



# Council Agenda Report

**From:** Jonathan Stornetta, Fire Chief

**Subject:** 2020 Insurance Service Office Public Protection Classification

**Date:** September 1, 2020

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## Facts

1. The Insurance Services Office (ISO) is an independent organization that serves insurance companies. Since 1971, ISO has been a leading source of information about property and casualty insurance risk. ISO is not an insurance company and only provides advisory services and information to many insurance companies.
2. ISO collects and evaluates data to assess fire defense capabilities for over 39,000 fire protection areas across the United States. Three categories of fire suppression features are reviewed: Fire Department, Water Supply, and Emergency Communications. Each category accounts for a percentage of the total Public Protection Classification (PPC) rating:
  - **Fire Department--50%.** This category evaluates the fire department's first alarm response and initial attack capabilities to minimize potential loss.
  - **Water Supply--40%.** ISO reviews the availability of water supply, including the prevalence of fire hydrants and how much water is available for putting out fires.
  - **Emergency Communications--10%.** ISO evaluates the quality of the area's emergency communications systems (911).
3. Based on ISO's assessment, the ISO assigns a Public Protection Classification (PPC) rating, which can range between 1 and 9, Class 1 generally represents superior property fire protection, and Class 9 indicates that the area's fire suppression program does not meet ISO's minimum criteria.
4. The PPC is used by 90% of all property insurance underwriters in determining insurance rates. In general, the price of fire insurance in a community with a good PPC is substantially lower than in a community with a poor PPC. The degree to which it is incorporated in final risk assessment (as reflected in premium cost) varies by insurance company, however.
5. The City's last ISO evaluation was conducted in 2014 and the Fire Department received a classification rating of 03/3X. The first number applies to all buildings within five road miles of a fire station and 1,000 feet from a creditable water supply, such as a fire hydrant. The Class 3 rating means that the City received an overall score of 71% when you combine the capabilities of our dispatch center, fire department, and water supply.
6. Buildings farther from the City's fire stations or without hydrants received a poorer rating of 3X. The 3X category represent a Class 9 rating, the most unsatisfactory rating one can receive. The owners of these properties have potential to see significantly increased insurance premiums.
7. Paso Robles went through a rigorous evaluation early this year and received the same PPC classification rating as the 2014 evaluation, 03/3X.
8. Several critical deficiencies were identified in ISO's 2020 Paso Robles Fire and Emergency Services (PRFES) evaluation. Among them are: Emergency Reporting, Emergency Dispatch Protocols, Training Facilities and Use, Deployment Analysis, and Company Personnel.
9. Overall, the fire department received an Earned Credit score of 75.55 out of a total Credit Available of 105.50

## Options

1. Take no action;
2. Receive and file 2020 Insurance Service Office Public Protection Classification; or
3. Provide alternative direction.

## Analysis and Conclusions

As outlined below, the ISO evaluation identified several critical areas in which the fire department is deficient:

- PRFES received a score of 0 out of 15 for Emergency Reporting. A score of 0 was due to the lack of automatic vehicle locating (AVL) software. The Fire Department does not have GIS/AVL capabilities. GIS/AVL capabilities would allow the Paso Robles Dispatch Center (PRDC) to dispatch the closest paramedic engine when 911 is called. GIS/AVL has the potential to reduce response times and ensures the closest paramedic unit responds to any given emergency.
- PRFES received a score of 0 points out of 20 for Emergency Dispatch Protocols. Emergency Dispatch Protocols quickly and properly determine the nature and priority of the call, dispatch the appropriate response, then give the caller instructions to help treat the patient until the responding paramedic unit arrives. A comprehensive Emergency Dispatch Protocol program provides consistent dispatch instructions and can help meet the growing public expectation that when citizens call 911, appropriate medical care will be provided as quickly as possible.
- One of the largest deficiencies identified in the evaluation was Training Facilities and Use. The fire department received a score of 0 points out of 35 in this category. The fire department would need to have a training facility to be eligible for points in this category. A training facility is a building that live fire training can be conducted, at least 3 stories in height, and a training area of at least 2 acres. Each firefighter is required to have 18 hours of such training per year.
- PRFES received a score of 6.04 points out of 10 for Deployment Analysis. This area of the evaluation examines the number and adequacy of existing engine and ladder-service companies to cover built upon areas of the city. The low score was a result of the inadequate number of needed engine and ladder-service companies through the road-mile analysis. Additionally, this determination was made based on the percentage of built upon areas within 1 ½ miles of a first-due fire engine company and within 2 ½ miles of a first-due ladder-service company. Currently, the city has one ladder truck that is not staffed fulltime and two fire stations to cover an area of 19.9 square miles. The northeast region of the City is significantly underserved.
- PRFES received a score of 6.48 points out of 15 for Company Personnel. The low score was attributed to the lack of engine companies and personnel. Currently the Fire Department has two staffed fire engines and one paramedic squad. For a city the size of Paso Robles, we would need to have a minimum of three engine companies capable of suppressing structure fires, with a needed fire flow of 3,500 gallons per minute.

NFPA Standard 1710 outlines the standards applicable to all career fire departments and provides the minimum requirements for resource deployment for fire suppression, EMS, and special operations, while also addressing firefighter occupational health and safety. This standard includes minimum engine staffing of 4 firefighters, as well as an initial alarm deployment of 15 firefighters for low-hazard occupancies, 28 firefighters for medium-hazard occupancies, and 43 firefighters for high-hazard occupancies.

High hazard occupancies within Paso Robles include motels/hotels, apartment complexes, care facilities, commercial buildings, and high-density housing. The City's current initial alarm deployment is 9 personnel (two 3-person engine companies, the 2-person squad, and the Battalion Chief). Currently, PRFES cannot even meet the minimum deployment for low-hazard occupancies.

Due to insufficient staffing, there is significant potential for property loss in low-, medium-, and high-hazard occupancies. ISO has identified the lack of staffing as a critical factor since its first evaluation in 1998. Not addressing this critical deficiency will put the Department further behind, and put our residents and visitors at further risk.

The City is already hearing from homeowners in Paso Robles about their high and increasing property insurance premiums. Currently, there are 12,576 residential units and 1,547 businesses in Paso Robles. It can be assumed that most insurance companies charge significantly higher property insurance premiums for most, if not all of these 14,133 total occupancies in the City because of our low ISO rating.

Investing resources in the Department to increase the personnel and equipment sufficient to improve the ISO rating, would enable the insurance companies to reduce premiums. The attached PRFES 10-Year staffing analysis outlines how the recognized deficiencies can be addressed (See Attachment 4).

An investment in the Department equal to less than \$100 per occupancy per year, would more than pay for the improvements needed in the Department up until 2024. Among others, they include the addition of three Captain positions, which provides for the upgrade of the two-person paramedic Squad to a fully-staffed third engine company. This would increase incident response capabilities, reduce response times, and address the significant service deficiency for the northeast quadrant of the City. Assuming that the improvements to the Department were paid for by a supplemental sales tax measure, and such an increase in capabilities in the Department led to a large enough improvement in the City's ISO rating to cause just a \$60 per year reduction in average property insurance premiums, then the improvements would have more than paid for themselves.

#### **Fiscal Impact**

None.

#### **Recommendation**

Approve Resolution 20-XXX accepting the 2020 Insurance Service Office Public Protection Classification.

#### **Attachments**

1. Resolution 20-XXX
  - a. 2020 Insurance Service Office Public Protection Classification Summary Report
2. Fire Engine Company 1.5-mile coverage map
3. Ladder Truck Company 2.5-mile coverage map
4. PRFES 10-Year Staffing Analysis

# Attachment 1

RESOLUTION NO. 20-XXX  
A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF EL PASO DE ROBLES  
ACCEPTING THE 2020 INSURANCE SERVICE OFFICE PUBLIC PROTECTION  
CLASSIFICATION

WHEREAS, the Insurance Services Office (ISO) collects and evaluates data to assess fire defense capabilities for over 39,000 fire protection areas across the United States; and

WHEREAS, the ISO evaluates three elements of a fire department to include Emergency Communications, Fire Department, and Water Supply; and

WHEREAS, each three elements that are evaluated account for a percentage of the total classification. Each element is weighted as follows; Fire Department 50%, Water Supply 40%, and Emergency Communications 10%. Based on ISO's assessment, the ISO assigns a Public Protection Classification (PPC) for the community. This number can range between 1 and 9, with 9 being no credible fire protection; and

WHEREAS, the PPC is used by 90% of all property insurance underwriters in determining insurance rates. The degree to which it is incorporated in final risk assessment (reflected in premium cost) varies by insurance company; and

WHEREAS, the City's last ISO evaluation was conducted in 2014 and the Fire Department received a classification rating of 03/3X. The first number applies to all buildings within five road miles of a fire station and 1,000 feet from a fire hydrant. The second number and "X" indicates that the area's fire suppression program does not meet ISO's minimum criteria; and

WHEREAS, Paso Robles went through a rigorous evaluation early this year and received the same PPC classification rating as the 2014 evaluation, 03/3X; and

WHEREAS, several critical deficiencies were identified in ISO's 2020 Paso Robles Fire and Emergency Services (PRFES) evaluation. Among them include, Emergency Reporting, Emergency Dispatch Protocols, Training Facilities and Use, Deployment Analysis, and Company Personnel; and

WHEREAS, ISO's 2020 total evaluation of PRFES earned a Credit score of 75.55 out of a total Credit Available of 105.50, as reflected in the attached 2020 Insurance Service Office Public Protection Classification Summary Report, attached hereto.

