



**Commission on Fire Accreditation International (CFAI)  
11<sup>th</sup> Edition Accreditation Model  
Information Technology Specifications**

**September 2025**



## CFAI Accreditation Model Information Technology Specifications

Copyright © 2025 by the Center for Public Safety Excellence, Inc., Reston, Virginia. All rights reserved. This publication, including all content, graphics, images, logos, and the ideas expressed therein, are copyrighted by and the exclusive property of the Center for Public Safety Excellence, Inc. (CPSE).

The CENTER FOR PUBLIC SAFETY EXCELLENCE®, COMMISSION ON FIRE ACCREDITATION INTERNATIONAL®, COMMISSION ON PROFESSIONAL CREDENTIALING®, CPSE®, CFAI®, and CPC®, and other logos, trademarks, service marks, and/or certification marks are exclusive marks of the CPSE® and protected by various statutes. No use of such marks is authorized without expression written permission from the CPSE.

For information, contact:

Center for Public Safety Excellence, Inc.  
1900 Reston Metro Plaza, Suite 600  
Reston, Virginia 20190  
[info@cpse.org](mailto:info@cpse.org)

## CFAI Accreditation Model Information Technology Specifications

The following is a compilation of the various items needing to be tracked as part of the 11<sup>th</sup> edition of the CFAI accreditation model. This list is not intended to be an exhaustive list of data points (spatial or numerical), records, or policies a fire agency may collect or maintain. Nor is an agency required to track each of the items to become accredited. Rather it is intended to assist agencies when procuring IT systems or developing internal systems to ensure these systems can collect and report the data and manage the records and policies referenced in the CFAI model.

The 11<sup>th</sup> edition CFAI accreditation model recognizes the importance of Information Technology through Criterion 9D:

- **CC 9D.1** Hardware, software, and IT personnel are appropriate for the agency's size, function, complexity, and mission.
- 9D.2 Software systems are integrated, and policies are in place addressing data governance, data accuracy, and data analysis.
- 9D.3 A comprehensive technology plan is in place to update, evaluate, and procure hardware and software.
- 9D.4 A cybersecurity policy is in place to protect the integrity of the infrastructure, including networks, programs, and devices from unauthorized access that could disrupt essential services.
- 9D.5 The agency ensures that processes are in place to provide timely support, repairs, and replacement of hardware and software.
- 9D.6 The agency has a plan to address the ethical use of artificial intelligence (AI) within all operations.
- **CC 9D.7** Working with the agency's Information Technology partners, the agency annually completes a formal and documented program appraisal to determine the effectiveness of the information technology program.

The Quality Improvement for the Fire and Emergency Services manual provides a glossary of terms referenced in the accreditation model. Lastly, *Section 3, Accreditation Building Blocks* serves as a technical guide for agencies in responding to *Category II: Assessment and Planning* and developing their community risk assessment and standards of cover document.

The National Fire Protection Association (NFPA) published *NFPA 950 Standard for Data Development and Exchange for the Fire Service* to standardize data for operable information sharing for all-hazards response by describing a digital information structure common to fire and emergency services delivery and management. The NFPA also published a companion piece, *NFPA 951 Guide to Building and Utilizing Digital Information*, to guide organizations in building NFPA 950-compliant systems. Both resources may be beneficial to agencies as they procure IT systems or develop their own.

The list separates **spatial data** (page 4) from **numerical data** (page 6) and **records** (page 9) from **policies** (page 10). For each of these items the CFAI accreditation model reference is provided. Where applicable, additional information on the requirements for that item is also included. Information on performance data charts and how to integrate with NERIS is provided, starting on page 12.

## CFAI Accreditation Model Information Technology Specifications

**Spatial data** is best understood as a dot on a map. Listed in the table below are the various spatial data points referenced in the CFAI 11<sup>th</sup> edition accreditation model. The related performance indicator (PI) or core competency (CC) is noted for each data point. Additional information is provided where applicable to further define the spatial data point.

