

An act to reduce fire response time by eliminating Standardized Dispatch Protocols for Fire 911 Calls.

I am submitting this response in a personal effort to educate committee members of the best practice standards that are currently published for emergency communication centers for call processing.

This act goes against current NFPA standards 1221 Standard for Installation, Maintenance, and Use of Emergency Services Communication Systems and NFPA 1061 Standard for Public Safety Telecommunications Personnel Professional Qualifications

National Fire Protection Association

The National Fire Protection Association (NFPA) was organized over 100 years ago to reduce worldwide burden of fire and other hazards on the quality of life by providing consensus codes and standards, research, training and education. The current NFPA 1221 committee have 41 members representing professional fire service organizations, homeland security, fire departments, military, emergency communication centers, telecommunication and building industry experts from across North America.

The 1061 standards follow the same format as those used for Professional Qualifications for Fire Service Personnel such as Firefighter, Fire Investigator and Fire Officers as examples.

The 1061 standards address using a protocol to process requests for public safety services (chapter 4). Protocol systems contain question and instructions given to the caller to protect caller safety, scene safety information for field responders, and even lifesaving instructions such as CPR instructions, fire evacuation instructions, and active shooter instructions.

The 1221 standards require telecommunicators to be certified, have a re-certification component to stay abreast of everchanging industry standards (Chapter 7). These protocol systems are used to prioritize calls with immediate threat to life (cardiac related events) and calls with significant property loss/damage is likely or actively occurring (structure fire and explosions).

The same standard excludes calls that could pose a threat to public safety and field responders like incidents involving law enforcement and weapons, Hazardous Materials and Technical Rescue incidents. The point being that the standard has evolved to acknowledge call types that need high prioritization and those that need additional call processing time to address scene safety hazards to the public and emergency responding personnel.

Chapter 7 ends with the requirement of a communication center to establish a quality assurance, improvement program to ensure the consistency and effectiveness of event processing.

Under the standard communication centers shall ensure that there are sufficient telecommunicators available to effect the prompt receipt and processing of alarms and events needed to meet the requirements. Ineffective staffing levels can lead to inappropriate and lengthy call processing times.

Insurance Standards Organization

In 2013 the Insurance Standards Organization (ISO) adopted the NFPA standards and now gives credit for all requirements listed above. A fire departments rating is based on the local fire department suppression capabilities, the local water supply and the local emergency communication center. Fire departments rely on maximum credits from the communication center to assist in the lower rating for the fire department. The lower the fire department rating the lower local home owners and business owners pay for insurance premiums.

In recognition of the information I have provided to the committee, I personally call on the committee to **oppose** the current act submitted to the committee.

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NFPA 1061 Technical Committee Chair
NFPA 1221 Technical Committee Member