

Archived: Thursday, May 11, 2017 8:20:06 AM

From: [Hank Green](#)

To: [Tadeo A. DeLaHoya](#); [Fire Department](#)

Cc: [Ralph Velez](#); [Kay Macuil](#); [Eulogio Vera](#); [Craig Higgins](#); [Monica Ruiz](#); [Andrea Catania](#); [Jenny Torres](#); [Laura I. Herrera](#)

Subject: Insurance Services Office (ISO) Public Protection Classification

Importance: Normal

Attachments:

[2017-04-24 ISO rating.pdf](#) 

To Tadeo and the women and men of the City of San Luis Fire Department,

The Insurance Services Office (ISO) visited the City of San Luis earlier this year to evaluate the Fire Department on its ability to fight fires. Their rating system evaluates and quantifies ALL aspects which would affect the success, abilities and timeliness of our services and response. They evaluated the capabilities of our apparatus, the number of apparatus, equipment carried on this apparatus, personnel training hours, number of personnel on duty, number of personnel who responded to our structure fires, our automatic aid and mutual aid agreements, call for service processing times, station alerting systems, response times, redundant alerting systems, radio systems, Mobile Data Computers, water system layout, interconnection of water zones or grids, sustained water delivery, water pressure, location of hydrants, testing and exercising of our fire hydrants, edition of adopted fire code (recency), fire code enforcement, construction plans review, construction site inspections and annual commercial building inspections.

Attached is the most recent ISO rating of the City of San Luis Fire Department; their Public Protection Classification (PPC). This rating is indicative of the collaborative efforts, years of hard work, investment in equipment and diligence by a variety of people and departments to improve the ability of the City of San Luis Fire Department to provide fire suppression services to our community.

This rating (**3/3X**, up from 4/4X) represents the return on the investments made by the City of San Luis to improve the safety of its Citizens and to better our community. Projects to improve the capacity, pressure and duration of our water system and investments, upgrades and partnerships that resulted in the state of the art communications, station alerting, graphic information systems (GIS) and maps, utilization of digital records retention systems, computer aided dispatching systems, investments in new apparatus and maintaining/retaining reserve fire apparatus has now been proven prudent and beneficial.

I am extremely proud of the women and men of the City of San Luis Fire Department. I cannot adequately express their dedication to rise to the challenge of raising the professionalism and abilities of both the City of San Luis Fire Department and themselves; this rating would have been impossible to achieve, were it not for them. This rating exemplifies and captures their efforts over the past 8 to 10 years and their dedication to providing competent, efficient and professional level services to the Citizens and community of San Luis. The personnel of the City of San Luis Fire Department are truly the face of our Fire Department, the ones who stand ready to protect our Citizens and their Property 24 hours a day, nights, weekends and holidays. They have embraced the Fire Department's Mission, Vision, Values and Goals: **Provide safety and security for lives and property in our community** (Our MISSION STATEMENT), **To provide high quality, timely and compassionate services to those we serve** (the GOAL of the City of San Luis Fire Department), **To exceed the community's needs and expectations** (the VISION of the San Luis

Fire Department) and dedicate themselves and their actions and decisions to **that which is best for our community** (second only to Firefighter Safety considerations).

I cannot minimize the role played by the City of San Luis Police Department's Public Safety Communication Center and City of San Luis Public Works Department. They are indeed the unseen components of our support system which allows the Firefighters of the City of San Luis Fire Department to quickly and efficiently respond to fire emergencies and insure our most needed commodity to suppress fire, is readily available.

I am honored to represent the personnel of the City of San Luis Fire Department and grateful for the support of the Mayor, City Council, City Administration, the SLPD Public Safety Communication Center staff and the San Luis Public Works staff to achieve this rating.

Be Safe
Hank

Hank Green, EFO, CPM

Fire Chief
City of San Luis Fire Department
P.O. Box 445
1165 North McCain Avenue
San Luis, AZ 85349-0445
(928) 341-8550
(928) 627-1426 fax
(928) 446-1535 cell
hgreen@cityofsanluis.org

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