Spatial Data Point	CFAI PI/CC	Additional Information
Service area boundaries	2A.1	
Other services areas	2A.2	Mutual aid, automatic aid, contract areas
Geographical planning zones	2A.3	
Population density	2A.4/2A.6	Total Current, Residential, workforce, tourist, student, special events, daytime, nighttime populations
Transportation systems	2A.6	Features such as highways, street network, waterways, railways, airports, canals, or shipping ports
Area land use	2A.6	Occupancy groups as outlined in adopted fire code
Topography	2A.6	The arrangement of the natural and artificial physical features of an area
Geology	2A.6	Information related to earthquake, volcanic eruption, landslide, and mud slide activity
Physiography	2A.6	Wildland and urban area interface
Climate	2A.6	Weather conditions prevailing in an area, e.g. wind, rain, snow, or ice
Hazards	2A.6	<p><b>Natural and Environmental:</b> Earthquake, Flood, Tornado, Very Heavy Snowstorm, Ice Storm, Landslide, Forest/Wildland Interface, Land cave-ins, Drought, Severe Wind Storm</p> <p><b>Medical:</b> Air Pollution, Water Pollution, Epidemic, Mass Casualty, Structural Collapse</p> <p><b>Industrial/Structural:</b> Petroleum Bulk Storage, Propane Bulk Storage, Underground Pipelines, Hazardous Manufacturing Processes, Hazardous Materials Waste Disposal Facilities, Poisonous Chemicals, Fire Flows That Exceed First Alarm Assignments, Compressed Gas Storage, Nuclear Power Plants, Military Weaponry, Underground and Overground Utilities</p> <p><b>Transportation:</b> Railroads, Major Highways, Airports or Flyways, Marinas/Waterfront, Freight Terminals, River Barge Traffic</p> <p><b>Sociological/Domestic Disturbances:</b> Civil Disorder, Food Shortage, Telecommunications Failure, Water Shortage, Power Failure, Fuel Shortage, Subversive Activity</p>
Demographic	2A.7	Age, gender, ethnicity/race, educational level, income level, special populations
Key employment centers	2A.7	

**CFAI Accreditation Model Information Technology Specifications**

<b>Spatial Data Point</b>	<b>CFAI PI/CC</b>	<b>Additional Information</b>
Blighted areas	2A.7	Area(s) with deleterious land use and/or the existence of unsafe structures
Critical Infrastructure	2A.9/2B.6	Agriculture, Public Health, Environmental (Water Treatment), Energy, Banking and Finance, National Monuments and Icons, Defense Industrial Base
Fire protection and detection Systems	2B.5/2C.3	Structures with known fire protection and detection systems
Layering of risk assessments	2B.7	
Growth and development trends	2D.3	Area(s) projected to grow and/or change over the near term, e.g. due to proposed changes in local zoning practices
New or changing risk	2D.3	Development that could affect risk, e.g. proposed hazardous materials processing facility
Occupancies inspected	5A.5	Location of all occupancies requiring inspection
Public education deliveries	5B.1	Education/outreach deliveries to audiences such as: Elementary school students Middle or junior high school students High school students Older adults
High risk audiences	5B.3	
Fire Stations/Buildings	6B.2	Fire Stations, Fire Administrative Offices, Training Facilities, Communications Center, Logistics and Supply Center
Water supply sources	9A.4/9A.5	Including hydrant locations

## CFAI Accreditation Model Information Technology Specifications

**Numerical data** may take the form of a number, date, time, or dollar amount. Listed in the table below are the various numerical data points referenced in the CFAI 11<sup>th</sup> edition accreditation model. The related performance indicator (PI) or core competency (CC) is noted for each data point. Additional information is provided where applicable to further define the numerical data point. Performance data charts information is defined in greater detail on page 9.

Numerical Data Point	CFAI PI/CC	Additional Information
Property Loss	2A.5/2B.3	Number of properties lost and dollar value of property loss due to emergency incidents (3 years for new agencies, 5 years for accredited agencies)
Life Loss	2A.5/2B.3	Number of lives lost due to emergency incidents (3 years for new agencies, 5 years for accredited agencies)
Injuries	2A.5/2B.3	Number of injuries due to emergency incidents (3 years for new agencies, 5 years for accredited agencies)
Environmental Loss	2A.5/2B.3	Information on loss to agency geography (3 years for new agencies, 5 years for accredited agencies) e.g. acres of park burned during wildland fire or waterway contamination due to hazardous materials emergency
Human assets preserved/saved	2A.5/2B.3	Number of lives saved by the agency's emergency mitigation efforts (3 years for new agencies, 5 years for accredited agencies)
Physical assets preserved/saved	2A.5/2B.3	Number of properties saved, and dollar value of properties saved by the agency's emergency mitigation efforts (3 years for new agencies, 5 years for accredited agencies)
Assessed values	2A.7	
Emergency service demands	2B.2	Urgent response where emergency equipment is used by responding unit (i.e. lights and sirens) Agency to provide number/types of incidents for total response area and by planning zone
Non-Emergency service demands	2B.2	Non-urgent response where emergency equipment is used by responding unit Agency to provide number/types of incidents for total response area and by planning zone
First Due	2C.4	Number of personnel/apparatus responding to a particular incident as first due (distribution)
Effective Response Force	2C.4	Number of personnel/apparatus responding to a particular incident as effective response force based on agency's own critical task analysis for each risk class and category (concentration)
Program Outcomes	2C.6	Quantitative outcomes for each Category 5 Program conducted by the agency
Call Processing Time	Numerous	See page 9
Turnout Time	Numerous	See page 9
Travel Time	Numerous	See page 9
Total Response Time	Numerous	See page 9
Performance Gaps	2D.6	Numeric difference between benchmark target and actual baseline performance

