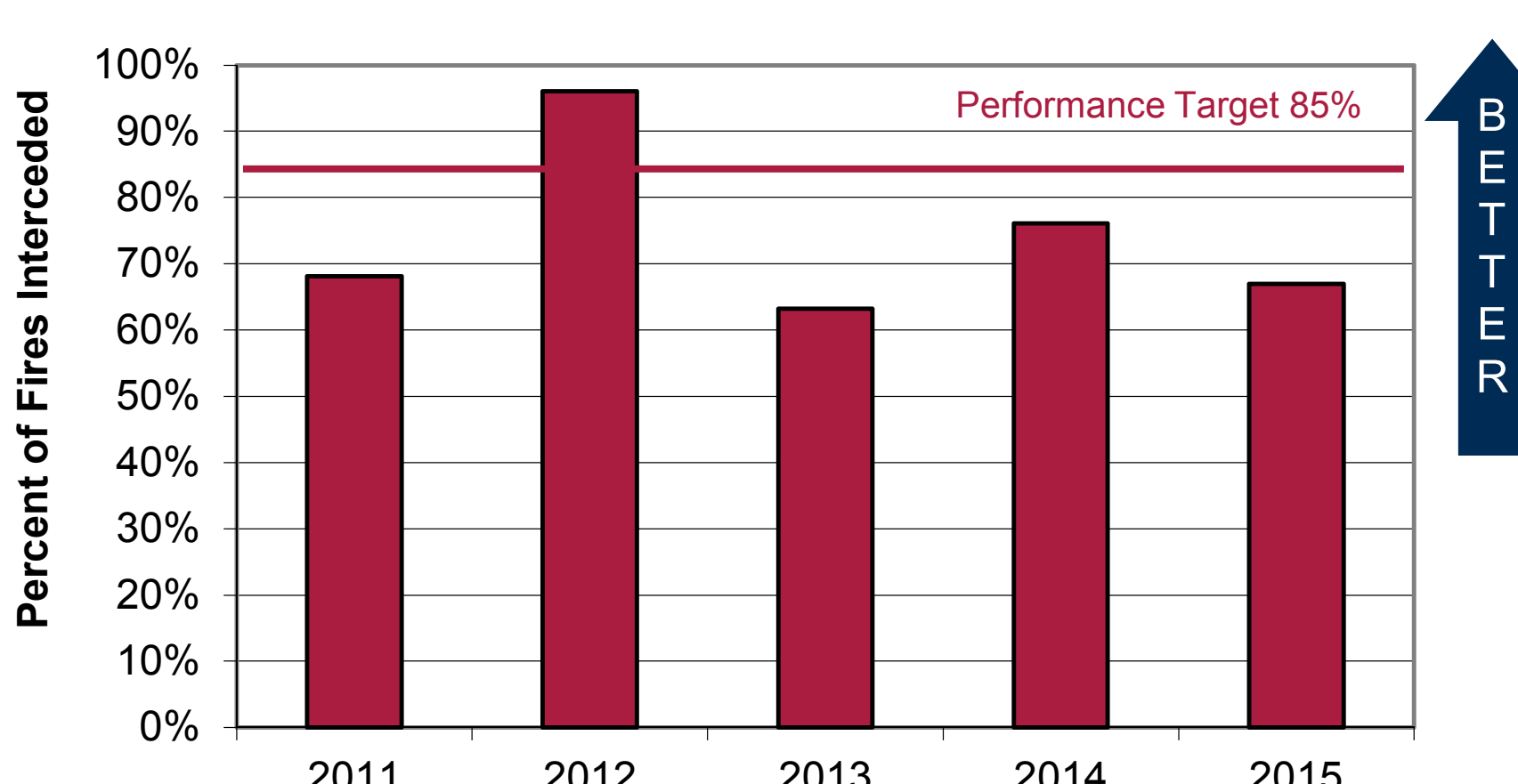


# 2015 KEY PERFORMANCE OUTCOMES

## LIMITING FIRE LOSS

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

