NFPA 1201

Standard for Providing Emergency Services to the Public

2004 Edition

NFPA, 1 Batterymarch Park, Quincy, MA 02169-7471
An International Codes and Standards Organization

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NFPA 1201

Standard for

Providing Emergency Services to the Public

2004 Edition

This edition of NFPA 1201, *Standard for Providing Emergency Services to the Public*, was prepared by the Technical Committee on Emergency Service Organization Risk Management and acted on by NFPA at its May Association Technical Meeting held May 23–26, 2004, in Salt Lake City, UT. It was issued by the Standards Council on July 16, 2004, with an effective date of August 5, 2004, and supersedes all previous editions.

This edition of NFPA 1201 was approved as an American National Standard on August 5, 2004.

Origin and Development of NFPA 1201

Sections of this document were developed by the Committee on Fire Department Organization and adopted by NFPA on a tentative basis in 1963, 1964, 1965, 1966, and 1967. In 1968, the entire document was adopted as NFPA 4B, *Recommendations for Management of a Fire Department*. The document was revised, renumbered, and retitled as NFPA 4, *Organization for Fire Services*, in 1971. In 1977, the document was completely revised and renumbered as NFPA 1201.

The 1984 edition, retitled *Recommendations for the Organization for Fire Services*, was a complete revision that incorporated new chapters on emergency management and emergency medical services. At the same time, the existing 13 chapters were reorganized into 18 chapters.

In 1989, NFPA 1202, *Recommendations for Organization of a Fire Department*, and NFPA 1301, *Guide to Public Fire Prevention Criteria*, were integrated into NFPA 1201, and the document was completely revised. New chapters on government responsibility, incident command systems, and hazardous materials were added.

The Technical Committee on Public Fire Service Organization and Operations revised the 1994 edition from a recommended practice to a standard. The chapters were expanded to include updated material that was important to fire department organizations, and the appendix material was expanded to include additional explanatory material.

The 2000 edition of NFPA 1201, with the new title *Standard for Developing Fire Protection Services for the Public*, was a reconfirmation of the 1994 edition. In 1997, NFPA's Standards Council had disbanded the Technical Committee on Public Fire Service Organization and Operations and assigned the project to a new technical committee. The Technical Committee on Emergency Service Organization Risk Management reviewed the 1994 edition and felt that the material contained was still relevant to fire departments. Concurrently, the two new fire service organization and deployment committees, the Technical Committee on Fire and Emergency Service Organization and Deployment — Career and the Technical Committee on Fire and Emergency Service Organization and Deployment — Volunteer, were developing documents that would address fire department issues, especially deployment capabilities, contained in NFPA 1201. Because the proposed documents were under development, the technical committee determined not to revise NFPA 1201 but to hold it in place until the two new technical committees could finish their work.

The 2004 edition has been rewritten to comply with the NFPA *Manual of Style* and to update appropriate material. The title of the document has been changed to *Standard for Providing Emergency Services to the Public* to better reflect the contents of the standard.

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NOTE: Membership on a committee shall not in and of itself constitute an endorsement of the Association or any document developed by the committee on which the member serves.

Committee Scope: This Committee shall have primary responsibility for documents on the evaluation, management, and control of risk in emergency service organizations.

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NOTICE: An asterisk (*) following the number or letter designating a paragraph indicates that explanatory material on the paragraph can be found in Annex A.

A reference in brackets [ ] following a section or paragraph indicates material that has been extracted from another NFPA document. As an aid to the user, the complete title and edition of the source documents for mandatory extracts are given in Chapter 2 and those for nonmandatory extracts are given in Annex B. Editorial changes to extracted material consist of revising references to an appropriate division in this document or the inclusion of the document number with the division number when the reference is to the original document. Requests for interpretations or revisions of extracted text shall be sent to the technical committee responsible for the source document.

Information on referenced publications can be found in Chapter 2 and Annex B.

Chapter 1 Administration

1.1* Scope. This standard contains requirements on the structure and operations of emergency service organizations (ESOs).

1.2* Purpose. This standard is intended for the use and guidance of persons charged with providing emergency services to protect lives, property, critical infrastructure, and the environment from the effects of hazards (e.g., fire, medical emergency, hazardous materials, natural disaster, community infrastructure disruption).

1.3* Application. This standard addresses the structure of emergency service systems and organizations involved with the delivery of emergency services that serve a defined area and are generally under the auspices of a governing authority.

1.4* Equivalency. Nothing in this standard is intended to prevent the use of systems, methods, or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability, and safety over those prescribed by this standard.

1.4.1 Technical documentation shall be submitted to the authority having jurisdiction to demonstrate equivalency.

1.4.2 The system, method, or device shall be approved for the intended purpose by the authority having jurisdiction.

Chapter 2 Referenced Publications

2.1 General. The documents or portions thereof listed in this chapter are referenced within this standard and shall be considered part of the requirements of this document.

2.2 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471.

NFPA 72®, National Fire Alarm Code®, 2002 edition.

NFPA *101®, Life Safety Code®,* 2003 edition.

NFPA 1033, *Standard for Professional Qualifications for Fire Investigator,* 2003 edition.

NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems,* 2002 edition.

NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program,* 2002 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System,* 2002 edition.

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,* 2004 edition.

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,* 2004 edition.

2.3 Other Publications.

2.3.1 Insurance Services Office. ISO Customer Service Division, 545 Washington Blvd., Jersey City, NJ 07310-1686.

"Public Protection Classification Service," *Fire Suppression Rating Schedule.*

Chapter 3 Definitions

3.1 General. The definitions contained in this chapter shall apply to the terms used in this standard. Where terms are not included, common usage of the terms shall apply.

3.2 NFPA Official Definitions.

3.2.1* Approved. Acceptable to the authority having jurisdiction.

3.2.2* Authority Having Jurisdiction (AHJ). An organization, office, or individual responsible for enforcing the requirements of a code or standard, or for approving equipment, materials, an installation, or a procedure.

3.2.3 Shall. Indicates a mandatory requirement.

3.2.4 Should. Indicates a recommendation or that which is advised but not required.

3.2.5 Standard. A document, the main text of which contains only mandatory provisions using the word "shall" to indicate requirements and which is in a form generally suitable for mandatory reference by another standard or code or for adoption into law. Nonmandatory provisions shall be located in an appendix or annex, footnote, or fine-print note and are not to be considered a part of the requirements of a standard.

3.3 General Definitions.

3.3.1 Aid.

3.3.1.1* *Automatic Aid.* A plan developed between two or more fire departments for immediate joint response on first alarms. [**1142:**3.3]

3.3.1.2* *Mutual Aid.* Reciprocal assistance by emergency services under a prearranged plan. *(See also 3.3.1.1, Automatic Aid.)* [**402:**3.3]

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3.3.2* Company. A group of members that is (1) under the direct supervision of an officer or leader; (2) trained and equipped to perform assigned tasks; (3) usually organized and identified as engine companies, ladder companies, rescue companies, or squad companies; (4) usually operates with one piece of fire apparatus (pumper, ladder truck, elevating platform, rescue, squad, ambulance); and (5) arrives at the incident scene on fire apparatus or assembles at the scene prior to assignment. The term *company*, as used in this standard, is synonymous with company unit, response team, and response group.