**CFAI Accreditation Model Information Technology Specifications**

<b>Numerical Data Point</b>	<b>CFAI PI/CC</b>	<b>Additional Information</b>
Occupancies inspected	5A.5	Number of occupancies required to be inspected annually Number of occupancies inspected annually Annual numeric difference between occupancies inspected is required.
Adopted loss reduction goals	5A.6	
Public education contacts	5B.1	Public education interactions with such audiences as: Elementary school students Middle or junior high school students High school students Older adults
Apparatus inspection and testing	6D.5	Inspection and/or testing dates for tracking compliance
Tools, supplies, and small equipment inspection and testing	6E.3	Inspection and/or testing dates for tracking compliance
Tools, supplies, and small equipment inventory control	6E.3	Inventory count
Safety equipment inspection and testing	6F.4	Inspection and/or testing dates for tracking compliance
Safety equipment inventory control	6F.5	Inventory count
Training equipment and resources inventory control	8C.6	Inventory count
Use of Human Resources	7D	Time individuals/crews spent responding to/conducting: Fire emergencies EMS emergencies All other emergencies Training Code enforcement Public education Apparatus/equipment maintenance Building/grounds maintenance Special projects Ready/standby time

**CFAI Accreditation Model Information Technology Specifications**

Numerical Data Point	CFAI PI/CC	Additional Information
Training Hours	8B.1/8B.5	Total training hours per individual per year as well as training hours for: Classroom/lecture Videos Online training Simulators Outdoor dry drills Outdoor wet drills Multi-company drills With mutual/automatic aid companies
Hydrant Information	9A.4	# of hydrants # of public hydrants # of private hydrants # of hydrants utilized in an emergency response % of hydrants flowing less than 500 gpm, between 500 gpm/1000 gpm, between 1000 gpm/2000 gpm, between 2000 gpm/3000 gpm, above 3000 gpm # of hydrants serviced/inspected by suppression crews # of hydrants referred for maintenance

## CFAI Accreditation Model Information Technology Specifications

**Records**, either physical or digital, document an occurrence. Records may include minutes, memos to file, formal reports, or certificates. Listed in the table below are the various records referenced in the CFAI 11<sup>th</sup> edition accreditation model. The related performance indicator (PI) or core competency (CC) is noted for each record. Records serve as a “paper trail” to allow peer assessment teams to verify and validate an agency’s compliance with a given PI or CC. In addition to the record types noted below, an agency may maintain records that support the collection of spatial and numerical data.

Record Type	CFAI PI/CC
Program appraisals	Various
Vulnerability assessment	5D.5
Continuity of Operations Plan	5D.6
Patient care records	5F.5
Personnel compliance with hazmat requirements	5H.2
Exposure records	5H.2
Apparatus/vehicle replacement schedule	6C.2
Tool, supply, small equipment inventory control and maintenance tracking records	6E.4
Safety equipment maintenance, testing, and inspection records	6F.5
Recruitment and selection screening/qualifying devices	7B.3
Steps taken to address identified workplace hazards	11A.3
Near miss reporting	11A.6
Accidents, injuries, legal actions documentation	11A.7
Initial, regular, and rehabilitative medical and fitness evaluations	11B.1
Individual and crew performance-based measurements	8B.3
Training records	8B.5
Training equipment inventory	8C.6
Communication systems interoperability evaluation	9B.9
External agency (mutual aid partners, automatic aid partners, contracted services) agreements	10B.1
Steps taken to address identified workplace hazards	11A.3
Near miss reporting	11A.6
Accidents, injuries, legal actions documentation	11A.7
Initial, regular, and rehabilitative medical and fitness evaluations	11B.1

## CFAI Accreditation Model Information Technology Specifications

**Policies**, which may also be referred to as processes, rules, or guidelines, outline how a task or activity should be conducted. Listed in the table below are the various policies referenced in the CFAI 11<sup>th</sup> edition accreditation model. The related performance indicator (PI) or core competency (CC) is noted for each policy.