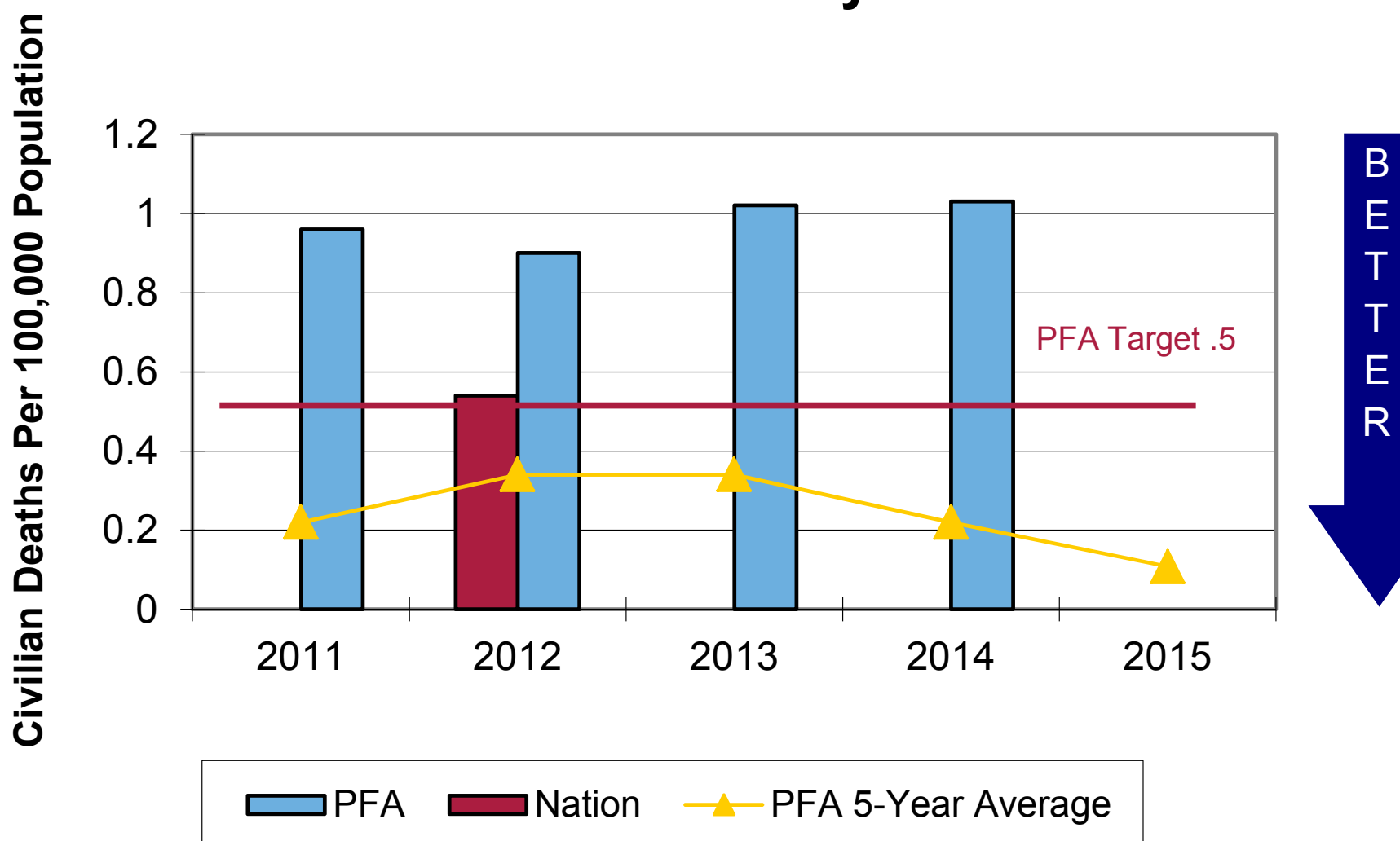
**Percent of Structure Fires Interceded Before Fire Extension Beyond Room of Origin  
PFA Five-Year History**



