



**Best Practices**  
RECOGNITION PROGRAM

# Program Checklist

Edition 3

April 2018

## CHAPTER 1 – ADMINISTRATION AND ORGANIZATION

<b><u>1.01 Organization</u></b>		
	Copy of current organizational chart,	
	Showing annual review of the organizational chart,	
	Show organizational charts are made available to all personnel,	
<b><u>1.02 Budget</u></b>		
	Copy of directive or memo designating who is responsible for the budget preparation and management,	
	Copy of written directive outlining budget process, <b>Or</b> Copy of instructions for budget preparation, <b>Or</b> Copy of submitted budget request.	
	Copy of monthly budget summary or status report,	
<b><u>1.03 Purchasing and Receivables</u></b>		
	Copy of written directive(s) that ensure person or position responsible for each cash fund is identified,	
	Copy of documentation for transactions, submission, or reconciliation,	
	Copy of cash account log, receipts, balance sheet, or ledger, <b>Or</b> Observation of cash account security, log, and transaction detail (On-site).	
	Signature sheet or other proof that personnel with purchasing ability have received training on purchasing rules and regulations.	
<b><u>1.04 Written System of Agency Directives</u></b>		
	Copy of a sample policy, procedure, general order, etc.,	
	Statement on DSF about how directives are made available to employees and evidence of that process,	

	Signature sheet or other proof that personnel receive copies or state they have reviewed,	
	Some documentation of periodic review of directives,	
	Some indication that polices are in compliance with State Law,	
	Observation of availability of written directives to all personnel (On-site),	
<b><u>1.05 Agency Jurisdiction</u></b>		
	Copy of documents for Agency existence and jurisdiction, could be in City Charter or Ordinance documentation,	
	Copy of boundary ordinances or portions of Metes and Bounds book, <b>Or</b> Copy of map provided to employees with jurisdictional boundaries delineated,	
<b><u>1.06 Firefighter Authority</u></b>		
	Copy of agency directive outlining authority, <b>Or</b> Copy of city ordinance or charter regarding authority of firefighters, <b>Or</b> Copy of Texas Local Government Code Chapter 419.	
<b><u>1.07 Authority of the Agency Director</u></b>		
	Copy of City Charter or Ordinance giving Agency Director authority over Department, <b>Or</b> Copy of Chief's letter of appointment, <b>Or</b> Copy of Chief's job description if approved by Council.	
<b><u>1.08 Duty to Obey Lawful Orders</u></b>		
	Copy of written directive,	

	Copy of any Internal Investigations related to failure to obey orders, <b>Or</b> Copy of any supervisor counseling where officer failed to obey supervisor, <b>Or</b> Copy of sign-in sheet where officers trained on subject or received copy of policy,	
<b><u>1.09 Sworn Personnel Certification</u></b>		
	Copy of written directive,	
	Copy of firefighter’s certification,	
<b><u>1.10 Accounting for Agency Owned Capital Assets</u></b>		
	Copy of written directive,	
	Copy of recent agency asset inventory,	
<b><u>1.11 Approval for Personally Owned Equipment</u></b>		
	Copy of written directive,	
	Copy of any request or approval of personally owned equipment by the Agency Director, <b>Or</b> Proof of receipt by officers, <b>Or</b> Copy of any supervisory counseling or investigation for violating provision,	
<b><u>1.12 Agency Issued Property/Equipment</u></b>		
	Copy of written directive,	
	Copy of property sheets for personnel signing for issued property/ equipment,	
	Copy of property sheets for personnel returning issued property/ equipment,	
<b><u>1.13 Strategic Plan</u></b>		
	Copy of strategic plan or master plan,	
	Proof of stakeholder involvement	

	Proof of dissemination throughout the Department.	
<b><u>1.14 Fire Department Mission Statement</u></b>		
	Copy of Mission Statement	
	Evidence that the statement has been disseminated throughout the organization	
<b><u>1.15 Administrative Tactical Worksheets</u></b>		
	Copies of Administrative Tactical Worksheets covering a range of typical processes in a fire department.	
<b><u>1.16 Risk Management Program</u></b>		
	Copy of Risk Management Plan,	
	Proof of dissemination throughout the Agency.	
<b><u>1.17 Job Descriptions</u></b>		
	Copy of job description for each position.	
<b><u>1.18 Succession Planning</u></b>		
	Copy of the Agency's Succession Plan,	
	Proof of dissemination throughout the Agency.	

