

Town of Brooklyn

Board of Fire Commissioners



Standards and Performance Evaluation of
Volunteer Fire Delivery Services

Town of Brooklyn

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Standards and Performance Evaluation of Volunteer Fire Delivery Services

Town of Brooklyn Firefighting Standards & Professional Guidelines Evaluation

Purpose: To review the industry standards applied to both the Mortlake Fire Company & East Brooklyn Fire Department regarding its internal (members) and external (taxpayer and visitors to the Town of Brooklyn) customer base and recommend changes as needed to better serve all stakeholders.

Scope: A six-month external review by the Board of Fire Commissioners of departmental policy, procedures, guidelines, and operational accountability of the Towns two independent fire protection providers.

References:

NPFA 1500 – Standard on Fire Department Occupational Safety & Health Program.

NFPA 1720 – Standard on Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Volunteer Fire Departments.

NVFC – National Volunteer Fire Council

- Recruitment & Retention
- Apparatus Safety
- Fire & Life Safety Education
- Sample SOGs & SOPs
- Physicals

Per Town Ordinance 11-1.3, The Board of Fire Commissioners shall make a continuing study of the fire protection needs of the Town and, from time to time, make long or short-term recommendations to the Town based on such study. In addition to the powers provided in Section 7-301 of the Connecticut General Statutes, as amended, the Board of Fire Commissioners may enter into agreements with any volunteer Fire Company or organized Fire District within the Town for the fire protection thereof on such conditions as to financial and/or equipment assistance and the observance of such regulations as they deem in the best interest of the Town.

Throughout the past year (2022-2023), the Board of Fire Commissioners has been advised by the Mortlake and East Brooklyn Fire Chiefs of a staffing concern of able-bodied first responders during the daytime hours. Therefore, the information gathered through this document will be applied to the accepted industry standards and utilized to assist the Board of Fire Commissioners in determining what is best for the Town regarding fire department operations.

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NFPA 1720 – Standard on Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Volunteer Fire Departments

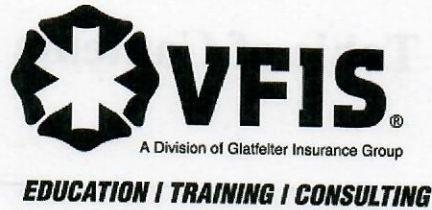
This standard was the first organized approach to defining levels of service, deployment capabilities, and staffing levels for volunteer fire departments. Latest edition in 2010 added the requirement that the fire department have the capability to initiate an attack within two minutes of having necessary resources at the scene in remote areas. Additionally, language on sustained firefighting operations was added.

NFPA 1720 Highlights

Purpose of this standard is to specify the minimum criteria addressing the effectiveness of the volunteer and combination public fire suppression operations, emergency medical service, and special operations delivery in protecting the citizens of the jurisdiction.

- Fire Suppression Organization & Community Risk Management (4.1 -4.2)
 - A department must adopt official policies establishing the organization, identifying the organization's chain of command, recognizing its routine and emergency operations, planning for deployment of resources.
 - These policies must be defined and made readily available to every member.
 - Provide a community risk management plan as a way for the community and department(s) to identify potential risks, hazards, and vulnerable populations located within the jurisdiction, and to determine what protection measures and resources are needed to mitigate these risks.
 - Risk assessment helps to focus the fire prevention/loss prevention activities of the community and department.
- Staffing and Deployment (4.3)
 - Each department should list the services they provide and then identify the number of qualified personnel needed to perform each task for all likely emergencies.
 - Initial first alarm assignment to a typical 2000 sq. ft. two-story single-family dwelling without a basement or exposures shall provide for the following:
 - Established Incident Command outside of the hazard area. (1 person)
 - Establishment of an uninterrupted water supply of at least 400gpm for 30min maintained by a qualified apparatus operator.
 - Establishment of an effective water flow application rate of 300gpm from two hand lines, with a minimum flow of 100gpm operated by a minimum of two qualified individuals per line.

- Fire Department Apparatus (6.1 – 6.4)
 - All fire department apparatus should meet certain minimum requirements to provide the highest level of safety for the operators and occupants.
 - Anyone who operates fire department apparatus should be training and qualified to operate said apparatus.
 - Driver training must include operation guidelines for each type of fire apparatus in both emergency and non-emergency situations. Drivers must understand the limitations of each piece of apparatus.
 - All personnel riding in fire apparatus should be restrained by seatbelts. Standard operating procedures shall show compliance.
 - All fire department apparatus shall be inspected and maintained by qualified personnel.
- Protective Clothing and Equipment (7.1 – 7.15)
 - Fire department members shall receive proper PPE.
 - Departments should establish a PPE cleaning schedule and after incident procedure for the proper decontamination of protective equipment.
 - Ensure a proper PPE inspection and replacement program is established and followed.
 - Ensure members and training and proficient in operation of departments SCBA's.
 - MAYDAY Procedures
 - Emergency operation of SCBA
 - PASS Device familiarity.
- Incident Management (8.1 – 8.3)
 - An incident management system should be used at all incident to reduce confusion and provide organization. Standard written guidelines shall be established.
 - Incident Command training for all members shall be standard.
- Medical Requirements (10.1-10.3)
 - Members must be physically fit and capable of performing duties assigned to them.
 - Established requirement for a fire department physician to conduct medical evaluations for firefighters.
 - Conducting physicals is essential in evaluating the health of department members.



NFPA 1720

Self Assessment Manual

Standard for the Organization and Deployment of Fire
Suppression, Emergency Medical Operations, and Special
Operations to the Public by Volunteer Fire Departments
2014 Edition

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Introduction

NFPA 1720

STANDARD FOR THE ORGANIZATION AND DEPLOYMENT OF FIRE SUPPRESSION,
EMERGENCY MEDICAL OPERATIONS, AND SPECIAL OPERATIONS TO THE PUBLIC
BY VOLUNTEER FIRE DEPARTMENTS.

