COUNCIL POLICY

CITY OF FORT SASKATCHEWAN

GEN-054-C

FIRE SERVICES DEPARTMENT SERVICE LEVEL

Date Issued: December 13, 2011	Mandated by: City Council
Current Revision: November 10, 2026 (R350-26)	Cross Reference: Fire Services Bylaw C25-26
Next Review: Jan 1, 2031	Responsibility: Fire Chief

1. PURPOSE

1.1 To establish the services that the Fire Services Department is authorized to provide and minimum levels of service for each, in accordance with applicable provincial legislation, recognized international standards, and industry best practices.

1.2 To establish reporting requirements and provide governance direction regarding the performance measures and service level benchmarks that are monitored, measured and reported to Council.

2. POLICY

2.1 The City recognizes that the services provided by the Fire Services Department are essential to protecting life, property, and environment. This policy establishes the minimum level of response for fire suppression, rescue, medicals, fire prevention and public education, while also establishing the performance benchmarks and reporting requirements used to monitor and report on service delivery to Council.

2.2 The City recognizes that the level of response may vary depending on the location and circumstance of an emergency, including responses in Mutual Aid areas. A response may differ for a variety of reasons including:

- 2.2.1 The geographical size and layout of the City;
- 2.2.2 The difficulty in accessing the remote areas within the City;
- 2.2.3 The location, staffing and training levels of the emergency responders, and other agencies providing emergency services within the region;
- 2.2.4 The differing availability of water for fire suppression purposes within areas of the City or region;
- 2.2.5 Adverse weather conditions;
- 2.2.6 Multiple or simultaneous emergency events; and
- 2.2.7 Reliance on contract emergency support services.

2.3 The Fire Services Department is authorized to provide services within the City's municipal

boundaries area as outlined in the Fire Services Bylaw and as listed in Appendix 'A'.

2.4 This policy establishes a reasonable and practical set of accepted response standards for the Fire Services Department and the service level that is provided in Appendix "A".

3. DEFINITIONS

3.1 *Alarm Handling* – means the time segment begins when the 911 call is answered and ends with the notification of firefighters. It includes the time taken to answer the 911 call and transfer it to the appropriate dispatcher (NFPA reference: alarm answering), and for the dispatcher to get the necessary information and notify the fire department (NFPA reference: alarm processing).

3.2 *Awareness Level* – means that Fire Services Department personnel will recognize risks and hazards, adopt a defensive position, secure the area, and call for specialized assistance.

3.3 *Chute Time* – means the time segment begins when dispatch notifies the firefighters until the response vehicle leaves the station for response. Time is required for firefighters to dress in proper PPE and safely leave the station.

3.4 *City* – means the municipal corporation of the City of Fort Saskatchewan.

3.5 *City Manager* – means the Chief Administrative Officer of the City, or their designate.

3.6 *Council* – means the Mayor and Councillors of the City, both together and individually, who have been elected pursuant to the *Local Authorities Election Act.*

3.7 *Directive*- outline a sequence of steps to achieve a particular result; there is a consistency of this repetitive approach to accomplish a result.

3.8 *EMS* – means Emergency Medical Services provided by Emergency Health Services – Alberta.

3.9 *Fire Services Department* - means the Department of the City of Fort Saskatchewan which provides fire services in accordance with this Policy.

3.10 *Fire Underwriters Survey* (FUS) – means a national organization that provides data on public fire protection for fire insurance statistical work and underwriting purpose of subscribing insurance companies. Risk assessment, water supply, fire safety controls, staffing, training, maintenance, apparatus, pre-incident planning are all factors in the rating.

3.11 *High Intensity Residential Fires* (HIRF) – means fires involving rapid heat release and fire spread beyond the point of origin that usually involve adjacent buildings.

3.12 *Incident Command System* (ICS) – means a standardized on-site management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

3.13 *Medical First Response* (MFR) – means Fire Services Department personnel response

to medical calls in the Emergency Health Services-Alberta MFR program and adheres to a set of Medical Control Protocols (MCP) outlined by EHS within the City.

3.14 *NFPA* – means the National Fire Protection Association which all manufacturers of equipment for the fire service use and follow for recommendations.

3.15 *Operations Level* – means Fire Services Department personnel will take action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident under control and to an end.

