.0 shows annual compliance compared to the CRFD's adopted baselines for High Risk EMS incidents. Concentration Factors Table 6.0 provides a summary of moderate risk EMS call volume by station and planning zone.

Concentration Factors Table 5.0

EMS:	Rural					Urban				
High Risk	2014	2015	2016	2017	2018	2013	2015	2016	2017	2018
CRFD	96%	83%	84%	88%	88%	82%	100%	81%	96%	87%
Station 151	100%	80%	75%	100%	94%	93%	90%	89%	100%	100%
Station 152	N/A	N/A	N/A	N/A	60%	N/A	N/A	N/A	N/A	N/A
Station 153	100%	100%	75%	100%	N/A	75%	57%	67%	100%	100%
Station 154	83%	88%	100%	100%	100%	67%	92%	75%	100%	75%
Station 155	100%	60%	100%	100%	100%	83%	92%	83%	100%	100%
PZ1	100%	89%	88%	86%	70%	93%	89%	89%	83%	83%
PZ2	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	50%	67%
PZ3	100%	100%	67%	100%	100%	75%	57%	60%	78%	58%
PZ4	100%	83%	100%	83%	91%	60%	93%	67%	33%	67%
PZ5	100%	75%	100%	50%	100%	83%	93%	83%	75%	80%
PZ6	N/A	N/A	0%	0%	100%	N/A	N/A	100%	100%	100%
PZ7	100%	0%	60%	0%	82%	N/A	N/A	N/A	N/A	100%
PZ8	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A
PZ9	0%	100%	N/A	N/A	100%	75%	89%	100%	86%	75%

EMS	Interstate				
High Risk	2014	2015	2016	2017	2018
CRFD	94%	83%	81%	90%	80%
Station 151	95%	84%	79%	97%	97%
Station 152	N/A	N/A	N/A	N/A	73%
Station 153	N/A	N/A	N/A	N/A	N/A
Station 154	90%	88%	82%	93%	82%
Sttaion 155	100%	73%	100%	82%	N/A

Concentration Factors Table 6.0

EMS: High Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2108	Total
CRFD	9	4	5	8	17	43	20	30	36	26	31	143
Station 151	5	1	1	4	8	19	11	13	18	16	16	74
Station 152	N/A	N/A	N/A	N/A	5	5	N/A	N/A	N/A	N/A	0	0
Station 153	1	0	0	1	0	2	2	3	7	2	4	18
Station 154	3	1	2	2	3	11	4	9	7	2	8	30
Station 155	0	2	2	1	1	6	3	5	4	6	3	21
PZ1	3	1	1	3	6	14	11	13	17	16	13	70
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	1	0	1	2
PZ3	0	0	0	1	0	1	2	3	6	1	3	15
PZ4	3	1	2	2	3	11	2	6	5	2	5	20
PZ5	0	2	2	1	1	6	3	6	4	6	3	22
PZ6	0	0	0	0	0	0	N/A	N/A	1	1	1	3
PZ7	3	0	0	1	5	9	N/A	N/A	N/A	N/A	0	N/A
PZ8	0	0	0	0	1	1	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	1	1	2	2	2	0	5	11

	Interstate					
EMS: High Risk	2014	2015	2016	2017	2018	Total
CRFD	64	74	65	98	76	377
Station 151	51	55	53	73	48	280
Station 152	N/A	N/A	N/A	N/A	11	11
Station 153	N/A	N/A	N/A	N/A	N/A	0
Station 154	9	8	8	14	17	56
Station 155	4	11	4	11	0	30

EMS Concentration Summary:

Moderate risk EMS represents the bulk of the Department's call volume. As a whole, Moderate risk ERF times have been increasing over the last several years. At the time of this report, the Department does not fully understand the root cause(s) or corrective action(s). However, as a result of this analysis, the Department will conduct a comprehensive review of its EMS responses and advise the Town Council of any recommendations to improve performance. As the Department's analysis becomes more geographically specific, there are identified areas that the Department cannot meet its

adopted baselines, specifically within PZ6 and PZ8 and closely monitors those planning zones. The Department does not have a station planned for PZ6, but given the recent and projected growth, the Department continues to monitor the performance thresholds and warrants as outlined in the 2014-2019 Master Plan to determine when a dedicated station needs to considered. PZ8 is rural, remote, and has an extremely low annual call volume. Consequently, there are no plans for a dedicated station in that planning zone. The Department opened Station 152 in 2018 to address the performance gap and growth in PZ7. This station houses an ALS engine company staffed with a minimum of three members. While this will not address the EMS ERF performance gap, it will close the distribution performance gap and provide ALS care while the medic unit is en-route. Furthermore, the Department will monitor PZ7's performance thresholds and warrants as outlined in the 2014-2019 Master Plan to determine when additional unit(s) will be needed.

Even with EMS being the majority of the Department's call volume, the Low and High risk EMS incidents are relatively low in volume and make it difficult to accurately trend performance or forecast needs. That said, trends for both low and high risk EMS generally follow the moderate risk EMS trends for call distribution and location.

In addition to reviewing the response times by planning zone, the Department reviews the frequency and average time that all three transports are committed to an incident. This data begins in 2014 with the addition of Medic 153. Concentration Factors Table 7.0 shows the frequency and average time of when all three medic units are committed, as well as the number of times an out of district medic arrived on-scene. The 13 minute increase in 2018 was due to a specific event. In April 2018, CRFD responded to a three-alarm wildland fire during which a house fire was reported. Both incidents required significant resources for an extended period of time.

Concentration Factor Table 7.0

	2014	2015	2016	2017	2018	avg. 14-18
Time (avg.)	17:43	16:01	13:27	14:47	27:23	17:52
Frequency	158	207	233	301	287	237
Out of District Aid Received	68	70	94	126	196	109

Additionally, Concentration Factors Table 8.0 shows the time of day and day of week that all medic units are committed. The green indicates the lowest frequency, increasing from yellow to orange and red indicating the highest frequency. Based on this data, the highest frequency of all medic units committed is between the hours of 11:00 and 19:00. CRFD addresses this by having the dispatch center notify the on-duty Battalion Chief of a resource depletion. Upon this notification, the Battalion Chief has the option to request an automatic aid medic unit be moved into the district for coverage.

Concentration Factor Table 8.0

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
00:00-00:59	1	0	0	0	0	3	2	6
01:00-01:59	4	1	1	0	0	0	5	11
02:00-02:59	1	4	0	0	2	3	0	10
03:00-03:59	0	0	0	1	2	0	2	5
04:00-04:59	0	0	3	0	2	0	0	5
05:00-05:59	1	0	4	0	2	0	1	8
06:00-06:59	2	0	1	3	0	0	2	8
07:00-07:59	5	1	2	2	6	2	1	19
08:00-08:59	5	6	7	7	3	1	2	31
09:00-09:59	11	4	14	11	11	11	5	67
10:00-10:59	4	34	10	14	12	12	9	95
11:00-11:59	14	14	17	19	16	13	10	103
12:00-12:59	19	18	13	13	14	18	10	105
13:00-13:59	8	12	14	13	22	18	22	109
14:00-14:59	9	21	9	16	15	10	10	90
15:00-15:59	15	11	7	15	9	10	15	82
16:00-16:59	22	15	11	13	9	7	3	80
17:00-17:59	7	12	14	11	8	8	10	70
18:00-18:59	17	12	16	12	10	13	4	84
19:00-19:59	8	12	7	10	11	13	0	61
20:00-20:59	6	3	4	6	15	8	4	46
21:00-21:59	7	7	6	8	10	7	4	49
22:00-22:59	5	5	6	5	5	3	1	30
23:00-23:59	1	1	3	1	2	4	0	12
Total	172	193	169	180	186	164	122	1,186

Concentration Factors: Fire

The Department experiences a relatively low percentage of fire incidents, 1.7% annually since 2007. Because of this low call volume, the performance analysis and trending is difficult, and can almost be done on a call-by call basis. In fact, when elevating the ERF response, each incident is individually screened to ensure it meets the criteria. Additionally, each ERF time is reviewed for accuracy. If an ERF response includes confirmed erroneous or in correct time value, it is excluded from the analysis. All Fire Suppression data tables may be found in the Appendix D Data Tables – Fire Suppression. Below is the summary and analysis of each fire risk level.

Fire Low Risk: *2 Suppression Companies (6 personnel)*

Low risk fire includes dumpster fires, vehicle fires, and outbuildings fires and account for 0.3% of the call volume from 2014 – 2018. Each call type has a different ERF as defined by their respective CTA. The ERF for vehicle fires was selected because it represents the greatest number of responses within the evaluation period. Between 2014 and 2018, CRFD was dispatched to 105 low risk fire suppression incidents. However, only 36 of those received an ERF. A detailed description of the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Tables 9.0 and 10.0, shows the Department' compliance to adopted benchmarks for both rural and urban population densities. The following table, Concentration Factors Table 11.0, details the annual call volume for low risk fire incidents. As evidence by table 11.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department annual response data for low risk fire incidents may be found in Appendix D: Data Tables – Fire Suppression.

Concentration Factors Table 9.0

Low Risk: Fire	Rural					Urban				
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	100%	100%	100%	50%	100%	67%	67%	100%	N/A	0%
Station 151	100%	N/A	100%	0%	N/A	N/A	0%	100%	N/A	N/A
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	100%	100%	N/A	100%	100%	100%	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	100%	N/A	N/A	100%	N/A	N/A	N/A
Station 155	N/A	100%	N/A	N/A	100%	50%	N/A	100%	N/A	0%

Concentration Factors Table 10.0

Low Risk: Fire	Interstate				
	2014	2015	2016	2017	2018
CRFD	100%	100%	67%	33%	
Station 151	67%	100%	67%	0%	100%
Station 152	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A
Station 154	100%	100%	67%	100%	N/A
Station 155	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 11.0

Low Risk Fire ERF Incidents												
Fire: Low Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	1	1	3	2	2	9	3	3	4	0	1	11
Station 151	1	0	2	1	0	4	0	1	2	0	0	3
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	1	0	1	2	1	0	0	0	0	1
Station 154	0	0	0	1	0	1	0	2	0	0	0	2
Station 155	0	1	0	0	1	2	2	0	2	0	1	5
PZ1	1	0	2	1	0	4	0	1	2	0	0	3
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	1	0	1	2	1	0	0	0	0	1
PZ4	0	0	0	1	0	1	0	0	0	0	0	0
PZ5	0	1	0	0	1	2	2	0	2	0	1	5
PZ6	0	0	0	0	0	0	N/A	N/A	N/A	N/A	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	0	0
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	2	0	0	0	2

Fire: Low Risk	Interstate					
	2014	2015	2016	2017	2018	Total
CRFD	2	3	6	3	2	16
Station 151	1	2	3	2	2	10
Station 152	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	0	0	0
Station 154	1	1	3	1	0	6
Station 155	0	0	0	0	0	0

Fire: Moderate Risk: *3 Engines, 1 Quint, 2 Medics, and 2 Chiefs (18 Personnel)*
Moderate risk fires are fires that occur in single family residential structures and account for 0.5% of the annual call volume. The Department updated its ERF/CTA in July 2017, this change added an additional (4th) suppression company to staff a dedicated rapid intervention team (RIT). The second medic company was re-assigned from IRIT to that of patient care/transport or establishment of a medical group. Since the implementation of this change, the Department has had seven fires in which a full ERF arrived on scene. Prior to the July 2017 ERF/CTA change, there were eight incidents that received a full ERF. However, considering that those incidents no longer represent the Department's deployment model, they are not included in Concentration Factors Tables 12.0 or 13.0.

As seen in the Concentration Factor Tables 12.0, the Department's compliance to adopted benchmarks vary dramatically from year to year. This is due to the extremely low frequency of moderate risk structure fire that receive an ERF, as shown in Concentration Factors Table 13.0 A detailed summary of the Department's annual response data, including data prior to the ERF update of 7/1/2017, for moderate risk fire incidents, may be found in Appendix D: Data Tables – Fire Suppression.

Concentration Factors Table 12.0

Fire:	Rural					Urban				
Moderate Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	N/A	0%	N/A	N/A	N/A	0.0%	0.0%
Station 151	N/A	N/A	N/A	N/A	0%	N/A	N/A	N/A	0.0%	0.0%
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%	0.0%
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 13.0

Moderate Risk Fire ERF Incidents												
Fire:	Rural						Urban					
Moderate Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	0	0	0	1	1	0	0	0	2	5	7
Station 151	0	0	0	0	1	1	0	0	0	1	2	3
Station 152	N/A	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	0
Station 153	0	0	0	0	0	0	0	0	0	0	2	2
Station 154	0	0	0	0	0	0	0	0	0	1	1	2
Station 155	0	0	0	0	0	0	0	0	0	0	0	0

Fire: High Risk: *4 Engines, 1 Quint, 2 Medics, and 2 Chiefs (21 personnel)*
High risk fires are fires that occur in commercial occupancies or multi-family structures and account for 0.3% of the annual call volume. The Department updated its ERF/CTA in July 2017, this change added an additional (5th) suppression company to staff a dedicated rapid intervention team (RIT). The second medic company was re-assigned from IRIT to that of patient care/transport or establishment of a medical group. Since the implementation of this change, the Department has had five fires in which a full ERF arrived on scene. Prior to the July 2017 ERF/CTA change, there were 12 incidents that received a full ERF. However, considering that those incidents no longer represent the

Department's deployment model, they are not included in Concentration Factors Tables 14.0 or 15.0 below.

As seen in the Concentration Factor Tables 14.0, the Department's compliance to adopted benchmarks vary dramatically from year to year. This is due to the extremely low frequency of moderate risk structure fire that receive an ERF, as shown in Concentration Factors Table 15.0 A detailed summary of the Department's annual response data, including data prior to the ERF update of 7/1/2017, for moderate risk fire incidents, may be found in Appendix D: Data Tables – Fire Suppression.

Concentration Factors Table 14.0

Fire:	Rural					Urban				
High Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	50.0%	100.0%
Station 151	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0%
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.0%	100.0%
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0%	N/A

Concentration Factors Table 15.0

High Risk Fire ERF Incidents												
Fire:	Rural						Urban					
High Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	0	0	0	0	0	0	0	0	2	4	6
Station 151	0	0	0	0	0	0	0	0	0	0	3	3
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	0	0	0	0	0	0	0	1	1	2
Station 155	0	0	0	0	0	0	0	0	0	1	0	1

Fire Concentration Summary:
Fire incidents account for only 1.7% of CRFD's annual call volume since 2014. Because of that low call volume and small sample size, performance trending and forecasting is not practical and subject to a great deal of variation. As such, the Department has elected to use a five-year time window for establishing baselines and benchmarks. However, even with a five-year time window, the sample size is still very low and thus introduces a great deal of volatility.

Conversely, one benefit of a small size is that all incidents may be individually reviewed. Annually, the Department reviews all moderate and high risk fire suppression ERF incidents to evaluate performance and determine if there was significant deviation from the adopted baselines. The following incidents were excluded from the data analysis, and the reason for exclusion.

Incident Number	Discussion	Risk Level
2017	No data exclusions in 2017 (updated CTA July 1 2017)	

2018-0062	Arrival time for E153 (58:53) is not correct. E153 arrived at the same time as DVC151 (14:59) per review of audio file.	Moderate Risk
2018-1723	Reclassified from commercial fire alarm to structure fire @ 14:54 after alarm receipt	High Risk
2018-3161	Arrival time for DVC151 (31:10) is not correct. DVC151 arrived at roughly 10:00 per review of the audio file.	Moderate Risk
2018-4924	No arrival time logged in CAD for Q151 to complete the ERF. However, Q151 was on scene for 68 minutes and received assignments per the report narrative.	Moderate Risk

Concentration Factors: HAZMAT

Hazardous Materials (HAZMAT) incidents are the third most frequent incident type accounting for 2.6% of the Department's annual call volume after EMS and "Other" respectively. The majority of the HAZMAT incidents fall into the low and moderate risk categories. The Department maintains an "operations level" of service with all personnel trained and certified to the State of Colorado HAZMAT Operations level. The Department has a number of personnel trained and certified to the State of Colorado HAZMAT Technician level, and is an active participant in the Arapahoe/Douglas/Elbert Hazardous Materials Task Force, and maintains automatic and mutual aid agreements with all surrounding agencies as well as those along the Front Range to ensure sufficient resources can be called upon as needed. The detailed CTAs are found in Appendix B.

HAZMAT Low Risk: *2 Suppression Units (6 personnel)*

Low risk HAZMAT incidents include LP/gas leak (inside and outside), fuel spills less than 25 gallons, and carbon monoxide alarms with no symptoms and accounts for 1.8% of the Department's call volume for the evaluation period. The ERF of two suppression companies (6 members) was selected because it is the most frequently used ERF. Between 2014 and 2018, CRFD was dispatched to 466 low risk HAZMAT incidents. However, only 285 of those received an ERF. A detailed description of the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Table 16.0 shows the Department, compliance to the Department's adopted benchmarks for low risk HAZMAT incidents. The following table, Concentration Factors Table 17.0, details the annual call volume for low risk HAZMAT incidents. As evidence by table 17.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department's annual response data for low risk HAZMAT incidents may be found in Appendix E: Data Tables – HAZMAT.

Concentration Factors Table 16.0

HAZMAT:	Rural					Urban				
Low Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	59%	100%	82%	70%	100%	84%	73%	80%	79%	85%
Station 151	57%	100%	67%	67%	100%	83%	77%	75%	85%	89%
Station 152	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A
Station 153	0%	100%	0%	100%	100%	100%	50%	50%	80%	100%
Station 154	70%	100%	88%	100%	100%	73%	70%	79%	67%	69%
Station 155	100%	83%	100%	80%	100%	93%	90%	92%	100%	100%

Concentration Factors Table 17.0

HAZMAT:	Rural						Urban					
Low Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	19	11	17	10	10	67	65	41	40	38	34	218
Station 151	7	4	3	6	1	21	18	13	12	13	10	66
Station 152	N/A	N/A	N/A	N/A	2	2	N/A	N/A	N/A	N/A	0	0
Station 153	3	1	0	1	1	6	8	8	2	5	4	27
Station 154	7	6	8	2	5	28	25	10	14	15	13	77
Station 155	2	0	6	1	1	10	14	10	12	5	7	48
PZ1	6	4	2	4	2	18	16	12	11	11	7	57
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	2	1	1	2	2	8
PZ3	0	0	0	0	1	1	7	7	1	4	3	22
PZ4	7	6	8	2	5	28	22	6	10	10	12	60
PZ5	2	0	6	1	1	10	14	10	12	5	7	48
PZ6	2	1	0	1		4	1	1	1	1	1	5
PZ7	2	0	0	2	1	5	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	1	0		1	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	3	4	4	5	2	18

HAZMAT Moderate Risk: *2 Suppression Units, 1 Medic, and 1 Chief (9 personnel)*
Moderate risk HAZMAT incidents include fuel spills greater than 25 gallons, gas/LP line rupture/cut, chemical/biological investigations, chlorine alarms and carbon monoxide alarms with symptoms, and accounts for 1.5% of the Department call volume for the evaluation period. The ERF for inside LP/gas line rupture was selected for this analysis because it requires the greatest number of resources. Between 2014 and 2018, CRFD was dispatched to nearly 111 moderate risk HAZMAT incidents. However, only 82 of those received an ERF. A detailed description of the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Table 18.0 shows the Department's compliance to adopted benchmarks. The following table, Concentration Factors Table 19.0, details the annual call volume for moderate risk HAZMAT incidents. A detailed summary of the Department's annual response data for high risk HAZMAT incidents may be found in Appendix E: Data Tables – Hazardous Materials.

Concentration Factors Table 18.0

HAZMAT:	Rural					Urban				
Moderate Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	100%	75%	67%	75%	40%	73%	100%	88%	75%	100%
Station 151	100%	67%	N/A	0%	50%	67%	100%	100%	100%	100%
Station 152	N/A	N/A	N/A	N/A	50%	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	0%	100%	40%	100%	N/A	N/A	50%	100%
Station 154	100%	100%	100%	100%	0%	50%	100%	67%	71%	100%
Station 155	N/A	N/A	N/A	N/A	N/A	100%	100%	N/A	N/A	N/A

Concentration Factors Table 19.0

HAZMAT:	Rural						Urban					
Moderate Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	2	5	3	4	10	24	12	9	12	16	9	58
Station 151	1	3	0	1	2	7	3	2	6	6	6	23
Station 152	N/A	N/A	N/A	N/A	2	2	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	1	2	5	8	1	1	0	2	1	5
Station 154	1	2	2	1	1	7	5	1	5	7	2	20
Station 155	0	0	0	0	0	0	3	5	1	1	0	10
PZ1	0	1	0	0	2	3	3	1	6	4	6	20
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	1	0	2	0	3
PZ3	0	0	1	2	2	5	0	1	0	2	1	4
PZ4	1	2	2	1	1	7	3	1	4	6	1	15
PZ5	0	0	0	0	0	0	3	5	1	1	0	10
PZ6	0	0	0	2	3	5	1	0	0	0	0	1
PZ7	1	1	0	1	0	3	N/A	N/A	N/A	N/A	0	0
PZ8	0	1	0	0	1	2	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	2	0	1	1	1	5

HAZMAT High Risk: *2 Suppression Companies, 1 HAZMAT, 1 Medic, and 1 Chief (12 personnel)*
High risk HAZMAT calls are very rare. These incidents are limited to a hazardous materials release. It is important to note that the stated ERF is intended to determine the level of entry and/or complexity of the incident. If an entry is required that necessitates Level A or B protective ensemble, additional resources (HAZMAT Task Force) must be called. Between 2014 and 2018, CRFD was dispatched to 14 high risk HAZMAT incidents. However, only two of those received an ERF. Concentration Factors Table 20.0 shows the Department's compliance to adopted benchmarks for high risk HAZMAT incidents. The following table, Concentration Factors Table 21.0, details the annual call volume for high risk HAZMAT incidents. As evidence by table 21.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department annual response data for high risk HAZMAT incidents may be found in Appendix E: Data Tables – Hazardous Materials.

Concentration Factors Table 20.0

HAZMAT:	Rural					Urban				
High Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	0%	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A
Station 151	N/A	0%	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 21.0

HAZMAT:	Rural						Urban					
High Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	1	0	0	0	1	0	0	1	0	0	1
Station 151	0	1	0	0	0	1	0	0	1	0	0	1
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	0	0	0	0	0	0	0	0	0	0
Station 155	0	0	0	0	0	0	0	0	0	0	0	0
PZ1	0	1	0	0	0	1	0	0	1	0	0	1
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	0	0	0	0	0	0	0	0	0	0	0
PZ5	0	0	0	0	0	0	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	0	0	0	0	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0	0	0

HAZMAT Concentration Factors Summary:
The low call volume for all HAZMAT incidents makes it impractical for any trend or forecasting analysis. Annually, the Department individually reviews all high risk HAZMAT ERF incidents to evaluate performance and determine if there was significant deviation from adopted baselines.

Concentration Factors: Wildland

The wildland fire risk is pervasive throughout the jurisdiction, and is highly weather dependent. The region experiences sustained winds and low humidity year round. Because of the climate, the Department responds to wildland fires through the year. There are four call types for wildland; outside smoke investigation, illegal/controlled burn, wildland fire [non-threatening], and wildland fire [threatening]. Each of these receive a different ERF, and are detailed in Appendix B: 2016 Critical Task Analysis.

Wildland Low Risk: 1 Engine and 1 Brush Truck (6 personnel)

Low risk wildland incidents include outside smoke investigations and illegal/controlled burns, and accounts for 0.6% of the Department call volume for the evaluation period. IN July 2017, the Department update the Effective Response Force for low risk wildland fire incidents, decreasing the ERF to a single suppression company. This reduction was due to the frequency that the second suppression company was place in service by on-scene resources prior to arrival. Between 2014 and 2018, CRFD responded (emergent) to 100 low risk wildland incidents. Concentration Factors Table 22.0 shows the Department's compliance to adopted baselines for low risk wildland incidents. The following table, Concentration Factors Table 23.0, details the annual call volume for low risk wildland incidents. As evidence by table 23.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department's annual response data for low risk wildland incidents may be found in Appendix F: Data Tables – Wildland Fire Suppression.

Concentration Factors Table 22.0

Wildland: Low Risk	Rural					Urban				
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	50%	0%	50%	N/A	50%	0%	0%
Station 151	N/A	N/A	N/A	50%	N/A	N/A	N/A	N/A	N/A	N/A
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	0%	100%	N/A	0%	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	0%	N/A	100%	0%	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	0%	N/A	N/A	N/A	0%

Concentration Factors Table 23.0

Low Risk Wildland ERF Responses												
Wildland: Low Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	2	2	6	9	2	21	17	14	21	11	12	75
Station 151	0	1	2	5	0	8	9	7	9	4	3	32
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	1	1	2	3	1	3	0	6	13
Station 154	2	1	1	2	1	7	3	5	3	5	2	18
Station 155	0	0	3	1	0	4	2	1	6	2	1	12
PZ1	0	0	0	1	0	1	8	6	6	2	3	25
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	1	1	3	2	0	7
PZ3	0	0	0	1	1	2	3	0	3	0	5	11
PZ4	1	1	1	2	1	6	3	5	1	3	2	14
PZ5	0	0	3	1	0	4	2	1	6	2	1	12
PZ6	0	0	0	0	0	0	0	1	0	0	1	2
PZ7	0	1	2	4	0	7	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	1	0	0	0	0	1	0	0	2	2	0	4

Wildland Moderate Risk: *2 Brush Trucks, 1 Engine, 1 Medic and 1 Chief (12 personnel)*
Moderate risk wildland fire are vegetation fires that do not immediately threaten structures or improvements and account for 0.3% of Department call volume for the evaluation period. Between 2014 and 2018, CRFD responded (emergent) to 81 moderate risk wildland incidents. Of which, only 14 received a complete ERF. This ERF was updated on April 1st, 2014 to include the addition of a medic unit for lookout or medical group as determined by the incident commander. Therefore, the following analysis only include incidents with the current ERF. A detailed description of the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Table 24.0 shows the Department's compliance to adopted baselines for moderate risk wildland incidents. The following table, Concentration Factors Table 25.0, details the annual call volume for moderate risk wildland incidents. As evidence by table 25.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department's annual response data for moderate risk wildland incidents may be found in Appendix F: Data Tables – Wildland Fire Suppression.

Concentration Factors Table 24.0

Wildland: Moderate Risk	Rural					Urban				
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	0%	50%	50%	50%	0%	50%	33%	100%	100%	N/A
Station 151	0%	0%	67%	100%	0%	N/A	50%	100%	N/A	N/A
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	0%	100%	N/A	N/A	100%	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	0%	0%	100%	N/A	N/A
Station 155	N/A	100%	0%	0%	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 25.0

Moderate Risk Wildland ERF Responses												
Wildland: Moderate Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	1	2	1	2	6	0	3	1	2	0	6
Station 151	0	1	1	0	1	3	0	2	0	0	0	2
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	0	1	1	0	0	0	2	0	2
Station 154	0	0	0	0	0	0	0	1	1	0	0	2
Station 155	0	0	1	1	0	2	0	0	0	0	0	0
PZ1	0	0	0	0	0	0	0	1	0	0	0	1
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	1	0	0	0	1
PZ3	0	0	0	0	1	1	0	0	0	1	0	1
PZ4	0	0	0	0	0	0	0	0	1	0	0	1
PZ5	0	0	1	1	0	2	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	0	0	0	1	0	1
PZ7	0	1	1	0	0	2	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	1	1	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0		0	0	1	0	0	0	1

Wildland: High Risk: 2 Type VI Brush, 1 Engine or Type III Brush, 1 Medic, and 1 Chief (16 personnel)
High risk wildland fires are vegetation fires that immediately threaten structures or improvements. There was one high risk wildland incident during the evaluation period that received a complete ERF. This ERF was updated on April 1st, 2014 to include the addition of a medic unit for lookout or medical group as determined by the incident commander. Therefore, the following analysis only includes incidents with the current ERF. A detailed summary of the Department's annual response data for moderate risk wildland incidents may be found in Appendix F: Data Tables – Wildland Fire Suppression.

Concentration Factors Table 26.0

Wildland: High Risk	Rural					Urban						
	2014	2015	2016	2017	2018	2012	2013	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	N/A	0%
Station 151	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	N/A	0%
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 27.0

High Risk Wildland ERF Responses												
Wildland: High Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	0	0	0	0	0	0	0	1	0	1	2
Station 151	0	0	0	0	0	0	0	0	1	0	1	2
Station 152	0	0	0	0	0	0	0	0	0	0	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	0	0	0	0	0	0	0	0	0	0
Station 155	0	0	0	0	0	0	0	0	0	0	0	0
PZ1	0	0	0	0	0	0	0	0	1	0	1	2
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	0	0	0	0	0	0	0	0	0	0	0
PZ5	0	0	0	0	0	0	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	0	0	0	0	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0	0	0

Wildland Concentration Factors Summary:

The low call volume for all wildland fire incidents make it impractical for any trend or forecasting analysis. Annually, the Department individually reviews all moderate and high risk wildland ERF incidents to evaluate performance and determine if there was significant deviation from adopted baselines.

Concentration Factors: Technical Rescue

As defined in Section D Services Provided, technical rescue incidents include:

- Trench rescue
- Confined space rescue
- Building collapse
- High/low angle rope rescue
- Water/ice rescue
- Heavy extrication (commercial vehicles)

Generally speaking, technical rescue incidents are considered low frequency / high risk incidents. As such, they typically require multiple companies, special equipment and technical knowledge/expertise to effect rescues in the safest manner possible, for both the victim and rescuers.

Technical Rescue Low Risk: *1 Suppression unit (3 personnel)*
Low risk technical rescue incidents are typically responses to people trapped in an elevator and received an emergent response, and accounts for 0.04% of the Department call volume for the evaluation period. A detailed description of the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Table 28.0 shows the Department's compliance to adopted baselines for low risk technical rescue incidents. The following table, Concentration Factors Table 29.0, details the annual call volume for low risk technical rescue incidents. As evidence by table 29.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department's annual response data for low risk technical rescue incidents may be found in Appendix G: Data Tables – Technical Rescue.

Concentration Factors Table 28.0

Tech Rescue:	Rural					Urban				
Low Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	100%	N/A	N/A	N/A	75%	100%	100%	N/A	0%
Station 151	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%
Station 154	N/A	100%	N/A	N/A	N/A	75%	100%	100%	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 29.0

Low Risk Technical Rescue ERF Incidents												
Tech Rescue:	Rural						Urban					
Low Risk	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	2	0	0	0	2	4	2	1	0	2	9
Station 151	0	0	0	0	0	0	0	0	0	0	1	1
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	1	1
Station 154	0	2	0	0	0	2	4	2	1	0	0	7
Station 155	0	0	0	0	0	0	0	0	0	0	0	0
PZ1	0	0	0	0	0	0	0	0	0	0	1	1
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	2	0	0	0	2	4	2	1	0	0	7
PZ5	0	0	0	0	0	0	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	0	0	0	0	1	1
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0	0	0

Technical Rescue Moderate Risk: *1 Suppression Unit, 1 Medic, 1 Squad, and 1 Chief (9 personnel)*
Moderate risk technical rescue incidents include; HI/LO angle rope rescue, extrication of victims from machinery, or extrication/rescue other, and accounts for 0.06% of the Department's call volume for the evaluation period. Between 2013 and 2017, CRFD was dispatched to 84 moderate risk technical rescue incidents. However, only one of those received an ERF. The ERF for HI/LO angle rope rescue was selected because it was the only incident type that received an ERF during the evaluation period. A detailed description of all the Critical Task Analysis can be found in Appendix B: 2016 Critical Task Analysis. Concentration Factors Table 30.0 shows the Department's compliance to adopted baselines for moderate risk technical rescue incidents. The following table, Concentration Factors Table 31.0, details the annual call volume for low risk technical rescue incidents. As evidence by table 31.0, the low frequency and small sample size makes performance trending and forecasting impractical. A detailed summary of the Department's annual response data for low risk technical rescue incidents may be found in Appendix G: Data Tables – Technical Rescue.

Concentration Factors Table 30.0

Tech Rescue:	Rural					Urban				
Moderate Risk	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A
Station 151	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 31.0

Moderate Risk Technical Rescue ERF Incidents												
Tech Rescue: Moderate Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	0	0	0	0	0	0	1	0	0	0	1
Station 151	0	0	0	0	0	0	0	1	0	0	0	1
Station 152	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	0	0	0	0	0	0	0	0	0	0
Station 155	0	0	0	0	0	0	0	0	0	0	0	0
PZ1	0	0	0	0	0	0	0	1	0	0	0	1
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	0	0	0	0	0	0	0	0	0	0	0
PZ5	0	0	0	0	0	0	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	0	0	0	0	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0	0	0

Technical Rescue High Risk:

High risk technical rescue incidents include any incidents that include dive, trench, confined space, collapse, or water/ice rescues. The ERF for these incidents vary depending on the type and complexity of the event and are detailed in the Appendix B: 2016 Critical Task Analysis. Between 2014 and 2018, there were no high risk technical rescue incidents that received an ERF.

