

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**

2020



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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

2020 Edition

This edition of 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*, was prepared by the Technical Committee on Fire and Emergency Service Organization and Deployment-Career. It was issued by the Standards Council on April 28, 2019, with an effective date of May 18, 2019, and supersedes all previous editions.

This edition of NFPA 1710 was approved as an American National Standard on May 18, 2019.

Origin and Development of NFPA 1710

In 2001, the first edition of NFPA 1710 was issued. The development of that benchmark standard was the result of a considerable amount of hard work and tenacity by the technical committee members and the organizations they represented. That standard was the first organized approach to defining levels of service, deployment capabilities, and staffing levels for substantially career fire departments. Research work and empirical studies in North America were used by the committee as a basis for developing response times and resource capabilities for those services, as identified by the fire department.

Following the issuance of the first edition, the NFPA Standards Council asked the technical committee to begin the revision process for a 2004 edition of the standard. The committee formed several task groups to look at various aspects of the document. However, recognizing that the standard had not been fully field tested, the extent of the changes proposed were minimal with a cleanup of definitions, the addition of wording regarding equivalency in the annex, and clarification that the discussion on rate of fire propagation in the annex involved unsprinklered rooms.

The 2010 edition of NFPA 1710 standardized and refined terminology and definitions used in the document. Particular attention was paid to terminology for time frames for the various events that occur from event initiation to the end of the fire department's involvement with the incident. This included recognition that there is a time interval to initiate action or intervene at the end of travel time and before control and mitigation actually begin.

The requirements for time frames for alarm handling were revised to correspond to changes being made to NFPA 1221. The time allowance for turnout for fires and special operations was lengthened to 80 seconds, but the time measurement was defined to start at the beginning of the transmission of response data to the emergency response units or emergency response facilities. All times shown as both minutes and seconds were changed to seconds only because that is the level of precision in which the committee intends time to be measured. An application section was added in Chapter 1. The travel times for units responding on the first alarm were clarified to indicate the first unit must arrive within 4 minutes travel time and all units must arrive within 8 minutes travel time. The quadrennial report required to be provided to the AHJ in the previous edition was changed to an annual report.

The annex material related to the requirement stated for an initial full alarm assignment capability was moved to the body of the standard to clarify that the requirement applies to a structure fire in a typical 2000 ft² (186 m²), two-story single-family dwelling without basement and with no exposures. In addition, wording was added to require additional resources be deployed on fires in occupancies that present hazards greater than the two-story single-family dwelling. The community-wide risk management model that has been in an annex to NFPA 1710.

The work done by the committee provided the user with a template for developing an implementation plan on the standard. Most important, it provided the body politic and citizens a true picture of the risks in their communities and the fire departments' capabilities to respond to and manage those risks.

In the 2016 edition, the committee added three new occupancies and the appropriate response staffing levels for garden-style apartment, open-air strip mall, and high-rise occupancies. In addition, redundant text was removed, and some language was clarified.

For the 2020 edition, the committee has updated the definition for *career fire department* and clarified how to determine if the department would fall under either NFPA 1710 or NFPA 1720. The committee has also added several new definitions relating to geographic areas based on population density, and included the number of responders needed based on type of incident and tasks to accomplish. New requirements have been added for mobile water supply tankers/tenders. Requirements for deployment and training of incident safety officers have been added as well. And material on wildland fire suppression has been expanded.

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Committee Scope: This Committee shall have primary responsibility for documents on the organization, operation, deployment, and evaluation of substantially all career public fire protection and emergency medical services.

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NFPA 1710

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2020 Edition

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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. Extracted text may be edited for consistency and style and may include the revision of internal paragraph references and other references as appropriate. Requests for interpretations or revisions of extracted text shall be sent to the technical committee responsible for the source document.

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

Chapter 1 Administration

1.1* Scope. This standard contains minimum requirements relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by career fire departments.

1.1.1 The requirements address functions and performance objectives of fire department emergency service delivery, response capabilities, and resources.