## CHAPTER 2 – EMERGENCY MEDICAL SERVICE

### **2.01 Non-EMS Provider**

	Copy of Agreement that shows what organized EMS organization provides EMS service to the fire departments response area,	
	Copy of the current Texas DSHS EMS provider license of the organized EMS organization that is providing EMS within the fire departments response area,	
	Copy of training documentation on all members for CPR and AED training.	

### **2.02 First Responder Provider**

	Copy of current First Responder Organization License issued by Texas DSHS,	
	Copy of Agreement that shows what EMS Provider organization that provides EMS service to the fire department’s response area,	
	Copy of the current Texas DSHS EMS provider license of the EMS organization that is providing EMS transport within the fire departments response area,	
	Copy of organization’s current members licensed or certified to provide EMS service by DSHS,	
	Copy of training documentation on all members for CPR and AED training,	
	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly,	

	AHJ has as an established periodic analysis of effectiveness of EMS services it provides to look for ways to improve EMS services to its citizens,	
	<i>Or, DSHS First Responder renewal packet for Proof of Compliance can be used; it contains all the information listed in 2.02 and much more.</i>	
<b><u>2.03 EMS Provider</u></b>		
	Copy of current EMS Provider License issued by Texas DSHS,	
	Copy of organization’s current members licensed or certified to provide EMS service by DSHS, And	
	Copy of mutual aid or inter-local agreement with other EMS provider organizations that may assist the fire department within their response area,	
	Copy of organization’s license to operate as an EMS Provider,	
	Copy of training documentation on all members for CPR and AED training,	
	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly,	
	AHJ has as an established periodic analysis of effectiveness of EMS services it provides to look for ways to improve EMS services to its citizens,	
	<i>Or, DSHS EMS Provider renewal packet for Proof of Compliance can be used; it contains all the information listed in 2.03 and much more.</i>	

## CHAPTER 3 – TRAINING

### **3.01 Training Program**

	Training program SOP.	
	List of regulating agencies with minimum requirements,	
	Copy of instructor certifications.	

### **3.02 Training Records**

	Copy of written procedure,	
	Observation of Training files On-Site,	
	Observation of EMS CE.	

### **3.03 Probationary Firefighter Training Program**

	Copy of written program,	
	Observation training records showing multiple phases and length.	

### **3.04 Probationary Officer Training Program**

	Copy of written program,	
	Copy of training manual showing multiple phases and length.	

### **3.05 In- Service Volunteer Firefighter Training**

	Copy of written directive,	
	Observation of training records for Volunteer Firefighters.	



**3.06 EMS Training Program**

	Copy of written program,	
	Verification of personnel to comply with the requirements.	

**3.07 Special Ops Training Program**

	Copy of written program,	
	Observation of training records for personnel involved in any special operations program.	

**3.08 Supervisor Training**

	Copy of written program,	
	Observation of supervisory training.	

**3.09 Field Training Officers/EMS Preceptors**

	Copy of policy and procedure for outlining requirements.	
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**3.10 Probationary Firefighter Training Evaluations**

	Copy of written directive,	
	Observation of at least monthly documented review by new firefighter and officer.	

**3.11 Required Telecommunication Training**

	Copy of training program.	
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**3.12 Professional Development**

	Copy of policy and procedure for requirements	
	Observation of training records or certificate.	

<b><u>3.13 Fire Chief / Second in Command Training</u></b>		
	Copy of training records or certificate.	
<b><u>3.14 Fire Inspectors, Investigators, and Fire Marshal</u></b>		
	Copy of policy and procedure for requirements,	
	Observation of training records or certificate.	
<b><u>3.15 Training Facilities</u></b>		
	Ownership of a fire training facility,	
	Copy of an agreement for use of a fire training facility.	

## CHAPTER 4 – SPECIAL OPERATIONS

Note: A single written policy/directive may cover multiple areas within special operations.

<b><u>4.01 Rope Rescue (High Angle / Low Angle)</u></b>		
	Copy of written policy/directive on response to High Angle/ Low Angle rope rescues, Or Copy of written policy/directive on requesting High Angle/ Low Angle rope rescue team,	
	Copy of Mutual Aid Agreement providing request/response of another agency's or regional rope rescue team,	
	AHJ has established guideline for on-scene "Accountability" of member, while maintaining member's safety,	
	AHJ has established guidelines for members to recognize the need for rope rescue and what initial response is needed to maintain member's safety,	
	AHJ has established a guideline for "Entrance Requirements",	
	AHJ has established job performance requirements for members in rope rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter #6 or equivalent training based on AHJ needs assessment,	
	Documentation and Training on rope rescue job performance requirements for members will be kept per AHJ standards,	
	AHJ has life safety rope (rescue rope), harnesses, and hardware that is used for rope rescue that meets NFPA 1983 manufacture standards referenced in NFPA 1500, Edition 2007, 7.16.1,	

