Core Values
Quality | Integrity | Partnership | Education | Empowerment | Fulfillment
A Message from our Chief of Department

The men and women of Louisville Fire Rescue are proud to be an active part of the community and to provide quality emergency services. We strongly believe that delivering reliable services has a direct effect on our community’s quality of life.

We ensure the quality of our services by:

• Striving to provide “Best in Class” service to our customers
• Providing the best support to our members
• Managing change in a positive manner, always improving
• Being responsible to the organization and the community
• Being personally committed to our mission, vision and values

Comprehensive Planning

The Department believes the key to providing a “Best in Class” service philosophy is through planning. Our Comprehensive Plan delineates our vision for the future and the financial needs to meet these customer-driven expectations. Our citizens have grown to expect services that manage “all risk” emergencies and we have organized ourselves to meet these changing expectations. We also strive to improve every citizen’s quality of life through high standards and solving the customer’s problem.

Our Family Serving Your Family

“Our Family Serving Your Family” is our motto and we try every day to make it more than just a slogan. We try to live this motto every time we have contact with you and your family. It’s our belief that the quality of care we provide is directly impacted by the quality of people we have in the department. We treat all of our customers as though they are part of our family.

Valued Members

We value our members, as they are the backbone of the service we provide. We emphasize a well-trained and competent staff and take pride in having motivated and empowered members capable of delivering quality service.

Most importantly, I think you will find a department with a unique spirit, and a true commitment to community, family and service. Whether you are in need of something as routine as a lockout assist to a fire or medical emergency, we are ready when you need us.

Respectfully,

Tim Parker, Chief of Department
In 1885, the first known fire companies were established in Louisville to support the various local coal mines. The Welch Mine and Welch hose company provided fire suppression to the town until around 1895, when a group of local citizens started to petition the local trustees asking for a volunteer fire company dedicated to protect the local homes. In February of that year, the trustees approved a local ordinance to create a city department and incorporation papers were filed with the state of Colorado. The 1895 ordinance also specified that there would be a chief engineer, an assistant chief engineer, and a hook and ladder company with no more than 50 members, and a hose company with no more than 30 active members. The first ordinance went on to outline the rules and authority at a fire, “In all cases of fire the hose company that shall reach a fire hydrant first with the necessary hose, shall be entitled to use the hydrant. If the company does not have enough hose the other company can attach their hose, however, the first company was entitled to use the nozzle at the fire”.

Like most hose companies of that era, Louisville experienced its fair share of devastating structure fires. Fire was used as a primary source of heating and cooking, making fires a common experience. Unfortunately, water for fighting fire was scarce and there was no municipal water system like we enjoy today. Until the city established its own water system, fire companies used bucket brigades from the various cisterns, ponds, creeks and elevated water tanks. Around 1898, the community received its first hose cart, and would eventually have 3 dedicated hose carts before the first motorized hose cart was put in service in 1932.

In January of 1900, a bell tower was constructed to alert the local volunteer hose companies and in 1902 a new town hall and fire station was built for $1,500. In 1952 the community built a new city hall with the fire department still attached, that same year the City approved the purchase of its first new fire truck, a 1952 International for $9,000.

After 100 years of providing fire service to the city of Louisville, the various local coal mines and some surrounding area farms, the department built a stand-alone fire station on North Main Street where it is still in service today. As time passed and the community grew, the department transitioned from a city department to a special district. In 1977, the board of directors soon realized that a second station was necessary to meet the service demands of a growing community. Station #2 was built in 1985 and currently serves as the district headquarters and administrative building.
As the department modernized its operations, the need for administrative and technical support became evident. In 1978, the Department hired its first employee. In the 1980s the District experienced a rapid growth of new business and residential areas. The board recognized the importance of providing building inspections and plans review and hired its first fire marshal in 1980. Over the years, the daily responsibilities of the volunteer chief became overwhelming, so in 2005 the board hired its first full-time fire chief.

