



Fire Protection Service Levels

Council Policy

C-704

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Purpose

- 1 This policy outlines fire protection services and the level of service policy for areas within Rocky View County (the County).



Policy Statement

- 2 The County maintains fire protection services to provide for the safety of its residents and visitors, as well as the protection of property within the County.
- 3 Council is responsible for determining the applicable level of service for all areas of the County. Fire Services responds within the capacity of the stated level of service applicable to each area defined in this policy.
- 4 Council has determined that the most cost effective and appropriate way to deliver fire protection services within the County is through the use of a composite organizational structure, which is comprised of full-time, part-time, and Paid-Per-Call (volunteer) firefighters.
- 5 This policy identifies hazards and risks within the County and provides direction on the specific Levels of Service to reduce and mitigate these risks and increase the safety of County residents.
- 6 The response times referenced in this policy are guidelines only. County residents may have to wait a substantial amount of time for Fire Services to arrive.
- 7 This policy applies to all County firefighters and all personnel providing firefighting and medical services under a service agreement with Fire Services.





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- 8 Despite anything contained in this policy, the County does not guarantee specific response times. Factors that impact Fire Services response times include, but are not limited to:
- (1) the distance from the fire station to the incident; and
 - (2) whether the first fire station called is able to respond.
- 9 Despite anything contained in this policy, the County does not guarantee any level of service. Factors that may result in a variation of a level of service include, but are not limited to:
- (1) environmental factors, obstructions, remote or isolated properties, private roadways, hazardous or unsafe conditions at the incident, or encountered while travelling to the incident;
 - (2) impeded access, and topographic or geographic configurations of land; and
 - (3) the number of firefighters and equipment available to respond to any particular incident.
- 10 Hamlet and private water systems are not guaranteed to provide Underwriters Laboratories of Canada (ULC) recommended hydrant fire flows. Where possible, Fire Services may use available hydrants to augment on-truck water supplies.
- 11 This policy will be reviewed annually to ensure that service and response levels are consistent with the County's population growth.

Levels of Service for Fire Protection Services

- 12 Rocky View County Fire Services (RVCFS) is aligned with the internationally recognized NFPA 1720 staffing and response standard for fire protection. See Appendix A for the Level of Service Matrices. While still aligned with NFPA 1720, RVCFS has adopted a modified or customized response strategy. Based on Council's minimum desired standard for response, RVCFS will meet or exceed the following:
- (1) For stations with full-time and part-time staff (Elbow Valley 101, Springbank 102, Bearspaw 103, Balzac 107): to arrive at an incident within ten (14) minutes, with six (6) personnel, within ten (10) kilometers by road, eighty (80) percent of the time.
 - (2) For stations with paid-per call volunteers (Madden 105, Irricana 108, Langdon 111)
OR





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- (3) for incidents further than 10 kilometers by road: to arrive at an incident with 6 (six) personnel, eighty (80) percent of the time, with response time dependent on travel distance.
- 13 Service levels and response expectations remain consistent across the County, though they may vary based on individual firefighter training and initial response staffing levels.
- 14 Fire protection services offered by the County align with one of the following categories:
- (1) **Organizational services:** foundational pieces necessary to operate a fire department in Alberta;
 - (2) **Core services:** the most important fire services offered throughout the Alberta Fire Service; and
 - (3) **Extended services:** unique services requiring additional expertise, training, and resources.

Response Levels and Minimum Staffing

- 15 The level of response for each service is defined as follows:
- (1) **Awareness level:** Firefighters will recognize risks and hazards, secure the area, and call for trained assistance.
 - (2) **Operations level:** Firefighters will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident. Operations depend on adequate staffing levels to provide an effective response force.
 - (3) **Technician level:** Firefighters will initiate offensive action to bring the incident under control and to an end. This depends on adequate staffing levels to provide an effective response force.
 - (4) **Minimum staff** refers to the minimum staff number required to initiate a response without mutual or automatic aid.

Organizational Services

Orientation

Initial onboarding of members, including orientation of the organization's core competencies, such as Human Resources, Finances and Occupational Health and Safety. Equipping each recruit with the tools, equipment, and personal protective equipment to perform their job.





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OHS 20+ Members

Minimum Alberta OHS requirements must be met for worksites with 20+ workers. In addition, both workers and employers have legal obligations to meet or exceed the Occupational Health and Safety Act, Regulation and Code.

Fire Prevention Services

Includes the provision of all fire prevention services as managed in the Rocky View County Quality Management Program (QMP); Public Education, Fire Investigation, Fire Inspections, and Community education in fire prevention, safety, and emergency preparedness. This is an essential part of every fire service and community safety plan.

Team Lead

Officer development and training. Providing the necessary skills, knowledge, understanding, and leadership required of a fire officer so they can safely lead their team through assigned tasks to reach the best outcome.