NOW THEREFORE, BE IT RESOLVED by the City Council of the City of El Paso de Robles that the 2020 Insurance Service Office Public Protection Classification and Summary Report are hereby accepted.

APPROVED this 1st day of September 2020, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Steven W. Martin, Mayor

ATTEST:

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Melissa Martin, Interim City Clerk

Exhibit A – 2020 Insurance Service Office Public Protection C

**Public Protection Classification  
(PPC™)  
Summary Report**

**Paso Robles**

**California (S)**

**Prepared by**

**Insurance Services Office, Inc.  
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P.O. Box 5404  
Mt. Laurel, New Jersey 08054-5404  
1-800-444-4554**

**Report Created May 25, 2020  
Effective September 1, 2020**

PPC is a registered trademark of Insurance Services Office, Inc.

## Background Information

### Introduction

ISO collects and evaluates information from communities in the United States on their structure fire suppression capabilities. The data is analyzed using our Fire Suppression Rating Schedule (FSRS) and then a Public Protection Classification (PPC™) grade is assigned to the community. The surveys are conducted whenever it appears that there is a possibility of a PPC change. As such, the PPC program provides important, up-to-date information about fire protection services throughout the country.

The FSRS recognizes fire protection features only as they relate to suppression of first alarm structure fires. In many communities, fire suppression may be only a small part of the fire department's overall responsibility. ISO recognizes the dynamic and comprehensive duties of a community's fire service, and understands the complex decisions a community must make in planning and delivering emergency services. However, in developing a community's PPC grade, only features related to reducing property losses from structural fires are evaluated. Multiple alarms, simultaneous incidents and life safety are not considered in this evaluation. The PPC program evaluates the fire protection for small to average size buildings. Specific properties with a Needed Fire Flow in excess of 3,500 gpm are evaluated separately and assigned an individual PPC grade.

A community's investment in fire mitigation is a proven and reliable predictor of future fire losses. Statistical data on insurance losses bears out the relationship between excellent fire protection – as measured by the PPC program – and low fire losses. So, insurance companies use PPC information for marketing, underwriting, and to help establish fair premiums for homeowners and commercial fire insurance. In general, the price of fire insurance in a community with a good PPC grade is substantially lower than in a community with a poor PPC grade, assuming all other factors are equal.

ISO is an independent company that serves insurance companies, communities, fire departments, insurance regulators, and others by providing information about risk. ISO's expert staff collects information about municipal fire suppression efforts in communities throughout the United States. In each of those communities, ISO analyzes the relevant data and assigns a PPC grade – a number from 1 to 10. Class 1 represents an exemplary fire suppression program, and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.

ISO's PPC program evaluates communities according to a uniform set of criteria, incorporating nationally recognized standards developed by the National Fire Protection Association and the American Water Works Association. A community's PPC grade depends on:

- **Needed Fire Flows**, which are representative building locations used to determine the theoretical amount of water necessary for fire suppression purposes.
- **Emergency Communications**, including emergency reporting, telecommunicators, and dispatching systems.
- **Fire Department**, including equipment, staffing, training, geographic distribution of fire companies, operational considerations, and community risk reduction.
- **Water Supply**, including inspection and flow testing of hydrants, alternative water supply operations, and a careful evaluation of the amount of available water compared with the amount needed to suppress fires up to 3,500 gpm.

## Data Collection and Analysis

ISO has evaluated and classified over 39,000 fire protection areas across the United States using its FSRS. A combination of meetings between trained ISO field representatives and the dispatch center coordinator, community fire official, and water superintendent is used in conjunction with a comprehensive questionnaire to collect the data necessary to determine the PPC grade. In order for a community to obtain a grade better than a Class 9, three elements of fire suppression features are reviewed. These three elements are Emergency Communications, Fire Department, and Water Supply.

A review of the **Emergency Communications** accounts for 10% of the total classification. This section is weighted at **10 points**, as follows:

- Emergency Reporting 3 points
- Telecommunicators 4 points
- Dispatch Circuits 3 points

A review of the **Fire Department** accounts for 50% of the total classification. ISO focuses on a fire department's first alarm response and initial attack to minimize potential loss. The fire department section is weighted at **50 points**, as follows:

- Engine Companies 6 points
- Reserve Pumpers 0.5 points
- Pump Capacity 3 points
- Ladder/Service Companies 4 points
- Reserve Ladder/Service Trucks 0.5 points
- Deployment Analysis 10 points
- Company Personnel 15 points
- Training 9 points
- Operational considerations 2 points
- Community Risk Reduction 5.5 points (in addition to the 50 points above)

A review of the **Water Supply** system accounts for 40% of the total classification. ISO reviews the water supply a community uses to determine the adequacy for fire suppression purposes. The water supply system is weighted at **40 points**, as follows:

- Credit for Supply System 30 points
- Hydrant Size, Type & Installation 3 points
- Inspection & Flow Testing of Hydrants 7 points

There is one additional factor considered in calculating the final score – **Divergence**.

Even the best fire department will be less than fully effective if it has an inadequate water supply. Similarly, even a superior water supply will be less than fully effective if the fire department lacks the equipment or personnel to use the water. The FSRs score is subject to modification by a divergence factor, which recognizes disparity between the effectiveness of the fire department and the water supply.

The Divergence factor mathematically reduces the score based upon the relative difference between the fire department and water supply scores. The factor is introduced in the final equation.

## PPC Grade

The PPC grade assigned to the community will depend on the community's score on a 100-point scale:

PPC	Points
1	90.00 or more
2	80.00 to 89.99
3	70.00 to 79.99
4	60.00 to 69.99
5	50.00 to 59.99
6	40.00 to 49.99
7	30.00 to 39.99
8	20.00 to 29.99
9	10.00 to 19.99
10	0.00 to 9.99

The classification numbers are interpreted as follows:

- Class 1 through (and including) Class 8 represents a fire suppression system that includes an FSRs creditable dispatch center, fire department, and water supply.
- Class 8B is a special classification that recognizes a superior level of fire protection in otherwise Class 9 areas. It is designed to represent a fire protection delivery system that is superior except for a lack of a water supply system capable of the minimum FSRs fire flow criteria of 250 gpm for 2 hours.
- Class 9 is a fire suppression system that includes a creditable dispatch center, fire department but no FSRs creditable water supply.
- Class 10 does not meet minimum FSRs criteria for recognition, including areas that are beyond five road miles of a recognized fire station.

## New PPC program changes effective July 1, 2014

We have revised the PPC program to capture the effects of enhanced fire protection capabilities that reduce fire loss and fire severity in Split Class 9 and Split Class 8B areas (as outlined below). This new structure benefits the fire service, community, and property owner.

### New classifications

Through ongoing research and loss experience analysis, we identified additional differentiation in fire loss experience within our PPC program, which resulted in the revised classifications. We based the differing fire loss experience on the fire suppression capabilities of each community. The new PPC classes will improve the predictive value for insurers while benefiting both commercial and residential property owners. Here are the new classifications and what they mean.

### Split classifications

When we develop a split classification for a community — for example 5/9 — the first number is the class that applies to properties within 5 road miles of the responding fire station and 1,000 feet of a creditable water supply, such as a fire hydrant, suction point, or dry hydrant. The second number is the class that applies to properties within 5 road miles of a fire station but beyond 1,000 feet of a creditable water supply. We have revised the classification to reflect more precisely the risk of loss in a community, replacing Class 9 and 8B in the second part of a split classification with revised designations.

### What's changed with the new classifications?

We've published the new classifications as "X" and "Y" — formerly the "9" and "8B" portion of the split classification, respectively. For example:

- A community currently displayed as a split 6/9 classification will now be a split 6/6X classification; with the "6X" denoting what was formerly classified as "9".
- Similarly, a community currently graded as a split 6/8B classification will now be a split 6/6Y classification, the "6Y" denoting what was formerly classified as "8B".
- Communities graded with single "9" or "8B" classifications will remain intact.

