



Community Risk Assessment/Standards of  
Cover Facilitation Proposal  
for the  
Aspen Fire Protection District  
420 East Hopkins Ave.  
Aspen, Colorado 81611

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Fire Chief  
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### THE CPSE DIFFERENCE

The mission of the Center for Public Safety Excellence is: *“To lead the fire and emergency service to excellence through the continuous quality improvement process of accreditation, credentialing, and education.”*

By teaching, coaching, guiding, and advising, CPSE’s Technical Advisor Program (TAP) strives to provide agencies the tools to internalize continuous quality improvement and thereby achieve excellence.

*Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.*

TAP places great importance on thorough preparation for each project including:

- A clear understanding of the agency’s background, goals and objectives, and the complex issues they are facing,
- A workplan that is comprehensive, well designed, and provides ample opportunity for analysis necessary to measure current and future resource needs,
- Sufficient resources and a commitment to successfully complete the project within the desired time frame at a reasonable cost, and
- Assignment of expert resources in project management and technical support to guide an agency as they work towards accreditation.

Unlike traditional agency evaluation processes, TAP’s Community Risk Assessment/Standards of Cover (CRA/SOC) process requires the fire service agency to become the experts in determining baseline performance and developing benchmarks for future performance. A comprehensive self-assessment, guided by experienced facilitation and executed by the fire service agency’s committed personnel, will ultimately translate into improved effectiveness, efficiency, and better quality of services being delivered.

### SCOPE

CPSE defines a SOC document as “those written policies and procedures that establish the distribution and concentration of fixed and mobile resources of an agency.” By conducting a CRA prior to establishing the SOC, an agency is positioned to develop a risk-driven deployment model. An effective CRA/SOC process affords an agency’s employees the opportunity to become involved and participate, enhances teamwork and cooperation, and provides a basis for measuring organizational performance.

The CRA/SOC Facilitation process typically takes six to nine months and includes:

- Four days of detailed instruction on conducting a CRA and developing a SOC,
- Participation in a service area tour, identifying community hazards, risks, and deployment points.
- The facilitation of a 90-minute community stakeholder feedback session identifying program and service priorities and community expectations and concerns,
- Coaching in document design layout,
- Instruction in data analysis and the use of geographic information system mapping tools,
- On-going coaching through shared website and web-based meetings, and
- A professionally formatted and published CRA/SOC.



# COMMUNITY RISK ASSESSMENT/STANDARDS OF COVER FACILITATION

Expected outcomes include a CRA/SOC that will follow CFAI model competencies as identified in the newly released *CPSE Quality Improvement for Fire and Emergency Services*, including:

- Assessment and documentation of the agency’s historic and current area characteristics;
- Assessment and documentation of the agency’s all-hazard risk assessment and response strategies;
- Assessment and documentation of the agency’s historical and current deployment and performance;
- Plans for maintaining quality response performance; and
- Recommendations for improving less than satisfactory response capability.

## PROJECT FRAMEWORK

CPSE will take a systematic approach to the agency’s CRA/SOC process. The chart below illustrates the general flow of events for a comprehensive CRA/SOC process:



### PROJECT TIMELINE

There will be eight stages to this project. Once this proposal is accepted, a detailed Statement of Work (SOW) will be built that addresses the details for these stages, their timing, and the roles that CPSE and the agency will play in their completion. A sample SOW is provided at the end of this proposal. Once a signed professional services agreement (PSA) and a finalized SOW is received, CPSE can begin work on this project within one month and complete the project within another five to eight months for a total project time of six to nine months.

1. CFAI Accreditation Model (Category 2) Instruction on Community Risk Assessment/Standards of Cover
2. Current Deployment Analysis
3. Community Risk Assessment
4. Agency CRA/SOC Document Critical Review
5. Distribution/Concentration/Reliability Study
6. Performance/Service Level Measures Development
7. Compliance Methodology Development
8. CRA/SOC Manual Publication

### DELIVERABLES

CPSE is responsible for the following deliverables:

1. Statement of Work with project objectives and agreed upon timelines and fee schedule;
2. Shared Web site construction and training for CPSE and agency use;
3. All necessary tables, forms, instruments and modules;
4. Six (6) days of on-site facilitation activity to include;
  - a. Community Expectations External Stakeholder Meeting
  - b. Two (2) CRA/SOC instructional deliveries to the agency CRA/SOC Team members
  - c. Tour of the service area identifying community risk locations and deployment points
5. CPSE Subject Matter Expert feedback on all draft documents;
6. Facilitation of up to six 90-minute CPSE facilitator/agency web meetings for draft document critical review and/or discussion; and
7. Layout, design, edit and publishing of the agency's Community Risk Assessment/Standards of Cover document to include;
  - a. Professionally designed cover
  - b. Hyperlinked Table of Contents and Table of Tables
  - c. Executive Summary
  - d. Documentation of Area Characteristics
  - e. Description of Agency Programs and Services
  - f. Community All-Hazard Risk Assessment and Risk Calculation Methodology
  - g. Current Deployment and Performance Assessment by Risk Class and Category
  - h. Evaluation of Historical (3-5 years) Deployment Performance by Risk Class and Category
  - i. Plans for Maintaining and Improving Response Capability
  - j. Appendices/Exhibits



### CPSE RESOURCES

CPSE's TAP Program Manager oversees every project to ensure that the end-result of each project is a satisfied client whose expectations are fully met. Guiding publications and instructional workbooks will be provided for the agency's accreditation team.

### ESTIMATED FEES AND EXPENSES

CPSE has estimated the following fees and expenses for this project:

CPSE is pleased to offer the Aspen Fire Protection District a quote of **\$34,500**. This proposed cost includes all technical advisor time and travel expenses to facilitate the Community Risk Assessment/Standards of Cover facilitation process. The facilitation process events will be scheduled according to the agreed upon Statement of Work. Any additional travel requested and approved by Aspen Fire Protection District will be billed by CPSE at actual cost and is above and beyond the proposed cost above.