1.1.2 This standard also contains general requirements for managing resources and systems, such as health and safety, incident management, training, communications, and pre-incident planning.

1.1.3 This standard addresses the strategic and system issues involving the organization, operation, and deployment of a fire

department and does not address tactical operations at a specific emergency incident.

1.2 Purpose.

1.2.1* The purpose of this standard is to specify the minimum criteria addressing the effectiveness and efficiency of the career public fire suppression operations, emergency medical service, and special operations delivery in protecting the citizens of the jurisdiction and the occupational safety and health of fire department employees.

1.2.2 Nothing herein is intended to restrict any jurisdiction from exceeding these minimum requirements.

1.3 Application.

1.3.1 This standard applies to the deployment of resources by a fire department to emergency situations when operations can be implemented to save lives and property.

1.3.2 The standard is a benchmark for most common responses and a platform for developing the appropriate plan for deployment of resources for fires in higher hazard occupancies or more complex incidents.

1.4* Equivalency. Nothing in this standard is intended to prohibit the use of systems, methods, or approaches of equivalent or superior performance to those prescribed by this standard, provided technical documentation is submitted to the authority having jurisdiction to demonstrate equivalency.

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 and Signaling Code*®, 2019 edition.

NFPA 403, *Standard for Aircraft Rescue and Fire-Fighting Services at Airports*, 2018 edition.

NFPA 472, *Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents*, 2018 edition.

NFPA 1143, *Standard for Wildland Fire Management*, 2018 edition.

NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, 2019 edition.

NFPA 1407, *Standard for Training Fire Service Rapid Intervention Crews*, 2015 edition.

NFPA 1500™, *Standard on Fire Department Occupational Safety, Health, and Wellness Program*, 2018 edition.

NFPA 1521, *Standard for Fire Department Safety Officer Professional Qualifications*, 2015 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System and Command Safety*, 2014 edition.

NFPA 1620, *Standard for Pre-Incident Planning*, 2015 edition.

NFPA 1670, *Standard on Operations and Training for Technical Search and Rescue Incidents*, 2017 edition.

2.3 Other Publications.

2.3.1 U.S. Government Publications. U.S. Government Publishing Office, 732 North Capitol Street, NW, Washington, DC 20401-0001.

Title 29, Code of Federal Regulations, Part 1910.120, "Hazardous Waste Operations and Emergency Response."

Title 29, Code of Federal Regulations, Part 1910.146, "Permit-Required Confined Space."

2.3.2 Other Publications.

Merriam-Webster's Collegiate Dictionary, 11th edition, Merriam-Webster, Inc., Springfield, MA, 2003.

2.4 References for Extracts in Mandatory Sections.

NFPA 472, *Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents*, 2018 edition.

NFPA 1002, *Standard for Fire Apparatus Driver/Operator Professional Qualifications*, 2017 edition.

NFPA 1081, *Standard for Facility Fire Brigade Member Professional Qualifications*, 2018 edition.

NFPA 1142, *Standard on Water Supplies for Suburban and Rural Fire Fighting*, 2017 edition.

NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, 2019 edition.

NFPA 1500™, *Standard on Fire Department Occupational Safety and Health Program*, 2018 edition.

NFPA 1521, *Standard for Fire Department Safety Officer Professional Qualifications*, 2015 edition.

NFPA 1561, *Standard on Emergency Services Incident Management System and Command Safety*, 2014 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*, 2020 edition.

NFPA 1901, *Standard for Automotive Fire Apparatus*, 2016 edition.

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 defined in this chapter or within another chapter, they shall be defined using their ordinarily accepted meanings within the context in which they are used. *Merriam-Webster's Collegiate Dictionary*, 11th edition, shall be the source for the ordinarily accepted meaning.

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. An NFPA Standard, the main text of which contains only mandatory provisions using the word "shall" to

indicate requirements and that is in a form generally suitable for mandatory reference by another standard or code or for adoption into law. Nonmandatory provisions are not to be considered a part of the requirements of a standard and shall be located in an appendix, annex, footnote, informational note, or other means as permitted in the NFPA Manuals of Style. When used in a generic sense, such as in the phrase "standards development process" or "standards development activities," the term "standards" includes all NFPA Standards, including Codes, Standards, Recommended Practices, and Guides.