Concentration Factors Table 32.0

Tech Rescue: High Risk	Rural					Urban				
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
CRFD	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 151	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 152	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 153	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Station 155	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Concentration Factors Table 33.0

Tech Rescue: High Risk	Rural						Urban					
	2014	2015	2016	2017	2018	Total	2014	2015	2016	2017	2018	Total
CRFD	0	0	0	0	0	0	0	0	0	0	0	0
Station 151	0	0	0	0	0	0	0	0	0	0	0	0
Station 152	0	0	0	0	0	0	0	0	0	0	0	0
Station 153	0	0	0	0	0	0	0	0	0	0	0	0
Station 154	0	0	0	0	0	0	0	0	0	0	0	0
Station 155	0	0	0	0	0	0	0	0	0	0	0	0
PZ1	0	0	0	0	0	0	0	0	0	0	0	0
PZ2	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
PZ3	0	0	0	0	0	0	0	0	0	0	0	0
PZ4	0	0	0	0	0	0	0	0	0	0	0	0
PZ5	0	0	0	0	0	0	0	0	0	0	0	0
PZ6	0	0	0	0	0	0	N/A	N/A	0	0	0	0
PZ7	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ8	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A
PZ9	0	0	0	0	0	0	0	0	0	0	0	0

Technical Rescue Concentration Factors Summary:
As with other services, the low call volume for all technical rescue incidents make it impractical for any trend or forecasting analysis. The Department will monitor these incidents as they occur as they present a very low frequency and high risk service type.

Concentration Factor: Summary

Generally speaking, with the exception of EMS, CRFD does not have sufficient ERF call volume to generate an adequate sample size to perform statistically stable trending or forecasting analysis, even using a five year time window. That said, CRFD will continue to evaluate and report all service and risk levels on an annual basis. Additionally the Department will review all moderate and high risk ERF incidents for Fire, HAZMAT, Technical Rescue, and Wildland to verify compliance to adopted performance standards, monitor potential trends, and report on an annual basis.

With respect to EMS, CRFD is aware of a negative response time trends for its Moderate Risk EMS and will conduct a comprehensive review and anayalis to determine the root cause(s) and develop corrective action(s) to address any findings. As previously stated, the Department does not have plans for fire stations in PZ6 and PZ9, but given the current and projected growth, the Department will continue to monitor the performance thresholds, and warrants as outlined in the 2014-2019 Master Plan to determine when a dedicated station needs to be planned. Additionally, PZ8 is rural, remote, and has an extremely low annual call volume. Consequently, there are no plans for a dedicated station in that planning zone.

Reliability Factors

For the purpose of this study, "Reliability" shall be defined as the ability of the first due suppression company (engine or quint) to respond to calls within its primary response area or station district. Reliability is reported as a simple percentage (percent time assigned unit was first on scene in its district). Beyond reliability, the Department examined travel time delta, the difference in time between the in-station suppression unit and out-of-station suppression unit, to gain better understanding on the impact of units not being available for calls within their 1st due response area. In addition to the reliability and travel time delta, it is important to understand what units are responding in place of the first due company when that company is otherwise occupied. Lastly, the Department examined each company's hourly utilization, or in other words, what percentage of each hour was a company engaged in an incident.

The following information details each of the Department's suppression companies' reliability from 2014 through 2018. There are four tables and two charts for each apparatus. The first table shows the percentage of reliability by year and overall. The second table shows that travel time delta in minutes and seconds (MM:SS) with a chart depicting the five year trend. The third is a chart showing the number of incidents within a station area that the 1st due unit was not the unit assigned to that station. The fourth table shows the unit hour utilization (UHU) for each apparatus by hour of the day. Green indicates lower UHUs while yellow and orange indicate higher UHUs. Red shows the highest UHU for that apparatus. The higher the UHU, the less reliable that unit is - due to being committed to other incidents. In addition, this UHU data is limited only to in-service or out of service. The Department cannot track why a unit was out of service, i.e. calls, training, public education, maintenance, etc. Currently the Department is not aware of any automated method to account for a unit's non-emergent commit time.

Typical fire service UHU for medic units is between 25% and 30%. When a unit exceeds 30% UHU, then consideration must be given on how to reduce the UHU. This can be done by reassigning response zones to reduce call volume, adding an additional unit in that response zone, adding an additional unit in the overall service area, etc. In addition to medic unit UHU, the Department is reviewing the frequency and average time that all three medic units are committed.

Quint 151

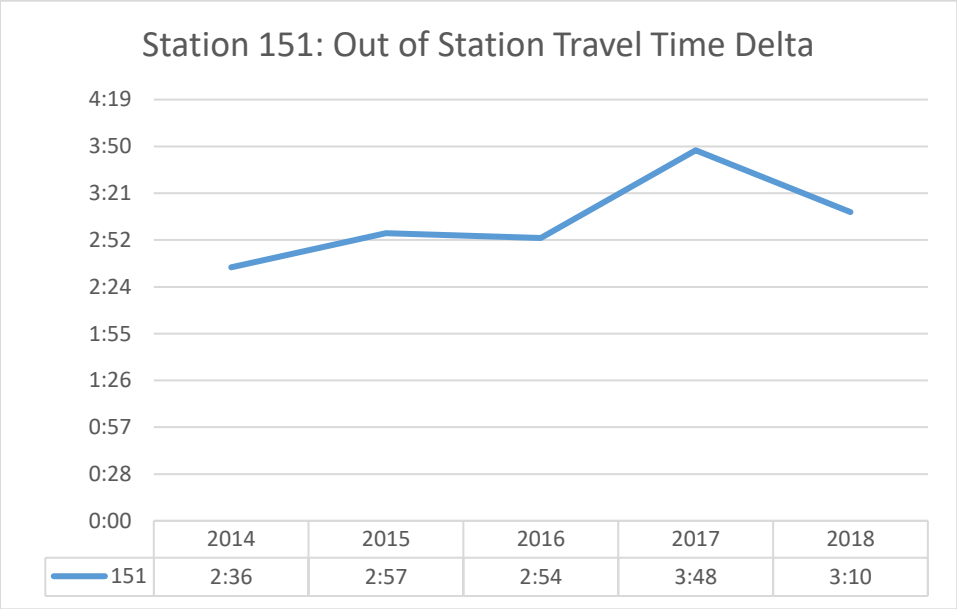
Quint 151 had an average reliability of 86.7% with an average UHU of 7.8% and average peak UHU of 10.4%. Qunit 151's UHU has been increasing since 2013 (6.9% – 8.3%) as seen in Reliability Factors Table 4.0. Quint 151 receives primary support coming from Engines 153 and 154 when unavailable or committed. As seen in Section D: Distribution Factors, Station 151 had about 12% of its call occurring simultaneously. When Quint 151 is not the first apparatus to arrive, the response time delta is about three minutes (3:08) as seen in Reliability Factors Table 2.0.

Reliability Factor Table 1.0: Q151 Reliability

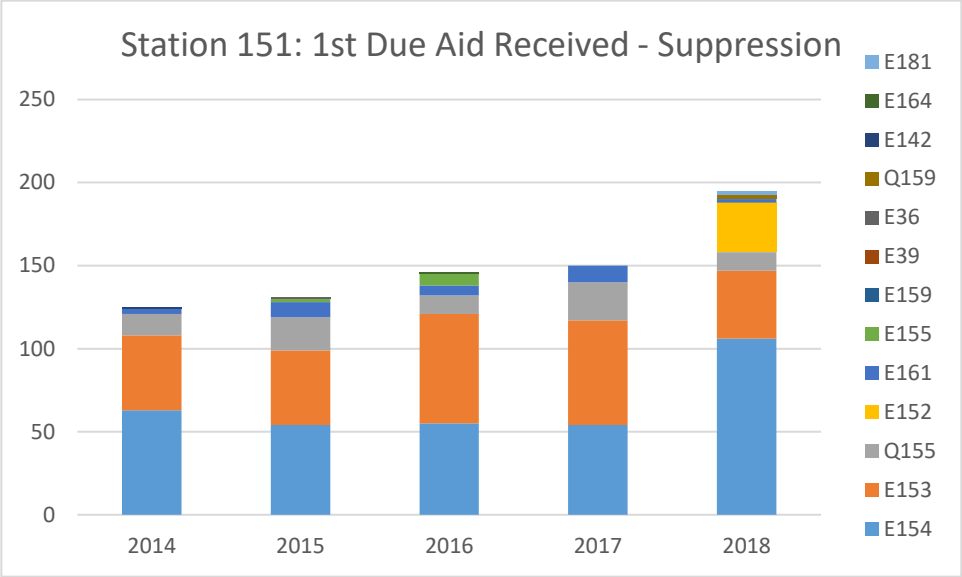
	2014	2015	2016	2017	2018	2014 - 2018
Q151	88.8%	86.6%	86.9%	86.8%	84.5%	86.7%

Reliability Factor Table 2.0: Travel Time Delta

	2014	2015	2016	2017	2018	2014 - 2018
151	2:36	2:57	3:23	3:48	3:10	3:05



Reliability Factor Table 3.0



Reliability Table 4.0: Q151 UHU

E/Q151	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	4.5%	5.6%	4.6%	4.0%	3.4%	1.5%	4.1%	4.6%	7.3%	10.1%	8.2%	7.7%	10.5%	10.7%	9.4%	9.8%	11.8%	10.4%	9.6%	8.1%	7.3%	9.8%	6.9%	6.5%	7.3%
2015	5.4%	5.5%	3.3%	3.1%	3.6%	2.6%	4.0%	5.1%	6.9%	7.5%	8.6%	10.9%	9.0%	12.1%	9.3%	11.7%	9.1%	8.1%	9.4%	10.9%	8.8%	7.3%	9.9%	5.7%	7.4%
2016	4.2%	5.7%	3.4%	2.2%	2.6%	3.3%	5.0%	7.0%	13.0%	9.0%	9.3%	13.6%	14.6%	10.3%	12.1%	10.4%	9.7%	9.8%	9.8%	8.1%	8.0%	7.8%	5.1%	5.4%	7.9%
2017	5.6%	3.6%	3.6%	2.5%	2.6%	4.5%	4.5%	7.1%	8.2%	12.5%	11.0%	10.7%	10.5%	12.3%	11.4%	15.2%	10.7%	10.2%	11.6%	9.4%	10.0%	9.1%	7.4%	5.2%	8.3%
2018	5.7%	4.8%	2.9%	2.9%	3.7%	2.8%	4.6%	6.7%	6.7%	10.1%	19.3%	12.6%	11.1%	11.6%	10.7%	10.0%	10.4%	12.1%	10.6%	9.4%	6.1%	9.1%	6.2%	6.5%	8.2%
14' - 18'	5.1%	5.0%	3.5%	2.9%	3.2%	2.9%	4.4%	6.1%	8.4%	9.8%	11.3%	11.1%	11.1%	11.4%	10.6%	11.4%	10.3%	10.1%	10.2%	9.2%	8.0%	8.6%	7.1%	5.9%	7.8%

Engine 152

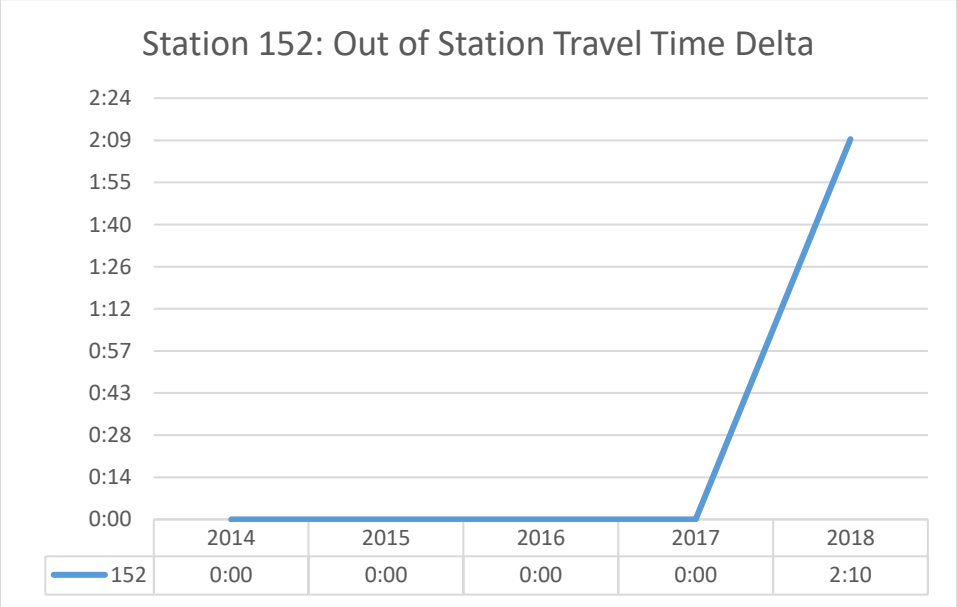
Engine 152 had an average reliability of 87.7% with an average UHU of 1.6% and average peak UHU of 2.3%. Engine 152 receives primary support coming from Engine 151 when unavailable or committed. As seen in Section D: Distribution Factors, Station 152 had about 2% of its call occurring simultaneously. When Engine 152 is not the first apparatus to arrive, the response time delta is about two minutes and ten seconds (2:10) as seen in Reliability Factors Table 6.0.

Reliability Factor Table 5.0

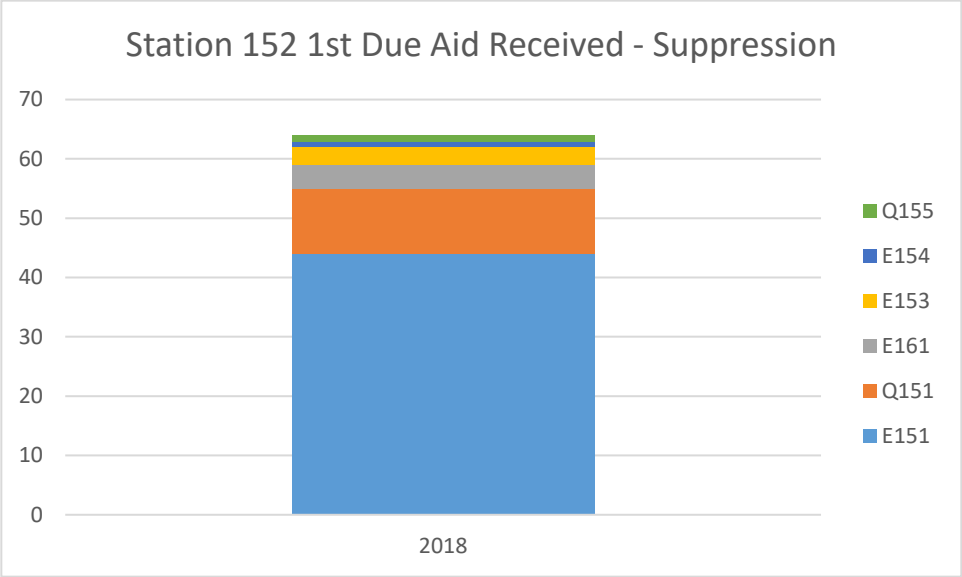
	2014	2015	2016	2017	2018	2014-2018
E152	N/A	N/A	N/A	N/A	87.7%	87.7%

Reliability Factor Table 6.0: Travel Time Delta

	2014	2015	2016	2017	2018	2014 - 2018
152	N/A	N/A	N/A	N/A	2:10	2:10



Reliability Factor Table 7.0



Reliability Factor Table 8.0

E152	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2018	0.6%	0.8%	0.4%	0.1%	0.0%	0.9%	1.1%	1.1%	2.8%	1.8%	2.2%	3.0%	2.2%	2.6%	2.7%	3.2%	2.9%	2.4%	1.3%	2.4%	1.1%	1.4%	0.4%	1.2%	1.6%

Engine 153

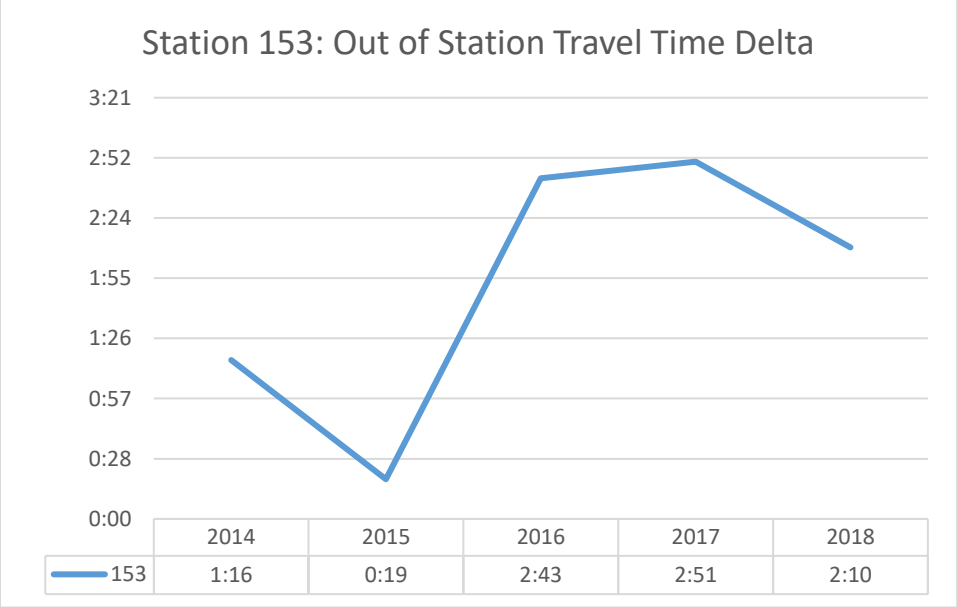
Engine 153 had an average reliability of 87.3% with an average UHU of 3.5% and average peak UHU of 4.7%. Engine 153's UHU has been increasing since 2014 (3.1% – 4.1%) as seen in Reliability Factors Table 12.0. Engine 153 receives primary support coming from Engine 151 when unavailable or committed. As seen in Section D: Distribution Factors, Station 153 had about 4% of its call occurring simultaneously. When Engine 153 is not the first apparatus to arrive, the response time delta is about two minutes (1:51) as seen in Reliability Factors Table 10.0.

Reliability Factor Table 9.0

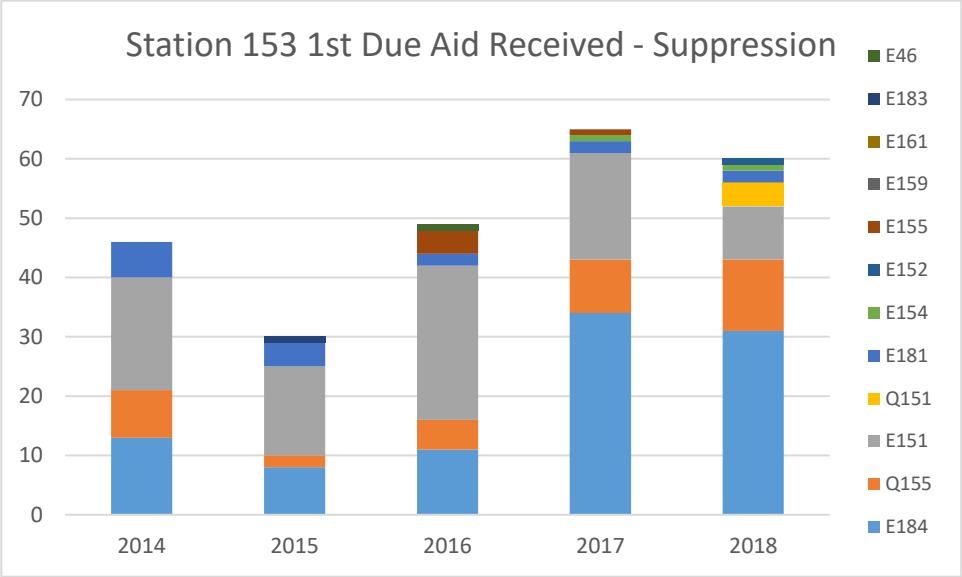
	2014	2015	2016	2017	2018	2014-2018
E153	87.3%	89.5%	89.4%	84.4%	85.8%	87.3%

Reliability Factor Table 10.0: Travel Time Delta

	2014	2015	2016	2017	2018	2014 - 2018
153	1:16	0:19	2:43	2:51	2:10	1:51



Reliability Factor Table 11.0



Reliability Factor Table 12.0

E153	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	1.0%	1.9%	3.8%	1.6%	0.8%	0.7%	1.7%	1.9%	4.1%	3.9%	2.8%	4.7%	5.0%	3.2%	2.7%	3.4%	5.3%	4.4%	4.5%	4.1%	4.0%	3.9%	4.0%	2.5%	3.1%
2015	1.3%	1.7%	1.5%	1.1%	1.8%	1.2%	1.5%	2.4%	3.5%	2.5%	4.3%	4.3%	5.5%	6.7%	5.8%	4.7%	3.8%	4.1%	4.4%	5.1%	3.3%	4.7%	2.4%	1.6%	3.3%
2016	1.9%	1.4%	1.9%	0.2%	1.8%	2.5%	1.2%	2.4%	3.9%	4.4%	4.8%	6.3%	5.5%	4.7%	5.2%	5.0%	3.2%	6.5%	4.7%	3.3%	4.5%	2.5%	3.6%	2.4%	3.5%
2017	2.4%	1.4%	2.5%	0.6%	0.9%	1.6%	1.9%	1.5%	4.7%	5.4%	3.4%	4.7%	7.1%	4.3%	4.3%	4.0%	4.6%	4.2%	4.1%	4.0%	3.7%	4.1%	3.5%	1.2%	3.3%
2018	2.5%	0.9%	1.4%	1.4%	1.1%	1.5%	0.7%	3.5%	7.9%	5.3%	13.5%	4.9%	4.4%	4.3%	6.5%	4.4%	5.3%	4.7%	4.7%	5.0%	3.3%	4.2%	3.2%	2.8%	4.1%
14' - 18'	1.8%	1.5%	2.2%	1.0%	1.3%	1.5%	1.4%	2.3%	4.8%	4.3%	5.8%	5.0%	5.5%	4.6%	4.9%	4.3%	4.4%	4.8%	4.5%	4.3%	3.7%	3.9%	3.4%	2.1%	3.5%

Engine 154

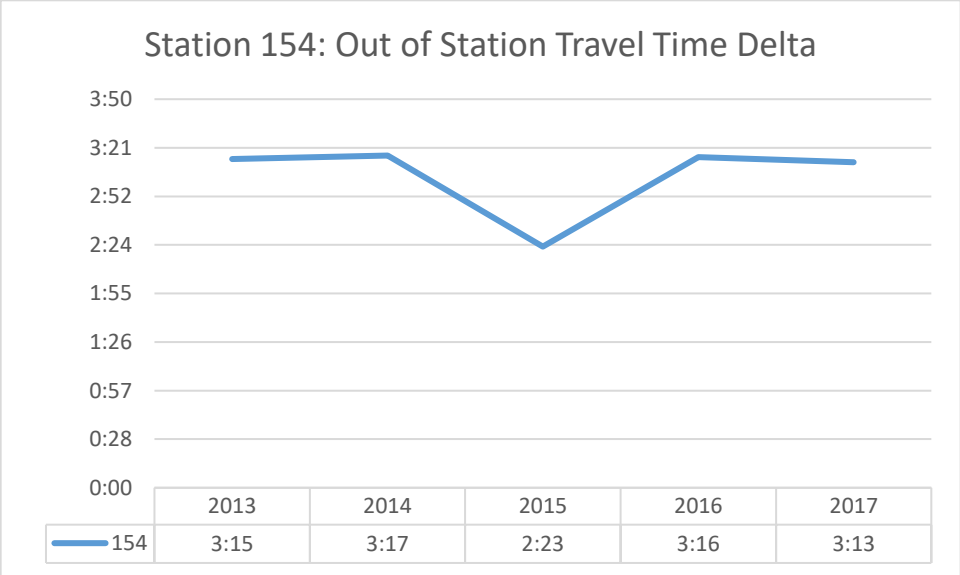
Engine 154 had an average reliability of 88.8% with an average UHU of 8.1% and average peak UHU of 10.9%. Engine 154's UHU has been increasing since 2014 (6.8% – 8.4%) as seen in Reliability Factors Table 12.0. Engine 154 receives primary support coming from Quint 155 when unavailable or committed. As seen in Section D: Distribution Factors, Station 154 had about 10% of its calls occurring simultaneously. When Engine 154 is not the first apparatus to arrive, the response time delta is about three minutes (3:06) as seen in Reliability Factors Table 14.0.

Reliability Factor Table 13.0: E154 Reliability

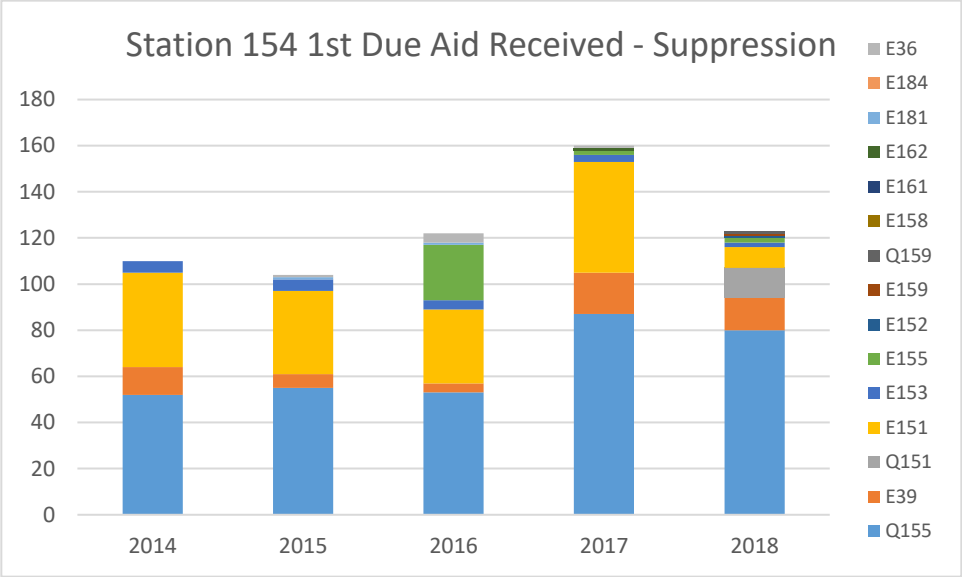
	2014	2015	2016	2017	2018	2014 - 2018
E154	87.0%	88.8%	88.9%	85.6%	86.2%%	87.3%

Reliability Factor Table 14.0 E154 Travel Time Delta

	2014	2015	2016	2017	2018	2014 - 2018
154	3:17	2:23	3:16	3:13	3:25	3:06



Reliability Factor Table 15.0: E154 Aid



Reliability Factor Table 16.0: E154 UHU

E154	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	3.9%	3.5%	2.6%	4.6%	2.6%	2.3%	4.1%	5.2%	7.9%	7.7%	7.5%	10.2%	9.4%	8.7%	8.6%	11.1%	10.5%	9.1%	8.9%	9.4%	7.6%	5.3%	6.6%	6.2%	6.8%
2015	3.9%	10.3%	3.4%	3.4%	4.0%	3.1%	4.4%	5.5%	8.3%	9.5%	9.4%	10.9%	9.4%	11.3%	11.0%	11.5%	10.2%	9.4%	10.3%	10.3%	9.4%	8.4%	8.9%	5.2%	8.0%
2016	5.0%	4.3%	4.5%	4.7%	4.0%	3.5%	5.8%	7.6%	13.2%	9.8%	10.5%	11.2%	18.4%	10.1%	11.4%	12.1%	8.6%	10.0%	11.7%	8.3%	9.7%	6.1%	6.7%	5.2%	8.4%
2017	4.5%	4.0%	3.2%	3.7%	3.9%	3.6%	5.4%	7.6%	9.2%	11.1%	11.7%	12.5%	12.6%	12.7%	14.4%	17.7%	11.9%	9.9%	13.3%	10.4%	9.0%	8.3%	7.3%	4.6%	8.9%
2018	4.5%	5.0%	2.5%	3.0%	3.3%	3.8%	4.3%	6.8%	9.5%	10.2%	17.9%	11.2%	14.2%	11.0%	11.4%	13.3%	12.6%	10.4%	10.5%	11.7%	8.9%	7.6%	5.5%	3.6%	8.4%
14' - 18'	4.4%	5.4%	3.2%	3.9%	3.6%	3.2%	4.8%	6.5%	9.6%	9.7%	11.4%	11.2%	12.8%	10.8%	11.3%	13.1%	10.8%	9.7%	10.9%	10.0%	8.9%	7.2%	7.0%	5.0%	8.1%

Quint 155

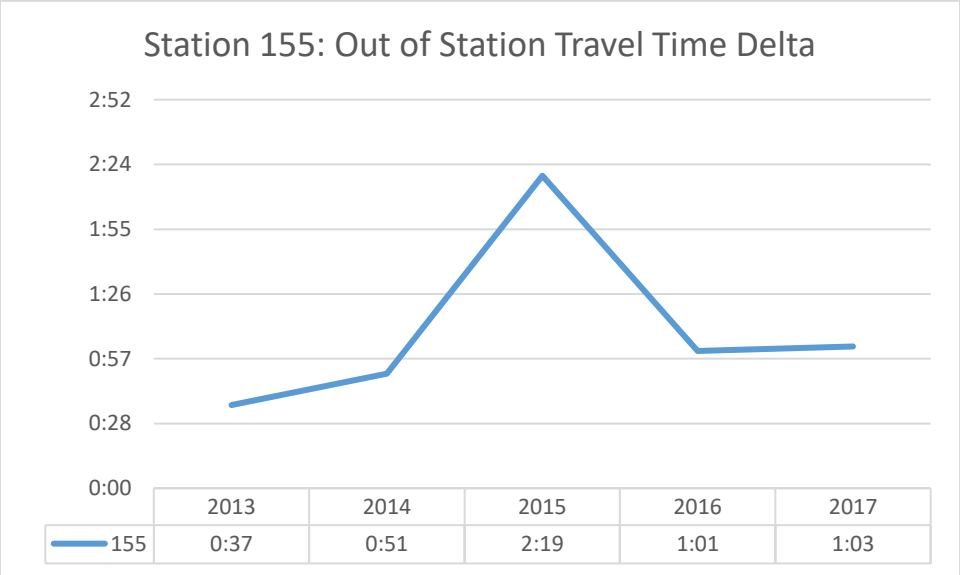
Quint 155 had an average reliability of 84.4% with an average UHU of 3.8% and average peak UHU of 5.5% as seen in Reliability Factors Table 19.0. Quint 155 receives primary support coming from Engine 154 when unavailable or committed. As seen in Section D: Distribution Factors, Station 155 had about 6% of its calls occurring simultaneously. When Quint 155 is not the first apparatus to arrive, the response time delta is about a minute and a half (1:10) as seen in Reliability Factors Table 14.0.

