



# 2024 Agency Annual Compliance Report

## 9<sup>th</sup> Edition

**City of Prescott Fire/Medical Department  
201 N. Montezuma Street, Suite 216  
Prescott, Arizona  
USA 86301**



**This Report Prepared on February 15, 2024  
By  
Ralph Lucas, Operations Chief, Accreditation Manager  
For The  
Commission on Fire Accreditation International**

**This Report Represents The Agency's Status  
As It Relates To Its Accreditation Report  
Dated March 4, 2020**

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## Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Your commitment to quality improvement is one of the requirements in retaining your accredited agency status. This is accomplished by the preparation and submission of an annual compliance report (ACR).

Each section must be completed, and exhibits provided for all changes identified. Examples of appropriate exhibits are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum.

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

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

Click [here](#) to login to the portal.

The ACR is due before the anniversary date of your agency's most recent award of accreditation.

- Spring agencies (Excellence Conference) are due annually on February 15<sup>th</sup>
- Summer agencies (Summer Symposium) are due annually July 15<sup>th</sup>

Any questions regarding the report, its content or length should be directed to the [CFAI Program Manager](#).

## Purpose

The purpose of the Annual Compliance Report (ACR) is to drive improvement together by:

- Demonstrating your compliance with core competencies.
- Evaluating your data to understand gaps that lead to continuous quality improvement outcomes.
- Monitoring your peer assessment team report recommendations.
- Facilitating your accountability to internal and external stakeholders.
- Supporting your institutionalization of the accreditation process.

## Agency Demographics and Information Update

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

Agency Name:	City of Prescott Fire/Medical Department
Agency Address:	201 N. Montezuma Street, Suite 216, Prescott, AZ 86301
Agency Head:	Fire Chief Holger Durre
Agency Head E-Mail:	holger.durre@prescott-az.gov
Agency Head Phone:	928-777-1700
Accreditation Mgr:	Ralph Lucas
Accred. Mgr. E-Mail:	ralph.lucas@prescott-az.gov
Accred. Mgr. Phone:	928-777-1700
Date of most recent Award of Accreditation:	March 4, 2020
Annual Compliance Report Number (1-4):	4
Current ISO Rating	2
If your agency has a split ISO rating, please document below: ISO:	
Current Population:	50,038
Annual Budget:	\$17,974,381
Department Type:	Career
Highest Level of EMS Provided: ALS-Non-transport	
Number of Fire Stations:	5
Total Uniformed Personnel	71
Total Civilian Personnel:	12
Personnel assigned to:	
Administrative activities	10
Suppression activities	71
Inspection/Investigation activities	5
Disaster Preparedness Activities	2
ACR Reporting Period:	1/1/2023 to 12/31/2023

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

Prescott Fire has received approval from the City Council to fund three new positions that will help the department meet the community's needs and respond to key accreditation recommendations. All three of these positions have been filled. The positions include a full-time operations division chief, a wildfire risk reduction manager, and an additional administrative specialist. The operations chief will improve personnel engagement, promote internal decision-making and career development support, ensure consistent policy application, enhance communication, and implement strategy and tactics across shifts. This will help to fill important gaps within the department's span of control. The wildfire risk reduction manager has been created to enhance the strategy for wildfire risk reduction in the City of Prescott, coordinate with state and federal partners, and serve as the key liaison between the forestry crew and the fire department. Additionally, a fourth administrative specialist has been added to assist the department with increasing responsibilities, which is in direct support of accomplishing the intent of a recommendation on CC1B.1. Finally, five firefighter positions were added mid-fiscal year, and a sixth firefighter position was approved with the FY23 budget to fill critical backfill positions for overtime and force hire reductions. These positions represent the largest staffing additions for the fire department since the late 1990s. Exhibit #2

2. Has there been a change in the governance of the agency? No

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

Prescott's population growth has averaged 1.5% per year since 2000. The City of Prescott's Community Development approach has focused on quality of life, heritage/culture, tourism, business development, recreation, higher education, medical development, manufacturing, and industry development. For 2023, Prescott had permit requests for 37,317 sq feet of new office/industrial/retail space, 20,724 sq feet for new medical space, 19,413 sq feet for new restaurant/assembly/classroom space, and 121,494 sq feet of new warehouse/storage/covered parking space. Prescott currently has several large commercial, multi-family, and residential developments on the horizon throughout the city. Prescott had 189 single-family permits pulled in 2023, with 114 single-family residential and 625 multiple-family unit plans processed through the City's pre-application conference (PAC) committee. The Prescott Veteran's Affairs campus is gearing up for two veteran housing projects. One will have 23 rooms within existing historical buildings, and the other will be a new 80-unit apartment complex. Each of these projects is planned to be operated by the non-profit US VETS. The Community Development team is preparing for the start of many multifamily projects that have received most if not all, entitlements – in total; these multifamily units will add 1,824 new units to the City's housing stock. Emergency services for all these facilities do and will fall under the jurisdiction of Prescott Fire.

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

- a. The Prescott Fire Department received one new Type I apparatus in March 2023.
- b. The Prescott Fire Department received one new Type III apparatus in October 2023.
- c. The Prescott Fire Department and Prescott Police Department received one new joint mobile command vehicle in August of 2023.
- d. A 101-foot aerial platform ladder truck has been ordered from Rosenbauer, which will arrive in the Spring of 2024.
- e. A Type I apparatus has been ordered from Rosenbauer, which will arrive in the fall of 2024.

- f. The Prescott Fire Department took receipt of three Ford F250, 4-wheel drive, and crew cab pickups. One of which is a new Battalion Chief vehicle. The other two are the Deputy Fire Chief and Training Division Chief staff vehicles.
- g. The Prescott Fire Department took receipt of one Ford Expedition for use as a travel vehicle.
- h. The Prescott Fire Department ordered two Type VI apparatuses with Ford cabs and chassis.
- i. The Prescott Fire Department was approved for significant Training Center upgrades totaling just over 1 million dollars; however, much of those funds were put on hold due to revenue concerns. With some funds released, the PFD training center underwent significant paving, concrete, and drainage work. In addition, the training tower, condemned due to age and safety concerns, was demolished and removed.
- j. The Prescott Fire Department administration/headquarters was moved from 1700 Iron Springs Road to the new Prescott City Hall at 201 North Montezuma Street. Our administration is currently in temporary offices while an entire floor of the multi-story complex is being reconstructed for the Fire Department Administration.
- k. The Prescott Fire Department is initially finding property for our next station, Station 76. Funding is partially approved for this project.
- l. The Prescott Fire Department is in the initial phases of potential real estate swaps with our collaborating agency, Central Arizona Fire and Medical. The feasibility of exchanging existing stations is being considered, and appraisals have been completed. There may be an opportunity to exchange PFD Station 51 with CAFMA Station 72 to better meet our communities' needs.

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

At the beginning of FY24, the forestry program was moved to the recreation services department. Both departments made this decision to improve control and align the forestry crew with open space management responsibilities in the recreation services department. To achieve this enhanced mission, a formal MOU was established that outlines the responsibilities of each department and sets measurable goals. The newly hired wildfire risk reduction manager plays a crucial role in bridging the two departments and ensuring all work stays on track with the stated outcomes of the program.

