



**International Accreditation Service, Inc.**  
3060 Saturn Street, Suite 100  
Brea, CA 92821 USA  
t: 562.364.8201  
t: 866.427.4422  
www.iasonline.org

October 14, 2021

**TO: IAS – FIRE PREVENTION AND LIFE SAFETY DEPARTMENTS, THIRD PARTIES, AND OTHER INTERESTED PARTIES.**

**SUBJECT: Proposed Revisions to the Accreditation Criteria for AC426 Accreditation Criteria for Fire Prevention and Life Safety Departments AC426-202112-R0 (MB)**

**Hearing Information:**

IAS Accreditation Committee  
Tuesday, December 14, 2021  
8:30 a.m. (California – PST)  
WebEx Meeting – Refer to IAS website for details.

Dear Madam or Sir:

Proposed Revisions to the Accreditation Criteria for Fire Prevention and Life Safety Departments, (AC426) has been placed on the agenda for committee consideration at the above-noted meeting.

Proposed changes include:

1. Lines 128-134. Language is proposed to be added to clarify the definition of Internal Audits and that service goals audits are required.
2. Lines 142-147. A new definition of “Life-Safety Error” is proposed to be added reflecting the definition of Life-Safety Error contained in the *Accreditation Criteria for Building Departments, Code Enforcement Departments and Third Parties Providing Building And/Or Property Maintenance Code Enforcement Services (AC251)* effective September 1, 2021.
3. Lines 148-152. New definitions of “Major Error” and “Minor Error” are proposed to be added.
4. Lines 168-171. A new definition of “Quality Service Goals” is proposed to be added.
5. Lines 178-188. The existing definition of “Service Goals” is proposed to be refined and expanded.
6. Lines 247-249. Language is proposed to be added whereby in jurisdictions having a Community Risk Reduction Plan, Fire Prevention

- Department/Division goals and objectives that support the Plan are required where applicable.
7. Lines 250-268. Language is proposed to be deleted requiring Fire Prevention Departments/Divisions to develop and implement a Community Risk Reduction Plan.
  8. Line 275. Language is proposed that adds the terms “permitting, plan review, and inspections” to clarify that service goals for those services are required.
  9. Lines 277-279. Language is proposed to be added to clarify service goals are required to be quantified and require input from Fire Prevention Department/Division services users.
  10. Lines 285-287. Language is proposed to be added requiring one service goals audit in each 12-month period and audit findings are required to be documented in a summary report.
  11. Lines 314-315. Language is proposed to be added clarifying that financial reports or records are not required to be submitted by third-party providers.
  12. Lines 316-369. Language is proposed to be deleted specifying how Fire Prevention Department/Division budgets are to be developed.
  13. Lines 380-381. Language is proposed to be deleted that requires adoption of a fire prevention code within the last two published editions.
  14. Lines 405-408. Language is proposed to be deleted requiring the tracking of the number of plan reviews conducted annually.
  15. Lines 413-414. Language is proposed to be deleted requiring the tracking of the number of plan reviews conducted in the last 12 months that resulted in rejections or correction.
  16. Lines 428-430. Language is proposed to be deleted requiring the tracking of the number of inspections performed annually and percentage of work rejected and corrected.
  17. Lines 432-433. Language is proposed to be deleted requiring the tracking of rejections and corrections on an individual inspector basis.
  18. Lines 470-473. Language is proposed to be added to clarify the existing building occupancies subject to periodic inspection.
  19. Lines 477-482. Language is proposed to be deleted requiring the tracking of the number of annual compliance inspections and specifying how those inspections are to be conducted.
  20. Lines 517-520. Language is proposed to be deleted addressing program activities not addressed in the 4.5 Program Activities provisions.
  21. Lines 527-534. Language is proposed to be deleted regarding the allocation and maintenance of fixed facilities.
  22. Lines 538-545. Language is proposed to be deleted regarding vehicle types and vehicle maintenance program.
  23. Lines 571-576. Language is proposed to be deleted specifying how human resources is to function.
  24. Lines 629-636. Language is proposed to be deleted specifying how the administrative support services function is to operate.
  25. Lines 665-666. Language is proposed to be added providing examples of external systems relations.

26. Lines 670-682. Language is proposed to be deleted specifying external systems relations are required to be addressed in the Fire Prevention Department/Division strategic plan, and the contents of agreements with external systems.
27. Lines 690-692. Language is proposed to be added requiring work performed under external agency agreements are subject to conformance with the requirements of AC426 as applicable.