3.16 *Pump* – means an Underwriters Laboratories of Canada listed fire truck as defined by NFPA.

3.17 *Quality Management System (QMS)*- a provincially required plan that establishes the minimum performance standards, responsibilities, and quality assurance processes for the delivery of fire safety code services, including fire prevention, inspections, investigations, and compliance activities.

3.18 *Rescue* – means Fire Services Department personnel will respond to any emergency request to the level of training received including but not limited to, medical support activities, vehicle accidents, still/swift/ice water Rescue and entrapments.

3.19 *Standard Operating Guidelines*- provide part of the procedures framework but are not inflexible like policies. Guidelines are intended to be applied with the user's judgement when carrying out tasks or duties within a procedure.

3.20 *Technician Level* – means responders may initiate a combination of actions to bring the incident under control and to an end.

3.21 *Technical Rescue* – means Fire Services Department personnel may respond to a unique type of emergency that requires specialized equipment and extensive/advanced training such as ice rescue, water Rescue, hazardous materials, rope and medical support.

3.22 *Total Response Time* – means the time segment begins when the 911 call is answered and ends when the first apparatus capable of commencing the incident management arrives. Total Response Time shall not exceed 10 minutes, 90% of the time.

3.23 *Travel Time* – This time segment begins when an apparatus leaves the station or otherwise begins the response to the scene of the emergency and ends at the time when the assigned vehicle arrives on scene. This time segment is a function of distance and the speed travelled.

3.24 *Unit* – means squad, pumper, engine, tower or any light vehicles.

3.25 *Wildland fires* – means Fire Services Department personnel will respond to all running non-structural prairie of forest fires in or threatening the City.

4. GUIDING PRINCIPLES

4.1 Fire and Medical Emergency Response

4.1.1 The *Alberta Building Code* requires a Total Response Time not exceeding 10 minutes (600 seconds) for 90% of fire incidents to support the objective of limiting property loss. The City monitors this to determine if enhanced building standards are necessary.

4.1.2 Medical Dispatch time is not currently set by Council and the Fire Services Department may not have access to the initial call time received from Alberta Health Services but for reporting purposes the Fire Chief will update Council when data is available.

4.1.3 Medical Total Response Time is not currently set by Council and the Fire Services Department may not have access to the initial call time received from Alberta Health Services, but for reporting purposes the Fire Chief will update Council when data is available.

4.1.4 Alarm Handling time should generally be achieved within 30 seconds or less for at least 90% of incidents.

4.1.5 Chute time should generally be achieved within 1 minute 30 seconds or less (90 seconds) for at least 90% of incidents.

4.1.6 Travel time should generally be achieved within 8 minutes (480 seconds) for at least 90% of incidents.

4.2 Insurance Grading

4.2.1 The City shall maintain a minimum grading classification of Dwelling Protection Grade (DPG) 1 and Public Protection Classification (PFPC) 4.

4.3 Equipment Replacement

4.3.1 Fire apparatus may be maintained as per the applicable National Fire Protection Association standards (NFPA) as amended from time to time. Fire apparatus shall be replaced through equipment lifecycle reserve every 20 years to maintain the City fire insurance grading with the Fire Underwriters Survey. Light duty vehicles (Trucks, SUV, Fire Prevention etc.) will have a life cycle of 10 years but also take into consideration mechanical state to possibly extend.

4.3.2 All Personal Protective Equipment (PPE) shall be purchased, maintained and life cycled as per the applicable NFPA standards as amended from time to time.

4.3.3 All Fire Services Department equipment shall be purchased, maintained, and tested as per the applicable NFPA standards as amended from time to time.

4.4 Incident Command

4.4.1 All emergency response incidents shall have an Incident Commander as per the applicable NFPA and ICS Canada standards as amended from time to time.

4.4.2 All emergency response incidents shall have an Incident Safety Officer as per the applicable NFPA and ICS Canada standards as amended from time to time.

4.5 Life Safety / Fire Prevention

4.5.1 The City shall ensure that a Fire Services Quality Management System as required by the *Alberta Safety Codes* Act, establishing responsibilities and minimum performance criteria, and a Fire Quality Management System approved by Alberta Safety Codes Council are in place.