This standard was developed to identify minimum requirements relating to the organization and deployment of fire suppression operations, emergency medical operations, and volunteer fire departments. Approximately three of every four fire departments in the United States are volunteer; therefore this standard as well as related practices (accreditation, certification, etc.) have a profound effect on the direction of the volunteer fire service.

The standard does NOT include Fire Prevention, Community Education, Fire Investigations, Support Services, Personnel Management, and Budgeting.

This standard may, in the minds of some create a benchmark to aspire and plan to, to others, it represents a minimum baseline. To others it will serve as an expectation that contracted services must meet or plan to meet. In reality the standard will mean different things to different entities because a key section indicates, “The Authority Having Jurisdiction determines if this standard is applicable to their fire department”.

Therefore, the first question to ask and resolve is whether or not the Authority Having Jurisdiction (AHJ) will use/apply the standard. The AHJ will vary by municipality/district/etc. applying this standard.

The next step is to determine how the organization meets the “substantially volunteer” definition. There is no defined calculation method or model; thus, you may establish your criteria based on:

- Number of volunteers versus number of paid staff.
- Hours contributed by volunteers versus number of hours worked by paid staff.
- Average response (number of persons) by volunteer staff versus paid staff, or any similar calculations process.

It should also be recognized that this standard recommends a predefined approach in some cases, where an “equivalency” may occur locally. If there is an equivalency, documentation of how that is achieved is warranted. There is intent in this standard to enhance effectiveness and efficiency, even though they may not be compatible at all times. The intent of this guide and your evaluation and assessment should be to determine gaps and establish a plan to close those gaps over time.

As you review the NFPA 1720 document and this implementation guide you will quickly notice that there are enhanced expectations for volunteer units in organization, communication, planning documentation and scheduling; in some ways being modeled after career services. These can be narrowed to six key critical criteria, in addition to defining the level and type of services to be provided; as well as assuring a training program is in place to achieve performance competency.

Completing this self review is simple and straight forward. In order to help ensure accuracy, it is advisable to utilize the actual NFPA 1720 document in conjunction with the self review. This document is designed to assist departments in understanding and initiating the review process to determine key areas requiring action by the fire department. Many of these components can be achieved in a variety of ways. It is up to each agency to determine how achievement is measured. Simply indicating compliance with this document does not validate compliance. Appropriate support detail must be collected and maintained, and assurance made that any related references within the standard are complied with.

This matrix is not intended to replace or assure compliance with NFPA 1720, The Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Volunteer Fire Departments (2001 Edition). A copy of the entire NFPA 1720, including the appendices and related introductory detail, can be obtained from the:

National Fire Protection Association

1 Batterymarch Park

P.O. Box 9101

Quincy, MA 02269-9101

Additional NFPA Standards Referenced:

- ✓ NFPA 1500 Standard on Fire Department Occupational Health and Safety Program
- ✓ NFPA 472 Standard for Professional Competence of Responders to Hazardous Materials Incidents
- ✓ NFPA 1561 Standard on Emergency Services Incident Management Systems
- ✓ NFPA 1221 Standard for the Installation, Maintenance, and Use of Emergency Service Communications Systems
- ✓ NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs
- ✓ NFPA 1620 Recommended Practice for Pre-Incident Planning

Instructions for the Assessment Process

This assessment process has ten (10) components:

1. Thoroughly read and review this document, and preferably NFPA 1720 as well, prior to taking any action or making any assessment. Obtain appropriate advice or counsel before beginning the assessment.
2. Complete the “Definition Assessment” and the NFPA 1720 “Critical Criteria Assessment” sections. Note any deficiencies or items of concern in the “Summary Statement” section.
3. Read each survey component item.
4. Review the appropriate fire department document, procedure, operation, practice, etc. which applies to the survey component item. (suggested review items are indicated in the notes section)
5. In the notes section of the evaluation guide, indicate any applicable documents, processes, etc.; that demonstrates achievement of the component item.
6. Attempt to both document (D) and observe (O) achievement/compliance. This process completion should be noted by your marking by a check (✓ or X or circle) the D (documented), and O (observed) portions of each survey component item.
7. Use your best judgment to determine if the fire department
 - A – Achieved
 - PA – Partially Achieved
 - FA – Failed to Achieve

the intent of each component. Indicate your grading on the appropriate survey component section and the summary page. Indicate any action required in the appropriate page of the summary.

8. Based upon your assessments, provide an overall assessment of how you believe the organization has achieved, partially achieved, or failed to achieve the intent of NFPA 1720. Provide substantiation statements to support your rating.

9. Transfer any “actions required” from the summary page to the “Action Plan” page, assigning the responsibility for completion to an appropriate person, and prioritize the action required.
10. Monitor the action plan on a monthly basis and incorporate, as needed, items into the annual and strategic plan; monitoring and modifying them on an annual basis.

The process should be done with all officers present and involved. Completion should take approximately 12 hours.

NFPA 1720 Definition Assessment

Has the Authority Having Jurisdiction [AHJ] has indicated the standard applies to the fire department? Yes No

Authority Having Jurisdiction _____

(If the Fire Chief is AHJ what higher level authority has concurred?)

- Person _____
- Title _____

Has the Organization indicated and documented why it is classified under NFPA 1720?
(Predominately volunteer) Yes No

Demonstrated via _____

NFPA 1720 – Critical Criteria Assessment

.....

Minimum critical criteria

The department's organizational, operational and deployment procedures are in writing and issued to members.