You are cordially invited to submit written comments, or to attend the WebEx committee hearing and present verbal comments. Written comments will be forwarded to the committee, **prior to the hearing**, if received by November 14, 2021. For your convenience, a comment form is provided. The link can be found on the Accreditation Committee meeting page on the IAS website, [www.iasonline.org](http://www.iasonline.org). Comments must be emailed to [iasinfo@iasonline.org](mailto:iasinfo@iasonline.org).

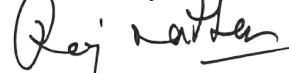
Parties interested in proposed revised criteria may deliver written communications and submissions regarding such proposed criteria to IAS within approximately 30 days of posting of the public notice on the IAS website. The committee shall be informed of all pertinent written communications received by IAS. Any relevant communication and changes to a criteria arising from the written communication/submission shall be posted to the IAS website prior to the meeting.

Participants at the accreditation committee meetings shall have the opportunity to speak on the proposed criteria to provide information to the committee. Committee meetings are generally held by electronic means. Participants are responsible to ensure access to appropriate computer equipment, software, and internet connectivity to ensure effective participation during the meeting.

Your cooperation is requested in forwarding to IAS, as noted above, all material directed to the committee. Prior to the hearing, parties interested in the deliberations of the committee should refrain from communicating, whether in writing or verbally, with committee members regarding agenda items. The committee reserves the right to refuse communications that do not comply with this request.

If you have any questions, please contact IAS at 562-364-8201. You may also reach us by e-mail at [iasinfo@iasonline.org](mailto:iasinfo@iasonline.org).

Yours very truly,



Raj Nathan  
President

Enclosures: Proposed Revised AC426  
cc: Accreditation Committee



1                   **PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR**  
2                   **FIRE PREVENTION AND LIFE SAFETY DEPARTMENTS AND THIRD-PARTIES**  
3                   **PROVIDING FIRE PREVENTION AND LIFE-SAFETY SERVICES**  
4

5  
6                   **AC426**  
7

8  
9  
10                   **Proposed October 2021**  
11

12                   **PREFACE**  
13

14                   The attached accreditation criteria have been proposed to provide all interested parties with an  
15                   opportunity to comment. These criteria may be further revised as needed. The criteria are developed  
16                   and adopted following public hearings conducted by the International Accreditation Service, Inc. (IAS),  
17                   Accreditation Committee and are effective on the first of the month following approval by the  
18                   Accreditation Committee, but no earlier than 30 days following the approval.  
19  
20  
21

22 PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR FIRE PREVENTION AND LIFE SAFETY  
23 DEPARTMENTS AND THIRD PARTIES PROVIDING FIRE PREVENTION AND LIFE-SAFETY SERVICES  
24

25 1.0 INTRODUCTION

26 **Scope:** These criteria set forth requirements for obtaining and maintaining International Accreditation Service,  
27 Inc. (IAS), Fire Prevention and Life Safety Department accreditation and Third Parties Providing Fire  
28 Prevention And Life-Safety Services. These criteria supplement the IAS Rules of Procedure for Fire Prevention  
29 and Life Safety Department Accreditation and Third Parties Providing Fire Prevention And Life-Safety  
30 Services  
31

32 **1.1 References and Normative Documents:** Publications listed below refer to ~~current~~ editions in effect at  
33 this time this criteria was approved (unless otherwise stated).

34 1.1.1 International Fire Code® (IFC) current edition, and related standards, or the duly adopted model  
35 code.

36 1.1.2 International Building Code® (IBC), current edition, and related construction codes published by  
37 the International Code Council, or the duly adopted model code.

38 ~~1.1.3 Fire & Emergency Services Self-Assessment Manual (FESSAM), 8<sup>th</sup> edition, Commission on~~  
39 ~~Fire Accreditation International, Center for Public Safety Excellence.~~

40 1.1.3 IAS Rules of Procedure for Fire Prevention and Life Safety Department Accreditation and Third  
41 Parties Providing Fire Prevention And Life-Safety Services.