	AHJ has life safety rope (rescue rope) that is rated for “General Use” that is designed to hold the weight of two individuals per NFPA 1983 which is referenced in NFPA 1500, Edition 2007, 7.16.2 and 7.16.2.1 and any rope that is not a life safety rope shall be marked in a manner that members can easily recognize it is not to be used for rope rescues or the rope is taken out of service and destroyed,	
	AHJ has a guideline on how a life safety rope (rescue rope) is visually and physically inspected before initial usage, annually, and after each use per NFPA 1500, Edition 2007, 7.16.3, 7.16.3.1, 7.16.3.2, and 7.16.4 that meets manufactures criteria that allows reuse of the rope and keeps it in service as a life safety rope.	
	AHJ keeps records on life safety rope starting when it was placed in-service, usage, visual and physical inspections confirming the life safety rope is still in-service. Each life safety rope will have its own record that will be maintain while the life safety rope is in service, per NFPA 1500, Edition 2007, 7.16.5,	
	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly	

**4.02. Confined Space Rescue**

	Copy of written policy/directive on response to confined space rescues Or Copy of written policy/directive on requesting a confined space rescue team	
	Copy of Mutual Aid Agreement providing request/response of another agency’s or regional confined space rescue team,	
	AHJ has established guideline for on-scene “Accountability” of member, while maintaining member’s safety.	
	AHJ has established guidelines for members to recognize the need for confined space rescue and what initial response is needed to maintain member’s safety,	

	AHJ has established guidelines for its members entering confined space environment with PPE including SCBA and IDLH detection equipment for confined space rescue or training incidents,	
	AHJ has established guideline for staffing and equipping intervention crew to rescue other members during IDLH environments,	
	AHJ should reference NFPA 1500, Edition 2007, 8.8 Rapid Intervention for Rescue Members when developing their guideline,	
	AHJ has established job performance requirements for members in confined space rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter #7 or equivalent training based on AHJ needs assessment,	
	Documentation and Training on confine space rescue job performance requirements for members will be kept per AHJ standards,	
	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly,	
<b><u>4.03 Trench Rescue</u></b>		
	Copy of written policy/directive on response to trench rescues, Or Copy of written policy/directive on requesting trench rescue team,	
	Copy of Mutual Aid Agreement providing request/response of another agency's or regional trench rescue team,	
	AHJ has established guideline for on-scene "Accountability" of member, while maintaining member's safety,	
	AHJ has established guidelines for members to recognize the need for trench rescue and what initial response is needed to maintain member's safety,	

	AHJ has established guidelines for its members entering trench environment with PPE including SCBA and Immediately Dangerous to Life or Health (IDLH) detection equipment for trench rescue or training incidents,	
	AHJ has established guideline for staffing and equipping intervention crew to rescue other members during IDLH environments,	
	AHJ has established a guideline for “Entrance Requirements”,	
	AHJ has established job performance requirements for members in trench rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter # 8 or equivalent training based on AHJ needs assessment,	
	Documentation and Training on trench rescue job performance requirements for members will be kept per AHJ standards,	

**4.04 Structural Collapse Rescue**

	Copy of written policy/directive on response to structural collapse rescue, Or Copy of written policy/directive on requesting structural collapse team,	
	Copy of Mutual Aid Agreement providing request/response of other agencies, regional, or state structural collapse rescue team,	
	AHJ has established guideline for on-scene “Accountability” of member, while maintaining member’s safety,	
	AHJ has established guidelines for members to recognize the need for structural collapse rescue and what initial response is needed to maintain member’s safety,	
	AHJ has established guidelines for its members entering structural collapse environment with PPE including SCBA and IDLH detection equipment for structural collapse rescue or training incidents,	

	AHJ has established guideline for staffing and equipping intervention crew to rescue other members during IDLH environments,	
	AHJ has established guideline when air-purifying respirators (APRs) and powered air-purifying respirators (PAPRs) can be worn by its members,	
	AHJ has established a guideline for “Entrance Requirements”,	
	AHJ has established job performance requirements for members in structural collapse rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter # 9 or equivalent training based on AHJ needs assessment,	
	Documentation and Training on structural collapse rescue job performance requirements for members will be kept per AHJ standards,	