Yes No Demonstrated via _____

Is the department involved in developing or has developed a community risk management plan?

Such a plan requires coordination with law enforcement, emergency management, EMS, Hazmat, and related agencies.

Yes No Demonstrated via _____

Does the department identify minimum staffing levels to ensure that a sufficient number of members are available to operate safely, effectively, and efficiently.

Yes No Demonstrated via _____

Is the response to an incident based on risk analysis, and pre-fire planning based on specific location or incident?

Yes No Demonstrated via _____

Has the department defined that personnel responding to fires and other emergencies be organized into company units or response teams and shall have appropriate apparatus and equipment?

Yes No Demonstrated via _____

The fire department is classified as: (4.3.2*)

	Demand Zone	Demographics	Staffing & Response Time [minutes]	Meets Objectives Percentage
<input type="checkbox"/>	Urban area	>1000 population /mi ²	15/9	90%
<input type="checkbox"/>	Suburban area	500-1000 people/mi ²	10/10	80%
<input type="checkbox"/>	Rural area	<500 people/mi ²	6/14	80%
<input type="checkbox"/>	Remote area	Travel dist. ≥ 8 mi	4	90%
<input type="checkbox"/>	Special Risks	AHJ	AHJ	90%

4.3.4* Where staffed stations are provided, does the department have a turnout time of 90-seconds for a fire or special operations, and a 60-second turnout time for emergency medical calls; 90% of the time?

Yes No Demonstrated via _____

Indicate which of the programmatic requirements the department has a training program to cover each component of those operations.

Firefighting	_____	<input type="checkbox"/>	_____
EMS (level _____)	_____	<input type="checkbox"/>	_____
HazMat (level _____)	_____	<input type="checkbox"/>	_____
Rope Rescue	_____	<input type="checkbox"/>	_____
Water Rescue	_____	<input type="checkbox"/>	_____
Trench/Collapse Rescue	_____	<input type="checkbox"/>	_____
Confined Space Rescue	_____	<input type="checkbox"/>	_____
Extrication Rescue	_____	<input type="checkbox"/>	_____
Air/Sea Rescue	_____	<input type="checkbox"/>	_____
USAR-Light	_____	<input type="checkbox"/>	_____
SWAT	_____	<input type="checkbox"/>	_____
Fire Police	_____	<input type="checkbox"/>	_____
Public Service/Assistance	_____	<input type="checkbox"/>	_____
		<input type="checkbox"/>	

NFPA 1720 Evaluation Checklist

Survey Component		Notes
Organization, Operation & Deployment		<i>Chapter 4</i>
Fire Suppression Organization (4.1.1*)		
1	Are fire suppression operations (ops) organized to ensure the fire department's (FD) suppression capability includes sufficient physical & human resources to efficiently, effectively & safely deploy fire suppression resources? (4.1.1*)	<input type="checkbox"/> SOP (dispatch/response/ manning/aid-automatic/mutual) <input type="checkbox"/> Mission statement A PA FA
2	Has the authority having jurisdiction [AHJ] promulgated ² the FD's organizational, operational, & deployment procedures with written regulations, orders and standard operating procedures (SOP's)? (4.1.1*)	<input type="checkbox"/> Municipal operating statement/statute <input type="checkbox"/> SOP manual A PA FA
3	Do FD SOP's clearly state succession of command responsibility? (4.1.2*)	<input type="checkbox"/> Organization chart <input type="checkbox"/> Job description <input type="checkbox"/> ICS SOP D O A PA FA D O

¹ * - An asterisk denotes that there is additional explanatory information in "Annex A" which follows the text of NFPA 1720
² Promulgate – defined as to put into operation by formal proclamation

	Survey Component	Notes
	Community Risk Management (4.2*)	
<p>4</p> <p>A. The fire department shall participate in a process that develops a community fire, and emergency medical services risk management plan (4.2*)</p> <p>B. The specific role of the fire department and other responding agencies shall be defined by the community risk management plan (4.2.1)</p> <p>C. The number and type of units assigned to respond to a reported incident shall be determined by risk analysis and/or pre-fire planning (4.2.2*)</p> <p>Hazardous Materials 4.2.3</p>	<p><input type="checkbox"/> Plan</p> <p><input type="checkbox"/> SOP(s)</p> <p><input type="checkbox"/> Relation to code enforcement</p> <p><input type="checkbox"/> Standard of response cover document</p>	<p>A PA FA</p> <p>D O</p> <p>A PA FA</p> <p>D O</p> <p>A PA FA</p> <p>D O</p>
<p>5</p> <p>Has the FD participated in development of a community risk management plan regarding associated risks with storage, use, & transportation of hazardous materials (haz-mat)? (4.2.3.1)</p> <p>Does the plan define role of FD and other agencies for haz-mat operations management as well as including other special ops? (4.2.3.2)</p>	<p><input type="checkbox"/> Plan</p> <p><input type="checkbox"/> SOP</p> <p><input type="checkbox"/> Haz-mat SOP/haz-mat team SOP</p> <p><input type="checkbox"/> Technical rescue SOP</p> <p><input type="checkbox"/> LEPC relationship</p>	<p>A PA FA</p> <p>D O</p> <p>A PA FA</p> <p>D O</p>