Policy Type	CFAI PI/CC
Governing board conflict of interest	1A.6
Annual budget development	4A.1
Comprehensive internal control framework	4B.2
Risk management	4B.6
Financial support externally	4B.7
Grant management	4B.9
Scene processing, evidence collection, and information sharing for fire investigations	5C.4
Domestic preparedness resource need recording process	5D.4
Fire suppression	5E.2
EMS standing orders/protocols	5F.2
Health Insurance Portability and Accountability Act (HIPAA) or Freedom of Information and Protection of Privacy (FOIP) compliance	5F.5
Human resources administration	7A.3
Recruitment and selection processes	7B.3
Personnel	7C.1
Harassment Prevention	7C.2
Disciplinary system	7C.3
Ethics and conflict of interest	7C.4
Grievance/complaint procedure	7C.5
Position classification system audit process	7D.1
Job descriptions	7D.2
Personnel appraisal system	7D.3
Rates of pay	7E.1
Member benefits	7E.2
Organizational documents (forms, SOPs, SOGs, manuals)	9C.4
Public record retention and destruction	9C.5

## CFAI Accreditation Model Information Technology Specifications

Policy Type	CFAI PI/CC
Technology plan	9D.3
Cybersecurity policy	9D.4
Conflict resolution process	10A.4
Workplace hazards reporting, evaluation, addressing, and communication	11A.2
Workplace hazard risk reduction	11A.3
Occupational exposure	11A.4
Occupational health and safety training program	11A.5
Accident/Injury investigation process	11A.7
Deployment of the safety officer	11A.11
Scene accountability	11A.12
Critical incident stress debriefing	11B.4

### Performance Charts

Agencies are required to compile and provide a separate performance data chart (shown on page 20) for each risk category and risk classification. Standards address minimum performance times based on current research to ensure the best outcomes for your community. The goal of the performance data charts and specifically the reporting at the 90<sup>th</sup> percentile is to provide a predictable expectation for service to your community. By tracking such data for 3 years for agencies seeking initial accreditation and for 5 years for agencies seeking reaccreditation, agencies will be able to identify baseline performance and ascertain if they are achieving quality improvement in striving for their benchmark. Noted below are some points to further clarify the data to be collected in the performance data chart.

- This information is required to be provided at the time of seeking initial accreditation or reaccreditation and to be maintained and presented during each annual compliance report submittal. The performance data for a given year should be populated in the column for that year. The five-year aggregate column (all five years) should include all performance data for that five-year period at the 90<sup>th</sup> percentile.
- **Risk categories** is to be developed by the agency based on CC 2B.1 with examples including such categorization as low, moderate, high, and maximum. Section 3, Phase 1 of the Quality Improvement for the Fire and Emergency Services book explains in detail how to categorize risk.
- **Risk classification** refers to the emergency response service being provided, i.e., fire suppression, EMS, technical rescue, hazardous materials, aviation rescue and firefighting services, marine and shipboard rescue and firefighting services, wildland fire services, any “other programs” that include an emergency response component.
- Total response time is made up of three key components: alarm handling time, turnout time, and travel time.
- All such times are to be measured in hh:mm:ss.
- Agencies are required to report all six-time measures (**alarm handling, turnout (1<sup>st</sup> unit), travel (1<sup>st</sup> unit), travel (effective response force), total response (1<sup>st</sup> unit), and total response (effective response force)**) distinctly for every emergency incident each year.
  - Alarm Handling refers to the time from pick-up to dispatch
  - Turnout Time 1<sup>st</sup> Unit refers to the turnout time for the first unit to turnout following dispatch
  - Travel Time 1<sup>st</sup> Unit refers to the travel time for the first unit to affect the outcome of the emergency incident based on established critical tasking (e.g., ladder or truck for fire incident or any vehicle carrying medical equipment for an EMS incident). It is not necessarily the same as the first dispatched unit, the first unit to turnout, or the first unit on scene.
- Agencies are required to provide the number of events, i.e., the **n-value**, for **total response time (1<sup>st</sup> unit)** and **total response time (effective response force)**. Agencies are permitted to exclude outlier data only if an established policy for determining and handling outliers has been established. Page 37 of the Quality Improvement for the Fire and Emergency Services book outlines how to develop such a policy.
- Agencies are required to report all times at the 90<sup>th</sup> percentile; Appendix C of Quality Improvement for the Fire and Emergency Services book provides additional methodologies for calculating the 90<sup>th</sup> percentile.
- Reporting in the performance data charts can be broken down by two population densities as outlined in the Quality Improvement for the Fire and Emergency Services book:
  - **Urban** - Census tract/block that contains at least 2,500 people (at least 1,500 of which reside outside institutional group quarters)
  - **Rural** - Census tract/block with less than 2,500 people