4.5.2 The City shall provide fire life safety inspections, occupancy load reviews and investigations as per the approved Quality Management System signed with the Alberta Safety Codes Council and billed as per the City's Fees & Charges Bylaw.

4.5.3 The City shall provide public education to residents through school visits, open houses, public events, fire drills, alarm inspections, requests, or complaints from the public regarding fire prevention matters.

4.5.4 All commercial and high-risk properties shall have a pre-incident plan completed and filed appropriately to ensure responding personnel have access to the file.

4.5.5 The Fire Services Department will endeavour to review all construction fire safety plans, evacuation plans, and new development plans and provide feedback pertaining to fire life safety.

4.5.6 The Alberta Building Code requires enhanced building construction and fire protection measures where the fire department is unable to meet the emergency response time standards.

4.6 Fire Investigation

4.6.1 The Fire Services Department will ensure all fires resulting in a loss are investigated for cause and origin and will file the appropriate paperwork with the Province of Alberta.

4.7 Training

4.7.1 Firefighter training shall be based on the approved City policy and service level standards.

4.7.2 All firefighters shall be trained to the appropriate levels defined in the Department's standard operating guidelines and job descriptions.

4.7.3 The Deputy Fire Chief or designate shall maintain all training records and reports on training levels.

4.8 Emergency Responses

4.8.1 Fire services equipment shall be deployed for all emergencies when it is deemed that they are required and where practical to do so.

4.8.2 The Fire Services Department Service Level will strive to meet NFPA standards as outlined in Appendix 'A' and subject to budget approval.

4.8.3 The Fire Services Department will provide, when possible, a response to all structure fires; motor vehicle accidents, rescue calls, dangerous goods incidents and wild-land fires within the City or elsewhere in accordance with this policy or under a signed mutual or auto aid agreements.

4.9 Dangerous Goods

4.9.1 The Fire Services Department will provide dangerous goods response services as outlined in Appendix A.

4.10 Rescue Calls

4.10.1 Fire Services Department will provide vehicle crash rescue, low slope (rescue at heights), swift water, surface water, and surface ice rescue as outlined in Appendix A.

4.10.2 Fire Services Department will provide most other rescue services at the awareness level and where possible, at the operations level.

4.11 Medical Emergencies – EMS Assist / Medical Co-Response

4.11.1 When the medical response plan identifies the need for fire response, the Fire Services Department shall provide a medical co-response, when available, to levels as defined in the Medical First Response Program through Emergency Health Services-Alberta.

4.11.2 Medical code determinants will be set by Council through Appendix A.

4.12 Disaster Services Response

4.12.1 In the event that there has been a declaration of a state of local emergency, the Fire Services will operate as the Municipal Emergency Plan and under the direction of the City's Director of Emergency Management.

4.13 Mutual / Auto Aid Agreements

4.13.1 The City encourages the Fire Chief / Director of Emergency Management to recommend mutual / auto aid agreements with neighboring municipalities.

4.13.2 The Fire Services Department may be made available at the request of the RCMP, the Chief of another Emergency Service or Fire Department, or the Chief Administrative Officer of another municipality with whom a mutual / auto aid agreement exists. All requests and confirmation of any response will be relayed through 911 dispatch and approved by the Fire Chief or designate.

4.13.3 In the event of mutual aid response, a staffing of firefighters in sufficient quantities to provide initial fire protection should be maintained in the City.

4.13.4 In the event that the Fire Services Department is required to respond to an incident in an area that a mutual / auto aid agreement does not exist, the municipality in which the event occurs will be invoiced by the City for the equipment and staffing in accordance with the fees & charges Bylaw.

5. AUTHORITY / RESPONSIBILITY TO IMPLEMENT

5.1 The City Manager is authorized to establish procedures for the implementation of this policy.

5.2 The Fire Chief shall report to Council on a bi-annual basis regarding the Fire Services Department's compliance with the service levels established in this Policy. At a minimum, the report shall include:

5.2.1 The number and types of emergency responses, presented in a manner that is meaningful and informative; and

5.2.2 Performance against the service level standards established in this Policy, including compliance with applicable response targets.

5.3 The Deputy Fire Chief is responsible for ongoing monitoring of compliance with this Policy and informing the Fire Chief of any potential issues.