Reliability Factor Table 17.0: Q155 Reliability

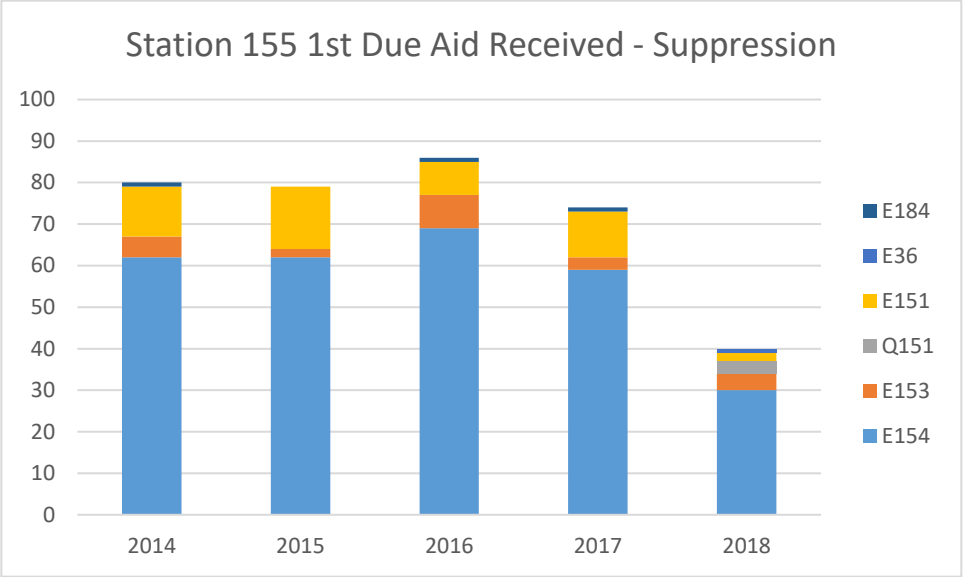
	2013	2014	2015	2016	2017	2013 - 2017
Q155	82.6%	85.5%	86.1%	83.2%	85.8%	84.4%

Reliability Factors Table 18.0: Q155 Travel Time Delta

	2013	2014	2015	2016	2017	2013 – 2017
155	0:37	0:51	2:19	1:01	1:03	1:10



Reliability Factor Table 19.0: Station 155 Aid



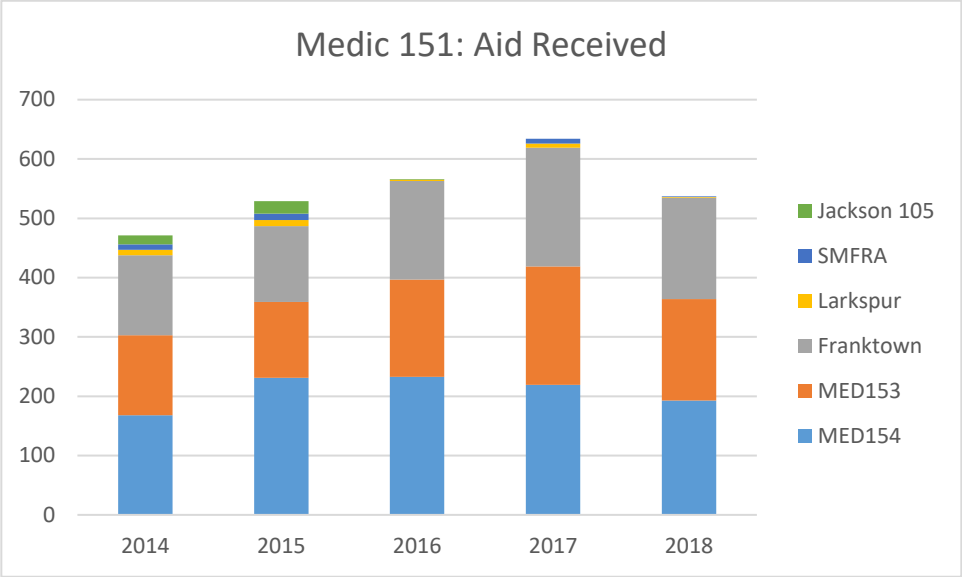
Reliability Factors Table 20.0: Q155 UHU

Q155	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	1.7%	1.5%	2.3%	2.4%	0.6%	0.8%	2.0%	2.1%	4.2%	4.7%	5.3%	5.8%	5.7%	5.3%	6.9%	6.5%	6.4%	5.3%	5.0%	5.6%	5.5%	4.1%	3.1%	3.1%	4.0%
2015	1.9%	1.9%	2.3%	0.7%	1.5%	1.9%	1.5%	3.4%	3.8%	4.9%	4.5%	4.6%	4.3%	5.5%	6.8%	7.8%	5.2%	5.0%	6.4%	4.1%	2.6%	3.2%	2.1%	1.2%	3.6%
2016	1.7%	1.0%	1.2%	0.4%	1.9%	2.3%	1.4%	3.7%	3.7%	3.4%	3.1%	6.8%	8.0%	5.4%	5.1%	6.0%	5.0%	4.5%	4.4%	3.0%	4.1%	2.3%	2.6%	1.7%	3.5%
2017	2.9%	0.9%	1.0%	0.9%	1.6%	2.0%	2.5%	2.8%	4.6%	7.5%	7.3%	6.7%	7.6%	7.1%	7.3%	7.7%	6.4%	7.4%	5.2%	6.2%	3.6%	3.9%	3.4%	3.3%	4.6%
2018	2.1%	2.4%	1.7%	1.9%	1.4%	2.0%	1.6%	4.6%	4.4%	7.9%	8.5%	8.5%	6.9%	6.7%	7.9%	5.4%	6.8%	5.7%	5.0%	5.9%	4.9%	6.1%	1.5%	2.2%	4.7%
14' - 18'	2.0%	1.5%	1.7%	1.3%	1.4%	1.8%	1.8%	3.3%	4.2%	5.7%	5.8%	6.5%	6.5%	6.0%	6.8%	6.7%	5.9%	5.6%	5.2%	4.9%	4.1%	3.9%	2.5%	2.3%	4.1%

Medic 151

Medic 151 had an average UHU of 13.1% with an average peak UHU of 17.7%. Medic 151's UHU immediately dropped (as expected) with the addition of Medic 153 in mid-2013. However, after the initial drop with the addition of Medic 153, Medic 151's UHU has continued to rise (11.9% - 13.7%) as seen in Reliability Factors Table 21.0. Medic 151 receives primary support coming from Medics 153 and 154 when unavailable or committed.

Reliability Factor Table 21.0 Medic 151 Aid



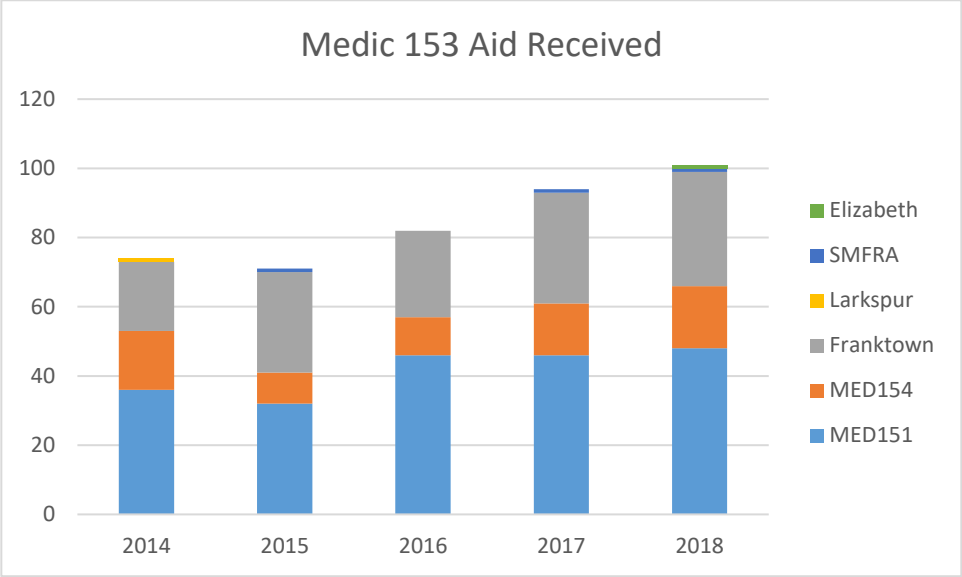
Reliability Factor Table 22.0 Medic 151 UHU

MED151	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	6.2%	9.7%	6.9%	6.9%	5.1%	4.0%	4.4%	8.3%	11.8%	17.3%	14.6%	15.3%	19.5%	13.8%	15.5%	16.1%	14.6%	18.4%	15.8%	13.8%	12.3%	16.4%	10.6%	9.6%	11.9%
2015	8.3%	8.9%	6.3%	5.5%	6.9%	5.4%	7.3%	10.2%	12.7%	17.2%	17.3%	18.6%	17.4%	18.5%	18.3%	18.2%	18.0%	15.6%	14.6%	18.0%	14.9%	10.5%	12.7%	9.7%	13.0%
2016	8.0%	8.8%	5.7%	3.5%	3.8%	6.1%	8.6%	13.8%	14.3%	14.2%	18.5%	19.8%	21.3%	17.0%	20.5%	19.5%	17.4%	17.3%	20.8%	14.9%	12.2%	14.4%	7.3%	8.2%	13.2%
2017	7.7%	6.7%	7.0%	4.0%	4.0%	6.0%	8.7%	11.9%	14.6%	18.8%	17.9%	24.6%	18.8%	19.7%	18.1%	23.2%	22.0%	16.6%	19.6%	19.2%	14.1%	14.3%	9.8%	8.4%	14.0%
2018	9.1%	6.9%	4.9%	5.9%	6.0%	4.7%	9.3%	11.1%	12.4%	15.7%	24.8%	18.0%	18.8%	21.5%	16.2%	16.6%	19.8%	19.4%	22.5%	17.0%	11.9%	15.0%	11.3%	9.5%	13.7%
14' - 18'	7.9%	8.2%	6.2%	5.2%	5.2%	5.2%	7.6%	11.1%	13.2%	16.6%	18.6%	19.3%	19.2%	18.1%	17.7%	18.7%	18.4%	17.4%	18.7%	16.6%	13.1%	14.1%	10.3%	9.1%	13.1%

Medic 153

Medic 153 had an average UHU of 6.5%, with an average peak UHU of 9.0%. Medic 153's UHU has been increasing since 2014 5.5% – 8.1%) as seen in Reliability Factors Table 23.0. Medic 153 receives primary support coming from Medic 151. The majority of incidents with Medic 184 occur in FMZ 15603, where CRFD utilizes a mutual medic unit due to distance from Station 153.

Reliability Factor Table 23.0 Medic 153 Aid



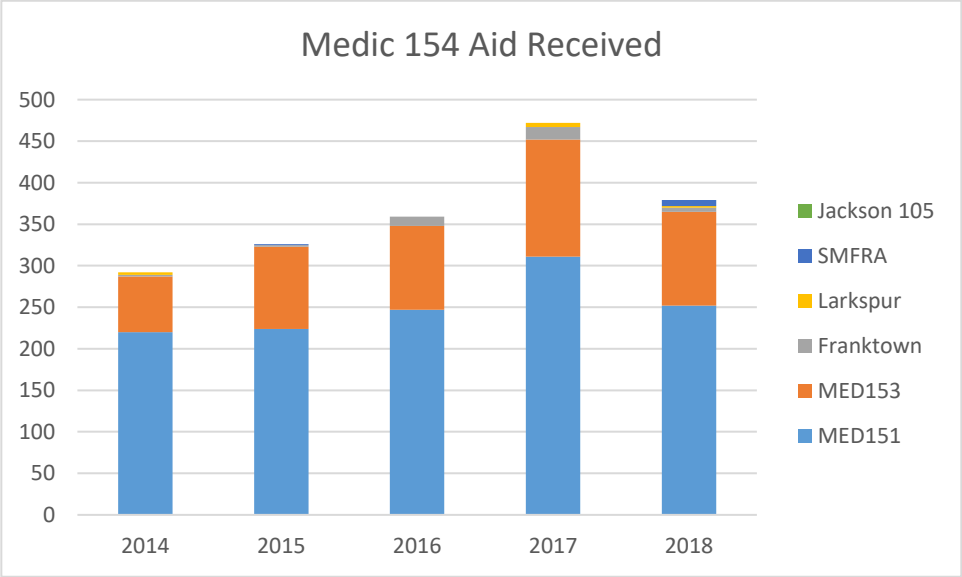
Reliability Factor Table 24.0 Medic 153 UHU

MED153	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	1.6%	3.8%	4.7%	1.8%	0.8%	1.0%	3.4%	3.8%	6.0%	7.2%	5.8%	8.3%	9.7%	7.2%	5.7%	5.9%	8.8%	6.7%	7.1%	9.5%	4.0%	7.0%	3.6%	7.4%	5.5%
2015	1.8%	2.8%	2.7%	2.3%	3.1%	2.3%	2.0%	5.0%	5.5%	4.4%	6.2%	9.3%	8.2%	8.2%	9.8%	7.6%	7.8%	6.4%	9.0%	8.4%	4.9%	9.0%	5.8%	1.4%	5.6%
2016	3.9%	2.4%	3.6%	1.3%	2.6%	4.4%	3.5%	3.9%	8.5%	9.2%	10.0%	11.7%	9.2%	7.5%	8.3%	9.8%	8.7%	9.3%	10.8%	6.6%	7.7%	4.0%	5.0%	3.0%	6.5%
2017	4.7%	2.7%	4.1%	2.2%	1.3%	2.6%	3.7%	4.1%	6.1%	11.0%	8.2%	10.6%	14.7%	12.4%	10.2%	6.8%	7.5%	7.4%	10.9%	9.1%	7.2%	6.4%	4.8%	3.4%	6.8%
2018	5.3%	2.1%	2.0%	3.5%	2.6%	2.9%	3.0%	6.5%	9.5%	10.7%	20.5%	12.1%	11.5%	12.0%	13.5%	13.0%	9.6%	11.1%	12.6%	7.9%	6.1%	7.3%	5.0%	4.0%	8.1%
14' - 18'	3.5%	2.8%	3.4%	2.2%	2.1%	2.7%	3.1%	4.7%	7.1%	8.5%	10.1%	10.4%	10.7%	9.5%	9.5%	8.6%	8.5%	8.2%	10.1%	8.3%	6.0%	6.7%	4.8%	3.8%	6.5%

Medic 154

Medic 154 had an average UHU of 13.4%, with an average peak UHU of 18.0%. Medic 154's UHU has been increasing since 2014 (10.9% – 14.5%) as seen in Reliability Factors Table 26.0. Medic 154 receives primary support coming from Medics 151 and 153 when unavailable or committed.

Reliability Factor Table 25.0 Medic 154 Aid



Reliability Factor Table 26.0 Medic 154 UHU

MED154	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Overall
2014	5.0%	5.6%	4.9%	5.6%	4.4%	3.6%	6.4%	9.7%	14.8%	14.7%	11.4%	15.9%	16.1%	14.0%	12.8%	14.7%	14.7%	16.8%	12.2%	16.5%	14.0%	9.4%	10.5%	7.4%	10.9%
2015	8.0%	13.4%	7.0%	5.6%	6.3%	5.2%	7.4%	11.9%	11.7%	16.9%	17.7%	18.7%	14.9%	17.0%	17.9%	19.8%	19.7%	14.9%	13.9%	19.1%	13.5%	15.1%	10.7%	11.4%	13.2%
2016	8.5%	5.5%	7.2%	6.4%	6.7%	5.5%	10.0%	12.9%	20.2%	13.4%	18.4%	22.8%	19.6%	17.0%	18.2%	20.0%	17.7%	17.6%	19.1%	11.9%	16.2%	11.9%	10.7%	8.6%	13.6%
2017	7.2%	6.1%	5.1%	6.0%	5.9%	6.6%	9.7%	14.3%	16.4%	19.0%	21.1%	19.4%	20.3%	24.0%	25.9%	23.3%	18.5%	20.6%	20.6%	15.8%	15.0%	15.1%	12.0%	8.0%	14.8%
2018	7.5%	9.3%	6.7%	6.8%	4.9%	7.6%	6.5%	12.9%	14.3%	17.6%	29.9%	24.2%	20.4%	21.7%	21.5%	18.4%	17.8%	20.0%	18.6%	18.2%	16.6%	13.4%	8.8%	5.1%	14.5%
14' - 18'	7.3%	8.0%	6.2%	6.1%	5.6%	5.7%	8.0%	12.3%	15.5%	16.3%	19.7%	20.2%	18.3%	18.7%	19.3%	19.2%	17.7%	18.0%	16.9%	16.3%	15.1%	13.0%	10.5%	8.1%	13.4%

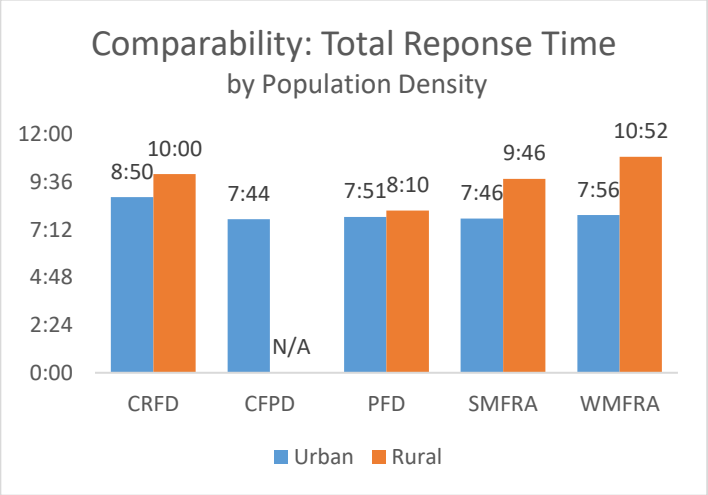
Comparability

Aside from tracking and reporting its own performance, CRFD compiled response data from four Internationally Accredited agencies within the region, Cunningham Fire Protection District (CFPD), Pueblo Fire Department (PFD), South Metro Fire and Rescue Authority (SMFRA), and West Metro Fire and Rescue Authority (WMFRA).

Comparability Factors Table 1.0						
Category		CRFD	CFPD	PFD	SMFRA	WMFRA
ISO Rating		2/9	4	2	3/10	3
2016 Budget		$12,800,000	$11,638,550	$16,285,917	$67,000,000	$49,800,000
Population		62,000	70,000	109,000	203,500	250,000
Area (miles^2)		66	14.6	46.5	178	130
Population Density (per miles^2)		939	4795	2344	1140	1923
Urban/Rural/Interstate		68.5%/30.5%/1%	100%/0%/0%	99%/0%/1%	Not Reported	98%/2%/0%
Stations		4	3	10	17	17
Front line Engines		3	2	10	12	14
Front line Ladders/Quint		1	1	1	4	3
Front line Medics		3	2	N/A	9	11
Minimum Daily staffing		19	13	36	78	91
Total Staffing		84	72	137	300	416
Total Incidents 2016		5349	5420	22537	19354	28239
Call Processing		2:23	1:00	1:20	0:48	1:58
Turnout		1:56	1:25	1:49	1:55	1:41
1st Due Travel	Urban	5:50	5:19	4:39	5:13	5:31
	Rural	7:20	N/A	6:06	6:54	8:23
1st Due Total Response Time	Urban	8:50	7:44	7:51	7:46	7:56
	Rural	10:00	N/A	8:10	9:46	10:52

As seen from Comparability Factors Table 1.0, CRFD's call processing time in 2016 is higher than the other agencies. However, as previously stated, DRCC strictly followed the ProQA medical priority dispatch system (MPDS) for four months (April through July) in 2016. During that time frame, the call processing time increase to 3:08, due to the call taker having to complete the MPDS card prior to dispatching units. Because of the protracted dispatch times, Douglas County Regional Communications Center (DRCC) moved to a pre-alert dispatch model where as soon as the location and type of incident is known, they dispatch units. The call processing time for this method was1:45 from August to December. Looking at DRCC's current process, call processing time are slightly longer than all but one of the comparable agencies. When looking at the comparable turnout times, CRFD again has the longest time (by one second), but is consistent with the other agencies. With respect to travel time, CRFD exceeds the comparable agencies average by about 30 seconds in urban populations and is about 30 seconds faster than the comparable average in the rural populations. CRFD's total response time (the time experienced by the customer) exceeds the comparable agencies average by about 1 minute in urban populations and is roughly 40 seconds faster than the comparable average in the rural populations. Overall, CRFD's performance is in line with, and in some cases, outperforms other local accredited agencies.

Comparability Factors Chart 1.0



F. Performance Objectives (Baselines and Benchmarks)

Baseline performance statements

As defined in the FESSAM, 9th edition, page 154, a baseline is "the measurement of actual performance in an organizational context; a usually initial set of critical observations or data used for comparison or a control. The activities that are currently in place to achieve the organization's goals and objectives". In short, a baseline is a statement of current performance objectives based on specific and relevant historical information or data.

The Department annually reviews and updates its baselines for call processing time, turnout time, and total response times for the 1st arriving apparatus, and EMS effective response force. As evident in the Concentration Factors, there are several service types that do not have sufficient call volume to provide a solid foundation for statically analysis. For these services, Fire, HAZMAT, Wildland, and Technical Rescue, baselines are evaluated every five years and adjusted when appropriate.

Performance Baselines: Call Processing and Turnout

For 90% of all emergent incidents, Douglas County Regional Communications Center (DRCC)'s call processing time is 1:34, and Castle Rock Fire and Rescue Department's turnout time is 1:52.

	2018 Baseline
Call Processing	1:34
Turnout	1:52

Performance Baselines: EMS

For 90 % of all emergency medical services (EMS) responses, the total response time for the arrival of the first-due unit, staffed with two firefighters, is: 8 minutes and 20 seconds in urban areas, 9 minutes and 30 seconds in rural areas, and 11 minutes and 30 seconds on interstate calls. The first due unit is capable of: assessing scene safety and establishing command; sizing-up the situation; conducting initial patient assessment; obtaining vitals and patient's medical history; initiating Advanced Life Support (ALS) care; and assisting transport personnel with packaging the patient in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90 % of low risk emergency medical services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF), consisting of a single medic unit staffed with two firefighters, is: 7 minutes and 50 seconds in urban areas, and 9 minutes and 30 seconds in rural areas. The ERF is capable of: continued Advanced Live Support (ALS) treatment; and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90 % of moderate risk emergency medical services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF), staffed with five firefighters and officers, is: 9 minutes and 40 seconds in urban areas, and 11 minutes and 10 seconds in rural areas. The ERF is capable of: continued Advanced Live Support (ALS) treatment; and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90 % of high risk emergency medical services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF), staffed with five firefighters and officers, is: 12 minutes in urban areas, 12 minutes and 50 seconds in rural areas, and 14 minutes on Interstate calls. The ERF is capable of continued Advanced Live Support (ALS) treatment and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

Performance Baselines: Fire Suppression

For 90 % of all non-wildland fires, the total response time for the arrival of the first-due unit, staffed with three firefighters, is: 8 minutes and 20 seconds in urban areas, 9 minutes and 30 seconds in rural areas, and 11 minutes and 30 seconds on interstate calls. The first due unit is capable of: providing 300 gallons of water and a pumping capacity of 1250 gallons per minute (gpm), initiating command; establishing the primary attack line capable of flowing a minimum of 150 gpm; and establishing an uninterrupted water source.

For 90 % of all low risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with six firefighters and officers, is: 8 minutes and 20 seconds in urban areas, 8 minutes and 50 seconds in rural areas, and 13 minutes and 30 seconds on Interstate calls. The ERF is capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; investigate source; prepare for fire attack; providing an uninterrupted water supply; completing forcible entry; initiating ventilation; and providing triage, treatment and transport of victims if needed in accordance with CRFD standard operating guidelines.

For 90 % of all moderate risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with 18 firefighters and officers, is: a maximum of 19 minutes and 30 seconds in urban areas, and 15 minutes and 20 seconds in rural areas. The ERF is capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; providing an uninterrupted water supply; advancing an attack line and a backup line for fire control of equal or greater size than the primary attack line; completing forcible entry; completing utility control; conducting victim search; initiating ventilation; and providing triage, treatment, and transport of victims if needed in accordance with CRFD standard operating guidelines.

For 90 % of all high risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with 21 firefighters and officers, is a maximum of 16 minutes and 40 seconds in urban areas. No incidents were recorded in rural or interstate areas. The ERF is capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; providing an uninterrupted water supply; advancing an attack line and a backup line for fire control of equal or greater size than the primary attack line; completing forcible entry; completing utility control; conducting victim search; initiating ventilation; and providing triage, treatment, and transport of victims if needed in accordance with CRFD standard operating guidelines.

Performance Baselines: HAZMAT

For 90 % of all hazardous materials response incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters, is: 8 minutes and 20 seconds in urban areas, 9 minutes and 30 seconds in rural areas, and 11 minutes and 30 seconds on interstate calls. The first due unit is capable of: establishing command; initial recon and atmospheric monitoring; determine the need for additional resources; begin establishing a hot, warm and cold zone; deny entry; isolate potential victims, in accordance with CRFD standard operating guidelines.

For 90 % of low risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of six firefighters and officers, is: 12 minutes and 10 seconds in urban areas, 13 minutes in rural areas, and a maximum of 13 minutes and 10 seconds on Interstate calls. The ERF is capable of: providing equipment, technical expertise, knowledge, skills, and abilities to mitigate or initiate mitigation of a hazardous materials incident, dependant on the complexity on the incident, in accordance with CRFD standard operating guidelines.

For 90 % of moderate risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of nine firefighters and officers, is: 14 minutes in urban areas, 13 minutes and 30 seconds in rural areas. No incidents were recorded on the interstate. The ERF is capable of: provide equipment, technical expertise, knowledge, skills, and abilities to mitigate or initiate mitigation of a hazardous materials incident, dependant on the complexity on the incident, in accordance with CRFD standard operating guidelines.

For 90 % of high risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 12 firefighters and officers is: maximum of 12 minutes and 20 seconds in urban areas, and a maximum of 16 minutes and 40 seconds in rural areas. No incidents were recorded on the interstate. The ERF is capable of: providing equipment, technical expertise, knowledge, skills, and abilities to mitigate or initiate mitigation of a hazardous materials incident, dependant on the complexity on the incident, in accordance with CRFD standard operating guidelines.

Performance Baselines: Wildland

For 90 % of all wildland fires, the total response time for the arrival of the first-due unit, staffed with three firefighters, is: 8 minutes and 20 seconds in urban areas, 9 minutes and 30 seconds in rural areas, and 11 minutes and 30 seconds on interstate calls. The first due unit is capable of: providing 300 gallons of water, and a pumping capacity of 110 gallons per minute; initiating command; determine the location, size and initial attack plan; and initiating initial attack in accordance with CRFD standard operating guidelines.

For 90 % of all low risk wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with three firefighters and officers, is: 11 minutes and 20 seconds in urban areas, 10 minutes and 30 seconds in rural areas, and a maximum of 18 minutes and 40 seconds on interstate calls. The ERF is capable of: establishing command providing for accountability; determining the need for additionally resources; establishing a lookout; identifying safety zones and escape routes; providing an initial water supply; supporting initial fire attack operations in accordance with CRFD standard operating guidelines.

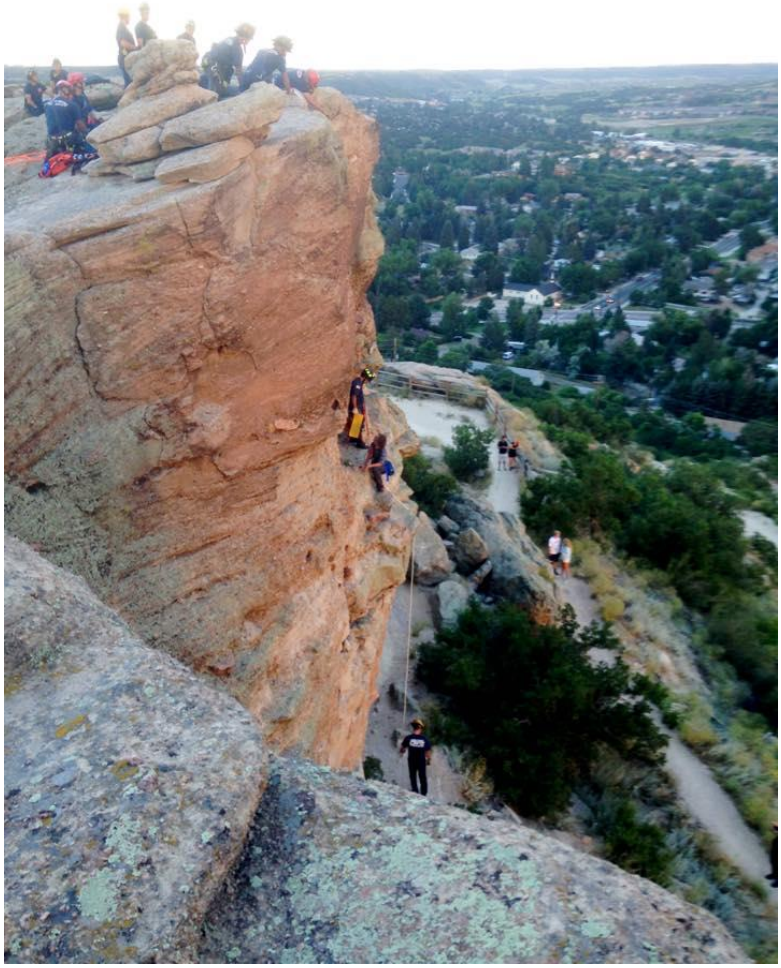
For 90 % of all moderate risk wildland fire response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 12 firefighters and officers, is: a maximum of 12 minutes and 20 seconds in urban areas, a maximum of 17 minutes and 10 seconds in rural areas, and a maximum of 17 minutes and 20 seconds on interstate calls. The ERF is capable of: establishing command providing for accountability; determining the need for additional resources; establishing a lookout; identifying safety zones and escape routes; providing an initial water supply; supporting initial fire attack operations in accordance with CRFD standard operating guidelines.

For 90 % of all high risk wildland fire response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 16 firefighters and officers, is: a maximum of 14 minutes in urban areas. No incidents were recorded in rural areas or on the interstate. The ERF is capable of: establishing command; providing for accountability; determining the need for additional resources; establishing a lookout; identifying safety zones and escape routes; providing an initial water supply; supporting initial fire attack operations in accordance with CRFD standard operating guidelines.

Performance Baselines: Technical Rescue

For 90 % of all technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters, is: 8 minutes and 20 seconds in urban areas, 9 minutes and 30 seconds in rural areas, and 11 minutes and 30 seconds on interstate calls. The first due unit is capable of: initiating command; determining the need for additional resources; denying entry; initial reconnaissance; atmospheric monitoring (if applicable); and providing triage and initial treatment of victims if needed without endangering response personnel in accordance with CRFD standard operating guidelines.

For 90 % of all technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of six firefighters and officers, is a maximum of 12 minutes and 10 seconds in all response areas. The ERF is capable of: establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills and abilities during technical rescue incidents; and providing Advanced Life Support (ALS) treatment and transport medical care in accordance with CRFD standard operating guidelines.



Benchmark Performance Statements

As defined in the FESSAM, 9th edition, page 154, a benchmark is "…defined as a standard from which something can be judged. Searching for the benchmark, or best practice, will help define superior performance of a product, service or process". In short, a benchmark is a statement of ideal performance, or a goal the Department is striving to achieve.

The Department annually reviews its benchmarks for call processing time, turnout time, and total response times for the 1st arriving apparatus, and EMS effective response force and updates them as needed. As evident in the Concentration Factors, there are several service types that do not have sufficient call volume to provide a solid foundation for statically analysis. For these services, Fire, HAZMAT, Wildland, and Technical Rescue, benchmarks are evaluated every five years and adjusted when appropriate. While the baselines are based on the previous period's 90th percentile, the benchmarks are based on 2013 – 2017 data and 80th percentile. There are two exceptions to this methodology, call processing time and turnout time. The call processing benchmark was established based on the Commission on Accreditation for Law Enforcement Agencies (CALEA) performance guidelines and in cooperation with the Douglas County Regional Communication Center (DRCC). The benchmark for turnout time is based on the 80th percentile of all call from November 1st 2015 through December 31st 2017. In November 2015 the Department began using mobile data terminals (MDT) in all primary apparatus. The MDTs are used for direct communications with DRCC and are linked to the computer automated dispatch (CAD) system. This would represent a relative 10% increase in performance. In the absence of a physical change to its operations or deployment (additional resources, stations, companies, or new technology) CRFD believes that this measured approach keeps the benchmarks realistic and achievable through changes in behavior and attitude.

Performance Benchmark: Call Processing and Turnout

For 90% of all emergent incidents, DRCC's call processing time shall be 1:00, and Castle Rock Fire and Rescue Department's turnout time shall be 1:38.

	Benchmark
Call Processing	1:00
Turnout	1:38

Performance Benchmarks: EMS

For 90% of all moderate and high risk Emergency Medical Services (EMS) responses, the total response time for the arrival of the first-due unit, staffed with two firefighters, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The first due unit shall be capable of: assessing scene safety and establishing command; sizing-up the situation; conducting initial patient assessment; obtaining vitals and patient's medical history; initiating Advanced Life Support (ALS) care; and assisting transport personnel with packaging the patient in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90% of low risk Emergency Medical Services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF) of a single medic unit, staffed with two firefighters, shall be: 7 minutes in all population densities. The ERF shall be capable of: continued Advanced Life Support (ALS) treatment; and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90% of moderate risk Emergency Medical Services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF), staffed with five firefighters and officers, shall be: 8 minutes and 40 seconds in urban areas, 10 minutes and 10 seconds in rural areas. The ERF shall be capable of: continued Advanced Life Support (ALS) treatment; and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

For 90% of high risk Emergency Medical Services (EMS) response incidents, the total response time for the arrival of the effective response force (ERF), staffed with six firefighters and officers, shall be: 12 minutes and 20 seconds in urban areas, 12 minutes and 40 seconds in rural areas, and 13 minutes and 30 seconds on interstate calls. The ERF shall be capable of: continued Advanced Life Support (ALS) treatment; and transport to a facility capable of providing appropriate ongoing care in accordance with both CRFD standard operating guidelines and current Denver Metropolitan EMS Protocols.