Municipal Demand Zones (see Appendix B)

Guided by NFPA 1720, this gives standards to staffing levels, response times and targets based on the demographics. Rocky View County has several demand zones including Urban, Suburban, Rural, and Remote.

Core Services

- 16 **General Firefighting** includes firefighter initial orientation, core competency training, and skill maintenance. These are the required basic skills and training involving personnel and team safety.
- (1) RVCFS operates General Firefighting services at a Technician level.
- 17 **Apparatus & Vehicle Operations** includes driver training to meet the requirements of the *Traffic Safety Act*; safe operations of vehicle systems (excluding pump operations), including Pre-trip inspections and documentation, apparatus backing and maneuvering.
- (1) RVCFS operates Apparatus & Vehicle Operations services at a Technician level.
- 18 **Structural Firefighting: Interior Operations**
- (1) RVCFS operates interior structural firefighting services at a Technician level.
- (2) Interior structural firefighting will only be performed where sufficient personnel, training, equipment, and water supply are on scene to safely carry out such duties as ventilation, search and rescue, fire attack, and salvage and overhaul.





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- (3) This response level will not be performed in areas serviced by Madden 105 and Irricana 108 unless minimum staffing requirements are met.
- 19 **Structural Firefighting: Exterior Operations**
- (1) RVCFS operates exterior structural firefighting services at a Technician level.
- 20 **Wildland-Grassland Firefighting**
- (1) RVCFS operates wildland and grassland fire suppression services at a Technician level.
- (2) Grassland fire suppression requires specialized apparatus, water, foam, and other equipment.
- 21 **Vehicle Firefighting**
- (1) RVCFS operates vehicle firefighting services at a Technician level.
- (2) Firefighters are able to attack a vehicle fire with an attack line and hand tools so that hazards, leaking flammable liquids, and flash fires are managed and controlled, and the fire is extinguished.
- 22 **Dangerous Goods and Hazardous Materials**
- (1) RVCFS operates Dangerous Goods and Hazardous Materials services at an Operations level. Operations depend on adequate staffing levels to provide an effective response force.
- (2) Firefighters will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident.
- 23 **Motor Vehicle Response**
- (1) RVCFS provides motor vehicle response at a Technician Level if the appropriate equipment and recommended number of personnel are available.
- (2) Medical First Response at Motor Vehicle Response scene is performed at an Operations level.
- 24 **Traffic Control**
- (1) RVCFS provides traffic control at a Technician Level in response to motor vehicle collisions with the sole purpose of traffic control. Firefighters must wear high-visibility clothing with appropriate traffic control devices in place.



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25 Pumping Operations

- (1) Trained firefighters provide pump operations at a Technician Level to perform pumping operations to provide water supply and/or a fire foam stream from a static or pressurized water source. They will be able to draft and assemble hoses, nozzles, valves, and appliances to apply rated flow in live fire incidents.

26 Vehicle Extrication

- (1) Vehicle extrications are performed at a Technician Level. Vehicle extrication includes safely removing trapped or pinned occupants of motor vehicle collisions using hand, air, electric, edraulic or hydraulic-operated extrication tools.
- (2) RVCFS provides motor vehicle collision (MVC) rescue at a Technician Level if sufficient staff are appropriately trained.



Extended Services

27 Medical Co-Response / Medical First Response (MFR)

- (1) In a medical emergency, RVCFS operate at an Operations Level at the Standard First Aid ,CPR, HCP and AED.
- (2) RVCFS does not transport patients. As a Medical First Response agency, the County strictly adheres to a set of Medical Control Protocols (MCPs) outlined by Alberta Health Services (AHS).
- (3) MFR services are provided by personnel at all fire stations.

28 Large Vehicle Rescue

- (1) Rescue from transport tractor, agricultural equipment and other large vehicles is provided at an Operations Level if sufficient firefighters are appropriately trained.

29 Wildland Urban Interface Fire Suppression

- (1) RVCFS provides Wildland Urban Interface Fire Suppression at an Operations level.





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30 **Animal Rescue - Large Animals**

- (1) RVCFS provides large animal rescue at an Awareness level.

31 **Static Ice Rescue**

- (1) Appropriately trained personnel provide rescue in frozen or partly frozen bodies of water by appropriately trained personnel:
 - (a) At a Technician level in Langdon;
 - (b) At an Operations level in Elbow Valley, Springbank, and Bearspaw; and
 - (c) At an Awareness level in Irricana and Madden.