3.3 General Definitions.

3.3.1 Advanced Life Support (ALS). See 3.3.44.1.

3.3.2 Aid.

3.3.2.1* Automatic Aid. A plan developed between two or more fire departments for immediate joint response on first alarms. [1142, 2017]

3.3.2.2 Mutual Aid. A written intergovernmental agreement between agencies and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.

3.3.3 Aircraft Rescue and Fire Fighting. See 3.3.25.1.

3.3.4* Aircraft Rescue and Fire-Fighting (ARFF) Vehicle. A vehicle intended to carry rescue and fire-fighting equipment for rescuing occupants and combating fires in aircraft at, or in the vicinity of, an airport. [1002, 2017]

3.3.5* Alarm. 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. [1221, 2019]

3.3.6 Alarm Answering Time. See 3.3.64.1.

3.3.7 Alarm Handling Time. See 3.3.64.2.

3.3.8 Alarm Processing Time. See 3.3.64.3.

3.3.9 Alarm Transfer Time. See 3.3.64.4.

3.3.10 Apparatus.

3.3.10.1 Fire Apparatus. A vehicle designed to be used under emergency conditions to transport personnel and equipment, and to support the suppression of fires and mitigation of other hazardous situations. [1901, 2016]

N 3.3.10.2 Mobile Water Supply Apparatus (Tanker, Tender). A vehicle designed primarily for transporting (pickup, transporting, and delivering) water to fire emergency scenes to be applied by other vehicles or pumping equipment. [1901, 2016]

3.3.10.3 Quint Apparatus. A fire apparatus with a permanently mounted fire pump, a water tank, a hose storage area, an aerial device with a permanently mounted waterway, and a complement of ground ladders.

3.3.10.4 Specialized Apparatus. A fire apparatus or vehicle that is used for support or specialized equipment and services at emergency scenes for functions such as, but not limited to, command, technical rescue, hazardous materials mitigation, urban search and rescue, air supply, electrical

generation and lighting, or transport of equipment and personnel.

3.3.11 Automatic Aid. See 3.3.2.1.

3.3.12 Basic Life Support (BLS). See 3.3.44.2.

N 3.3.13 Career Fire Department. A fire department that utilizes full-time or full-time-equivalent (FTE) station-based personnel immediately available to comprise at least 50 percent of an initial full alarm assignment.

N 3.3.14* Community Risk Assessment. A systematic approach that identifies, assesses, categorizes, and classifies the probabilities and consequences of a community's fire and nonfire hazards and threats, taking into account all pertinent facts that increase or decrease risks in each first-due response zone.

3.3.15* Company. A group of members: (1) under the direct supervision of an officer; (2) trained and equipped to perform assigned tasks; (3) usually organized and identified as engine companies, ladder companies, rescue companies, squad companies, or multi-functional companies; (4) operating with one piece of fire apparatus (pumper, aerial fire apparatus, elevating platform, quint, rescue, squad, ambulance) except where multiple apparatus are assigned that are dispatched and arrive together, continuously operate together, and are managed by a single company officer; (5) arriving at the incident scene on fire apparatus. [1500, 2018]

3.3.16 Company Officer. See 3.3.48.1.

3.3.17 Crew. See 3.3.63, Team.

N 3.3.18 Dense Urban. An incorporated or unincorporated area with a population of over 200,000 people and/or a population density of over 3,000 people per square mile.

3.3.19 Emergency Incident. Any situation to which an emergency services organization responds to deliver emergency services, including rescue, fire suppression, emergency medical care, special operations, law enforcement, and other forms of hazard control and mitigation. [1561, 2014]

3.3.20 Emergency Medical Care. The treatment of patients using first aid, cardiopulmonary resuscitation, basic life support, advanced life support, and other medical procedures prior to arrival at a hospital or other health care facility.