Performance Benchmarks: Fire Suppression

For 90% of all non-wildland fires, the total response time for the arrival of the first-due unit, staffed with three firefighters, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The first due unit shall be capable of: providing 300 gallons of water and a pumping capacity of 1250 gallons per minute (gpm), initiating command; establishing the primary attack line capable of flowing a minimum of 150 gpm; and establishing an uninterrupted water source.

For 90% of all low risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of six firefighters and officers, shall be: 6 minutes and 20 seconds in urban areas, 11 minutes and 20 seconds in rural areas, and 12 minutes on interstate calls. The ERF shall be capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; investigating the source; preparing for fire attack; providing an uninterrupted water supply; maintaining a fire flow of 1500 gpm; completing forcible entry; initiating ventilation; and providing triage, treatment, and transport of victims if needed in accordance with CRFD standard operating guidelines.

For 90% of all moderate risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with 18 firefighters and officers, shall be: 12 minutes in urban areas, and 14 minutes in rural areas. The ERF shall be capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; investigating the source; providing an uninterrupted water supply; maintaining a fire flow of 1500 gpm; advancing an attack line and a backup line for fire control of equal or greater size than the primary attack line; completing forcible entry; completing utility control; conducting victim search; initiating ventilation; providing an initial rapid intervention team (IRIT); and providing triage, treatment, and transport of victims if needed in accordance with CRFD standard operating guidelines.

For 90 % of all high risk non-wildland fires, the total response time for the arrival of the effective response force (ERF), staffed with 21 firefighters and officers, shall be: 16 minutes and 20 seconds in urban areas, and 14 minutes in rural areas. The ERF shall be capable of: establishing command, accountability and a safety officer; providing 2 in 2 out capability; investigating the source; providing an uninterrupted water supply; maintaining a fire flow of 1500 gpm; advancing an attack line and a backup line for fire control of equal or greater size than the primary attack line; completing forcible entry; completing utility control; conducting victim search; initiating ventilation; providing an initial rapid intervention team (IRIT); and providing triage, treatment, and transport of victims if needed in accordance with CRFD standard operating guidelines.

Performance Benchmarks: HAZMAT

For 90% of all hazardous materials response incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The first due unit shall be capable of: establishing command; initial recon and atmospheric monitoring; determining the need for additional resources; begin establishing a hot, warm and cold zone; denying entry; isolating potential victims, in accordance with CRFD standard operating guidelines.

For 90% of low risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of six firefighters and officers, shall be: 10 minutes and 40 seconds in urban areas, 11 minutes and 20 seconds in rural areas and 12 minutes on interstate calls. The ERF shall be capable of: providing the equipment, technical expertise, knowledge, skills, and abilities to initiate mitigation of a hazardous materials incident, dependant on the complexity of the incident; in accordance with CRFD standard operating guidelines.

For 90% of moderate risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of nine firefighters and officers ,shall be: 12 minutes and 20 seconds in urban areas, 13 minutes and 30 seconds in rural areas, and 12 minutes and 30 seconds on interstate calls. The ERF shall be capable of: providing the equipment, technical expertise, knowledge, skills, and abilities to initiate mitigation of a hazardous materials incident, dependant on the complexity of the incident, in accordance with CRFD standard operating guidelines.

For 90% of high risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 12 firefighters and officers, shall be: 13 minutes and 30 seconds in all population densities. The ERF shall be capable of: providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate or initiate mitigation of a hazardous materials incident, dependant on the complexity of the incident, in accordance with CRFD standard operating guidelines.

Performance Benchmarks: Wildland

For 90 % of all wildland fire response incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The first due unit shall be capable of: providing 300 gallons of water and a pumping capacity of 100 gallons per minute (GPM); initiating command; providing size-up; identify life safety concerns, developing an incident action plan (IAP); determining resource needs; establish lookouts, communications, escape routes and safety zones (LCES); and implement the IAP in accordance with CRFD standard operating guidelines.

For 90 % of all low risk wildland fire response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of three firefighters and officers, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The ERF shall be capable of: establishing command; providing for accountability; determining the need for additional resources; establish lookouts, communications plan, escape routes, and safety zones (LCES); providing a water supply; support the IAP in accordance with CRFD standard operating guidelines.

For 90 % of all moderate risk wildland fire response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 12 firefighters and officers, shall be: 10 minutes and 30 seconds in urban areas and 11 minutes and 30 seconds in rural areas and 16 minutes on interstate calls. The ERF shall be capable of: establishing command; providing for accountability; determining the need for additional resources; establish lookouts, communications plan, escape routes, and safety zones (LCES); providing a water supply; support the IAP in accordance with CRFD standard operating guidelines.

For 90 % of all high risk wildland fire response incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 16 firefighters and officers, shall be: 13 minutes and 30 seconds in urban areas and 16 minutes and 40 seconds in rural. The ERF shall be capable of: establishing command; providing for accountability; determining the need for additional resources; establish lookouts, communications plan, escape routes, and safety zones (LCES); providing a water supply; support the IAP in accordance with CRFD standard operating guidelines.

Performance Benchmarks: Technical Rescue

For 90 % of all technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with three firefighters, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas, and 10 minutes and 10 seconds on interstate calls. The first due unit shall be capable of: initiating command; determining the need for additional resources; denying entry; initial reconnaissance; atmospheric monitoring (if applicable) and provide triage, initial treatment of victims (if needed) without endangering response personnel in accordance with CRFD standard operating guidelines.

For 90 % of all low risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum of three firefighters and officers, shall be: 7 minutes and 10 seconds in urban areas, 8 minutes and 10 seconds in rural areas. The ERF shall be capable of: establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills and abilities during technical rescue incidents; and providing Advanced Life Support (ALS) treatment and transport medical care in accordance with CRFD standard operating guidelines.

For 90 % of all moderate and high risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum of 9 firefighters and officers, shall be: 13 minutes and 30 seconds in urban areas rural and on interstate calls. The ERF shall be capable of: establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills and abilities during technical rescue incidents; and providing Advanced Life Support (ALS) treatment and transport medical care in accordance with CRFD standard operating guidelines.

This Page Intentionally Left Blank

G. Evaluation and Compliance Methodology

Evaluation Methodology

The Department will monitor its performance and compliance monthly and annually in accordance with Administrative Directive 2011-05 Department Goals and Objectives Review. Monthly, the Department will review and report, at a minimum, the following performance factors;

- Call processing time (by service type)
- Turnout time (station/company)
- 1st due total response time by population
- Moderate Risk EMS ERF total response time by population

Monthly reports shall include the number of incidents, the 90th percentile and percent compliance to adopted benchmarks (performance goals). As previously stated, Section F Performance Objectives, the benchmarks are established at the 80th percentile from 2013-2017. Monthly performance reports are distributed internally for all members to review and available to the Public Safety Commission, Town Manager and Town Council for review and comment.

Annually, the Department completes a comprehensive review, evaluating all service types, risk levels and planning zones. This review will be conducted and presented as part of the Department's Annual Retreat and support the Annual Compliance Report (ACR) submitted to the Commission on Fire Accreditation International (CFAI). Annually, the Department reviews its performance, updates its baselines and reports on compliance to adopted benchmark statements based on the following criteria:

- Baselines based on the most current year's response data:
  - Call processing time
  - Turnout time
  - 1st due total response time
  - EMS ERF (moderate risk)
  - Performance thresholds: *as identified in the current Fire Master Plan*
- Performance compared to adopted benchmarks based on the 80th percentile from 2013 – 2017 response data:
  - Turnout time
  - 1st due total response time
  - EMS (all risk)
  - Fire ERF (all risk)
  - HAZMAT ERF (all risk)
  - Tech Rescue (all risk)
  - Wildland (all risk)
  - Call Processing (based on CALEA standard or 1:00)

The annual performance and compliance reports are distributed to all members for review, presented to the Department's strategic planning team (department retreat), Public Safety

Commission, Town Manager, and Town Council. The Standards of Cover will be amended annually to include the most recent year's performance and progress on any recommendations contained within this Standards of Cover Document. Beginning in 2018, the compliance team will provide an annual report to be presented to the Public Safety Commission, Town Manager and Town Council. This annual report will contain at a minimum;

- Call volumes and trends
  - Jurisdiction
  - Stations
  - Planning zones
- Updated baselines and benchmarks
  - Cause of any significant changes (greater than 10% change)
- Identified service gaps
  - Recommended action (if any)

If at any time the Accreditation Manager determines the need, based on trends or a single event, to perform a detailed or root cause analysis, the results of that analysis will be presented to the Deputy Chief and Fire Chief as necessary.

Compliance Team / Responsibility

The Department's compliance team will consist of a team leader, and at least three line members. Ideally, the line members would represent each shift and rank, but this is not mandatory.

The compliance team will convene at least annually to review:

- Post Incident Analysis (PIA) to determine:
  - Compliance to performance standards
  - Adherence to SOGs
  - Effectiveness of critical task analysis
  - ERF assignments and utilization
- Data trends: identify areas of concern or needing further investigation

Continuous Improvement Strategy

The continuous improvement strategy will be accomplished through the review of the data as provided by the compliance team to the command staff, executive staff, and members of the annual department retreat. These teams will recommend options or appropriate actions to be taken to address any deficiencies or forecasted change, growth or other identified external factors. These recommendations will be made to the Fire Chief for consideration and implementation based on the Standards of Cover, Community Risk Assessment, Strategic Plan, and Self-Assessment Manual.

Subsequently, the Fire Chief will determine the most appropriate actions to be implemented based upon these documents, the Vision, Mission, and Values of the Department and Town of Castle Rock. It is the expectation that these actions will result in

improvements in the needed areas. When significant changes or actions are needed that may drastically change the level of service, the Fire Chief will provide this information to the Town Manager and, as necessary, Town Council, for review, consideration, and approval. The end result is that the Department's overall ability to provide service to the community and customers should improve.

H. Conclusion and Recommendations

Conclusions

For the evaluation period (2014 – 2018), Castle Rock Fire and Rescue Department (CRFD) has sufficient call volume to adequately evaluate the 1st arriving apparatus in most planning zones. The notable exception is Planning Zone 8 (PZ8), with a maximum annual call volume of 12 calls per year and a total call volume of 42 calls for service since 2014. Overall for the jurisdiction, calls for service have continued to increase by 4.8% annually since 2014, with a small decrease of 1.5% between 2017 and 2018. In addition to the overall number of calls for service, simultaneous calls are also on the rise, both department-wide and within each station's area of responsibility. These simultaneous incidents require resources to respond from further away resulting in longer response times. Even with the increasing call volumes (total calls for service and simultaneous incidents), the Department has been able to maintain a first due arrival within several seconds of the 2014 baselines.

	2014 Baseline	2018 Baseline	Difference	Benchmark	Compliance
Urban Population	8:10	8:20	+ 0:10 (+2.0%)	7:10	80.0%
Rural Population	9:50	9:30	- 0:20 (-3.4%)	8:10	79.6%
Interstate	11:50	11:30	- 0:20 (-2.8%)	10:10	77.2%

CRFD's compliance with adopted first due arrival benchmarks fluctuates based primarily on incident location. There are known service gaps within the jurisdiction, specifically portions of planning zone 6 (PZ6), portions of planning zone 7 (PZ7), and planning zone 8 (PZ8).

The area of concern in PZ6 is that it is a considerable distance from fire station 153, and the primary route includes a soft surface (gravel) road that further slows apparatus responses. To help ensure the quickest possible response, CRFD maintains an automatic aid agreement with Franktown Fire Protection District who co-responds on any call in fire management zone (FMZ) 15603. In 2018, the whole of PZ6 generated 151 calls for service, 53 of which were in FMZ 15603.

Within PZ7, CRFD opened a new fire station (Station 152), which will improve responses throughout the majority of that planning zone. However, the far south and east portions will still have an extended response time. These areas are primarily pasture lands with a small residential population.

Historically, PZ8 has generated a maximum of 12 calls and is sparsely populated (total population 353) with large tracts of open land used for livestock.

Another planning zone that requires discussion is planning zone 9 (PZ9). Annually, PZ9 generates 363 calls for service (average), which exceeds the 2014 - 2019 Master Plan's call volume tenants for consideration of a new fire station. However, the response performance within PZ9 is consistent with that throughout the rest of the jurisdiction, which in 2018, the urban total response time in PZ9 was 8:00 compared to 8:10 for the jurisdiction. There were too few calls in the rural population areas (20 calls in five years) to draw a conclusive comparison to the rest on the jurisdiction.

As seen previously, call processing times increased for 2016 as Douglas County Regional Communication Center's (DRCC) transitioned to ProQA Medical Priority Dispatch System (MPDS). For four months (April through August), DRCC strictly followed MPDS prior to dispatching units to a medical incident. Recognizing the dramatic increase in call processing times (1:20 increased to 3:24), and in cooperation with CRFD, DRCC modified their process to pre-alert units prior to completing the MPDS. This pre-alert allows the call taker to continue the MPDS, however, as soon as the type of incident (medical, fire, rescue, etc) and location is determined, units are dispatched and any additional information is provided en-route via radio and/or CAD notes. With the implementation of the pre-alert, call processing times have improved to 1:39 for 2018. While times do not match the pre-ProQA performance due to system interoperability issues (CAD and ProQA), dispatchers must enter information in two mutually exclusive systems adding several seconds to the overall call processing time, and the caller is receiving detailed instructions on how to care for the patient prior to the arrival of fire/EMS.

The Town of Castle Rock has experienced considerable growth over the last several years in both the commercial and residential sectors. This growth has translated into an increased call volume in all service categories and a 26% increase in call total volume since 2014. The increase in call volume is also seen in the increasing unit hour utilization (UHU) of all apparatus since 2014.

Apparatus	2014 UHU	2018 UHU	Change (14' -18')	Performance Threshold	Percent of Threshold
Quint 151	7.3%	8.2%	+ 12%	14%	59%
Engine 152	N/A	1.6&	N/A		11%
Engine 153	3.1%	4.1%	+ 32%		29%
Engine 154	6.8%	8.4%	+ 24%		60%
Quint 155	3.4%	4.6%	+ 35%		33%
Medic 151	11.9%	13.7%	+ 15%	26%	53%
Medic 153	5.5%	8.1 %	+ 47%		31%
Medic 154	10.8%	14.5%	+ 34%		56%

Given the current and expected growth in the area, CRFD anticipates call volume to continue to increase over the next several years.

When evaluating the Effective Response Force (ERF) by service type (EMS, fire, HAZMAT, wildland, technical rescue) and risk level (low, moderate, high), CRFD does not have sufficient call volume to generate a statistically valid sample size for trending or forecasting analysis with the exception of EMS. In the analysis of EMS, specifically moderate risk EMS, CRFD has shown a general decrease in performance since 2014 for both the urban and rural population densities. Response times for the arrival of an ERF have increased by 1 minute in urban areas and 1 minute 10 seconds in rural areas. The cause of this increase has yet to be determined.

Recommendations

The Department's vision is "To be the best at providing emergency and prevention services". While striving "to be the best", the Department must make changes, based on sound statistical data, that would allow for an improvement in the delivery of services and increased safety to the community as well as emergency responders. Understanding the current financial and political climate as well as the costs associated with any recommendation, the Department reviewed each of the following recommendations to ensure they are consistent with community expectations, within the scope and reach of the Department, and achievable with existing resources or plans. Therefore, the following recommendations are made based on the results of the Standards of Cover process:

- *Perform a root cause analysis for the decreasing Moderate Risk EMS performance, complete with potential corrective actions.*
    - *Accreditation Manager: 4Q2019*
- *Closely monitor PZ6 for growth, increasing calls for service and performance.*
    - *Accreditation Manager: Ongoing at least annually*
- *Closely monitor PZ9 for growth, increasing calls for service and performance.*
    - *Accreditation Manager: Ongoing at least annually*
- *Monitor the potential growth in PZ8 to anticipate changes that may drive the need for additional resources.*
    - *Accreditation Manager & Fire Chief: Ongoing*

Finally, the Department should provide an annual report to the Public Safety Commission, Town Manager and Town Council that details call volumes and trends, updated baselines and benchmarks, and any service gaps and recommended action (if any).

This Page Intentionally Left Blank

Appendices, Exhibits and Attachments

Appendix A: Community Survey Definitions
Appendix B: 2016 Critical Task Analysis
Appendix C: Emergency Medical Services Data Table
Appendix D: Fire Suppression Data Tables
Appendix E: Hazardous Materials Data Tables
Appendix F: Wildland Fire Suppression Data Tables
Appendix G: Technical Rescue Data Tables

This Page Intentionally Left Blank

Appendix A: Community Survey Definitions

Category	Definition
Community involvement	visibility, public image, approachability, involvement with community events
Core service	relates to core services, fire suppression, EMS, wildland, and special hazards
Cultural	ability to respond to a diverse community
Disaster Preparedness	ability to respond to large scale incidents, special hazard readiness, emergency management, etc.
EMS	EMS specific concerns and expectations
Equipment/Apparatus	expectations/concerns relating to equipment and apparatus
Fiscal Responsibility	our ability to be fiscally responsible
Funding	expectations/concerns relating to changes in funding
Growth/Development	expectations/concerns relating to growth and development
Prevention Services	expectations/concerns relating to prevention services
Public Education	expectations/concerns relating to public education
Qualities	community expectations as they relate to traits and qualities that our personnel ought to possess
Resources	expectations/concerns relating to physical, financial, and personnel needs
Response Time	expectations/concerns relating to timely responses to emergencies
Staffing	expectations/concerns relating to staffing
Training/Education	expectations/concerns relating to training and education for our members
Wildfire	expectations/concerns relating to wildfire and potential for wildfire

This Page Intentionally Left Blank

Appendix B: 2016 Critical Task Analysis

This appendix details the 2016 review and update of CRFD's Critical Task Analysis (CTA). They are organized by service type (EMS, Fire, HAZMAT, Wildland, Technical Rescue, and Other Services) and risk level (low, moderate, and high).

Critical Task Analysis: EMS

Response Plan: Medical Assist; Clinic Response (Emergent) [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
Total # of Responding Personnel	2	Total # of Personnel Needed	2		

Response Plan: Medical Alarm [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1		
		Patient assessment	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
Total # of Responding Personnel	5	Total # of Personnel Needed	5		

Response Plan: Medical Assist; Alpha (Non-Emergent) [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1	*	3
		Scene safety	1	*	
		Documentation	1		
		Patient assessment	1		
		Outside scene safety	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
Total # of Responding Personnel	5	Total # of Personnel Needed	5		

Response Plan: Medical Assist; Bravo, Charlie, Delta (Emergent) [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1	*	3
		Scene safety	1	*	
		Documentation	1		
		Patient assessment	1		
		Outside scene safety	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
Total # of Responding Personnel	5	Total # of Personnel Needed	5		

Response Plan: Train Accident [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1	*	
		Scene triage	1	*	
		Hazards mitigation	2		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Rail Safety	1		1
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: MVA / Injury Accident [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1		
		Scene triage	1	*	
		Initial patient triage	1	*	
		Hazards mitigation	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
Total # of Responding Personnel	5	Total # of Personnel Needed	5		

Response Plan: Auto Ped or Auto Bike MVA [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1	*	
		Scene triage	1	*	
		Extrication equipment operation	2		
		Hazards mitigation	1	*	
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Incident command and safety officer	1		1
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: Medical Assist; Echo [High]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initial Incident Command	1	*	3
		Scene safety	1	*	
		Documentation	1		
		Patient assessment	1		
		Secondary caregiver	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Incident Command	1		1
		Scene safety	1	*	
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: MVA I25 [High]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1		
		Scene Triage	1	*	
		Initial patient triage	1	*	
		Hazards mitigation	1		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Advanced warning	1		1
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: MVA: Multiple Injury / Extrication [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initial Incident Command	1	*	3
		Scene safety	1		
		Scene triage	1	*	
		Initial patient triage	1		
		Hazards mitigation	1		
1st Due Advanced Extrication (E151)	3	Extrication equipment operation	3		3
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
2st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Incident Command	1		1
		Safety Officer	1	*	
Total # of Responding Personnel	11	Total # of Personnel Needed	11		

Response Plan: MCI [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initial Incident Command	1		3
		Scene triage	1	*	
		Extrication equipment operation	2	*	
		Hazards mitigation	2	*	
2nd Due Suppression Apparatus	3	Extrication group supervisor	1		3
		Safety line from engine	2		
3rd Due Suppression Apparatus	3	Assist with patient care and/or extrication	3		3
1st Due Medic	2	Patient triage	2		2
2nd Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
3rd Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
4th Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Incident Command and safety officer	1		1
2nd Due Chief	1	Scene safety or Division/Group Supervisor	1		1
Total # of Responding Personnel	19	Total # of Personnel Needed	19		

Critical Task Analysis: Fire Suppression

Response Plan: Down Power Lines [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial size-up	1		3
		Investigation for source	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Residential Fire Alarm [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression	3	Incident Command	1		3
		Safety Officer	1	*	
		Size up /determine need for additional resources	1	*	
		Investigation for Source	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Alarm Reset [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command / Determine Additional Resources	1		3
		Scene Safety	1		
		Patient Assessment	1		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Arcing Transformer [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial size-up	1	*	3
		Investigation for source	1		
		Size-up/determine need for additional resources	1		
		Accountability	1		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Lightning Strike [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initial size-up	1	*	3
		Investigation for damage/fire	2		
		Establishment of initial water supply (pump operator)	1		
		Prepare for initial attack	1	*	
2nd Due Suppression Apparatus	3	Assist with Investigation for damage/fire	2		2
		Establish uninterrupted water supply	1	*	
Total # of Responding Personnel	6	Total # of Personnel Needed	5		

Response Plan: Commercial Fire Alarm [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1		3
		Safety Officer	1	*	
		Size up/determine need for additional resources	1	*	
		Investigation for source	2		
2nd Due Suppression Apparatus (Non-Emergent)	3	Support investigation and control panel	2		3
		Secure FDC	1		
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: Smoke Investigation, Inside [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1		3
		Safety Officer	1	*	
		Size Up/determine need for additional resources	1	*	
		Investigation for source	2		
		Prepare for fire attack	1	*	
2nd Due Suppression Apparatus	3	Secure water supply	1	*	3
		Assist with investigation for source	3		
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: Unattached Outbuilding Fire, Hydranted [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial size-up	1	*	3
		Establishment of uninterrupted water supply (pump operator)	1		
		Establishment of primary attack line	2		
2nd Due Suppression Apparatus	3	Assist with primary attack line	2	*	3
		Establishment of secondary attack line	2		
		Establishment of secondary water supply (pump operator)	1	*	
		Exposure protection	2	*	
1st Due Medic Unit	2	Assist with primary attack line	2	*	2
		Search and rescue	2	*	
		Initial civilian EMS (triage, treatment, and transport)	2	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	**9**	Total # of Personnel Needed	**9**		

Response Plan: Passenger Car / Pick-Up Fire [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of initial water supply (pump operator)	1		
		Establishment of primary attack line	2		
		Position as attack engine	1	*	
2nd Due Suppression Apparatus	3	Assist with primary attack line	2		3
		Position as supply engine	1	*	
		Exposure protection	2	*	
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: Commercial Carrier Fire [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of initial water supply (pump operator)	1		
		Establishment of primary attack line	2		
		Position as attack engine	1	*	
2nd Due Suppression Apparatus	3	Assist with primary attack line	2		3
		Position as supply engine	1	*	
		Exposure protection	2	*	
1st Due Medic	2	Initial civilian EMS (triage, treatment, and transport)	2	*	2
		Assist with primary attack line	2	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
		Advanced Warning (as needed)	1	*	
Total # of Responding Personnel	9	Total # of Personnel Needed	9		

Response Plan: Train Fire [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of initial water supply (pump operator)	1		
		Establishment of primary attack line	2		
		Position as attack engine	1	*	
1st Due Aerial	3	Assist with primary attack line	2		3
		Aerial Operations (as required)	1	*	
		Exposure protection	2	*	
1st Due Tender	1	Position for nurse operations or Tender Shuttle as required	1		1
1st Due Medic	2	Assist with primary attack line	2	*	2
		Initial civilian EMS (triage, treatment, and transport)	2	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	10	Total # of Personnel Needed	10		

Response Plan: Residential Structure Fire, Hydranted [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Engine	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of initial water supply (pump operator)	1		
		Establishment of primary attack line	2		
2nd Due Engine	3	Assist with primary attack line	2	*	3
		Establishment of secondary attack line	2		
		Establishment of secondary water supply (pump operator)	1	*	
		Exposure protection	2	*	
3rd Due Engine	3	IRIT/RIC	3		3
1st Due Aerial	3	Search and rescue or vertical ventilation	2	*	3
		Aerial device operator	1		
		Outside ventilation	1	*	
		Portable ground ladders	1	*	
1st Due Medic Unit	2	Assist with primary attack line	2	*	2
		Search and rescue	2	*	
		Initial civilian EMS (triage, treatment, and transport)	2	*	
2nd Due Medic Unit	2	Patient Care and Transport (as needed)	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
Total # of Responding Personnel	18	Total # of Personnel Needed	18		

Response Plan: Residential Structure Fire, Unhydranted [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Engine	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of initial water supply (pump operator)	1		
		Establishment of primary attack line	2		
		Position as attack engine	1	*	
2nd Due Engine	3	Assist with primary attack line	2		3
		Position as supply engine	1	*	
		Exposure protection	2	*	
		Pump operator as Water Supply Group Supervisor	1	*	
3rd Due Engine	3	IRIT/RIC	3		3
1st Due Aerial	3	Search and rescue or vertical ventilation	2	*	3
		Aerial device operator	1		
		Outside ventilation	1	*	
		Portable ground ladders	1	*	
		Exposure protection	2	*	
1st Due Medic Unit	2	Assist with primary attack line	2	*	2
		Search and rescue	2	*	
		Initial civilian EMS (triage, treatment, and transport)	2	*	
2nd Due Medic	2	Patient Care and Transport (as needed)	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources		*	
		Accountability		*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
3rd Due Chief	1	Water Supply Group Supervisor	1		1
1st, 2nd, 3rd, and 4th Due Water Tenders	4	Uninterrupted water supply	4		4
Total # of Responding Personnel	23	Total # of Personnel Needed	23		

Response Plan: Commercial Structure Fire, Hydranted [High]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Engine	3	Initiate Command / Initial Size-up	1	*	3
		Establishment of uninterrupted water supply (pump operator)	1		
		Establishment of primary attack line	2		
2nd Due Engine	3	Assist with primary attack line	2		3
		Establishment of secondary water supply (pump operator)	1	*	
		Supplement FDC (sprinkler/standpipe systems)	1	*	
3rd Due Engine	3	Establishment of secondary (backup) attack line	3		3
		Exposure protection	3	*	
4th Due Engine	3	IRIT/RIC	3		3
1st Due Aerial	3	Search and rescue or vertical ventilation	2		3
		Aerial device operator	1		
		Outside ventilation	1	*	
		Portable ground ladders	1	*	
1st Due Medic Unit	2	Assist with primary attack line	2	*	2
		Search and rescue	2	*	
		Initial civilian EMS (triage, treatment, and transport)	2	*	
2nd Due Medic	2	Patient Care and Transport (as needed)	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
Total # of Responding Personnel	21	Total # of Personnel Needed	21		

Critical Task Analysis: HAZMAT

Response Plan: LP/Gas Leak, Outside [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1		3
		Investigation for source	2		
		Accountability	1	*	
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Environmental Alarm [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene Safety	1		
		Atmospheric Monitoring	1		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: CO Alarm Asymptomatic [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene Safety	1		
		Atmospheric Monitoring	1		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: CO Alarm Symptomatic [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1	*	3
		Scene Safety	1		
		Patient Assessment	1		
		Atmospheric Monitoring	1		
1st Due Medic	2	Primary Caregiver	1		2
		Documentation	1	*	
		Primary Transporting Medic Driver	1		
Total # of Responding Personnel	5	Total # of Personnel Needed	5		

Response Plan: Chlorine Alarm [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Incident Command	1	*	3
		Scene Safety	1	*	
		Patient Assessment	1		
		Outside Scene Safety	1		
		Atmospheric Monitoring	1		
1st Due Medic	2	Primary Caregiver	1		2
		Documentation	1	*	
		Primary Transporting Medic Driver	1		
1st Due HAZMAT	3	HAZMAT Investigation & Air Monitoring	3		3
Total # of Responding Personnel	8	Total # of Personnel Needed	8		

Response Plan: LP/Gas Leak, Inside [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Interior investigation for source	2		
		Establishment of initial water supply (pump operator)	1		
2nd Due Suppression Apparatus	3	Secure water supply	1	*	3
		Prepare for Initial attack	2		
		Assist with investigation for source	1		
1st Due Medic	2	Initial civilian EMS (triage, treatment, and transport)	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	9	Total # of Personnel Needed	9		

Response Plan: Fuel Spill Less Than 25 Gallons [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Investigation for source	1		
		Mitigation	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Fuel Spill Greater Than 25 Gallons [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Investigation for source	1	*	
		Containment	1		
		Assess need for emergency Decon	1	*	
		Area Isolation	1	*	
1st Due HAZMAT	3	Containment / Mitigation (as applicable)	1		3
		Emergency Decon / Decon	2		
		Equipment / Supplies	1	*	
1st Due Bureau / Investigator	1	Code Enforcement	1	*	1
		HAZMAT Billing	1	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	8	Total # of Personnel Needed	8		

Response Plan: Gas Line Rupture [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Investigation for source	2		
		Establishment of initial water supply (pump operator)	1		
2nd Due Suppression Apparatus	3	Secure water supply	1	*	3
		Prepare for Initial attack	2		
		Assist with investigation for source	1		
1st Due Medic	2	Initial civilian EMS (triage, treatment, and transport)	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	9	Total # of Personnel Needed	9		

Response Plan: Chemical / Biological Investigation [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Investigation for source	1		
		Containment	1		
		Assess need for emergency Decon	1	*	
		Area Isolation	1		
1st Due HAZMAT	3	Containment / Mitigation (as applicable)	1		3
		Emergency Decon / Decon	2		
		Supplies and Equipment	1	*	
1st Due Bureau (non-emergent)	1	Determine need for investigation	1	*	1
		Evidence Collection	1	*	
		Law enforcement liaison	1		
Total # of Responding Personnel	7	Total # of Personnel Needed	7		

Response Plan: HAZMAT [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	3
		Product Identification	1	*	
		Recon / Atmospheric Monitoring	1		
		Victim Isolation	1		
		Area Isolation	1		
2nd Due Suppression Apparatus	3	Containment / Mitigation (as applicable)	1	*	3
		Emergency Decon / Decon	2		
		Establish Water Supply (as applicable)	1	*	
1st Due HAZMAT	3	Research	1		2
		Complexity Analysis	1	*	
		Recommend overall strategy	1	*	
1st Due Medic Unit	2	Initial civilian EMS (triage, treatment, and transport)	2	*	2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	12	Total # of Personnel Needed	11		

Critical Task Analysis: Wildland Fire Suppression

Response Plan: Illegal/Controlled Burn [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Safety Officer	1	*	
		Size up/determine need for additional resources	1	*	
		Investigation source and extinguishment	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Smoke Investigation, Outside [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Safety Officer	1	*	
		Size up/determine need for additional resources	1	*	
		Investigation for source	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Brush Fire, Non-Threatening (NT) [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Brush	3	Primary Investigation	1	*	3
		Determine location, size of fire and tactical plan	1	*	
		Fire attack	3		
2nd Due Brush	3	Fire attack	3		3
1st Due Engine	3	Water supply	1		3
		Additional personnel may be reassigned by I.C.	2	*	
1st Due Medic	2	Initial civilian EMS (triage, treatment, and transport)	2	*	2
		Lookout (as needed)	2	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
		Safety Officer - LCES	1	*	
		Obtain spot weather	1	*	
Total # of Responding Personnel	12	Total # of Personnel Needed	12		