As it was in 1885, the majority of the firefighting staff is still volunteer; however, it is complimented by career paramedics, a mechanic, and emergency operations and training officers. With the support of our dedicated members, the department responds to approximately 1,450 calls for service annually. These incidents range from advanced emergency medical calls, structure fires, hazardous materials mitigation and wildland suppression.
Throughout our history, the most important and valuable part of our organization is its volunteers and employees. The Louisville Fire Department is the longest continuously operating organization in Louisville and one of the oldest running departments in the state of Colorado. The reason we have been able to reach these milestones is due to the commitment, dedication and sacrifice of our members for over 125 years.
Louisville Fire Rescue

A multifaceted, diverse organization that is responsible for providing emergency services to the Louisville Fire Protection District. To meet this objective, we work closely with our customers, citizens and stakeholders to provide services and programs that meet and exceed their expectations. The Department of Fire and Rescue Services provides a full range of fire and emergency services as well as non-traditional community services which are critical to our fire defense programs. We provide these services under the Colorado Revised Statutes and by utilizing an integrated management concept of operation. Our success in meeting these emergency service and fire protection objectives is anchored through our vision and culture of quality, continuous improvement, integrity, employee involvement and leadership.
Our Operational Strategies

and customer-centered comprehensive plan serve as a road map in meeting industry standard performance measures, as well as a tool for improving delivery of emergency services. Our approach to providing quality service is built on a solid foundation of fire and injury prevention first, followed by professional emergency services and professional development.

- Provide a trained and equipped staff to safely respond to fire, EMS, haz-mat and wildland emergencies.

- Provide clear and concise procedures to mitigate emergencies safely with minimal property loss, down time or impact to the environment.

- Ensure most fire suppression, EMS, and prevention requirements meet industry standards.

- Provide proactive support to the city of Louisville and District residents, by protecting the environment, enforcing the applicable life safety and fire protection codes and standards, and providing a consistent level of emergency medical care and fire suppression services.

- Provide command and control at all District emergencies utilizing the all-risk incident management system, and ensuring that structures have a pre-fire plan.

- Review all new construction renovations and demolition projects to ensure continuity of business and to minimize any life loss potentials.

- Incorporate sound fire prevention requirements and inspect every business within the District annually.

- Ensure fire department operations minimize property loss, serious injury, and loss of life through effective education and training programs.

- Provide preventative maintenance programs to ensure reliability of emergency apparatus and equipment.

- Daily commitment to providing the highest quality loss prevention programs and emergency services.
It is our mission to preserve life and property and promote public safety for the citizens of the LFD. Our committed, well-trained professionals provide quality fire prevention, public education, fire suppression, and emergency medical services. We honor our volunteer heritage while using innovative strategies and methods to improve our service delivery.

Our vision is to provide best-in-class fire protection and emergency medical services to our community in a professional manner with an emphasis on customer service and fiscal responsibility.
is our first line of defense in our uncompromising commitment to our stakeholders and the community. Full-time professional fire inspectors are dedicated to this daily goal.

The primary mission of the Fire Prevention Division is to prevent incidents that might contribute to personal injury, property damage or environmental insult. Fire prevention in Louisville includes programs and equipment meant to reduce the occurrence of fire and mitigate the effects of fire prior to mobile suppression forces.

The Life Safety Fire Prevention Bureau strives to provide an integrated comprehensive fire prevention system that reduces the incidence of fire and related losses.

Periodic fire and life safety inspections are conducted in concert with facility management as well as building occupants. Over 1,000 various inspections are performed annually. Inspectors enforce applicable codes and standards, as well as educate and motivate occupants on general safety rules and fire safety.

All inspections are processed through a computer-based management system. Major violations are integrated into the LFPD action tracking system, which further helps to ensure compliance to required codes and standards. Life Safety personnel conduct follow-up inspections to ensure adequacy of corrective actions.

Our fire and rescue services should not be measured solely by the fires we extinguish. We pride ourselves on fires that we don’t have to fight. The fundamental philosophy has resulted in one of the best fire loss records within the state of Colorado.

The Life Safety and Fire Prevention Division prides itself on providing timely customer services and developing a fire safety partnership with business owners and all construction contractors working in the District.
Emergency Services

At Louisville Fire Rescue provide a number of complex emergency services. These services require a significant commitment of resources and equipment. Moreover, our emergency services programs must be sufficient to successfully achieve the following goals and objectives:

- Minimize threat to public health and welfare
- Minimize property damage
- Minimize environmental insult

Fire Rescue Services

are comprised of three divisions: Tactical Operations, Training, and Emergency Medical Services. Tactical Operations is primarily responsible for mitigation of unplanned fire events, hazardous materials emergencies, wild land suppression, advanced life support, as well as other multiple support services. To meet these objectives, we strive to meet a specific operational baseline and performance to help ensure our staffing needs are met. Clear performance indicators are developed to help measure our success on meeting these critical objectives.