3.3.21 Emergency Operations. See 3.3.49.1.

N 3.3.22 Fire Alarm Signal Notification. Activation of an alarm-initiating device from a supervising station alarm system as identified by *NFPA 72*.

3.3.23 Fire Apparatus. See 3.3.10.1.

3.3.24 Fire Department Member. See 3.3.46, Member.

3.3.25 Fire Fighting.

3.3.25.1* Aircraft Rescue and Fire Fighting. The fire-fighting actions taken to rescue persons and to control or extinguish fire involving or adjacent to aircraft on the ground. [1500, 2018]

3.3.25.2* Marine Rescue and Fire Fighting. The fire-fighting action taken to prevent, control, or extinguish fire involved in or adjacent to a marine vessel and the rescue actions for occupants using normal and emergency routes for egress.

3.3.25.3 Structural Fire Fighting. The activities of rescue, fire suppression, and property conservation in buildings or other structures, vehicles, rail cars, marine vessels, aircraft, or like properties.

3.3.26 Fire Protection. Methods of providing fire detection, control, and extinguishment.

3.3.27* Fire Suppression. The activities involved in controlling and extinguishing fires. [1500, 2018]

N 3.3.28 First-Due Response Zone. The geographic area surrounding a fire station in which a company from that station is projected to be the first to arrive on the scene of an incident.

3.3.29* First Responder (EMS). Functional provision of initial assessment (i.e., airway, breathing, and circulatory systems) and basic first-aid intervention, including CPR and automatic external defibrillator (AED) capability.

3.3.30 Forcible Entry. Techniques used by fire personnel to gain entry into buildings, vehicles, aircraft, or other areas of confinement when normal means of entry are locked or blocked.

N 3.3.31* Full-Time Equivalent (FTE). The hours worked by one employee on a full-time basis or a conversion of the hours worked by several part-time employees into the hours worked by full-time employees.

N 3.3.32 Geographical Isolation. A first-due response zone or jurisdiction with staffed resources where over 80 percent of the response area is outside of a 10-minute travel time from the next closest staffed suppression apparatus.

N 3.3.33* Geographical Restriction. A defined condition, measure, or infrastructure design that limits response and/or results in predictable response delays to certain portions of the jurisdiction.

3.3.34* Hazard. A condition that presents the potential for harm or damage to people, property, or the environment.

3.3.35 Hazardous Material. A substance that is capable of creating harm to people, the environment, or property due to its toxicity, chemical reactivity, decomposition, or corrosivity; is capable of explosion or detonation; or presents etiological hazards, whether used for its intended purpose or as a weapon of mass destruction (WMD) or for illicit labs purposes, environmental crimes, or industrial sabotage.

3.3.36* High-Hazard Occupancy. An occupancy that presents a high life hazard or large fire potential due to its construction, configuration, or the presence of specific materials, processes, or contents.

3.3.37 Incident Commander. The member responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. [472, 2018]

3.3.38* Incident Management System (IMS). An organized system that defines the roles and responsibilities to be assumed by responders and the standard operating procedures to be used in the management and direction of emergency incidents and other functions.

3.3.39 Incident Safety Officer. See 3.3.48.2.

3.3.40 Initial Full Alarm Assignment. Those personnel, equipment, and resources ordinarily dispatched upon notification of a structure fire.

3.3.41 Initial Rapid Intervention Crew (IRIC). See 3.3.53.1.

3.3.42 Initiating Action/Intervention Time. See 3.3.64.5.

3.3.43 Intergovernmental Agreement. A written formal authorization for services between two or more jurisdictions.

3.3.44 Life Support.

3.3.44.1 Advanced Life Support (ALS). Emergency medical treatment beyond basic life support that provides for advanced airway management including intubation, advanced cardiac monitoring, defibrillation, establishment and maintenance of intravenous access, and drug therapy.

3.3.44.2* Basic Life Support (BLS). A specific level of pre-hospital medical care provided by trained responders, focused on rapidly evaluating a patient's condition; maintaining a patient's airway, breathing, and circulation; controlling external bleeding; preventing shock; and preventing further injury or disability by immobilizing potential spinal or other bone fractures.