3.3.3* Emergency Service Organization (ESO). Any public, private, governmental, or military organization that provides emergency response, fire suppression, and related activities, whether for profit or government owned and operated. [**1250:**3.3]

3.3.4 Fire Department. An organization providing rescue, fire suppression, and related activities. The term *fire department* includes any public, governmental, private, or military organization engaging in this type of activity.

3.3.5 Hazardous Material. A substance that when released is capable of creating harm to people, the environment, and property. [**472:**3.3]

3.3.6 Special Operations. Those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment. [**1521:**3.3]

3.3.7* Standard Operating Procedure. A written organizational directive that establishes or prescribes specific operational or administrative methods to be followed routinely for the performance of designated operations or actions. [**1521:**3.3]

3.3.8 System.

3.3.8.1* *Emergency Service System*. A method of providing services through a planned and organized network of physical and human resources utilizing mandates with a defined mission.

3.3.8.2 *Incident Management System (IMS)*. A system that defines the roles and responsibilities to be assumed by personnel and the operating procedures to be used in the management and direction of emergency operations; the system is also referred to as an incident command system (ICS). [**1021:** 3.3]

Chapter 4 Governance and Administration

4.1 Governing Agency Responsibilities.

4.1.1 The entity responsible for the establishment and operation of the ESO shall adopt a formal statement of purpose that includes the general types of services to be provided, the area to be served, and the delegation of authority.

4.1.2 The level(s) of services to be provided by the ESO shall be determined by the ESO or by the authority having jurisdiction.

4.2 Scope of Authority.

4.2.1* The entity responsible for the establishment of the ESO shall create the legal authority for operation of the ESO.

4.2.2 The ESO shall operate within and comply with the existing laws in respect to its areas of jurisdiction and responsibilities.

4.3 Concept of Risk.

4.3.1 The ESO shall carry out a program to develop public awareness and cooperation in management of risk, based on analysis of relevant loss records and potential hazards in the identifiable physical and social sectors of the community.

4.3.2 The means and level of service provided and the degree of risk accepted by the jurisdiction shall be subject to local determination.

4.3.3 Regular Examinations.

4.3.3.1 The ESO shall develop programs under which regular examinations are performed in every part of the service area in which hazardous situations could develop.

4.3.3.2 Examinations shall emphasize those locations identified with a high level of hazard to life, property, or critical systems.

4.3.4 ESOs shall assist in reducing risk to persons and organizations in the service area potentially affected by hazardous conditions.

4.3.5* The ESO shall provide customer service–oriented programs and procedures to accomplish the following:

(1) Save lives
(2) Prevent or mitigate fires, injuries, and emergencies
(3) Work through a system of emergency management
(4) Extinguish fire
(5) Minimize damage to property and the environment
(6) Protect critical infrastructure
(7) Perform emergency medical services
(8) Protect the community from other hazardous situations
(9) Perform response to and mitigation of events of terrorism
(10) Perform rescue services
(11) Perform other community-related services

4.3.6 Relations with the Local Government.

4.3.6.1 The ESO shall ensure that the members of the municipal council, board, commission, or governing body are kept fully informed of the department's achievements, operations, and problems.

4.3.6.2 The ESO leader shall communicate closely with the local government chief executive and governing body.

4.3.6.3 The ESO shall carry out a program to seek input from the public regarding expectations for and satisfaction with the types and levels of services provided.

4.4 Master Planning.

4.4.1 A master plan shall be created to coordinate the vision, mission, values, and goals of the ESO.

4.4.2 The emergency service system shall include a master plan for a service-area-wide balanced and cost-effective hazard management strategy that takes into consideration existing conditions and anticipates overall community growth.

4.4.3 The master plan shall be directed toward improving and maintaining the effectiveness and efficiency of ESOs and toward maintaining a responsive approach to the community's changing needs for service.

4.4.4 The emergency service system shall include a continuing program of research and planning that encompasses examination of any or all aspects of the emergency service system, both generally and specifically.

4.4.5 Research and planning within each ESO shall include maintaining ongoing relationships with other agencies involved in planning for the service area.

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4.4.6 ESO leaders shall be kept informed of development plans, projected service demands, operational changes, alternative approaches, and problems that could develop as change occurs.

4.4.7 Applicable record-keeping practices shall be developed, instituted, and maintained in accordance with nationally recognized standards, as well as federal, state or provincial, and local requirements.

4.4.8 The master planning process shall be designed to evaluate the specific types and levels of risk in a service area.

4.4.9 The master planning process shall attempt to project the future emergency service needs of a service area for 10 years to 20 years.

4.4.10 Master planning shall be utilized to develop and maintain emergency service resources to manage the levels of risk that will prevail in the service area.

4.4.11 The ESO shall recommend use of automatic detection and alarm systems, automatic fire suppression systems, and other forms of automatic risk/hazard protection.

4.4.12 Within the master planning process, the ESO shall prepare practical contingency plans for implementation in the event of curtailed ability of the local government.

4.5 Organizational Structure.

4.5.1 The ESO shall have a leader and an organizational structure that facilitates efficient and effective management of its resources to carry out its mandate as required in 4.1.2.

4.5.2 The ESO shall have an organizational structure of the size and complexity required to accomplish its mission.

4.5.3 Policy Statement.

4.5.3.1 The ESO leader shall develop and adopt a formal policy statement that includes the specific types and levels of services to be provided by the organization, the service area, and the delegation of authority to subordinates.

4.5.3.2 Such policy statement shall be reviewed periodically and updated to reflect current conditions.

4.5.4 The ESO leader shall determine the organization, number, and distribution of the operating line units of the department.

4.5.5 The ESO shall have an organizational plan that illustrates the relationship of the individual operating divisions to the entire organization.

4.6 Intercommunity Organization (Mutual Aid).

4.6.1 Where practical and as conditions require, the ESO shall have written mutual aid and automatic arrangements with other jurisdictions or providers of special operations or particular services.

4.6.2* Mutual aid agreements shall address issues that include but are not limited to the following:

(1) Indemnity
(2) Liability for injuries
(3) Reimbursement for cost of service
(4) Authorization to respond
(5) Level of staffing
(6) Types of equipment
(7) Resources to be made available
(8) Designation of the incident commander

4.6.3 All personnel shall receive training to ensure compatible operations.

4.6.4 Operational methods shall be as uniform as practical.

4.7 Finance.

4.7.1* Responsibility for the functions of budget control shall fall under the direction of the ESO leader.

4.7.2 The ESO budgetary system shall reflect and support the organization's goals, objectives, and expected outcomes.

4.7.3 The ESO shall have a system of accounts for financial administration that includes a record of funds received and expended.

4.7.4 The ESO shall follow generally accepted accounting practices (GAAP) or similar financial operating practices required by oversight organizations.

4.7.5 Physical Facilities.

4.7.5.1 Financing of physical facilities shall be coordinated with the master plan and with overall financial policies and the capital improvement financing of the jurisdiction.