Prior Classification	New Classification
1/9	1/1X
2/9	2/2X
3/9	3/3X
4/9	4/4X
5/9	5/5X
6/9	6/6X
7/9	7/7X
8/9	8/8X
9	9

Prior Classification	New Classification
1/8B	1/1Y
2/8B	2/2Y
3/8B	3/3Y
4/8B	4/4Y
5/8B	5/5Y
6/8B	6/6Y
7/8B	7/7Y
8/8B	8/8Y
8B	8B

## **What's changed?**

As you can see, we're still maintaining split classes, but it's how we represent them to insurers that's changed. The new designations reflect a reduction in fire severity and loss and have the potential to reduce property insurance premiums.

## **Benefits of the revised split class designations**

- To the fire service, the revised designations identify enhanced fire suppression capabilities used throughout the fire protection area
- To the community, the new classes reward a community's fire suppression efforts by showing a more reflective designation
- To the individual property owner, the revisions offer the potential for decreased property insurance premiums

## **New water class**

Our data also shows that risks located more than 5 but less than 7 road miles from a responding fire station with a creditable water source within 1,000 feet had better loss experience than those farther than 5 road miles from a responding fire station with no creditable water source. We've introduced a new classification —10W — to recognize the reduced loss potential of such properties.

## **What's changed with Class 10W?**

Class 10W is property-specific. Not all properties in the 5-to-7-mile area around the responding fire station will qualify. The difference between Class 10 and 10W is that the 10W-graded risk or property is within 1,000 feet of a creditable water supply. Creditable water supplies include fire protection systems using hauled water in any of the split classification areas.

## **What's the benefit of Class 10W?**

10W gives credit to risks within 5 to 7 road miles of the responding fire station and within 1,000 feet of a creditable water supply. That's reflective of the potential for reduced property insurance premiums.

## **What does the fire chief have to do?**

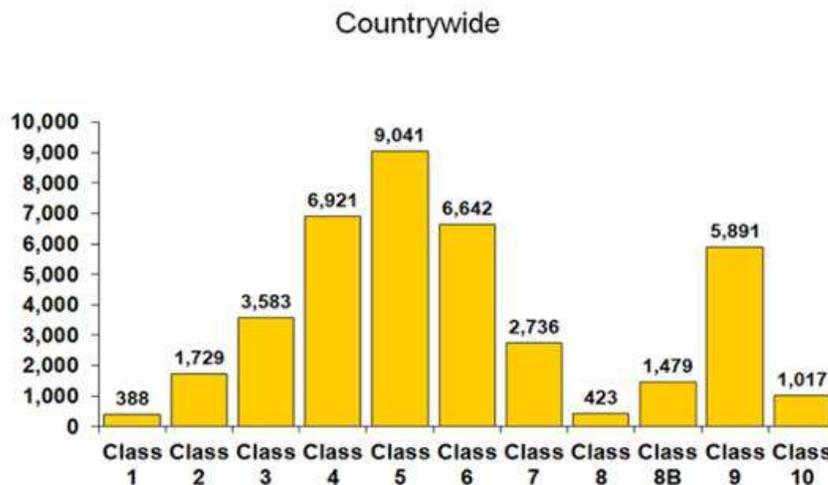
Fire chiefs don't have to do anything at all. The revised classifications went in place automatically effective July 1, 2014 (July 1, 2015 for Texas).

## **What if I have additional questions?**

Feel free to contact ISO at 800.444.4554 or email us at [PPC-Cust-Serv@iso.com](mailto:PPC-Cust-Serv@iso.com).

## Distribution of PPC Grades

The 2020 published countrywide distribution of communities by the PPC grade is as follows:



## Assistance

The PPC program offers help to communities, fire departments, and other public officials as they plan for, budget, and justify improvements. ISO is also available to assist in the understanding of the details of this evaluation.

The PPC program representatives can be reached by telephone at (800) 444-4554. The technical specialists at this telephone number have access to the details of this evaluation and can effectively speak with you about your questions regarding the PPC program. What's more, we can be reached via the internet at [www.isomitigation.com/talk/](http://www.isomitigation.com/talk/).

We also have a website dedicated to our Community Hazard Mitigation Classification programs at [www.isomitigation.com](http://www.isomitigation.com). Here, fire chiefs, building code officials, community leaders and other interested citizens can access a wealth of data describing the criteria used in evaluating how cities and towns are protecting residents from fire and other natural hazards. This website will allow you to learn more about the PPC program. The website provides important background information, insights about the PPC grading processes and technical documents. ISO is also pleased to offer Fire Chiefs Online — a special, secured website with information and features that can help improve your PPC grade, including a list of the Needed Fire Flows for all the commercial occupancies ISO has on file for your community. Visitors to the site can download information, see statistical results and also contact ISO for assistance.

In addition, on-line access to the FSRs and its commentaries is available to registered customers for a fee. However, fire chiefs and community chief administrative officials are given access privileges to this information without charge.

To become a registered fire chief or community chief administrative official, register at [www.isomitigation.com](http://www.isomitigation.com).

## PPC Review

# Exhibit A

ISO concluded its review of the fire suppression features being provided for Paso Robles. The resulting community classification is **Class 03/3X**.

If the classification is a single class, the classification applies to properties with a Needed Fire Flow of 3,500 gpm or less in the community. If the classification is a split class (e.g., 6/XX):

- The first class (e.g., “6” in a 6/XX) applies to properties within 5 road miles of a recognized fire station and within 1,000 feet of a fire hydrant or alternate water supply.
- The second class (XX or XY) applies to properties beyond 1,000 feet of a fire hydrant but within 5 road miles of a recognized fire station.
- Alternative Water Supply: The first class (e.g., “6” in a 6/10) applies to properties within 5 road miles of a recognized fire station with no hydrant distance requirement.
- Class 10 applies to properties over 5 road miles of a recognized fire station.
- Class 10W applies to properties within 5 to 7 road miles of a recognized fire station with a recognized water supply within 1,000 feet.
- Specific properties with a Needed Fire Flow in excess of 3,500 gpm are evaluated separately and assigned an individual classification.

<b>FIRS Feature</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<b>Emergency Communications</b>		
414. Credit for Emergency Reporting	<b>2.10</b>	<b>3</b>
422. Credit for Telecommunicators	<b>3.20</b>	<b>4</b>
432. Credit for Dispatch Circuits	<b>2.85</b>	<b>3</b>
<b>440. Credit for Emergency Communications</b>	<b>8.15</b>	<b>10</b>
<b>Fire Department</b>		
513. Credit for Engine Companies	<b>5.96</b>	<b>6</b>
523. Credit for Reserve Pumpers	<b>0.50</b>	<b>0.50</b>
532. Credit for Pump Capacity	<b>3.00</b>	<b>3</b>
549. Credit for Ladder Service	<b>3.91</b>	<b>4</b>
553. Credit for Reserve Ladder and Service Trucks	<b>0.13</b>	<b>0.50</b>
561. Credit for Deployment Analysis	<b>6.04</b>	<b>10</b>
571. Credit for Company Personnel	<b>6.48</b>	<b>15</b>
581. Credit for Training	<b>4.86</b>	<b>9</b>
730. Credit for Operational Considerations	<b>2.00</b>	<b>2</b>
<b>590. Credit for Fire Department</b>	<b>32.88</b>	<b>50</b>
<b>Water Supply</b>		
616. Credit for Supply System	<b>23.81</b>	<b>30</b>
621. Credit for Hydrants	<b>2.91</b>	<b>3</b>
631. Credit for Inspection and Flow Testing	<b>7.00</b>	<b>7</b>
<b>640. Credit for Water Supply</b>	<b>33.72</b>	<b>40</b>
<b>Divergence</b>	<b>-3.71</b>	<b>--</b>
<b>1050. Community Risk Reduction</b>	<b>4.51</b>	<b>5.50</b>
<b>Total Credit</b>	<b>75.55</b>	<b>105.50</b>

## **Emergency Communications**

Ten percent of a community's overall score is based on how well the communications center receives and dispatches fire alarms. Our field representative evaluated:

- Communications facilities provided for the general public to report structure fires
- Enhanced 9-1-1 Telephone Service including wireless
- Computer-aided dispatch (CAD) facilities
- Alarm receipt and processing at the communication center
- Training and certification of telecommunicators
- Facilities used to dispatch fire department companies to reported structure fires

	<b>Earned Credit</b>	<b>Credit Available</b>
414. Credit Emergency Reporting	<b>2.10</b>	3
422. Credit for Telecommunicators	<b>3.20</b>	4
432. Credit for Dispatch Circuits	<b>2.85</b>	3
<b>Item 440. Credit for Emergency Communications:</b>	<b>8.15</b>	<b>10</b>

### **Item 414 - Credit for Emergency Reporting (3 points)**

The first item reviewed is Item 414 "Credit for Emergency Reporting (CER)". This item reviews the emergency communication center facilities provided for the public to report fires including 911 systems (Basic or Enhanced), Wireless Phase I and Phase II, Voice over Internet Protocol, Computer Aided Dispatch and Geographic Information Systems for automatic vehicle location. ISO uses National Fire Protection Association (NFPA) 1221, *Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems* as the reference for this section.