42 1.1.4 NFPA 921 Guide for Fire and Explosion Investigations. (National Fire Protection Association)

43 1.1.5 NFPA Standards 1031 Standard for Professional Qualification for Fire Inspector and Plan  
44 Examiner. (National Fire Protection Association)

45 ~~1.1.5.1.6~~ NFPA Standard 1033 Standard for Professional Qualifications for Fire Investigator.  
46 (National Fire Protection Association)

47 ~~1.1.6.1.7~~ NFPA Standard 1035 Standard on Fire and Life Safety Educator, Public Information  
48 Officer, Youth Firesetter Investigation Specialist, and Youth Firesetter Program Manager  
49 Professional Qualifications. (National Fire Protection Association)

50 1.1.8 NFPA 1037 Standard on Fire Marshal Professional Qualifications. (National Fire Protection  
51 Association)

52 1.1.9 NFPA Standard 1300 Standard on Community Risk Assessment and Community Risk  
53 Reduction Plan Development. (National Fire Protection Association)

54 1.1.10 NFPA Standard 1730 Standard on Organization and Deployment of Fire Prevention and Code  
55 Enforcement, Plan Review, Investigation, and Public Education Operations. (National Fire  
56 Protection Association)  
57

## 58 2.0 DEFINITIONS

- 59 **2.1 Accreditation:** Formal third-party recognition that an organization fulfills specified requirements and is  
60 competent to carry out specific conformity assessment and regulatory tasks.
- 61 **2.2 Accreditation Committee:** A committee appointed by the IAS Board of Directors to ~~monitor the work of~~  
62 ~~and to~~ develop accreditation criteria for IAS.
- 63 **2.3 Accreditation Review Committee (ARC):** A committee established ~~by the IAS Board of Directors~~ to  
64 render accreditation decisions on several IAS accreditation programs including the Fire Prevention and  
65 Life Safety Department Accreditation program.
- 66 **2.4 Alternative Materials, Design and Methods of Construction and Equipment:** A material or method  
67 of construction not prescribed in the adopted code, where the fire code official finds that the proposed  
68 design is satisfactory and complies with the intent of the provisions of the applicable code, and that the  
69 material, method, or work offered is, for the purpose intended, at least the equivalent of that prescribed  
70 in the code in quality, strength, effectiveness, fire resistance, durability and safety.
- 71 **2.5 Appeal:** Request for reconsideration of any administrative decision by the fire prevention department.  
72 Administrative decisions include:
- 73 2.5.1 Refusal to accept an application for issuance of a permit.
  - 74 2.5.2 Refusal to proceed with plan review or inspections.
  - 75 2.5.3 Corrective action requests.
  - 76 2.5.4 Refusal to agree with the designer's code interpretation.
  - 77 2.5.5 Decisions to deny, suspend or halt construction work, if empowered to do so.
  - 78 2.5.6 Any other action that impedes the attainment of a permit for construction or certificate of  
79 occupancy.
  - 80 2.5.7 Any communication from the department indicating a requirement resulting from any code  
81 enforcement activity.
- 82 **2.6 Applicant:** An individual or corporation applying for a construction or operational permit within the  
83 scope of regulation of the department.
- 84 **2.7 Approved:** Acceptable to the fire code official.

85 **2.8 Approved Agency:** An established and recognized agency regularly engaged in conducting tests or  
86 furnishing inspection services when such agency has been approved by the fire code official.  
87 Accreditation by the International Accreditation Service as a testing laboratory, special inspection  
88 agency, or product certification agency meets the intent of this section.

89 **2.9 Building Department/Code Administration and Enforcement Agency:** Governmental  
90 body/jurisdiction which performs functions related to enforcement of laws related to construction or use  
91 of buildings.

92 **2.10 Certification:** The confirmation of certain characteristics of a project, product, person, or organization.  
93 This confirmation is often, but not always, provided by some form of external review, education, or  
94 assessment. One of the most common types of certification is professional certification, where a person  
95 is certified as being able to competently complete a job or task, usually by the passing of an  
96 examination.

97 ~~2.14 CFAI—The Commission on Fire Accreditation International: A private non-profit organization~~  
98 ~~that publishes a self-assessment process for organizations seeking accreditation for a fire service~~  
99 ~~department.~~

100 **2.122.11 Complaint:** Expression of dissatisfaction, other than appeal, by any person or organization,  
101 concerning some matter related to the department, a contractor, work started without permits, or other  
102 matters where a response is expected.