4.7.5.2 An ongoing list of capital projects shall be compiled.

4.7.5.2.1 Studies and surveys shall be undertaken to establish the priority of the capital projects.

4.7.6 Records.

4.7.6.1 An ESO's records on purchases shall be sufficiently detailed to permit the ESO leader to have data available for the actual cost estimates needed for planning and budgeting purposes.

4.7.6.2 Records shall be maintained on requisitions, quotations from bidders, purchase orders, and general correspondence.

4.7.7 Specifications for purchases shall be based on applicable standards.

4.8 Asset Control.

4.8.1 Inventory Control System. An inventory control system that provides a record of the custody and location of major items shall be established and updated annually.

4.8.1.1 The ESO shall maintain a current inventory of all buildings, land, apparatus, vehicles, and equipment owned, leased, utilized, or maintained by the ESO.

4.8.1.2 This inventory shall include the current status of all assets of the department, project the remaining service life, and serve as a tool for future needs and procurement.

4.8.2 Maintenance Procedures.

4.8.2.1 Routine maintenance procedures shall be established for all ESO facilities, including land, buildings, and grounds.

4.8.2.2 These procedures shall address the building structure, including exterior and interior finish, as well as each major component of the building.

4.8.3 Design of Facilities. Emergency response facilities shall be designed to meet their respective service demands in terms of space for practical utilization by apparatus and personnel.

4.8.3.1 Construction specifications shall include details of facilities to be included in new emergency response installations that provide for efficient, safe, and convenient functioning of the ESO.

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4.8.3.2 Specifications shall comply with the requirements of NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*, and NFPA *101*, *Life Safety Code*.

4.9 Audit. The ESO shall undergo an annual independent financial audit.

4.10* Risk Management Plan. The ESO shall develop a risk management plan.

4.11 Training.

4.11.1 Purpose. The ESO shall have customer-centered training programs and policies that ensure that personnel are trained and that competency is maintained in order to effectively, efficiently, and safely execute all responsibilities consistent with the organization's master plan.

4.11.2 Management Functions.

4.11.2.1 The ESO leader shall be responsible for the ESO's training program and shall designate an individual to act as administrator of the program.

4.11.2.2 The ESO leader shall budget for training facilities, expendable supplies, training aids, and training staff, including in-house and guest instructors, where used.

4.11.2.3 The ESO shall utilize federal, state or provincial, and regional training programs where available and practical.

4.11.2.4 The ESO leadership shall fully support training and ensure that the training activities developed by the training officer are carried out within the respective commands.

4.11.2.5 The ESO leadership shall coordinate training with other activities, maintain training records, and assist the training officer in evaluating the effectiveness of the program.

4.11.2.6 The ESO leader shall meet the requirements of applicable professional qualifications standards.

4.11.3 Training Officer.

4.11.3.1* A training officer shall be designated and be responsible for supervising the work of the organization personnel assigned as instructors or assistants.

4.11.3.2 The training officer leader shall meet the requirements of applicable professional qualifications standards.

4.11.3.3 The training officer shall furnish the subjects for the training program.

4.11.3.4 The program shall be coordinated with the needs of department personnel and shall utilize resources that are available in the community.

4.11.3.5 The training officer shall furnish the performance standards to be covered by the training program and shall develop schedules to ensure that the members of the organization meet those standards.

4.11.3.6 The training officer shall provide periodic reports to the organization leadership.

4.11.3.7 Training Effectiveness Review.

4.11.3.7.1 The effectiveness of department training shall be evaluated on an ongoing basis by department staff, using critiques as an aid in such evaluation.

4.11.3.7.2 At least annually, training program effectiveness shall be reviewed and a report made to the ESO leader.

4.11.3.8 Special Training.

4.11.3.8.1 The officers in charge of risk reduction, including fire prevention, maintenance, communications, and other specialized bureaus, shall be responsible for special training needed by the personnel assigned to their particular staff function.

4.11.3.8.2 These officers shall coordinate this special training with other programs of the department and with the training officer.

4.11.3.8.3* Specialized and advanced training courses shall be provided for individuals or groups throughout the organizations to the extent that such specialized skills are needed in the carrying out of their duties.

4.11.3.9 Safety.

4.11.3.9.1 Safety shall be a primary consideration in all training exercises and drills.

4.11.3.9.2 Prior to the undertaking of any training exercise, the related safety aspects shall be discussed with all participants.

4.12* Emergency Management Program. The ESO shall develop, implement, and maintain a program to mitigate, prepare for, respond to, and recover from disasters, emergencies, and interruptions in business continuity within the service area.

4.13* Management Information Systems (MIS).

4.13.1* A management information system shall be maintained to support the management of the ESO by providing the leaders with data that indicate the effectiveness of the organization in its programs and procedures.

4.13.2* The MIS shall maintain a history of services delivered and performance outcomes as measured against goals established through the master plan.

4.13.2.1 The ESO leader shall review legal requirements relating to reporting and retention of records and shall specify the records to be kept and the methods of gathering data.

4.13.2.2 A records retention and destruction policy consistent with applicable legal requirements shall be instituted.

4.13.3 The ESO leader shall regularly receive, analyze, and act on reports that detail organization activity and performance.

4.13.4 The ESO leader shall regularly submit reports that summarize organization activity and performance to the administrative head of the jurisdiction served by the ESO.

4.13.5 Annual Report.

4.13.5.1 The ESO leader shall submit a written annual report to the administrative head of the jurisdiction served by the ESO.

4.13.5.2 This report shall include an analysis of the organization's performance compared with the goals established in the master plan, important events, incidents, changes that have occurred during the year, and recommendations for the coming year.

Chapter 5 Engineering

5.1 General.

5.1.1 Purpose.

5.1.1.1 The ESO shall have a defined process for identifying and addressing environmental factors in the community that affect its risk for fires and other emergencies.

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5.1.1.2 This process shall encompass consideration of relevant engineering challenges and potential solutions with respect to the following:

(1) Code enforcement
(2) Risk assessment
(3) Water supply
(4) Planning
(5) Communications
(6) Investigations

5.1.2 Responsibility. The ESO shall be responsible, within the limits of its legal authority, for identifying and addressing environmental factors in the community that affect its risk for fires and other emergencies.

5.1.3 Community Planning.

5.1.3.1* The research and planning function shall encompass the examination of any or all aspects of the community that relate to daily routine and demands of the community (e.g., planning, zoning, and growth strategies).

5.1.3.2 The research and planning shall be directed toward improving and maintaining a responsive approach to the community's changing needs.

5.2 Code Management.

5.2.1 Purpose. The ESO, subject to their legal authority, shall establish policies and procedures for the development, implementation, and enforcement of relevant codes.

5.2.2* Responsibility. The ESO shall determine the status of their code management responsibility and authority and shall be aware of how these interface with other federal, state or provincial, local, and other political subdivisional agencies.

5.2.3 Codes and Regulations.

5.2.3.1 The ESO shall have the authority to enforce a comprehensive modern fire prevention code.

5.2.3.2 Establishing a Code.

5.2.3.2.1 If a fire prevention code is not in effect in the jurisdiction, the ESO shall initiate the adoption and enforcement of a model fire prevention code.