<b>Item 410. Emergency Reporting (CER)</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<p><b>A./B. Basic 9-1-1, Enhanced 9-1-1 or No 9-1-1</b></p> <p>For maximum credit, there should be an Enhanced 9-1-1 system, Basic 9-1-1 and No 9-1-1 will receive partial credit.</p>	<b>20.00</b>	<b>20</b>
<p><b>1. E9-1-1 Wireless</b></p> <p>Wireless Phase I using Static ALI (automatic location identification) Functionality (10 points); Wireless Phase II using Dynamic ALI Functionality (15 points); Both available will be 25 points</p>	<b>25.00</b>	<b>25</b>
<p><b>2. E9-1-1 Voice over Internet Protocol (VoIP)</b></p> <p>Static VoIP using Static ALI Functionality (10 points); Nomadic VoIP using Dynamic ALI Functionality (15 points); Both available will be 25 points</p>	<b>10.00</b>	<b>25</b>
<p><b>3. Computer Aided Dispatch</b></p> <p>Basic CAD (5 points); CAD with Management Information System (5 points); CAD with Interoperability (5 points)</p>	<b>15.00</b>	<b>15</b>
<p><b>4. Geographic Information System (GIS/AVL)</b></p> <p><u>The PSAP uses</u> a fully integrated CAD/GIS management system with automatic vehicle location (AVL) integrated with a CAD system providing dispatch assignments.</p> <p>The individual fire departments being dispatched <u>do not</u> need GIS/AVL capability to obtain this credit.</p>	<b>0.00</b>	<b>15</b>
<p><b>Review of Emergency Reporting total:</b></p>	<b>70.00</b>	<b>100</b>

**Item 422- Credit for Telecommunicators (4 points)**

The second item reviewed is Item 422 “Credit for Telecommunicators (TC)”. This item reviews the number of Telecommunicators on duty at the center to handle fire calls and other emergencies. All emergency calls including those calls that do not require fire department action are reviewed to determine the proper staffing to answer emergency calls and dispatch the appropriate emergency response. The 2013 Edition of NFPA 1221, *Standard for the Installation, Maintenance and Use of Emergency Services Communications Systems*, recommends that ninety-five percent of emergency calls shall be answered within 15 seconds and ninety-nine percent of emergency calls shall be answered within 40 seconds. In addition, NFPA recommends that eighty percent of emergency alarm processing shall be completed within 60 seconds and ninety-five percent of alarm processing shall be completed within 106 seconds of answering the call.

# Exhibit A

To receive full credit for operators on duty, ISO must review documentation to show that the communication center meets NFPA 1221 call answering and dispatch time performance measurement standards. This documentation may be in the form of performance statistics or other performance measurements compiled by the 9-1-1 software or other software programs that are currently in use such as Computer Aided Dispatch (CAD) or Management Information System (MIS).

<b>Item 420. Telecommunicators (CTC)</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<p><b>A1. Alarm Receipt (AR)</b></p> <p>Receipt of alarms shall meet the requirements in accordance with the criteria of NFPA 1221</p>	20.00	20
<p><b>A2. Alarm Processing (AP)</b></p> <p>Processing of alarms shall meet the requirements in accordance with the criteria of NFPA 1221</p>	19.89	20
<p><b>B. Emergency Dispatch Protocols (EDP)</b></p> <p>Telecommunicators have emergency dispatch protocols (EDP) containing questions and a decision-support process to facilitate correct call categorization and prioritization.</p>	0.00	20
<p><b>C. Telecommunicator Training and Certification (TTC)</b></p> <p>Telecommunicators meet the qualification requirements referenced in NFPA 1061, <i>Standard for Professional Qualifications for Public Safety Telecommunicator</i>, and/or the Association of Public-Safety Communications Officials - International (APCO) <i>Project 33</i>. Telecommunicators are certified in the knowledge, skills, and abilities corresponding to their job functions.</p>	20.00	20
<p><b>D. Telecommunicator Continuing Education and Quality Assurance (TQA)</b></p> <p>Telecommunicators participate in continuing education and/or in-service training and quality-assurance programs as appropriate for their positions</p>	20.00	20
<p><b>Review of Telecommunicators total:</b></p>	79.89	100

## **Item 432 - Credit for Dispatch Circuits (3 points)**

The third item reviewed is Item 432 “Credit for Dispatch Circuits (CDC)”. This item reviews the dispatch circuit facilities used to transmit alarms to fire department members. A “Dispatch Circuit” is defined in NFPA 1221 as “A circuit over which an alarm is transmitted from the communications center to an emergency response facility (ERF) or emergency response units (ERUs) to notify ERUs to respond to an emergency”. All fire departments (except single fire station departments with full-time firefighter personnel receiving alarms directly at the fire station) need adequate means of notifying all firefighter personnel of the location of reported structure fires. The dispatch circuit facilities should be in accordance with the general criteria of NFPA 1221. “Alarms” are defined in this Standard as “A signal or message from a person or device indicating the existence of an emergency or other situation that requires action by an emergency response agency”.

There are two different levels of dispatch circuit facilities provided for in the Standard – a primary dispatch circuit and a secondary dispatch circuit. In jurisdictions that receive 730 alarms or more per year (average of two alarms per 24-hour period), two separate and dedicated dispatch circuits, a primary and a secondary, are needed. In jurisdictions receiving fewer than 730 alarms per year, a second dedicated dispatch circuit is not needed. Dispatch circuit facilities installed but not used or tested (in accordance with the NFPA Standard) receive no credit.

The score for Credit for Dispatch Circuits (CDC) is influenced by monitoring for integrity of the primary dispatch circuit. There are up to 0.90 points available for this Item. Monitoring for integrity involves installing automatic systems that will detect faults and failures and send visual and audible indications to appropriate communications center (or dispatch center) personnel. ISO uses NFPA 1221 to guide the evaluation of this item. ISO's evaluation also includes a review of the communication system's emergency power supplies.

## **Item 432 “Credit for Dispatch Circuits (CDC)” = 2.85 points**

## Fire Department

Fifty percent of a community's overall score is based upon the fire department's structure fire suppression system. ISO's field representative evaluated:

- Engine and ladder/service vehicles including reserve apparatus
- Equipment carried
- Response to reported structure fires
- Deployment analysis of companies
- Available and/or responding firefighters
- Training

	<b>Earned Credit</b>	<b>Credit Available</b>
513. Credit for Engine Companies	<b>5.96</b>	6
523. Credit for Reserve Pumpers	<b>0.50</b>	0.5
532. Credit for Pumper Capacity	<b>3.00</b>	3
549. Credit for Ladder Service	<b>3.91</b>	4
553. Credit for Reserve Ladder and Service Trucks	<b>0.13</b>	0.5
561. Credit for Deployment Analysis	<b>6.04</b>	10
571. Credit for Company Personnel	<b>6.48</b>	15
581. Credit for Training	<b>4.86</b>	9
730. Credit for Operational Considerations	<b>2.00</b>	2
<b>Item 590. Credit for Fire Department:</b>	<b>32.88</b>	<b>50</b>

## Basic Fire Flow

The Basic Fire Flow for the community is determined by the review of the Needed Fire Flows for selected buildings in the community. The fifth largest Needed Fire Flow is determined to be the Basic Fire Flow. The Basic Fire Flow has been determined to be 3500 gpm.

## Item 513 - Credit for Engine Companies (6 points)

The first item reviewed is Item 513 "Credit for Engine Companies (CEC)". This item reviews the number of engine companies, their pump capacity, hose testing, pump testing and the equipment carried on the in-service pumpers. To be recognized, pumper apparatus must meet the general criteria of NFPA 1901, *Standard for Automotive Fire Apparatus* which include a minimum 250 gpm pump, an emergency warning system, a 300 gallon water tank, and hose. At least 1 apparatus must have a permanently mounted pump rated at 750 gpm or more at 150 psi.

The review of the number of needed pumpers considers the response distance to built-upon areas; the Basic Fire Flow; and the method of operation. Multiple alarms, simultaneous incidents, and life safety are not considered.