103 **2.132.12 Construction Documents:** Written, graphic and pictorial documents prepared or assembled to  
104 describe the design, location and physical characteristics of a building project as set forth in the adopted  
105 code.

106 **2.142.13 Control:** The direction, regulation and coordination of procedures and related documents to  
107 assure consistency of operations.

108 ~~2.15 CPSE—The Center for Public Safety Excellence: A private non-profit organization that provides~~  
109 ~~oversight to the Commission on Fire Accreditation.~~

110 **2.152.14 Department:** The department, division, or bureau within a department in the jurisdiction or third-  
111 party firm responsible for implementation and administration of services for which accreditation is  
112 granted.

113 **2.162.15 Exhibits:** Documents, illustrations, records, charts, and other forms of physical evidence offered  
114 to provide proof of performance and activity by a department seeking accreditation.

115 **2.172.16 External/Internal Pressures and Influences:** Interferences with the due process of  
116 administration or operations of the department by persons in a position of power (such as elected  
117 officials).

118 **2.182.17 Fire Code Administrator/Fire Code Official:** Governmental officer or other designated authority  
119 having jurisdiction (AHJ) charged with the administration and enforcement of fire prevention and life  
120 safety codes and standards as adopted in a particular jurisdiction. At the state level these officials are  
121 designated as fire marshals, fire administrators or directors.

122 **2.192.18 Fire Prevention and Life Safety Department:** The unit of Federal, state, or local government,  
123 or such other regulatory body legally authorized to enforce fire prevention and life safety codes and  
124 standards.

125 **2.202.19 Historic Buildings:** Buildings that are listed in or are eligible for listing in the National Register of  
126 Historic Places, or designated as historic under appropriate national, state, or local law.

127 **2.212.20 Internal Quality Audits:** ~~Internal studies to identify the extent to which documented procedures~~  
128 ~~are followed and the effectiveness of current processes. An audit is a systematic, independent and~~  
129 ~~documented process to obtain and evaluate objective evidence to determine the extent to which the~~  
130 ~~audit criteria are fulfilled. An internal audit is an audit conducted by, or on behalf of, the organization~~  
131 ~~itself for the purpose of identifying the extent to which the requirements of the quality management~~  
132 ~~system are followed, as well as the effectiveness of current processes. A minimum of one internal~~  
133 ~~Service Goals audit shall be conducted in each 12-month period. Service goals audit findings shall be~~  
134 ~~documented in a summary report that compares audit findings to required service goals.~~

135 **2.222.21 Jurisdiction:** A governmental unit that has authority to adopt and enforce construction and/or  
136 fire codes. (Also known at the Authority Having Jurisdiction [AHJ]).

137 **2.22 Labeled/Listed:** Equipment or material to which has been attached a label, seal, symbol or other  
138 identifying mark of a nationally recognized testing laboratory, inspection agency or other organization  
139 concerned with product evaluation that maintains periodic inspection of equipment, materials or products  
140 and whose labeling indicates either that the equipment, materials, or products meet identified standards  
141 or have been tested and found suitable for a specified purpose.

142 **2.23 Life Safety Error:** Omission or flaw in design or construction that has the potential to negatively impact  
143 occupant and/or rescuer safety; or the failure to meet, in design or construction, a required minimum  
144 standard intended to minimize the effects of fire and related hazards to occupants and/or rescuers.  
145 (May include, for example, errors in the design, construction, or installation of exiting systems, fire  
146 alarms and sprinklers, smoke control systems, control systems for hazardous materials, etc.). Life-  
147 safety goals are as further defined by the department. A goal of "0" for life safety errors is required.

148 **2.24 Major Error:** Omission or flaw in design or construction, other than Life-Safety Errors, that has the  
149 potential to negatively impact the use and occupancy of buildings and structures, and other omissions or  
150 flaws of particular concern to the department/division. Major errors are as further defined by the  
151 department.



152 2.232.25 **Minor Error:** Minor errors are as defined by the department.

153 2.242.26 **Management/Operational Audits or External Studies:** Independent evaluations conducted by  
154 a qualified entity to measure the operational consistency and overall efficiency of the department.

155 2.252.27 **Management Reviews:** A regularly scheduled assessment of the department by management,  
156 to include the status of actions from previous reviews; changes in external and internal issues that are  
157 relevant to the quality management system; information on the performance and effectiveness of the  
158 quality management system; the adequacy of resources; the effectiveness of actions taken to address  
159 risks and opportunities; and opportunities for improvement.