6. Describe any significant changes to your annual budget.

During FY23, the council exercised the option to add six firefighter positions. One was in the initially approved budget, while a further five were added mid-budget year when a SAFER grant was not approved. Compared to FY23, the department's FY24 operating budget increased by 31%, and the total budget, including capital, increased by 62%. Most operational budget increases were related to the addition of administrative and operational positions, cost-of-living increases for personnel, and a substantial increase in paramedic pay incentives. In addition, the department is beginning to implement many capital initiatives supported by these increases, including a move-up module, preparatory work for a new fire station, and replacement of fleet assets, including an aerial platform. While not impacting the city in FY24, the department is beginning to track the impact of a state-initiated change in rental tax that could impact general fund revenue beginning in FY25.

## Compliance with Core Competencies

- A. Is your agency in compliance with all core competencies? Yes
- B. Agencies shall provide the most current year exhibits for all **Core Competencies** that require an **Annual Appraisal** process. These would include all programs in Category 5 and all Goals and Objectives in Category 3:
- a. 2D.6
    - Exhibit #4 - PFD Data Dashboard & Image Trend Website
  - b. 3A.1
    - Exhibit #1 - Prescott Fire Department 2023-2028 Strategic Plan
  - c. 3C.1
    - Exhibit #48 - Fire Department Update – November 2023-December 2023
    - Exhibit #50 - Planner Image 2-12-24
  - d. 3C.2
    - Exhibit #50 - Planner Image 2-12-24
  - e. 3D.1
    - Exhibit #49 - SLT Minutes 01162024
  - f. 3D.2
    - Exhibit #2 - PFD Organizational Chart
    - Exhibit #51- PFD Command Staff Assignments
  - g. 5A.5
    - Exhibit #5 - CRM Program Appraisal 2023
    - Exhibit #1- Prescott Fire Department 2023-2028 Strategic Plan
    - Exhibit #2 - PFD Organizational Chart
  - h. 5B.3
    - Exhibit #6 - Public Education Program Appraisal 2023
    - Exhibit #2 - PFD Organizational Chart
    - Exhibit #3 - Prescott Community Risk Assessment: Standards of Cover (CRASOC)
  - i. 5C.5
    - Exhibit #7 - Origin and Cause Investigation Program Appraisal 2023
    - Exhibit #2 - PFD Organizational Chart
  - j. 5E.3
    - Exhibit #1 - Prescott Fire Department 2023-2028 Strategic Plan
    - Exhibit #8 - Command Staff Agenda November 2023
    - Exhibit #9 - Senior Leadership Team Agenda November 2023
  - k. 5F.7
    - Exhibit #10 - EMS Program Appraisal 2023
    - Exhibit #11 - FY24-25 EMS Program Budget Request Worksheet
    - Exhibit #30 - EMS Dispatch Matrix for CAD

l. 5G.3

- Exhibit #1 - Prescott Fire Department 2023-2028 Strategic Plan
- Exhibit #12 - TRT Program Appraisal 2023
- Exhibit #13 - TRT Program Exhibits 1-11
- Exhibit #14 - TRT Program Budget Request Worksheet 12.17

m. 5H.3

- Exhibit #15 - HazMat Program Appraisal 2023
- Exhibit #16 - HazMat Program Budget Request Worksheet 24-25
- Exhibit #17 - 2023 HazMat Training Records

n. 5I.2

- Exhibit #18 - ARFF Program Appraisal 2023
- Exhibit #19 - ARFF 23-24 Budget
- Exhibit #20 - ARFF budget 2024-25
- Exhibit #21 - ARFF Program Changes
- Exhibit #22 - ARFF training records
- Exhibit #23 - Dry Chem Testing
- Exhibit #24 - Live fire roster 2023
- Exhibit #25 - PRC 2023 Part 139 Compliance Letter
- Exhibit #26 - SharePoint Picture
- Exhibit #27 - Triennial Drill
- Exhibit #28 - ARFF Program Changes from Chief Durre
- Exhibit #29 - ARFF training procedure

o. 5K.2 – If Applicable

- Exhibit #31 - Wildland Incentives
- Exhibit #32 - Wildland training budget request
- Exhibit #33 - Wildland Radio and Communications Budget Request
- Exhibit #34 - 12-5-23 Meeting
- Exhibit #35 - Wildland Program Appraisal 2023
- Exhibit #36 - A23-062 – USFS Ride Along Mentorship Program
- Exhibit #37 - Cooley Email 11-29-23
- Exhibit #38 - PFD Wildland Program Areas
- Exhibit #39 - Prescott Fire Department Wildland 2022 Vision & Planning
- Exhibit #40 - Rx Support Email
- Exhibit #41 - Type 3 In-Service Training Email
- Exhibit #42 - Wildland Equipment Budget Request FY2023

p. 9B.10

- Exhibit #43 - Communications Program Appraisal 2023
- Exhibit #44 - FY 2023-2024 Budget Summary
- Exhibit #45 - PRCC Annual Report 2022

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



## Data Evaluation

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

<b>(Moderate Risk) Fire Suppression - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019- 2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:03:01	0:03:04	0:06:52	0:02:05	0:01:27	0:01:36
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:32	0:01:42	0:01:39	0:01:29	0:01:20	0:01:32
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:09:35	0:09:31	0:08:31	0:08:33	0:08:30	0:12:51
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:11:58	0:21:05	0:07:52	0:08:40	0:11:35	0:10:36
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:10:26	0:10:42	0:09:47	0:09:35	0:08:52	0:13:14
				129	33	14	26	30	26
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:13:39	0:23:58	0:08:56	0:09:40	0:14:28	0:11:14
				103	31	10	16	25	21

<b>(High Risk) Fire Suppression - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:08	0:03:12	0:02:24	0:01:43	0:01:50	0:01:29
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:02:55	0:02:02	0:07:25	0:01:32	0:01:54	0:01:42
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:08:00	0:06:46	0:09:59	0:06:09	0:07:44	0:09:19
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:17:56	0:33:57	0:23:55	0:09:09	0:11:22	0:11:17
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:09:03	0:07:47	0:11:11	0:07:36	0:08:46	0:09:55
				113	14	55	17	14	13
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:18:56	0:34:34	0:25:02	0:10:14	0:12:28	0:12:21
				36	5	17	3	4	7

<b>(Moderate Risk) EMS - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:07	0:02:38	0:02:36	0:01:42	0:02:00	0:01:41
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:49	0:02:12	0:02:02	0:01:46	0:01:34	0:01:29
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:09:35	0:10:15	0:10:20	0:09:40	0:08:55	0:08:44
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:09:21	0:10:24	0:10:19	0:08:15	0:09:00	0:08:46
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:10:41	0:11:31	0:11:29	0:10:46	0:09:54	0:09:43
				25809	6760	6782	5284	3993	2990
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:10:27	0:11:44	0:11:28	0:09:19	0:10:00	0:09:44
				25062	6700	6775	4720	3884	2983

<b>(High Risk) EMS - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:28	0:02:30	0:04:45	0:01:45	0:01:44	0:01:36
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:40	0:01:52	0:02:11	0:01:31	0:01:19	0:01:25
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:08:32	0:07:33	0:12:58	0:08:16	0:07:06	0:06:46
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:11:42	0:16:30	0:13:52	0:08:53	0:09:56	0:09:19
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:09:31	0:08:39	0:14:22	0:09:00	0:07:48	0:07:47
				729	105	257	132	105	130
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:12:56	0:17:36	0:15:55	0:10:11	0:10:39	0:10:19
				353	63	145	20	94	31