### ASSUMPTIONS

- Aspen Fire Protection District is a fire protection district that provides services to the residents, businesses, and visitors within its coverage area in Colorado.
- Ken Josselyn is the key contact for this project.
- Please provide information regarding specific procurement requirements prior to the issue of a CPSE Professional Services Agreement.
- The purpose of CPSE's Technical Advisor Program (TAP) is to coach, mentor, guide, and assist fire service agencies. Agency representatives will play an active role in developing their Community Risk Assessment/Standards of Cover document.
- This proposal is valid for a period of sixty (60) days.
- CPSE and the Aspen Fire Protection District will execute a professional services agreement prior to the start of this project.
- CPSE and the Aspen Fire Protection District will execute a statement of work governed by the professional services agreement prior to the start of this project that will be the sole document to govern the scope, methods, terms, and deliverables of this project.

### INQUIRIES

Please contact CPSE with any inquiries regarding this proposal:

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## SAMPLE STATEMENT OF WORK

Sample Statement of Work				
Project Steps	Step Details	Step Timing	Step Responsibility	Step Billing
1. Project Acceptance	<ul style="list-style-type: none"> <li>• Finalized Statement of Work</li> <li>• Signed Professional Services Agreement</li> <li>• Construction of Updated Shared Web Site</li> </ul>	By Monday, October 3, 2022	CPSE and Agency	1/5 of contract price
2. Project Executive Orientation	<ul style="list-style-type: none"> <li>• Discussion of final SOW and identification of resources needed for each step</li> <li>• Overview of the Shared Web Site</li> </ul>	By Monday, October 10, 2022	CPSE	N/A
3. Post Required Materials to Shared Site	<ul style="list-style-type: none"> <li>• Update Agency primary contact information</li> <li>• Agency and community images, including high resolution agency logo</li> <li>• Current Agency organizational chart</li> </ul>	By Monday, October 17, 2022	CPSE and Aspen Fire District	N/A
4. Self-Assessment and CRA/SOC Instruction (Part 1)	<ul style="list-style-type: none"> <li>• On-site instruction of Community Risk Assessment/Standards of Cover for agency CRA/SOC Writers</li> <li>• Instruction of CPSE TAP CRA/SOC template document construction modules</li> </ul>	Monday, October 31, 2022 through Wednesday, November 2, 2022	CPSE	1/5 of contract price
5. Current Community Served and Fire Department Profile	<p>Modules 1 &amp; 2</p> <ul style="list-style-type: none"> <li>• Identification of community served (Module 1)</li> <li>• Existing fire department profile, deployment and coverage (Module 2)</li> </ul>	By Wednesday, December 14, 2022	Agency	N/A
6. Instruction of CRA/SOC Manual Sections 2-6	<ul style="list-style-type: none"> <li>• On-site Technical Review of Modules 1 &amp; 2</li> <li>• Facilitation of Community Expectations public meeting</li> <li>• On-site instruction of text, and review of CRA/SOC template document modules 3-6</li> </ul>	Monday, January 9, 2023 through Wednesday, January 11, 2023	CPSE	1/5 of contract price
7. Community All-Hazard Risk Assessment & Hazard Analysis	<p>Module 3</p> <ul style="list-style-type: none"> <li>• Community All-Hazard Risk Assessment Methodology applied</li> <li>• Community Risk Assessment documentation</li> <li>• Risk expectations</li> </ul>	By Wednesday, February 22, 2023	Aspen Fire District	N/A
8. Module 3 Web Meeting Review	<ul style="list-style-type: none"> <li>• Technical Review of Module 3</li> </ul>	By Wednesday, March 1, 2023	CPSE	N/A
9. Agency Distribution, Concentration and Reliability Study	<p>Module 4</p> <ul style="list-style-type: none"> <li>• Geographical analysis of first due and effective response force resource emergency response unit distribution, concentration and reliability</li> <li>• Emergency response performance data analysis by response grid and planning zone</li> </ul>	By Wednesday, March 29, 2023	Agency	N/A
10. Module 4 Web Meeting Review	<ul style="list-style-type: none"> <li>• Technical Review of Module 4</li> </ul>	By Wednesday, April 5, 2023	CPSE	N/A



## COMMUNITY RISK ASSESSMENT/STANDARDS OF COVER FACILITATION

11. Evaluation of Delivery System	<b>Module 5</b> <ul style="list-style-type: none"><li>Establishing benchmark emergency response performance measures</li><li>Service area measurement</li></ul>	Wednesday, April 26, 2023	Agency	N/A
12. Module 5 Web Meeting Review	<ul style="list-style-type: none"><li>Technical Review of Module 5</li></ul>	By Wednesday, May 3, 2023	CPSE	1/5 of contract price
13. System Management and/or Improvement Plans	<b>Module 6</b> <ul style="list-style-type: none"><li>Emergency response performance monitoring and measure to determine gaps between benchmark targets and baseline actuals</li><li>Report of gaps with recommendations for improvement</li></ul>	By Wednesday, May 24, 2023	Agency	N/A
14. Module 6 Web Meeting Review	<ul style="list-style-type: none"><li>Technical Review of Module 6</li></ul>	By Wednesday, May 31, 2023	CPSE	N/A
15. Publish Agency Community Risk Assessment – Standards of Cover Document	<ul style="list-style-type: none"><li>CPSE Edit, layout, design and publishing of the agency Community Risk Assessment/Standards of Cover Document</li></ul>	By Friday, June 30, 2023	CPSE	1/5 of contract price