160 2.262.28 **Permit:** An official document issued by the authority having jurisdiction which authorizes  
161 ~~performance of a specified~~ a specific construction or operational activity.

162 2.272.29 **Quality Assurance Plan:** Documents which set forth the policies and practices aimed at  
163 ensuring the quality of the department's services through the observation of work in progress or  
164 sampling (audit) of completed work.

165 2.30 **Quality Assurance Program:** The department's system for maintaining minimum quality levels of  
166 service through a collection of self-imposed standards through activities such as internal quality audits,  
167 document creation and control, management reviews, etc. (see Section 4.3.3).

168 2.282.31 **Quality Service Goals:** The internal error rate goal for individuals performing duties associated  
169 with services provided by the department. Quality service goals include, but are not limited to,  
170 permitting, plan review, and inspection services. Quality service goals shall be established for Life-  
171 Safety, Major, and Minor Errors as defined herein.

172 2.292.32 **Registered Design Professionals:** Individuals registered or licensed to practice their respective  
173 design professions as defined by the statutory requirements of the professional registration laws of the  
174 state or jurisdiction in which the project is to be constructed.

175 2.302.33 **Registered/Licensed Contractor:** Any contractor who has registered with the appropriate state  
176 agency or local jurisdiction pursuant to fulfilling the competency requirements in the jurisdiction for which  
177 the registration is issued. Registered contractors may contract only in such jurisdictions.

178 2.342.34 **Service Goals:** Goals set for performance in each area of service offered by the fire prevention  
179 and life safety department/division. Goals are quantified (expressed as a number, rating, or grade) and  
180 established ~~in cooperation~~ with input from users of services provided by the fire prevention department  
181 (citizens, architects, engineers, contractors, etc.), as well as elected and appointed governmental  
182 officials. A system shall be in place to regularly audit processes in meeting service goals. As part of this  
183 system, goals shall be established in three separate areas of overall service: timeliness (turnaround  
184 time); quality (internal error rate); and staff professionalism (quality of interactions, with staff [e.g.,  
185 knowledge, attitude, responsiveness, and helpfulness of staff members]) as perceived by users of the

186 department/division services. A minimum of one Service Goals audit shall be conducted in each 12-  
187 month period. Service goals audit findings shall be documented in a summary report that compares  
188 audit findings to the required service goals.

189 **2.322.35 Special Inspection:** Inspection required of materials, installation, fabrication, construction,  
190 erection or placement of components and connections requiring special expertise to ensure compliance  
191 with approved construction documents and referenced standards (see IBC Section 1704).

192 **2.332.36 Standard Operating Guidelines/Procedures:** ~~A collection of procedures~~ Written documentation  
193 designed to ensure tasks are performed and services are provided in a uniform manner consistent with  
194 the department's goals.

195 **2.342.37 Structure:** That which is built or constructed.

196 **2.38 Third Party:** A competent, independent entity recognized to perform specified tasks subject to  
197 approval by the governmental jurisdiction/authority having jurisdiction.

198 **2.352.39 Top Management:** The person or group of people who direct and control the department or  
199 third-party company seeking accreditation. Note: If the scope of accreditation only covers a part of an  
200 organization, top management refers to the individual or group of individuals who direct and control that  
201 part of the organization.

### 202 3.0 ELIGIBILITY

203 Accreditation services are available to fire prevention and life safety departments and third parties that  
204 provide any of the following services (or any combination thereof):

205 3.1 Permitting

206 3.2 Plan review

207 3.3 Fire inspections (construction)

208 3.4 Existing occupancy inspection

209 3.5 Fire investigations.

### 211 4.0 REQUIRED BASIC INFORMATION

212 The applicant shall provide evidence of compliance with each of the following clauses:

213 **4.1 Governance and Administration:** Evidence that there is an established administrative structure and  
214 environment for achievement of the department's mission, purposes, goals, strategies, and objectives.  
215 The department shall be legally identifiable.

216 4.1.1 There shall be a governing authority that reviews and approves programs to ensure compliance  
217 with basic governmental and department policies. Historical and political information on the  
218 jurisdictions served shall be provided, including a copy of the Charter and incorporation details.