Our Emergency Services Programs

are provided using a combination staffing model which utilizes 75 volunteer members complimented with 15 career employees. Emergency service personnel operate out of two stations that are strategically located in the District. Customers can expect an average response time of 5 mins. for EMS calls and 6 mins. 30 secs. for a fire truck.
Haz-Mat

The LFPD’s first responsibility in a Haz-Mat incident is to protect the public and the environment. The first step in that process is through risk reduction inspection in all hazardous occupancies. In the event of a Haz-Mat incident, our program consists of 3 elements:

1. Pre-Incident Planning
   • Awareness – make all responders aware of the process for safely managing a Haz-Mat incident
   • Planning – develop policies and procedures that outline the rules and responsibilities of all responding agencies
   • Training – train all responders to the operational level complemented by Haz-Mat technicians on each shift

2. Incident Response Management Actions
   • Haz-Mat Response Team – this team consists of skilled technicians and industry support personnel to provide the necessary plugging, diking, and mitigation. The integrated Haz-Mat team is responsible for planning, organizing and developing action plans.

3. Post Incident Management
   • Scene restoration and recovery – to the extent practical, materials are packaged in a safe manner to significantly reduce the risk to life or to the environment
Planning for the Future

Like any business, proper planning and sharing a vision are the keys to a successful future. The content of the 2011-2016 Comprehensive Plan is the vehicle we use to guide the department to future excellence and build a fire safe community. Over 30 members representing all levels of the organization and other community stakeholders evaluated seven (7) areas of the department: programs & practices, growth patterns, policy direction and recommendations, performance goals, standards of care, and financial stability.

Each planning goal is accompanied by an action plan that evolves into a structural program. Management guides are reviewed periodically to assure goals are accomplished.

Recent Achievements

Louisville Fire Rescue addressed several major issues from the previous 5-year plan, including but not limited to:

**Emergency Services:** Implemented a new advanced life support program which reduced paramedic ambulance response times by over 5 minutes.

**Thermal Imaging Cameras:** Under a FEMA grant, we purchased a thermal imaging camera for each engine and ladder company.

**Volunteer Staffing:** Increased by nearly 100% in an effort to ensure 24/7 responses from a station.

**Computer-Aided Mapping:** We added this feature to each fire apparatus to reduce response times. An additional fire truck was also added to ensure adequate pumping capabilities. A reserve engine is available to respond when front line trucks are in for repair or at training.

**Wildland Team:** This team was formed to better address the rural and open space hazards within the District. All team members are NWCG Red Card certified.

**Facilities, Equipment and Technology:** A new computer-aided incident reporting, patient care, training, and HR software program was implemented to reduce administrative time and resources, improve the quality and reduce liabilities of incomplete reports.

**Fire Station #1:** Renovated in 2010, adding more than 5,000 square feet and 24/7 operational capabilities. The department also replaced the self-contained breathing apparatus (SCBA), significantly improving firefighter safety and survival.
**Internal Support and Development**

Pre-Fire plans have been developed for over 150 businesses throughout the District. This initiative has resulted in stronger strategy and tactics, reduction of fire damage, and improved firefighter and occupant survivability. The health and safety of our firefighters is critical to our mission. Improved health, fitness, and injury prevention have proven valuable through early detection of illness, more physically fit members and a significant reduction of lost time injuries. The Department was also awarded a premium cost containment certification by the state of Colorado for implementing all of the recommended loss prevention programs. A comprehensive standard operating procedures manual was developed to help ensure continuity of service, field performance and improved safety.

In partnership with the private sector and elected officials, we enhanced our sprinkler ordinance requiring sprinklers in most new commercial buildings. A contractor’s checklist and fire protection program manual, were developed to help guide contractors and architects on the fire protection requirements for the Louisville Fire Protection District. Additionally, a new inspection fee schedule was implemented to help defray the cost of supporting new development. Most importantly, every business is inspected annually by the Fire Prevention Bureau or an Engine or EMS crew.