<b>(Moderate Risk) Technical Rescue - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:03:12	0:06:19	0:03:10	0:02:44	0:01:57	0:01:49
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:45	0:01:50	0:02:07	0:01:27	0:02:00	0:01:22
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:12:10	0:17:20	0:09:21	0:14:22	0:07:40	0:12:05
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:12:27	0:18:28	0:09:24	0:14:22	0:06:48	0:13:14
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:13:40	0:18:37	0:11:21	0:15:49	0:09:08	0:13:28
				60	12	28	2	15	3
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:13:40	0:18:37	0:11:21	0:15:49	0:09:08	0:13:28
				60	12	28	2	15	3

<b>(High Risk) Technical Rescue - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:43	0:04:26	0:01:45	0:03:45	0:01:52	0:01:45
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:42	0:02:46	0:01:45	0:01:36	0:02:00	0:00:25
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	0:11:15	0:13:20	0:01:45	0:24:21	0:11:49	0:05:00
	Travel Time ERF Concentration	Urban	8:00	0:14:26	0:09:31	0:44:24	0:18:16	0:00:00	0:00:00
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	6:30	0:12:07	0:14:43	0:01:45	0:25:37	0:13:05	0:05:25
				38	6	16	8	7	1
	Total Response Time ERF Concentration	Urban	10:30	0:29:32	1:15:09	0:45:54	0:26:38	0:00:00	0:00:00
				18	4	9	5	0	0

<b>(Moderate Risk) Hazmat - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:03:00	0:03:54	0:05:06	0:02:13	0:02:00	0:01:49
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:57	0:02:21	0:02:04	0:02:10	0:01:37	0:01:35
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:11:22	0:11:52	0:12:24	0:08:42	0:11:02	0:12:51
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:11:54	0:12:00	0:12:24	0:09:03	0:13:01	0:13:00
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:12:16	0:12:50	0:13:11	0:09:40	0:12:00	0:13:39
				384	113	118	50	60	43
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:12:16	0:12:50	0:13:11	0:09:40	0:12:00	0:13:39
				384	113	118	50	60	43

<b>(High Risk) Hazmat - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:28	0:03:35	0:02:50	0:02:08	0:01:48	0:02:00
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:35	0:01:44	0:01:28	0:01:34	0:01:52	0:01:16
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	0:09:45	0:14:41	0:12:28	0:07:47	0:07:00	0:06:47
	Travel Time ERF Concentration	Urban	8:00	0:15:22	0:28:43	0:07:38	0:07:46	0:13:19	0:19:23
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	6:30	0:10:27	0:15:09	0:13:48	0:08:32	0:07:00	0:07:45
				54	16	6	13	12	7
	Total Response Time ERF Concentration	Urban	10:30	0:16:32	0:30:46	0:08:32	0:08:14	0:15:05	0:20:05
				18	9	1	4	2	2



<b>(Moderate Risk) ARFF - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:01:51	0:02:14	0:01:47	0:01:56	0:02:00	0:01:16
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:02:22	0:07:08	0:01:36	0:01:43	0:00:19	0:01:06
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	0:04:35	0:11:50	0:00:00	0:05:04	0:00:00	0:05:59
	Travel Time ERF <b>Concentration</b>	Urban	8:00	0:03:43	0:11:50	0:00:00	0:05:15	0:00:00	0:01:30
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	6:30	0:05:20	0:12:16	0:01:36	0:06:12	0:00:19	0:06:16
				74	29	3	22	8	12
	Total Response Time ERF <b>Concentration</b>	Urban	10:30	0:04:28	0:12:26	0:01:46	0:06:21	0:00:19	0:01:30
				69	27	2	20	8	12

(High Risk) ARFF - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2019-2023	2023	2022	2021	2020	2019
Alarm Handling	Pick-up to Dispatch	Urban	1:00	0:01:14	0:01:20	0:02:38	0:00:00	0:01:51	0:00:23
Turnout Time	Turnout Time 1st Unit	Urban	1:30	0:00:48	0:00:11	0:01:47	0:00:00	0:01:37	0:00:23
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	0:04:38	0:09:15	0:01:45	0:00:00	0:07:55	0:04:14
	Travel Time ERF Concentration	Urban	8:00	0:03:34	0:00:00	0:08:52	0:00:00	0:08:57	0:00:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	6:30	0:04:55	0:09:26	0:01:45	0:00:00	0:08:47	0:04:37
				41	1	26	0	13	1
	Total Response Time ERF Concentration	Urban	10:30	0:04:30	0:00:00	0:12:29	0:00:00	0:10:00	0:00:00
				16	0	6	0	10	0

<b>(Moderate Risk) Wildland - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:02:28	0:04:12	0:03:45	0:01:35	0:01:47	0:01:02
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:28	0:01:08	0:01:23	0:01:53	0:01:36	0:01:18
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	0:07:59	0:07:03	0:08:05	0:08:34	0:07:28	0:08:45
	Travel Time ERF Concentration	Urban	8:00	0:08:47	0:07:03	0:10:54	0:08:45	0:08:29	0:08:45
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	6:30	0:10:49	0:07:41	0:08:51	0:18:49	0:08:57	0:09:47
				32	7	7	7	4	7
	Total Response Time ERF Concentration	Urban	10:30	0:09:53	0:07:41	0:13:05	0:09:28	0:09:25	0:09:47
				25	7	2	6	3	7

<b>(High Risk) Wildland - 90th Percentile Times - Baseline Performance</b>			<b>Benchmark (Target)</b>	<b>2019-2023</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	Urban	1:00	0:03:29	0:04:00	0:07:35	0:02:35	0:01:46	0:01:27
<b>Turnout Time</b>	Turnout Time 1st Unit	Urban	1:30	0:01:43	0:01:26	0:03:05	0:01:50	0:01:57	0:00:17
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	0:09:51	0:09:42	0:08:53	0:06:35	0:11:39	0:12:26
	Travel Time ERF Concentration	Urban	8:00	0:13:59	0:23:16	0:16:32	0:06:58	0:08:29	0:14:39
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	6:30	0:10:42	0:09:50	0:10:11	0:08:11	0:12:52	0:12:27
				25	3	6	6	7	3
	Total Response Time ERF Concentration	Urban	10:30	0:14:56	0:24:16	0:17:55	0:07:00	0:09:25	0:16:06
				11	3	3	2	1	2

## Peer Assessment Team Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p><u>CC 1B.1 The administrative structure reflects the agency's mission, goals, objectives, size and complexity.</u></p> <p>It is recommended the agency and the authority having jurisdiction (AHJ) assess the current administrative structure to ensure it can effectively meet the expectations of the community</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 The Prescott Fire Department assessed the current administrative structure and determined that added full-time employee(s) are needed administratively. Due to competing priorities, the department is awaiting an opportunity to submit a request for additional administrative assistance.</p> <p>ACR:2021 The Prescott Fire Department assessed the current administrative structure and determined that added full-time employee(s) are needed administratively. Due to competing priorities, the department is awaiting an opportunity to submit a request for additional administrative assistance.</p> <p>ACR:2022 The Prescott Fire Department renewed its strategic plan during 2022 with anticipated adoption in February 2023. The plan will realign the administrative structure with updated responsibilities to achieve specific outcomes. To</p>	<p>ACR: 2023- IMPLEMENTED In Spring of 2023, Prescott Fire undertook a complete structural reorganization of its administrative support positions. This included creating an internal support and a customer facing focus. In addition, an additional administrative position was granted during the budget process and is being integrated into the organization currently.</p>	