5.4 The Officer group are responsible for daily supervision of crews and ensuring best practices are used to achieve compliance with this policy.

5.5 Firefighters are responsible for following all Standards Operating Guidelines, Directives, established best practices, and accurately reporting deficiencies to their officers.

APPENDIX "A"

City of Fort Saskatchewan Fire Department Standards and Service Levels

Statement:

A fire engine shall be on the scene for all emergencies incidents within 10 minutes (600 seconds), 90% of incidents.

A second fire engine shall be on scene within 6 minutes (360 seconds) of initial arriving apparatus 90% of incidents.

Fire Services shall, where reasonably practicable and comparable to similar jurisdictions, strive to meet applicable NFPA standards as adopted by the City for fire training, emergency response, equipment, and maintenance practices.

Staffing:

There shall be six (6) fulltime fire fighting personnel, who are employed and trained, and are supplemented by casual personnel and off duty fulltime personnel, who make up the remaining emergency response in the event of a large-scale event.

Staffing coverage for the City of Fort Saskatchewan shall be 24/7 365 days per year.

Sufficient Administrative staff, Fire Prevention, and Training Personnel shall be employed and trained to meet the requirements of the QMS, Directives, Standard Operating Guidelines for Fire Services in the City of Fort Saskatchewan.

SERVICE PROVIDED	STANDARD	LEVEL OF SERVICE
Insurance Grading	Fire Underwriters Survey	Maintain grading classification of Dwelling Protection Grade 1 and Public Fire Protection Grade 4.

EQUIPMENT REPLACMENT	STANDARD	LEVEL OF SERVICE
Fire Apparatus	NFPA 1901 Standard for Automotive Fire Apparatus NFPA 1911 Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus NFPA 1914 Standard for Testing Fire Department Aerial Device NFPA 1915 Standard for Fire Apparatus Preventive Maintenance Program	Fire Apparatus shall be maintained as per NFPA Standard and Life Cycled out every Twenty Years. 15 years as front line and 5 years as back up. Light vehicles (Brush, command Units, pickup trucks) will be replaced every 10 years based on maintenance.
Personal Protective Equipment	NFPA 1500 Standard on Fire Department Occupational Safety and Health Program NFPA 1851 Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting NFPA 1852 Standard on Selection, Care, and Maintenance of Open-Circuit Self-Contained Breathing Apparatus (SCBA) NFPA 1971 Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting	All Personal Protective Equipment shall be purchased, maintained and life cycled as per NFPA Standards.

EQUIPMENT REPLACMENT	STANDARD	LEVEL OF SERVICE
General Equipment	NFPA 1931 Standard for Manufacturer's Design of Fire Department Ground Ladders NFPA 1932 Standard on Use, Maintenance, and Service Testing of In-Service Fire Department Ground Ladders NFPA 1936 Standard on Powered Rescue Tools NFPA 1961 Standard on Fire Hose NFPA 1962 Standard for the Inspection, Care, and Use of Fire Hose, Couplings, and Nozzles and the Service Testing of Fire Hose NFPA 1963 Standard for Fire Hose Connections NFPA 1964 Standard for Spray Nozzles NFPA 1965 Standard for Fire Hose Appliances	All Fire Department Equipment shall be purchased, maintained and tested as per the applicable NFPA Standard.

EMERGENCY SERVICES DISPATCH	STANDARD	LEVEL OF SERVICE
911 Service	NAED (North American emergency dispatch) EFD (emergency fire dispatch)	24/7 911 call answer and dispatch service.
Emergency Fire Dispatch	NAED (North American emergency dispatch) EFD (emergency fire dispatch	One Dispatcher available on call per platoon. As per contract agreement

INCIDENT COMMAND	STANDARD	LEVEL OF SERVICE
Incident Command	NFPA 1021 Level 1 Standard for Fire Officer Professional Qualifications NFPA 1561 Standard on Emergency Services Incident Management System NFPA 1720 Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Volunteer Fire Departments	All emergency response incidents shall have an Incident Commander as per NFPA Standards.
Incident Safety Officer	NFPA 1500 Standard on Fire Department Occupational Safety and Health Program NFPA 1521 Standard for Fire Department Safety Officer	All emergency response incidents shall have an Incident Safety Officer as per NFPA Standards.
Rapid Intervention Team	NFPA 1407 Standard for Fire Service Rapid Intervention Crews	All emergency response incidents shall have a Rapid Intervention Team as defined in NFPA Standards.