### National Emergency Response Information System (NERIS) Systems Integration

The National Emergency Response Information System (NERIS) is becoming active as communities across the country begin to bring the system online. As the legacy system heads towards sunseting at the end of 2025, it is important for those agencies in the accreditation process with the Commission on Fire Accreditation International (CFAI) to understand the impacts and adjust their data management systems to benefit from all that NERIS can provide.

As CFAI reviewed the different components of NERIS, and those components of the legacy system that will no longer be available, we felt it necessary to provide clear guidelines so that a seamless and beneficial transition can be accomplished.

Three key areas of change have been identified:

- **NERIS Data Schemas** aligning the data fields within the existing CFAI 11<sup>th</sup> Edition Performance Indicators (Hardscape) with NERIS.
- **Community Risk Assessment (CRA)** addressing the use of legacy Property Use Codes within an agency's Community Risk Assessment methodology.
- **Standards of Cover (SOC)** aligning the response time data information into new data sets that best uses the available NERIS data.
- 

**NERIS Data Schemas – (Hardscape)** Once the new NERIS data schemas were completed, the data points were reviewed and applied to each of the existing performance indicators found within the 11<sup>th</sup> Edition of the Fire and Emergency Services Self-Assessment Model (FESSAM).

While these data points within NERIS can be used by any agency, accredited agencies will want to pay specific attention to the link to specific performance indicators within the FESSAM. It is important for those responsible for an agency's records management system, as well as the agency's accreditation managers, to become familiar with these connections.

As agencies develop and maintain links from NERIS to their accreditation documents they will need to include regular reviews of any updates to either NERIS or the FESSAM to ensure continued compliance.

**Community Risk Assessment (CRA)** – In the development of a community's risk assessment methodology many agencies have used the legacy system's Property Use Codes to identify specific risk. These same codes will not be a part of the NERIS platform. NERIS will be using geospatial locations to identify the location of each incident.

If an agency currently uses the legacy system's Property Use Codes to categorize risk, they will need to retain those codes and use them to create their own property codes for these classifications within their risk methodology.

NERIS has a robust ability to capture the exact location of each incident based on its specific geographic location. Knowing that properties sometimes change their use or purpose over time, capturing the geographic location of the incident, and then qualifying the most current property use in the remainder of the incident report will provide a much clearer picture of both the exact location and type of incident.

## CFAI Accreditation Model Information Technology Specifications

In NERIS, Property and Location data is also collected in the following schemas (fields) and can also be used for risk classification should the agency choose to do so.

- use\_type
- use\_subtype
- use\_status
- use\_intended
- use\_vacancy
- use\_secondary
- use\_type\_secondary
- use\_subtype\_secondary

### **Standards of Cover (SOC) - Agency Response Time Tracking Methodologies and Incident Reporting**

CFAI is taking the opportunity to incorporate NERIS incident response data to further enhance an agency's response time information. While much of the actual data reporting for accreditation compliance will remain the same, NERIS will allow agencies to better report and track all incident types and will be able to update any changes made to the initially dispatched effective response force (ERF).

The key components of the response time continuum will remain the same. New data charts have been developed that will record this new information to enhance the view an agency will have on their performance.

To benefit most from this change, CFAI has created additional questions within each component of the response time data. This additional data will help capture the agency's baseline performance with regards to technology implementation and overall process improvement. Of course, the data generated remains at the center of the collection process.

NERIS will afford agencies the opportunity to continue to progress in these specific areas, such as timestamps for "command established," "water on fire," and "fire knocked down" and other areas that may be incorporated in future response modeling.