**Regional Coordination and Integration**

Louisville Fire Rescue is a partner in the Denver Metro Mutual Aid Agreement and the new Boulder County computer-aided dispatch. This is an electronic mapping system that displays automatic vehicle locations (AVLs) that locate the closest response unit.
Louisville Fire Rescue provides literally dozens of programs and services to our members, residents and businesses. The following is a representative sample:

**Fire Prevention**
- Building Inspections/Follow-up
- Fire Watch Service
- Flammable Liquid Handling & Storage Inspection
- Corporate Employee Training
- Construction Inspections
- Hazardous Materials Inspections
- Special Projects
- Qualification Training
- Special Hazard Assessment
- Code Interpretation and Consultation
- Standards Development
- Maintain Technical Library

**Emergency Services**
- Provide Fire Suppression
- Fire Dept. Training 1001, 1021, 1031 & 1040
- Mutual Aid
- Pre-Fire Planning
- Confined Space Reviews
- Emergency Medical Service
- Program/ALS
- Fire Drills, Emergency Drills and Exercises
- Breathing Air Equipment Drills and Exercises
- Physical Fitness Program
- Health and Wellness Programs

**Management**
- Safety Programs
- Hazardous Materials Mitigation
- Procedure Development
- Qualification Training
- Quality Assurance
- Fire Investigation
- Operational Readiness Reviews
- Preventative Maintenance Inspections
- Public Education Programs
- Ensure Training Programs are Implemented and Compliant
- Establish Fire Department Mission Priorities
- Records Management
- Budget Planning
- Performance Measures
- Strategic Planning
- Conduct of Operations
- Trends Analysis
- Risk Management

**Inspection, Testing and PMT**
- Apparatus and Emergency Equipment
- Emergency Isolation and Restoration of Fixed Fire Protection Systems
- Fire Hydrant IT&M
- Exits, Exit Signs, Exit Illumination IT&M

**Design**
- Design Review
- Support Safety Analysis
- Fire Protection Assurance Programs
- Equipment Specifications Support
- Fire Protection
- Certificate of Occupancies
- Subject Matter Expert (SME) Support
Louisville Fire Rescue prides itself on providing quality emergency services with emphasis on customer satisfaction. We continuously measure the quality of our services through active customer evaluations, internal/external assessments, and evaluation of our compliance to compulsory standards and orders. Quality emergency services are not only a department value, but an expectation of our management team.

We owe that reputation to our people, the Louisville Fire Rescue Team

**Quality**

Louisville Fire Rescue prides itself on providing quality emergency services with emphasis on customer satisfaction. We continuously measure the quality of our services through active customer evaluations, internal/external assessments, and evaluation of our compliance to compulsory standards and orders. Quality emergency services are not only a department value, but an expectation of our management team.

**Integrity**

We believe integrity in business is critical to our success. We maintain the highest ethical standards. We make decisions based on factual information and are committed to always pursuing what is best for the taxpayers, our department and our members.

**Partnership**

Our members work in conjunction with our customers to improve delivery of emergency services and safety. A critical element of our partnership philosophy is “our customer’s priorities are our priorities”. Louisville Fire Rescue members work as a team and we seek every opportunity to serve.
Training and education are the legs on which emergency services stand. We are aggressive in the pursuit of education and training opportunities. The achievement of each educational objective will reveal the path to the ever-increasing knowledge requirement to excel in this ever-changing profession.

Empowerment

People are our strongest resource. We believe in the abilities of our members to excel. That’s why we delegate responsibility and authority to our personnel closest to the work process to make it better. We stimulate and encourage initiative in each other to search for new, unique solutions, and through our quality improvement system, we establish an environment of continuous learning, giving our employees the opportunity to expand their skill base.

Fulfillment

Our services are only as good as our people. We value our members and work to ensure they receive personal satisfaction while meeting both internal and external needs. Our officers, firefighters and staff are among the most enthusiastic and qualified that the fire service has to offer. Louisville Fire Rescue has earned a reputation of delivering the highest quality programs and services to meet and exceed the expectations of our customers.
The Louisville Fire Rescue Commitment:
As Department and individual members of the Louisville Fire Rescue we will do everything we say we will.......... 
Try our best to do them well every time.......... 
And care about our customers, their property and each other.
Adaptive Response Unit
An adaptive response unit provides emergency response coverage when a full size engine is not necessary. It fills the response gap created when the department is at reduced staffing. It also serves as a wildland unit.