**4.05 Swift Water Rescue**

	Copy of written policy/directive on response to swift water rescues, Or Copy of written policy/directive on requesting Swift Water Rescue Team,	
	Copy of Mutual Aid Agreement providing request/response of another agency’s or regional swift water rescue team,	
	AHJ has established guideline for on-scene “Accountability” of member, while maintaining member’s safety,	
	AHJ has established guidelines for members to recognize the need for swift water rescue and what initial response is needed to maintain member’s safety,	
	AHJ has established guidelines on when its members need to wear personal flotation device that meet U.S. Coast Guard requirements, per NFPA 1500, Edition 2007 8.5.24 and reference NFPA 1670, Edition 2009, 9.3.4 to other equipment that should be provide for members safety during water operations,	

	AHJ has established a guideline for “Entrance Requirements”,	
	AHJ has established job performance requirements for members in swift water rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter # 12 or equivalent training based on AHJ needs assessment,	
	Documentation and Training on rope rescue job performance requirements for members will be kept per AHJ standards,	
<b><u>4.06 Dive Team</u></b>		
	Copy of written policy/directive on response to water search/rescues, Or Copy of written policy/directive on requesting dive team,	
	Copy of Mutual Aid Agreement providing request/response of another agency’s or regional dive team,	
	AHJ has established guideline for on-scene “Accountability” of member, while maintaining member’s safety,	
	AHJ has established guidelines for members to recognize the need for underwater dive search/rescue and what initial response is needed to maintain member’s safety,	
	AHJ has established guidelines on when its members need to wear personal flotation device that meet U.S. Coast Guard requirements, per NFPA 1500, Edition 2007 8.5.24 and reference NFPA 1670, Edition 2009, 9.3.4 to other equipment that should be provide for members safety during water operations	
	AHJ has established a guideline for “Entrance Requirements”,	
	AHJ has established job performance requirements for members in underwater dive search/rescue Level I and Level II job performance requirements per NFPA 1006, Edition 2008, Chapter #13 or equivalent training based on AHJ needs assessment,	



	Documentation and Training on underwater dive search/rescue job performance requirements for members will be kept per AHJ standards,	
	AHJ has established guidelines to confirm that “Grade E” breathing air for dive tanks during dive operations per NFPA 1670, Edition 2009, 4.4.2.4.3,	
	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly,	
<b><u>4.07 Hazardous Materials</u></b>		
	Copy of written policy/directive on response to hazardous materials incidents, Or Copy of written policy/directive on requesting hazardous materials team,	
	Copy of Mutual Aid Agreement providing request/response of another agency’s or regional hazardous material team,	
	AHJ has established guideline for on-scene “Accountability” of member, while maintaining member’s safety,	
	AHJ has established guideline for members to recognize the need for hazard materials event and what initial response is needed to maintain member’s safety,	
	AHJ has established guideline to establishing Hazard Control Zones (Hot, Warm, and Cold), per NFPA 1500, Edition 2007, 8.6.2 hazard control zones,	
	AHJ has established guideline for its members entering hazmat environment with PPE including SCBA and IDLH detection equipment for hazmat incidents or training incidents,	
	AHJ has established guideline for staffing and equipping intervention crew to rescue other members during IDLH environments,	

	<p>AHJ has established guideline when air-purifying respirators (APRs) and powered air-purifying respirators (PAPRs) can be worn by its members; AHJ should reference NFPA 1500, Edition 2007, 7.8.3.1, 7.8.3.2, 7.11.2 Supplied-Air Respirators and 7.11.3 Full Face-piece Air-Purifying Respirators when developing this guideline,</p>	
	<p>AHJ has established a guideline for “Entrance Requirements”,</p>	
	<p>AHJ has established job performance competencies for the member’s during a hazardous material incident per NFPA 472, Edition 2007, Chapter #4, #5, #6 and #7 or equivalent training based on AHJ needs assessment,</p>	
	<p>AHJ has established job performance competencies for the incident commander during a hazardous material incident per NFPA 472, Edition 2007, Chapter # 8 or equivalent training based on AHJ needs assessment,</p>	
	<p>AHJ will have all members that are hazardous material technician level meet Texas Commission on Fire Protection continuing education standards, per Title 37, Part 13, Chapter 441, Rule 444.17 requirements,</p>	
	<p>Documentation and Training on rope rescue job performance requirements for members will be kept per AHJ standards,</p>	
	<p>AHJ has a gas detector that has the minimum detection capabilities of CO, LEL, and Oxygen levels with a guideline that address manufacture maintained standards. Gas detector will be used to identify an IDLH environment during hazmat entries,</p>	
	<p>AHJ hazmat ensembles that meet NFPA 1991 Standard on Vapor-Protective Ensembles for Hazmat Material Emergencies and NFPA 1992 Standard of Liquid Splash-Protective Ensembles and Clothing for Hazmat Materials Emergencies shall be cared for per manufactures recommended standards in regards to annual testing standards and climate controlled requirements</p>	

	AHJ has an established process making sure that all specialized equipment is meeting manufacture standards in regards to annual testing, calibrations, and testing to confirm the device is working properly,	
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## CHAPTER 5 – RECORDS AND INFORMATION MANAGEMENT

### **5.01 Privacy and Security of Records**

	Copy of written directive,	
	Copy of training record of records management designee,	
	Observation of security of records On-Site.	