Response Plan: Brush Fire, Threatening (T) [High]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Engine	3	Structure protection (as needed)	3		3
		Water supply (as needed)	1	*	
		Additional personnel may be reassigned by I.C.	2	*	
2nd Due Engine or CAFS	3	Structure protection	3		3
1st Due Brush	3	Primary investigation	1	*	3
		Determine location, size of fire and tactical plan	1	*	
		Fire attack	3		
2nd Due Brush	3	Fire attack	3		3
1st Due Medic	2	Initial civilian EMS (triage, treatment, and transport)	2	*	2
		Lookout (as needed)	2	*	
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional resources	1	*	
		Accountability	1	*	
		Safety Officer - LCES	1	*	
		Obtain spot weather	1	*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
Total # of Responding Personnel	16	Total # of Personnel Needed	16		

Critical Task Analysis: Technical Rescue

Response Plan: Explosion [Low]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial Size-up	1	*	2
		Investigation for source	2		
2nd Due Suppression Apparatus	3	Secure water supply (as applicable)	1	*	3
		Prepare for Initial attack	1		
		Assist with investigation for source	2		
Total # of Responding Personnel	6	Total # of Personnel Needed	5		

Response Plan: Hi/Lo Angle Rescue [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate command / size-up	1		3
		Patient location	1	*	
		Establish perimeter, isolate	1	*	
		Hazard analysis, create IAP	2	*	
		Litter team / Rescue Group	2		
1st Due Medic	2	Primary Caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Squad	3	Equipment needs	1		3
		Rigging team	2		
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional or specialized resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	9	Total # of Personnel Needed	9		

Response Plan: Entrapment [Moderate]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initiate Command / Initial size-up	1	*	3
		Establish perimeter, isolate and deny entry	1	*	
		Patient location	1		
		Life safety, hazard analysis/control	2		
1st Due Medic	2	Patient care / triage / transport	2		2
1st Due Squad	3	Equipment needs	3		3
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional or specialized resources	1	*	
		Accountability	1	*	
Total # of Responding Personnel	9	Total # of Personnel Needed	9		

Response Plan: Ice Rescue, Human Victim [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Victim rescue	1		3
		Haul team	2		
		Equipment set-up / staging	1	*	
2nd Due Suppression Apparatus	3	Haul team	2		3
		Back-up	1		
1st Due Squad	3	Victim rescue	1		3
		Haul team	2		
		Gather additional equipment and personnel	1	*	
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Dive Rescue	3	Victim rescue	3		3
1st Due Chief	1	Scene safety	1		1
		Incident Command	1	*	
		Determine need for additional resources	1	*	
2nd Due Chief	1	Scene safety	1		1
Total # of Responding Personnel	16	Total # of Personnel Needed	16		

Response Plan: Dive Recovery 2 [Moderate]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Victim location / contact	1		3
		Haul team	2		
		Equipment set-up / staging	1	*	
1st Due Squad	3	Victim rescue	1		3
		Haul team	2		
		Gather additional equipment and personnel	1	*	
1st Due Dive/Rescue	3	Victim rescue	3		3
1st Due Chief	1	Scene safety	1		1
		Incident Command	1	*	
		Determine need for additional resources	1	*	
Total # of Responding Personnel	10	Total # of Personnel Needed	10		

Response Plan: Building Collapse [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Engine	3	Initiate Command / Initial size-up	1	*	3
		Establish perimeter, isolate and deny entry	1	*	
		Atmospheric monitoring	1	*	
		Patient location	1	*	
		Life safety, hazard analysis / control	2	*	
2nd Due Engine	3	Search	2	*	3
		Building stabilization (if needed)	3	*	
3nd Due Engine	3	Rapid Intervention Team	3		3
1st Due Medic	2	Patient care / triage	2		2
1st Due Aerial	3	Position as needed for "High Point"	1		3
		Rope rescue / rigging	2		
1st Due Squad & Collapse Trailer	3	Equipment needs	1	*	3
		Set up cut table (if needed)	1	*	
1st Due Hazmat	3	HAZMAT investigation & air monitoring	3		3
1st Due Chief	1	Incident Command	1		1
		Size up / determine need for additional or specialized resources	1	*	
		Accountability	1	*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
Total # of Responding Personnel	24	Total # of Personnel Needed	24		

Response Plan: Trench Collapse [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Squad & Collapse Trailer	3	Extraction & haul system	1		3
		Ventilation & temperature control	1		
		Equipment support	1		
1st Due HAZMAT	3	Ongoing atmospheric monitoring	1		3
		Equipment support	2		
1st Due Aerial	3	Position as needed for "High Point" * monitoring aerial for safety, angle, and maneuvering	1	*	3
		Extraction & haul system	1		
		Rope rescue / rigging	2		
1st Due Advanced Extrication (E151)	3	Trench box spotter	1	*	3
		Airbag set-up & operations	1	*	
		Life safety, hazard analysis / control	2	*	
2nd Due Engine	3	Initiate Command / Initial size-up	1	*	3
		Establish perimeter, isolate and deny entry (Ingress/Egress Control)	1		
		Initial atmospheric monitoring	1	*	
		Ladder access	1	*	
		Ground pad placement	1	*	
1st Due Rescue	3	Rescue Group Supervisor	1		3
		Equipment & Rescue Support	2		
1st Due Medic	2	Primary Caregiver	1		2
		Documentation	1	*	
		Primary Transporting Medic Driver	1		
2nd Due Medic	2	IRIT/RIC	2		2
1st Due Chief	1	Incident Command	1		1
		Size up/determine need for additional or specialized resources	1	*	
		Accountability	1	*	
2nd Due Chief	1	Safety Officer or Division/Group Supervisor	1		1
Total # of Responding Personnel	24	Total # of Personnel Needed	24		

Response Plan: Confined Space Rescue [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Engine	3	Initiate Command / Initial size-up	1	*	3
		Establish perimeter, isolate and deny entry	1	*	
		Atmospheric monitoring	1		
		Patient location	1	*	
		Life safety, hazard analysis / control	2		
2nd Due Engine	3	Entry	2	*	3
		Search	2	*	
		Rescue	2	*	
3nd Due Engine	3	Initial Rapid Intervention Team	3		3
1st Due Medic	2	Patient care / triage	2		2
1st Due Aerial	3	Position as need for "High Point"	1		3
		Rope rescue / rigging	2		
1st Due HAZMAT	3	Atmospheric monitoring	1	*	3
1st Due Chief	1	Incident Command	1		1
		Size up / determine need for additional or specialized resources		*	
		Accountability		*	
2nd Due Chief	1	Safety Officer	1		1
Total # of Responding Personnel	19	Total # of Personnel Needed	19		

Response Plan: Dive 3 Drowning [High]					
Unit	Crew Size	Task	Personnel needed	*part time task	
1st Due Suppression Apparatus	3	Initial Incident Command	1	*	3
		Victim locate / contact	1	*	
		Victim rescue	1		
		Haul team	2		
		Gather additional equipment and personnel	1	*	
2nd Due Suppression Apparatus	3	Haul team	2		3
		Back-up	1		
1st Due Squad	3	Initial search and rescue support	3		3
1st Due Dive Rescue	3	Victim rescue	3		3
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Scene safety	1		1
		Incident Command	1	*	
		Determine need for additional resources	1		
2nd Due Chief	1	Scene Safety or Division/Group Supervisor	1		1
Total # of Responding Personnel	16	Total # of Personnel Needed	16		

Critical Task Analysis: Other

Response Plan: Lock-Out, In Non-Emergent Response [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Verify vehicle ownership	1	*	
		Unlock vehicle	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Lock-Out, Immediate Response [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Verify vehicle ownership	1	*	
		Unlock vehicle	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Water Shut-Off [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Incident Command	1		3
		Scene safety	1	*	
		Determine need for additional resources	1	*	
		Investigate source & control	2		
Total # of Responding Personnel	3	Total # of Personnel Needed	3		

Response Plan: Aircraft Alert 1 or Alert 2 [Low]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Suppression Apparatus	3	Stand-By / Stage	3		3
1st Due Brush	3	Stand-by / Stage	3		3
Total # of Responding Personnel	6	Total # of Personnel Needed	6		

Response Plan: Aircraft Alert 3 [High]					
Unit	Crew Size	Task	Personnel needed *part time task		
1st Due Engine	3	Initial Incident Command	1	*	3
		Scene safety	1		
		Scene triage	1	*	
		Initial patient triage	1	*	
		Fire control/ hazards mitigation	2		
2nd Due Suppression Apparatus	3	Water supply	1		3
		Rescue support	2		
1st Due Brush	3	Remote access	1		3
		Fire control / hazard mitigation	2		
1st Due Medic	2	Primary caregiver	1		2
		Documentation	1	*	
		Primary transporting medic driver	1		
1st Due Chief	1	Incident Command	1		1
		Accountability	1	*	
2nd Due Chief	1	Safety Officer of Division/Group Supervisor	1		1
Red Leader One	3	Fire control	2		3
		Specialty apparatus	1		
Total # of Responding Personnel	16	Total # of Personnel Needed	16		

This Page Intentionally Left Blank

Appendix C: Emergency Medical Services Data Tables

The following data tables detail the Department's Emergency Medical Service (EMS) performance from 2014 – 2018 against adopted standards by risk level (low, moderate, and high);

- Low Risk
  - Jurisdiction (CRFD)
  - Station (151, 154, 155)
- Moderate Risk
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)
  - Planning Zone (PZ1, PZ2, PZ3, PZ4, PZ5, PZ6, PZ7, PZ8, PZ9)
- High Risk
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)
  - Planning Zone (PZ1, PZ2, PZ3, PZ4, PZ5, PZ6, PZ7, PZ8, PZ9, Interstate)

EMS Low Risk: CRFD

CRFD									
EMS: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:19	1:19	1:21	2:02	1:01	1:00	1:00
			n= 216	n= 26	n= 45	n= 48	n= 53	n= 44	
Turnout			1:34	1:45	1:41	1:23	1:26	1:42	1:38
			n= 227	n= 27	n= 53	n= 45	n= 59	n= 43	
Travel Time	1st Due	Rural	6:50	8:10	6:50	6:20	7:30	5:00	4:22
			n= 104	n= 14	n= 20	n= 22	n= 24	n= 24	
		Urban	6:20	5:10	6:20	6:40	5:40	8:10	
			n= 116	n= 13	n= 24	n= 25	n= 35	n= 19	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:30	9:40	12:20	6:40	9:30	6:20	7:00
			n= 107	n= 14	n= 21	n= 23	n= 25	n= 24	
		Urban	8:20	6:50	8:20	11:10	7:00	8:20	
			n= 117	n= 13	n= 24	n= 25	n= 35	n= 20	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 151									
EMS: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:53	1:47	1:08	2:30	0:38	0:39	1:00
			n= 85	n= 7	n= 7	n= 19	n= 24	n= 28	
Turnout			1:24	1:45	1:38	1:18	1:34	1:30	1:38
			n= 88	n= 7	n= 7	n= 19	n= 27	n= 28	
Travel Time	1st Due	Rural	6:50	8:10	10:40	6:50	7:30	5:00	4:22
			n= 78	n= 4	n= 7	n= 19	n= 24	n= 24	
		Urban	6:10	2:20	N/A	N/A	2:30	6:10	
			n= 8	n= 2	n= 0	n= 0	n= 2	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:30	9:40	12:20	9:50	9:30	6:20	7:00
			n= 80	n= 5	n= 7	n= 19	n= 25	n= 24	
		Urban	7:50	4:40	N/A	N/A	4:40	7:50	
			n= 8	n= 2	n= 0	n= 0	n= 2	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 154									
EMS: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:15	1:31	1:15	1:48	1:01	2:04	1:00
			n= 39	n= 8	n= 14	n= 4	n= 8	n= 5	
Turnout			1:47	2:09	1:41	1:05	1:38	1:55	1:38
			n= 40	n= 9	n= 14	n= 3	n= 10	n= 4	
Travel Time	1st Due	Rural	6:50	11:10	6:50	5:30	N/A	N/A	4:22
			n= 25	n= 9	n= 13	n= 3	n= 0	n= 0	
		Urban	5:00	N/A	N/A	N/A	5:00	11:40	
			n= 24	n= 0	n= 0	n= 0	n= 17	n= 7	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:10	13:10	13:10	5:30	N/A	N/A	7:00
			n= 27	n= 9	n= 14	n= 4	n= 0	n= 0	
		Urban	6:40	N/A	N/A	N/A	7:10	14:30	
			n= 15	n= 0	n= 0	n= 0	n= 10	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 155									
EMS: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:38	0:53	1:33	2:02	1:11	1:02	1:00
			n= 92	n= 11	n= 24	n= 25	n= 21	n= 11	
Turnout			1:27	1:29	1:41	1:25	1:18	1:41	1:38
			n= 89	n= 11	n= 22	n= 23	n= 22	n= 11	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	4:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	6:40	5:10	6:20	6:40	6:10	6:50	
			n= 96	n= 11	n= 25	n= 26	n= 23	n= 11	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	7:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	8:30	6:20	8:20	11:10	7:10	8:20	
			n= 94	n= 11	n= 24	n= 25	n= 23	n= 11	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

EMS: Moderate Risk

CRFD									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:34	1:26	1:31	2:23	1:12	1:04	1:00
			n= 11601	n= 2164	n= 2264	n= 2202	n= 2492	n= 2479	
Turnout			1:49	1:43	1:41	1:43	1:46	2:03	1:38
			n= 11717	n= 2151	n= 2241	n= 2197	n= 2692	n= 2436	
Travel Time	1st Due	Rural	6:50	6:50	7:10	7:10	6:40	6:30	5:32
			n= 2778	n= 571	n= 572	n= 545	n= 575	n= 515	
		Urban	5:30	5:40	5:30	5:30	5:50	5:20	4:32
			n= 9048	n= 1575	n= 1695	n= 1666	n= 2170	n= 1942	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	9:10	9:40	9:50	9:20	8:00	8:20	7:32
			n= 2494	n= 520	n= 507	n= 492	n= 509	n= 466	
		Urban	7:50	8:20	8:10	7:40	7:20	7:20	6:02
			n= 8279	n= 1436	n= 1530	n= 1532	n= 1990	n= 1791	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:10	9:00	9:30	9:50	8:30	8:50	8:10
			n= 2803	n= 574	n= 573	n= 547	n= 584	n= 525	
		Urban	8:00	7:50	7:50	8:40	7:40	7:50	7:10
			n= 9103	n= 1580	n= 1696	n= 1667	n= 2203	n= 1957	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:10	11:30	12:00	11:30	10:00	10:20	10:10
			n= 2494	n= 520	n= 507	n= 492	n= 509	n= 466	
		Urban	9:40	10:10	10:00	10:10	9:10	9:10	8:40
			n= 8279	n= 1436	n= 1530	n= 1532	n= 1990	n= 1791	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 151									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:25	1:25	1:27	2:15	1:05	0:59	1:00
			n= 3954	n= 715	n= 754	n= 777	n= 809	n= 899	
Turnout			1:58	1:47	1:47	1:54	1:57	2:10	1:38
			n= 4044	n= 714	n= 751	n= 777	n= 909	n= 893	
Travel Time	1st Due	Rural	7:20	5:20	8:10	7:50	7:30	7:10	5:32
			n= 970	n= 149	n= 197	n= 189	n= 229	n= 206	
		Urban	5:20	5:20	5:30	5:30	5:20	5:20	4:32
			n= 3079	n= 559	n= 558	n= 589	n= 686	n= 687	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	9:30	7:30	10:40	10:20	9:30	9:20	7:32
			n= 973	n= 149	n= 197	n= 190	n= 229	n= 208	
		Urban	7:30	7:30	7:40	8:10	7:20	7:50	6:02
			n= 3091	n= 560	n= 558	n= 588	n= 693	n= 692	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:50	7:30	10:40	10:20	9:30	9:20	8:10
			n= 973	n= 149	n= 197	n= 190	n= 229	n= 208	
		Urban	7:40	7:30	7:40	8:10	7:20	7:50	7:10
			n= 3091	n= 560	n= 558	n= 588	n= 693	n= 692	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:30	9:40	13:00	13:10	10:40	10:40	10:10
			n= 974	n= 149	n= 197	n= 191	n= 229	n= 208	
		Urban	9:30	9:40	10:10	9:50	8:50	9:10	8:40
			n= 3101	n= 563	n= 559	n= 592	n= 694	n= 693	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 152									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:15	1:15	N/A	N/A	N/A	N/A	1:00
			n= 108	n= 108	n= 0	n= 0	n= 0	n= 0	
Turnout			1:52	1:52	N/A	N/A	N/A	N/A	1:38
			n= 108	n= 108	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	9:20	9:20	N/A	N/A	N/A	N/A	5:32
			n= 84	n= 84	n= 0	n= 0	n= 0	n= 0	
		Urban	5:00	5:00	N/A	N/A	N/A	N/A	4:32
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	12:40	N/A	N/A	N/A	N/A	7:32
			n= 86	n= 86	n= 0	n= 0	n= 0	n= 0	
		Urban	9:50	9:50	N/A	N/A	N/A	N/A	6:02
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:40	11:40	N/A	N/A	N/A	N/A	8:10
			n= 85	n= 85	n= 0	n= 0	n= 0	n= 0	
		Urban	6:50	6:50	N/A	N/A	N/A	N/A	7:10
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	15:20	15:20	N/A	N/A	N/A	N/A	10:10
			n= 86	n= 86	n= 0	n= 0	n= 0	n= 0	
		Urban	11:20	11:20	N/A	N/A	N/A	N/A	8:40
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 153									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:23	1:11	1:20	2:25	1:00	1:03	1:00
			n= 1267	n= 245	n= 251	n= 243	n= 252	n= 276	
Turnout			1:44	1:38	1:39	1:36	1:37	2:04	1:38
			n= 1301	n= 245	n= 251	n= 246	n= 284	n= 275	
Travel Time	1st Due	Rural	10:20	8:40	11:00	9:10	7:50	11:10	5:32
			n= 194	n= 42	n= 58	n= 32	n= 26	n= 36	
		Urban	6:30	6:20	6:40	6:50	6:20	6:10	4:32
			n= 1102	n= 201	n= 192	n= 212	n= 259	n= 238	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	11:10	13:20	12:40	8:30	14:00	7:32
			n= 556	n= 42	n= 59	n= 33	n= 26	n= 396	
		Urban	8:10	8:10	7:50	9:00	7:40	8:20	6:02
			n= 1109	n= 201	n= 193	n= 214	n= 262	n= 239	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:40	11:00	14:30	11:30	10:10	15:40	8:10
			n= 196	n= 42	n= 58	n= 32	n= 26	n= 38	
		Urban	8:40	8:20	8:30	9:20	8:00	8:30	7:10
			n= 1102	n= 201	n= 192	n= 212	n= 259	n= 238	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:30	13:40	15:20	16:50	12:40	16:50	10:10
			n= 199	n= 42	n= 59	n= 33	n= 26	n= 39	
		Urban	10:10	9:50	9:40	11:00	9:10	10:40	8:40
			n= 1109	n= 201	n= 193	n= 214	n= 262	n= 239	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 154									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:25	1:16	1:25	2:17	1:03	1:00	1:00
			n= 3493	n= 601	n= 679	n= 678	n= 838	n= 697	
Turnout			1:43	1:38	1:39	1:39	1:40	1:53	1:38
			n= 3564	n= 599	n= 679	n= 676	n= 917	n= 693	
Travel Time	1st Due	Rural	4:50	4:50	5:20	4:50	4:50	4:40	5:32
			n= 791	n= 172	n= 170	n= 175	n= 156	n= 118	
		Urban	5:40	5:50	5:30	5:40	5:50	5:20	4:32
			n= 2783	n= 430	n= 510	n= 504	n= 763	n= 576	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	6:50	7:00	7:30	6:50	6:40	5:50	7:32
			n= 794	n= 172	n= 170	n= 175	n= 158	n= 119	
		Urban	7:40	8:50	8:00	7:30	7:20	6:50	6:02
			n= 2794	n= 431	n= 510	n= 505	n= 772	n= 576	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	7:00	6:50	7:30	6:50	6:50	6:40	8:10
			n= 794	n= 172	n= 170	n= 175	n= 158	n= 119	
		Urban	8:00	8:10	7:50	8:30	7:50	7:30	7:10
			n= 2794	n= 430	n= 510	n= 505	n= 772	n= 577	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:40	8:40	9:10	9:00	8:40	7:40	10:10
			n= 794	n= 172	n= 170	n= 175	n= 158	n= 119	
		Urban	9:30	10:40	9:40	9:50	9:00	8:50	8:40
			n= 2797	n= 431	n= 510	n= 505	n= 772	n= 579	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 155									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:19	1:17	1:21	2:07	1:02	0:56	1:00
			n= 1661	n= 296	n= 349	n= 312	n= 324	n= 380	
Turnout			1:42	1:39	1:36	1:39	1:39	1:53	1:38
			n= 1682	n= 297	n= 347	n= 311	n= 351	n= 376	
Travel Time	1st Due	Rural	6:40	6:20	6:50	7:10	6:30	6:20	5:32
			n= 432	n= 69	n= 80	n= 92	n= 93	n= 98	
		Urban	5:00	5:10	5:00	5:10	4:40	4:50	4:32
			n= 1255	n= 226	n= 268	n= 221	n= 261	n= 279	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:20	7:50	8:30	8:50	8:10	8:40	7:32
			n= 440	n= 71	n= 81	n= 92	n= 96	n= 100	
		Urban	8:20	9:10	8:40	7:30	8:20	8:00	6:02
			n= 1258	n= 227	n= 268	n= 221	n= 262	n= 280	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	8:50	8:40	9:10	9:40	8:30	8:30	8:10
			n= 437	n= 69	n= 81	n= 92	n= 95	95 100	
		Urban	7:10	7:10	7:10	7:50	6:50	6:50	7:10
			n= 1258	n= 227	n= 268	n= 221	n= 262	n= 280	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:40	10:10	11:20	11:10	9:40	10:00	10:10
			n= 440	n= 71	n= 81	n= 92	n= 96	n= 100	
		Urban	10:10	11:00	10:20	10:10	9:50	9:40	8:40
			n= 1258	n= 227	n= 268	n= 221	n= 262	n= 280	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 1									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:26	1:24	1:26	2:10	1:06	0:59	1:00
			n= 3356	n= 621	n= 632	n= 629	n= 692	n= 782	
Turnout			1:58	1:47	1:45	1:54	1:57	2:10	1:38
			n= 3431	n= 620	n= 629	n= 631	n= 775	n= 776	
Travel Time	1st Due	Rural	4:10	4:30	4:20	4:30	4:00	3:30	5:32
			n= 722	n= 143	n= 134	n= 123	n= 171	n= 151	
		Urban	5:20	5:10	5:30	5:20	5:30	5:20	4:32
			n= 2425	n= 480	n= 499	n= 209	n= 610	n= 627	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	6:50	7:50	6:50	9:10	5:40	6:10	7:32
			n= 724	n= 143	n= 134	n= 124	n= 171	n= 152	
		Urban	7:30	7:50	8:10	7:20	7:00	7:10	6:02
			n= 2747	n= 484	n= 500	n= 512	n= 618	n= 633	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:40	7:00	6:50	7:30	5:50	6:00	8:10
			n= 723	n= 143	n= 134	n= 123	n= 171	n= 152	
		Urban	7:40	7:20	7:40	8:10	7:20	7:50	7:10
			n= 2737	n= 481	n= 499	n= 508	n= 617	n= 632	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:50	9:40	8:50	10:40	7:30	8:00	10:10
			n= 724	n= 143	n= 134	n= 124	n= 171	n= 152	
		Urban	9:30	9:40	10:10	9:40	8:50	9:10	8:40
			n= 2747	n= 484	n= 500	n= 512	n= 618	n= 633	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 2									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:31	1:14	1:31	2:25	0:57	0:49	1:00
			n= 299	n= 39	n= 59	n= 80	n= 63	n= 58	
Turnout			1:53	1:37	1:48	1:57	1:49	2:06	1:38
			n= 309	n= 39	n= 59	n= 80	n= 73	n= 58	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	5:10	5:50	5:20	5:10	5:00	5:20	4:32
			n= 310	n= 39	n= 59	n= 80	n= 74	n= 58	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	7:50	7:10	8:30	8:00	7:30	7:10	6:02
			n= 310	n= 39	n= 59	n= 80	n= 74	n= 58	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	7:50	8:10	7:40	8:00	7:10	7:10	7:10
			n= 310	n= 39	n= 59	n= 80	n= 74	n= 58	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	9:40	9:30	10:10	10:10	8:50	8:50	8:40
			n= 310	n= 39	n= 59	n= 80	n= 74	n= 58	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 3									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:22	1:11	1:20	2:25	1:02	1:03	1:00
			n= 1067	n= 201	n= 195	n= 210	n= 222	n= 239	
Turnout			1:44	1:39	1:40	1:36	1:38	2:03	1:38
			n= 1096	n= 201	n= 194	n= 213	n= 251	n= 237	
Travel Time	1st Due	Rural	7:00	7:40	6:50	7:10	6:50	6:30	5:32
			n= 138	n= 30	n= 35	n= 26	n= 21	n= 26	
		Urban	5:00	5:00	5:10	5:20	4:50	4:40	4:32
			n= 962	n= 171	n= 160	n= 187	n= 231	n= 213	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:00	8:40	7:50	8:10	7:00	7:40	7:32
			n= 138	n= 30	n= 35	n= 26	n= 21	n= 26	
		Urban	7:40	8:10	7:10	9:10	7:00	7:30	6:02
			n= 969	n= 171	n= 161	n= 189	n= 234	n= 214	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:10	9:20	9:00	9:20	8:20	8:20	8:10
			n= 137	n= 30	n= 34	n= 26	n= 21	n= 26	
		Urban	7:30	7:10	7:10	8:30	6:50	7:00	7:10
			n= 962	n= 171	n= 160	n= 187	n= 231	n= 213	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:30	11:10	11:30	12:00	8:30	9:50	10:10
			n= 138	n= 30	n= 35	n= 26	n= 21	n= 26	
		Urban	9:40	9:50	8:50	11:00	8:20	9:40	8:40
			n= 969	n= 171	n= 161	n= 189	n= 234	n= 214	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 4									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:25	1:19	1:31	2:15	1:00	1:00	1:00
			n= 2693	n= 493	n= 525	n= 516	n= 634	n= 525	
Turnout			1:43	1:39	1:39	1:40	1:40	1:56	1:38
			n= 2749	n= 491	n= 525	n= 516	n= 697	n= 520	
Travel Time	1st Due	Rural	4:50	4:50	5:20	4:40	4:40	4:40	5:32
			n= 781	n= 172	n= 170	n= 172	n= 151	n= 116	
		Urban	5:50	6:00	5:30	5:50	6:10	5:20	4:32
			n= 1977	n= 322	n= 357	n= 345	n= 547	n= 406	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	6:40	7:00	7:30	6:50	6:40	5:50	7:32
			n= 784	n= 172	n= 170	n= 172	n= 153	n= 117	
		Urban	7:50	9:00	8:30	7:50	7:30	7:10	6:02
			n= 1489	n= 323	n= 357	n= 346	n= 55	n= 408	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:50	6:50	7:30	6:50	6:50	6:30	8:10
			n= 784	n= 172	n= 170	n= 172	n= 153	n= 117	
		Urban	8:00	8:20	7:50	8:50	8:00	7:03	7:10
			n= 1987	n= 322	n= 357	n= 346	n= 555	n= 407	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:30	8:40	9:10	8:40	8:20	7:30	10:10
			n= 784	n= 172	n= 170	n= 172	n= 153	n= 117	
		Urban	9:40	10:50	10:00	10:20	9:10	9:00	8:40
			n= 1989	n= 323	n= 357	n= 346	n= 555	n= 408	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 5									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:19	1:19	1:21	2:07	1:03	0:56	1:00
			n= 1665	n= 296	n= 349	n= 312	n= 325	n= 383	
Turnout			1:42	1:39	1:36	1:39	1:39	1:53	1:38
			n= 1686	n= 297	n= 347	n= 311	n= 352	n= 379	
Travel Time	1st Due	Rural	6:40	6:20	6:50	7:10	6:30	6:20	5:32
			n= 432	n= 69	n= 80	n= 92	n= 93	n= 98	
		Urban	5:00	5:10	5:00	5:10	4:40	4:50	4:32
			n= 1259	n= 226	n= 268	n= 221	n= 262	n= 282	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:20	7:50	8:30	8:50	8:10	8:40	7:32
			n= 440	n= 71	n= 81	n= 92	n= 96	n= 100	
		Urban	8:20	9:10	8:40	7:30	8:20	7:50	6:02
			n= 1262	n= 227	n= 268	n= 221	n= 263	n= 283	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	8:50	8:40	9:20	9:40	8:30	8:30	8:10
			n= 437	n= 69	n= 81	n= 92	n= 95	n= 100	
		Urban	7:10	7:10	7:10	7:50	6:50	7:00	7:10
			n= 1262	n= 227	n= 268	n= 221	n= 263	n= 283	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:40	10:10	11:20	11:10	9:40	10:00	10:10
			n= 440	n= 71	n= 81	n= 92	n= 96	n= 100	
		Urban	10:10	11:00	10:20	10:00	9:50	9:40	8:40
			n= 1262	n= 227	n= 268	n= 221	n= 263	n= 283	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 6									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:25	1:15	1:19	2:12	0:37	1:13	1:00
			n= 177	n= 44	n= 51	n= 28	n= 28	n= 26	
Turnout			1:41	1:27	1:37	1:40	1:26	2:16	1:38
			n= 181	n= 44	n= 51	n= 28	n= 31	n= 27	
Travel Time	1st Due	Rural	11:30	10:50	13:20	11:30	9:00	10:50	5:32
			n= 40	n= 12	n= 18	n= 3	n= 3	n= 4	
		Urban	8:10	7:50	7:40	8:10	8:30	8:50	4:32
			n= 137	n= 30	n= 32	n= 24	n= 28	n= 23	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:50	12:30	13:30	12:50	9:20	10:50	7:32
			n= 40	n= 12	n= 18	n= 3	n= 3	n= 4	
		Urban	8:30	8:30	8:20	8:10	9:20	8:50	6:02
			n= 137	n= 30	n= 32	n= 24	n= 28	n= 23	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	14:20	13:40	15:50	14:40	10:10	12:50	8:10
			n= 40	n= 12	n= 18	n= 3	n= 3	n= 4	
		Urban	10:30	9:50	10:00	10:40	10:00	11:10	7:10
			n= 137	n= 30	n= 32	n= 24	n= 28	n= 23	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	15:00	14:20	15:50	16:30	10:20	12:50	10:10
			n= 40	n= 12	n= 18	n= 3	n= 3	n= 4	
		Urban	10:50	10:30	10:10	10:40	10:30	11:50	8:40
			n= 137	n= 30	n= 32	n= 24	n= 28	n= 23	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 7									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:36	1:14	1:30	2:57	1:04	0:46	1:00
			n= 346	n= 99	n= 66	n= 72	n= 49	n= 60	
Turnout			1:59	1:52	1:53	1:54	2:03	2:08	1:38
			n= 350	n= 99	n= 66	n= 70	n= 55	n= 60	
Travel Time	1st Due	Rural	9:40	9:20	11:00	9:30	8:50	11:10	5:32
			n= 331	n= 84	n= 65	n= 71	n= 55	n= 56	
		Urban	5:00	5:00	N/A	N/A	N/A	N/A	4:32
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	12:40	14:10	13:00	10:20	14:00	7:32
			n= 339	n= 86	n= 66	n= 72	n= 55	n= 60	
		Urban	9:50	9:50	N/A	N/A	N/A	N/A	6:02
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	12:40	11:40	13:00	12:40	11:00	14:50	8:10
			n= 336	n= 85	n= 66	n= 71	n= 55	n= 59	
		Urban	6:50	6:50	N/A	N/A	N/A	N/A	7:10
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	15:10	15:20	15:20	15:40	12:20	16:50	10:10
			n= 339	n= 86	n= 66	n= 72	n= 55	n= 60	
		Urban	11:20	11:20	N/A	N/A	N/A	N/A	8:40
			n= 14	n= 14	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 8									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:10	2:11	1:12	2:10	1:13	3:57	1:00
			n= 20	n= 4	n= 3	n= 2	n= 6	n= 5	
Turnout			1:45	1:52	1:42	1:52	1:02	1:40	1:38
			n= 20	n= 4	n= 3	n= 2	n= 6	n= 5	
Travel Time	1st Due	Rural	14:40	7:20	14:50	10:00	11:50	12:10	5:32
			n= 19	n= 4	n= 3	n= 1	n= 6	n= 5	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	15:00	7:40	17:00	16:00	13:50	12:10	7:32
			n= 20	n= 4	n= 3	n= 2	n= 6	n= 5	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	6:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	16:00	10:10	17:40	19:10	13:40	13:50	8:10
			n= 20	n= 4	n= 3	n= 2	n= 6	n= 5	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	17:50	10:40	18:30	19:10	15:50	13:50	10:10
			n= 20	n= 4	n= 3	n= 2	n= 6	n= 5	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	8:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 9									
EMS: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:24	1:12	1:19	2:24	1:05	0:58	1:00
			n= 840	n= 150	n= 153	n= 161	n= 203	n= 173	
Turnout			1:40	1:38	1:32	1:32	1:35	1:48	1:38
			n= 856	n= 150	n= 153	n= 159	n= 220	n= 174	
Travel Time	1st Due	Rural	10:30	5:50	N/A	5:50	8:40	10:30	5:32
			n= 9	n= 2	n= 0	n= 1	n= 4	n= 2	
		Urban	5:20	5:30	5:30	5:00	5:10	5:20	4:32
			n= 849	n= 148	n= 153	n= 160	n= 217	n= 171	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:30	6:00	N/A	7:20	8:40	11:30	7:32
			n= 9	n= 2	n= 0	n= 1	n= 4	n= 2	
		Urban	6:50	8:30	6:50	6:30	6:50	6:20	6:02
			n= 851	n= 148	n= 153	n= 160	n= 218	n= 172	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:50	7:50	N/A	7:40	11:20	11:50	8:10
			n= 9	n= 2	n= 0	n= 1	n= 4	n= 2	
		Urban	7:40	7:40	7:50	8:20	7:20	7:30	7:10
			n= 850	n= 148	n= 153	n= 160	n= 218	n= 171	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	8:00	N/A	9:10	11:20	12:40	10:10
			n= 9	n= 2	n= 0	n= 1	n= 4	n= 2	
		Urban	9:00	9:50	9:00	9:00	8:30	8:10	8:40
			n= 851	n= 148	n= 153	n= 160	n= 218	n= 172	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