3.3.45 Marine Rescue and Fire Fighting. See 3.3.25.2.

3.3.46* Member. A person involved in performing the duties and responsibilities of a fire department, under the auspices of the organization. [1500, 2018]

3.3.47 Mutual Aid. See 3.3.2.2.

3.3.48 Officer.

3.3.48.1* Company Officer. A supervisor of a crew/company of personnel.

3.3.48.2 Incident Safety Officer. A member of the command staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

3.3.48.3* Supervisory Chief Officer. A member whose responsibility is to assume command through a formalized transfer of command process and to allow company officers to directly supervise personnel assigned to them.

3.3.49 Operations.

3.3.49.1 Emergency Operations. Activities of the fire department relating to rescue, fire suppression, emergency medical care, and special operations, including response to the scene of the incident and all functions performed at the scene. [1500, 2018]

3.3.49.2* Special Operations. Those emergency incidents to which the fire department responds that require specific and advanced training and specialized tools and equipment. [1500, 2018]

N 3.3.50 Performance Objective. The specific requirement or end result of a work activity.

3.3.51 Public Safety Answering Point (PSAP). A facility in which 9-1-1 calls are answered. [1221, 2019]

3.3.52 Quint Apparatus. See 3.3.10.3.

3.3.53* Rapid Intervention Crew (RIC). A dedicated crew of at least one officer and three members, positioned outside the IDLH, trained and equipped as specified in NFPA 1407, who are assigned for rapid deployment to rescue lost or trapped members.

3.3.53.1 Initial Rapid Intervention Crew (IRIC). Two members of the initial attack crew, positioned outside the IDLH, trained and equipped as specified in NFPA 1407, who are assigned for rapid deployment (i.e., two in/two out) to rescue lost or trapped members.

3.3.54 Rescue. Those activities directed at locating endangered persons at an emergency incident, removing those persons from danger, treating the injured, and providing for transport to an appropriate health care facility. [1500, 2018]

N 3.3.55 Rural. An area with fewer than 500 people per square mile.

3.3.56 Special Operations. See 3.3.49.2.

3.3.57 Specialized Apparatus. See 3.3.10.4.

3.3.58* Staff Aide. A fire fighter or fire officer assigned to a supervisory chief officer to assist with the logistical, tactical, and accountability functions of incident, division, or sector command.

3.3.59 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, 2015]

3.3.60 Structural Fire Fighting. See 3.3.25.3.

N 3.3.61 Suburban. An incorporated or unincorporated area with a population between 500 and 1,000 people per square mile.

3.3.62 Supervisory Chief Officer. See 3.3.48.3.

3.3.63 Team. Two or more members who have been assigned a common task and are in communication with each other, coordinate their activities as a work group, and support the safety of one another. [1081, 2018]

3.3.64 Time.

3.3.64.1 Alarm Answering Time. The time interval that begins when the alarm is received at the communication center and ends when the alarm is acknowledged at the communication center.

3.3.64.2 Alarm Handling Time. The time interval from the receipt of the alarm at the primary PSAP until the beginning of the transmittal of the response information via voice or electronic means to emergency response facilities (ERFs) or the emergency response units (ERUs) in the field.

3.3.64.3 Alarm Processing Time. The time interval from when the alarm is acknowledged at the communication center until response information begins to be transmitted via voice or electronic means to emergency response facilities (ERFs) and emergency response units (ERUs).

3.3.64.4 Alarm Transfer Time. The time interval from the receipt of the emergency alarm at the PSAP until the alarm is first received at the communication center.

3.3.64.5* Initiating Action/Intervention Time. The time interval from when a unit arrives on the scene to the initiation of emergency mitigation.

3.3.64.6* Total Response Time. The time interval from the receipt of the alarm at the primary PSAP to when the first emergency response unit is initiating action or intervening to control the incident.

