



Commission on
Fire Accreditation
International®

2023 Agency Annual Compliance Report

As Based Upon the 10th Edition of the CFAI Self-Assessment Manual

**Grand Junction Fire Department
625 Ute Avenue
Grand Junction, CO
USA 81503**



**This Report Prepared on February 8, 2024
By
Ellis Thompson, Community Outreach Specialist
For The
Commission on Fire Accreditation International**

**This Report Represents The Agency's Status
As It Relates To Its Accreditation Report
Dated February 15, 2024**

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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 15th
- Summer agencies (Summer Symposium) are due annually July 15th

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:	Grand Junction Fire Department
Agency Address:	625 Ute Avenue
Agency Head:	Ken Watkins, Fire Chief
Agency Head E-Mail:	KenW@gjcity.org
Agency Head Phone:	970-549-5800
Accreditation Mgr:	Ellis Thompson, Community Outreach Specialist
Accred. Mgr. E-Mail:	EllisT@gjcity.org
Accred. Mgr. Phone:	970-549-5837
Date of most recent Award of Accreditation:	2022
Annual Compliance Report Number (1-4):	2
Current ISO Rating	2
If your agency has a split ISO rating, please document below: ISO:	
Current Population:	68,034
Annual Budget:	\$37,428,677 (2023 expense grand totals, council-approved budget)
Department Type:	Career
Highest Level of EMS Provided: ALS-Transport	
Number of Fire Stations:	7

Total Uniformed Personnel (Career, Volunteer, Paid on Call)	161
Total Civilian Personnel:	20 (in administration)
Personnel assigned to:	
Administrative activities	13
Suppression activities	161
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
 - a. If yes, please explain and provide an updated organizational chart.
 - i. In 2023 Ellis Thompson transitioned to accreditation manager. This has not changed the org. chart, simply the responsibility of leading accreditation for the Department.
2. Has there been a change in the governance of the agency? No
 - a. If yes, provide description and any applicable exhibits
3. Has there been a change in the area/population the agency protects? No
 - a. If yes, provide description and exhibits such as census data, maps, etc.
4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc.)? Yes
 - a. If yes, describe the change and its impact to the community. Provide any exhibits to support your discussion.
 - i. On January 23rd, 2023 Grand Junction Fire Department opened a seventh station. In 2023, GJFD also began putting two new 24-hour ambulances in service as a part of regular staffing. However, for both ambulances, they are currently still the first apparatus to drop out of service if daily staffing numbers approach minimum staffing.
5. Have there been any changes in programs/services? No
 - a. If yes, describe the changes and the impact to the community. Provide any exhibits to support your discussion.
6. Describe any significant changes to your annual budget? N/A

Compliance with Core Competencies

A. Is your agency in compliance with all core competencies? No

If you are not in compliance, identify and explain the core competencies and then provide your plan for improvement during the next year (see example below). Ensure you provide exhibits as necessary. Note: that during the phone interview regarding your ACR, the reviewer will have questions.

- 1. CC2D.9 On at least an annual basis, the Agency formally notifies the AHJ of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its community risk assessment/standards of cover.**

Identify and explain: It is recommended that the agency review/revise the formal process for notifying the authority having jurisdiction of gaps in operational capabilities and capacity.

During the site visit, it was identified that as a department the system that is in place for communicating service gaps to the City Manager needs to be improved.

Plan for improvement: The department has accepted this recommendation and has not accomplished any progress toward its completion during this ACR cycle. The department is planning on addressing this gap in 2024. This will be accomplished through the utilization of a presentation that will be made to the City Manager on the service gaps and what is being done to address those gaps. This presentation will be supported by annual program appraisals and will also be used to present a “state of the department” to all department employees. Historically the department has had discussions with the City Manager and the governing body about service gaps during the budget preparation. A more formal process will be established in 2024.

