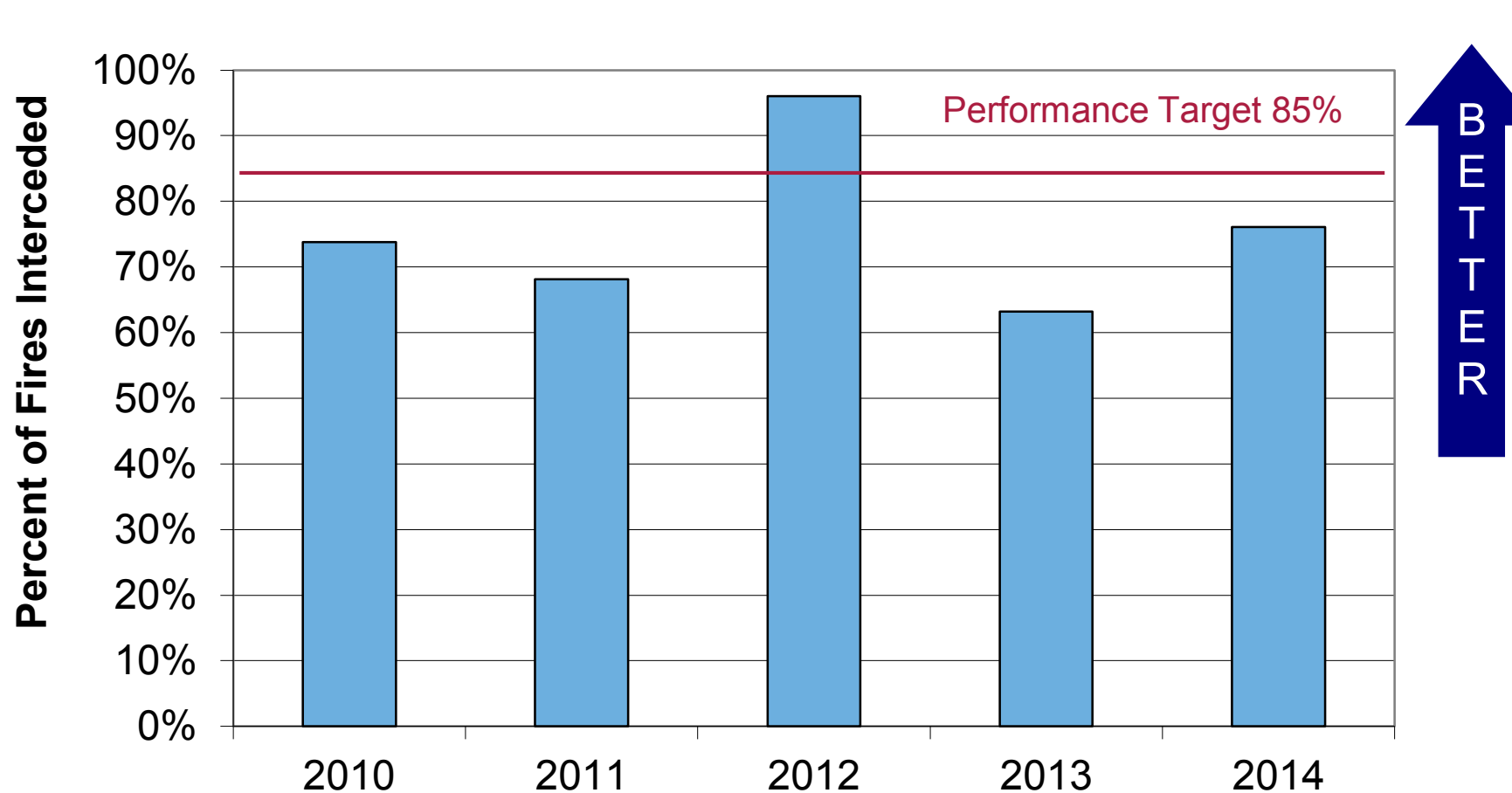


KEY PERFORMANCE OUTCOMES

LIMITING FIRE LOSS

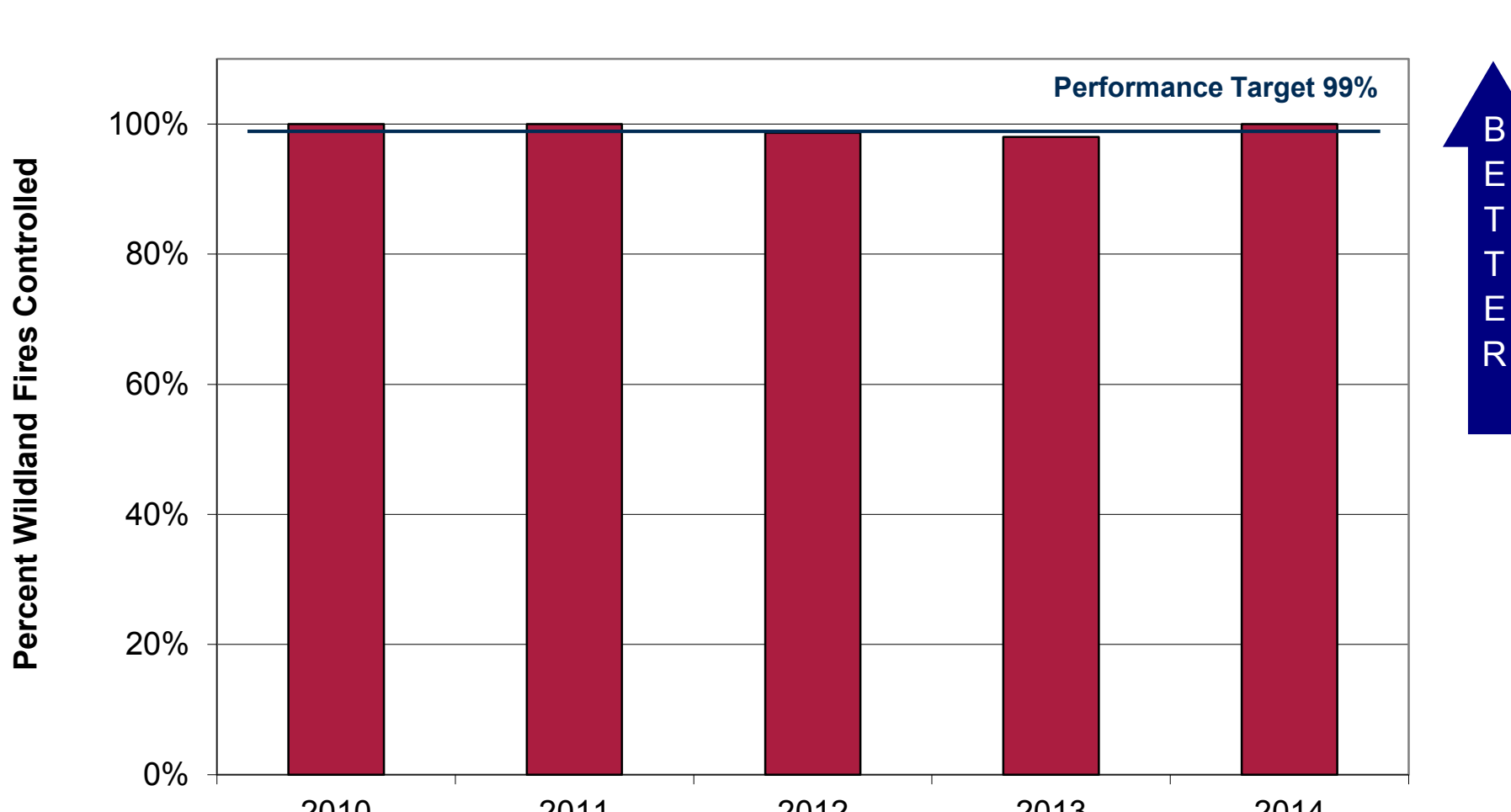
A. Faster response times and skillful firefighting reduces the risk of fires growing beyond their room of origin.

Percent of Structure Fires Interceded Before Fire Extension Beyond Room of Origin PFA Five-Year History



B. By arriving on scene quickly and assessing the scope of wildland fire, PFA limits the spread of wildland fires and potential loss of property.