3.3.64.7 Travel Time. The time interval that begins when a unit is en route to the emergency incident and ends when the unit arrives at the scene.

3.3.64.8 Turnout Time. The time interval that begins when the emergency response facilities (ERFs) and emergency response units (ERUs) notification process begins by either an audible alarm or visual annunciation or both and ends at the beginning point of travel time.

3.3.65 Total Response Time. See 3.3.64.6.

3.3.66 Travel Time. See 3.3.64.7.

3.3.67 Turnout Time. See 3.3.64.8.

N 3.3.68 Urban. An incorporated or unincorporated area with a population of over 30,000 people and/or a population density over 1,000 people per square mile but less than 2,999.

N 3.3.69 Wildland. An area in which development is essentially nonexistent except for roads, railroads, powerlines, and similar transportation facilities with structures widely scattered.

N 3.3.70 Wildland Urban Interface (WUI). The line or zone where structures and other development meet or intermingle with undeveloped wildland or vegetative fuels and the area within or adjacent to private and public property where mitigation actions can prevent damage or loss from wildfire.

Chapter 4 Organization

4.1 Fire Department Organizational Statement.

4.1.1* The authority having jurisdiction (AHJ) shall maintain a written statement or policy that establishes the following:

- (1) Existence of the fire department
- (2) Services that the fire department is required to provide
- (3) Basic organizational structure
- (4) Expected number of fire department members
- (5) Functions that fire department members are expected to perform

4.1.2* The fire department organizational statement shall provide service delivery objectives, including specific time objectives for each major service component [i.e., fire suppression, emergency medical services (EMS), special operations, aircraft rescue and fire fighting, marine rescue and fire fighting, and/or wildland fire fighting] and objectives for the percentage of responses that meet the time objectives.

Δ 4.1.2.1 The fire department shall establish the following performance objectives for the first-due response zones that are identified by the AHJ:

- (1) Alarm handling time **completion** in accordance with 4.1.2.3
- (2) 80 seconds turnout time for fire and special operations response and 60 seconds turnout time for EMS response
- (3)* 240 seconds or less travel time for the arrival of the first engine company at a fire suppression incident
- (4) 360 seconds or less travel time for the arrival of the second company with a minimum staffing of 4 personnel at a fire suppression incident
- (5) For other than high-rise, 480 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident
- (6) For high-rise, 610 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident
- (7) 240 seconds or less travel time for the arrival of a unit with first responder with automatic external defibrillator (AED) or higher-level capability at an emergency medical incident
- (8) 480 seconds or less travel time for the arrival of an advanced life support (ALS) unit at an emergency medical incident, where this service is provided by the fire department provided a first responder with an AED or basic life support (BLS) unit arrived in 240 seconds or less travel time

4.1.2.2 The fire department shall document the initiating action/intervention time.

4.1.2.3 Alarm Handling.

4.1.2.3.1 The fire department shall establish a performance objective of having an alarm answering time of not more than 15 seconds for at least 95 percent of the alarms received and not more than 40 seconds for at least 99 percent of the alarms received, as specified by NFPA 1221.

Δ 4.1.2.3.1.1 Any call not answered within 20 seconds shall be routed to a secondary answering (alternate) center if the primary center is full.

N 4.1.2.3.1.2 An alarm shall sound if a call is not answered (not processed, just answered) within 60 seconds.

4.1.2.3.2 When the alarm is received at a public safety answering point (PSAP) and transferred to a secondary answering point or communication center, the agency responsible for the PSAP shall establish a performance objective of having an alarm transfer time of not more than 30 seconds for at least 95 percent of all alarms processed, as specified by NFPA 1221.

4.1.2.3.3 The fire department shall establish a performance objective of having an alarm processing time of not more than 64 seconds for at least 90 percent of the alarms and not more than 106 seconds for at least 95 percent of the alarms, as specified by NFPA 1221.

4.1.2.3.3.1 Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:

- (1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions
- (2) Calls requiring language translation
- (3) Calls requiring the use of a TTY/TDD device or audio/video relay services
- (4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units