### **5.02 Records Retention**

	Copy of written directive	
	Copy of records retention plan or procedures, (may be copy of city plan or maybe in department policy).	

### **5.03 Release of Information**

	Copy of written directive, (should address what information is releasable and what is not, and who is responsible for releasing information from reports),	
	Proof of training of employees in policy, Or Proof of receipt of copy of policy by employees,	
	Proof of training of appropriate employees in Open Record Act.	

### **5.04 Public Information Officer (P.I.O.)**

	Copy of document appointing or informing agency who is P.I.O.,	
	Copy of training record, lesson plan, or training certificate in Public Information or Media Relations.	

### **5.05 Data/Statistical Reporting**

	Copy of report submissions.	
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## CHAPTER 6 - FIRE OPERATIONS

### **6.01 24-Hour Fire Service Response to Emergency Situations**

Staffing schedule,

Staffing plan that demonstrates the community needs.

### **6.02 Inspection of Fire Vehicle and Equipment**

Documented requirement for apparatus/equipment to be checked prior to each operational period,

Copy of apparatus checklist, if used.

### **6.03 Alarms**

Copy of written directive,

Proof of training of members in policy.

### **6.04 Pre-Fire Plan Target Hazards and/or All Commercial Occupancies**

Copy of procedure or written directive,

Copies of pre-fire plans for commercial occupancies.

### **6.05 Semi-Annual Hydrant Testing Program**

Copy of procedure or written directive,

Copy of or observation of documentation associated with the performance of said testing,

### **6.06 Post-Incident Analysis Program**

Copy of procedure or written directive.

### **6.07 Near-Miss Program in Place**

Copy of procedure or written directive,

Documentation of near-miss reviews and how it is disseminated within the department.

**CHAPTER 7 – FIRE PREVENTION – RISK REDUCTION – COMMUNITY  
OUTREACH**

<b><u>7.01 Fire / Life Safety Code</u></b>		
	Copy of resolution or minutes indicating adoption.	
<b><u>7.02 Compliance Program</u></b>		
	Copy of written procedure or agreements,	
	Observation of inspection records.	
<b><u>7.03 Fire Cause Determination</u></b>		
	Copy of established guidelines for Fire cause determination,	
	Established adequate staff assigned to meet inspection schedule, Or Have agreements with a qualified agency for these services,	
	Data base or files of past investigation results,	
	Established periodic review of determined causes.	
<b><u>7.04 Public Safety Education/Community Outreach</u></b>		
	Copy of written programs include categories based on department/community needs,	
	Include individual, business and community components,	
	Programs must be targeted towards specific audiences based on needs/impact analysis,	
	Documentation of programs delivered,	
	Have a periodic analysis of effectiveness of the program(s),	

## CHAPTER 8 – RESPONSE ANALYSIS

### **8.01 Alarm Handling**

	Copy of established performance objective for alarm answering time,	
	Copy of established performance objective for handling of alarm,	
	Copy of alarm answering time report for the current twelve month period and previous two years,	
	Copy of alarm handling time report for current twelve month period and previous two years.	

### **8.02 Turnout Time**

	Copy of established performance objective for the organization's turnout time,	
	Copy of turnout time report for the current twelve-month period and previous two years.	

### **8.03 Travel Times**

	Copy of established performance objective for the organization's travel time,	
	Copy of travel time report for the current twelve month period and previous two years,	

### **8.04 Response Districts**

	Copy of jurisdictions response/reporting district(s) map.	
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### **8.05 Fire Suppression Response**

	Copy of department's established performance objectives for response to structure fires,	
	Copy of department's policy regarding initial response assignments for structure fires,	

	Copy of intergovernmental agreements regarding automatic aid and/or mutual aid,	
	Copy of department's box alarm assignments,	
	Copy of report of dispatched apparatus and personnel to structure fires for current twelve-month period and previous two years.	
<b><u>8.06 Emergency Medical Service Response</u></b>		
	Copy of department's established performance objective for response to EMS calls,	
	Copy of department's policy regarding initial response assignments for EMS calls,	
	Copy of report of dispatched apparatus and personnel to EMS calls for current twelve-month period and previous two-year period.	
<b><u>8.07 Special Operations Response</u></b>		
	Copy of department's established performance objective for response to special operations incidents,	
	Copy of department's policy regarding initiation of request for special operations teams and resources for incidents,	
	Copy of report of special operations incidents showing level of resources dispatched, including response times, for current twelve-month period and previous two years.	
<b><u>8.08 Airport Rescue and Fire Fighting Response</u></b>		
	Copy of department's established performance objective for response to ARFF incidents,	
	Copy of department's policy/practice of responding to ARFF incidents,	
	Copy of report of special operations incidents showing level of resources dispatched, including response times, for current twelve-month period, and previous two years.	