References

Legal Authorities
Related Plans, Bylaws, Policies, etc.
Related Procedures
Other

- n/a
- Rocky View County Bylaw C-7140-2012, "Fire Services Bylaw", as may be amended or replaced from time-to-time
- Appendix A Level of Service Matrices; Appendix B Demand Zone Map
- Alberta Medical First Responder Program



Policy History

Amendment Date(s) – Amendment Description
Review Date(s) – Review Outcome Description

- n/a
- n/a



Definitions

In this policy:

- (1) "AHS" means Alberta Health Services;





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- (2) “Automatic Aid” is assistance dispatched automatically by contractual agreement between two communities or fire districts, providing an agency that may be better situated to respond to an area outside their jurisdiction.
- (3) Bravo “B” Medical Response: Emergency Non-Life Threatening; Other; The call determinant for Bravo is not straightforward, which can pose challenges for Councils. Bravo is often used when there is an unknown medical need, such as in motor vehicle accidents where major collisions are reported. While serious medical attention is likely required, the severity of the medical need may be unknown at the time of dispatch.
- (4) “Council” means the duly elected Council of Rocky View County;
- (5) “County” means Rocky View County;
- (6) Delta “D” Medical Response: Life-threatening emergency — chest pain, difficulty breathing, unconsciousness, seizures, severe bleeding, structure fire, traumatic injuries. Without medical intervention, death could be imminent.
- (7) Echo “E” Medical Response: Immediately life-threatening emergency — patient not breathing (e.g., choking, hanging, drowning), severe bleeding, cardiac arrest. Death is imminent without medical intervention.
- (8) “EMS” means Emergency Medical Services;
- (9) “fire protection service” means a service provided by the Fire Services & Emergency Management Department of Rocky View County;
- (10) “Fire Services” means the department of Rocky View County that provides fire protection service and emergency management;
- (11) “firefighter” means a rescuer extensively trained in firefighting, primarily to extinguish hazardous fires that threaten life, property and the environment as well as to rescue people and animals from dangerous situations;
- (12) “incident” means any situation where a member of the public or mutual aid partner, such as Alberta Health Services or Emergency Medical Services, has requested assistance from Rocky View County Fire Services;
- (13) “Medical First Responder” means the Alberta Medical First Responder Program includes provincial standards for Medical First Responder service delivery, support for agencies providing Medical First Responder, ensuring safe patient care with medical oversight, and providing patient care guidelines;
- (14) “MFR” means Medical First Responder;
- (15) “Mutual Aid” is an agreement among emergency responders to lend assistance across jurisdictional





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boundaries, allowing an agency to request identified resources when additional resources necessitate.

- (16) "Rocky View County" means Rocky View County as a municipal corporation and the geographical area within its jurisdictional boundaries, as the context requires; and
- (17) "Structure" means various types of residential, commercial, and industrial buildings.





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Appendix A – Level of Service Matrices

Organizational Services

Foundational pieces are necessary to have a Fire Department in Alberta. OHS & Human Resources fall into this category.

Service	Service Type	General Description of service	Comments
Orientation	Core	Initial onboarding; Human Resources; Occupational Health and Safety; Equipping new staff with the tools, equipment, apps, and PPE	Compulsory Service
OHS: 20+ Members	Core	Minimum Alberta OHS requirements for worksites with 20 or more workers.	Compulsory Service
Fire Prevention	Core	Includes all fire prevention services managed in the QMP; Public Education, Fire Inspections, and Fire Investigations.	Compulsory Service
Team Lead	Core	Development of senior staff and Officers; Leadership; Safety; Critical thinking and decision-making skills; Administration & record keeping; Operational standard NFPA 1021 L1, L2	Compulsory Service
Municipal Demand Zone(s)	Core	Rocky View County includes a mix of suburban, rural and remote for response within its borders. Urban pockets also exist.	Compulsory

Core Services

The most common and important “Core” Fire Services offered throughout the Alberta Fire Service.

Service	Service Level	General Description of service	Comments
General Firefighting	Technician	Required basic skills and training post orientation; involves personal and team safety; all basic JPRs from NFPA 1001-L1	Compulsory Service
Apparatus & Vehicle Operations	Technician	Driver training to meet Traffic Safety Act; operations of vehicle systems excluding pump operations NFPA 1002	Compulsory Service
Fire Suppression (Exterior Operations)	Technician	Training based on NFPA 1001-L1;	Compulsory Service Min staff - 4
Fire Suppression (Interior Operations)	Technician	Training based on NFPA 1001 - L 1;	Optional Service must attain Min staff - 4
Wildland - Grassland Firefighting	Technician	Training based on NFPA 1051 JPRs	Compulsory Service Min staff - 4
Dangerous Goods and HazMat	Operations	Ability to identify a Hazmat event and potential consequences; ability to ensure public safety and secure hazardous zone(s) and perform evacuation if necessary; NFPA 470	Compulsory Service Min staff - 4
Vehicle Firefighting	Technician	Identifying and training in special techniques and practices related explicitly to Vehicle fires	Compulsory Service Min staff - 4