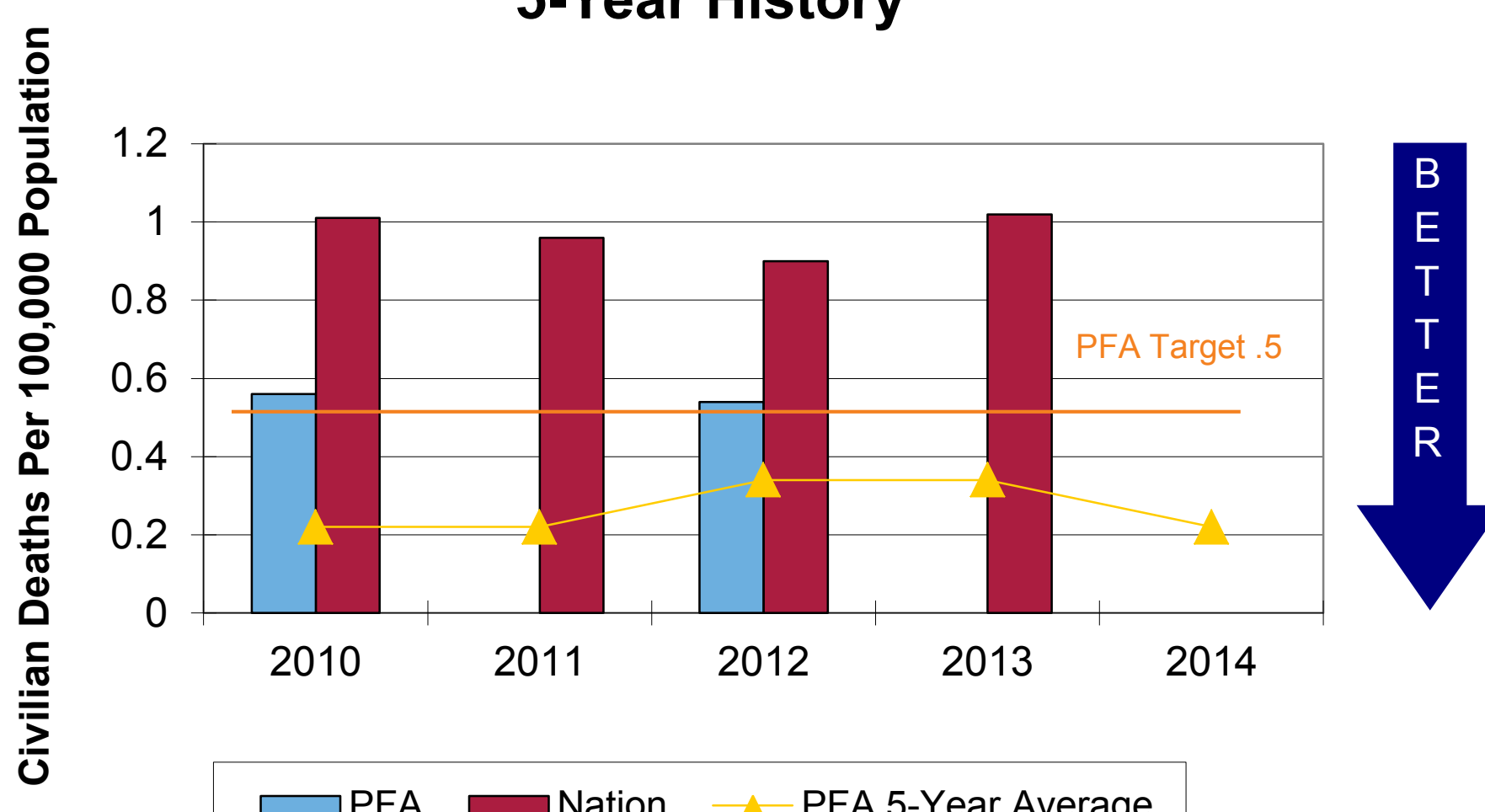
PFA Wildland Fires Controlled Within First 12-hour Operational Period 5-Year History