**8.09 Marine Rescue and Fire Fighting Response**

	Copy of department’s established performance objective for response to MRFF incidents,	
	Copy of department’s policy/practice of responding to MRFF incidents,	
	Copy of report of MRFF incidents showing level of resources dispatched, including response times, for current twelve-month period and previous two years.	

**8.10 Wildland Fire Suppression Response**

	Copy of department’s established performance objective for response to wildland fire suppression incidents,	
	Copy of department’s policy/practice of responding to wildland incidents,	
	Copy of report of wildland incidents showing level of resources dispatched, including response times, for current twelve-month period and previous two years.	

**Recommendations:**

The AHJ 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 (NFPA 1710 4.1.2.3.1).

The AHJ should establish a performance objective, if applicable, for alarms that are received at one public safety answering point (PSAP) and transferred to a secondary answering point or communications center an alarm transferring time of not more than 30 seconds for at least 95 percent of all alarms processed (NFPA 1710 4.1.2.3.2).

The AHJ shall establish a performance objective of having an alarm processing time of not more than 60 seconds for at least 90 percent of the alarms and not more than 90 seconds for at least 99 percent of the alarms (NFPA 1710 4.1.2.3.3).

The AHJ should establish a performance objective of 80 seconds for turnout time for fire and special operations response and 60 seconds turnout time for EMS response for at least 95 percent of the alarms received (NFPA 1710 4.1.2.1).

The AHJ should establish a performance objective of 240 seconds or less travel time for the arrival of the first arriving fire company at a fire suppression incident and 480 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident not less than 90 percent of the time (NFPA 1710 4.1.2.1).

For departments providing EMS the AHJ should establish a performance objective of 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 not less than 90 percent of the time (NFPA 1710 4.1.2.1).

For departments not providing advanced life support (ALS) the AHJ should establish a performance objective of 480 seconds or less travel time for the arrival of an ALS unit at an emergency medical incident not less than 90 percent of the time where the service provided by the fire department is at a first responder with AED or basic life support (BLS) unit arrived in 240 seconds or less travel time (NFPA 1710 4.1.2.1).

## CHAPTER 9 – COMMUNICATIONS

<b><u>9.01 Communications Center (24 hour Operations)</u></b>		
	Observation of Communications Center, On-Site,	
	Copy of staffing schedule,	
<b><u>9.02 Facility Security</u></b>		
	Observe Communications Center security On-Site,	
	Interview staff regarding security procedures, Or Copy of Communication Center security policy.	
<b><u>9.03 Playback System</u></b>		
	Observe the continuous recording and immediate playback system to see it is functioning properly On-Site,	
	Interview personnel regarding training in its operation.	
<b><u>9.04 Back Up Power Source</u></b>		
	Observation of back-up power system On-Site,	
	Observation of security measures to protect back-up power,	
	Documentation of periodic testing and maintenance requirements by AHJ.	
<b><u>9.05 Emergency Telephone Number</u></b>		
	Observe incoming 911 lines that citizens use to obtain emergency help, On-Site, Or Copy of phone book page showing 911 published in the local community to call for emergency help.	

**9.06 24-hour Two-Way Radio Capability**

	Observe communication area to confirm it has 24-hour capability On- Site,	
	Observe dispatcher to confirm they are monitoring fire department radio frequencies.	

**9.07 Portable Radio Availability**

	Observe proper usage of portable radio including emergency features, if available,	
	Observe portable radios being checked daily to confirm they are prepared for use,	
	Copy of radio policy established by AHJ that has a unique call sign for each on duty firefighter.	

**9.08 Emergency Radio Communications**

	Observe Communications Center dispatcher(s) activate “Emergency Tones” and “Emergency Evacuation” tone,	
	Copy of “Emergency Tones” and “Emergency Evacuation”, fire department and communications centers policies,	
	Observe fire department members activating “Emergency Evacuation” notification for on scene activation and review the policy,	
	Documentation that all fire department members and dispatchers are trained annually on “Emergency Tones” and “Emergency Evacuation” procedures.	