- 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:

Core Competencies	Exhibit Provided
3D.1	Exhibit 7 – Strategic Plan Performance Indicators
5A.7	Exhibit 8 – Annual Program Appraisals
5B.4	Exhibit 8 – Annual Program Appraisals
5C.4	Exhibit 8 – Annual Program Appraisals
5D.9	Exhibit 8 – Annual Program Appraisals
5E.3	Exhibit 8 – Annual Program Appraisals
5F.9	Exhibit 8 – Annual Program Appraisals
5G.2	Exhibit 8 – Annual Program Appraisals
5H.3	Exhibit 8 – Annual Program Appraisals
5I.2 – If Applicable	N/A
5J.2 – If Applicable	N/A
5K.3 – If Applicable	Exhibit 8 – Annual Program Appraisals
8B.6	Exhibit 8 – Annual Program Appraisals
9B.13	Exhibit 9 – 2023 GJRCC Monthly Reports
11.B.6	Exhibit 8 – Annual Program Appraisals

Data Evaluation

(Low Risk) Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021- 2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:02:32			0:02:42	0:02:44	0:02:13
		Rural		0:02:34			0:02:59	0:02:25	0:02:01
Turnout Time	Turnout Time 1st Unit	Urban		0:01:34			0:01:48	0:01:25	0:01:35
		Rural		0:01:36			0:01:35	0:01:36	0:01:38
Travel Time	Travel Time 1st Unit Distribution	Urban		0:06:13			0:06:05	0:06:20	0:06:17
		Rural		0:08:21			0:08:16	0:08:45	0:06:38
	Travel Time ERF Concentration	Urban		0:06:13			0:06:05	0:06:20	0:06:17
		Rural		0:08:21			0:08:16	0:08:45	0:06:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:30	0:09:12			0:10:34	0:09:07	0:08:18
				n=138			n=49	n=45	n=44
		Rural	10:00	0:11:37			0:10:56	0:11:48	0:09:17
				n=73			n=37	n=15	n=21
	Total Response Time ERF Concentration	Urban	8:30	0:09:12			0:10:34	0:09:07	0:08:18
		Rural	9:30	0:11:37			0:10:56	0:11:48	0:09:17
				n=73			n=37	n=15	n=21

(Moderate Risk) Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:02:48			0:02:11	0:03:32	0:02:58
		Rural		0:02:28			0:01:50	0:02:26	0:02:57
Turnout Time	Turnout Time 1st Unit	Urban		0:01:32			0:01:07	0:01:48	0:01:28
		Rural		0:01:39			0:01:32	0:01:39	0:00:54
Travel Time	Travel Time 1st Unit Distribution	Urban		0:06:24			0:06:02	0:06:51	0:06:16
		Rural		0:08:41			0:09:02	0:08:32	0:07:09
	Travel Time ERF Concentration	Urban		0:08:39			0:08:03	0:08:44	0:07:00
		Rural		0:09:14			0:07:02	0:07:31	0:09:40
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:00	0:10:00			0:09:03	0:11:05	0:09:57
				n=53			n=16	n=17	n=20
		Rural	10:00	0:11:56			0:13:18	0:10:48	0:10:19
				n=26			n=7	n=7	n=12
	Total Response Time ERF Concentration	Urban	10:00	0:10:54			0:08:03	0:11:02	0:09:32
				n=16			n=3	n=10	n=3
		Rural	10:00	0:14:02			0:09:01	0:10:05	0:14:04
				n=6			n=1	n=2	n=3

(High Risk) Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021- 2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:03:04			0:02:43	0:02:32	0:04:01
		Rural		0:01:55			0:01:34	0:01:59	0:01:53
Turnout Time	Turnout Time 1st Unit	Urban		0:01:41			0:01:36	0:01:22	0:01:49
		Rural		0:01:32			0:01:06	0:01:37	0:01:31
Travel Time	Travel Time 1st Unit Distribution	Urban		0:06:38			0:06:18	0:08:22	0:06:22
		Rural		0:09:43			0:10:26	0:08:05	0:06:40
	Travel Time ERF Concentration	Urban		0:10:28			0:09:02	0:10:20	0:10:36
		Rural		0:10:22			-	10:23	0:09:37
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:00	0:10:16			0:09:36	0:12:00	0:09:38
				n=93			n=30	n=36	n=27
		Rural	9:30	0:12:05			0:14:15	10:39	0:08:43
				n=19			n=4	n=10	n=5
	Total Response Time ERF Concentration	Urban	13:30	0:14:19			0:13:46	0:14:34	0:13:34
				n=34			n=2	n=15	n=8
		Rural	14:30	0:15:57			0:15:52	14:15	0:15:22
				n=7			n=2	n=3	n=2