LIMITING CIVILIAN DEATH AND INJURY

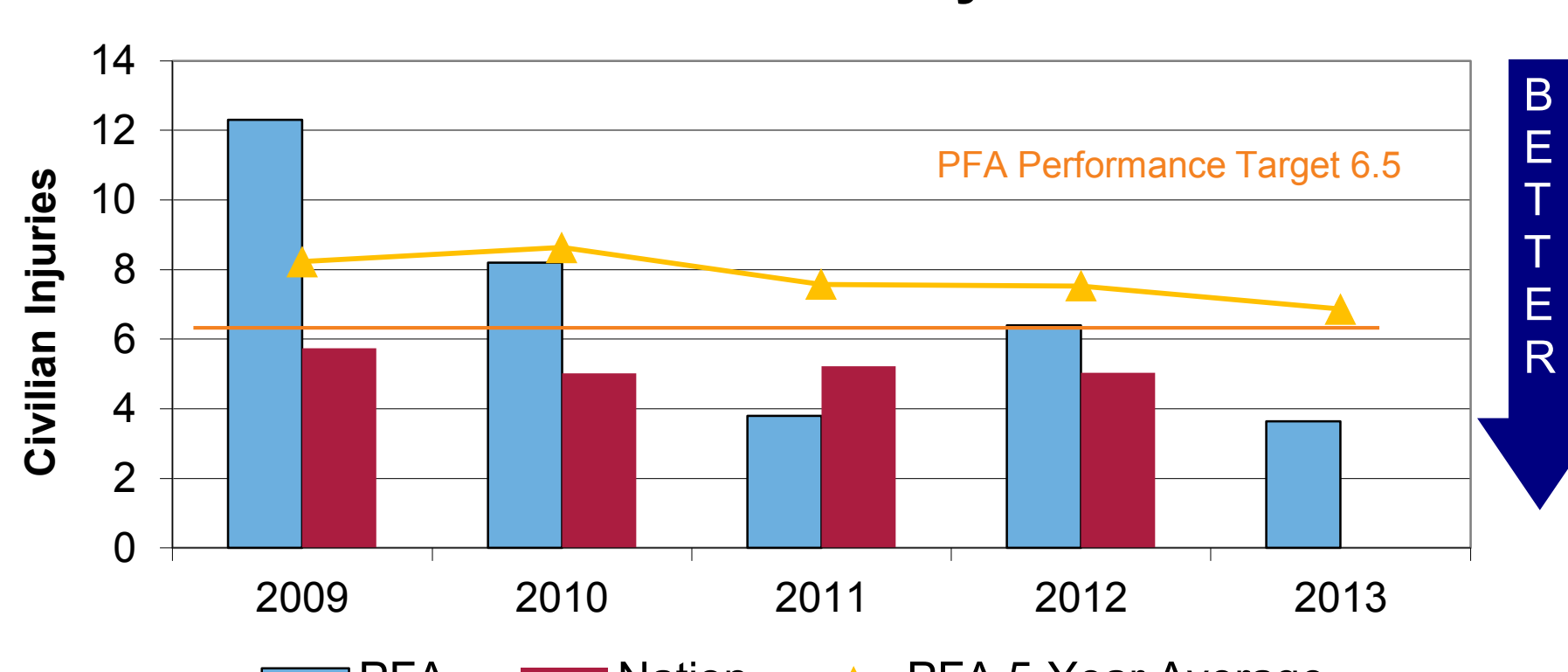
A. PFA was able to prevent civilian deaths in 2014 through skillful and prompt firefighting.

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



B. Civilian fire injuries were nearly half the performance standard in 2014, 3.64 per 100,000 population compared to the standard of 6.5.