EMS High Risk

CRFD									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:17	2:08	2:03	2:31	2:22	1:53	1:00
			n= 1726	n= 367	n= 395	n= 338	n= 319	n= 307	
Turnout			1:59	1:52	1:54	1:56	1:57	2:19	1:38
			n= 1657	n= 361	n= 388	n= 329	n= 307	n= 272	
Travel Time	1st Due	Rural	6:40	6:40	6:10	7:40	5:30	6:10	5:32
			n= 268	n= 69	n= 55	n= 52	n= 58	n= 34	
		Urban	5:40	5:40	5:10	6:20	5:30	5:50	4:32
			n= 758	n= 165	n= 165	n= 150	n= 144	n= 134	
		Interstate	8:30	8:30	7:40	9:20	8:20	8:50	7:32
			n= 655	n= 127	n= 159	n= 126	n= 128	n= 115	
	ERF	Rural	10:20	12:10	12:10	8:50	9:20	11:10	10:02
			n= 43	n= 17	n= 8	n= 5	n= 4	n= 9	
		Urban	10:10	11:40	8:30	12:20	9:30	8:10	9:42
			n= 143	n= 31	n= 26	n= 36	n= 30	n= 20	
		Interstate	11:40	10:10	10:30	12:00	12:00	11:40	10:52
			n= 391	n= 77	n= 100	n= 70	n= 74	n= 70	
Total Response Time	1st Due	Rural	9:00	9:00	8:30	10:20	7:40	9:00	8:10
			n= 271	n= 69	n= 56	n= 52	n= 60	n= 34	
		Urban	8:20	8:00	7:40	9:20	7:40	8:20	7:10
			n= 771	n= 164	n= 165	n= 151	n= 150	n= 141	
		Interstate	11:30	11:20	11:00	12:50	11:00	11:50	10:10
			n= 685	n= 128	n= 159	n= 129	n= 138	n= 131	
	ERF	Rural	12:50	14:10	13:40	11:50	10:20	12:50	12:40
			n= 43	n= 17	n= 8	n= 5	n= 4	n= 9	
		Urban	12:00	13:20	9:20	16:10	10:40	10:30	12:20
			n= 143	n= 31	n= 26	n= 36	n= 30	n= 20	
		Interstate	14:00	13:50	13:30	15:00	13:40	15:00	13:30
			n= 391	n= 77	n= 100	n= 70	n= 74	n= 70	

Station 151									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:12	1:51	1:52	2:40	2:19	1:35	1:00
			n= 837	n= 150	n= 202	n= 173	n= 167	n= 145	
Turnout			2:04	2:00	1:56	2:02	2:06	2:24	1:38
			n= 802	n= 150	n= 200	n= 169	n= 154	n= 129	
Travel Time	1st Due	Rural	7:00	7:20	4:50	7:40	4:50	5:40	5:32
			n= 105	n= 18	n= 27	n= 26	n= 22	n= 12	
		Urban	5:20	4:50	5:20	5:20	5:30	5:50	4:32
			n= 296	n= 64	n= 63	n= 67	n= 57	n= 45	
		Interstate	8:30	7:40	8:20	9:10	8:10	9:30	7:32
			n= 427	n= 69	n= 114	n= 80	n= 90	n= 74	
	ERF	Rural	11:10	7:50	12:10	2:40	3:00	11:10	10:02
			n= 19	n= 8	n= 4	n= 1	n= 1	n= 5	
		Urban	9:50	14:40	9:00	9:20	9:40	8:00	9:42
			n= 74	n= 16	n= 16	n= 18	n= 13	n= 11	
		Interstate	11:30	11:30	10:30	13:10	12:30	11:40	10:52
			n= 280	n= 48	n= 73	n= 53	n= 55	n= 51	
Total Response Time	1st Due	Rural	9:10	10:10	6:20	11:10	7:00	7:20	8:10
			n= 106	n= 18	n= 27	n= 26	n= 23	n= 12	
		Urban	8:10	7:00	8:00	8:10	7:50	8:20	7:10
			n= 302	n= 65	n= 63	n= 67	n= 58	n= 49	
		Interstate	11:10	10:30	12:30	11:50	10:50	11:50	10:10
			n= 448	n= 70	n= 114	n= 82	n= 97	n= 85	
	ERF	Rural	12:50	10:00	13:40	5:10	5:00	12:50	12:40
			n= 19	n= 8	n= 4	n= 1	n= 1	n= 5	
		Urban	11:50	16:40	10:40	13:00	11:10	10:30	12:20
			n= 74	n= 16	n= 16	n= 18	n= 13	n= 11	
		Interstate	13:40	12:50	13:30	16:00	14:20	15:00	13:30
			n= 280	n= 48	n= 73	n= 53	n= 55	n= 51	

Station 152									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:41	1:41	N/A	N/A	N/A	N/A	1:00
			n= 35	n= 35	n= 0	n= 0	n= 0	n= 0	
Turnout			1:43	1:43	N/A	N/A	N/A	N/A	1:38
			n= 36	n= 36	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	7:30	7:30	N/A	N/A	N/A	N/A	5:32
			n= 11	n= 11	n= 0	n= 0	n= 0	n= 0	
		Urban	4:30	4:30	N/A	N/A	N/A	N/A	4:32
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Interstate	9:40	9:40	N/A	N/A	N/A	N/A	7:32
			n= 25	n= 25	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:20	14:20	N/A	N/A	N/A	N/A	10:02
			n= 5	n= 5	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	9:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	12:20	12:20	N/A	N/A	N/A	N/A	10:52
			n= 11	n= 11	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:50	9:50	N/A	N/A	N/A	N/A	8:10
			n= 11	n= 11	n= 0	n= 0	n= 0	n= 0	
		Urban	6:40	6:40	N/A	N/A	N/A	N/A	7:10
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Interstate	12:40	12:40	N/A	N/A	N/A	N/A	10:10
			n= 25	n= 25	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	16:50	16:10	N/A	N/A	N/A	N/A	12:40
			n= 5	n= 5	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	14:00	14:00	N/A	N/A	N/A	N/A	13:30
			n= 11	n= 11	n= 0	n= 0	n= 0	n= 0	

Station 153									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:22	2:06	1:40	2:40	0:53	3:53	1:00
			n= 111	n= 31	n= 23	n= 22	n= 11	n= 24	
Turnout			1:42	1:24	1:42	1:33	1:42	2:03	1:38
			n= 107	n= 29	n= 22	n= 21	n= 14	n= 21	
Travel Time	1st Due	Rural	9:10	6:50	7:10	11:30	6:30	9:30	5:32
			n= 28	n= 6	n= 9	n= 5	n= 3	n= 5	
		Urban	7:50	10:30	5:00	7:00	6:20	6:30	4:32
			n= 86	n= 26	n= 14	n= 17	n= 11	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:40	N/A	8:40	N/A	N/A	10:40	10:02
			n= 8	n= 0	n= 4	n= 0	n= 0	n= 4	
		Urban	12:20	8:40	6:50	14:10	9:00	6:30	9:42
			n= 19	n= 5	n= 2	n= 7	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:30	8:10	8:00	12:30	8:30	11:00	8:10
			n= 28	n= 6	n= 9	n= 5	n= 3	n= 5	
		Urban	8:50	10:30	6:20	8:10	6:50	7:00	7:10
			n= 87	n= 26	n= 14	n= 17	n= 12	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:50	N/A	11:30	N/A	N/A	12:50	12:40
			n= 2	n= 0	n= 1	n= 0	n= 0	n= 1	
		Urban	16:10	10:30	8:50	17:20	10:40	10:40	12:20
			n= 20	n= 6	n= 2	n= 7	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Station 154									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:21	2:11	2:03	2:10	2:49	2:00	1:00
			n= 426	n= 105	n= 89	n= 74	n= 82	n= 76	
Turnout			1:52	1:43	1:37	1:54	1:39	2:08	1:38
			n= 421	n= 102	n= 88	n= 74	n= 86	n= 71	
Travel Time	1st Due	Rural	5:20	4:20	4:10	4:00	5:20	5:50	5:32
			n= 77	n= 24	n= 12	n= 10	n= 21	n= 10	
		Urban	6:00	6:30	6:00	6:20	6:00	5:40	4:32
			n= 258	n= 54	n= 57	n= 45	n= 52	n= 50	
		Interstate	7:40	7:50	7:40	7:20	7:20	8:00	7:32
			n= 100	n= 29	n= 19	n= 20	n= 16	n= 16	
	ERF	Rural	7:10	7:40	7:10	5:20	3:50	6:30	10:02
			n= 11	n= 3	n= 2	n= 2	n= 1	n= 3	
		Urban	10:30	15:30	5:50	15:00	10:30	10:10	9:42
			n= 31	n= 9	n= 2	n= 7	n= 9	n= 4	
		Interstate	11:10	14:10	9:10	11:10	10:30	13:40	10:52
			n= 56	n= 17	n= 14	n= 8	n= 8	n= 9	
Total Response Time	1st Due	Rural	7:20	7:30	6:40	6:20	7:10	8:30	8:10
			n= 78	n= 24	n= 12	n= 10	n= 22	n= 10	
		Urban	8:20	8:30	7:40	9:00	7:40	8:40	7:10
			n= 260	n= 54	n= 57	n= 45	n= 54	n= 50	
		Interstate	10:40	12:10	9:50	10:20	9:50	12:10	10:10
			n= 102	n= 29	n= 19	n= 20	n= 17	n= 17	
	ERF	Rural	8:50	8:50	9:20	7:10	6:40	8:40	12:40
			n= 11	n= 3	n= 2	n= 2	n= 1	n= 3	
		Urban	12:00	16:50	7:30	18:40	11:40	12:00	12:20
			n= 31	n= 9	n= 2	n= 7	n= 9	n= 4	
		Interstate	14:00	15:10	11:10	15:00	13:10	16:20	13:30
			n= 56	n= 17	n= 14	n= 8	n= 8	n= 9	

Station 155									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:53	3:01	2:26	2:47	3:01	1:51	1:00
			n= 185	n= 28	n= 26	n= 44	n= 48	n= 39	
Turnout			1:56	1:48	1:49	1:43	1:57	2:10	1:38
			n= 202	n= 28	n= 53	n= 43	n= 44	n= 34	
Travel Time	1st Due	Rural	6:40	6:10	8:20	5:40	6:50	5:50	5:32
			n= 47	n= 10	n= 7	n= 11	n= 12	n= 7	
		Urban	5:00	5:00	4:40	5:40	4:30	5:00	4:32
			n= 116	n= 19	n= 31	n= 21	n= 24	n= 21	
		Interstate	7:30	N/A	7:30	9:30	8:40	6:30	7:32
			n= 53	n= 0	n= 17	n= 13	n= 14	n= 9	
	ERF	Rural	9:20	7:00	7:10	8:50	9:20	N/A	10:02
			n= 6	n= 1	n= 1	n= 2	n= 2	n= 0	
		Urban	6:50	6:50	6:50	6:30	9:00	5:10	9:42
			n= 21	n= 3	n= 6	n= 4	n= 5	n= 3	
		Interstate	10:20	N/A	12:40	9:00	10:20	14:00	10:52
			n= 34	n= 0	n= 11	n= 6	n= 11	n= 6	
Total Response Time	1st Due	Rural	9:00	8:30	10:10	8:30	9:00	9:00	8:10
			n= 48	n= 10	n= 8	n= 11	n= 12	n= 7	
		Urban	8:00	7:00	7:10	9:50	7:30	8:00	7:10
			n= 119	n= 19	n= 31	n= 22	n= 25	n= 22	
		Interstate	10:20	N/A	10:20	12:30	12:00	8:30	10:10
			n= 55	n= 0	n= 17	n= 13	n= 15	n= 10	
	ERF	Rural	11:50	10:00	7:40	11:50	10:20	N/A	12:40
			n= 6	n= 1	n= 1	n= 2	n= 2	n= 0	
		Urban	9:20	8:00	9:20	9:20	10:20	8:30	12:20
			n= 21	n= 3	n= 6	n= 4	n= 5	n= 3	
		Interstate	11:20	N/A	14:30	10:20	13:20	16:10	13:30
			n= 34	n= 0	n= 11	n= 6	n= 11	n= 6	

Planning Zone 1									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:34	2:05	2:00	3:17	2:43	1:54	1:00
			n= 349	n= 66	n= 81	n= 76	n= 72	n= 54	
Turnout			1:52	1:48	1:41	1:52	2:02	2:04	1:38
			n= 323	n= 65	n= 79	n= 75	n= 58	n= 46	
Travel Time	1st Due	Rural	7:30	4:30	4:20	7:40	4:30	4:20	5:32
			n= 84	n= 14	n= 24	n= 17	n= 21	n= 8	
		Urban	5:10	4:30	5:20	5:00	5:20	5:50	4:32
			n= 273	n= 53	n= 57	n= 60	n= 52	n= 51	
		Interstate	3:20	N/A	N/A	N/A	3:20	N/A	7:32
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
	ERF	Rural	13:50	14:00	12:20	20:00	16:20	11:10	10:02
			n= 38	n= 9	n= 7	n= 8	n= 9	n= 5	
		Urban	11:30	11:40	11:20	11:10	9:50	13:00	9:42
			n= 161	n= 29	n= 40	n= 36	n= 29	n= 27	
		Interstate	4:30	N/A	N/A	N/A	N/A	4:30	10:52
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
Total Response Time	1st Due	Rural	7:10	7:40	6:00	9:30	6:20	6:50	8:10
			n= 85	n= 14	n= 24	n= 17	n= 22	n= 8	
		Urban	7:50	6:50	8:00	8:10	7:50	8:30	7:10
			n= 269	n= 54	n= 57	n= 60	n= 53	n= 45	
		Interstate	7:10	N/A	N/A	N/A	5:00	7:10	10:10
			n= 2	n= 0	n= 0	n= 0	n= 1	n= 1	
	ERF	Rural	16:00	16:40	14:10	21:20	17:50	12:50	12:40
			n= 39	n= 10	n= 7	n= 8	n= 9	n= 5	
		Urban	13:40	13:20	13:30	14:00	11:50	14:00	12:20
			n= 161	n= 29	n= 40	n= 36	n= 29	n= 27	
		Interstate	7:10	N/A	N/A	N/A	N/A	7:10	13:30
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	

Planning Zone 2									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:00	1:40	3:14	2:11	2:06	1:02	1:00
			n= 28	n= 6	n= 6	n= 7	n= 5	n= 4	
Turnout			1:44	2:03	1:44	1:16	1:13	1:54	1:38
			n= 28	n= 6	n= 6	n= 7	n= 5	n= 4	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	6:20	6:40	5:20	8:20	5:50	5:50	4:32
			n= 28	n= 6	n= 6	n= 7	n= 5	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:50	13:30	12:00	6:30	7:00	12:00	9:42
			n= 16	n= 6	n= 3	n= 2	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	8:40	8:50	8:30	10:00	7:50	8:20	7:10
			n= 28	n= 6	n= 6	n= 7	n= 5	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	12:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	15:10	15:20	13:40	8:40	8:50	15:10	12:20
			n= 16	n= 6	n= 3	n= 2	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 3									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:22	2:22	2:08	2:48	0:53	3:53	1:00
			n= 94	n= 28	n= 19	n= 17	n= 11	n= 19	
Turnout			1:42	1:27	1:51	1:35	1:42	2:24	1:38
			n= 92	n= 26	n= 18	n= 16	n= 14	n= 18	
Travel Time	1st Due	Rural	6:30	6:50	6:50	5:40	6:30	5:00	5:32
			n= 21	n= 5	n= 7	n= 3	n= 3	n= 3	
		Urban	7:00	9:40	4:50	6:30	6:20	4:20	4:32
			n= 76	n= 23	n= 12	n= 14	n= 11	n= 16	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	9:20	9:20	8:40	16:30	8:00	8:20	10:02
			n= 14	n= 3	n= 4	n= 3	n= 2	n= 2	
		Urban	13:40	13:40	10:50	12:40	17:30	12:40	9:42
			n= 46	n= 12	n= 9	n= 10	n= 6	n= 9	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:10	9:10	10:30	8:20	9:20	7:10	8:10
			n= 21	n= 5	n= 7	n= 3	n= 3	n= 3	
		Urban	9:20	12:40	7:00	9:30	7:10	7:20	7:10
			n= 79	n= 23	n= 12	n= 14	n= 13	n= 17	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:50	11:00	11:30	17:50	10:40	10:00	12:40
			n= 14	n= 3	n= 4	n= 3	n= 2	n= 2	
		Urban	17:20	14:40	13:00	16:10	29:10	14:00	12:20
			n= 47	n= 12	n= 9	n= 10	n= 7	n= 9	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 4									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:10	1:10	1:59	2:06	2:54	2:16	1:00
			n= 248	n= 63	n= 51	n= 41	n= 55	n= 38	
Turnout			1:43	1:17	1:29	1:40	1:39	1:56	1:38
			n= 242	n= 60	n= 51	n= 42	n= 54	n= 35	
Travel Time	1st Due	Rural	4:20	4:20	4:10	4:00	4:40	5:20	5:32
			n= 73	n= 24	n= 12	n= 10	n= 19	n= 8	
		Urban	6:20	6:40	5:40	6:50	6:40	6:00	4:32
			n= 182	n= 40	n= 40	n= 32	n= 38	n= 32	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:30	11:30	12:00	6:20	13:10	8:40	10:02
			n= 31	n= 11	n= 6	n= 3	n= 6	n= 5	
		Urban	13:30	14:30	23:00	14:20	10:30	10:20	9:42
			n= 68	n= 18	n= 9	n= 15	n= 14	n= 12	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	7:00	7:30	6:40	6:20	6:30	7:20	8:10
			n= 74	n= 24	n= 12	n= 10	n= 20	n= 8	
		Urban	8:40	8:40	7:40	9:30	7:40	8:50	7:10
			n= 184	n= 40	n= 40	n= 32	n= 40	n= 32	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	12:40	13:10	8:40	16:20	10:40	12:40
			n= 32	n= 11	n= 6	n= 4	n= 6	n= 5	
		Urban	15:30	16:30	25:00	17:20	11:40	12:50	12:20
			n= 68	n= 18	n= 9	n= 15	n= 14	n= 12	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 5									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:49	3:01	2:22	2:52	3:25	2:20	1:00
			n= 163	n= 28	n= 39	n= 31	n= 36	n= 29	
Turnout			1:50	1:48	1:44	1:48	1:50	2:10	1:38
			n= 150	n= 28	n= 36	n= 30	n= 31	n= 25	
Travel Time	1st Due	Rural	6:40	6:10	8:20	5:40	6:50	5:50	5:32
			n= 47	n= 10	n= 7	n= 11	n= 12	n= 7	
		Urban	5:00	5:00	4:40	5:40	4:30	5:00	4:32
			n= 117	n= 19	n= 31	n= 21	n= 25	n= 21	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:00	8:40	15:00	8:50	19:00	11:00	10:02
			n= 23	n= 7	n= 4	n= 5	n= 4	n= 3	
		Urban	12:40	14:10	13:20	12:30	10:30	22:40	9:42
			n= 61	n= 5	n= 16	n= 12	n= 14	n= 14	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:00	8:30	10:10	8:30	9:00	9:00	8:10
			n= 48	n= 10	n= 8	n= 11	n= 12	n= 7	
		Urban	8:00	7:00	7:10	9:50	7:30	8:00	7:10
			n= 100	n= 19	n= 31	n= 2	n= 26	n= 22	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	13:20	11:00	16:40	11:50	21:00	13:20	12:40
			n= 23	n= 7	n= 4	n= 5	n= 4	n= 3	
		Urban	13:30	14:50	16:20	15:30	12:20	24:50	12:20
			n= 61	n= 5	n= 16	n= 12	n= 14	n= 14	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 6									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:28	1:40	0:58	2:07	N/A	4:56	1:00
			n= 14	n= 3	n= 4	n= 4	n= 0	n= 3	
Turnout			1:29	1:10	1:25	1:29	N/A	1:56	1:38
			n= 12	n= 3	n= 4	n= 4	n= 0	n= 1	
Travel Time	1st Due	Rural	11:30	5:40	7:10	11:30	N/A	7:50	5:32
			n= 5	n=	n=	n=	n= 0	n= 5	
		Urban	10:30	10:30	6:10	7:40	N/A	N/A	4:32
			n= 7	n= 2	n= 2	n= 3	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	9:30	9:30	N/A	N/A	N/A	N/A	10:02
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	8:10	8:10	6:50	7:50	N/A	8:10	9:42
			n= 6	n= 1	n= 1	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	14:40	8:30	9:00	14:40	N/A	N/A	8:10
			n= 4	n= 1	n= 2	n= 1	n= 0	n= 0	
		Urban	10:30	8:00	8:10	9:50	N/A	10:30	7:10
			n= 9	n= 1	n= 2	n= 3	n= 0	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:20	12:20	N/A	N/A	N/A	N/A	12:40
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	10:00	9:30	8:50	10:00	N/A	9:20	12:20
			n= 6	n= 1	n= 1	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 7									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:30	2:45	1:30	2:30	2:23	1:40	1:00
			n= 34	n= 13	n= 3	n= 10	n= 2	n= 6	
Turnout			2:11	1:35	3:48	1:34	2:13	2:21	1:38
			n= 33	n= 13	n= 3	n= 9	n= 2	n= 6	
Travel Time	1st Due	Rural	9:10	7:30	8:00	9:10	5:10	9:30	5:32
			n= 31	n= 11	n= 3	n= 10	n= 1	n= 6	
		Urban	4:30	4:30	N/A	N/A	N/A	N/A	4:32
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Interstate	6:00	N/A	N/A	N/A	6:00	N/A	7:32
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
	ERF	Rural	12:10	10:20	12:10	11:30	15:40	10:50	10:02
			n= 24	n= 11	n= 1	n= 5	n= 1	n= 6	
		Urban	5:30	5:30	N/A	N/A	N/A	N/A	9:42
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Interstate	7:30	N/A	N/A	N/A	7:30	N/A	10:52
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
Total Response Time	1st Due	Rural	11:20	9:50	10:50	11:20	9:50	12:30	8:10
			n= 31	n= 11	n= 3	n= 10	n= 1	n= 6	
		Urban	6:40	6:40	N/A	N/A	N/A	N/A	7:10
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Interstate	8:10	N/A	N/A	N/A	8:10	N/A	10:10
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
	ERF	Rural	14:10	14:10	13:40	13:30	20:20	13:10	12:40
			n= 24	n= 11	n= 1	n= 5	n= 1	n= 6	
		Urban	7:00	7:00	N/A	N/A	N/A	N/A	12:20
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Interstate	8:10	N/A	N/A	N/A	8:10	N/A	13:30
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	

Planning Zone 8									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:06	1:06	N/A	N/A	N/A	N/A	1:00
			n= 3	n= 3	n= 0	n= 0	n= 0	n= 0	
Turnout			1:52	1:52	N/A	N/A	N/A	N/A	1:38
			n= 3	n= 3	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	11:20	11:20	N/A	N/A	N/A	N/A	5:32
			n= 3	n= 3	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	7:50	7:50	N/A	N/A	N/A	N/A	10:02
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	9:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:20	13:20	N/A	N/A	N/A	N/A	8:10
			n= 3	n= 3	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:10	10:10	N/A	N/A	N/A	N/A	12:40
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone 9									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:32	2:51	2:34	2:27	2:19	1:02	1:00
			n= 82	n= 20	n= 17	n= 13	n= 12	n= 20	
Turnout			1:39	1:49	1:14	1:40	1:17	1:40	1:38
			n= 82	n= 19	n= 16	n= 12	n= 15	n= 20	
Travel Time	1st Due	Rural	8:10	4:30	N/A	N/A	5:20	8:10	5:32
			n= 5	n= 1	n= 0	n= 0	n= 2	n= 2	
		Urban	5:10	5:20	6:00	4:50	5:00	5:40	4:32
			n= 80	n= 19	n= 17	n= 13	n= 13	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	18:50	5:50	N/A	N/A	7:30	18:50	10:02
			n= 4	n= 1	n= 0	n= 0	n= 2	n= 1	
		Urban	13:20	23:10	12:20	7:50	13:30	13:20	9:42
			n= 37	n= 8	n= 7	n= 5	n= 9	n= 8	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:10	6:40	N/A	N/A	7:50	10:10	8:10
			n= 5	n= 1	n= 0	n= 0	n= 2	n= 2	
		Urban	7:50	7:50	7:20	7:30	7:30	8:10	7:10
			n= 80	n= 19	n= 17	n= 13	n= 13	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	21:20	7:50	N/A	N/A	10:00	21:20	12:40
			n= 4	n= 1	n= 0	n= 0	n= 2	n= 1	
		Urban	14:10	24:00	13:10	11:00	14:10	15:00	12:20
			n= 37	n= 8	n= 7	n= 5	n= 9	n= 8	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Planning Zone Interstate									
EMS: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:52	1:41	1:48	2:10	1:59	1:33	1:00
			n= 610	n= 118	n= 149	n= 114	n= 117	n= 112	
Turnout			1:52	1:52	N/A	N/A	N/A	N/A	1:38
			n= 603	n= 121	n= 149	n= 112	n= 121	n= 100	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	8:20	8:40	8:00	9:10	8:00	8:50	7:32
			n= 604	n= 123	n= 150	n= 113	n= 120	n= 98	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	9:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	12:30	12:30	11:10	14:10	12:00	12:00	10:52
			n= 443	n= 96	n= 116	n= 79	n= 80	n= 72	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	11:10	11:20	11:00	11:10	10:50	11:50	10:10
			n= 630	n= 124	n= 150	n= 115	n= 129	n= 112	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	12:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	14:30	14:30	14:00	16:00	13:40	15:10	13:30
			n= 444	n= 96	n= 117	n= 79	n= 80	n= 72	

Appendix D: Fire Suppression Data Tables

The following data tables detail the Department's fire suppression performance from 2012 – 2016 against adopted standards by risk level (low, moderate, and high) and three different planning levels;

- Low Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- Moderate Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- High Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis

Fire: Low Risk

CRFD									
Fire: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:43	1:44	2:13	2:28	1:15	1:26	1:00
			n= 105	n= 17	n= 19	n= 28	n= 21	n= 18	
Turnout			1:52	1:45	1:59	1:55	1:44	1:58	1:38
			n= 105	n= 17	n= 19	n= 26	n= 22	n= 19	
Travel Time	1st Due	Rural	6:00	4:40	8:40	6:00	9:20	2:20	5:32
			n= 21	n= 3	n= 5	n= 6	n= 5	n= 2	
		Urban	4:30	4:10	4:50	4:30	6:30	3:20	4:32
			n= 35	n= 4	n= 5	n= 10	n= 9	n= 7	
		Interstate	7:00	7:30	9:20	5:40	7:50	4:10	7:32
			n= 48	n= 9	n= 9	n= 12	n= 10	n= 10	
	ERF	Rural	7:40	4:50	6:30	7:40	5:20	2:40	4:52
			n= 9	n= 2	n= 2	n= 3	n= 1	n= 1	
		Urban	6:10	4:20	N/A	6:00	6:10	7:40	3:42
			n= 11	n= 1	n= 0	n= 4	n= 3	n= 3	
		Interstate	10:30	7:00	16:30	9:00	6:20	8:20	8:02
			n= 16	n= 2	n= 3	n= 6	n= 3	n= 2	
Total Response Time	1st Due	Rural	8:20	6:20	11:00	8:20	11:50	5:20	8:10
			n= 22	n= 7	n= 5	n= 7	n= 5	n= 2	
		Urban	7:10	6:20	7:20	7:10	8:20	5:40	7:10
			n= 34	n= 4	n= 5	n= 10	n= 9	n= 7	
		Interstate	9:20	9:20	12:40	9:00	9:50	6:50	10:10
			n= 48	n= 9	n= 9	n= 12	n= 10	n= 10	
	ERF	Rural	8:50	6:40	8:40	8:50	7:10	5:30	7:30
			n= 9	n= 2	n= 2	n= 3	n= 1	n= 1	
		Urban	8:20	6:40	N/A	7:30	8:20	9:20	6:20
			n= 11	n= 1	n= 0	n= 4	n= 3	n= 3	
		Interstate	13:30	9:30	18:30	11:10	8:00	10:30	10:40
			n= 16	n= 2	n= 3	n= 6	n= 3	n= 2	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 151									
Fire: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:55	1:44	2:13	4:03	1:08	1:26	1:00
			n= 60	n= 11	n= 15	n= 12	n= 10	n= 12	
Turnout			1:55	1:45	1:59	1:55	1:44	1:58	1:38
			n= 58	n= 11	n= 15	n= 11	n= 9	n= 12	
Travel Time	1st Due	Rural	8:40	N/A	8:40	3:20	1:50	0:10	5:32
			n= 8	n= 0	n= 4	n= 2	n= 1	n= 1	
		Urban	6:30	3:30	2:40	7:10	6:30	2:50	4:32
			n= 18	n= 3	n= 4	n= 4	n= 4	n= 3	
		Interstate	7:30	7:30	9:20	7:30	8:10	7:00	7:32
			n= 34	n= 7	n= 7	n= 6	n= 6	n= 8	
	ERF	Rural	7:40	N/A	6:30	7:40	N/A	2:40	4:52
			n= 4	n= 0	n= 2	n= 2	n= 0	n= 1	
		Urban	6:10	N/A	N/A	6:00	6:10	N/A	3:42
			n= 3	n= 0	n= 0	n= 2	n= 1	n= 0	
		Interstate	10:30	7:00	16:30	9:00	5:30	8:20	8:02
			n= 10	n= 2	n= 2	n= 3	n= 2	n= 1	
Total Response Time	1st Due	Rural	11:00	N/A	11:00	5:50	3:40	3:00	8:10
			n= 9	n= 0	n= 4	n= 3	n= 1	n= 1	
		Urban	8:20	5:40	5:00	9:10	8:20	5:20	7:10
			n= 18	n= 3	n= 4	n= 4	n= 4	n= 3	
		Interstate	9:20	9:20	12:40	10:50	10:30	9:00	10:10
			n= 34	n= 7	n= 7	n= 6	n= 6	n= 8	
	ERF	Rural	8:50	N/A	8:40	8:50	N/A	5:30	7:30
			n= 4	n= 0	n= 1	n= 2	n= 0	n= 1	
		Urban	8:20	N/A	N/A	7:30	8:20	N/A	6:20
			n= 3	n= 0	n= 0	n= 2	n= 1	n= 0	
		Interstate	13:30	8:30	18:30	11:00	8:00	10:30	10:40
			n= 10	n= 2	n= 2	n= 3	n= 3	n= 1	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 152									
Fire: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A	N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A	N/A	N/A	N/A	1:38
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	4:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	3:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	8:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	7:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	6:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 153									
Fire: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:15	0:30	N/A	0:44	1:15	0:59	1:00
			n= 9	n= 1	n= 0	n= 2	n= 4	n= 2	
Turnout			1:45	1:07	N/A	1:43	1:45	1:42	1:38
			n= 9	n= 1	n= 0	n= 2	n= 4	n= 2	
Travel Time	1st Due	Rural	9:20	4:40	N/A	6:00	9:20	N/A	5:32
			n= 4	n= 1	n= 0	n= 2	n= 1	n= 0	
		Urban	3:40	N/A	N/A	N/A	3:40	3:10	4:32
			n= 5	n= 0	n= 0	n= 0	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	6:00	4:40	N/A	6:00	N/A	N/A	4:52
			n= 2	n= 1	n= 0	n= 1	n= 0	n= 0	
		Urban	4:50	N/A	N/A	N/A	N/A	4:50	3:42
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	8:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:50	6:20	N/A	8:20	11:50	N/A	8:10
			n= 4	n= 1	n= 0	n= 2	n= 1	n= 0	
		Urban	6:30	N/A	N/A	N/A	6:30	5:40	7:10
			n= 5	n= 0	n= 0	n= 0	n= 3	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	7:40	6:20	N/A	7:40	N/A	N/A	7:30
			n= 2	n= 1	n= 0	n= 1	n= 0	n= 0	
		Urban	7:30	N/A	N/A	N/A	N/A	7:30	6:20
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 154									
Fire: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:33	1:26	1:33	1:43	0:51	1:31	1:00
			n= 21	n= 2	n= 4	n= 8	n= 5	n= 2	
Turnout			1:48	0:53	1:46	2:53	1:53	1:27	1:38
			n= 22	n= 2	n= 4	n= 7	n= 7	n= 2	
Travel Time	1st Due	Rural	3:10	N/A	3:10	2:50	2:40	2:20	5:32
			n= 6	n= 0	n= 1	n= 2	n= 2	n= 1	
		Urban	4:50	N/A	4:50	2:30	3:40	N/A	4:32
			n= 5	n= 0	n= 1	n= 2	n= 2	n= 0	
		Interstate	6:00	6:00	4:10	4:50	7:50	3:10	7:32
			n= 12	n= 2	n= 2	n= 4	n= 3	n= 1	
	ERF	Rural	3:50	N/A	3:50	N/A	N/A	N/A	4:52
			n= 1	n= 0	n= 1	n= 0	n= 0	n= 0	
		Urban	4:00	N/A	N/A	N/A	4:00	N/A	3:42
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Interstate	9:00	N/A	6:00	9:00	6:20	4:20	8:02
			n= 6	n= 0	n= 1	n= 3	n= 1	n= 1	
Total Response Time	1st Due	Rural	6:30	N/A	6:30	5:30	4:50	5:20	8:10
			n= 6	n= 0	n= 1	n= 2	n= 2	n= 1	
		Urban	7:20	N/A	7:20	4:30	5:00	N/A	7:10
			n= 5	n= 0	n= 1	n= 2	n= 2	n= 0	
		Interstate	8:00	8:10	6:10	8:50	9:50	4:40	10:10
			n= 12	n= 2	n= 2	n= 4	n= 3	n= 1	
	ERF	Rural	6:50	N/A	6:50	N/A	N/A	N/A	7:30
			n= 1	n= 0	n= 1	n= 0	n= 0	n= 0	
		Urban	5:20	N/A	N/A	N/A	5:20	N/A	6:20
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Interstate	11:10	N/A	7:30	11:10	7:40	6:00	10:40
			n= 6	n= 0	n= 1	n= 3	n= 1	n= 1	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 155									
Fire Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:12	0:44	N/A	1:12	3:40	0:24	1:00
			n= 11	n= 3	n= 0	n= 4	n= 2	n= 2	
Turnout			1:30	1:30	N/A	1:28	1:08	1:58	1:38
			n= 11	n= 3	n= 0	n= 4	n= 2	n= 2	
Travel Time	1st Due	Rural	4:20	4:20	N/A	N/A	4:20	N/A	5:32
			n= 3	n= 2	n= 0	n= 0	n= 1	n= 0	
		Urban	4:30	4:10	N/A	4:30	N/A	3:20	4:32
			n= 6	n= 1	n= 0	n= 3	n= 0	n= 2	
		Interstate	3:30	N/A	N/A	3:30	1:00	N/A	7:32
			n= 2	n= 0	n= 0	n= 1	n= 1	n= 0	
	ERF	Rural	5:20	4:50	N/A	N/A	5:20	N/A	4:52
			n= 2	n= 1	n= 0	n= 0	n= 1	n= 0	
		Urban	7:40	4:20	N/A	5:00	N/A	7:40	3:42
			n= 5	n= 1	n= 0	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	8:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:10	6:10	N/A	N/A	6:10	N/A	8:10
			n= 3	n= 2	n= 0	n= 0	n= 1	n= 0	
		Urban	7:10	6:20	N/A	7:10	N/A	5:10	7:10
			n= 6	n= 1	n= 0	n= 3	n= 0	n= 2	
		Interstate	5:40	N/A	N/A	5:40	4:40	N/A	10:10
			n= 2	n= 0	n= 0	n= 1	n= 1	n= 0	
	ERF	Rural	7:10	6:40	N/A	N/A	7:10	N/A	7:30
			n= 2	n= 1	n= 0	n= 0	n= 1	n= 0	
		Urban	9:20	6:40	N/A	7:10	N/A	9:20	6:20
			n= 5	n= 1	n= 0	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Fire: Moderate Risk

CRFD										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:28	1:32	1:49		1:38	1:12	1:08	0:01:00
			n= 92	n= 22	n=	19	n= 18	n= 17	n= 16	
Turnout			2:09	2:38	2:02		2:03	1:42	2:41	0:01:38
			n= 90	n= 22	n=	19	n= 18	n= 17	n= 14	
Travel Time	1st Due	Rural	6:50	6:00	7:40		6:00	6:30	6:50	0:05:32
			n= 14	n= 3	n=	4	n= 2	n= 4	n= 1	
		Urban	5:10	8:00	5:10		4:50	5:10	5:10	0:04:32
			n= 76	n= 19	n=	15	n= 16	n= 13	n= 13	
	ERF	Rural	13:40	13:40	N/A	N/A	N/A	N/A	13:40	0:11:22
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	17:40	14:40	11:10	17:00	12:30	10:40	16:10	0:09:22
			n= 7	n= 5	n= 2	n= 1	n= 1	n= 3	n= 4	
Total Response Time	1st Due	Rural	9:10	7:50	10:00		8:40	8:50	9:10	0:08:10
			n= 14	n= 3	n=	4	n= 2	n= 4	n= 1	
		Urban	7:40	10:20	7:00		8:00	9:20	7:20	0:07:10
			n= 79	n= 19	n=	15	n= 16	n= 14	n= 15	
	ERF	Rural	15:20	15:20	N/A	N/A	N/A	N/A	15:50	0:14:00
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	19:30	19:30	12:30	18:50	15:30	13:00	18:50	0:12:00
			n= 7	n= 5	n= 2	n= 1	n= 1	n= 2	n= 3	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 151										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:35	1:34	1:49		1:50	1:12	2:08	0:01:00
			n= 29	n= 6	n= 8		n= 2	n= 5	n= 8	
Turnout			1:57	2:21	1:45		1:57	1:42	2:08	0:01:38
			n= 27	n= 6	n= 8		n= 2	n= 5	n= 6	
Travel Time	1st Due	Rural	7:40	6:00	7:40		N/A	6:30	6:50	0:05:32
			n= 7	n= 1	n= 3		n= 0	n= 2	n= 1	
		Urban	4:30	4:10	5:10		4:50	3:10	4:30	0:04:32
			n= 20	n= 5	n= 5		n= 2	n= 3	n= 5	
	ERF	Rural	13:40	13:40	N/A	N/A	N/A	N/A	13:40	0:11:22
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	12:50	12:50	11:10	N/A	12:30	7:10	16:10	0:09:22
			n= 3	n= 2	n= 1	n= 0	n= 1	n= 1	n= 2	
Total Response Time	1st Due	Rural	10:00	7:50	10:00		N/A	8:50	9:10	0:08:10
			n= 7	n= 1	n= 3		n= 0	n= 2	n= 1	
		Urban	7:10	7:10	7:00		8:00	5:10	7:10	0:07:10
			n= 22	n= 5	n= 5		n= 2	n= 3	n= 7	
	ERF	Rural	15:20	15:20	N/A	N/A	N/A	N/A	15:50	0:14:00
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	14:50	14:50	12;20	N/A	15:30	8:30	18:50	0:12:00
			n= 3	n= 2	n= 1	n= 0	n= 1	n= 1	n= 1	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 152										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			0:48	0:48	N/A		N/A	N/A	N/A	0:01:00
			n= 1	n= 1	n= 0		n= 0	n= 0	n= 0	
Turnout			1:29	1:29	N/A		N/A	N/A	N/A	0:01:38
			n= 1	n= 1	n= 0		n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	3:00	3:00	N/A		N/A	N/A	N/A	0:05:32
			n= 1	n= 1	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	0:04:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:09:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	5:10	5:10	N/A		N/A	N/A	N/A	0:08:10
			n= 1	n= 1	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	0:07:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:12:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 153										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:11	1:02	1:58		1:28	1:08	1:04	0:01:00
			n= 24	n= 9	n= 4		n= 6	n= 1	n= 4	
Turnout			2:59	3:23	2:09		2:59	1:35	2:50	0:01:38
			n= 24	n= 9	n= 4		n= 6	n= 1	n= 4	
Travel Time	1st Due	Rural	6:00	2:00	N/A		6:00	N/A	N/A	0:05:32
			n= 2	n= 1	n= 0		n= 1	n= 0	n= 0	
		Urban	4:40	6:50	4:40		4:40	3:50	3:20	0:04:32
			n= 22	n= 8	n= 4		n= 5	n= 1	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	17:40	17:40	N/A	N/A	N/A	N/A	N/A	0:09:22
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	8:40	3:10	N/A		8:40	N/A	N/A	0:08:10
			n= 2	n= 1	n= 0		n= 1	n= 0	n= 0	
		Urban	7:10	9:00	7:40		6:40	6:30	6:30	0:07:10
			n= 22	n= 8	n= 4		n= 5	n= 1	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	19:30	19:30	N/A	N/A	N/A	N/A	N/A	0:12:00
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	n= 0	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 154										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:32	1:38	1:36		1:18	0:55	0:58	0:01:00
			n= 27	n= 5	n= 5		n= 7	n= 7	n= 3	
Turnout			2:03	1:53	1:37		2:03	2:38	2:15	0:01:38
			n= 26	n= 5	n= 5		n= 7	n= 6	n= 3	
Travel Time	1st Due	Rural	5:40	N/A	N/A		5:40	N/A	N/A	0:05:32
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
		Urban	8:00	13:10	5:40		8:10	7:20	5:10	0:04:32
			n= 25	n= 5	n= 5		n= 6	n= 6	n= 3	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	10:40	10:40	10:40	N/A	N/A	10:40	10:00	0:09:22
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 3	n= 1	
Total Response Time	1st Due	Rural	7:50	N/A	N/A		7:50	N/A	N/A	0:08:10
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
		Urban	10:20	16:20	7:00		9:10	10:30	7:20	0:07:10
			n= 26	n= 5	n= 5		n= 6	n= 7	n= 3	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:30	12:30	12:30	N/A	N/A	13:00	12:00	0:12:00
			n= 1	n= 1	n= 1	n= 0	n= 0	n= 2	n= 1	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 155										
Fire: Moderate Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017[1] Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:20	0:33	0:55		0:53	1:20	1:34	0:01:00
			n= 11	n= 1	n= 2		n= 3	n= 4	n= 1	
Turnout			1:44	1:06	1:44		2:03	1:42	1:27	0:01:38
			n= 12	n= 1	n= 2		n= 3	n= 5	n= 1	
Travel Time	1st Due	Rural	6:30	N/A	2:40		N/A	6:30	N/A	0:05:32
			n= 3	n= 0	n= 1		n= 0	n= 2	n= 0	
		Urban	9:40	4:40	4:00		4:20	3:50	9:40	0:04:32
			n= 9	n= 1	n= 1		n= 3	n= 3	n= 1	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:09:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	8:10	N/A	5:20		N/A	8:10	N/A	0:08:10
			n= 3	n= 0	n= 1		n= 0	n= 2	n= 0	
		Urban	12:40	6:10	6:10		6:10	5:50	12:40	0:07:10
			n= 9	n= 1	n= 1		n= 3	n= 3	n= 1	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0:12:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Fire: High Risk

CRFD										
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:34	1:30	1:40		1:34	2:03	1:52	1:00
			n= 49	n= 13	n= 8		n= 10	n= 5	n= 13	
Turnout			2:16	1:46	2:08		2:16	3:16	2:25	1:38
			n= 51	n= 13	n= 9		n= 11	n= 6	n= 12	
Travel Time	1st Due	Rural	5:00	3:50	5:00		3:10	N/A	2:40	5:32
			n= 9	n= 1	n= 1		n= 6	n= 0	n= 1	
		Urban	5:00	5:00	6:10		4:00	5:10	3:50	4:32
			n= 42	n= 12	n= 8		n= 5	n= 6	n= 11	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:00	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	14:50	12:10	14:50	11:30	10:00	9:00	21:40	13:42
			n= 6	n= 4	n= 2	n= 2	n= 1	n= 2	n= 5	
Total Response Time	1st Due	Rural	5:50	5:20	6:50		5:00	N/A	5:50	8:10
			n= 10	n= 1	n= 1		n= 6	n= 0	n= 2	
		Urban	6:30	6:20	7:20		6:00	8:00	5:50	7:10
			n= 42	n= 12	n= 8		n= 5	n= 6	n= 11	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	12:20	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 1	
		Urban	16:40	14:20	16:40	13:40	11:10	11:00	25:20	16:20
			n= 6	n= 4	n= 2	n= 2	n= 2	n= 2	n= 5	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 151										
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:34	1:35	1:04		1:34	1:10	2:19	1:00
			n= 19	n= 5	n= 3		n= 4	n= 2	n= 5	
Turnout			2:16	1:57	1:36		2:40	2:36	2:05	1:38
			n= 22	n= 5	n= 4		n= 5	n= 3	n= 5	
Travel Time	1st Due	Rural	2:40	N/A	N/A		2:00	N/A	2:40	5:32
			n= 4	n= 0	n= 0		n= 3	n= 0	n= 1	
		Urban	4:00	5:50	5:50		2:40	4:30	3:30	4:32
			n= 18	n= 5	n= 4		n= 2	n= 3	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	11:50	11:50	N/A	N/A	42:20	9:00	16:40	13:42
			n= 3	n= 3	n= 0	n= 0	n= 1	n= 1	n= 3	
Total Response Time	1st Due	Rural	5:00	N/A	N/A		4:50	N/A	5:00	8:10
			n= 4	n= 0	n= 0		n= 3	n= 0	n= 1	
		Urban	7:40	7:40	7:40		5:20	7:00	7:50	7:10
			n= 18	n= 5	n= 4		n= 2	n= 3	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	14:10	14:10	N/A	N/A	44:10	11:00	19:00	16:20
			n= 3	n= 3	n= 0	n= 0	n= 1	n= 1	n= 3	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 152											
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A		N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A		N/A	N/A	N/A	1:38
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 153										
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			3:42	N/A	N/A		3:42	N/A	N/A	1:00
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
Turnout			1:30	N/A	N/A		1:30	N/A	N/A	1:38
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	2:30	N/A	N/A		2:30	N/A	N/A	4:32
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	7:40	N/A	N/A		7:40	N/A	N/A	7:10
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 154										
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:10	1:03	1:10		1:19	2:03	1:03	1:00
			n= 22	n= 7	n= 4		n= 4	n= 2	n= 5	
Turnout			2:25	1:33	2:08		2:03	3:16	2:36	1:38
			n= 21	n= 7	n= 4		n= 4	n= 2	n= 4	
Travel Time	1st Due	Rural	5:00	3:50	5:00		3:10	N/A	N/A	5:32
			n= 5	n= 1	n= 1		n= 3	n= 0	n= 0	
		Urban	5:20	5:20	6:10		4:00	5:00	3:50	4:32
			n= 16	n= 6	n= 3		n= 1	n= 2	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:10	12:10	10:30	N/A	N/A	7:20	9:00	13:42
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 1	n= 1	
Total Response Time	1st Due	Rural	8:00	6:00	8:00		6:00	N/A	6:50	8:10
			n= 6	n= 1	n= 1		n= 3	n= 0	n= 1	
		Urban	8:30	7:20	8:30		7:00	10:10	6:50	7:10
			n= 16	n= 6	n= 3		n= 1	n= 2	n= 4	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	14:20	14:20	12:40	N/A	N/A	9:30	19:00	16:20
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 1	n= 1	
Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm										
If Incident count (n=) is less than 10, a maximum time is reported										

Station 155										
Fire: High Risk			2014 - 2018	2018	2017[1] Jul - Dec	2017 Jan - Jun	2016	2015	2014	Benchmark
Call Processing			1:52	1:17	0:42		1:00	0:29	1:52	1:00
			n= 7	n= 1	n= 1		n= 1	n= 1	n= 3	
Turnout			2:15	1:18	1:38		0:38	1:44	2:15	1:38
			n= 7	n= 1	n= 1		n= 1	n= 1	n= 3	
Travel Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	5:10	4:50	4:10		3:50	5:10	4:20	4:32
			n= 7	n= 1	n= 1		n= 1	n= 1	n= 3	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	14:50	N/A	14:50	N/A	21:20	N/A	10:20	13:42
			n= 1	n= 0	n= 1	n= 0	n= 1	n= 0	n= 1	
Total Response Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	7:30	7:20	6:30		5:30	7:30	7:20	7:10
			n= 7	n= 1	n= 1		n= 1	n= 1	n= 3	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	16:40	N/A	16:40	N/A	25:20	N/A	11:50	16:20
			n= 1	n= 0	n= 1	n= 0	n= 1	n= 0	n= 1	

Note 1: ERF increased on 7/1/2017 adding an additional engine company to perform the RIT role as part of the initial alarm

If Incident count (n=) is less than 10, a maximum time is reported

Appendix E: Hazardous Materials Data Tables

The following data tables detail the Department's hazardous materials performance from 2012 – 2016 against adopted standards by risk level (low, moderate, and high) and three different planning levels;

- Low Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- Moderate Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- High Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis

HAZMAT Risk: Low

CRFD									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:45	2:00	1:24	2:04	1:39	1:43	1:00
			n= 466	n= 94	n= 91	n= 85	n= 78	n= 118	
Turnout			2:10	2:04	1:58	2:04	2:01	2:27	1:38
			n= 471	n= 91	n= 92	n= 85	n= 85	n= 118	
Travel Time	1st Due	Rural	7:20	6:40	7:00	7:50	8:00	7:20	5:32
			n= 123	n= 24	n= 30	n= 22	n= 19	n= 28	
		Urban	6:00	5:30	5:30	6:10	6:10	6:30	4:32
			n= 346	n= 66	n= 61	n= 65	n= 65	n= 89	
		Interstate	8:20	5:30	8:20	N/A	8:10	4:50	7:32
			n= 9	n= 2	n= 2	n= 0	n= 3	n= 2	
	ERF	Rural	11:20	8:20	11:20	10:00	8:40	12:40	8:42
			n= 66	n= 10	n= 10	n= 17	n= 10	n= 19	
		Urban	9:50	10:50	10:00	9:50	10:10	9:30	8:02
			n= 217	n= 33	n= 38	n= 40	n= 41	n= 65	
		Interstate	11:40	N/A	N/A	N/A	11:40	N/A	N/A
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
Total Response Time	1st Due	Rural	10:00	8:50	10:00	10:20	10:00	9:30	8:10
			n= 124	n= 24	n= 30	n= 22	n= 19	n= 29	
		Urban	8:50	8:30	7:40	9:20	9:10	9:20	7:10
			n= 347	n= 66	n= 61	n= 65	n= 66	n= 89	
		Interstate	10:40	8:20	10:40	N/A	9:40	10:10	10:10
			n= 9	n= 2	n= 2	n= 0	n= 3	n= 2	
	ERF	Rural	13:00	10:30	12:50	12:10	10:40	14:40	11:20
			n= 66	n= 10	n= 10	n= 17	n= 10	n= 19	
		Urban	12:10	12:20	11:30	12:20	12:10	11:30	10:40
			n= 217	n= 33	n= 38	n= 40	n= 41	n= 65	
		Interstate	13:10	N/A	N/A	N/A	13:10	N/A	N/A
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 151									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:06	1:37	1:28	2:13	2:08	2:11	1:00
			n= 145	n= 24	n= 37	n= 28	n= 21	n= 35	
Turnout			2:15	2:04	2:08	1:50	2:18	2:32	1:38
			n= 139	n= 24	n= 29	n= 27	n= 25	n= 34	
Travel Time	1st Due	Rural	8:40	8:40	7:50	12:50	8:50	7:20	5:32
			n= 41	n= 4	n= 15	n= 5	n= 7	n= 10	
		Urban	6:00	5:10	5:20	6:10	6:00	6:50	4:32
			n= 105	n= 18	n= 22	n= 23	n= 18	n= 24	
		Interstate	8:20	5:30	8:20	N/A	8:10	4:50	7:32
			n= 6	n= 1	n= 2	n= 0	n= 2	n= 1	
	ERF	Rural	14:10	4:30	14:10	17:30	9:10	14:10	8:42
			n= 20	n= 1	n= 6	n= 3	n= 3	n= 7	
		Urban	10:30	10:50	10:00	11:10	10:30	10:40	8:02
			n= 65	n= 9	n= 13	n= 12	n= 13	n= 18	
		Interstate	11:40	N/A	N/A	N/A	11:40	N/A	N/A
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
Total Response Time	1st Due	Rural	11:20	11:20	12:20	15:10	11:10	9:30	8:10
			n= 42	n= 4	n= 15	n= 5	n= 7	n= 11	
		Urban	8:00	7:30	7:40	9:00	8:30	10:10	7:10
			n= 106	n= 18	n= 22	n= 23	n= 19	n= 24	
		Interstate	10:40	8:20	11:40	N/A	9:40	10:10	10:10
			n= 6	n= 1	n= 2	n= 0	n= 2	n= 1	
	ERF	Rural	16:30	6:20	16:50	19:50	11:10	16:30	11:20
			n= 20	n= 1	n= 6	n= 3	n= 3	n= 7	
		Urban	12:20	13:00	11:10	13:50	12:10	13:10	10:40
			n= 65	n= 9	n= 13	n= 12	n= 13	n= 18	
		Interstate	13:10	N/A	N/A	N/A	13:10	N/A	N/A
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 152									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:00	2:00	N/A	N/A	N/A	N/A	1:00
			n= 4	n= 4	n= 0	n= 0	n= 0	n= 0	
Turnout			1:51	1:51	N/A	N/A	N/A	N/A	1:38
			n= 4	n= 4	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	5:00	5:00	N/A	N/A	N/A	N/A	5:32
			n= 4	n= 4	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	8:20	8:20	N/A	N/A	N/A	N/A	8:42
			n= 4	n= 4	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	8:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	7:50	7:50	N/A	N/A	N/A	N/A	8:10
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:20	11:20	N/A	N/A	N/A	N/A	11:20
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	10:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 153									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:48	3:43	1:14	0:51	1:51	1:22	1:00
			n= 57	n= 10	n= 11	n= 4	n= 19	n= 13	
Turnout			0:00	2:33	2:24	2:09	2:51	2:15	1:38
			n= 53	n= 9	n= 11	n= 4	n= 16	n= 13	
Travel Time	1st Due	Rural	9:50	3:10	6:00	N/A	6:00	9:50	5:32
			n= 7	n= 1	n= 1	n= 0	n= 2	n= 3	
		Urban	6:30	5:00	6:40	6:50	5:40	5:40	4:32
			n= 47	n= 9	n= 10	n= 4	n= 14	n= 10	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:50	8:20	9:40	N/A	6:30	11:50	8:42
			n= 6	n= 1	n= 1	n= 0	n= 1	n= 3	
		Urban	9:40	8:00	12:20	5:20	11:00	8:20	8:02
			n= 27	n= 4	n= 5	n= 2	n= 8	n= 8	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:20	6:50	9:20	N/A	8:10	11:20	8:10
			n= 7	n= 1	n= 1	n= 0	n= 2	n= 3	
		Urban	9:10	9:40	9:10	9:20	9:10	8:10	7:10
			n= 47	n= 9	n= 10	n= 4	n= 14	n= 10	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:40	10:30	11:40	N/A	8:10	14:40	11:20
			n= 6	n= 1	n= 1	n= 0	n= 1	n= 3	
		Urban	12:30	9:40	13:30	11:00	14:10	10:10	10:40
			n= 27	n= 4	n= 5	n= 2	n= 8	n= 8	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 154									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:43	1:06	1:07	2:04	1:17	1:25	1:00
			n= 180	n= 39	n= 33	n= 32	n= 27	n= 49	
Turnout			2:08	2:04	1:46	2:05	1:47	2:30	1:38
			n= 185	n= 38	n= 33	n= 35	n= 30	n= 49	
Travel Time	1st Due	Rural	6:00	6:40	5:30	6:00	8:00	4:10	5:32
			n= 55	n= 13	n= 11	n= 11	n= 9	n= 11	
		Urban	6:00	5:00	5:00	6:00	6:20	6:30	4:32
			n= 131	n= 26	n= 22	n= 26	n= 20	n= 37	
		Interstate	5:20	5:20	N/A	N/A	4:30	0:40	7:32
			n= 3	n= 1	n= 0	n= 0	n= 1	n= 1	
	ERF	Rural	8:40	5:50	5:00	10:00	8:40	10:30	8:42
			n= 28	n= 5	n= 2	n= 8	n= 6	n= 7	
		Urban	10:40	12:40	9:30	11:50	10:10	9:30	8:02
			n= 77	n= 13	n= 15	n= 14	n= 10	n= 25	
		Interstate	4:40	N/A	N/A	N/A	4:40	N/A	N/A
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
Total Response Time	1st Due	Rural	8:50	8:50	7:20	9:40	10:00	7:20	8:10
			n= 55	n= 13	n= 11	n= 11	n= 9	n= 11	
		Urban	9:00	9:10	7:30	9:50	8:10	9:10	7:10
			n= 129	n= 25	n= 22	n= 25	n= 20	n= 37	
		Interstate	7:00	7:00	N/A	N/A	6:10	3:30	10:10
			n= 3	n= 1	n= 0	n= 0	n= 1	n= 1	
	ERF	Rural	0:00	9:10	7:10	11:30	10:40	13:10	11:20
			n= 28	n= 5	n= 2	n= 8	n= 6	n= 7	
		Urban	12:30	14:30	11:50	14:50	12:00	12:30	10:40
			n= 77	n= 13	n= 15	n= 14	n= 10	n= 25	
		Interstate	6:10	N/A	N/A	N/A	6:10	N/A	N/A
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 155									
HAZMAT: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			133	2:22	1:24	2:04	1:32	1:27	1:00
			n= 80	n= 17	n= 10	n= 19	n= 13	n= 21	
Turnout			2:04	2:45	1:48	2:14	2:01	2:09	1:38
			n= 80	n= 16	n= 10	n= 18	n= 14	n= 22	
Travel Time	1st Due	Rural	7:20	2:40	6:50	6:50	1:00	9:30	5:32
			n= 13	n= 2	n= 3	n= 3	n= 1	n= 4	
		Urban	5:30	5:10	5:20	5:20	6:10	7:00	4:32
			n= 59	n= 14	n= 7	n= 7	n= 13	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	9:30	6:50	7:00	9:50	N/A	9:30	8:42
			n= 10	n= 1	n= 1	n= 6	n= 0	n= 2	
		Urban	8:20	8:10	7:40	7:40	8:20	8:40	8:02
			n= 48	n= 7	n= 5	n= 12	n= 10	n= 14	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:00	4:30	8:10	11:00	4:30	9:10	8:10
			n= 16	n= 2	n= 3	n= 6	n= 1	n= 4	
		Urban	8:40	8:00	7:40	8:10	8:50	9:20	7:10
			n= 51	n=	n= 7	n= 13	n= 13	n= 18	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	10:40	8:20	9:00	12:10	N/A	10:40	11:20
			n= 10	n= 1	n= 1	n= 6	n= 0	n= 2	
		Urban	10:30	10:00	10:10	9:10	10:40	10:40	10:40
			n= 48	n= 7	n= 5	n= 12	n= 10	n= 14	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

HAZMAT Risk: Moderate

CRFD									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:45	2:06	1:31	1:54	1:31	1:11	1:00
			n= 111	n= 25	n= 28	n= 19	n= 19	n= 20	
Turnout			2:30	2:38	2:36	1:58	2:30	2:44	1:38
			n= 112	n= 25	n= 28	n= 21	n= 18	n= 20	
Travel Time	1st Due	Rural	9:40	10:00	8:00	8:20	10:50	6:10	5:32
			n= 32	n= 9	n= 5	n= 7	n= 7	n= 4	
		Urban	5:30	5:00	5:20	4:50	6:40	6:30	4:32
			n= 79	n= 15	n= 23	n= 14	n= 12	n= 15	
		Interstate	5:10	N/A	N/A	N/A	N/A	5:10	7:32
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	14:00	14:00	11:50	12:30	23:20	10:50	10:52
			n= 24	n= 10	n= 4	n= 3	n= 5	n= 2	
		Urban	11:40	10:10	15:10	11:50	10:50	13:10	9:42
			n= 58	n= 9	n= 16	n= 12	n= 9	n= 12	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:10	13:10	11:10	10:40	15:40	14:30	8:10
			n= 33	n= 10	n= 5	n= 7	n= 7	n= 4	
		Urban	9:10	8:40	9:10	8:00	8:20	9:30	7:10
			n= 80	n= 15	n= 23	n= 14	n= 12	n= 16	
		Interstate	7:20	N/A	N/A	N/A	N/A	7:20	10:10
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	13:30	16:30	13:50	13:50	28:00	13:20	13:30
			n= 24	n= 10	n= 4	n= 3	n= 5	n= 2	
		Urban	14:00	11:40	17:20	14:00	12:30	14:40	12:20
			n= 58	n= 9	n= 16	n= 12	n= 9	n= 12	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 151									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:28	1:03	1:28	1:54	1:58	1:11	1:00
			n= 45	n= 10	n= 10	n= 9	n= 8	n= 8	
Turnout			2:12	1:57	2:10	1:58	3:13	2:47	1:38
			n= 45	n= 10	n= 10	n= 10	n= 7	n= 8	
Travel Time	1st Due	Rural	8:20	3:40	8:00	8:20	10:50	6:10	5:32
			n= 13	n= 1	n= 1	n= 3	n= 5	n= 3	
		Urban	6:30	6:40	8:00	5:20	3:50	6:30	4:32
			n= 31	n= 8	n= 9	n= 7	n= 3	n= 4	
		Interstate	5:10	N/A	N/A	N/A	N/A	5:10	7:32
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	23:20	1540	10:50	N/A	23:20	10:50	10:52
			n= 9	n= 4	n= 1	n= 0	n= 3	n= 1	
		Urban	9:30	7:40	9:40	9:30	7:40	10:40	9:42
			n= 23	n= 6	n= 6	n= 6	n= 2	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	15:40	17:50	11:10	10:40	15:40	14:30	8:10
			n= 14	n= 2	n= 1	n= 3	n= 5	n= 3	
		Urban	9:10	9:10	10:30	9:50	6:40	9:10	7:10
			n= 32	n= 8	n= 9	n= 7	n= 3	n= 5	
		Interstate	7:20	N/A	N/A	N/A	N/A	7:20	10:10
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	28:00	17:50	13:50	N/A	28:00	13:20	13:30
			n= 7	n= 2	n= 1	n= 0	n= 3	n= 1	
		Urban	12:10	10:10	12:20	12:10	9:50	12:30	12:20
			n= 23	n= 6	n= 6	n= 6	n= 2	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 152									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:16	1:16	N/A	N/A	N/A	N/A	1:00
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
Turnout			1:20	1:20	N/A	N/A	N/A	N/A	1:38
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	10:00	10:00	N/A	N/A	N/A	N/A	5:32
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	13:20	13:20	N/A	N/A	N/A	N/A	10:52
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	9:42
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:30	11:30	N/A	N/A	N/A	N/A	8:10
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:50	14:50	N/A	N/A	N/A	N/A	13:30
			n= 2	n= 2	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:20
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 153									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:33	2:43	1:05	0:41	1:01	0:47	1:00
			n= 15	n= 7	n= 4	n= 1	n= 2	n= 1	
Turnout			2:23	2:38	2:21	1:24	1:33	2:23	1:38
			n= 14	n= 7	n= 4	n= 1	n= 1	n= 1	
Travel Time	1st Due	Rural	10:00	10:00	7:30	4:40	N/A	N/A	5:32
			n= 8	n= 5	n= 2	n= 1	n= 0	n= 0	
		Urban	7:10	2:50	4:10	N/A	4:10	7:10	4:32
			n= 6	n= 2	n= 2	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:00	14:00	11:50	13:30	N/A	N/A	10:52
			n= 8	n= 5	n= 2	n= 1	n= 0	n= 0	
		Urban	11:40	10:10	11:00	N/A	10:20	8:10	9:42
			n= 5	n= 1	n= 2	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:10	13:10	10:00	6:40	N/A	N/A	8:10
			n= 8	n= 5	n= 2	n= 1	n= 0	n= 0	
		Urban	10:20	6:00	6:30	N/A	6:40	10:20	7:10
			n= 6	n= 2	n= 2	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	16:30	16:30	13:30	13:50	N/A	N/A	13:30
			n= 8	n= 5	n= 2	n= 1	n= 0	n= 0	
		Urban	14:10	11:40	14:10	N/A	12:30	10:40	12:20
			n= 5	n= 1	n= 2	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 154									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:49	2:11	1:31	1:49	0:36	1:27	1:00
			n= 38	n= 6	n= 13	n= 8	n= 5	n= 6	
Turnout			2:38	3:22	2:38	1:59	2:30	3:45	1:38
			n= 39	n= 6	n= 13	n= 9	n= 5	n= 6	
Travel Time	1st Due	Rural	8:40	8:40	4:50	5:10	5:00	2:40	5:32
			n= 9	n= 1	n= 2	n= 3	n= 2	n= 1	
		Urban	5:00	5:00	4:00	4:50	6:40	4:50	4:32
			n= 30	n= 5	n= 11	n= 6	n= 3	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	13:00	13:50	8:40	7:00	8:00	8:30	10:52
			n= 7	n= 1	n= 1	n= 2	n= 2	n= 1	
		Urban	15:20	7:50	17:10	15:20	9:50	15:30	9:42
			n= 20	n= 2	n= 7	n= 5	n= 1	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:40	10:40	8:20	7:40	7:00	5:20	8:10
			n= 9	n= 1	n= 2	n= 3	n= 2	n= 1	
		Urban	8:40	8:40	7:00	8:00	8:20	9:30	7:10
			n= 30	n= 5	n= 11	n= 6	n= 3	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	15:50	15:50	10:00	8:50	10:00	11:00	13:30
			n= 7	n= 1	n= 1	n= 2	n= 2	n= 1	
		Urban	18:00	11:20	18:50	20:40	10:30	18:00	12:20
			n= 20	n= 2	n= 7	n= 5	n= 1	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 155									
HAZMAT: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:51	N/A	1:01	2:15	1:00	1:51	1:00
			n= 12	n= 0	n= 1	n= 1	n= 5	n= 5	
Turnout			2:11	N/A	1:09	0:35	1:52	2:44	1:38
			n= 12	n= 0	n= 1	n= 1	n= 5	n= 5	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	4:10	N/A	3:40	4:10	10:10	3:40	4:32
			n= 12	n= 0	n= 1	n= 1	n= 5	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	8:20	N/A	8:20	6:20	10:50	8:10	9:42
			n= 10	n= 0	n= 1	n= 1	n= 5	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	9:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	7:00	N/A	5:50	7:00	11:00	7:00	7:10
			n= 12	n= 0	n= 1	n= 1	n= 5	n= 5	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A		N/A	N/A	N/A	13:30
			n= 0	n= 0	n=	n= 0	n= 0	n= 0	
		Urban	10:50	N/A	10:30	9:00	11:40	10:50	12:20
			n= 10	n= 0	n= 1	n= 1	n= 5	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	12:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