Survey Component		Notes
6	Staffing and Deployment 4.3	
	Has the FD Identified minimum staffing requirements that ensure sufficient number of members are available to operate safely and efficiently? (4.3.1)	<input type="checkbox"/> SOP – response/safety/RIC <input type="checkbox"/> Standard of response cover <input type="checkbox"/> Table completed in Critical Criteria Assessment <input type="checkbox"/> Community risk profile <input type="checkbox"/> Standard of response cover <input type="checkbox"/> Standard of response cover statement <input type="checkbox"/> SOP <input type="checkbox"/> Incident reports
7	A. Table 4.3.2 [on page 9] shall be used to determine staffing and response time for structural fire fighting as required in 4.4.2. B. After assembling necessary resources at emergency scene, does FD have the capability to safely initiate the initial attack within 2 minutes 90 percent of the time? (4.3.4*)	A PA FA D O
8	Are FD personnel responding to emergencies: 1. Organized into company units or response teams? 2. Equipped with appropriate apparatus & equipment? (4.3.5*)	Organizational chart SOP - response/POV Inventory records A PA FA D O
9	Do standard response assignments (including mutual aid response & mutual aid agreements) predetermined by location, & nature of reported emergency regulate the dispatch of companies, response groups and command officers to emergency incidents? (4.3.6*)	SOP – response Run cards/dispatch guidelines Any written agreements A PA FA D O

Survey Component		Notes
Reporting Requirements 4.4		
10	<p>Does FD maintain standard reports for each response that contains:</p> <ol style="list-style-type: none"> 1. Nature? 2. Location? 3. Description of ops performed? 4. Identification of members responding? (4.4.1*,) 	<p><input type="checkbox"/> Incident report</p> <p style="text-align: right;">A PA FA</p>
Annual Evaluation (4.4.2)		
11	<p>Does the fire department evaluate its level of service and deployment delivery and response time objective on an annual basis? (4.4.2.1)</p> <p>The annual evaluation shall be based on data relating to level of service, deployment, and the achievement of each response time objective in each demand zone within the jurisdiction of the fire department. (4.4.2.2)</p>	<p><input type="checkbox"/> Summary report</p> <p><input type="checkbox"/> Comparison report to SORC</p> <p><input type="checkbox"/> Report by demand zone</p> <p><input type="checkbox"/> SOP</p> <p><input type="checkbox"/> Run cards/dispatch guidelines</p> <p><input type="checkbox"/> Any written agreements</p> <p style="text-align: right;">A PA FA</p> <p style="text-align: right;">DO</p>
Quadrennial Report (4.4.3)		
12	<p>Does the fire department provide the AHJ with a written report, quadrennially, that shall be based on annual evaluations required by (4.4.3.1)?</p> <p>Does the report explain the predictable consequences of identified differences and address steps within a fire department strategic plan necessary to achieve compliance? (4.4.3.2)</p>	<p><input type="checkbox"/> Quadrennial Reports</p> <p><input type="checkbox"/> Demand Zone charts/reports</p> <p><input type="checkbox"/> Strategic Plan (reference/concept)</p> <p><input type="checkbox"/> SOP - response</p> <p><input type="checkbox"/> Run card/dispatch guidelines</p> <p><input type="checkbox"/> Any written agreements</p> <p style="text-align: right;">A PA FA</p> <p style="text-align: right;">DO</p>

Survey Component		Notes
Fire Suppression Operations (4.5)		
13	Do SOP's require one and only one individual at a time to be assigned as the incident commander (IC)? (4.5.1*)	<input type="checkbox"/> SOP - ICS A PA FA
14	Do SOP's require the assumption of command to be communicated to all units involved in the incident? (4.5.1.1*)	<input type="checkbox"/> SOP - ICS D O A PA FA
15	Do SOP's require an IC to be responsible for overall coordination & direction of all activities for the duration of incident? (4.5.1.2)	<input type="checkbox"/> SOP - ICS D O A PA FA
16	Do SOP's require the IC to ensure an accountability system is immediately established to ensure rapid accounting of all on-scene personnel? (4.5.1.3)	<input type="checkbox"/> SOP – accountability/ICS <input type="checkbox"/> Training Records D O A PA FA D O
17	Do SOP's require the company officer/crew leader to be aware of the identity, location, & activity of each member assigned to his/her company at all times? (4.5.2)	<input type="checkbox"/> SOP <input type="checkbox"/> Accountability system <input type="checkbox"/> Radio equipment A PA FA
18	Do SOP's require the company members to be aware of the identity of their company officer/crew leader? (4.5.2.1)	<input type="checkbox"/> SOP <input type="checkbox"/> Accountability system <input type="checkbox"/> Training records D O A PA FA D O

Survey Component		Notes
<p>Initial Fire Fighting Ops. (4.6)</p>		
19	<p>Are initial attack ops organized to ensure that at least four members are assembled before entering and starting interior fire suppression/rescue ops in an area immediately dangerous to life and health. (4.6.1)</p> <p>Do two members work as a team while in hazardous areas? (4.6.2)</p> <p>Are orders to crewmembers, particularly verbal & those at emergency scenes transmitted through the company officer? (4.6.2.2)</p>	<p><input type="checkbox"/> SOP <input type="checkbox"/> Incident reports</p> <p><input type="checkbox"/> SOP <input type="checkbox"/> Incident reports</p> <p><input type="checkbox"/> SOP</p>
20	<p>Do SOP's provide for the assignment of two members outside of the hazardous area to assist or rescue of the team operating within the hazardous area?</p> <p>1. One of these rescue team members is permitted to engage in other activities (4.6.3.1)</p> <p>2. Members performing critical tasks that if abandoned to perform rescue, would endanger any firefighter operating at the incident are prohibited from assignment to the two-person rescue team (4.6.3.2)</p>	<p><input type="checkbox"/> SOP</p>
21	<p>Do SOP's provide for the assignment of two members outside of the hazardous area to assist or rescue of the team operating within the hazardous area?</p> <p>1. One of these rescue team members is permitted to engage in other activities (4.6.3.1)</p> <p>2. Members performing critical tasks that if abandoned to perform rescue, would endanger any firefighter operating at the incident are prohibited from assignment to the two-person rescue team (4.6.3.2)</p>	<p><input type="checkbox"/> SOP</p>