5.2.3.2.2 If state or provincial law preempts local authority in the adoption or enforcement of a model fire prevention code, the ESO shall establish and implement policies and programs to assist the applicable agency in the enforcement of state or provincial life safety laws.

5.2.3.2.3 If a building code is not in effect, the ESO shall actively promote the adoption and enforcement of a model building code by an authority having jurisdiction.

5.2.3.3 The ESO shall identify any additional needs, beyond those of established codes and regulations, for selected supplemental fire protection measures and shall initiate their legislative adoption by local or state ordinances.

5.2.4 Code Enforcement Administration.

5.2.4.1 Where it is not the responsibility of another authority, the ESO shall manage a structured program of code enforcement within the jurisdiction to satisfy the requirements of the codes and regulations in force.

5.2.4.2 The ESO responsible for administration of fire prevention regulations shall establish an inspection schedule for all applicable new and existing properties in the community.

5.2.4.3 Inspectors shall have authority granted by the authority having jurisdiction to enforce the provisions of the fire prevention regulations.

5.2.4.4* Inspectors shall meet the requirements of applicable professional qualification standards.

5.2.5* Code Enforcement Staffing. The ESO shall appoint, within the limitations imposed by local government, sufficient personnel to permit the execution of a competent fire prevention and code enforcement program, including follow-up and reinspection of violations.

5.2.6 Inspection and Enforcement Program.

5.2.6.1 Where inspection intervals are set by law, they shall be strictly followed, including the necessary follow-up on violations and reinspections.

5.2.6.2 The ESO shall provide a quality assurance program of scheduled field checks to determine the adequacy of inspections being performed.

5.2.6.3 The ESO, in coordination with legal counsel, shall develop a program for issuing citations of code violations and the required follow-up of all citations.

5.2.6.4 The ESO shall provide prompt and complete staff advisory services in the technical areas concerning advance planning for buildings and subdivisions, technical subjects, and code interpretation.

5.2.6.5 The code enforcement staff also shall assist fire suppression forces in developing pre-fire plans.

5.2.6.6 Accurate records shall be kept and maintained of all complaints, permits, past inspections, legal action, investigations, and special conditions.

5.2.7 Zoning Regulations. The ESO shall seek to establish good working relationships with the local zoning and planning authorities so that review of development and construction proposals can identify fire protection concerns.

5.2.8 Building Regulations.

5.2.8.1 The ESO shall seek to establish a good working relationship with the agency or authority responsible for enforcing the building code so that the review of the design, construction, alteration, or demolition of buildings and structures can be monitored to identify fire protection concerns.

5.2.8.2 A procedure shall be established to obtain the approval of the fire official on all matters that affect fire safety.

5.2.8.3 Fire protection and safety criteria shall be part of the building permit application, plans check, approval, and certificate-of-occupancy process.

5.3 Water Supply.

5.3.1 Purpose. The ESO shall develop and maintain a regular program for evaluating all sources of water supplies and delivery systems for fire fighting within the community and shall facilitate the delivery of adequate water supply consistent with community fire risk and ESO capabilities.

5.3.2 Responsibility.

5.3.2.1* The ESO is responsible, within the limits of its legal authority, for ensuring the availability of sufficient water supplies for fire fighting throughout the community.

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5.3.2.2 The ESO shall consider the ISO "Public Protection Classification Service" grading schedules and criteria when developing a water supply strategy, and both the relevant criteria and the strategy shall be communicated to the local governing body and water authority.

5.3.3 Water Supply Operations.

5.3.3.1 The ESO shall have policies and procedures for utilization of available water supplies, both piped and static, taking into account any weaknesses or deficiencies and providing contingency plans for potential service outages.

5.3.3.2 The ESO shall develop and maintain inspection and testing procedures to evaluate the adequacy and availability of a public or private water supply for fire protection.

5.3.3.3 Command officers shall have water resource information available to them en route to and at incidents by means of maps or telecommunications.

5.3.3.3.1 Each fire company in the ESO shall maintain a water resources map and records of its response area.

5.3.3.3.2 The water resource information shall include, as a minimum, the following:

(1) The location and size of water distribution mains in public or private water systems
(2) The location and capacities of hydrants on the public or private system
(3) Identification of any sections of the water source where insufficient flows or pressures might require special operations
(4) The accessibility and capacity of auxiliary water supplies

5.3.4 Water Supply System.

5.3.4.1* The water supply systems shall be installed, maintained, inspected, and tested in accordance with applicable standards.

5.3.4.2 Fire Hydrant Out of Service.

5.3.4.2.1 The ESO communications center shall be notified by the water utility whenever any fire hydrant is placed out of service or returned to service.

5.3.4.2.2 The communications center shall then advise all stations for the purpose of posting this information for all members.

5.3.4.3 The ESO shall encourage or require the installation and maintenance of private hydrant supply and automatic suppression systems and stay informed as to the nature and condition of these systems.

5.3.4.4 The ESO shall require managers of properties with private fire protection systems to notify the department when any of the valves controlling private water supplies have to be closed for repairs, extensions, or other reasons.

5.3.4.5 Written agreements shall be consummated with all parties concerned where the auxiliary water sources are privately owned or under the control of a separate public authority.

5.4 Communications.

5.4.1 Purpose. The ESO shall ensure the provision of a reliable communications system to facilitate prompt delivery of services throughout the service area.

5.4.2 Emergency Communications.

5.4.2.1 All emergency communications facilities and equipment shall comply with NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.*

5.4.2.2 The ESO shall conduct an ongoing public education and information program to ensure that citizens are aware of the correct methods for requesting emergency service and reacting to emergency alert systems.

5.4.3 Nonemergency Communications.

5.4.3.1 The ESO shall have a functional business communications system separate from the emergency communications system.

5.4.3.2 This system shall be designed and operated in a manner to ensure that emergency communications take priority over nonemergency messages.

5.4.3.3 Where components of the emergency communications system are utilized for nonemergency purposes, such use shall yield to the priority of emergency functions.

5.4.4 Private Alarm Systems.

5.4.4.1 Property owners shall be encouraged or required to install automatic and manual fire alarm systems that can be connected directly to communications centers or to alarm monitoring services.

5.4.4.2 Such systems shall be installed and maintained in accordance with applicable requirements of *NFPA 72, National Fire Alarm Code*, to provide for reliable operation and to minimize unnecessary alarms.

5.5 Investigations.

5.5.1 Purpose. The ESO, subject to its legal authority, shall ensure the investigation of fires and other emergencies to assist with developing an effective hazard and risk prevention program.

5.5.2 Organization for Investigation.

5.5.2.1 All personnel shall be trained in basic evidence preservation methods.

5.5.2.2 Personnel assigned to investigative positions shall meet the applicable professional qualifications required by NFPA 1033, *Standard for Professional Qualifications for Fire Investigator.*

5.5.2.3 Control and release of all information regarding incidents shall comply with the ESO's policy and applicable legal requirements.

5.5.2.4 The ESO shall develop and maintain an investigation information system as a component of the ESO's overall management information system as required in 4.13.

Chapter 6 Education

6.1 Purpose. The ESO shall carry out programs of public awareness dealing with fire, medical emergencies, natural disasters, and other threats.