- 219 4.1.2 There shall be a method of selecting the fire prevention department head that utilizes  
220 appropriate qualifications and credentials.
- 221 4.1.3 The administrative structure shall be formalized. A chart as indicated by Section 4.7.2.1 shall be  
222 maintained by the department.
- 223 4.1.4 ~~The governing authority shall have policies in place that preclude individual members of the~~  
224 ~~governing board, committee, council or staff members from influencing administration or~~  
225 ~~enforcement operations of the department. There shall be statutes, policies, and/or other~~  
226 ~~adequate measures in place that provide fire code officials freedom from external/internal~~  
227 ~~pressures and influences (as defined in Section 2) that could possibly impair the enforcement~~  
228 ~~of codes.~~
- 229 4.1.5 ~~Policies or statutes shall be in place to address external/internal pressures and influences (as~~  
230 ~~defined in Section 2.17) that may impair the enforcement of codes. (This section intentionally~~  
231 ~~left blank for future content).~~
- 232 4.1.6 There shall be an established communication process in place between the governing body  
233 and the administrative structure of the department.
- 234 4.1.7 The role and composition of various policy making, planning and special purpose bodies shall  
235 be defined ~~by the fire prevention and life safety department organizational chart.~~
- 236 4.1.8 **Complaints and Appeals**
- 237 4.1.8.1. Documented procedures shall be in place to record, investigate and resolve complaints  
238 against the department, ~~its personnel, its contract third-party service providers,~~ and  
239 complaints about contractors, ~~property and business owners, life-safety violation,~~ work  
240 without permits, and other similar violations.
- 241 4.1.8.2. There shall be evidence of the existence of and rules of procedure for a board of appeals as  
242 required by Section 108 of the IFC or other documented procedure for hearing and deciding  
243 appeals in accordance with other duly adopted code.
- 244 **4.2 Community Risk Assessment/Reduction:** The purpose of the risk assessment category is to evaluate  
245 the systematic hazard analysis process for describing and qualifying the risk associated with the  
246 community's potential hazards.
- 247 4.2.1 ~~The characteristics of the community shall be documented by collecting historical data. Where~~  
248 ~~the jurisdiction has a Community Risk Reduction Plan, the department shall have goals and~~  
249 ~~objectives that support the plan where applicable.~~
- 250 4.2.2 ~~A process shall be instituted by which risks are defined and department goals for mitigation are~~  
251 ~~established.~~

- 252 4.2.3 ~~Geographical boundaries shall be identified. Environmental and topographic information shall~~  
253 ~~be provided that includes the following: area (in square miles), geographical and topographical~~  
254 ~~features, wind zones, flood risk, seismic and/or other geological risk zones, as well as any other~~  
255 ~~local environmental health and safety concerns. A map showing boundaries of the jurisdiction~~  
256 ~~shall be provided.~~
- 257 4.2.4 ~~Demographics, such as population, land use, topography, climate and occupancy groups shall~~  
258 ~~be provided.~~
- 259 4.2.5 ~~The department shall provide information on economic considerations such as growth trends~~  
260 ~~and projections, current housing count and future needs projections, median housing prices,~~  
261 ~~property tax rates, and major contributors to local economy (tourism, manufacturing, education,~~  
262 ~~military, specific industry locations).~~
- 263 4.2.6 ~~Historical data from fire reports, responses (emergent and non-emergent) and target hazards,~~  
264 ~~where available, shall be provided. Information on building ages, fire protection provided,~~  
265 ~~occupancy types, occupant loads, economic impact and hazardous chemicals/processes,~~  
266 ~~where available, shall be provided.~~
- 267 4.2.7 ~~A description of activities related to mitigation from exposure hazards, such as hazardous~~  
268 ~~materials, urban wildland interface, brushfires, floods or other, shall be provided.~~

269

270 **4.3 Goals and Objectives:** ~~The purpose of the goals and objectives category is to evaluate the~~  
271 ~~department's ability to identify and develop operational priorities that are effective in servicing the~~  
272 ~~community's needs.~~