## CFAI Accreditation Model Information Technology Specifications

Specific timestamp data points in NERIS include:

- time\_command\_established
- time\_sizeup\_completed
- time\_suppression\_complete
- time\_primary\_search\_begin
- time\_primary\_search\_complete
- time\_water\_on\_fire
- time\_fire\_under\_control
- time\_fire\_knocked\_down
- time\_extrication\_complete

NERIS will also collect specific response information within the **agency profile** section. CFAI encourages agencies to complete and continuously update their profile information in NERIS.

- Dispatch Center ID Number
- AVL use
- Public Safety Answering Point identification (Primary or Secondary)
- Software Integration (CAD and RMS software by name)
- Protocols Used (fire and medical dispatching protocols by name)

The following enhancements and clarifications must be included in the agency's SOC methodology. Response time data collection and presentation must be made in the accompanying charts for both SOC and annual compliance reporting.

### **Incident Type Identification:**

Incident type identification has also been enhanced within NERIS. Many agencies have struggled to capture all of the information related to an incident as it develops and changes over time. In NERIS agencies will be offered the opportunity to specifically report on the type of incident reported by the caller and later confirmed by the responders. The following codes found within NERIS will be used to report incident type and response time performance in the agency's SOC.

- **Determinate Code:** The designation assigned to categorize the type of incident based on the risk classification from the information provided by the caller.
- **Incident Code:** The entity-specific incident code generated by the computer-aided dispatch system.
- **Primary Incident Type:** Identified (flagged) as the primary incident type. If multiple incident types are identified, only one can be chosen as the Primary Incident Type.
- **Incident Type(s):** Disposition or final incident type as assessed on scene.

NOTE: The **Determinate Code** and the **Primary Incident Type** will be used for creating the agency's baseline and benchmark statements and for populating the CRA/SOC and ACR data charts.

### Response Time Components / Baseline Methodologies:

#### Alarm Handling:

- Is the agency the Primary PSAP (all inclusive) for their alarms.
- Is the agency the Secondary PSAP (one time transfer to dispatching center) for their alarms.
- Alarm Handling Time Stamps:
  - Alarm Handling Time – Initial Time Options:
    - The earliest point is when a call is initially received from the first caller.
    - The point when a call is accepted by final dispatching center.
  - Alarm Handling Time - End Time
    - The end of the dispatch announcement.

#### Turn Out:

- Station Alerting:
  - What type of alerting system is used to notify those initially identified units/individuals to respond?
    - Radio (two-tone alerting) announcement (human voice)
    - Digital (text to voice) announcement
    - Paging of individual responders
- Acknowledgement system:
  - How do responders acknowledge receipt of the dispatched alarm?
    - Voice to dispatcher to CAD or RMS for tracking
    - Digital only from within fire station
    - Digital only from within responding unit
  - Are responding unit movements tracked for confirmation of turnout time?

#### Travel Time:

- **Distribution:** Distribution of response resources is defined as the first unit assigned and confirmed as being the closest available to respond to the reported incident. The distribution resource should be of the unit type defined in the SOC as being able to bring both the correct number of responders and capabilities to the scene.

Where multiple units are simultaneously dispatched to the same incident, the first unit with the correct resources and personnel will become the distribution resource and the time stamp for that unit should be used to confirm the arrival of the first resources.

*Example A:* Engines 1, 2, 3, and Truck 1 are simultaneously dispatched to an incident in what is considered Engine 1's primary response area, but Engine 3 is physically closer at the time of dispatch and thus arrives first and initiates actions, then Engine 3's arrival time should end the response time for the reported distribution to the incident. To qualify for this, Engine 3 would need to have the staffing and capabilities to address the critical tasks defined in the SOC. If Truck 1 arrived first but did not have all of the same capabilities to address the initial units' critical tasks (Truck with no pump or water), then Truck 1 arrival time could not be used for Distribution purposes.

## CFAI Accreditation Model Information Technology Specifications

Distribution time will first be considered for the **principal** incident type as that to which the units were dispatched to. If the principal incident type remains the only incident type for the response, then no other time stamps will be used. If the incident escalates or changes from the principal incident type and this change affects the effective response force (ERF) assigned to the principal incident type, then the **secondary** incident type will be captured as the additional/new ERF is dispatched and arrives at the scene. This would also include any additional or **tertiary** incident types that are added which change the ERF.

*Example B:* Engine 1 is dispatched to a vehicle fire. Engine 1 fills the defined ERF for a vehicle fire. Engine 1 arrives and discovers one vehicle on fire with no exposures and is able to handle the **principal incident type** with their assigned resources. In this case, Engine 1 met the ERF to the principal incident type. All times for this incident would be captured for Engine 1.