Survey Component		Notes
<p>Sustained Firefighting Operations (4.7)</p> <p>Where immediate action could prevent loss of life or serious injury, are initial attack ops organized to ensure that first arriving attack personnel who find an imminent life-threatening situation take appropriate action (even with less than 4 personnel on-scene) in accordance with NFPA 1500³? (4.6.4)</p>	<p><input type="checkbox"/> SOP <input type="checkbox"/> Incident reports for accidents</p>	<p>A PA FA</p>
<p>22</p>	<p>D O</p>	<p>D O</p>
<p>Beyond the capability of the initial attack, can FD provide for sustained ops including:</p> <ol style="list-style-type: none"> 1. Fire suppression? 2. Search & rescue? 3. Forcible entry? 4. Ventilation? 5. Preservation of Property? 6. Accountability of personnel? 7. Dedicated rapid intervention crew (RIC)? 8. Support activities beyond capabilities of initial attack? (4.7.1) 	<p><input type="checkbox"/> SOP – response <input type="checkbox"/> Automatic aid agreement</p>	<p>A PA FA</p>
<p>23</p>	<p>D O</p>	<p>D O</p>

³ NFPA 1500 – Standard on Fire Department Health and Safety Program

Survey Component		Notes
Intercommunity Organization (4.8)		
24	<p>Are mutual aid, automatic aid and other fire protection agreements in writing and complete and include issues such as:</p> <ol style="list-style-type: none"> 1. Liability for deaths and injuries? 2. Disability retirements? 3. Cost of services? 4. Authorization to respond? 5. Staffing and equipment? 6. Resources made available? 7. Designation of incident commander (IC)? (4.8.1*) 	<p><input type="checkbox"/> SOP <input type="checkbox"/> Dispatch center procedure <input type="checkbox"/> Agreements written <input type="checkbox"/> Training records</p> <p style="text-align: right;">A PA FA</p>
25	<p>Are procedures and training of personnel for all FD's involved in agreements sufficiently comprehensive to produce an effective fire force and insure uniform ops? (4.8.2)</p>	<p><input type="checkbox"/> SOP <input type="checkbox"/> Training records</p> <p style="text-align: right;">A PA FA</p>
26	<p>The fire department is permitted to use established automatic aid or mutual aid agreements to comply with the requirements of Section 4.7.</p>	<p><input type="checkbox"/> SOP <input type="checkbox"/> Automatic aid agreement</p> <p style="text-align: right;">A PA FA</p>
Emergency Medical Services (EMS) (4.9*)		
27	<p>The provisions of this section shall only apply to those fire departments that provide emergency medical services. (4.9.1*)</p>	<p><input type="checkbox"/> SOP FD <input type="checkbox"/> SOP EMS (or mutual aid agreement) <input type="checkbox"/> Mission Statement</p> <p style="text-align: right;">A PA FA</p>
		N/A

	Survey Component	Notes
	Emergency Medical Services (4.9*) [Continued]	
28	The fire department has documented its role, responsibilities, functions, and objectives for delivering emergency medical services. (4.9.2)	<input type="checkbox"/> Municipal operating statement/statute <input type="checkbox"/> Organizational chart <input type="checkbox"/> EMS guidelines <input type="checkbox"/> Training records <input type="checkbox"/> Organization chart <input type="checkbox"/> SOP's
29	The fire department shall be permitted to use established automatic aid or mutual aid agreements to comply with the requirements of section 4.9.	D O A P A F A
30	Basic EMS system treatment levels as used in this standard are categorized as: 1. First responder. 2. Basic Life support (BLS) 3. Advanced life support (ALS) (4.9.5.1) Specific treatment capabilities associated with each level are determined by the AHJ for approval & licensing of EMS providers in each state & province. (4.9.5.2)	D O A P A F A <input type="checkbox"/> SOP (dispatch, medical protocols) <input type="checkbox"/> Dept. of Health license <input type="checkbox"/> Certifications <input type="checkbox"/> Training records
31	Does FD have a quality management program? (4.9.6.1)	D O <input type="checkbox"/> SOP <input type="checkbox"/> Policy statement <input type="checkbox"/> Manager/assigned <input type="checkbox"/> Job description <input type="checkbox"/> Records maintained A P A F A <input type="checkbox"/> N/A
32	Is first responder and BLS care provided by FD documented & reviewed by FD medical personnel? (4.9.6.2)	D O <input type="checkbox"/> Copies of run reports <input type="checkbox"/> Management review process A P A F A <input type="checkbox"/> N/A
		D O

Survey Component	Notes
Emergency Medical Services (4.9*) [Continued]	
<p>33 If ALS is provided, does FD have a named medical director who oversees and assures quality medical care in accordance with state or provincial regulations? Is process documented? (4.9.6.3)</p>	<p><input type="checkbox"/> SOP/medical director A PA FA <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> SOP</p>
<p>Special Operations Response (4.10*)</p>	
<p>This section applies to FD's that provide special operations response. (4.10.1) The FD shall adopt a special operations plan and SOP's that specify the role and responsibility of the FD. (4.10.2)</p> <p>34 Special ops shall be organized to ensure that the FD's capability includes sufficient personnel, training, equipment, and resources to safely deliver those services. Established automatic and mutual aid agreements are permitted to comply with these requirements. (4.10)</p>	<p><input type="checkbox"/> SOP's A PA FA <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Mutual aid agreement</p>
<p>Has FD adopted a special ops response plan and related standard operations procedures (SOP's) that specify:</p>	<p><input type="checkbox"/> SOP D O</p> <p>A PA FA</p>
<p>35 1. Role and responsibilities of the FD in special operations? 2. Authorized functions of members responding to HazMat incidents? (4.10.3)</p>	<p>D O</p>

