

## Fire Department Service Level

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Mandated by: Council

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Cross-reference:

Next Review Diarized: January 1, 2022

Responsibility: Fire Chief

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### **POLICY**

City Council believes the services provided by the Fort Saskatchewan Fire Department are essential in responding to fire, rescue, life threatening emergency situations, fire prevention and public education.

### **DEFINITIONS**

- *Pump* - An Underwriters Laboratories of Canada listed Fire Truck as defined by the National Fire Protection Association (NFPA)

### **GUIDELINES**

1. This Policy is required to meet the intent of the Alberta Occupational Health & Safety of Practice for Fire Fighters and to ensure industry standards and benchmarks are met. These standards are set by the NFPA, are based on research and balance the needs of the public, the safety of fire rescue personnel and the protection of lives, property and the environment.
2. The Fire Department Service Level will strive to meet or exceed NFPA standards as outlined in Appendix 'A'; subject to budget approval.
3. The City of Fort Saskatchewan shall ensure that a Fire Services Quality Management Plan as required by the *Alberta Safety Codes Act*, establishing responsibilities and minimum performance criteria, and a Fire Quality Management Plan approved by Alberta Safety Codes Council are in place.
4. Subject to Guideline 2, Fire Administration shall ensure that the level of service identified is adhered to and that employees providing services are competent and qualified to meet the service level standards.



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5. The City of Fort Saskatchewan recognizes that the Fire Department is authorized to provide services within the community's municipal boundary area as outlined in the Fire Department Bylaw and as listed in Appendix 'A'.
  6. This Policy shall be reviewed every 2 years.



**APPENDIX 'A'**

**City of Fort Saskatchewan Fire Department  
STANDARDS AND SERVICE LEVELS**

**Statement:**

1. A fire engine with 3 first responders shall be on the scene at all emergencies within 10 minutes, 90% of the time.
2. A supervisor in a command vehicle shall be on scene at all high risk, complex or technical emergencies within 10 minutes, 90% of the time.

<b><u>SERVICE PROVIDED</u></b>	<b><u>Standard</u></b>	<b><u>LEVEL of SERVICE</u></b>
<b>Insurance Grading</b>	Fire Underwriters Survey	Maintain grading classification of Dwelling Protection Grade 3A and Public Fire Protection Grade 5.
<b>Equipment Replacement</b>	<p>NFPA 1901 Standard for Automotive Fire Apparatus</p> <p>NFPA 1911 Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus</p> <p>NFPA 1914 Standard for Testing Fire Department Aerial Device</p> <p>NFPA 1915 Standard for Fire Apparatus Preventive Maintenance Program</p>	Fire apparatus shall be maintained as per NFPA standard and life cycled out every 20 years.



<p>Personal Protective Equipment</p>	<p>NFPA 1500 Standard on Fire Department Occupational Safety and Health Program</p> <p>NFPA 1851 Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting</p> <p>NFPA 1852 Standard on Selection, Care, and Maintenance of Open-Circuit Self-Contained Breathing Apparatus (SCBA)</p> <p>NFPA 1971 Standard on Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting</p>	<p>All Personal Protective Equipment shall be purchased, maintained and life cycled as per NFPA standards.</p>
<p>General Equipment</p>	<p>NFPA 1931 Standard for Manufacturer's Design of Fire Department Ground Ladders</p>	<p>All Fire Department equipment shall be purchased, maintained and tested as per the applicable NFPA standard.</p>
<p>General Equipment Cont.</p>	<p>NFPA 1932 Standard on Use, Maintenance, and Service Testing of In-Service Fire Department Ground Ladders</p> <p>NFPA 1936 Standard on Powered Rescue Tools NFPA 1961 Standard on Fire Hose</p> <p>NFPA 1962 Standard for the Inspection, Care, and Use of Fire Hose, Couplings, and Nozzles and the Service Testing of Fire Hose</p> <p>NFPA 1963 Standard for Fire Hose Connections</p> <p>NFPA 1964 Standard for Spray Nozzles</p> <p>NFPA 1965 Standard for Fire Hose Appliances</p>	



<b>Emergency Dispatch Services</b>		
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.
<b>Incident Command Services</b>		
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.
<b>Fire Fighting Services</b>		
Structural	NFPA 1001 Level II Standard for Fire Fighter Professional Qualifications  NFPA 1002 Standard for Fire Apparatus Driver/Operator Professional Qualifications	2 pumps, rescue response, 15 staff, plus Incident Command Services.  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 pump response, 10 staff plus Incident Command Services.
Vehicle	As per Structural	2 Pump response, 10 staff plus Incident Command Services.



Wildland /Urban Interface	As per Structural	Brush truck, pump response, 10 staff plus Incident Command Services.
<b>Emergency Medical Services</b>		
Medical Co-Response (MCR)	Basic Plus First Aid / Health Care Provider CPR	Rescue response, 4 staff plus Incident Command Services.
<b>Rescue Services</b>	NFPA 1006 Standard for Technical Rescuer Professional Qualifications  NFPA 1670 Standard on Operations and Training for Technical Search and Rescue Incidents	
Motor Vehicle , Machinery	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Ice Rescue	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Surface Water Rescue	Operations Level	Boat, rescue response, 10 staff plus Incident Command Services.
Trench Rescue	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Confined Space Rescue	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Rope Rescue	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Elevator Rescue	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Power Lines Down/Electrical Hazards	Operations Level	Rescue, pump response, 10 staff plus Incident Command Services.
Building Collapse	Operations Level	2 pump, rescue response, 15 staff plus Incident Command Services.



<b>Dangerous Goods Services</b>	<p>NFPA 471 Recommended Practice for Responding to Hazardous Materials Incidents Operations Level</p> <p>NFPA 472 Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents Operations Level</p>	<p>Rescue, pump response, 10 staff plus Incident Command Services.</p>
<p><b>Inspection Services</b></p> <p>Alberta Fire Code Compliance Construction Fire safety plan reviews</p> <p>Occupancy loads</p> <p>Evacuation plan reviews</p> <p>New development reviews</p> <p>Building Pre-Plans</p>	<p>Safety Codes Officer Fire Inspection discipline</p>	<p>As per Quality Management Plan Appendix 'C'.</p>
<b>Investigation Services</b>	<p>Safety Codes Officer Fire Investigation discipline</p>	<p>As per Quality Management Plan Appendix 'C'.</p> <p>All fires are Investigated for cause and origin.</p>
<b>Public Education Services</b>		<p>Public education programs are delivered upon request.</p>
<b>Training Services</b>	<p>NFPA 1041 Standard for Fire Service Instructor Professional Qualifications</p> <p>NFPA 1403 Standard on Live Fire Training Evolutions</p>	<p>Staff are appropriately trained, as per NFPA standards.</p>