(Maximum Risk) Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:01:48			0:01:50	0:01:34	0:02:40
		Rural		0:02:18			0:02:01	0:02:18	0:02:02
Turnout Time	Turnout Time 1st Unit	Urban		0:01:31			0:01:19	0:01:16	0:01:16
		Rural		0:02:09			0:01:44	0:02:06	0:01:49
Travel Time	Travel Time 1st Unit Distribution	Urban		0:07:02			0:06:37	0:08:05	0:07:04
		Rural		0:08:11			0:08:00	0:05:29	0:07:13
	Travel Time ERF Concentration	Urban		0:11:05			0:10:52	0:09:45	0:10:55
		Rural		-				-	-
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:30	0:09:43			0:09:18	0:10:31	0:09:44
				n=24			n=12	n=6	n=6
		Rural	9:30	0:10:31			0:10:12	0:05:09	0:09:41
				n=13			n=5	n=1	n=7
	Total Response Time ERF Concentration	Urban	12:30	0:11:37			0:13:40	0:12:56	0:14:36
				n=9			n=4	n=2	n=3
		Rural	12:30	0:11:09			-	-	0:11:09
				n=1			-	-	n=1

(Low Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021	
Alarm Handling	Pick-up to Dispatch	Urban		0:03:44			0:03:39	0:03:34	0:03:58	
		Rural		0:03:45			0:03:45	0:03:39	0:03:52	
Turnout Time	Turnout Time 1st Unit	Urban		0:01:17			0:01:19	0:01:17	0:01:16	
	Rural	0:01:18				0:01:27	0:01:18	0:01:10		
Travel Time	Travel Time 1st Unit Distribution	Urban		0:07:26			0:07:26	0:07:29	0:07:23	
		Rural		0:09:39			0:09:31	0:09:37	0:09:47	
	Travel Time ERF Concentration	Urban		0:07:26			0:07:26	0:07:29	0:07:23	
		Rural		0:09:39			0:09:31	0:09:37	0:07:23	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		11:00	0:11:29			0:11:39	0:11:30	0:11:24
				n=5,588			n=1,717	n=1,787	n=2,083	
		Rural		13:00	0:13:51			0:14:12	0:13:39	0:13:58
				n=1,139			n=342	n=395	n=402	
	Total Response Time ERF Concentration	Urban		11:00	0:11:29			0:11:39	0:11:30	0:11:24
		n=5,588				n=1,717	n=1,787	n=2,083		
	Rural	13:00		0:13:51			0:14:12	0:13:39	0:13:58	
n=1,139					n=342	n=395	n=402			

(Moderate Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:04:01			0:03:46	0:03:47	0:04:23
		Rural		0:03:58			0:03:48	0:04:09	0:04:01
Turnout Time	Turnout Time 1st Unit	Urban		0:01:27			0:01:27	0:01:33	0:01:24
		Rural		0:01:27			0:01:25	0:01:30	0:01:22
Travel Time	Travel Time 1st Unit Distribution	Urban		0:07:45			0:07:43	0:07:26	0:08:12
		Rural		0:09:27			0:09:09	0:09:36	0:09:21
	Travel Time ERF Concentration	Urban		0:08:39			0:12:38	0:08:19	0:08:32
		Rural		0:09:15			0:12:45	0:10:22	0:09:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	11:30	0:12:34			0:12:36	0:12:02	0:12:39
				n=579			n=187	n=201	n=191
		Rural	13:30	0:14:53			0:15:00	0:14:11	0:14:52
				n=168			n=56	n=50	n=62
	Total Response Time ERF Concentration	Urban	12:00	0:13:07			0:12:56	0:12:39	0:13:29
				n=161			n=170	n=183	n=170
		Rural	13:30	0:14:58			0:15:14	0:14:08	0:15:10
				n=58			n=53	n=42	n=60