Survey Component		Notes
Special Operations Response (4.10*) [Continued]		
36	Are FD members expected to respond to HazMat incidents beyond first responder operations level? trained to applicable requirements of NFPA 472 ⁴ ? (4.10.6)	<input type="checkbox"/> SOP <input type="checkbox"/> Mission statement <input type="checkbox"/> Training records/certification
37	Does FD shall have capacity to implement RIC during special ops incidents that would subject firefighters to immediate danger of injury, or in the event of equipment failure or other sudden events per NFPA 1500 ⁵ ? (4.10.7)	<input type="checkbox"/> SOP <input type="checkbox"/> Training records
38	If a higher level of response is needed beyond the capability of the FD for special ops, does the FD have procedures to determine: <ol style="list-style-type: none"> 1. Availability of outside resources to deploy these capabilities 2. Method of contact and response 3. Integration with local resources? (4.9.6.1) Do procedures limit FD to performing only those specific special ops functions for which their personnel are trained and equipped? (4.10.8)	<input type="checkbox"/> SOP <input type="checkbox"/> Contact list/agreements <input type="checkbox"/> Dispatch procedures <input type="checkbox"/> SOP <input type="checkbox"/> Mission statement

⁴ NFPA 472-Standard for Professional Competence of Responders to Hazardous Materials Incidents

⁵ NFPA 1500-Standard on Fire Department Occupational Safety and Health Program

Survey Component		Notes
Systems		
Safety and Health System (5.1*)		
39	Does FD provide occupational safety and health program in accordance with NFPA 1500 ⁶ that forms the basic structure of protecting the health & safety of firefighters, regardless of the scale of the dept. or emergency? (5.1.1*)	<input type="checkbox"/> SOP <input type="checkbox"/> Safety officer Program <input type="checkbox"/> Contact for CISD <input type="checkbox"/> OSHA requirements <input type="checkbox"/> Physical fitness Equipment <input type="checkbox"/> Safety posters <p style="text-align: right;">A PA FA D O</p>
Incident Management System (5.2*)		
40	Does FD provide an incident management system in accordance with NFPA 1561 ⁷ that forms the basic structure of all emergency operations of the fire department regardless of scale of the department or the scale of the emergency? (5.2.1)	<input type="checkbox"/> SOP <p style="text-align: right;">A PA FA D O</p>
41	Is incident management system designed to manage incidents of all different types, including (5.2.2*) <ul style="list-style-type: none"> - structure fires - wildland fires - haz-mat incidents - emergency medical ops - other types of incidents 	<input type="checkbox"/> SOP <p style="text-align: right;">A PA FA D O</p>
42	Is the incident management system consistent with the National Incident Management System (NIMS) and the National Response Framework? (5.2.3)	<input type="checkbox"/> SOP <p style="text-align: right;">A PA FA D O</p>

⁶ NFPA 1500-Standard on Fire Department Occupational Safety and Health Program

⁷ NFPA 1561-Standard on Emergency Services Incident Management System

	System Component	Notes	
	Training Systems (5.4*)		
43	Does FD have a training program and policy to ensure that personnel are trained and their competency is maintained to execute their responsibilities consistent with FD's organization and deployment addressed in Chapter 4? (5.3)	<input type="checkbox"/> SOP <input type="checkbox"/> Training program <input type="checkbox"/> Training records	A PA FA
	Communications Systems (5.4*)		
44	Does FD have a reliable communication system to facilitate prompt delivery of fire suppression, EMS and special operations? (5.4.1*)	<input type="checkbox"/> SOP <input type="checkbox"/> License <input type="checkbox"/> Test	A PA FA
45	Do FD's communications facilities, equipment, staffing and operation procedures comply with NFPA 1221 ⁸ ? (5.4.2)	<input type="checkbox"/> Certification statement/license	A PA FA
46	Do operating procedures for radio communications provide for standard protocols and terminology at all types of incidents? (5.4.3)	<input type="checkbox"/> SOP	A PA FA
47	Is standard terminology established to transmit information in compliance with NFPA 1561, including: Strategic modes of operation, situation reports, and emergency notifications of imminent hazards? (5.4.4)	<input type="checkbox"/> SOP	A PA FA
	Pre-Incident Planning (5.5*)		D O
48	Does FD have operational requirements to conduct pre-incident planning, with particular attention to risks, and target hazards? (5.5*)	<input type="checkbox"/> SOP <input type="checkbox"/> PEP's/run book <input type="checkbox"/> Risk assessment survey	A PA FA <input type="checkbox"/> N/A D O

⁸ NFPA 1221-Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems

Summary

Item	Status			Action Required
	A	PA	FA	
1				<input type="checkbox"/> None
2				<input type="checkbox"/> None
3				<input type="checkbox"/> None
4				<input type="checkbox"/> None
5				<input type="checkbox"/> None
6				<input type="checkbox"/> None
7				<input type="checkbox"/> None
8				<input type="checkbox"/> None
9				<input type="checkbox"/> None
10				<input type="checkbox"/> None
11				<input type="checkbox"/> None
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14				<input type="checkbox"/> None
15				<input type="checkbox"/> None
16				<input type="checkbox"/> None
17				<input type="checkbox"/> None
18				<input type="checkbox"/> None
19				<input type="checkbox"/> None
20				<input type="checkbox"/> None