The greatest value of A, B, or C below is needed in the fire district to suppress fires in structures with a Needed Fire Flow of 3,500 gpm or less: **3 engine companies**

- a) **2 engine companies** to provide fire suppression services to areas to meet NFPA 1710 criteria or within 1½ miles.
- b) **3 engine companies** to support a Basic Fire Flow of 3500 gpm.
- c) **3 engine companies** based upon the fire department's method of operation to provide a minimum two engine response to all first alarm structure fires.

The FSRS recognizes that there are **3 engine companies** in service.

The FSRS also reviews Automatic Aid. Automatic Aid is considered in the review as assistance dispatched automatically by contractual agreement between two communities or fire districts. That differs from mutual aid or assistance arranged case by case. ISO will recognize an Automatic Aid plan under the following conditions:

- It must be prearranged for first alarm response according to a definite plan. It is preferable to have a written agreement, but ISO may recognize demonstrated performance.
- The aid must be dispatched to all reported structure fires on the initial alarm.
- The aid must be provided 24 hours a day, 365 days a year.

FSRS Item 512.D "Automatic Aid Engine Companies" responding on first alarm and meeting the needs of the city for basic fire flow and/or distribution of companies are factored based upon the value of the Automatic Aid plan (up to 1.00 can be used as the factor). The Automatic Aid factor is determined by a review of the Automatic Aid provider's communication facilities, how they receive alarms from the graded area, inter-department training between fire departments, and the fire ground communications capability between departments.

For each engine company, the credited Pump Capacity (PC), the Hose Carried (HC), the Equipment Carried (EC) all contribute to the calculation for the percent of credit the FSRS provides to that engine company.

**Item 513 "Credit for Engine Companies (CEC)" = 5.96 points**

## **Item 523 - Credit for Reserve Pumpers (0.50 points)**

The item is Item 523 “Credit for Reserve Pumpers (CRP)”. This item reviews the number and adequacy of the pumpers and their equipment. The number of needed reserve pumpers is 1 for each 8 needed engine companies determined in Item 513, or any fraction thereof.

**Item 523 “Credit for Reserve Pumpers (CRP)” = 0.50 points**

## **Item 532 – Credit for Pumper Capacity (3 points)**

The next item reviewed is Item 532 “Credit for Pumper Capacity (CPC)”. The total pump capacity available should be sufficient for the Basic Fire Flow of 3500 gpm. The maximum needed pump capacity credited is the Basic Fire Flow of the community.

**Item 532 “Credit for Pumper Capacity (CPC)” = 3.00 points**

## **Item 549 – Credit for Ladder Service (4 points)**

The next item reviewed is Item 549 “Credit for Ladder Service (CLS)”. This item reviews the number of response areas within the city with 5 buildings that are 3 or more stories or 35 feet or more in height, or with 5 buildings that have a Needed Fire Flow greater than 3,500 gpm, or any combination of these criteria. The height of all buildings in the city, including those protected by automatic sprinklers, is considered when determining the number of needed ladder companies. Response areas not needing a ladder company should have a service company. Ladders, tools and equipment normally carried on ladder trucks are needed not only for ladder operations but also for forcible entry, ventilation, salvage, overhaul, lighting and utility control.

The number of ladder or service companies, the height of the aerial ladder, aerial ladder testing and the equipment carried on the in-service ladder trucks and service trucks is compared with the number of needed ladder trucks and service trucks and an FSRs equipment list. Ladder trucks must meet the general criteria of NFPA 1901, *Standard for Automotive Fire Apparatus* to be recognized.

The number of needed ladder-service trucks is dependent upon the number of buildings 3 stories or 35 feet or more in height, buildings with a Needed Fire Flow greater than 3,500 gpm, and the method of operation.

The FSRs recognizes that there are **1 ladder companies** in service. These companies are needed to provide fire suppression services to areas to meet NFPA 1710 criteria or within 2½ miles and the number of buildings with a Needed Fire Flow over 3,500 gpm or 3 stories or more in height, or the method of operation.

The FSRs recognizes that there are **0 service companies** in service.

**Item 549 “Credit for Ladder Service (CLS)” = 3.91 points**

## **Item 553 – Credit for Reserve Ladder and Service Trucks (0.50 points)**

The next item reviewed is Item 553 “Credit for Reserve Ladder and Service Trucks (CRLS)”. This item considers the adequacy of ladder and service apparatus when one (or more in larger communities) of these apparatus are out of service. The number of needed reserve ladder and service trucks is 1 for each 8 needed ladder and service companies that were determined to be needed in Item 540, or any fraction thereof.

**Item 553 “Credit for Reserve Ladder and Service Trucks (CRLS)” = 0.13 points**

## **Item 561 – Deployment Analysis (10 points)**

Next, Item 561 “Deployment Analysis (DA)” is reviewed. This Item examines the number and adequacy of existing engine and ladder-service companies to cover built-upon areas of the city.

To determine the Credit for Distribution, first the Existing Engine Company (EC) points and the Existing Engine Companies (EE) determined in Item 513 are considered along with Ladder Company Equipment (LCE) points, Service Company Equipment (SCE) points, Engine-Ladder Company Equipment (ELCE) points, and Engine-Service Company Equipment (ESCE) points determined in Item 549.

Secondly, as an alternative to determining the number of needed engine and ladder/service companies through the road-mile analysis, a fire protection area may use the results of a systematic performance evaluation. This type of evaluation analyzes computer-aided dispatch (CAD) history to demonstrate that, with its current deployment of companies, the fire department meets the time constraints for initial arriving engine and initial full alarm assignment in accordance with the general criteria of in 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*.

A determination is made of the percentage of built upon area within 1½ miles of a first-due engine company and within 2½ miles of a first-due ladder-service company.

**Item 561 “Credit Deployment Analysis (DA)” = 6.04 points**

## **Item 571 – Credit for Company Personnel (15 points)**

Item 571 “Credit for Company Personnel (CCP)” reviews the average number of existing firefighters and company officers available to respond to reported first alarm structure fires in the city.

The on-duty strength is determined by the yearly average of total firefighters and company officers on-duty considering vacations, sick leave, holidays, “Kelley” days and other absences. When a fire department operates under a minimum staffing policy, this may be used in lieu of determining the yearly average of on-duty company personnel.

Firefighters on apparatus not credited under Items 513 and 549 that regularly respond to reported first alarms to aid engine, ladder, and service companies are included in this item as increasing the total company strength.

Firefighters staffing ambulances or other units serving the general public are credited if they participate in fire-fighting operations, the number depending upon the extent to which they are available and are used for response to first alarms of fire.

On-Call members are credited on the basis of the average number staffing apparatus on first alarms. Off-shift career firefighters and company officers responding on first alarms are considered on the same basis as on-call personnel. For personnel not normally at the fire station, the number of responding firefighters and company officers is divided by 3 to reflect the time needed to assemble at the fire scene and the reduced ability to act as a team due to the various arrival times at the fire location when compared to the personnel on-duty at the fire station during the receipt of an alarm.

The number of Public Safety Officers who are positioned in emergency vehicles within the jurisdiction boundaries may be credited based on availability to respond to first alarm structure fires. In recognition of this increased response capability the number of responding Public Safety Officers is divided by 2.

The average number of firefighters and company officers responding with those companies credited as Automatic Aid under Items 513 and 549 are considered for either on-duty or on-call company personnel as is appropriate. The actual number is calculated as the average number of company personnel responding multiplied by the value of AA Plan determined in Item 512.D.

The maximum creditable response of on-duty and on-call firefighters is 12, including company officers, for each existing engine and ladder company and 6 for each existing service company.

Chief Officers are not creditable except when more than one chief officer responds to alarms; then extra chief officers may be credited as firefighters if they perform company duties.

The FSRS recognizes **9.00 on-duty personnel** and an average of **0.00 on-call personnel** responding on first alarm structure fires.