6.1.1 These programs shall target individuals within the ESO's service area.

6.1.2 The ESO shall have a system to accomplish the requirements of Section 6.1 that includes program development, delivery, evaluation, and revision.

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6.1.3* The goal of a community public relations program shall be to improve the community's understanding regarding the role of the ESO, the risks faced by the public, and appropriate intervention activities.

6.2* Responsibility. The ESO shall assign the responsibility for carrying out programs of public life safety education within the service area.

6.3 Developing a Public Education Program.

6.3.1* The ESO shall offer to work in concert with school systems, community organizations, special interest groups, corporate partners, and government agencies in delivering public safety information to determine the needs regarding fire, medical emergency, natural disaster, and other threats.

6.3.2* The ESO shall communicate with the persons of its service area regarding the services available and delivered.

6.3.3* The ESO shall evaluate response information to determine trends in emergency response causes, shall monitor national trends for developing causes of incidents, and shall make the most of special incident anniversaries by developing appropriate educational programs or messages.

6.4 Program Delivery.

6.4.1 The ESO shall provide for an orderly flow of information to the citizens of the community to help increase their safety.

6.4.2 All effective outlets for dissemination of information, including neighborhood, multicultural, social, and youth groups, shall be considered.

6.4.3* The ESO shall make effective use of all communications media available, such as newspapers, the Internet, magazines, newsletters, in-house publications, radio and television stations, billboards, and vehicle advertising signage.

6.4.4 The ESO shall provide consulting and advisory services in public safety tailored to meet the needs of the various population elements in the service area.

6.4.5* The ESO shall make available and encourage the use of speakers, demonstrations, and audiovisual safety materials for presentations to or used by local entities.

6.4.6* A program of private home safety surveys shall be part of the ESO's effort to reduce residential losses in the service area.

6.4.7* The ESO shall encourage and assist industrial, commercial, and retail firms in instructing employees in safety practices.

6.4.8 Special efforts and emphasis shall be placed on safety training programs in hospitals, nursing homes, schools, and other occupancies where a high hazard or high risk to life could be involved.

6.5* Program Evaluation and Revision. Safety education programs shall be monitored for effectiveness on an established basis and revised as necessary.

Chapter 7 Emergency Operations

7.1 General. Where the ESO provides fire suppression, emergency medical services, hazardous materials response, and/or special operations, the ESO shall provide resources, planning, and training that are consistent with the level of service identified in the master planning process.

7.2 Incident Management. An ESO that provides fire suppression, emergency medical services, hazardous materials response, or special operations shall utilize an incident management system that meets the requirements of NFPA 1561, *Standard on Emergency Services Incident Management System.*

7.3 Deployment of Resources. An ESO that provides fire suppression, emergency medical services, hazardous materials response, or special operations shall develop an implementation plan in accordance with 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*, or 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.*

7.4 Safety/Health/Risk Management. An ESO that provides fire suppression, emergency medical services, hazardous materials response, or special operations shall develop an implementation plan to comply with all federal, state or provincial, and local applicable laws, codes, regulations, or standards and NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program.*

7.5 Incident Reporting.

7.5.1 An ESO that provides fire suppression, emergency medical services, hazardous materials response, or special operations shall have field reporting mechanisms for incident reporting, data collection, and future planning and decision making.

7.5.2 All records and reports shall follow the ESO records management policy that ensures confidentiality where appropriate or required.

7.6 Emergency Medical Service Protocols.

7.6.1 Where an ESO provides emergency medical service, it shall maintain a close working relationship with a physician or medical authority to provide an applicable level of medical supervision for the service level to which the ESO is committed.

7.6.2 Standard medical operating guidelines outlining performance criteria shall be established and approved by the physician or medical authority and shall include treatment modalities.

Annex A Explanatory Material

Annex A is not a part of the requirements of this NFPA document but is included for informational purposes only. This annex contains explanatory material, numbered to correspond with the applicable text paragraphs.

A.1.1 Emergency service organizations provide a myriad of services to the community. Public fire protection services can include, but are not limited to, fire suppression, fire prevention, public life safety education, emergency management, rescue, emergency medical service, hazardous materials response, response to other emergencies, and law enforcement (e.g., incident investigation, code application enforcement).

A.1.2 The standard includes requirements that are intended to provide effective and efficient protective services that operate on a sound basis to reduce risk to lives and property, to deal with incidents that occur, and to prepare for anticipated incidents. It sets minimum standards for the provision of public fire protection and other emergency services.

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A.1.3 In North America, protection of the public from fire and other related hazards is generally regarded as a local government function, often within a regulatory framework. The basic requirements contained in this standard could be adopted by a private organization or by a governmental organization operating under a different structure. The basic principles of organization are similar, whether operated by a city, town, county, special district, voluntary organization, state or federal agency, or private organization, even though administrative practices might vary. This standard is complemented by several documents used to evaluate emergency service organizations. The documents include the ISO *Fire Suppression Rating Schedule* (FSRS); the *Fire and Emergency Services Self-Assessment Manual*, by the Commission on Fire Accreditation International; and 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*, and 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*.

A.1.4 There is a fundamental concept of fire risk associated with modern society. Public fire service organizations are expected to reduce the risk in their areas of jurisdiction by taking measures to prevent the outbreak of fires, to limit the extent and severity of fires, to provide for the removal or rescue of endangered persons, to control and extinguish fires that occur in the jurisdiction, and to perform other emergency response operations and delivery of emergency medical service.

The cumulative effects of preventive efforts, risk reduction and control, and fire suppression capabilities result in variable levels of risk to the jurisdictions and their residents.

The risk remaining after deduction of the cumulative effect of the public fire service organization's efforts is the responsibility of individuals, including owners, operators, occupants, and casual visitors to properties. It should be noted that fire risk cannot be completely avoided or eliminated.

A strategic planning method can result in the proposal of means other than suppression that contribute to an acceptable level of fire protection. An example of this is the securing of legislation to require automatic sprinkler systems in buildings, thus providing a protection alternative that reduces the level of risk and the demands on the fire service. In addition, requiring smoke detectors, sprinkler systems, or both in residential properties ensures that occupants will be alerted so they can self-rescue and summon the fire department early in the development of a fire, thus minimizing life and property loss due to fire. The primary result of sound strategic planning is the shift of emphasis from fire suppression to fire prevention.

The model shown in Figure A.1.4 provides an example of how a community and its citizens can be an integral part of public fire protection.

A.3.2.1 Approved. The National Fire Protection Association does not approve, inspect, or certify any installations, procedures, equipment, or materials; nor does it approve or evaluate testing laboratories. In determining the acceptability of installations, procedures, equipment, or materials, the authority having jurisdiction may base acceptance on compliance with NFPA or other appropriate standards. In the absence of such standards, said authority may require evidence of proper installation, procedure, or use. The authority having jurisdiction may also refer to the listings or labeling practices of an organization that is concerned with product evaluations and is thus in a position to determine compliance with appropriate standards for the current production of listed items.