**9.09 Normal Radio Communications**

	Observe fire department normal radio communications,	
	Copy of radio communication standards.	

**9.10 Communication Plan**

	Observe fire department normal radio communications,	
	Copy of radio communication plan or policy.	

**9.11 Mayday Communications**

	Copy of “Mayday” policy,	
	Documentation that all fire department members are trained on the “Mayday” Policy annually,	
	Documentation that all fire department members and dispatchers are involved annually in an exercise that involves assisting a firefighter or crew that has activated a “Mayday” requesting help.	

**9.12 Communication Accountability Plan**

	Copy of communication accountability plan,	
	Copy of all policies that utilize “PAR” checks,	
	Documentation that all fire department members have annually training on “PAR” standards.	

**Recommendations:**

Best Practices committee recommends the following areas for the AHJ. Realizing that funding and competing priorities may affect to ability to achieve these areas, is why it is recommended not required.

Emergency Medical Dispatcher training for all communication dispatchers.

## CHAPTER 10 – SAFETY AND HEALTH

<b><u>10.01 Wellness and Fitness</u></b>		
	Copy of policy for Wellness-Fitness initiative,	
	Copy of policy for on-scene rehab.	
<b><u>10.02 Breathing Hazards</u></b>		
	Copy of policy related to firefighters not being allowed to breathe smoke or particulate matter.	
<b><u>10.03 On-Duty Injury or Fatality</u></b>		
	Copy of policy on firefighter fatality incidents,	
	Copy of policy on reporting and investigating injuries.	
<b><u>10.04 Infection and Communicable Disease Exposures</u></b>		
	Copy of Infection/Communicable Disease policy.	
<b><u>10.05 Seat Belt Safety</u></b>		
	Copy of apparatus response policy.	
<b><u>10.06 Critical Incident Stress Management/PTSD</u></b>		
	Copy of a critical incident stress management policy.	
	Copy of a PTSD awareness/management policy.	
<b><u>10.07 Courage to be Safe</u></b>		
	Copy of Courage to be Safe policy requiring all current firefighters to complete the course and future new hires to complete within one year of joining the organization.	

**10.08 Apparatus Driving**

	Copy of Apparatus and Vehicle policy,	
	Documentation showing all members completed an annual driver class.	

**10.07 Traffic Incident Management Program**

	Copy of Traffic Incident Management policy requiring all current firefighters to complete the course and future new hires to complete within one year of joining the organization.	
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## CHAPTER 11 – RESOURCES MANAGEMENT

### **11.01 Testing Standards**

	Copy of policy and records of annual fire apparatus pump testing,	
	Copy of policy and records of annual aerial ladder testing,	
	Copy of policy and records of annual ground ladder testing,	
	Copy of certifications of fire apparatus maintenance personnel,	
	Copy of replacement schedule and written plan,	
	Copy of policy and records of daily maintenance check for fire apparatus and vehicles.	

### **11.02 Life Safety Systems**

	Copy of policy that all facilities have an annual fire inspection,	
	Copy of records that shows fire inspections have been completed annually,	
	Copy of records that shows fire alarm and sprinkler were tested annually,	
	Copy of written plan that discusses future facility and organizational needs.	

### **11.03 Equipment Maintenance Standards**

	Protective Clothing Inspection Records that complies with NFPA 1851 – TCFP Chapter 435.1(3),	
	Breathing Air Records that comply with NFPA 1989 Records – TCFP Chapter 435.3 (4),	
	SCBA Cylinder Hydrostatic Test Records – TCFP Chapter 435.3 (5),	



	SCBA Annual Full-Function Test Records – TCFP Chapter 435.3 (6),	
	SCBA Duty Period Inspection Records for In-Service Units – TCFP Chapter 435.3 (3),	
	Reserve SCBA Weekly Inspection Records – TCFP Chapter 435.3 (3),	
	Personal Alert Safety System (PASS) In Service Duty Period Inspection Records – TCFP Chapter 435.9 (3),	
	SCBA Maintenance Authorization Certificate – TCFP Chapter 435.9(8),	
	SCBA Full Function Test Machine Calibration Certificate – TCFP Chapter 435.3(8),	
	SCBA Bottle/Cylinder Hydrostatic Testing Vendor DOT Certificate – TCFP Chapter 435.3(5),	
	SCBA cylinder fill records – Chapter 435.3(4) – NFPA 1989,	
	AHJ has an established guideline that all members that maybe called upon to wear a SCBA or Air-Respirators will have an annual fit test, meeting NFPA 1500, Edition 2007, 7.12 Fit Testing,	
	Inspect PPE and SCBA for On-Duty Personnel,	
	Copy of policy for Protective Clothing Inspections, Testing, Care and Maintenance,	
	Copy of policy and records for all SCBA equipment Inspections, Testing, Use, Care and Maintenance,	
	Copy of policy and records for PASS Inspections, Testing, Care and Maintenance,	
	Copy of policy and records for fire hose Inspections, Testing, Care and Maintenance,	
	Copy of policy and records for PPE (Bunkers, Fire Hood, Fire Boots, Fire Helmet) Inspections, Testing, Care and Maintenance,	