**Item 571 “Credit for Company Personnel (CCP)” = 6.48 points**

## Item 581 – Credit for Training (9 points)

Training	Earned Credit	Credit Available
<p><b>A. Facilities, and Use</b></p> <p>For maximum credit, each firefighter should receive 18 hours per year in structure fire related subjects as outlined in NFPA 1001.</p>	0.00	35
<p><b>B. Company Training</b></p> <p>For maximum credit, each firefighter should receive 16 hours per month in structure fire related subjects as outlined in NFPA 1001.</p>	25.00	25
<p><b>C. Classes for Officers</b></p> <p>For maximum credit, each officer should be certified in accordance with the general criteria of NFPA 1021. Additionally, each officer should receive 12 hours of continuing education on or off site.</p>	12.00	12
<p><b>D. New Driver and Operator Training</b></p> <p>For maximum credit, each new driver and operator should receive 60 hours of driver/operator training per year in accordance with NFPA 1002 and NFPA 1451.</p>	5.00	5
<p><b>E. Existing Driver and Operator Training</b></p> <p>For maximum credit, each existing driver and operator should receive 12 hours of driver/operator training per year in accordance with NFPA 1002 and NFPA 1451.</p>	5.00	5
<p><b>F. Training on Hazardous Materials</b></p> <p>For maximum credit, each firefighter should receive 6 hours of training for incidents involving hazardous materials in accordance with NFPA 472.</p>	0.50	1
<p><b>G. Recruit Training</b></p> <p>For maximum credit, each firefighter should receive 240 hours of structure fire related training in accordance with NFPA 1001 within the first year of employment or tenure.</p>	5.00	5
<p><b>H. Pre-Fire Planning Inspections</b></p> <p>For maximum credit, pre-fire planning inspections of each commercial, industrial, institutional, and other similar type building (all buildings except 1-4 family dwellings) should be made annually by company members. Records of inspections should include up-to date notes and sketches.</p>	1.46	12

## Item 580 “Credit for Training (CT)” = 4.86 points

## Item 730 – Operational Considerations (2 points)

Item 730 “Credit for Operational Considerations (COC)” evaluates fire department standard operating procedures and incident management systems for emergency operations involving structure fires.

<b>Operational Considerations</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<b>Standard Operating Procedures</b> The department should have established SOPs for fire department general emergency operations	<b>50</b>	<b>50</b>
<b>Incident Management Systems</b> The department should use an established incident management system (IMS)	<b>50</b>	<b>50</b>
<b>Operational Considerations total:</b>	<b>100</b>	<b>100</b>

Item 730 “Credit for Operational Considerations (COC)” = 2.00 points

## Water Supply

Forty percent of a community's overall score is based on the adequacy of the water supply system. The ISO field representative evaluated:

- the capability of the water distribution system to meet the Needed Fire Flows at selected locations up to 3,500 gpm.
- size, type and installation of fire hydrants.
- inspection and flow testing of fire hydrants.

	<b>Earned Credit</b>	<b>Credit Available</b>
616. Credit for Supply System	<b>23.81</b>	30
621. Credit for Hydrants	<b>2.91</b>	3
631. Credit for Inspection and Flow Testing	<b>7.00</b>	7
<b>Item 640. Credit for Water Supply:</b>	<b>33.72</b>	<b>40</b>

## **Item 616 – Credit for Supply System (30 points)**

The first item reviewed is Item 616 “Credit for Supply System (CSS)”. This item reviews the rate of flow that can be credited at each of the Needed Fire Flow test locations considering the supply works capacity, the main capacity and the hydrant distribution. The lowest flow rate of these items is credited for each representative location. A water system capable of delivering 250 gpm or more for a period of two hours plus consumption at the maximum daily rate at the fire location is considered minimum in the ISO review.

Where there are 2 or more systems or services distributing water at the same location, credit is given on the basis of the joint protection provided by all systems and services available.

The supply works capacity is calculated for each representative Needed Fire Flow test location, considering a variety of water supply sources. These include public water supplies, emergency supplies (usually accessed from neighboring water systems), suction supplies (usually evidenced by dry hydrant installations near a river, lake or other body of water), and supplies developed by a fire department using large diameter hose or vehicles to shuttle water from a source of supply to a fire site. The result is expressed in gallons per minute (gpm).

The normal ability of the distribution system to deliver Needed Fire Flows at the selected building locations is reviewed. The results of a flow test at a representative test location will indicate the ability of the water mains (or fire department in the case of fire department supplies) to carry water to that location.

The hydrant distribution is reviewed within 1,000 feet of representative test locations measured as hose can be laid by apparatus.

For maximum credit, the Needed Fire Flows should be available at each location in the district. Needed Fire Flows of 2,500 gpm or less should be available for 2 hours; and Needed Fire Flows of 3,000 and 3,500 gpm should be obtainable for 3 hours.

**Item 616 “Credit for Supply System (CSS)” = 23.81 points**

## **Item 621 – Credit for Hydrants (3 points)**

# Exhibit A

The second item reviewed is Item 621 “Credit for Hydrants (CH)”. This item reviews the number of fire hydrants of each type compared with the total number of hydrants.

There are a total of 1876 hydrants in the graded area.

620. Hydrants, - Size, Type and Installation	Number of Hydrants
A. With a 6 -inch or larger branch and a pumper outlet with or without 2½ -inch outlets	1798
B. With a 6 -inch or larger branch and no pumper outlet but two or more 2½ -inch outlets, or with a small foot valve, or with a small barrel	0
C./D. With only a 2½ -inch outlet or with less than a 6 -inch branch	78
E./F. Flush Type, Cistern, or Suction Point	0

**Item 621 “Credit for Hydrants (CH)” = 2.91 points**

### Item 630 – Credit for Inspection and Flow Testing (7 points)

The third item reviewed is Item 630 “Credit for Inspection and Flow Testing (CIT)”. This item reviews the fire hydrant inspection frequency, and the completeness of the inspections. Inspection of hydrants should be in accordance with AWWA M-17, *Installation, Field Testing and Maintenance of Fire Hydrants*.

**Frequency of Inspection (FI):** Average interval between the 3 most recent inspections.

Frequency	Points
1 year	30
2 years	20
3 years	10
4 years	5
5 years or more	No Credit

**Note:** The points for inspection frequency are reduced by 10 points if the inspections are incomplete or do not include a flushing program. An additional reduction of 10 points are made if hydrants are not subjected to full system pressure during inspections. If the inspection of cisterns or suction points does not include actual drafting with a pumper, or back-flushing for dry hydrants, 20 points are deducted.

**Total points for Inspections = 4.00 points**

**Frequency of Fire Flow Testing (FF):** Average interval between the 3 most recent inspections.

# Exhibit A

<b>Frequency</b>	<b>Points</b>
5 years	40
6 years	30
7 years	20
8 years	10
9 years	5
10 years or more	No Credit

**Total points for Fire Flow Testing = 3.00 points**

**Item 631 “Credit for Inspection and Fire Flow Testing (CIT)” = 7.00 points**

### **Divergence = -3.71**

The Divergence factor mathematically reduces the score based upon the relative difference between the fire department and water supply scores. The factor is introduced in the final equation.

### **Community Risk Reduction**

	<b>Earned Credit</b>	<b>Credit Available</b>
1025. Credit for Fire Prevention and Code Enforcement (CPCE)	<b>1.75</b>	2.2
1033. Credit for Public Fire Safety Education (CFSE)	<b>1.68</b>	2.2
1044. Credit for Fire Investigation Programs (CIP)	<b>1.08</b>	1.1
<b>Item 1050. Credit for Community Risk Reduction</b>	<b>4.51</b>	<b>5.50</b>

<b>Item 1025 – Credit for Fire Prevention Code Adoption and Enforcement (2.2 points)</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<b>Fire Prevention Code Regulations (PCR)</b>	<b>10.00</b>	<b>10</b>

# Exhibit A

Evaluation of fire prevention code regulations in effect.		
<b>Fire Prevention Staffing (PS)</b> Evaluation of staffing for fire prevention activities.	<b>3.46</b>	<b>8</b>
<b>Fire Prevention Certification and Training (PCT)</b> Evaluation of the certification and training of fire prevention code enforcement personnel.	<b>3.43</b>	<b>6</b>
<b>Fire Prevention Programs (PCP)</b> Evaluation of fire prevention programs.	<b>15.00</b>	<b>16</b>
<b>Review of Fire Prevention Code and Enforcement (CPCE) subtotal:</b>	<b>31.89</b>	<b>40</b>

<b>Item 1033 – Credit for Public Fire Safety Education (2.2 points)</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<b>Public Fire Safety Educators Qualifications and Training (FSQT)</b> Evaluation of public fire safety education personnel training and qualification as specified by the authority having jurisdiction.	<b>5.00</b>	<b>10</b>
<b>Public Fire Safety Education Programs (FSP)</b> Evaluation of programs for public fire safety education.	<b>25.50</b>	<b>30</b>
<b>Review of Public Safety Education Programs (CFSE) subtotal:</b>	<b>30.50</b>	<b>40</b>