A.3.2.2 Authority Having Jurisdiction (AHJ). The phrase "authority having jurisdiction," or its acronym AHJ, is used in NFPA documents in a broad manner, since jurisdictions and approval agencies vary, as do their responsibilities. Where public safety is primary, the authority having jurisdiction may be a federal, state, local, or other regional department or individual such as a fire chief; fire marshal; chief of a fire

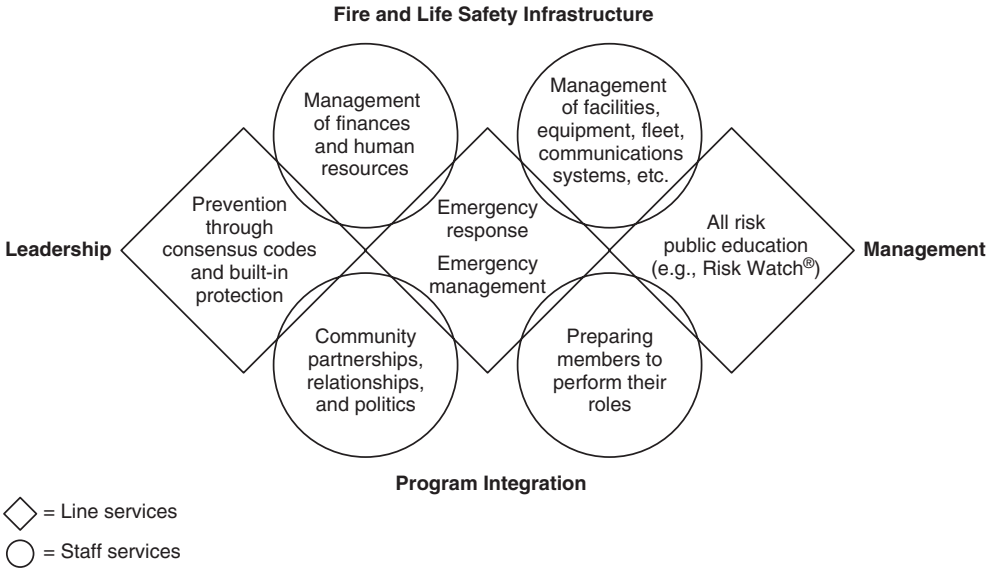

FIGURE A.1.4 Systems Management and Leadership Model. *(Courtesy of Dennis Compton)*

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prevention bureau, labor department, or health department; building official; electrical inspector; or others having statutory authority. For insurance purposes, an insurance inspection department, rating bureau, or other insurance company representative may be the authority having jurisdiction. In many circumstances, the property owner or his or her designated agent assumes the role of the authority having jurisdiction; at government installations, the commanding officer or departmental official may be the authority having jurisdiction.

A.3.3.1.1 Automatic Aid. This process is accomplished through simultaneous dispatch, documented in writing, and included as part of a communication center's dispatch protocols.

A.3.3.1.2 Mutual Aid. This is part of the written deployment criteria, for response to alarms, as dispatched by the communications center.

A.3.3.2 Company. *Company,* as used in this standard, is synonymous with company unit, response team, crew, and response group, rather than synonymous with a fire department. Jurisdictions exist where the response capability of the initial arriving company is configured with the response of two apparatus. In some jurisdictions, the fire apparatus does not have seated and belted positions for four personnel and therefore would respond with an additional vehicle(s) [e.g., personnel owned vehicles (POVs)], in concert with the initial arriving engine to carry additional personnel. This response would ensure that a minimum of four personnel are assigned to and deployed as a company.

The intent of this definition and the requirements in the standard are to ensure that these two (or more) pieces of apparatus would always be dispatched and respond together as a single company. Some examples of this include the following:

(1) Engine and tanker/tender that respond outside a municipal water district
(2) Multiple piece company assignment, specified in a fire department's response SOPs, such as an engine company response with a pumper and a hose wagon
(3) Engine with a vehicle personnel carrier
(4) Engine with an ambulance or rescue unit
(5) Engine and members who respond in their POVs

A.3.3.3 Emergency Service Organization (ESO). See A.1.1.

A.3.3.7 Standard Operating Procedure. It is a requirement of the authority having jurisdiction to develop and utilize a policy or guideline for organizational directives for the operation of the fire department.

A.3.3.8.1 Emergency Service System. Figure A.3.3.8.1 is a representation of the components of a public emergency service program and was used as a template for this standard.

A.4.2.1 For a public ESO, enabling legislation can come from federal laws, state statutes, municipal charters, or charters of townships, fire districts, or counties. For a private ESO, authority for operation can come from actions of a board of directors or other corporate body, or it can be established by contract. *(See also* NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program.)*

A.4.3.5 The ESO should develop a comprehensive customer service plan that follows its formal statement of purpose as required in 4.1.1 and meets the needs of the customer base it serves.

Policies adopted by the ESO should cultivate an organizational behavior that is customer centered.

A.4.6.2 ESO units should not respond to incidents without prior authorization.

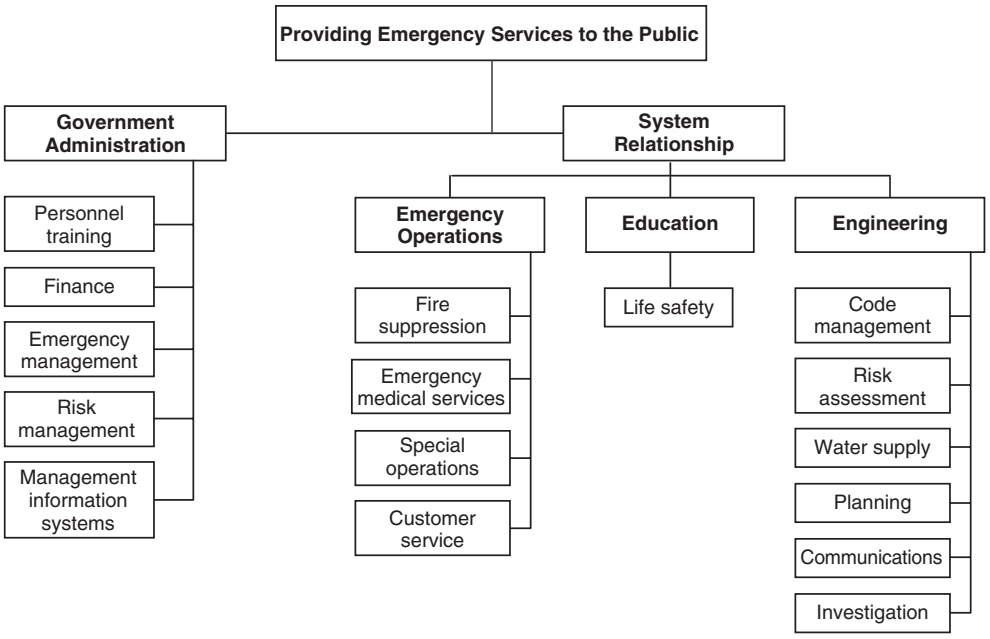

FIGURE A.3.3.8.1 Components of a Public Emergency Service Program.

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A.4.7.1 Within a local jurisdiction's budget control operation, the ESO leader should work closely with the chief administrative officer and the department of finance on budget policy matters affecting the organization.

