

	CORPORATE POLICY FIRE SERVICES: EMERGENCY RESPONSE SERVICE STANDARDS	Policy No: CP-1005-17
		Approved By: Council
		Effective Date: March 26, 2018
		Resolution No.: 081-18
		Division - Department: Community and Protective Services – Protective Services

FIRE SERVICES: EMERGENCY RESPONSE SERVICE STANDARDS

POLICY STATEMENT

This policy establishes a reasonable and practical set of accepted response standards for Spruce Grove Fire Services.

1. PURPOSE

1.1 The intent of this policy is to:

- (a) establish response standards for Fire Services that are in line with international standards and provincial legislation;
- (b) establish requirements for reporting to council; and
- (c) provide governance direction as to what benchmarks need to be achieved and reported.

2. DEFINITIONS

- 2.1 “Apparatus” means a vehicle designed to be used under emergency conditions to transport personnel and equipment, and to support the suppression of fires and mitigation of other hazardous situations but does not include an ambulance.
- 2.2 “Dispatch Time” means the time interval that begins with the answering of the initial call for assistance at the dispatch centre, until the responding units are provided with an address to respond to.
- 2.3 “NFPA” means the National Fire Protection Association.
- 2.4 “Total Response Time” means the time interval from the receipt of the initial call for assistance at the dispatch centre, until the arrival of the responding unit at the incident.

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- 2.5 “Travel Time” means the time interval that begins when a unit is provided with an address to respond to and ends when the unit arrives at the scene.
- 2.6 “Turnout Time” means the time interval that begins when the dispatch centre provides an address to respond to, and ends when the apparatus or ambulance is en route.

3. RESPONSIBILITIES

- 3.1 The Fire Chief is responsible for reporting annually to council on fire services ability to meet this policy. The report should contain at a minimum:
- (a) number of emergency responses categorized in a way that is informative and useful;
 - (b) response compliance with this policy;
 - (c) response compliance with the Alberta Building Code; and
 - (d) additional fire service information for statistical comparisons.
- 3.2 Deputy Chief and Assistant Deputy Chiefs are responsible for ongoing monitoring of compliance with this policy and informing the Fire Chief of any potential issues.
- 3.3 Captains and Lieutenants are responsible for daily supervision of crews and ensuring best practices are used to achieve compliance with this policy.
- 3.4 Firefighters are responsible for following all Standard Operating Procedures, established practices, and accurately reporting deficiencies to their officers.

4. RESPONSE STANDARDS

- 4.1 Alberta Building Code

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- (a) The Alberta Building Code requires enhanced building standards when the following fire department response is not achievable.
- (b) Total Response Time shall not exceed 600 seconds for any fire with dollar loss nine out of ten times for any individual property.

4.2 Non-Medical Emergency Responses (excluding motor vehicle collisions):

- (a) Dispatch Time is not currently set by council but for reporting purposes the Fire Chief shall report Dispatch Time based on the NFPA standard of 79 seconds or less 90% of the time.
- (b) Total Response Time of 399 seconds or less 90% of the time in relation to the first on scene apparatus.
- (c) Travel Time of 240 seconds or less 80% of the time for the first arriving apparatus.
- (d) Travel Time of 480 seconds or less 90% of the time for the second arriving apparatus.
- (e) Turnout Time of 80 seconds 90% of the time.

4.3 Medical Emergencies (excluding motor vehicle collisions).

- (a) Dispatch Time is not currently set by council and fire services may not have access to the initial call received time from Alberta Health Services.
- (b) Total Response Time is not currently set by council as fire services may not have access to the initial call received time from Alberta Health Services.
- (c) Travel Time of 240 seconds or less 80% of the time.
- (d) Turnout Time of 60 seconds 90% of the time.

4.4 Emergency Motor Vehicle Collision Responses

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- (b) Total Response Time of 399 seconds or less 90% of the time in relation to the first on scene apparatus.
- (c) Travel Time of 240 seconds or less 90% of the time for the first arriving apparatus.
- (d) Turnout Time of 80 seconds 90% of the time.

RELATED DOCUMENTS

NFPA 1710 - Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments

Alberta STANDATA 06-BCI-025 Fire Department Response Time.

Policy 8,026 is rescinded.

APPROVAL

Mayor: Original signed by Stuart Houston Date: April 3, 2018