	<p>accomplish these objectives staffing requests will be forwarded to council during the FY24 budget to add 40-hour administrative staff. These full-time employees are particularly needed in Community Risk Management and for administrative and record keeping responsibilities.</p>		
<p><u>CC 2B.4 The agency's risk identification, analysis, categorization, and classification methodology has been utilized to determine and document the different categories and classes of risks within each planning zone.</u></p> <p>It is recommended the current and future risk assessment is better aligned with the identified planning zones to support the development of appropriate deployment plans as the community continues to evolve.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 In August of 2020, the Prescott Fire Department formally entered a contract with the National Fire Operations Reporting System. On-boarding of the product began in October of 2020 with full implementation expected in early 2021. This allows the organization to align risk assessment to specific planning zones and the development of deployment plans for the community as it exists now and in the future.</p> <p>ACR:2021 Status remains the same as ACR 2020. New exhibit submitted</p> <p>Exhibit #33</p> <p>ACR:2022 The Prescott Fire Department formally entered contract with the National Fire Operations</p>		

	<p>Reporting System in August of 2020. Unfortunately, during 2021 and 2022, the company remained largely unresponsive. We were unable to receive the support needed to onboard their product. With an inability to evaluate data as it relates to respective planning zones and develop appropriate deployment plans as the community continues to evolve, the organization decided to terminate the contract. We have received funding and are now in contract with ImageTrend Elite. The onboarding of this product is set to begin in January with an expected implementation in the Fall of 2023. This will allow the organization to begin the process of assessing risk with respect to each planning zone. The department continues to leverage our IT department to support data analysis and have created a data dashboard.</p> <p>References: Image Trend Elite RMS Software Hyperlink PFD Data Dashboard</p> <p>ACR 2023: In FY23/24, the Prescott Fire Department was awarded the funding for the purchase of Image Trend RMS software. The Prescott Fire Department has worked with our automatic aid partners,</p>		
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	<p>the Prescott Regional Communication Center, the City of Prescott IT Department, and our local private ambulance provider to build new response matrixes on both the Fire and EMS sides to go into tiered response with the new RMS system. This has been a significant process, and it is ready to be implemented into the new software. Due to the significant on boarding protocols for this level of RMS, we are completing the negotiation phase of the contract with Image Trend to include the Continuum 'add on'. Imagetrend Continuum provides active data monitoring. It takes the data we have collected and harnesses the power of that data to offer insight through dynamic dashboards. This will deliver awareness and actionable insights to make informed decisions, specifically as it relates to responding to the risks that exist in each planning zone.</p> <p>Exhibit #4</p>		
<p><u>CC 2C.2 The agency has a documented and adopted methodology for monitoring its quality of emergency response performance for each service type within each planning zone and total response area.</u></p> <p>It is recommended the agency establish a</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 The PFD established a standardized monthly performance report that can be shared with internal and external stakeholders. In conjunction, the PFD is in</p>		



<p>standardized monthly performance report the staff can use to make needed adjustments and that can be shared with internal and external stakeholders.</p>	<p>progress to completing the on-boarding process and data transfer to the National Fire Operations Reporting System (NFORS). This will create a data dashboard for 24/7 data extrapolation and analysis. This project is slated to be complete in July of 2022</p> <p>ACR 2021: PFD is in progress to completing the on-boarding process and data transfer to the National Fire Operations Reporting System (NFORS). This will create a data dashboard for 24/7 data extrapolation and analysis. This project is slated to be complete in July of 2022. References: Exhibit #17</p> <p>ACR 2022: In conjunction with the City of Prescott IT Department, the organization has created a data dashboard that is updated monthly. In addition, the data dashboard is scrolled on a monitor at our administration on a flat screen TV. We are in the initial phases of refining this process and implementing the same at all fire stations.</p> <p>Reference: PFD Data Dashboard</p>		
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	<p>ACR 2023:</p> <p>The Prescott Fire Department utilizes a data dashboard (Power BI) as its methodology for monitoring its quality of emergency response performance. Due to capacity issues that exist, it has been problematic as it has not been updated monthly and is not running 'live' off our data. It is hopeful that we will have Imagetrend Continuum on board during 2024. This will give the Prescott Fire Department the ability to manage our data internally versus depending on another department within the City to do so for us.</p> <p>Exhibit #46</p>		
<p><u>CC 2C.4 A critical task analysis of each risk category and risk class has been conducted to determine the first-due and effective response force capabilities, and a process is in place to validate and document the results.</u></p> <p>It is recommended the agency implement the planned changes in deployment to address the gaps identified during the critical task analysis and better match the correct resources to the identified level of risk.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 PFD is working towards full implementation</p> <p>ACR:2021 As part of the FY22 budgetary process the Prescott Fire Department was successful in obtaining three new full-time equivalent positions to include a Captain, Engineer, and Firefighter. These new positions will be staffing a 40-hour alternative response unit to ensure enhanced reliability for our engine companies. Further they are being considered for</p>		

	<p>deployment for working structure fires which will have the net effect of increasing initial response capability from 13 personnel to 15 personnel when this unit is available.</p> <p>ACR 2022 While being able to fill all minimum-staffed positions, the department has faced increasing pressure due to long-term injuries and mandatory overtime. In response, the department unsuccessfully applied for a SAFER grant for eight firefighters. The department is asking for funding from the council during the first half of 2023 for these positions.</p> <p>ACR 2023: The council approved a total of six new firefighter positions mid-year during the FY 23 budget. The department has again filed for a SAFER grant to fill the remaining three firefighters needed to complete the needs for backfill and current CTA gaps. In addition, we are pursuing a joint SOC with our Automatic Aid Partner that should help address this gap through a more accurate deployment analysis.</p>		
<p><u>CC 3B.1 The agency publishes general organizational goals directed toward achieving its long-range plans. The agency publishes</u></p>		<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020-IMPLEMENTED</p>	

<p><u>corresponding specific objectives to implement these goals and incorporate the measurable elements of time, quantity, and quality.</u></p> <p>It is recommended the agency identify specific dates for which each objective is completed to improve accountability and measured performance toward goals.</p>		<p>The PFD has an established Strategic Plan and had its first meeting on October 5<sup>th</sup>, 2020, to outline the future of the Strategic Planning Committee. The meeting was successful and set forth a process for the identification of committee members, responsibilities, roles, and bi-annual updates and amendments to the Strategic Plan. Each time updates or amendments are made; the Strategic Plan will then be re-published so that specific objectives to implement these goals have measurable elements of time, quantity, and quality.</p> <p>ACR:2021</p> <p>The PFD has an established Strategic Plan. In October of 2020 a Strategic Planning Committee was established. This committee met on January 6<sup>th</sup>, 2022, to update the Strategic Plan and identify specific objectives to implement goals. The meeting was successful and set forth a process for the identification of committee members, responsibilities, roles, and bi-annual updates and amendments to the Strategic Plan and CRASOC. Each time updates or amendments are made; the Strategic Plan will then be re-published so that specific</p>	
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		<p>objectives to implement these goals have measurable elements of time, quantity, and quality. Exhibit #2 Exhibit #3</p> <p>ACR:2022 The department has completed a comprehensive update to the strategic plan and met throughout 2022 as part of new leadership direction. Efforts in 2022 focused on a rewrite of the mission and vision statement, and a comprehensive performance measurement-focused plan that ties deliverables to budget accomplishment. The updated plan is slated to go to council for adoption in February 2023.</p> <p>REFERENCE: PFD Strategic Business Plan</p> <p>ACR:2023 The department's updated strategic plan was adopted by council in March 2023. Since that time, a workplan has been developed that identified time bound targets that are assigned to a specific position in the organization. This workplan is currently being integrated into the Microsoft Planner application to better track time bound progress and make it easier to track the</p>	
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		dates associated with objectives. Exhibit #47 Exhibit #48	
<p><u>CC 5A.3 The program has sufficient staff with specific expertise to meet the community risk reduction program goals, objectives and identified community risks.</u></p> <p>It is recommended the agency and AHJ assess the effectiveness and efficacy of the current program for fire inspection services to ensure it is meeting expectations of the community that all inspections are consistently and accurately documented and have accountability measures in place to ensure a consistent level of service.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 PFD assessed its ability to meet the goals, objectives, and identified community risks outlined in the CRASOC with current staff. It was determined that PFD needs to recruit and hire additional staff to meet the expectations of the community related to the community risk reduction program. Program is still under development.</p> <p>ACR:2021 The PFD assessed its ability to meet the goals, objectives, and identified community risks outlined in the CRASOC with its current staff. It was determined that the PFD needs to recruit and hire additional staff to meet the expectations of the community related to the PFD community risk reduction program.</p> <p>Program is remains under development. One variable hourly employee was added this past evaluation period.</p> <p>ACR:2022 Program is remains under development. One additional Variable Hourly Employee (VHE) was</p>		