A.4.10 The plan should utilize NFPA 1250, *Recommended Practice in Emergency Service Organization Risk Management*, as a model.

A.4.11.3.1 The training officer and instructors should meet the applicable professional qualifications at a level determined by the authority having jurisdiction based on the services being provided.

A.4.11.3.8.3 Examples include courses for prospective chief officers, chief officers' aides, and personnel for special duties, administration, fire prevention, fire investigation, fire safety education, communications, and maintenance. Other examples include advanced courses for operators of pumps, aerial devices, and special fire-fighting and rescue equipment and courses on advanced tactical operations.

A.4.12 The emergency management program should be based on NFPA 1600, *Standard on Disaster/Emergency Management and Business Continuity Programs*, which details the specific process for developing an emergency management program and provides sample policy statements along with references. NFPA 1600 was developed in cooperation with representatives from the Federal Emergency Management Agency, the National Emergency Management Agency, and the International Association of Emergency Managers.

A.4.13 Detail, summary, and annual reports should be formatted in accordance with those found in the *Fire and Emergency Services Self-Assessment Manual*, published by the Commission on Fire Accreditation International.

A.4.13.1 Records should be maintained to satisfy legal requirements for local, provincial or state, and federal agencies as well as to provide the database from which management reports can be generated. Information should be collected so that it satisfies the requirements and provides useful data for decision making. However, it is necessary to do more than simply collect data. It should be analyzed and interpreted in relation to other statistics and factors. Training for use and interpretation of data by department personnel should be included when a reporting system is implemented.

A.4.13.2 Reports on emergencies are essential to providing an accurate record of a department's activities.

Reports also serve as a basis for determining local, state, and national fire trends and for establishing the needs of a fire department. NFPA 901, *Standard Classifications for Incident Reporting and Fire Protection Data*, should be used as the basis for classifying data on emergency incidents. The National Fire Incident Reporting System (NFIRS) of the Federal Emergency Management Agency should form the basis of an incident reporting system.

A.5.1.3.1 NFPA 1250, *Recommended Practice in Emergency Service Organization Risk Management*, establishes minimum criteria to develop, implement, or evaluate an ESO risk management program for effective risk identification, control, and financing. This can be achieved by using standard software programs such as RHAVE (risk, hazard, and value evaluation), developed by the U.S. Fire Administration and the Commission on Fire Accreditation International, or similar products.

A.5.2.2 The enforcement of fire and life safety codes should be one of the major focus areas for the ESO.

A.5.2.4.4 The professional qualification standards should be utilized as job performance requirements for this position. In addition, other standards, which can include National Institute for Certification in Engineering Technologies (NICET) certification, should be reviewed, if applicable.

A.5.2.5 Where needed to ensure a thorough and sufficiently frequent inspection enforcement schedule, the ESO leader should utilize personnel by incorporating fire prevention duties into company activities. Personnel assigned to these duties should meet the requirements of Fire Inspector I of NFPA 1031, *Standard for Professional Qualifications for Fire Inspector and Plan Examiner*.

A.5.3.2.1 Depending on community characteristics and infrastructure, this will require continual liaison with the local water authority and/or private property owners.

A.5.3.4.1 Standards might include NFPA 24, *Standard for the Installation of Private Fire Service Mains and Their Appurtenances*; NFPA 1142, *Standard on Water Supplies for Suburban and Rural Fire Fighting*; and NFPA 291, *Recommended Practice for Fire Flow Testing and Marking of Hydrants*. In addition, American Water Works Association (AWWA) standards and Environmental Protection Agency (EPA) standards should be consulted.

A.6.1.3 A positive community relations program should be a continuing effort and a persistent, well-planned, and organized activity to promote community understanding and appreciation of fire department services.

Community relations is an important management function that identifies fire department activities with the various interests of the public. The fire department should justify its programs and resource needs with respect to other municipal departments that demand the attention of the public.

Due to the nature of community relations, the fire chief should personally monitor the program. The overall effectiveness of any community relations program is generally a direct reflection of the administrator's participation in the program. Wherever possible, a staff specialist should be assigned the responsibility for developing and implementing an organized program and identifying objectives, time frames, and evaluation measures.

The fire department management should ensure that its personnel fully understand the department's organization and functions and the role each is expected to play in the department's community relations program. Good community relations begin with positive behavior by all department members. A vital part of a good program is the positive public perception of personnel both on duty and off duty, especially during high-visibility activities.

A.6.2 Compiling programs and resources from existing proven sources is an acceptable means of program development. Fire officials recognize that public fire safety education is the most effective way to reduce fire incidence. The majority of fires and fire-related deaths and injuries occur in residential occupancies, which are more difficult to inspect because of social resistance and Constitutional protection. Education brings safety attitudes into the home.

A.6.3.1 The public fire safety education officer or specialist also might serve as spokesperson for the department if assigned the community relations responsibilities as well. This individual provides for continuity and responsibility for the fire safety education function.

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While a fire department can make effective contributions working alone, it should enlist the cooperation of individuals in the community. A community committee adds enormously to the staff time and resources available to accomplish fire safety education program objectives. Such a group might have administrative responsibility, policy responsibility, or both.

A community committee can be composed of representatives from the community, the fire department, or both. It usually has staff responsibility for carrying out the program if there is no department staff member or specialist assigned.

Additional resource materials are available from programs such as the following:

(1) NFPA 1035, *Standard for Professional Qualifications for Public Fire and Life Safety Educator*
(2) National Night Out Against Crime program
(3) NFPA *Risk Watch*® program
(4) FEMA Safe City Concept
(5) FEMA (and state) disaster management programs
(6) CATEYES
(7) National Safe Kids Coalition
(8) Fire Prevention Week campaign, promoted by NFPA

A.6.3.2 The governing bodies should provide the fire department with an organizational structure and the necessary resources for community relations activities.

The fire department should carry out its public relations and educational programs in such a way as to strengthen the position of all departments of the local government with which it is associated. The chief executive official (mayor, city manager, town manager, or supervisor), heads of principal municipal or local government departments, and their employees generally should be kept informed of the fire department's operations and programs. Municipal department heads should be consulted in all programs that might affect their departments and in cases where support by their departments might be beneficial. The various planning agencies and the water and building departments should receive particular attention.

Fire department public relations programs should be coordinated with those of neighboring communities, especially regarding the timing and scope of effort in education campaigns. These programs should be coordinated with area, county, and statewide fire protection activities and fire prevention programs.

A.6.3.3 Good media relations are essential for the success of public education programs and the delivery of the fire safety message. Fire safety education differs significantly from the community relations objective of promoting community understanding and appreciation of fire department services.

Anniversaries of serious incidents (national and local) serve as opportunities to deliver safety information relative to a specific incident. Additionally, the change to and from daylight saving time (in April and October, respectively) should be utilized in the same manner (e.g., as reminders to check smoke detector batteries).

A.6.4.3 Utilization of mass media is a basic resource for public education. Distribution of educational literature, displays, and exhibits also effectively reaches large numbers of people.

Recent improvements in data collection and analysis allow identification of fire problems in a given neighborhood. Narrowly targeted campaigns are designed to utilize direct-mail, face-to-face, and telephone contact. These specialized campaigns have proved to be more effective for specific problems than mass media campaigns.

