

Out of Scope

From: Out of Scope [REDACTED]@fireandemergency.nz>
Sent: Sunday, November 17, 2024 1:21 AM
To: ComCen Northern - Brown Watch <NorthComBrown@fireandemergency.nz>
Subject: Appliance response times

Hi all,

Just a friendly reminder about appliance response times.

Please ensure we are following up on career appliances at the 2-minute mark and volunteer appliances at the 5-minute mark for the first appliance promptly.

I am aware we now have AMS for volunteer brigades as a tool to see whether there is potential to get a crew. This however does not remove the requirement on the Dispatcher to chase the brigade up at the 5-minute mark regardless of what is showing on AMS.

This is in line with the [Volunteer response time procedure SOP](#) and the [Service Delivery Guidelines](#).

I have also attached one of the Dispatch training modules that touches on response requirements and how the Communication Centre contributes to the FENZ outcomes outlined in the [Statement of Intent](#) specifically number 2 reduced consequences from emergencies.

Please let me know if you have any questions on this.

Out of Scope

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Comcen Training Programme - Dispatch

Module 1: Response Requirements



Introduction

Fire and Emergency New Zealand must provide certain levels of service as stipulated in the Fire and Emergency New Zealand Act 2017.

However, due to the diversity of urban and rural environments in New Zealand it is not always possible to provide the same level of service to all sections of the community.

The resources of Fire and Emergency New Zealand are generally located in the areas of greatest need. Therefore, those living in or near a large city will have a faster response than someone in a remote rural area.

Response Requirements

A Government priority is improving the wellbeing of New Zealanders and their families.

Fire and Emergency New Zealand's Outcomes Framework 2017-2021 seeks to achieve the following:

1. Reduced likelihood of unwanted fires

Our work helps prevent unwanted fires from occurring and managed fires from getting out of control. We do this through leading an aligned programme of research, education, community engagement, providing advice and ensuring compliance.

Impacts	Services
<ul style="list-style-type: none">• Buildings are safer• Public safety behaviour is enhanced	<ul style="list-style-type: none">• Advice to industry and council on building design• Fire safety education to the public• Fire permitting and enforcement

2. Reduced consequences from emergencies

We are a trusted responder to incidents by leading or supporting others to minimise the impact of emergencies on people, property and the environment, while keeping our people safe.

Impact	Services
<ul style="list-style-type: none">• Medical treatment is expedited• Harm to environment from hazardous substances is reduced Harm from fire is reduced• Harm from fire is reduced	<ul style="list-style-type: none">• Timely and professional response to all fires• Timely and professional response to other emergencies

3. Increased community resilience

We maintain a strong local presence throughout the country, supported by a national organisation. This will help communities have the capability to prevent and respond to emergencies.

Impact	Services
<ul style="list-style-type: none">• Recovery from major disaster event is swifter• Communities better able to manage major emergencies	<ul style="list-style-type: none">• Specialist disaster recovery following major emergencies• Network of trained emergency responders across New Zealand• Urban search and rescue

The Communications Centres fall under Outcome 2 – reduce consequences from emergencies with a timely response to fires and other emergencies.

Service Delivery Guidelines are also set out in the Board's Statement of Performance Expectations.

For responses to fires in urban fire districts, guidelines are set at 8 minutes for career crews and 11 minutes for volunteers crews for 90% of calls.

Times are measured from first receipt of the call at the Communications Centre to arrival of the first appliance. These times are further broken down to:

- Comcen answering (T2)
- Comcen processing (T3)
- Crew turnout
- 1st pump travel time

See Handout: N7A Service Delivery Guidelines

T2 is the time from when the call is presented to when it is answered.

Comcen answering	111 calls	0:08 secs	90%
	Admin calls	0:30 secs	90%

T3 (including T2) is the time taken to process the call and alert appliances (Create to Alert).

Comcen processing	PFA calls	0:30 secs	90%
	111 Calls (urban)	1:30 secs	90%
	111 Calls (rural)	2:00 secs	90%

The calltaking portion of the urban T3 processing time is averaged at 60 seconds, while for rural calls it is 90 seconds. Both these times include the call answering time.

This leaves 30 seconds for an event to be dispatched, to meet the service delivery guidelines in N7a.

See Handout: Incident Report

“Closest Appliance” Theory

The closest appliance to any event will be dispatched if its function is appropriate to the incident type.

Mobilisation

M2 Mobilisation is considered part of Incident Management, and includes documents that cover the effective deployment of personnel and resources as part of Fire and Emergency NZ operations during an incident.

Fire Region Commanders and Chief Fire Officers must ensure that initial mobilisation to incidents complies with the requirements of Fire and Emergency New Zealand Act 2017 and any relevant Operational Instructions.

Other Policies

Reduced Crews Policy

Sprinklered Building Investigation Response Policy

See Handouts as above

Additional information

Additional information that is important for crews to know must be passed to responding appliances as soon as possible. Some examples of additional information are:

- Persons reported
- Number and type of vehicles involved in a MVC
- Wind direction (for rural fires)
- Safe arrival/forward point
- Location of fire within a building
- Any other information regarding safety of crews

The dispatcher is responsible for ensuring that any such information is passed to crews responding to an incident.

Hydrants

The provision of water is crucial for firefighting. Our appliances only carry a limited supply to be used for putting out a fire and securing the safety of personnel. Although additional tankers can be

provided they may not be available everywhere and capacity is limited depending on the distance to the nearest water source.

Additional water is supplied through the regional/local water network and street fire hydrants or through static water supply tanks/ponds etc.

A fire hydrant is an assembly contained in a pit or box below ground level and comprising a valve and outlet connection from a water main. In New Zealand they are indicated by a yellow rectangular cover with the letters FH stamped on top. A yellow triangle marking on the road indicates the position of a fire hydrant.

Fire appliances carry equipment to enable them to be connected to a fire hydrant to access additional water for firefighting purposes and control the flow of that water.

Water requirement flows and volumes are outlined in the Firefighting Water Supplies Code of Practice.

Comcen dispatchers are required to pass hydrant information to responding crews where multiple calls indicate a building fire is well-involved. Hydrant information should include the location of the nearest fire hydrants to the incident, and the size of the water main.

I/CAD has a hydrant map overlay available which shows location and size information of fire hydrants. The water main size is shown in millimetres.

Dispatch Safety Alert

A dispatch safety alert (DSA) is a short pre-formatted message which forms part of a turnout announcement. The criteria for its use exist where a potential life threat or serious harm risk is present.

The DSA does not provide comprehensive detail of the nature of the hazard, but rather an alert to responding crews of the existence of the risk. DSA categories are chosen from a list in a site report for a location in SMS.

ComCen dispatchers must pass DSA information on the initial and any subsequent turnout announcement.

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