	<p>added this past evaluation period, giving the division four VHEs that do risk inspections: hoods, special events and special hazards. The division has two full-time plans examiners that also perform inspections, code evaluations and fire investigations.</p> <p>The FY24 budget has a proposal moving forward for a Full-time Fire Marshal and Plans Examiner as well as two additional VHEs.</p> <p>ACR 2023: Program remains under development. This year we executed an agreement with a third-party plan review company in order to reduce the load on our existing two plans examiners that also perform inspections, code evaluations and fire investigations.</p> <p>Additionally, we have added Administration support to the division and an Iterum Fire Marshal that is a Variable Hourly Employee with over 35 years experience with the department.</p> <p>It is expected that the Fy25 budget will have a proposal for a full-time Fire Marshal and Inspector, as well as two additional VHEs.</p>		
<u>CC 5C.3 The program has sufficient staff with specific expertise to meet the fire investigation, origin, and cause program</u>	<p>PFD accepts this recommendation in its entirety.</p>		

<p><u>goals, objectives, and identified community risks.</u></p> <p>It is recommended the agency develop a succession plan to ensure that trained investigators are available from within the agency.</p>	<p>ACR:2020</p> <p>The PFD assessed the availability of trained investigators for use both during business hours and in an on-call status, as well as availability of additional personnel for use in investigations, should the regularly assigned personnel depart from the organization. It was determined that the PFD needs to develop and implement a succession plan that identifies trained investigators within their department and independent of other city departments.</p> <p>Program is still under development.</p> <p>ACR:2021</p> <p>This program remains under development because of the recent reacquisition of the fire investigators back under the fire department umbrella. Additionally, we are working on formalizing agreements with our automatic aid partners and the surrounding Yavapai county agencies.</p> <p>ACR:2022</p> <p>This program remains under development because of the recent reacquisition of the fire investigators back under the fire department umbrella. We currently do not have the depth within the division to delegate or train up to this task. We</p>		
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	<p>are looking to our operations division to train interested firefighter who would fill this process in the future. Additionally, we are working on formalizing agreements with our automatic aid partners through an Intergovernmental Agreement with CAFMA for joint investigations and resources. This is expected to be in place on January 30, 2023, under the current Automatic Aid Agreement with the IGA to council and Fire Board in February-March 2023. No other surrounding agencies have Arson Investigators. This will be a long-term process and somewhat unreasonable with the topographical agency separations would prevent resource deployments on the short-term. Developing a Southern Yavapai Regional Task force is more practical and achievable.</p> <p>ACR 2023: This program remains under development as we decentralize program duties that are focused on only two personnel. This year we have added an Administrative Specialist to assist with reception duties, clerical and working with our various Records Management Systems to lighten the load on Investigations.</p>		
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	<p>Additionally, we have executed an agreement for third party plans review so the Investigators will have more time to focus on the assigned tasks. We currently do not have the depth within the division to delegate or train up to this task. We continue to look at our operations division for interested firefighters who would fill this process in the future. Additionally, we have formalized a Letter of Agreement with our automatic aid partners for joint investigations and resources. In the spring, it is expected that a formal Intergovernmental Agreement with CAFMA will be in place. No other surrounding agencies have Arson Investigators.</p>		
<p><u>CC 5F.1 Given its standards of cover and emergency deployment objectives, the agency meets its staffing, response time, station(s), apparatus, and equipment deployment objectives for each type and magnitude of emergency medical incident(s).</u></p> <p>A. It is recommended the AHJ and agency investigate service options that can respond to and manage low-acuity EMS requests.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR 2021: <u>A - Low-Acuity EMS:</u> Beginning early in CY 22 the department will have an alternative response unit deployed on a 40-hour schedule. This will have the net effect of response to low-acuity EMS requests for service. The data extrapolated will then be evaluated to determine if this is an effective way of addressing this recommendation.</p>	<p>ACR:2021 - IMPLEMENTED <u>B - CAD-to-CAD:</u> Early in CY 2020 a CAD-to-CAD connection was provided between the PRCC and AMR dispatch. This provides for real time capturing of response data and has had a positive effect in lowering call processing times between the two entities. This recommendation has been accepted and is in progress.</p> <p>ACR 2022: <u>B - CAD-to-CAD:</u> No Changes</p>	

<p>B. It is also recommended that the Prescott Regional Communications Center (PRCC) establishes an interconnection between the American Medical Response (AMR) dispatch center computer-aided dispatch (CAD) and the PRCC CAD.</p> <p>C. It is further recommended that the agency, with the support of the AHJ, work to develop and adopt response performance expectations for AMR.</p>	<p>ACR 2022:  <u>C - AMR Response Performance:</u> The City established a contract with AMR in CY 2021. This contract is currently in the renewal process and being negotiated. Options are being considered to integrate AMR closer into to the dispatch center. When a finalized contract is negotiated, an exhibit will be added.</p> <p>ACR 2023:  <u>A - Low-Acuity EMS:</u> During 2023, the Prescott Fire Department along with its partnering agencies Central Arizona Fire and Medical Authority, the Prescott Regional Communication Center, the City of Prescott IT Department, and the local ambulance service Lifeline Ambulance created line by line matrixes for tiered response amongst all partners. This was an arduous process and is complete. These matrixes will be utilized once our contract with Imagetrend is fulfilled, and our computer aided dispatch is programmed to follow this tiered response methodology. This is expected to occur in 2024.</p> <p>Exhibit #30</p> <p>ACR 2023:  <u>C - AMR Response Performance:</u> The city's renewed contract with</p>	<p>ACR 2023:  <u>B - CAD-to-CAD:</u> No Changes</p>	
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	AMR has yielded very positive results. Previous paramedic staffing issues at AMR have been resolved and response performance has significantly improved.		
<p><u>CC 7C.1 Personnel policies, procedures, and rules are current, written, and communicated to all personnel.</u></p> <p>It is recommended the agency revise its internal policy manual to better reflect current operations and mirror the guidance provided by the city's employee handbook to communicate current guidance to employees.</p>	<p>PFD accepts this recommendation in its entirety</p> <p>ACR:2020</p> <p>PFD has begun on boarding the Lexipol Policy Manual. The department has created a policy committee consisting of staff, floor personnel and a labor representative. This committee is an attempt to represent a wide breadth of personnel and is a diverse group in rank, gender, and ethnicity. The policy manual has 30 policies issued and several more in draft. The Corona virus has been a major detractor from the completion of the manual. The committee is committed to publishing up to date policies that are vetted through a third-party organization and that addresses local, county, state and federal guidelines as well as industry best practices. The committee is striving to complete the policy manual before the end of the fiscal year July 2021 and no later than January of 2022.</p>	<p>ACR 2023: IMPLEMENTED</p> <p>The revised policy manual now encompasses 151 issued policies, with only 13 remaining policies undergoing review by subject matter experts. Presently, the Policy Manual stands at 92% completion. The PFD policy manual remains on track for completion by the first quarter of 2024. PFD deems this recommendation effectively implemented.</p>	