HAZMAT Risk: High

CRFD									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:24	2:24	1:48	3:28	1:44	N/A	1:00
			n= 14	n= 2	n= 6	n= 4	n= 2	n= 0	
Turnout			2:04	2:44	2:04	1:52	1:35	N/A	1:38
			n= 14	n= 2	n= 6	n= 4	n= 2	n= 0	
Travel Time	1st Due	Rural	6:40	N/A	2:50	6:40	3:40	N/A	5:32
			n= 4	n= 0	n= 2	n= 1	n= 1	n= 0	
		Urban	5:10	2:50	5:00	5:20	4:50	N/A	4:32
			n= 10	n= 2	n= 4	n= 3	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:50	N/A	N/A	N/A	11:50	N/A	10:52
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	11:50	N/A	N/A	11:50	N/A	N/A	
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	12:00	N/A	6:10	12:00	6:30	N/A	8:10
			n= 4	n= 0	n= 2	n= 1	n= 1	n= 0	
		Urban	8:10	5:50	7:50	8:10	7:50	N/A	7:10
			n= 10	n= 2	n= 4	n= 3	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:10	N/A	N/A	N/A	14:10	N/A	13:30
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	12:20	N/A	N/A	12:20	N/A	N/A	
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 151									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:24	2:24	1:13	1:04	1:11	N/A	1:00
			n= 5	n= 1	n= 2	n= 1	n= 1	n= 0	
Turnout			1:52	0:32	1:25	1:52	1:35	N/A	1:38
			n= 5	n= 1	n= 2	n= 1	n= 1	n= 0	
Travel Time	1st Due	Rural	3:40	N/A	N/A	N/A	3:40	N/A	5:32
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	5:10	0:20	4:00	5:10	N/A	N/A	4:32
			n= 4	n= 1	n= 2	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:50	N/A	N/A	N/A	11:50	N/A	10:52
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	10:00	N/A	N/A	10:00	N/A	N/A	
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:30	N/A	N/A	N/A	6:30	N/A	8:10
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	8:10	3:20	6:40	8:10	N/A	N/A	7:10
			n= 4	n= 1	n= 2	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:10	N/A	N/A	N/A	14:10	N/A	13:30
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Urban	12:20	N/A	N/A	12:20	N/A	N/A	
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 152									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A	N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A	N/A	N/A	N/A	1:38
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 153									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			0:18	0:18	N/A	N/A	N/A	N/A	1:00
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
Turnout			2:44	2:44	N/A	N/A	N/A	N/A	1:38
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	2:50	2:50	N/A	N/A	N/A	N/A	4:32
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	5:50	5:50	N/A	N/A	N/A	N/A	7:10
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 154									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			3:28	N/A	1:48	3:28	1:44	N/A	1:00
			n= 6	n= 0	n= 3	n= 2	n= 1	n= 0	
Turnout			2:04	N/A	2:04	1:52	1:13	N/A	1:38
			n= 6	n= 0	n= 3	n= 2	n= 1	n= 0	
Travel Time	1st Due	Rural	6:40	N/A	2:50	6:40	N/A	N/A	5:32
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Urban	5:20	N/A	3:40	5:20	4:50	N/A	4:32
			n= 3	n= 0	n= 1	n= 1	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	12:00	N/A	6:10	12:00	N/A	N/A	8:10
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Urban	8:10	N/A	6:40	8:10	7:50	N/A	7:10
			n= 3	n= 0	n= 1	n= 1	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Station 155									
HAZMAT: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:32	N/A	1:32	1:10	N/A	N/A	1:00
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
Turnout			1:23	N/A	1:22	1:23	N/A	N/A	1:38
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	5:00	N/A	5:00	3:40	N/A	N/A	4:32
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	7:50	N/A	7:50	6:10	N/A	N/A	7:10
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Appendix F: Wildland Fire Suppression Data Tables

The following data tables detail the Department's wildland fire suppression performance from 2012 – 2016 against adopted standards by risk level (low, moderate, and high) and three different planning levels;

- Low Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- Moderate Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis
- High Risk:
  - Jurisdiction (CRFD)
  - Station (151, 152, 153, 154, 155)

    NOTE: Insufficient data planning zone analysis

Wildland: Low Risk

CRFD									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:19	3:15	1:44	2:17	1:57	2:19	1:00
			n= 92	n= 14	n= 20	n= 25	n= 15	n= 18	
Turnout			1:58	1:55	2:08	1:49	2:16	2:07	1:38
			n= 94	n= 13	n= 21	n= 26	n= 16	n= 18	
Travel Time	1st Due	Rural	7:40	5:40	8:40	6:30	7:40	6:10	5:32
			n= 20	n= 1	n= 9	n= 6	n= 2	n= 2	
		Urban	8:10	8:50	5:40	7:30	8:40	10:30	4:32
			n= 64	n= 12	n= 11	n= 20	n= 4	n= 17	
		Interstate	5:20	3:30	4:10	5:20	N/A	N/A	7:32
			n= 3	n= 1	n= 1	n= 1	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	9:10	N/A	9:10	
			n= 0	n= 0	n= 0	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:30	13:20	10:30	11:20	10:20	8:30	8:10
			n= 21	n= 2	n= 9	n= 6	n= 2	n= 2	
		Urban	11:20	10:50	9:10	11:40	11:40	11:20	7:10
			n= 75	n= 12	n= 11	n= 21	n= 14	n= 17	
		Interstate	18:40	7:00	18:40	8:10	7:30	N/A	10:10
			n= 4	n= 1	n= 1	n= 1	n= 1	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	12:10	N/A	12:20	
			n= 0	n= 0	n= 0	n= 2	n= 0	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.

Station 151									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:52	1:02	1:44	2:13	1:57	1:58	1:00
			n= 37	n= 4	n= 9	n= 9	n= 7	n= 8	
Turnout			1:57	1:45	2:11	1:49	2:16	2:26	1:38
			n= 42	n= 4	n= 10	n= 11	n= 8	n= 9	
Travel Time	1st Due	Rural	8:40	N/A	8:40	6:30	7:40	N/A	5:32
			n= 8	n= 0	n= 5	n= 2	n= 1	n= 0	
		Urban	6:30	8:50	5:40	8:10	5:50	10:30	4:32
			n= 32	n= 3	n= 4	n= 9	n= 7	n= 9	
		Interstate	4:10	3:30	4:10	N/A	N/A	N/A	7:32
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:20	N/A	10:30	11:20	10:20	N/A	8:10
			n= 8	n= 0	n= 5	n= 2	n= 1	n= 0	
		Urban	10:50	10:50	8:20	15:30	9:40	11:20	7:10
			n= 32	n= 3	n= 4	n= 9	n= 7	n= 9	
		Interstate	18:40	7:00	18:40	N/A	7:30	N/A	10:10
			n= 3	n= 1	n= 1	n= 0	n= 1	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.									

Station 152									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A	N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A	N/A	N/A	N/A	1:38
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	5:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.									

Station 153									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			3:04	3:45	1:43	3:04	0:38	3:02	1:00
			n= 13	n= 6	n= 1	n= 2	n= 1	n= 3	
Turnout			1:57	1:57	1:13	1:58	1:24	1:49	1:38
			n= 14	n= 6	n= 1	n= 3	n= 1	n= 3	
Travel Time	1st Due	Rural	5:40	5:40	5:00	N/A	N/A	N/A	5:32
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 0	
		Urban	7:50	8:40	N/A	5:50	6:50	7:40	4:32
			n= 13	n= 6	n= 0	n= 3	n= 1	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:20	13:20	7:50	N/A	N/A	N/A	8:10
			n= 2	n= 1	n= 1	n= 0	n= 0	n= 0	
		Urban	11:20	10:30	N/A	11:40	8:50	11:20	7:10
			n= 13	n= 6	n= 0	n= 3	n= 1	n= 3	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.									

Station 154									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:59	1:59	4:25	2:14	1:24	2:19	1:00
			n= 26	n= 3	n= 7	n= 5	n= 6	n= 5	
Turnout			2:07	1:35	2:08	1:45	2:28	2:07	1:38
			n= 23	n= 2	n= 7	n= 4	n= 6	n= 4	
Travel Time	1st Due	Rural	5:20	N/A	6:30	3:50	4:40	6:10	5:32
			n= 6	n= 0	n= 2	n= 1	n= 1	n= 2	
		Urban	9:50	9:30	5:50	7:30	9:50	11:50	4:32
			n= 19	n= 2	n= 5	n= 3	n= 6	n= 3	
		Interstate	5:20	N/A	N/A	5:20	N/A	N/A	7:32
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:50	3:00	9:50	6:10	7:20	8:30	8:10
			n= 7	n= 1	n= 2	n= 1	n= 1	n= 2	
		Urban	12:30	11:40	10:30	9:30	12:30	14:50	7:10
			n= 20	n= 2	n= 6	n= 3	n= 6	n= 3	
		Interstate	8:10	N/A	N/A	8:10	N/A	N/A	10:10
			n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.

Station 155									
Wildland: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			3:23	3:45	1:12	3:23	2:21	1:24	1:00
			n= 16	n= 1	n= 3	n= 9	n= 1	n= 2	
Turnout			1:54	1:45	1:57	1:30	0:47	1:54	1:38
			n= 15	n= 1	n= 3	n= 8	n= 1	n= 2	
Travel Time	1st Due	Rural	7:50	N/A	7:50	5:10	N/A	N/A	5:32
			n= 4	n= 0	n= 1	n= 3	n= 0	n= 0	
		Urban	7:30	3:20	5:00	6:30	8:40	7:30	4:32
			n= 11	n= 1	n= 2	n= 5	n= 1	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	10:20	N/A	10:20	10:00	N/A	N/A	8:10
			n= 4	n= 0	n= 1	n= 3	n= 0	n= 0	
		Urban	10:50	8:50	7:20	9:50	11:40	10:50	7:10
			n= 12	n= 1	n= 2	n= 6	n= 1	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Effective July 1 2017 Effective Response Force for all Low Risk Wildland Fire incidents was reduced to a single suppression company.									

Wildland: Moderate Risk

CRFD									
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:28	2:10	3:01	2:45	2:01	1:53	1:00
			n= 80	n= 16	n= 20	n= 15	n= 15	n= 14	
Turnout			2:32	2:32	2:17	2:12	2:49	3:08	1:38
			n= 79	n= 16	n= 19	n= 15	n= 15	n= 14	
Travel Time	1st Due	Rural	9:20	7:00	9:20	6:50	6:20	12:10	5:32
			n= 28	n= 5	n= 8	n= 7	n= 3	n= 5	
		Urban	5:20	7:50	6:10	5:00	3:20	5:20	4:32
			n= 44	n= 9	n= 12	n= 5	n= 11	n= 7	
		Interstate	5:30	5:10	4:10	3:50	8:10	5:30	7:32
			n= 10	n= 1	n= 1	n= 3	n= 2	n= 3	
	ERF	Rural	13:20	12:40	12:00	13:10	13:20	N/A	8:52
			n= 7	n= 2	n= 2	n= 2	n= 1	n= 0	
		Urban	10:00	N/A	9:20	8:00	10:00	N/A	7:52
			n= 5	n= 0	n= 1	n= 1	n= 3	n= 0	
		Interstate	13:20	N/A	N/A	N/A	13:20	10:10	13:22
			n= 2	n= 0	n= 0	n= 0	n= 1	n= 1	
Total Response Time	1st Due	Rural	12:30	9;10	11:50	8:40	10:40	15:50	8:10
			n= 27	n= 5	n= 7	n= 7	n= 3	n= 5	
		Urban	9:00	11:10	9:20	9:00	7:00	9:20	7:10
			n= 44	n= 9	n= 12	n= 5	n= 11	n= 7	
		Interstate	9:10	8:10	7:10	6:30	12:10	9:10	10:10
			n= 10	n= 1	n= 1	n= 3	n= 2	n= 3	
	ERF	Rural	17:10	14:40	14:30	15:30	17:10	N/A	11:30
			n= 7	n= 2	n= 2	n= 2	n= 1	n= 0	
		Urban	12:20	N/A	11:10	9:30	12:20	N/A	10:30
			n= 5	n= 0	n= 1	n= 1	n= 3	n= 0	
		Interstate	17:20	N/A	N/A	N/A	17:20	13:20	16:00
			n= 2	n= 0	n= 0	n= 0	n= 1	n= 1	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 151								
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:58	2:10	4:04	2:28	1:58	1:53	1:00
			n= 34	n= 7	n= 6	n= 7	n= 9	n= 5	
Turnout			2:14	2:32	2:04	1:50	2:15	2:14	1:38
			n= 36	n= 7	n= 6	n= 7	n= 10	n= 6	
Travel Time	1st Due	Rural	6:50	5:40	9:20	5:40	6:20	6:50	5:32
			n= 12	n= 2	n= 3	n= 3	n= 2	n= 2	
		Urban	3:50	4:40	3:40	3:50	3:10	3:50	4:32
			n= 14	n= 3	n= 2	n= 1	n= 6	n= 2	
		Interstate	8:10	5:10	4:10	3:00	8:10	5:30	7:32
			n= 9	n= 1	n= 1	n= 3	n= 2	n= 2	
	ERF	Rural	13:20	12:30	12:00	13:10	13:20	N/A	8:52
			n= 4	n= 1	n= 1	n= 1	n= 1	n= 0	
		Urban	8:50	N/A	N/A	N/A	8:50	N/A	7:52
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Interstate	13:20	N/A	N/A	N/A	9:00	10:10	13:22
			n= 2	n= 0	n= 0	n= 0	n= 1	n= 1	
Total Response Time	1st Due	Rural	11:50	8:10	11:50	8:00	10:40	12:30	8:10
			n= 12	n= 2	n= 3	n= 3	n= 2	n= 2	
		Urban	6:30	8:20	5:40	5:10	5:20	6:30	7:10
			n= 14	n= 3	n= 2	n= 1	n= 6	n= 2	
		Interstate	12:10	8:20	7:10	6:30	12:10	9:10	10:10
			n= 9	n= 1	n= 1	n= 3	n= 2	n= 2	
	ERF	Rural	17:10	14:40	14:30	15:30	17:10	N/A	11:30
			n= 4	n= 1	n= 1	n= 1	n= 1	n= 0	
		Urban	12:00	N/A	N/A	N/A	12:00	N/A	10:30
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Interstate	17:20	N/A	N/A	N/A	17:20	13:30	16:00
			n= 2	n= 0	n= 0	n= 0	n= 1	n= 1	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 152									
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			0:54	0:54	N/A	N/A	N/A	N/A	1:00
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
Turnout			0:21	0:21	N/A	N/A	N/A	N/A	1:38
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	5:30	5:30	N/A	N/A	N/A	N/A	5:32
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	4:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:40	6:40	N/A	N/A	N/A	N/A	8:10
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	11:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	10:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	16:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 153									
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:02	0:50	3:01	0:52	0:53	1:19	1:00
			n= 16	n= 2	n= 6	n= 2	n= 1	n= 5	
Turnout			2:49	1:54	2:01	1:38	2:49	3:08	1:38
			n= 17	n= 2	n= 7	n= 2	n= 1	n= 5	
Travel Time	1st Due	Rural	12:10	7:00	6:00	6:40	N/A	12:10	5:32
			n= 7	n= 1	n= 2	n= 1	n= 0	n= 3	
		Urban	6:10	3:50	7:50	2:50	3:20	5:20	4:32
			n= 10	n= 1	n= 5	n= 1	n= 1	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	12:40	12:40	N/A	N/A	N/A	N/A	8:52
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	9:20	N/A	9:20	N/A	N/A	N/A	7:52
			n= 1	n= 0	n= 1	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	15:50	9:10	8:00	8:40	N/A	15:50	8:10
			n= 6	n= 1	n= 1	n= 1	n= 0	n= 3	
		Urban	9:20	6:20	11:00	5:10	7:00	9:20	7:10
			n= 10	n= 1	n= 5	n= 1	n= 1	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	14:40	14:40	N/A	N/A	N/A	N/A	11:30
			n= 1	n= 1	n= 0	n= 0	n= 0	n= 0	
		Urban	11:10	N/A	11:10		N/A	N/A	10:30
			n= 1	n= 0	n= 1	n=	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	16:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 154									
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:51	2:51	4:09	3:02	2:01	2:26	1:00
			n= 20	n= 5	n= 4	n= 3	n= 4	n= 4	
Turnout			2:53	2:53	2:08	2:20	2:12	3:32	1:38
			n= 15	n= 5	n= 2	n= 2	n= 4	n= 2	
Travel Time	1st Due	Rural	4:20	4:20	1:00	2:00	N/A	N/A	5:32
			n= 3	n= 1	n= 1	n= 1	n= 0	n= 0	
		Urban	5:50	7:50	3:20	5:00	5:50	4:00	4:32
			n= 16	n= 4	n= 3	n= 2	n= 4	n= 3	
		Interstate	2:20	N/A	N/A	N/A	N/A	2:20	7:32
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	8:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	10:00	N/A	N/A	8:00	10:00	N/A	7:52
			n= 2	n= 0	n= 0	n= 1	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:50	6:50	5:10	5:20	N/A	N/A	8:10
			n= 3	n= 1	n= 1	n= 1	n= 0	n= 0	
		Urban	8:10	11:10	5:20	8:10	7:00	7:20	7:10
			n= 16	n= 4	n= 3	n= 2	n= 4	n= 3	
		Interstate	5:00	N/A	N/A	N/A	N/A	5:00	10:10
			n= 1	n= 0	n= 0	n= 0	n= 0	n= 1	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	11:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:20	N/A	N/A	9:30	12:20	N/A	10:30
			n= 2	n= 0	n= 0	n= 1	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	16:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Station 155								
Wildland: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			2:45	0:51	2:12	2:45	2:35	N/A	1:00
			n= 7	n= 1	n= 4	n= 1	n= 1	n= 0	
Turnout			3:27	1:45	3:17	1:18	N/A	N/A	1:38
			n= 8	n= 1	n= 4	n= 3	n= 0	n= 0	
Travel Time	1st Due	Rural	7:00	N/A	7:00	6:50	5:00	N/A	5:32
			n= 5	n= 0	n= 2	n= 2	n= 1	n= 0	
		Urban	5:00	3:50	5:10	5:00	N/A	N/A	4:32
			n= 4	n= 1	n= 2	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	11:20	N/A	9:50	11:20	N/A	N/A	8:52
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	13:22
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	11:10	N/A	11:10	8:30	7:40	N/A	8:10
			n= 5	n= 0	n= 2	n= 2	n= 1	n= 0	
		Urban	9:00	6:30	7:10	9:00	N/A	N/A	7:10
			n= 4	n= 1	n= 2	n= 1	n= 0	n= 0	
		Interstate		N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	13:30	N/A	13:00	13:30	N/A	N/A	11:30
			n= 2	n= 0	n= 1	n= 1	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	10:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	16:00
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If Incident count (n=) is less than 10, a maximum time is reported									

Wildland: High Risk

CRFD										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			1:24	1:08	1:18		3:45	1:24	1:16	1:00
			n= 26	n= 3	n= 8		n= 9	n= 2	n= 4	
Turnout			3:10	2:20	2:15		2:48	2:32	4:40	1:38
			n= 26	n= 3	n= 8		n= 8	n= 3	n= 4	
Travel Time	1st Due	Rural	7:50	N/A	N/A		7:50	N/A	7:50	5:32
			n= 4	n= 0	n= 0		n= 3	n= 0	n= 1	
		Urban	5:50	4:50	9:50		5:50	2:50	5:50	4:32
			n= 19	n= 3	n= 6		n= 5	n= 2	n= 3	
		Interstate	5:10	N/A	5:10		N/A	N/A	N/A	7:32
			n= 2	n= 0	n= 2		n= 0	n= 0	n=	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:00	12:00	N/A	N/A	18:10	N/A	N/A	10:52
			n= 1	n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:30	N/A	N/A		9:40	N/A	13:50	8:10
			n= 4	n= 0	n= 0		n= 3	n= 0	n= 1	
		Urban	10:10	8:20	12:00		7:00	6:00	10:50	7:10
			n= 20	n= 3	n= 6		n= 5	n= 3	n= 3	
		Interstate	7:50	N/A	7:50		N/A	N/A	N/A	10:10
			n= 3	n= 0	n= 2		n= 0	n= 0	n= 1	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	14:00	14:00	N/A	N/A	19:40	N/A	N/A	13:30
			n= 1	n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Station 151										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			1:24	0:43	1:14		1:11	1:24	0:32	1:00
			n= 13	n= 2	n= 3		n= 5	n= 2	n= 1	
Turnout			2:30	1:34	1:49		1:36	2:32	2:16	1:38
			n= 13	n= 2	n= 3		n= 4	n= 3	n= 1	
Travel Time	1st Due	Rural	7:30	N/A	N/A		7:30	N/A	N/A	5:32
			n= 1	n= 0	n= 0		n= 1	n= 0	n=	
		Urban	4:30	3:50	3:50		4:30	2:50	4:10	4:32
			n= 9	n= 2	n= 1		n= 3	n= 2	n= 1	
		Interstate	5:10	N/A	5:10		N/A	N/A	N/A	7:32
			n= 2	n= 0	n= 2		n= 0	n= 0	n=	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:00	12:00	N/A	N/A	18:10	N/A	N/A	10:52
			n= 1	n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	9:40	N/A	N/A		9:40	N/A	N/A	8:10
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
		Urban	6:40	4:40	6:40		5:40	6:00	7:00	7:10
			n= 10	n= 2	n= 1		n= 3	n= 3	n= 1	
		Interstate	7:50	N/A	7:50		N/A	N/A	N/A	10:10
			n= 2	n= 0	n= 2		n= 0	n= 0	n=	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	14:00	14:00	N/A	N/A	19:40	N/A	N/A	13:30
			n= 1	n= 1	n= 0	n= 0	n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Station 152										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A		N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A		N/A	N/A	N/A	1:38
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	5:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	4:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	7:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n=	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Station 153										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			N/A	N/A	N/A		N/A	N/A	N/A	1:00
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
Turnout			N/A	N/A	N/A		N/A	N/A	N/A	1:38
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
Travel Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	5:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	4:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	7:32
			n= 0	n= 0	n=		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	N/A	N/A	N/A		N/A	N/A	N/A	8:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A		N/A	N/A	N/A	7:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n=	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Station 154										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			1:16	N/A	1:03		0:43	N/A	1:16	1:00
			n= 8	n= 0	n= 3		n= 2	n= 0	n= 3	
Turnout			4:40	N/A	2:15		0:31	N/A	4:40	1:38
			n= 7	n= 0	n= 3		n= 1	n= 0	n= 3	
Travel Time	1st Due	Rural	7:30	N/A	N/A		2:20	N/A	7:50	5:32
			n= 2	n= 0	n= 0		n= 1	n= 0	n= 1	
		Urban	5:50	N/A	4:00		5:50	N/A	5:50	4:32
			n= 6	n= 0	n= 3		n= 1	n= 0	n= 2	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	13:30	N/A	N/A		5:10	N/A	13:30	8:10
			n= 2	n= 0	n= 0		n= 1	n= 0	n= 1	
		Urban	10:50	N/A	7:00		7:00	N/A	10:50	7:10
			n= 6	n= 0	n= 3		n= 1	n= 0	n= 2	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Station 155										
Wildland: High Risk			2014 - 2018	2018	2017 (Post CTA Update)	2017 (Pre CTA Update)	2016	2015	2014	Benchmark
Call Processing			3:45	1:08	1:18		3:45	N/A	N/A	1:00
			n= 5	n= 1	n= 2		n= 2	n= 0	n= 0	
Turnout			2:48	2:20	1:44		2:48	N/A	N/A	1:38
			n= 5	n= 1	n= 2		n= 2	n= 0	n= 0	
Travel Time	1st Due	Rural	2:40	N/A	N/A		2:40	N/A	N/A	5:32
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
		Urban	9:50	4:50	9:50		2:30	N/A	N/A	4:32
			n= 4	n= 1	n= 2		n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14:02
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	6:30	N/A	N/A		6:30	N/A	N/A	8:10
			n= 1	n= 0	n= 0		n= 1	n= 0	n= 0	
		Urban	12:00	8:20	12:00		6:20	N/A	N/A	7:10
			n= 4	n= 1	n= 2		n= 1	n= 0	n= 0	
		Interstate	N/A	N/A	N/A		N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0		n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16:40
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	

Note 1: July 1, 2017 response plans were updated to reflect the 2017 Standards of Cover Critical Task Analysis, adding a second Chief Officer to serve as a dedicated Safety Officer or Group/Division Supervisor.

If Incident count (n=) is less than 10, a maximum time is reported

Appendix G: Technical Rescue Data Tables

The following data tables detail the Department's technical rescue performance from 2012 – 2016 against adopted standards by risk level (low, moderate, and high) and three different planning levels;

- Tech Rescue: Low Risk
  - Jurisdiction (CRFD)

    NOTE: Insufficient data for station or planning zone analysis

- Tech Rescue: Moderate Risk
  - Jurisdiction (CRFD)

    NOTE: Insufficient data for station or planning zone analysis

- Tech Rescue: High Risk
  - Jurisdiction (CRFD)

    NOTE: Insufficient data for station or planning zone analysis

Technical Rescue: Low Risk

CRFD								
Tech Rescue: Low Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:31	0:38	N/A	0:53	1:52	1:31	1:00
			n= 10	n= 1	n= 0	n= 1	n= 4	n= 4	
Turnout			1:49	0:59	N/A	0:19	2:05	1:49	1:38
			n= 10	n= 2	n= 0	n= 1	n= 3	n= 4	
Travel Time	1st Due	Rural	4:40	N/A	N/A	N/A	4:40	N/A	5:32
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Urban	10:40	6:50	N/A	3:20	2:40	10:40	4:32
			n= 9	n= 2	n= 0	n= 1	n= 2	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	7:50	N/A	N/A	N/A	7:50	N/A	8:10
			n= 2	n= 0	n= 0	n= 0	n= 2	n= 0	
		Urban	12:40	8:30	N/A	4:30	4:50	12:00	7:10
			n= 8	n= 1	n= 0	n= 1	n= 2	n= 4	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Tech Rescue: Moderate Risk

CRFD									
Tech Rescue: Moderate Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			1:15	0:28	1:30	1:12	1:15	0:42	1:00
			n= 16	n= 1	n= 4	n= 5	n= 3	n= 3	
Turnout			1:29	1:16	1:12	1:14	1:29	2:04	1:38
			n= 17	n= 1	n= 4	n= 5	n= 4	n= 3	
Travel Time	1st Due	Rural	5:20	5:20	4:40	N/A	N/A	0:20	5:32
			n= 8	n= 2	n= 5	n= 0	n= 0	n= 1	
		Urban	6:20	N/A	6:10	9:00	4:00	2:40	4:32
			n= 14	n= 0	n= 3	n= 5	n= 4	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	10:50	N/A	N/A	N/A	10:50	N/A	
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	7:20	7:20	6:10	N/A	N/A	1:40	8:10
			n= 3	n= 1	n= 1	n= 0	n= 0	n= 1	
		Urban	8:30	N/A	8:10	11:00	5:30	4:20	7:10
			n= 14	n= 0	n= 3	n= 5	n= 4	n= 2	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	12:10	N/A	N/A	N/A	12:10	N/A	
			n= 1	n= 0	n= 0	n= 0	n= 1	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									

Tech Rescue: High Risk

CRFD									
Tech Rescue: High Risk			2014 - 2018	2018	2017	2016	2015	2014	Benchmark
Call Processing			3:01	1:53	1:16	N/A	0:45	3:01	1:00
			n= 4	n= 1	n= 1	n= 0	n= 1	n= 1	
Turnout			1:35	1:35	0:20	N/A	1:00	1:32	1:38
			n= 4	n= 1	n= 1	n= 0	n= 1	n= 1	
Travel Time	1st Due	Rural	4:00	N/A	4:00	N/A	N/A	N/A	5:32
			n= 1	n= 0	n= 1	n= 0	n= 0	n= 0	
		Urban	4:30	0:40	N/A	N/A	4:30	0:10	4:32
			n= 3	n= 1	n= 0	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	7:32
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	10:52
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
Total Response Time	1st Due	Rural	5:40	N/A	5:40	N/A	N/A	N/A	8:10
			n= 1	n= 0	n= 1	n= 0	n= 0	n= 0	
		Urban	6:20	4:10	N/A	N/A	6:20	4:40	7:10
			n= 3	n= 1	n= 0	n= 0	n= 1	n= 1	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	10:10
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
	ERF	Rural	N/A	N/A	N/A	N/A	N/A	N/A	13:30
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Urban	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
		Interstate	N/A	N/A	N/A	N/A	N/A	N/A	
			n= 0	n= 0	n= 0	n= 0	n= 0	n= 0	
If the incident count (n=) is less than 10, a maximum time is reported									