- 273 4.3.1 The department shall be guided by written goals and specific objectives that are consistent with  
274 the mission of the department and are appropriate for the jurisdiction being served.
- 275 4.3.2 The department shall have documented permitting, plan review, and inspection service goals,  
276 established with stakeholder input, for each area of service provided by the fire prevention and  
277 life safety department (as defined in Section 2-34). Service Goals shall be quantified  
278 (expressed as a number, rating, or grade) and established with input from users of services  
279 provided by the department (for example, architects, engineers, contractors, etc.) A system  
280 shall be in place to regularly measure audit progress in meeting service goals. As part of this  
281 system, targets should service goals shall be established ~~for improvements~~ in three separate  
282 areas of overall service: timeliness (turnaround time); quality (error rate); and professionalism  
283 [(quality of interactions with staff and with the public [(e.g., knowledge, attitude,  
284 responsiveness, and helpfulness of staff members)] as perceived by users of  
285 department/division services. A minimum of one service goals audit shall be conducted in each

286 12-month period. Audit findings shall be documented in a summary report that compares audit  
287 findings to the required service goals.

288 4.3.3 The department shall establish and maintain a comprehensive quality assurance program (as  
289 defined in Section 2) which shall contain, at minimum, the following components:

290 4.3.3.1. The department's official quality policy and quality assurance plan.

291 4.3.3.2. Evidence of standard operating procedures (SOPs), including SOPs which address the  
292 following quality-related tasks:

293 4.3.3.2.1. Writing/revising a standard operating procedure

294 4.3.3.2.2. Internal audits

295 4.3.3.2.3. Handling of nonconformities

296 4.3.3.2.4. Corrective and preventive action

297 4.3.3.2.5. Management review

298 4.3.3.2.6. Document and data control

299 4.3.3.3. Annual (or more frequent) internal quality audits (not to be confused with financial audits).

300 4.3.3.4. Management reviews as defined in Section 2.

301 **Note 1:** A typical period for conducting a management review is once every 12 months.

302 **Note 2:** Results of management reviews ~~should shall~~ feed into the department's planning  
303 system and ~~should shall~~ include the goals, objectives, ~~and~~ action plans, ~~and expected~~  
304 ~~outcomes~~ for the coming year, ~~as applicable~~.

305 4.3.3.5. Controlled policies, forms, checklists, etc.

306 4.3.4 A matrix of staff certifications shall be provided and must include names, job titles, required  
307 certificates, current status and expiration dates. Certifications required of staff shall be issued by  
308 a national model code promulgation organization, such as the International Code Council, the  
309 National Fire Protection Association, or other acceptable certification organization, as  
310 determined by the department, local ordinance, or state laws.

311  
312 **4.4 Finance:** The department shall demonstrate the ability to fund operational priorities, effectiveness in  
313 servicing the community and department's needs, ~~and a healthy prognosis for long-range delivery of~~  
314 ~~services.~~ A copy of the department's current fiscal year budget shall be provided. Financial reports or  
315 records are not required to be submitted by third-party service providers.

316 ~~4.4.1 Financial planning and resource allocation shall be based on department planning involving~~

317  
318  
319  
320  
321  
322  
323  
324  
325  
326  
327  
328  
329  
330  
331  
332  
333  
334  
335  
336  
337  
338  
339  
340  
341  
342  
343  
344  
345  
346  
347  
348

~~broad staff participation.~~

~~4.4.2 The governing body and regulatory agencies shall give the department appropriate direction in budget and planning over matters within their scope of service.~~

~~4.4.3 The policies, guidelines and process for developing the annual budget shall be well defined and followed.~~

~~4.4.4 The budget process shall involve input from appropriate persons or groups, including staff and other members of the department.~~

~~4.4.5 Financial planning shall address the strategic or master plan goals and objectives.~~

~~4.4.6 The annual budget and short and long range financial plans shall directly reflect department objectives.~~

~~4.4.7 Capital expenditures shall reflect department objectives. The department shall allocate adequate equipment and supplies to the fire prevention function and maintain a process for ensuring defective equipment is replaced.~~

~~4.4.8 Budgeted expenditures shall be in line with projected financial resources.~~

~~4.4.9 Financial management of the department shall exhibit sound budgeting and control, and proper recording and auditing.~~

~~4.4.10 Management of financial resources shall adhere to generally accepted accounting practices (GAAP) for budgeting and accounting. There shall be appropriate safeguards in the expenditure of funds, fiscal reports for administrative decision making and sufficient flexibility to meet contingencies.~~

~~**Note:** A department that has already received the Certificate of Achievement for Excellence in Financial Reporting (Certificate) from the Government Finance Officers Association (GFOA) for their Comprehensive Annual Financial Report (CAFR) may submit that certificate and their Comprehensive Annual Financial Report as prima facie compliance with these criteria.~~