	<p>ACR 2021 The policy manual has 39 policies issued and several more in draft.</p> <p>ACR 2022: The updated policy manual has 42 issued policies and 7 policies in “approval” status pending Fire Chief approval. Most of the remaining policies have had at least one initial review and are pending assignment to the policy review team or subject matter experts.</p>		
<p><u>CC 8C.8 Training materials are evaluated at least annually, to reflect current practices and meet the needs of the agency.</u></p> <p>It is recommended the agency develop an internal training committee to identify agency-specific training needs, identify training materials to meet those needs, and update/maintain agency training standards.</p>	<p>PFD accepts this recommendation in its entirety</p> <p>ACR:2020 The PFD has formulated an internal training committee consisting of the departments 6 training officers and 2 personnel from the floor.</p> <p>The training committee held its first meeting in June of 2020. Upon discussion, the committee’s first priority is to review and update our promotional task books. To complete this task, the Prescott fire training records need to be updated. We are currently about 85% complete on updating each individual training record.</p> <p>We will begin by yearly training committee meetings at the start of the new year.</p>	<p>ACR:2021- IMPLEMENTED The Prescott Fire Departments training committee consists of 7 training officers who are part of a regional training program. After the 2020/2021 regional training year, all regional training members met to recap the yearly training program and start planning training needs for the 2021/2022 training year. The Prescott Fire Specific training committee did not officially meet during the 2021 year due to covid changes. Informal meetings were conducted via email with a goal of developing a formalized probationary firefighter training schedule. This was completed September of 2021.</p> <p>Reference: Exhibits #34 &amp; 35</p>	

		<p>ACR 2022 Implemented in 2021</p> <p>ACR 2023 Implemented in 2021</p>	
<p><u>CC 9B.1A system is in place to ensure communications with portable, mobile, and fixed communications systems in the field. When an area is identified as not being capable of adequate emergency scene communications, such as inside buildings or below grade level, an operational plan is written.</u></p> <p>It is recommended the agency evaluate the condition and effectiveness of the field radio communications equipment and develop a plan for improved emergency communications throughout the response area.</p>	<p>PFD accepts this recommendation in its entirety</p> <p>ACR:2020 The first step of resolving our communications issues involved the rebuilding / reprogramming many of our tower infrastructure sites. The city contracted with Niles Communication to complete this work. The second phase was the purchase new portable radios which was completed at the start of the new fiscal year and installed on trucks in October of 2020. All front line and reserve seated positions are now equipped with new Motorola APX 6000XE portable radios.</p>	<p>ACR:2021 - IMPLEMENTED The City of Prescott IT department has completed all work in improving emergency communications throughout the response area. New portable radios have been placed in all seated positions of Prescott Fire Department Emergency response vehicles</p> <p>Reference: Exhibits #36, #37 &amp; 38</p> <p>ACR 2022 Implemented in 2021</p> <p>ACR 2023 Implemented in 2021</p>	
<p><u>CC 10B.1 External agency agreements are reviewed on an annual basis and revised as necessary to meet objectives.</u></p> <p>It is recommended the agency implement a formal method for reviewing and documenting external agency agreements.</p>		<p>PFD accepts this recommendation in its entirety</p> <p>ACR:2020 - IMPLEMENTED The Prescott Fire Department implemented a formal method for reviewing and documenting external agency agreements. A document has been created that comprises and documents all external agency agreements. The agency</p>	

		<p>agreements are reviewed periodically.</p> <p>ACR:2021 The Prescott Fire Department implemented a formal method for reviewing and documenting external agency agreements. A document has been created that comprises and documents all external agency agreements. The agency agreements are reviewed periodically.</p> <p>Reference: Exhibit #39</p> <p>ACR 2022 Implemented in 2021</p> <p>ACR 2023 Implemented in 2021</p>	
<p><u>2C.6 The agency has identified the total response time components for delivery of services in each service program area and assessed those services in each planning zone.</u></p> <p>It is recommended the agency expand its data analysis for response performance by breaking the information and data down by the planning zones.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 In August of 2020, the Prescott Fire Department formally entered into a contract with the National Fire Operations Reporting System (NFORS). On-boarding of the product began in October of 2020 with full implementation in early 2021. This allows the organization to expand its data analysis for response performance. The Prescott Fire Department is now able to leverage NFORS Analytics to understand and optimize their service</p>		

	<p>delivery by breaking down data by planning zones.</p> <p>ACR:2021</p> <p>On-boarding of the product began in October of 2020 however has been significantly delayed due to inadequate reporting procedures while entering reports. NFORS does not have the ability to pull data unless certain parameters are met by personnel entering reports. IT is focusing on sending daily reports to personnel to get them trained and in the habit of populating reports appropriately and continuing to work with NFORS in hopes of onboarding the product in 2022. The Prescott Fire Department will be able to leverage NFORS Analytics to understand and optimize their service delivery by breaking down data by planning zones. New exhibit submitted.</p> <p>Reference: Exhibit #33</p> <p>ACR:2022</p> <p>The Prescott Fire Department formally entered contract with the National Fire Operations Reporting System. Unfortunately, during 2021 and 2022, the company remained largely unresponsive. We were unable to receive the support needed to</p>		
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	<p>onboard their product.</p> <p>With an inability to evaluate data as it relates to respective planning zones and develop appropriate deployment plans as the community continues to evolve, the organization decided to terminate the contract. We have received funding and are now in contract with ImageTrend Elite.</p> <p>The onboarding of this product is set to begin in January with an expected implementation in the Fall of 2023. This will allow the organization to expand its data analysis for response performance by planning zone. The organization continues to analyze and develop data products that support decision making.</p> <p>However, the need to develop data products that allow for decision making based on planning zone needs to be refined.</p> <p>References: ImageTrend Elite RMS Software Hyperlink PFD Data Dashboard</p> <p>ACR 2023: The Prescott Fire Department is under contract with Imagetrend. They provide cutting-edge software solutions for fire departments, anchored by their ImageTrend Elite™ fire RMS and an optional integrated ePCR system, ideally suited for combined fire and EMS departments. The</p>		
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	<p>software facilitates comprehensive firefighting and fire prevention documentation, including fire inspections, investigations, pre-planning, crew scheduling and exposure tracking, making it an all-inclusive tool for modern fire department operations. In addition, we are adding the Continuum module to our system which delivers predefined analytics built by ImageTrend using industry-wide best practices around specific subject areas. It is planned to be implemented in 2024.</p> <p>Exhibit #4</p>		
<p><u>5C.4 The agency has established written agreements and procedures, that are reviewed and revised at least annually, with relevant local, regional, state/provincial, and federal fire investigation agencies to ensure appropriate and consistent scene processing, evidence collection, and information sharing.</u></p> <p>It is recommended the agency develop a formal, written agreement for fire investigation with partner agencies and the Yavapai County Arson Investigation Task Force.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 The PFD assessed the existence of formal, written agreements with Central Arizona Fire and Medical Authority (CAFMA), the Yavapai County Sheriff's Office (YCSO), the Arizona Department of Public Safety (DPS), and the Yavapai County Arson Investigation Task Force for assistance with fire investigations. It was determined that, while assistance has been provided from each agency in the past, no formal agreement existed with any of the above</p>	<p>ACR 2023 - IMPLEMENTED This was put into place through a Letter of Agreement between PFD and CAFMA this summer. A formal IGA will go before City Council and the CAFMA governing board in February – March 2024. The letter formalizes a trial period of nearly one year of practice with the conditions and parameters of the agreement. Additionally, due to jurisdictional differences, we developed policies for joint operations and specific fire types and fire loss jurisdictional notification protocols. The letter has been reviewed and approved by the City Legal</p>	