(High Risk) EMS - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:03:41			0:03:28	0:04:15	0:2:44
		Rural		0:02:28			0:01:23	0:02:35	-
Turnout Time	Turnout Time 1st Unit	Urban		0:01:07			0:00:43	0:01:01	0:1:20
		Rural		0:01:11			0:01:19	0:00:00	-
Travel Time	Travel Time 1st Unit Distribution	Urban		0:05:36			0:05:24	0:04:44	0:05:46
		Rural		0:06:08			-	0:06:08	-
	Travel Time ERF Concentration	Urban		0:05:59			0:05:24	0:04:46	0:06:13
		Rural		0:06:08			-	0:06:08	-
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:00	0:08:49			0:08:41	0:09:18	0:08:40
				n=15			n=3	n=5	n=7
		Rural	10:00	0:14:01			0:14:17	0:11:42	-
				n=2			n=1	n= 1	-
	Total Response Time ERF Concentration	Urban	7:00	0:08:49			0:08:41	0:07:29	0:09:19
				n=14			n=3	n=4	n=7
		Rural	10:00	0:14:01			0:14:17	0:11:42	-
				n=2			n=1	n=1	-

(Moderate Risk) Technical Rescue - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:04:18			0:02:48	0:04:23	0:02:12
		Rural		0:04:27			0:04:35	0:04:15	0:03:00
Turnout Time	Turnout Time 1st Unit	Urban		0:01:22			0:00:49	0:01:27	-
		Rural		0:01:08			0:01:06	0:00:56	0:01:07
Travel Time	Travel Time 1st Unit Distribution	Urban		0:07:28			0:03:37	0:07:57	-
		Rural		0:08:53			0:06:58	0:07:58	0:09:31
	Travel Time ERF Concentration	Urban		-			-	-	-
		Rural		0:07:32			0:07:32	-	-
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:13:16			0:09:53	0:13:50	-
				n=5			n=2	n=3	-
		Rural		0:12:59			0:10:55	0:11:41	0:13:39
				n=7			n=3	n=2	n=2
	Total Response Time ERF Concentration	Urban		-			-	-	-
				-			-	-	-
		Rural		-			-	-	-
				-			-	-	-

(Low Risk) Hazmat - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:01:40			0:01:04	0:01:07	0:01:50
		Rural		0:02:42			0:02:42	-	-
Turnout Time	Turnout Time 1st Unit	Urban		0:02:17			0:02:13	0:02:10	0:02:08
		Rural		0:00:55			0:00:55	-	-
Travel Time	Travel Time 1st Unit Distribution	Urban		0:05:33			0:03:21	0:05:45	0:04:54
		Rural		0:07:44			0:07:44	-	-
	Travel Time ERF Concentration	Urban		0:05:33			0:03:21	0:05:45	0:04:54
		Rural		0:07:44			0:07:44	-	-
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:08:44			0:06:38	0:09:03	0:07:46
				n=5			n=1	n=2	n=2
		Rural		0:11:21			0:11:21	-	-
				n=1			n=1	-	-
	Total Response Time ERF Concentration	Urban		0:08:44			0:06:38	0:09:03	0:07:46
				n=5			n=1	n=2	n=2
		Rural		0:11:21			0:11:21	-	-
				n=1			n=1	-	-

(Low Risk) Wildland Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:03:19			0:02:57	0:02:48	0:04:03
		Rural		0:02:59			0:02:26	0:01:36	0:03:25
Turnout Time	Turnout Time 1st Unit	Urban		0:01:34			0:01:40	0:01:35	0:01:14
		Rural		0:01:55			0:01:47	0:01:41	0:01:46
Travel Time	Travel Time 1st Unit Distribution	Urban		0:06:58			0:07:11	0:07:01	0:06:31
		Rural		0:09:08			0:06:18	0:08:47	0:09:36
	Travel Time ERF Concentration	Urban		0:06:58			0:07:11	0:07:01	0:06:28
		Rural		0:09:08			0:06:18	0:08:50	0:08:47
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:30	0:10:27			0:10:20	0:10:06	0:10:24
				n=52			n=17	n=7	n=28
		Rural	12:00	0:12:23			0:09:43	0:13:08	0:11:47
				n=18			n=4	n=6	n=8
	Total Response Time ERF Concentration	Urban	9:30	0:10:27			0:10:20	0:10:06	0:10:04
		Rural		0:12:23			0:09:43	0:13:08	0:11:47
				n=18			n=4	n=6	n=8