A.6.4.5 The department should analyze the problem of communicating with people in homes, stores, institutions, businesses, and other occupancies in a community to determine how best to educate each sector. A community relations program should establish the foundation for citizen cooperation in cases where the fire department wishes to enter private property for home fire safety surveys or inspections by ensuring that the purpose of such surveys or inspections is understood.

A.6.4.6 The majority of fire deaths occur in the home. The home visit approach should be educational and designed to identify and explain existing hazards with suggestions for their elimination. Home fire safety survey programs accomplish direct elimination of fire hazards and have important educational aspects. Information on low-cost, quick-acting residential sprinkler systems and smoke detectors should be provided and strongly emphasized as part of home survey programs. During home visits, recommendations on other fire safety practices should be made. The program sometimes can be staffed by volunteers, senior citizens, and citizens with disabilities. All personnel performing home fire safety surveys should be trained and supervised by a designated, qualified fire department officer.

Because children receive most of their formal education in schools, the elementary and secondary schools should be the focal point of their education and training in fire safety. The fire department should ensure that local school administrators are adequately supplied with fire safety information and materials. Prepackaged programs such as NFPA's *Learn Not to Burn*® and the NFPA's Project Burn Prevention program provide comprehensive, educationally sound curricula for kindergarten through grade 12.

The fire department's responsibility is to convince and assist administrators and educators at local schools and in school districts to institute such programs, to help raise funds for materials, and to provide the necessary fire department resources for classroom visits and assemblies to reinforce program messages. Information on residential sprinklers and smoke detector programs are especially successful in conjunction with school programs that utilize children to carry information home to share with their parents.

A.6.4.7 The minimum education for all workers should include instruction in how to use exit facilities and how to turn in a fire alarm. The fire department should encourage instruction by persuading private sector firms and organizations to provide classes, demonstrations, bulletin board displays of posters and informational materials, folder distributions, and publicity in company newsletters and bulletins published for employees. Fire exit drills should be held periodically where practicable.

A.6.5 The following steps should be considered as part of a cyclical process to be completed every 3 months to 6 months by the ESO:

(1) Identify important local fire problems in order to make them a focus of the education effort, including gathering information on high-risk locations, victims, behaviors, and hazards
(2) Identify community resources, available materials, and potential audiences, then select the appropriate objectives that meet the community's needs and resources
(3) Create a program design by determining the content and format of the message and packaging the program for delivery to the community or to high-risk population groups
(4) Produce and distribute materials, train fire service personnel, and involve target audiences in the education process

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The impact of the program should be measured by comparing baseline data gathered prior to the program's implementation with data compiled at an appropriate point following the implementation of the program. Such data might include fire deaths, injuries, property losses, and number and type of incidents. Preprogram and postprogram data on awareness, knowledge, and behavior in the community should be compared to determine the success of the program and how it can be modified to improve its effectiveness.

Annex B Informational References

B.1 Referenced Publications. The following documents or portions thereof are referenced within this standard for informational purposes only and are thus not part of the requirements of this document unless also listed in Chapter 2.

B.1.1 NFPA Publications. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471.

NFPA 24, *Standard for the Installation of Private Fire Service Mains and Their Appurtenances*, 2002 edition.

NFPA 291, *Recommended Practice for Fire Flow Testing and Marking of Hydrants*, 2002 edition.

NFPA 901, *Standard Classifications for Incident Reporting and Fire Protection Data*, 2001 edition.

NFPA 1031, *Standard for Professional Qualifications for Fire Inspector and Plan Examiner*, 2003 edition.

NFPA 1035, *Standard for Professional Qualifications for Public Fire and Life Safety Educator*, 2000 edition.

NFPA 1142, *Standard on Water Supplies for Suburban and Rural Fire Fighting*, 2001 edition.

NFPA 1250, *Recommended Practice in Emergency Service Organization Risk Management*, 2004 edition.

NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*, 2002 edition.

NFPA 1600, *Standard on Disaster/Emergency Management and Business Continuity Programs*, 2004 edition.

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*, 2004 edition.

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*, 2004 edition.

B.1.2 Other Publications.

B.1.2.1 CFAI Publication. Commission on Fire Accreditation International, 4500 Southgate Place, Suite 100, Chantilly, VA 20151.

Fire and Emergency Services Self-Assessment Manual, 5th ed.

B.1.2.2 ISO Publication. Insurance Services Office, Customer Service Division, 545 Washington Blvd., Jersey City, NJ 07310-1686.

Fire Suppression Rating Schedule.

B.1.2.3 NFIRS Web Site. www.usfa.fema.gov/inside-usfa/nfdc/nfirs/nfirs.shtm.

B.2 Informational References. (Reserved)

B.3 References for Extracts. The following documents are listed here to provide reference information, including title and edition, for extracts given throughout the nonmandatory sections of this standard as indicated by a reference in brackets [ ] following a section or paragraph. These documents are not a part of the requirements of this document unless also listed in Chapter 2 for other reasons.

NFPA 402, *Guide for Aircraft Rescue and Fire Fighting Operations*, 2002 edition.

NFPA 472, *Standard for Professional Competence of Responders to Hazardous Materials Incidents*, 2002 edition.

NFPA 1021, *Standard for Fire Officer Professional Qualifications*, 2003 edition.

NFPA 1142, *Standard on Water Supplies for Suburban and Rural Fire Fighting*, 2001 edition.

NFPA 1250, *Recommended Practice in Emergency Service Organization Risk Management*, 2004 edition.

NFPA 1521, *Standard for Fire Department Safety Officer*, 2002 edition.

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Call goes out for proposals to amend existing document or for recommendations on new document.

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Committee meets to act on proposals, to develop its own proposals, and to prepare its report.

▼

Committee votes on proposals by letter ballot. If two-thirds approve, report goes forward. Lacking two-thirds approval, report returns to committee.

▼

Report — *Report on Proposals* (ROP) — is published for public review and comment.

▼

Committee meets to act on each public comment received.

▼

Committee votes on comments by letter ballot. If two-thirds approve, supplementary report goes forward. Lacking two-thirds approval, supplementary report returns to committee.

▼

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▼

NFPA membership meets (Annual or Fall Meeting) and acts on committee report (ROP or ROC).

▼

Committee votes on any amendments to report approved at NFPA Annual or Fall Meeting.

▼

Appeals to Standards Council on Association action must be filed within 20 days of the NFPA Annual or Fall Meeting.

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2. **Proposal Recommends:** *(check one)* ☐ **new text** ☐ **revised text** ☒ **deleted text**

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4. **Statement of Problem and Substantiation for Proposal.** Note: State the problem that will be resolved by your recommendation. Give the specific reason for your proposal including copies of tests, research papers, fire experience, etc. If more than 200 words, it may be abstracted for publication. A properly installed and maintained system should be free of ground faults. The occurrence of one or more ground faults should be required to cause a "trouble" signal because it indicates a condition that could contribute to future malfunction of the system. Ground fault protection has been widely available on these systems for years and its cost is negligible. Requiring it on all systems will promote better installations, maintenance and reliability.

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