NFPA 1720; 2014 Reference Manual – VFIS Education, Training & Consulting

21						<input type="checkbox"/> None
22						<input type="checkbox"/> None
23						<input type="checkbox"/> None
24						<input type="checkbox"/> None
25						<input type="checkbox"/> None
26						<input type="checkbox"/> None
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45						<input type="checkbox"/> None
46						<input type="checkbox"/> None
47						<input type="checkbox"/> None
48						<input type="checkbox"/> None

Summary Statement

None Achieves

None Partially Achieves

None Fails to Achieve

The intent of NFPA 1720

Substantiation:

Action Plan

Item # _____ Action to take:	<input type="checkbox"/> Completed	<p style="text-align: center;">Priority</p> <input type="checkbox"/> Urgent – 30 days <input type="checkbox"/> 90 days <input type="checkbox"/> Annual Plan <input type="checkbox"/> Strategic Plan
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Notes

Notes

Notes

NFPA 1500 – Standard on Fire Department Occupational Safety and Health Program

Established in 1987 to address the absence of a consensus standard addressing fire service occupational safety and health programs. Fire service organizations at the time were being increasingly subjected to regulations that were developed for general industry.

NFPA 1500 Highlights

- Risk Management Plan (4.2)
 - It is imperative that a fire department establish, implement, and update a risk management plan to ensure it recognizes potential risks and hazards. The intent is to make sure that each and every member of the fire department is aware of the potential risks and hazards when responding to an incident.
 - A thorough risk management plan will greatly reduce the likelihood of injury. Risk management should focus on two main components: Risk assessment and risk control.
 - The risk management plan should be a written document that has been adopted by each department and distributed to the members with the responsibilities outlined in the plan. The risk management plan should apply to all aspects of the fire department's operations and activities, including emergency operations and it should be communicated throughout the department.
- Safety and Health Policy (4.3)
 - Intends to provide a safe and healthy work environment for personnel. It also calls on the department to provide members the means to become, and remain healthy. It should be the goal of the department to reduce the likelihood of injury through a comprehensive health and safety program.
- Training, Education, and Professional Development (5.1)
 - Established advocacy for having each member of the fire department training and educated to execute their assigned roles as responders. Members should not find themselves in unfamiliar situations that could increase the likelihood of injury or death.
 - While initial education and training is very important, it is equally important to remain sharp through continuing education.
- Member Qualifications (5.2)
 - Each member should the minimum qualifications or certifications for their assigned role(s). Certifications greatly reduce the likelihood of injury or death.
 - Minimum requirements of NFPA 1001, 1002, 1021, and 1052.
 - Grants; Federal, and State can be utilized to fund training.

- Fire Department Apparatus (6.1 – 6.4)
 - All fire department apparatus should meet certain minimum requirements to provide the highest level of safety for the operators and occupants.
 - Anyone who operates fire department apparatus should be training and qualified to operate said apparatus.
 - Driver training must include operation guidelines for each type of fire apparatus in both emergency and non-emergency situations. Drivers must understand the limitations of each piece of apparatus.
 - All personnel riding in fire apparatus should be restrained by seatbelts. Standard operating procedures shall show compliance.
 - All fire department apparatus shall be inspected and maintained by qualified personnel.
- Protective Clothing and Equipment (7.1 – 7.15)
 - Fire department members shall receive proper PPE.
 - Departments should establish a PPE cleaning schedule and after incident procedure for the proper decontamination of protective equipment.
 - Ensure a proper PPE inspection and replacement program is established and followed.
 - Ensure members and training and proficient in operation of departments SCBA's.
 - MAYDAY Procedures
 - Emergency operation of SCBA
 - PASS Device familiarity.
- Incident Management (8.1 – 8.3)
 - An incident management system should be used at all incident to reduce confusion and provide organization. Standard written guidelines shall be established.
 - Incident Command training for all members shall be standard.
- Medical Requirements (10.1-10.3)
 - Members must be physically fit and capable of performing duties assigned to them.
 - Established requirement for a fire department physician to conduct medical evaluations for firefighters.
 - Conducting physicals is essential in evaluating the health of department members.



Checklist: NFPA 1500*

Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
Risk Management				
4.2.2 Develop a risk management plan for the following:				
Administration				
Facilities				
Training				
Vehicle operations, both emergency and non-emergency				
Protective clothing and equipment				
Operations at emergency incidents (see Annex C)				
Operations at non-emergency incidents				
Other related activities				
4.2.3 Risk management plan shall include (see Annex D)				
Risk identification — actual and potential hazards				
Risk evaluation — likelihood of occurrence of a given hazard and severity of its consequences				
Establishment of priorities for action — the degree of a hazard based upon the frequency and risk of occurrence				
Risk control techniques — solutions for elimination or mitigation of potential hazards; implementation of best solution				
Risk management monitoring — evaluation of effectiveness of risk control techniques				

*This checklist coincides with the sections highlighted in this guide. Visit www.nfpa.org to view the standard in its entirety.



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
<p>Safety and Health Policy</p> <p>4.3.1 Adopt a written departmental occupational safety and health policy for the prevention and elimination of accidents and occupational injuries, exposures to communicable disease, illnesses, and fatalities.</p>				
<p>4.3.2 Provide members an occupational safety and health program that complies with this standard.</p>				
<p>Training, Education, Professional Development</p> <p>5.1.1 Establish and maintain a training, education, and professional development program with a goal of occupational deaths, injuries, and illnesses.</p>				
<p>5.1.2 Provide training, education, and professional development for all department members commensurate with and functions that they are expected to perform.</p>				
<p>5.1.3 Establish training and education programs that provide new members initial training, proficiency opportunities, and a method of skill and knowledge evaluation for duties assigned to the member prior to engaging in emergency operations.</p>				
<p>5.2.1 Members engaged in structural fire fighting meet NFPA 1001, Standard for Fire Fighter Professional Qualifications.</p>				
<p>5.2.2 Driver/operators meet NFPA 1002, Standard for Fire Apparatus Driver/Operator Professional Qualifications.</p>				