(Moderate Risk) Wildland Fire - 90th Percentile Times - Baseline Performance			Benchmark (Target)	2021-2023	2025	2024	2023	2022	2021
Alarm Handling	Pick-up to Dispatch	Urban		0:03:31			0:02:25	0:02:55	0:04:21
		Rural		0:03:04			0:01:33	0:03:00	0:03:18
Turnout Time	Turnout Time 1st Unit	Urban		0:01:36			0:01:23	0:01:42	0:01:26
		Rural		0:01:17			0:01:10	0:01:46	0:01:46
Travel Time	Travel Time 1st Unit Distribution	Urban		0:09:15			0:09:35	0:07:36	0:09:48
		Rural		0:10:03			0:10:10	0:09:08	0:09:50
	Travel Time ERF Concentration	Urban		0:10:04			0:07:22	0:08:30	0:10:39
		Rural		0:10:03			0:10:10	0:09:43	0:08:59
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:00	0:13:05			0:12:24	0:10:13	0:13:54
				n=43			n=18	n=10	n=13
		Rural	9:00	0:14:30			0:15:32	0:13:44	0:14:15
				n=23			n=9	n=5	n=9
	Total Response Time ERF Concentration	Urban	13:00	0:14:28			0:12:26	0:13:29	0:15:40
				n=9			n=5	n=3	n=1
		Rural	13:00	0:16:14			0:16:19	0:14:43	0:15:40
				n=6			n=1	n=2	n=3

Peer Assessment Team Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
CC 2B.4 -It is recommended that the agency reevaluate risk classification for identified hazards to capture all categories.	The department has accepted and completed this recommendation.	ACR 2022 was submitted outlining that the department has established 4 risk classifications for all call types (Exhibit 1, Community Risk Assessment and Standards of Cover pages 54-60 and pages 67-76)	
CC 2C.4- It is recommended that the agency reevaluate critical tasking for identified hazards to capture all categories in each risk classification.	The department has accepted and completed this recommendation.	ACR 2022 was submitted outlining that the department has completed a critical task analysis as part of the establishment of the new call risk types. (Exhibit 1, Community Risk Assessment and Standards of Cover pages 54-60 and pages 67-76)	
CC2C.5- It is recommended that the agency formalize the total response time components in each service group.	The department has accepted and completed this recommendation.	The department has accepted this recommendation and established total response time objectives for all risk categories for all call types (Exhibit 1, Community Risk Assessment and Standards of Cover pages 54-60 and pages 125-129)	
CC 2D.9 It is recommended that the agency review/revise the formal process for notifying the authority having jurisdiction of gaps in operational capabilities and capacity.	The department has accepted this recommendation and is working on an implementation plan for 2024.	The department is going to begin using annual program appraisals to build a "state of the department" presentation that the Chief will deliver to the City Manager and the crews by the end of the 2nd quarter of each year.	
5A.6- It is recommended that the agency revise data collection process to better establish loss reduction benchmarks.	The department has accepted and completed this recommendation.	The Department has accepted this recommendation and has completed it by setting a goal of keeping the percentage of total property losses under 17% of the total value of properties responded to. (Exhibit 10, %loss save GJFD)	
CC5C.2 – It is recommended that the agency formalize the review process within the existing policy for level-one fire investigations.	The department has accepted and completed this recommendation.	The department has established the requirements for level-one fire investigations and how they will be	