*Example C:* Engine 1 is dispatched to a vehicle fire and fills the ERF for the principal incident type. Engine 1 arrives at the scene and discovers the vehicle fire was the result of a vehicle crash that sent the vehicle into a single-family home, which is now an exposure fire. Engine 1 requests additional units creating a **secondary incident type** with the additional ERF added to that data set. After initial scene stabilization, victim extrication, and fire extinguishment by the arriving ERF, it is determined that a hazardous material is leaking from the vehicle that now requires additional resources. The incident commander requests additional resources to address the **tertiary incident type**. The ERF for the tertiary incident type is captured as they are dispatched, respond, and arrive.

*Example D:* Engine 1 is dispatched to a vehicle fire. Engine 1 acknowledges the dispatch and leaves the station enroute to the reported location. While enroute, Engine 2 reports they are out of quarters and would be closer to the location and will handle the vehicle fire. Engine 1 acknowledges and is placed back in service. Engine 2 arrives with the correct ERF for a vehicle fire and handles the incident. In this case, the alarm handling time would be for the initial dispatch for Engine 1 and Engine 1's turnout time is counted. Engine 1's enroute time would initiate the travel time and Engine 2's arrival time would close the distribution and concentration time (ERF) for the incident. The **principal incident type** would be vehicle fire.

- **Concentration:** Concentration of response resources is defined as the collection of distributed resources assigned to an incident in response to the defined critical tasking analysis that has been identified for any particular incident type. This combination of resources (human and physical) is considered the effective response force (ERF).

Since the ERF includes both physical and human resources, both will need to be considered in the analysis. In short, concentration is the balance of the first alarm assignment counted in both responders (firefighters) and in resources, (engines, trucks, chiefs, etc.). If a single resource fulfills the ERF, then the outcomes for both time and performance would be captured by the single resource.

When measuring the performance of the effective response force it is critical to capture when both the assigned units and their responders become enroute and arrive at the incident. Many CAD systems only track the movements of units. For CRA/SOC compliance the number and movement of the individual responders must be tracked.

## CFAI Accreditation Model Information Technology Specifications

For example, if the critical tasking for the reported incident requires an ERF of 21 total responders, pumping capacity of at least 2000 GPM, and units with the capability to establish elevated rescue procedures or water streams, then the RMS must capture both the number of responders and the number of vehicles that fit the critical tasking requirements.

In cases where additional resources are requested, those additional personnel and units will need to be captured in the Secondary Incident and Tertiary Incident Type fields.

## Response Time Performance Reporting:

### Principal Incident Type:

The National Emergency Response Information System (NERIS) will identify both a **Determinate Code** based on the risk classification from the information provided by the caller, and a **Principal Incident Type** for each response of emergency resources. NERIS will collect the **Determinant Code** for EFD/EMD entities and also the local CAD dispatch type (e.g., BLDG for Building Fire or HOUSE for House Fire).

For the Fire and Emergency Services Self-Assessment Model (FESSAM) Community Risk Assessment/Standards of Cover (CRA/SOC) reporting purposes, the Principal Incident Type will be that incident type the initial effective response force is DISPATCHED based using the assigned Determinate Code.

The Principal Incident Type will be established either by the emergency communications center operators, or in the case of a still alarm, that incident type that is discovered by the responders who come upon the incident, or the details reported directly to the responders first-hand (e.g. walk-in or verbal report).

Upon arrival of the initial responding resources and confirmation that the Principal Incident Type is correct and that no other resources are necessary, then the Principal Incident Type will remain the same. However, if upon arrival and assessment of the incident, the initially determined incident type is changed in any way that requires additional responders, then a Secondary Incident Type will be established. Note: The Principal Incident Type may be changed upon the arrival and investigation of the initial responders. If the same ERF can handle the incident, then there is no need to change the response time data. In this situation, the initial Principal Incident Type will remain the same for the incident. If the initially dispatched ERF identifies any additional tasks that can also be performed and completed with the initially dispatched resources but want to capture the additional incident information and accomplishments in NERIS, then a Secondary Incident Type may be used. Again, this would not require any additional charting in the response time data sets for CRA/SOC reporting.