<b>Item 1044 – Credit for Fire Investigation Programs (1.1 points)</b>	<b>Earned Credit</b>	<b>Credit Available</b>
<b>Fire Investigation Organization and Staffing (IOS)</b> Evaluation of organization and staffing for fire investigations.	<b>8.00</b>	<b>8</b>
<b>Fire Investigator Certification and Training (IQT)</b> Evaluation of fire investigator certification and training.	<b>5.55</b>	<b>6</b>
<b>Use of National Fire Incident Reporting System (IRS)</b> Evaluation of the use of the National Fire Incident Reporting System (NFIRS) for the 3 years before the evaluation.	<b>6.00</b>	<b>6</b>
<b>Review of Fire Investigation Programs (CIP) subtotal:</b>	<b>19.55</b>	<b>20</b>

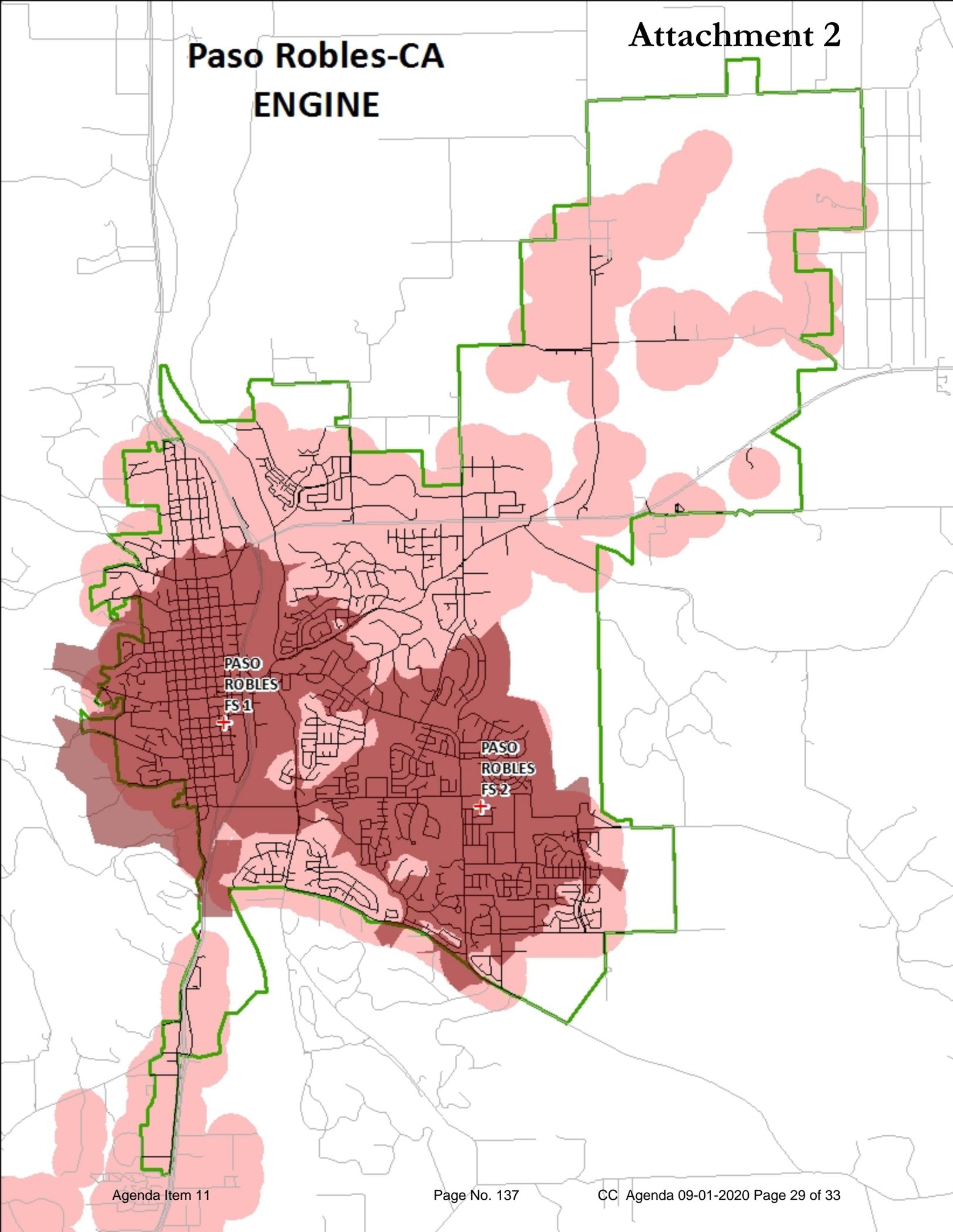
**Summary of PPC Review**  
**for**  
**Paso Robles**

FSRS Item	Earned Credit	Credit Available
<b>Emergency Communications</b>		
414. Credit for Emergency Reporting	2.10	3
422. Credit for Telecommunicators	3.20	4
432. Credit for Dispatch Circuits	2.85	3
<b>440. Credit for Emergency Communications</b>	<b>8.15</b>	<b>10</b>
<b>Fire Department</b>		
513. Credit for Engine Companies	5.96	6
523. Credit for Reserve Pumpers	0.50	0.5
532. Credit for Pumper Capacity	3.00	3
549. Credit for Ladder Service	3.91	4
553. Credit for Reserve Ladder and Service Trucks	0.13	0.5
561. Credit for Deployment Analysis	6.04	10
571. Credit for Company Personnel	6.48	15
581. Credit for Training	4.86	9
730. Credit for Operational Considerations	2.00	2
<b>590. Credit for Fire Department</b>	<b>32.88</b>	<b>50</b>
<b>Water Supply</b>		
616. Credit for Supply System	23.81	30
621. Credit for Hydrants	2.91	3
631. Credit for Inspection and Flow Testing	7.00	7
<b>640. Credit for Water Supply</b>	<b>33.72</b>	<b>40</b>
<b>Divergence</b>	<b>-3.71</b>	<b>--</b>
<b>1050. Community Risk Reduction</b>	<b>4.51</b>	<b>5.50</b>
<b>Total Credit</b>	<b>75.55</b>	<b>105.5</b>