		evaluated within the updated SOP. (Exhibit 2, SOP 406.0 Fire Investigations page 7)	
5D.6- The agency has a documented continuity of operations plan, that is reviewed annually and updated at least every five years, to ensure essential operations are maintained.	The department has accepted this recommendation and is working on an implementation plan for 2025.	The department has accepted this recommendation. The Grand Junction Fire Department will need to emphasize creating a department-specific continuity of operation plan that will feed into the City's COOP and ensure services continue. Part of the additional tasks will be to develop further continuity of operations plans for the issues identified above by the internal constituency. Expected progress was delayed due to administrative turnover.	
5F.3- It is recommended that the agency continue to pursue opportunities to provide input into the annual review of standing orders and protocols.	The department has accepted and completed this recommendation	The department has always maintained a commitment to the protocol review committee. Currently, the EMS Training Captain represents the department on the committee and works with the medical director toward progressive protocols that best serve the community.	
7D.4- It is recommended that the agency develop a process for the documentation and delivery of feedback from employee suggestions.	The department has accepted and completed this recommendation	The department has included an "Ideas for Change" form on the department's SharePoint site (Exhibit 11 GJFD Ideas for Change on SharePoint). This has been placed as one of the first available links to encourage members to make suggestions through ease of use.	
CC8A.1- It is recommended that the agency revise processes used to identify training needs. .	The department has accepted and completed this recommendation.	The training division has adopted a process to ensure that crews are maintaining the required credentials and certifications. The Training Chief and Captains will provide management of JPR certifications and will schedule and present annual training opportunities for the completion of	

		certifications (Exhibit 3 Training Plan-Annual Calendar).	
8A.4- It is recommended that the agency evaluate training needs for all personnel to ensure qualification meets the applicable national standards for wildland incidents.	The department has accepted and completed this recommendation.	As of 2021, all new GJFD recruits receive wildland training during fire academy and complete the pack test and coursework to qualify for a Red Card (S190-S191) upon completion of the academy. Recruits who cannot complete the required coursework and pack test due to seasonal weather conditions will be required to complete the process during a future training period scheduled by the training cadre. Front-line personnel will complete an annual recertification under the supervision of the Wildland Team Manager.	
CC8B.3- It is recommended that the agency formalize crew performance evaluation through a validated and documented performance-based measurement.	The department has accepted and completed this recommendation.	The Department has established minimum company performance standards and measures. The training cadre hosts three annual multi-company exercises covering foundational skills, engine, and truck skills based on NFPA standards. Additionally, incumbent personnel will complete annual skills assessments. Documentation of scoring and completion of skills assessments are to be completed by station captains. (Exhibit 4 GJFD Company Evolution Master Stream Single Engine)	
CC8C.2- It is recommended that the agency evaluate instructor requirements to ensure they have the qualifications and expertise to meet its needs.	The department has accepted and completed this recommendation.	The department has accepted this recommendation. The department has identified and documented minimum standards for instructors and block instructors within its existing policies. (Exhibit 5, Standard Operating Procedures)	

		801.0 Training Program)	
9B.7- It is recommended that the agency work with the Grand Junction Regional Communication Center to establish call processing performance measures and document performance.	The department has accepted and completed this recommendation.	The department has established call processing performance measures for all call types. Fire Alarm calls are classified as Priority 1 calls and are required to be dispatched in 60 seconds. (Exhibit 12, Grand Junction Communication Center Directives Manual Chapter 3) Currently, a monthly call-processing report is generated and reviewed. GJFD is working with GJRCC to improve documentation and troubleshoot technology issues to improve call processing times but has yet to find a workable solution to resolve the issue.	
CC 9C.1- It is recommended that the agency evaluate the staffing needs of administrative support services.	The department has accepted and completed this recommendation.	The department contracted with AP Triton in 2022 to produce a consulting study providing recommendations on effective right-sizing of the agency's administrative support services. The organization has received the study and is committed to working towards correcting the deficiencies that have been identified and the organization will begin the assessment and planning process to add recommended positions the process of budgeting and hiring for the recommended positions. (Exhibit 6, GJFD Organizational Analysis)	

Exhibit List

- Exhibit #1: Community Risk Assessment and Standards of Cover for Emergency Responses
- Exhibit #2: SOP 406.0 Fire Investigations
- Exhibit #3: Training Plan-Annual Calendar
- Exhibit #4: GJFD Company Evolution Master Stream Single Engine
- Exhibit #5: Standard Operating Procedures 801.- Training Program
- Exhibit #6: GJFD Organizational Analysis
- Exhibit #7: Strategic Plan Performance Indicators
- Exhibit #8: Annual Program Appraisals
- Exhibit #9: Exhibit 9 – 2023 GJRCC Monthly Reports
- Exhibit #10: %Loss and Save GJFD
- Exhibit #11: GJFD Ideas for Change on SharePoint
- Exhibit #12: Grand Junction Communication Center Directives Manual

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

02/08/2024
Date