	<p>agencies for fire investigation.</p> <p>ACR 2021 The PFD assessed the existence of formal, written agreements with Central Arizona Fire and Medical Authority (CAFMA), the Yavapai County Sheriff's Office (YCSO), the Arizona Department of Public Safety (DPS), and the Yavapai County Arson Investigation Task Force for assistance with fire investigations.</p> <p>It was determined that, while assistance has been provided from each agency in the past, no formal agreement existed with any of the above agencies for fire investigation. This project has worked mutually; however, it must be documented in the next year.</p> <p>ACR 2022 Program is still under development. Current Agreements: Developing a Intergovernmental Agreement with Central Arizona Fire Authority for shared Fire Investigations. This is well on its way; we are awaiting City Legal for draft. Additionally, due to jurisdictional differences, we are developing policies for joint operations and policies of specific fire types and losses for notification and identifying that the</p>	<p>Department and CAFMA and signed by the Agency Fire Chiefs'.</p>	
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	<p>jurisdiction will be required to take lead on the investigation if available.</p> <p>At this time, we continue to work on developing a Yavapai County Arson Task Force. The overall challenge is that other surrounding agencies do not have Arson trained or certified Investigators.</p>		
<p><u>5D.5 The agency, at least annually, conducts tests of and evaluates the all-hazards plan and domestic preparedness, planning, and response program.</u></p> <p>It is recommended the agency conduct a city-wide emergency training exercise that includes the activation of the emergency operations center with agency and city staff.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 On October 29<sup>th</sup>, 2020, a full-scale multi-casualty incident on the grounds of Prescott Regional Airport was conducted that necessitated an activation of the city's emergency operations center to take place.</p> <p>ACR:2021 In cooperation with Prescott Regional Airport an annual timed response drill has been executed this past year. Efforts to stand-up the city emergency operations center with agency and city staff has been offered consideration but not received the needed support from the city manager. Efforts will continue to be leveraged as to this being a critical need through our policy makers.</p>	<p>ACR:2022 - IMPLEMENTED The department has initiated a full update of the city emergency plan to align with the new department leadership direction. This includes building a greater depth in all positions, updating the Continuity of Operations Plan (COOP) and ensuring a city training manual exists for all positions. Finally, the updated plan will be exercised in August 2023 during the full-scale drill at the Prescott Regional Airport.</p> <p>ACR 2023: Implemented in 2022</p>	

<p><u>5K.3 The agency has developed a wildland risk assessment including: a fuel management plan, fire adaptive communities plan, and an inspection and code enforcement program.</u></p> <p>It is recommended that the agency develop a funding mechanism for the fuels reduction program that ensures its reliability and effectiveness.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 The program remains primarily grant funded with a small annual budget supporting 3 fulltime employees and a portion of the temporary employee expenses.</p> <p>The program is currently funded by several grants awarded by the Department of Forestry and Fire Management as well as one through Yavapai County. These grant awards are project specific, when projects are completed, the grants are closed.</p> <p>Alternative funding has been requested through the annual budget process.</p> <p>ACR:2021 The forestry program remains primarily grant funded with a small annual budget supporting 3 fulltime employees and a portion of the temporary employee expenses. The division continues the search for an alternative funding mechanism, this is ongoing and will be requested through the annual budget process for FY'23.</p> <p>ACR 2022 The forestry program remains primarily grant funded. New this year, the</p>	<p>ACR 2023: - IMPLEMENTED In a realignment of management and application, the Forestry program has been relocated to the Recreational Services Division of the City. Under this division, the Forestry program continues to maintain 3 full time positions and a dozen positions which are classified as being seasonal in nature. In this role, the Forestry program addresses fuels reduction on the City's 3,000 acres of open space and natural parks. The Fire Department created a new, fully funded position titled Wildfire Risk Manager. The new position serves as a liaison between the Fire Department and Rec Services for ongoing and new projects related to fuels management. The position also develops ongoing strategies for fuels reduction, conducts public education, seeks additional grant funding, and enforces WUI codes related to new construction.</p>	
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	<p>program has signed an agreement with the USFS in which the Forestry crew will be completing project work funded by the USFS. This funding is currently not reoccurring.</p> <p>The forestry program continues to work with a small annual budget supporting 3 fulltime employees and a portion of the temporary employee expenses. The program continues the search for an alternative funding mechanism. This is an ongoing request and has been again requested through the annual budget process for FY'24</p>		
<p><u>6C.2 A current replacement schedule exists for all apparatus and support vehicles based on current federal and state/provincial recognized standards, vehicle condition, department needs, and requirements.</u></p> <p>It is recommended the agency work collaboratively with fleet services and the AHJ to develop a formal apparatus replacement method and schedule.</p>		<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020 - IMPLEMENTED</p> <p>PFD continues to work to arrive at a final goal of having an equipment replacement program in place. Currently fleet assets are reviewed annually by the Fleet Asset Review Board on which the Fire Chief maintains an active role. The current Finance Director is somewhat reluctant to reestablishing this recommendation however it is still being pursued by the agency.</p> <p>ACR:2021</p> <p>The department has established a formal replacement schedule for all our fleet needs except</p>	

		<p>for a handful of support vehicles. All front-line Type I engines have been replaced since 2014. A new Type III engine has received council approval for replacement and is expected to be received in early 2023. FY 23 and FY 24 have both ladder trucks identified for replacement but given the complexity of manufacturing them will take roughly two years each</p> <p>ACR: 2022</p> <p>The department continues to utilize the formal replacement schedule that was established in 2021. The plan was reviewed in November of 2022 to ensure currency and presented to the Fleet Advisory Review Board (FARB) in December 2022. The plan addresses needs in the light vehicle fleet and support vehicles. In addition, the American Rescue Plan funding helped the city replace one of the aging ladder trucks with a 105' aerial platform currently on order for delivery in early 2024.</p> <p>ACR 2023: Implemented in 2021</p>	
<p><u>7B.4 The agency's workforce composition is reflective of the service area demographics, or the agency has put forth a reasonable effort by instituting an effective recruitment plan to</u></p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2020</p> <p>Due to COVID restrictions, the PFD was unable to meet in person with our</p>	<p>ACR:2021 - IMPLEMENTED</p> <p>The Prescott Fire Department has conducted an in-house recruitment study for attracting qualified and</p>	