**CFAI Accreditation Model Information Technology Specifications**

<b>Moderate Risk Fire Suppression Baseline Performance Principal Incident Type</b>			<b>(A) 20XX- 20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>
<b>(B) Alarm Handling</b>	First Pick-up to End of Dispatch	All	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
<b>(C) Turnout Time</b>	Total Turnout Time for ERF	All	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
<b>Travel Time</b>	<b>(D) Travel Time 1st Unit Distribution</b>	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
	<b>(E) Travel Time ERF Concentration</b>	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
<b>Total Response Time</b>	<b>(F) Total Response Time 1st Unit on Scene Distribution</b>	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
	<b>(G) Total Response Time ERF Concentration</b>	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			<b>(H) n=XXX</b>	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss		
n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX		

## CFAI Accreditation Model Information Technology Specifications

- (A) **Five-year data set** (All new agencies are required to produce 3 years of data) (All newly accredited agencies will only need to provide 4 years of data for their first ACR and 5 years for each ACR thereafter.)
- (B) **Alarm Handling** - As defined in the CRA/SOC by the agency for the Principal Call type.
- (C) **Turn Out Time** - measured from the first unit enroute time to the last unit in the ERF enroute time.
- (D) **Travel Time (Distribution)** – This will capture the time the first due unit for the Principal Incident Type indicates they are enroute until the arrival of that same unit. If the unit assignment changes for any reason, the arrival time for the first unit is able to address the critical tasks identified for the Principal Incident Type.
- (E) **Travel Time (Concentration)** – This will capture the time from the first unit within the effective response force (ERF) enroute, to the final firefighter in the ERF arriving at the scene of the Principal Incident Type. If the units assigned to the Principal Incident Type changes for any reason, the arrive time of the final unit carrying the last firefighter needed for the ERF will end this time.
- (F) **Total Response Time (Distribution)** – This is the time initiated by the **first pick-up** in the dispatch center to the **arrival of the first vehicle** carrying responders.
- (G) **Total Response Time (Concentration)** – This is the time initiated by the first pick-up in the dispatch center to the arrival of the last vehicle carrying the last number of responders that meet the ERF for the Principal Incident Type.
- (H) **N=** the number of incidents being included in the reporting data set within that particular period. All data should be included in these sets no matter the number.

**CFAI Accreditation Model Information Technology Specifications**

**Secondary Incident Type:**

A **Secondary Incident Type** is defined as a situation that is discovered upon the arrival of the initial responders that requires a change in the Principal Incident Type resulting in a change in the effective response force needed to manage the incident. For response time data tracking purposes, a Secondary Incident Type may also be created when after the initial effective response force is dispatched to the Principal Incident Type, additional information received dictates changes (upgrades) in the incident where it requires additional resources to complete the new effective response force. When a Secondary Incident Type has been identified the responders assigned to the upgraded effective response force shall be tracked in the Secondary Incident Type response time data chart. The intent of this data chart will be to track the Turnout Time, Travel Time, and Total Response Time of the additional responders assigned to fulfill those needed to complete the effective response force.

<b>Moderate Risk Fire Suppression Baseline Performance Secondary Incident Type</b>			<b>20XX- 20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>	<b>20XX</b>
<b>Turnout Time</b>	Total Turnout Time for Secondary ERF	All	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
<b>Travel Time</b>	Travel Time for Secondary ERF	Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
<b>Total Response Time</b>	Total Response Time Secondary ERF	Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
		Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX

**CFAI Accreditation Model Information Technology Specifications**

**Tertiary Incident Type:**

Once an assignment has increased to include a Secondary Incident Type and the effective response force has been changed, should the incident further evolve, additional, or **Tertiary Incident Type(s)** may be identified. If additional resources are requested resulting in a change in the effective response force, then the additional resources shall be tracked within the Tertiary Incident Type data sets. When Tertiary Incident Types have been identified the responders assigned to the upgraded effective response force shall be tracked in the Tertiary Incident Type response time chart. The intent of this data chart will be to track the Turnout Time, Travel Time, and Total Response Time of the additional responders assigned to fulfill those needed to complete the effective response force.

Moderate Risk Fire Suppression Baseline Performance Tertiary Incident Type (s)			20XX- 20XX	20XX	20XX	20XX	20XX	20XX
Turnout Time	Total Turnout Time for Tertiary ERF	All	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
		Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
Travel Time	Travel Time for Tertiary ERF	Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
Total Response Time	Total Response Time Tertiary ERF	Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
		Urban	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX
		Rural	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss	mm:ss
			n=XXX	n=XXX	n=XXX	n=XXX	n=XXX	n=XXX