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Service	Service Level	General Description of service	Comments
Traffic Control	Technician	Basic competencies in working on roadways; providing a safe working area for all responders; traffic control and flow; NFPA 1091	Compulsory Service Min Staff - 2, or as mandated by AHJ
Pumping Operations	Technician	Competencies related to the operation and use of fire pumps on apparatus as identified in NFPA 1002	Compulsory Service
Response to Alarms	Operations	Response to occupancies that include monitored alarms systems, CO alarms, suspicious odours; Basic knowledge of fire alarm panel functions	Compulsory Service Min staff - 4
Vehicle Extrication	Technician	Providing skills needed to complete safe and proper vehicle stabilization and extrication of patients. Providing medical assistance to trapped persons or persons involved in MVCs NFPA 1001 L-2, NFPA 1006	Optional Service Min staff - 4; major high speed roadway Min staff - 6
Aerial Operations	Awareness	Clear understanding of the support role in aerial operations.	Optional Service Min staff - N/A

Extended Services

Unique services requiring additional expertise, training, and resources.

Service	Service Level	General Description of service	Comments
Medical Co-Response	Operations	Standard first aid; CPR; AED; HCP assist AHS/EMS with support at a medical emergency that involves intervention for immediately life-threatening medical conditions; Echo and Delta calls; other specifically determined calls (Bravo); AHS MFR Program.	Optional Service Min staff 2
Wild-land Urban Interface (WUI) Firefighting	Awareness Operations	Wildland/ Urban Interface firefighting is a potential reality in many Alberta communities. Basic protection of people and property.	Optional Service Min staff 8

Station Specific Extended Service Matrix

Additional West Zone Service Levels (Elbow Valley, Springbank, Bearspaw)

Service	Service Level	General Description of service	Comments
Technical Rescue: Ice Rescue	Operations	Effecting rescue in frozen or partially frozen bodies of static water. NFPA 1006 8.2, 8.3	Optional Service Min Staff 6
Technical Rescue: Large Vehicle Rescue	Operations	Rescue from Transport Tractor, Agricultural Vehicles and other large vehicles: NFPA 1006 with additional specialized training	Optional Service Min staff 6
Technical Rescue: Animal Technical Rescue	Awareness; in accordance with the Livestock Management plan	TLAER - Technical Large Animal Emergency Rescue NFPA 105, 1670 Chapter 17 & Annex K	Optional Service Minimum Staff 6

Additional North Central Service Levels (Balzac)





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Service	Service Level	General Description of service	Comments
Technical Rescue: Ice Rescue	Operations	Effecting rescue in frozen or partially frozen bodies of static water. NFPA 1006 8.2, 8.3	Optional Service Min Staff 6
Technical Rescue: Large Vehicle Rescue	Operations	Rescue from Transport Tractor, Agricultural Vehicles and other large vehicles: NFPA 1006 with additional specialized training	Optional Service Min staff 6
Technical Rescue: Animal Technical Rescue	Awareness; in accordance with the Livestock Management plan	TLAER - Technical Large Animal Emergency Rescue NFPA 105, 1670 Chapter 17 & Annex K	Optional Service Minimum Staff 6

Additional North Zone Optional Service levels (Irricana, Madden)

Service	Service Level	General Description of service	Comments
Technical Rescue: Ice Rescue	Awareness	Effecting rescue in frozen or partially frozen bodies of static water. NFPA 1006 8.2, 8.3	Optional Service Response, with support from an Ice Rescue Certified Station Min Staff 6
Technical Rescue: Large Vehicle Rescue	Operations	Rescue from Transport Tractor, Agricultural Vehicles and other large vehicles: NFPA 1006 with additional specialized training	Optional Service Min staff 6
Technical Rescue: Animal Technical Rescue	Awareness; in accordance with the Livestock Management plan	TLAER - Technical Large Animal Emergency Rescue NFPA 105, 1670 Chapter 17 & Annex K	Optional Service Minimum Staff 6

South East Zone additional Response Levels (Langdon)

Service	Service Level	General Description of service	Comments
Technical Rescue: Ice Rescue	Technician	Effecting rescue in frozen or partially frozen bodies of static water. NFPA 1006 8.2, 8.3	Optional Service Min Staff 6
Technical Rescue: Large Vehicle Rescue	Operations	Rescue from Transport Tractor, Agricultural Vehicles and other large vehicles: NFPA 1006 with additional specialized training	Optional Service Min staff 6
Technical Rescue: Animal Technical Rescue	Awareness	TLAER - Technical Large Animal Emergency Rescue NFPA 105, 1670 Chapter 17 & Annex K	Optional Service Minimum Staff 6