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



LIMITING FIREFIGHTER DEATH AND INJURY

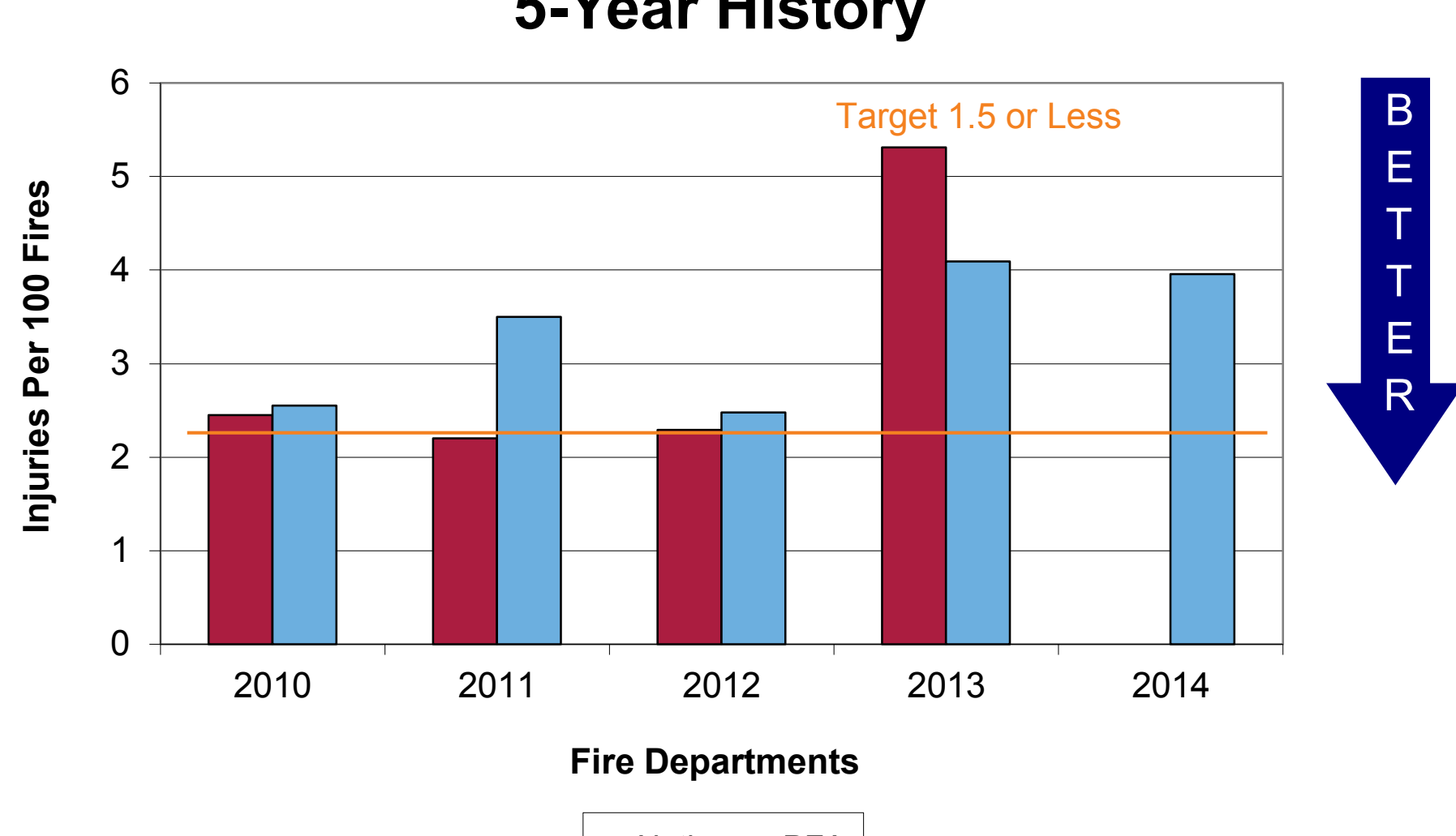
Limiting firefighter injuries and preventing firefighter deaths is achieved through an emphasis on worker safety, training, adequate equipment, and sound operational policies.

A. Poudre Fire Authority has not had an on-duty firefighter death since 1965.

0 DEATHS SINCE 1965

B. The key performance standard for firefighter injuries is 1.5 injuries per 100 fires.

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



KEY PERFORMANCE OUTCOME

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

PFA Citizen Satisfaction Survey Performed by CSU

Scale: 1 = Extremely Poor, 5 = Extremely Well				
	1993	1998	2006	2012
Responds within appropriate timeframe	4.4	4.6	4.5	--
Demonstrates care for persons	4.6	4.6	4.5	4.5
Demonstrates concern for property	4.3	4.4	4.4	4.5
Cooperation with other agencies	4.5	4.4	4.4	--
Handles incident in professional manner	--	--	4.7	4.7
Provides accurate information related to the emergency	--	--	4.4	4.5
Provides follow-up services after an emergency	--	--	4.1	4.0

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

B. In addition, City residents are surveyed by the National Research Center on municipal services and they compare their findings to national and Front Range benchmarks as shown in the following table.

PFA Citizen Satisfaction Survey Performed by National Research Center

Type of Service	Quality of Service Rating Very Good/Good					2012 National Comparison	2013 National Comparison
	2003	2008	2010	2012	2013		
Overall Fire Services	90%	94%	96%	85%	89%	Similar	Similar
Fire Response Time	--	--	--	84%	89%	Much Above	Above
Fire Prevention/Education	--	--	--	72%	74%	Much Above	Much Above

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