## LIMITING CIVILIAN DEATH AND INJURY

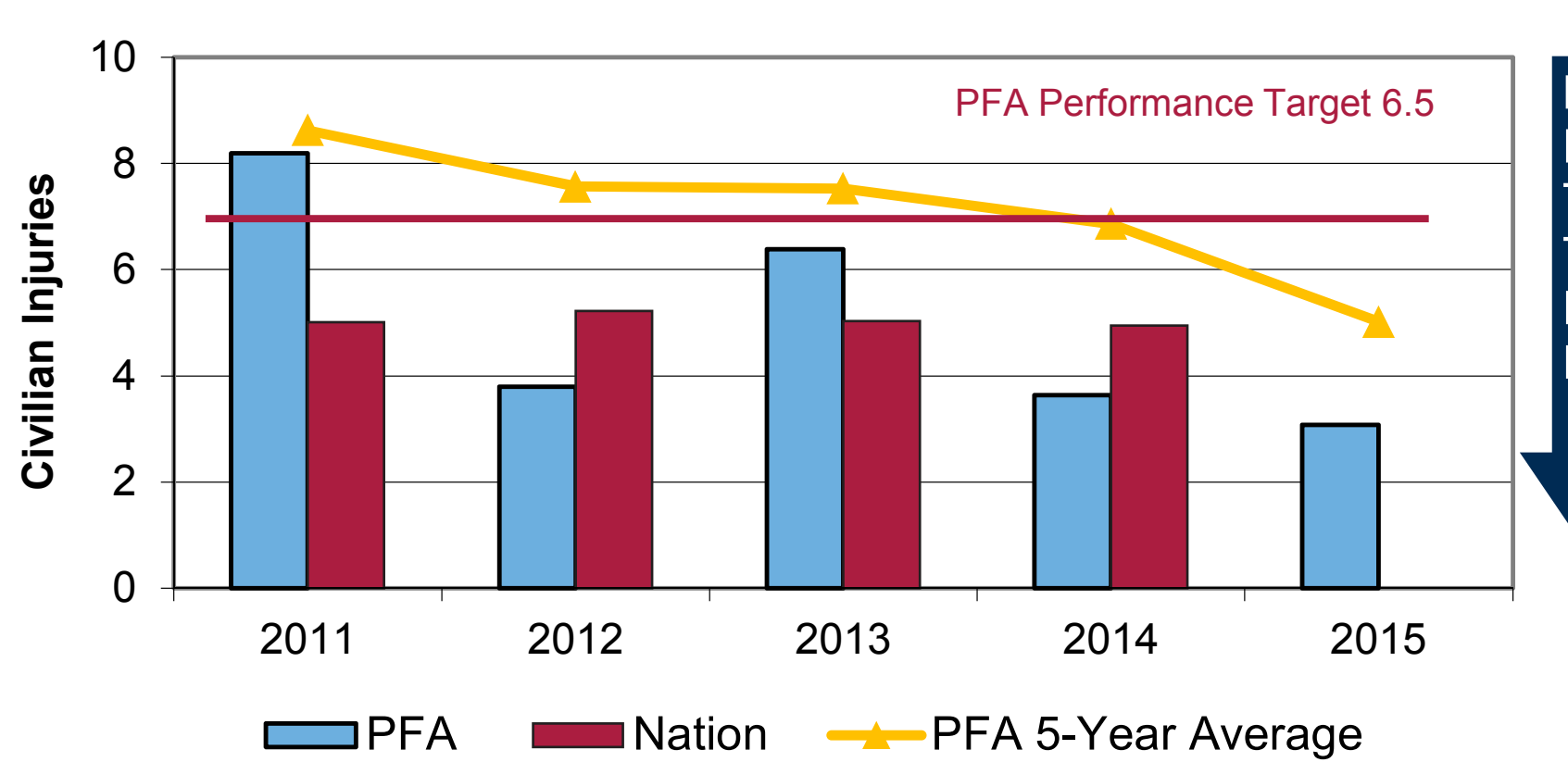
A. PFA was able to prevent civilian deaths in 2015 through skillful and prompt firefighting.