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
5.2.4 Fire officers meet NFPA 1021, Standard for Fire Officer Professional Qualifications.				
5.2.5 Wildland fire fighters meet NFPA 1051, Standard for Wildland Fire Fighter Professional Qualifications.				
Fire Department Apparatus				
6.1.1 Safety and health as primary concerns in the specification, design, construction, acquisition, operation, maintenance, inspection, and repair of all fire department apparatus.				
6.1.1.1 Restraint devices for fire apparatus, including those restraint devices for emergency medical service (EMS) members operating in the patient compartment of the ambulance.				
6.1.5* Tools, equipment, or respiratory protection within enclosed seating areas of fire apparatus or the patient compartment of an ambulance, secured by either a positive mechanical means of holding the item in its stowed position or by placement in a compartment with a positive latching door.				
6.2.1 Fire apparatus operated only by members who have successfully completed an approved driver training program commensurate with the type of apparatus the member will operate.				



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
6.2.7SOPs for safely driving fire apparatus during non-emergency travel and emergency response to include				
Vehicle speed				
Crossing intersections				
Traversing railroad grade crossings				
Use of emergency warning devices				
Backing of fire apparatus.				
6.3.1 All persons riding in fire apparatus shall be seated and belted securely by seat belts in approved riding positions at any time the vehicle is in motion				
Standing or riding on tail steps, sidesteps, running boards, or in any other exposed position prohibited.				
6.4.1 All fire apparatus inspected, maintained, and tested in accordance with NFPA 1911, Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus.				
6.4.2 Fire pumps service tested in accordance with NFPA 1911, Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus.				
Protective Clothing and Protective Equipment 7.1.1 Each member provided protective ensembles, ensemble elements, and protective equipment designed to provide protection from hazards to which the member is likely to be exposed and that is suitable for the tasks the member is expected to perform.				



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
7.1.3 Structural fire-fighting and proximity fire-fighting protective ensembles and elements cleaned per NFPA 1851, Standard on Selection, Care, and Maintenance of Structural Fire Fighting Protective Ensembles.				
7.2.1 Members who engage in or are exposed to the hazards of structural fire fighting shall be provided with and use a protective ensemble that meets NFPA 1971, Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting.				
7.11.1.1 All new Open-circuit SCBA shall be certified as compliant with NFPA 1981 and NIOSH Standard for Chemical, Biological, Radiological, and Nuclear (CBRN) Open Circuit Self-Contained Breathing Apparatus (SCBA).				
7.15.1 PASS devices shall meet the requirements of NFPA 1982, Standard on Personal Alert Safety Systems (PASS).				
7.15.3 Each member shall be provided with, use, and activate his or her PASS devices in all emergency situations that could jeopardize that person's safety due to atmospheres that could be IDLH, in incidents that could result in entrapment, in structural collapse of any type, or as directed by the incident commander or incident safety officer.				



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
<p>Incident Management.</p> <p>8.1.1 Emergency operations and other situations that pose similar hazards, including but not limited to training exercises, shall be conducted in a manner that recognizes hazards and prevents accidents and injuries.</p>				
<p>8.1.2 Written SOP established for all members to use incident management system that meets the requirements of NFPA 1561, Standard on Emergency Services Incident Management System during emergency incidents.</p>				
<p>8.1.3 The incident management system is utilized at all emergency incidents.</p>				
<p>8.1.4 The incident management system shall be applied to drills, exercises, and other situations that involve hazards.</p>				
<p>8.3.1 The incident commander shall integrate risk management into the regular functions of incident command.</p>				
<p>8.3.2 Risk management shall be utilized on the basis of the following principles:</p>				
<p>• (1) Activities that present a significant risk to the safety of members shall be limited to situations where there is a potential to save endangered lives.</p>				
<p>• (2) Activities that are routinely employed to protect property shall be recognized as inherent risks to the safety of members, and actions shall be taken to reduce or avoid these risks.</p>				



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<ul style="list-style-type: none"> (3) No risk to the safety of members shall be acceptable when there is no possibility to save lives or property. 				
<ul style="list-style-type: none"> (4) In situations where the risk to fire department members is excessive, activities shall be limited to defensive operations. 				
<p>8.3.3 The incident commander shall evaluate the risk to members with respect to the purpose and potential results of their actions in each situation.</p>				
<p>Medical</p>				
<p>10.1.1 Candidates shall be medically evaluated and qualified for duty by the fire department physician.</p>				
<p>10.1.2 Medical evaluations take into account the risks and the functions associated with the individual's duties and responsibilities.</p>				
<p>10.1.3 Candidates and members who will engage in fire suppression meet the medical requirements specified in NFPA 1582, Standard on Comprehensive Occupational Medical Program for Fire Departments.</p>				
<p>10.2.1 Develop physical performance requirements for candidates and members who engage in emergency</p>				
<p>10.2.2 Candidates are qualified as meeting the physical performance requirements established by the fire department prior to entering into a training program to become a fire fighter.</p>				



Content	Compliance Y = Yes / N = No	Plan to Achieve Compliance Y = Yes / N = No	Expected Compliance Date	Notes, Modifications, Challenges
<p>10.3.1 Establish and provide a health and fitness program per NFPA 1583, Standard on Health-Related Fitness Programs for Fire Department Members, to enable members to develop and maintain a level of fitness that allows them to safely perform their assigned functions.</p>				
<p>10.3.2 Maintenance of fitness levels shall be based on fitness standards determined by the fire department physician that reflect the individual's assigned functions and activities and that are intended to reduce the probability and severity of occupational injuries and illnesses.</p>				