**Final Community Classification = 03/3X**

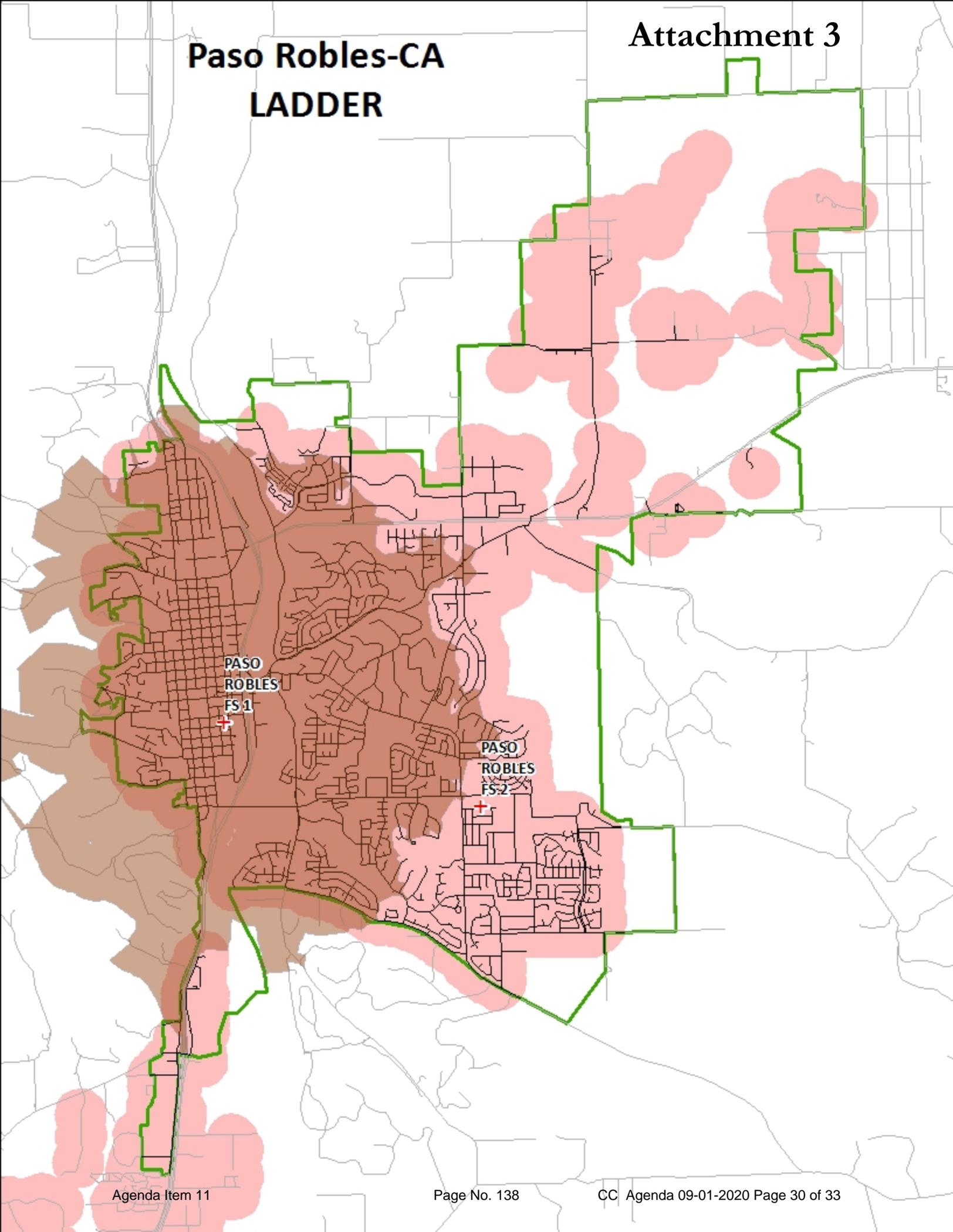
# Paso Robles-CA ENGINE

# Attachment 2



# Paso Robles-CA LADDER

# Attachment 3

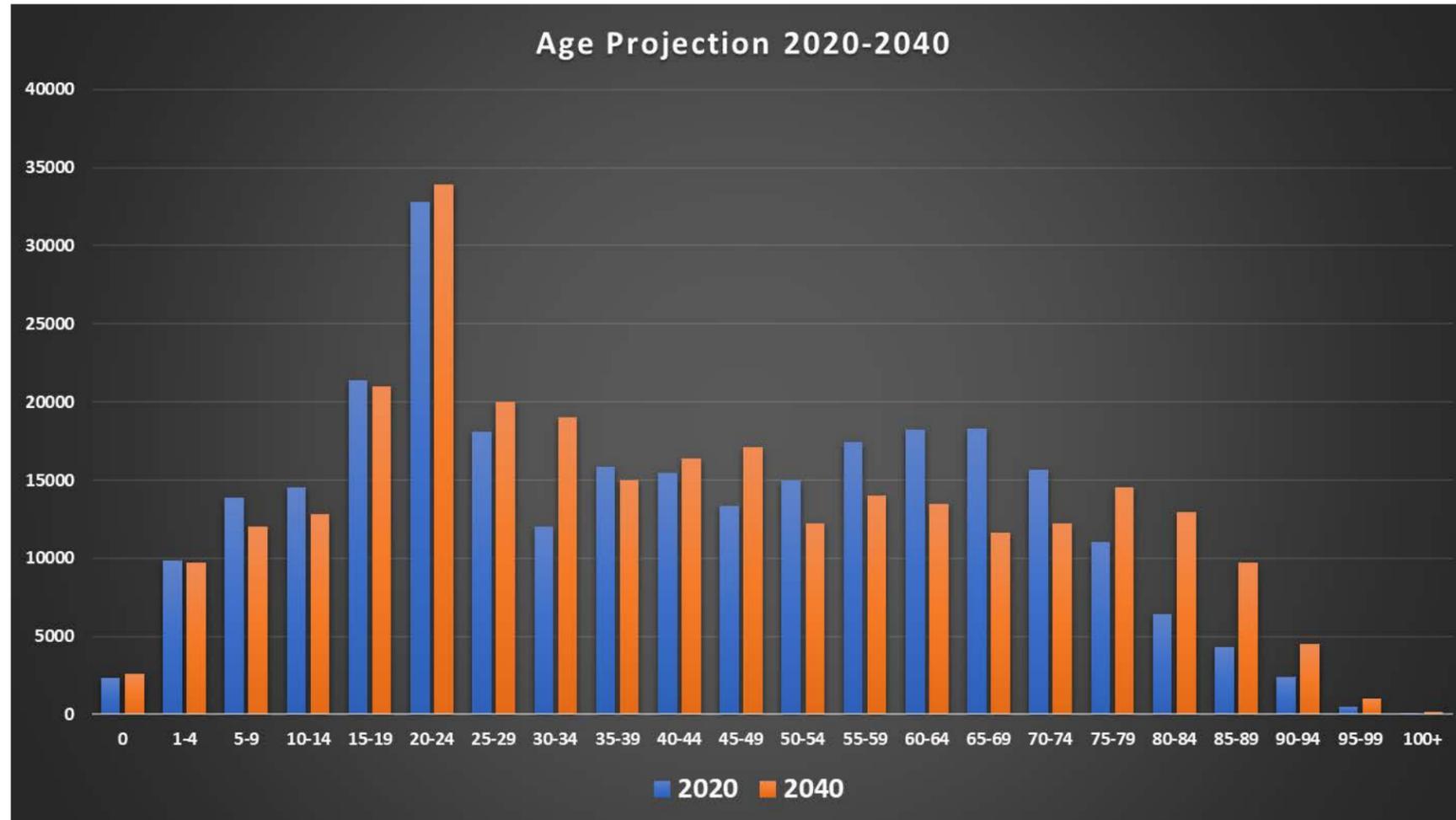


YEAR	Current Staffing	2020	2021	2022	2024	2026	2028	2030	Total Staffing in 2030
Fire Station 1	18	12	12	12	12	12	12 *3	15 *3 (staffing supports implementation of paramedic squad)	18  (Evaluate need for 4th fire station)
Fire Station 2	9	9	9	9 *3	12	12	12	12	12
Fire Station 3	—	9 Staff FS 3 *3 Captains (replace squad with Engine at FS3 and move 6 personnel from FS1 to FS3)	9	9	9 *3 Firefighters	12	12	12	12
Chief	1	1	1	1	1	1	1	1	1
Deputy Chief	—	—	—	—	—	*1	1	1	1
Battalion Chief	3	3	3	3	3	3	3	3	3
Admin. Coordinator	1	1 *1 Admin. Asst.	2	2	2	2	2	2	2
Fire Marshal	1	1	1	1	1	1	1	1	1
Fire Inspector	1	1	1 *1	1	2	2	2	2	2
Training Officer (Captain)	—	—	—	*1	1	1	1	1	1
Admin. Analyst	—	—	—	—	*1	1	1	1	1
Total FF's (includes ops BC's)	30	30	33	36	39	39	42	45	45
Total FFs Needed .8-1.3 FF/1000	26-42	26-42	27-44	29-47	30-49	32-52	34-55	35-57	35-57
Additional Funding Needed	1- Coordinator \$88,893  ADD'TL: \$88,893 CUM: \$88,893	3- Captains \$642,753  ADD'TL: \$642,753 CUM: \$731,646	1-Fire Inspector \$140,000  ADD'TL: \$140,000 CUM: \$871,646	3- FFs \$384,291 1- Training Officer \$214,251  ADD'TL: \$598,542 CUM: \$1,470,188	3- FFs \$384,291 1- Mgmt. Analyst \$160,000  ADD'TL: \$544,291 CUM: \$2,014,479	1- Deputy Fire Chief \$275,000  ADD'TL: \$275,000 CUM: \$2,289,479	3- FFs \$384,291  ADD'TL: \$384,291 CUM: \$2,673,770	3- FFs \$384,291  ADD'TL: \$384,291 CUM: \$3,058,061	Total: \$3,058,061

\* = Additional Staff Needed

(Growth Management Plan recommended .8-1.3 FFs/1000 population. Formulas above based on .9 FFs/1000 populations)

- Staff cost only from current population to full build out of 44,000 = \$2,971,188
  - These costs do not include required safety equipment, training, fire stations or apparatus.
- At 44,000 population, we will need to staff a squad and/or a fourth fire station.
- Fire Department Per Capita Cost



A key component in planning is to understand current and future population dynamics. These are likely to have a disproportionate impact on system demands. The review of population projections leads to an analysis of current and future service demands for EMS services.

- Graph projected for CY 2020 and projected to CY2040, as reported by the California Department of Finance
  - SLO County projected population increase is 7114
- Projections are detailed by age cohort from 0 to 100 years old.
  - The U.S. Census Bureau’s national population projection

- By 2030, all baby boomers will be older than age 65. This will expand the size of the older population so that 1 in every 5 residents will be retirement age.
- This projection indicates that older people will outnumber children for the first time in U.S. history.
- 65 and older population will increase 14% in the next 20 years.
- $32000 \times 14\% = 4480$  total of 36480
- The Census Bureau's projections alone with increase call volume 91 calls annually. This does not take into considerations for 55+ communities (Traditions) senior care (Oaks and Somerset)
- Development plus projections increase call volume 65+ by 91, Somerset and Oaks (based on Creston Village) 264, Traditions 30 = 385 call/Annually 10% increase