ALS Transport Unit
This unit is a critical part of our EMS delivery program. Each of our EMS units are staffed with a Paramedic and EMT who are cross-trained as firefighters, command officers or Haz-Mat technicians.

Boulder County Communications
Where 9-1-1 non-emergency calls for service are received, entered into the computer, and the appropriate resources are dispatched to the customer. The dispatch center currently dispatches for most Boulder County fire departments.

Brush Truck
Typically, a smaller apparatus designed to access rough terrain. This unit carries 400 gallons of water and is primarily used to control weed and wildland interface fires.

Command Post
A mobile command post that is driven to the scene of a major incident. This provides a vehicle in which the Incident Management System is established. The command unit provides a controlled environment where command staff can plan their strategy and assign resources to bring an incident under control. It contains some of the necessary equipment that will assist command staff to operate effectively (radios, computers, phones, reference materials, etc.).

Community Event
An activity in the community where the fire department is providing educational materials and members are participating in other forms. Some community events that we participate in include health and safety fairs, parades, and blood pressure clinics.

Computer-Aided Dispatch (CAD)
This computer is utilized by the dispatchers to process a request for help. The dispatchers enter essential information and the computer then identifies the closest available unit or units, depending on the type of call. This dispatch information is then sent to a mobile computer terminal in the cab of the responding fire truck. The computer also documents data such as time of dispatch, unit on scene time, and other information until the incident is terminated.
Boulder County Training Facility
A site shared by Boulder County fire departments. This public safety training center provides the physical facilities required for training our members in fire fighting, medical services, rescue operations, driver safety, prevention, and public education. A full range of training is also conducted at this site for new firefighters. The facility serves as a regional training center for Boulder County.

Department Communications Function
Under the direction of the Fire Chief, a firefighter is assigned this function. This position is responsible for working with the media to disseminate information to the public and internally to our members; recognizing citizens and Department members for services rendered; and, managing the observer program to improve participant’s knowledge of the fire department.

Emergency Operations Center
A facility where city staff and District personnel can organize and coordinate activities needed to manage a disaster in the district. In the event of a major disaster, the City Manager or Fire Chief can activate the Emergency Operations Center (EOC). The staff can coordinate with outside agencies for needed resources, as well as direct resources within the district to areas of need.

Engine Company
This fire apparatus is typically staffed with a lieutenant, engineer, and two firefighters. These four members have medical training as state certified EMTs. Engine companies respond to all types of calls. The primary function of this crew at fires is to establish a water supply, search for people in the interior of a structure, and apply water with hose lines to the fire.

Health and Fitness Instructor
A specified member of the department who has special training to instruct, develop, and recommend health & fitness standards and programs for our members.

High Tech Industry
Businesses that utilize hazardous chemicals and special procedures to develop a product. Because of their unique processes, a person with specialized knowledge is required to effectively inspect and assist these businesses.
Incident Management System (IMS)
The IMS is used by the Louisville Fire Department and most other departments around the country. This system is used to manage emergency incidents, ranging from the routine, small-scale event to major disasters. The system recognizes the need for a single incident commander at all incidents. The system also divides the incident into manageable components. This provides a method to plan and process information, as well as a means to control, supervise, and coordinate resources.

Inspector/Investigator
A member assigned to Fire Prevention who performs technical inspections of buildings and facilities to determine conformity with fire department fire and building codes. He/she also may assist in conducting education services for fire prevention methods and other prevention programs. The fire investigator is a member of the fire department who is trained to determine cause and origin of fires, make arrests, and prepare case material for prosecution. He/she also performs special investigations, inspections and code enforcement.

Ladder Company
This larger fire apparatus, has a hydraulic elevating platform or ladder. Staffing includes a lieutenant, engineer, and two firefighters. This unit responds on medical and fire calls, as well as a variety of rescue situations. This crew has special training and equipment to free people trapped in motor vehicle crashes. Their primary role at fires is removing smoke and toxic gases from the building (ventilation), providing access to high locations, securing the utilities to the building, rescuing trapped people, and applying water from their hydraulic ladder tower on large fires.

Public Education
Programs extended to the community to prevent injury and death from a variety of causes, including fire risks. Activities include brochures, teaching in public schools, media contacts, and community events. We not only provide traditional fire and life safety messages, but also bicycle and transportation safety messages. All-risk public education is an important service provided to the community within the mission of the Fire Department.
We Are Louisville Fire

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