	Copy of maintenance policy and records on equipment such as gas detector, extrication tools, etc. that indicate equipment will be and is maintained per manufacturers standards,	
	Copy of certification of maintenance personnel,	

**Recommendations:**

All facilities should have a generator to provide power during any type of power outage. All overhead doors should be attached to generator and have a manual override to get the door open during power outages. These facilities should have remote fire alarm monitoring. Station cooking appliances should have automatic shut offs switch that is activated when crews are toned out an emergency.

The AHJ shall have developed and have in place a policy on PPE inspection in compliance with NFPA 1851. The washing of PPE (Bunkers, Fire Gloves, Fire Hood) should be to manufacture standards and in a separate washing machine (industrial extractor) than personal and department items (station towels, uniforms, workout clothes, etc.).

The AHJ shall have in place a policy outlining the inventory of equipment assigned to apparatus and vehicles. The intent of a scheduled (daily, weekly, monthly) inventory is to provide assurance to members that equipment is in place, clean and operational.

## CHAPTER 12 – PROFESSIONAL STANDARDS AND CONDUCT

### **12.01 Code of Ethics**

	Copy of written directive or Code of Ethics,	
	Proof of training or receipt by officers,	
	Title VII of the Civil Rights Act must be adopted and posted in all stations.	

### **12.02 Oath of Office**

	Copy of written directive,	
	Shall meet or exceed compliance of the Texas Constitution Article 16 Section 1: Oath of Office.	

### **12.03 Internal Investigations**

	Copy of written directive,	
	Proof of receipt of training by member.	

### **12.04 Time Limit on Internal Investigations**

	Copy of written directive,	
	Proof of receipt of training by members,	
	Review Internal Investigations or logs for compliance with time limits.	

### **12.05 Complaints Requiring an Investigation**

	Copy of written directive,	
	Proof of training of members in policy,	
	Proof of receipt of copy of policy by members,	
	Copy of log or documents showing investigations.	

**12.06 Notification of the Fire Chief/Agency Director**

	Copy of written directive,	
	Copy of log, memo, or email showing Chief notified of complaint per directive.	

**12.07 Appeal Procedures for Disciplinary Actions**

	Copy of written directive,	
	Proof of training of members in policy,	
	Proof of receipt of copy of policy by members,	
	Copy of an appeal case or memo to member of appeal process.	

**12.08 Records and Security of Complaints and Investigations**

	Copy of written directive,	
	Photograph of file security for file, Or Physical inspection of security of files.	

**12.09 Notification to Complainant**

	Copy of written directive.	
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**12.10 Sexual and Other Unlawful Harassment**

	Copy of written directive,	
	Proof of receipt of copy of policy by employees,	
	Copy of training lesson plan and/or dated schedule,	
	Copy of sign-in sheet on file.	

**12.11 Professional Conduct**

	Copy of written directive,	
	Proof of receipt of copy of policy by employees (firefighters and civilian staff).	

**12.12 Appearance**

	Copy of written directive,	
	Proof of receipt of copy of policy by employees,	
	Observation (On-Site) that employees reflect the organization's appearance policy.	

**12.13 Truthful**

	Copy of written directive,	
	Proof of training of members in policy,	
	Proof of receipt of copy of policy by members.	

**12.14 Political Activity**

	Copy of written directive,	
	Proof of training of members in policy,	
	Proof of receipt of copy of policy by members.	

**12.15 Attendance**

	Copy of written directive,	
	Proof of training of members in policy, Or Proof of receipt of copy of policy by members,	

**12.16 Alcoholic Beverages**

	Copy of written directive,	
	Proof of training of members in policy,	
	Proof of receipt of copy of policy by members.	

**12.17 Drugs**

	Copy of written directive,	
	Proof of training of members in policy, Or Proof of receipt of copy of policy by members.	

**12.18 Gifts/Gratuities**

	Copy of written directive,	
	Proof of training of members in policy, Or Proof of receipt of copy of policy by members.	

**12.19 Personnel Files**

	Copy of Written Directive describing the files, if any,	
	Observation of members files for compliance (On-Site)	