FIRE FIGHTING SERVICES	STANDARD	LEVEL OF SERVICE
Structural	NFPA 1010 Level 1 & 2 Standard for Fire Fighter Professional Qualifications NFPA 1010 Standard for Fire Apparatus Driver/Operator Professional Qualifications	2-Units, 6 staff and will strive to meet NFPA plus Incident Command Services. Will call in from fulltime and casual staff. Meet full deployment of above resources within 6 minutes of initial arriving apparatus 90% of the time.
Industrial	NFPA 1081 Standard for Industrial Fire Brigade Member Professional Qualifications Advanced Exterior	2-Unit response 6 staff including Incident Command – Support role with industry
Vehicle	As per Structural requirements above	2-Unit response 6 staff including Incident Command

FIRE FIGHTING SERVICES	STANDARD	LEVEL OF SERVICE
Wildland /Urban Interface	As per Structural requirements above	2-Unit, Brush Truck, Pump response 6 staff including Incident Command
EMERGENCY MEDICAL SERVICES	**STANDARD**	**LEVEL of SERVICE**
Medical Co-Response (MFR)Medical First Responder Program	Advanced First Aid and Heart Stroke Basic Life Provider (BLS)	Single Unit response

RESPONSE CODES	MEDICAL EVENT TYPES	FSFD RESPONSE
Alpha (A)	Non-Emergency	As Requested
Bravo (B)	Emergency, Non-Life Threatening	As Requested
Charlie (C)	Potential Life Threatening	EMS is more than 7 minutes away
Delta (D)	Emergency, Life Threatening	All events
Echo (E)	Emergency, Life Threatening (Immediate)	All events

RESCUE SERVICE	STANDARD	LEVEL OFSERVICE
	NFPA 1006 Standard for Technical Rescue Professional Qualifications NFPA 1670 Standard on Operations and Training for Technical Search and Rescue Incidents	
Motor Vehicle, Machinery	Operations Level	2-Unit response 6 staff including Incident Command
Ice Rescue	Operations Level	2-Unit response 6 staff including Incident Command
Surface Water Rescue	Operations Level	Boat, Pump or Squad response 6 staff including Incident Command

RESCUE SERVICE	STANDARD	LEVEL OFSERVICE
Trench Rescue	Awareness Level	2-Unit response 6 staff including Incident Command
Confined Space Rescue	Awareness Level	2-Unit response 6 staff including Incident Command
Rope Rescue	Operations Level	2-unit response 6 staff including Incident Command Services.
Elevator Rescue	Operations Level	2-Unit response 6 staff including Incident Command
Power Lines Down/Electrical Hazards	Operations Level	2-Unit response 6 staff including Incident Command
Building Collapse	Awareness Level	2-Unit response 6 staff including Incident Command

DANGEROUS GOODS SERVICES	STANDARD	LEVEL OF SERVICE
Hazardous Materials Response	NFPA 471 Recommended Practice for Responding to Hazardous Materials Incidents Operations Level NFPA 470 Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents Operations Level	2-Unit Response 6 staff including Incident Command Services.
Inspection Services Alberta Fire Code Compliance Construction Fire safety plan reviews Occupancy loads Evacuation plan reviews New development reviews Building Pre-Plans	Safety Codes Officer Fire Inspection discipline	As per Quality Management System Appendix ‘C

INVESTIGATION SERVICES	STANDARD	LEVEL OF SERVICE
	Safety Codes Officer Fire Investigation discipline	As per Quality Management System Appendix 'C'. All Fires are Investigated for Cause and origin.

PUBLIC EDUCATION SERVICES	STANDARD	LEVEL OF SERVICE
		Public education programs are delivered on council policy

TRAINING SERVICES	STANDARD	LEVEL OF SERVICE
	NFPA 1041 Standard for Fire Service Instructor Professional Qualifications NFPA 1403 Standard on Live Fire Training Evolutions	Staff are appropriately trained as per NFPA Standards.