<p><u>achieve the desired workforce composition.</u></p> <p>It is recommended the agency conduct a recruitment study investigating opportunities for attracting qualified and diverse firefighter applicants from the community.</p>	<p>local college class. For the latest testing process (October 2020), we posted our testing opportunity through our public job posting. The next process, we will be advertising not only locally, but statewide as well through the Arizona Fire Chiefs Association.</p>	<p>diverse firefighter applicants. Job postings were not limited to job announcements and were advertised nationally. In the year 2021 we had 83 applicants for the position of firefighter. Of the 83 applicants, there were 61 qualified applicants meeting the minimum requirements for our department. All 61 applicants were invited to the written testing of which 34 attended the written testing. The Prescott Fire Department took 28 to the interview process, and 13 were recommended for a final Chief's interview. The Prescott Fire Department hired 7 off the Chief's List.</p> <p>The Prescott Fire Department has noticed the lower numbers of applicants could create future problems for qualified candidates. This coupled with competitive job markets presents a challenge for recruitment.</p> <p>Reference: Exhibits #41 &amp; 42</p> <p>ACR 2022: The Prescott Fire Department has concluded our in-house recruitment study for attracting qualified and diverse firefighter applicants. Job postings were not limited to job announcements. We reestablished a working relationship with Yavapai College and worked with our HR Department and</p>	
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		<p>State Fire agencies to extend our reach for recruitment. Effective September 2022, we now have a social media presence on Facebook and Instagram to assist with outreach.</p> <p>In the year 2022 we had 67 applicants for the position of firefighter. Of the 67 applicants, there were 55 qualified applicants meeting the minimum requirements for our department. All 55 applicants were invited to the written testing of which 23 attended the written testing. The Prescott Fire Department took 19 to the interview process. The Prescott Fire Department hired 5 from this testing process. Prescott Fire Department has noticed the lower numbers of applicants could create future problems for qualified candidates. This coupled with competitive job markets presents a challenge for recruitment.</p> <p>The PSD is currently looking at alternative options for testing for 2023 firefighter applicants such as green academies for new hires. This will provide the opportunity to expand our hiring pool.</p> <p>Exhibits: 2022 FF Flyer 2022 FF Job Announcement</p>	
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		2022 Social Media Insights  ACR 2023: Implemented in 2022	
<p><u>9C.3 Technological resources (e.g., telecommunications equipment, computer systems, general business software) and the information management system are appropriate to support the agency's need.</u></p> <p><u>Access is available to technical support personnel with expertise in the systems deployed by the agency.</u></p> <p><u>Documentation and analysis of data (e.g., formative, process, impact, and outcome measurement) are assessable to the agency.</u></p> <p>It is recommended the agency develop a plan to migrate all historical inspections, violations, and fire incident data into the current records system.</p>	<p>PFD accepts this recommendation in its entirety.</p> <p>ACR:2021 Numerous activities are occurring on several fronts with the addition of several data and records management software platforms that has delayed this project. Additionally, the City of Prescott IT department is going through significant change as they have had to move to a new facility and support the IT needs of a new City Hall in 2021. The PFD has also migrated to Office 365 as a new software platform.</p> <p>ACR:2022 Significant progress has been made during calendar year 2022 as it relates to technological resources. The PFD has migrated to Office 365 and received significant training at an engine company level. This has allowed the organization to leverage technology and numerous advantages of the platform. In addition, the City of Prescott IT Department has upgraded Wi-Fi at all stations, upgraded staff with laptops and workstations that allow for seamless electronic correspondence whether</p>		

	<p>on or off duty. System upgrades even allow for programming of handheld radios via Wi-Fi while the radios are sitting in their deep well chargers at the fire stations. This site team recommendation is close to completion; however one more annual appraisal is warranted.</p> <p>ACR 2023:  With respect to 9C.3 as it relates to documentation and analysis of data (e.g., formative, process, impact, and outcome measurement) are assessable to the agency. This is still in progress. The organization has had significant problems establishing a dependable and routine methodology to analyze data. Software vendors have not followed through in our endeavors, which has forced us to change direction. We were awarded funding in FY23/24 to purchase Imagetrend software for our RMS. This is currently in the contractual phase and the department has utilized a committee approach to make sure we get the exact product we would like. It is expected to be functional in 2024.</p>		
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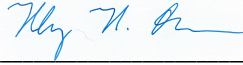
## **Exhibit List**

Exhibit #1:	Prescott Fire Department 2023-2028 Strategic Plan
Exhibit #2:	PFD Organizational Chart
Exhibit #3:	Prescott Community Risk Assessment: Standards of Cover (CRASOC)
Exhibit #4:	PFD Data Dashboard & Imagetrend Website
Exhibit #5:	CRM Program Appraisal 2023
Exhibit #6:	Public Education Program Appraisal 2023
Exhibit #7:	Origin and Cause Investigation Program Appraisal 2023
Exhibit #8:	Command Staff Agenda November 2023
Exhibit #9:	Senior Leadership Team Agenda November 2023
Exhibit #10:	EMS Program Appraisal 2023
Exhibit #11:	FY24-25 EMS Program Budget Request Worksheet
Exhibit #12:	TRT Program Appraisal 2023
Exhibit #13:	TRT Program Exhibits 1-11
Exhibit #14:	TRT Program Budget Request Worksheet 12.17
Exhibit #15:	HazMat Program Appraisal 2023
Exhibit #16:	HazMat Program Budget Request Worksheet 24-25
Exhibit #17:	2023 HazMat Training Records
Exhibit #18:	ARFF Program Appraisal 2023
Exhibit #19:	ARFF 23-24 Budget
Exhibit #20:	ARFF budget 2024-25
Exhibit #21:	ARFF Program Changes
Exhibit #22:	ARFF training records
Exhibit #23:	Dry Chem Testing
Exhibit #24:	live fire roster 2023
Exhibit #25:	PRC 2023 Part 139 Compliance Letter
Exhibit #26:	SharePoint Picture
Exhibit #27:	Triennial Drill
Exhibit #28:	ARFF Program Changes from Chief Durre
Exhibit #29:	ARFF training procedure
Exhibit #30:	EMS Dispatch Matrix for CAD
Exhibit #31:	Wildland Incentives
Exhibit #32:	Wildland training budget request

Exhibit #33:	Wildland Radio and Communications Budget Request
Exhibit #34:	12-5-23 Meeting
Exhibit #35:	Wildland Program Appraisal 2023
Exhibit #36:	A23-062 – USFS Ride Along Mentorship Program
Exhibit #37:	Cooley Email 11-29-23
Exhibit #38:	PFD Wildland Program Areas
Exhibit #39:	Prescott Fire Department Wildland 2022 Vision & Planning
Exhibit #40:	Rx Support Email
Exhibit #41:	Type 3 In Service Training Email
Exhibit #42:	Wildland Equipment Budget Request FY2023
Exhibit #43:	Communications Program Appraisal 2023
Exhibit #44:	FY 2023-2024 Budget Summary
Exhibit #45:	PRCC Annual Report 2022
Exhibit #46:	PFD Dashboard – PFD Stats
Exhibit #47:	PFD Strategic Plan Workplan
Exhibit #48:	Fire Department Update – November 2023-December 2023
Exhibit #49:	SLT Minutes 01162024
Exhibit #50:	Planner Image 2-12-24
Exhibit #51:	PFD Command Staff Assignments

## Verification

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



\_\_\_\_\_  
Signature of Agency Head

\_\_\_\_\_  
Fire Chief

Title

\_\_\_\_\_  
02/13/2024

Date