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



B. Civilian fire injuries were nearly half the performance standard in 2015.

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



## LIMITING FIREFIGHTER DEATH AND INJURY

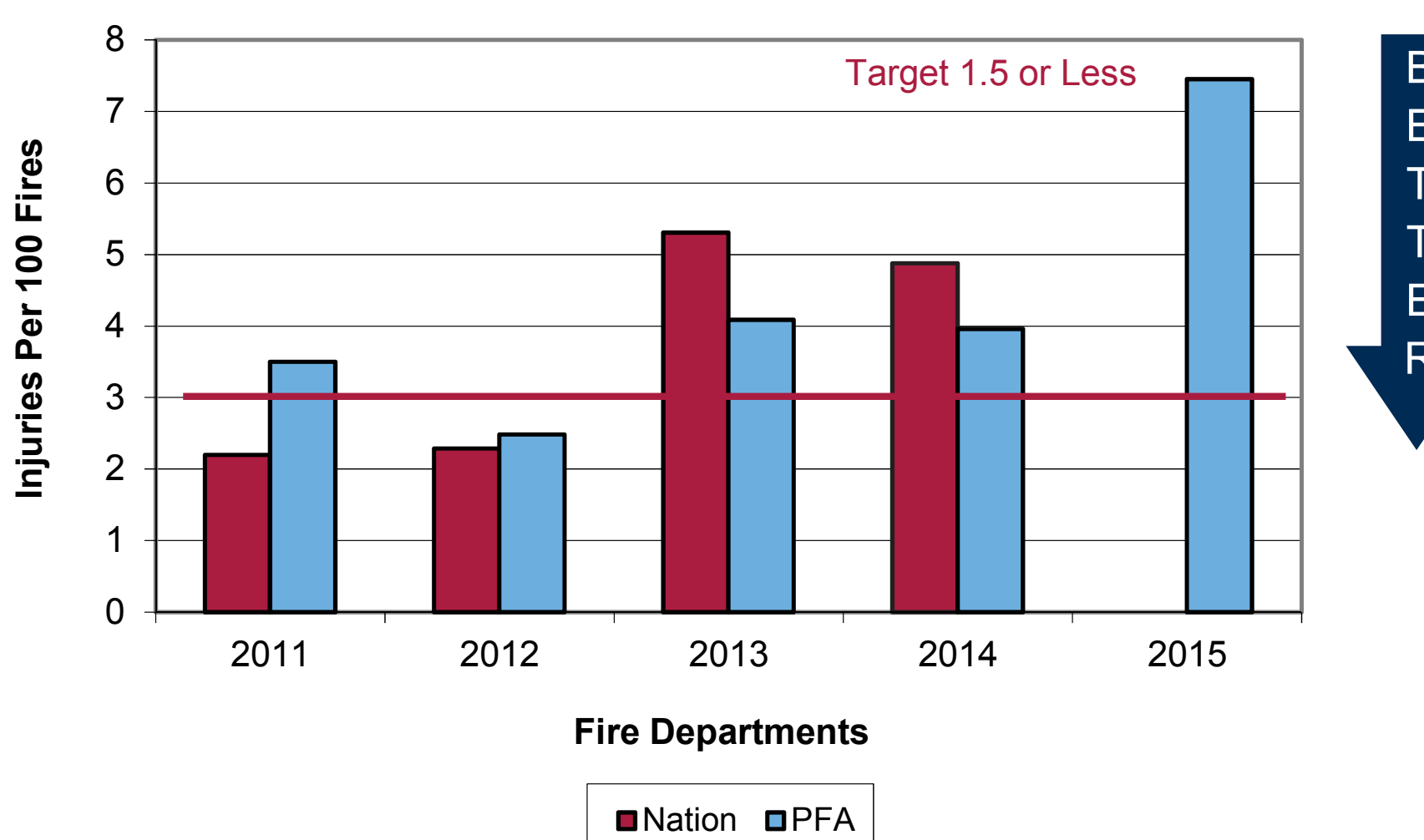
Limiting firefighter injuries and preventing firefighter deaths is achieved through an emphasis on worker safety, training, adequate equipment, and sound operational policies.

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						2013 National Comparison	2015 National Comparison
	2003	2008	2010	2012	2013	2015		
Overall Fire Services	90%	94%	96%	85%	89%	87%	Similar	Similar
Fire Response Time	--	--	--	84%	89%	87%	Above	Higher
Emergency Preparedness	--	--	--	75%	80%	76%	Much Above	Much Higher
Fire Prevention/Education	--	--	--	72%	74%	78%	Much Above	Much Higher

**WANT TO LEARN MORE? CHECK OUT THE FULL 2015 ANNUAL REPORT**