~~4.4.11 Specific assignments of responsibility for financial administration shall be clearly defined by policy.~~

~~4.4.12 Any projected operating deficit (expenditures exceeding revenues in a budget year) shall be explained, and a plan developed to eliminate the deficit.~~

~~4.4.13 Periodic financial reports shall be reviewed by the department.~~

~~4.4.14 Independent financial audits shall be conducted. Deficiencies shall be noted and plans made to resolve them.~~

- 349 4.4.15 ~~The department and any subsidiary entities or auxiliaries shall have policies and~~  
350 ~~programs on financial risk management that protect the department and its assets.~~  
351 ~~Programs designed to develop financial support from outside sources shall be closely~~  
352 ~~coordinated with planning and reflect the objectives of the department. All fund-raising~~  
353 ~~activities shall be governed by the department, comply with GAAP and financial~~  
354 ~~principles, and be subject to public disclosure and periodic independent financial audits.~~
- 355 4.4.16 ~~Organizations permitted to use the department name and/or reputation of the~~  
356 ~~department that are revenue producing shall conform to department requirements of~~  
357 ~~financial operation.~~
- 358 4.4.17 ~~Financial resources shall be appropriately allocated to support the established~~  
359 ~~department mission, the stated long-term plan, goals and objectives, and~~  
360 ~~maintenance of the quality of programs and services.~~
- 361 4.4.18 ~~Programs and activities shall be based on current and anticipated revenues and be~~  
362 ~~adequate to maintain adopted levels of service.~~
- 363 4.4.19 ~~Plans shall exist for the payment of long-term liabilities and debts.~~
- 364 4.4.20 ~~Future maintenance costs shall be projected and plans made to fund them.~~
- 365 4.4.21 ~~Financial plans shall avoid the use of one-time funding sources to cover ongoing costs~~  
366 ~~unless plans have been provided to create continuity.~~
- 367 4.4.22 ~~Contingency funds shall be maintained in accordance with GAAP recommendations~~  
368 ~~and shall anticipate budgetary restrictions.~~

369 ~~The financial audit method (e.g., internal or third party) shall be identified.~~

370 **4.5 Program Activities:** This category is defined as the services, activities and responses provided by the  
371 department for the community or facility that are designed, organized, and operated in compliance with  
372 the department's mission, goals, and objectives.

373  
374 There shall be an adequate, effective, and efficient program directed toward fire prevention; life safety;  
375 risk reduction of hazards; the detection, reporting, and control of fires and other emergencies; the  
376 provision of occupant safety and exitingegress.

377 4.5.1 **Code Enforcement:** If the department is tasked with the code administration and enforcement  
378 function as part of the mission, the following apply:

379 4.5.1.1. The authority having jurisdiction shall have an adopted fire prevention code. Evidence of  
380 adoption of current national construction and/or fire codes (i.e., within the last two published

381 ~~editions)~~ or state-mandated codes based on current national model fire codes shall be  
382 provided.

383 **Note:** The accreditation certificate for accredited departments will reflect the code version  
384 effective during onsite evaluation.

385 4.5.1.1.1. The department shall submit a list of duly adopted fire and construction codes used  
386 as a basis for the services provided.

387 4.5.1.1.2. The department shall explain procedures followed for the fire code and related  
388 standards.

389 4.5.1.1.3. The department shall have procedures for maintaining awareness of local  
390 amendments to any technical provisions of the fire code and related standards.

391 4.5.1.1.4. ~~Where the department is responsible for performing post-disaster damage~~  
392 ~~assessments of buildings and structures, the department shall have, or plan to~~  
393 ~~have, preparations coordinated with other departments/jurisdictions, to respond after~~  
394 ~~natural hazard events to identify unsafe buildings and conduct safety inspections.~~

395 4.5.1.1.5. The department shall have a policy and procedures for the review of alternative  
396 materials and methods requests, and performance-based design proposals.

397 4.5.1.2. The code enforcement program shall be designed to ensure compliance with applicable fire  
398 protection laws (including mandated types and frequency of inspections) and department  
399 objectives.

400 4.5.1.3. There shall be adequate, qualified staffing to meet department objectives and service goals.

401 4.5.1.4. There shall be a plan review system in place to ensure buildings are built in accordance with  
402 adopted codes and ordinances and that all fire protection systems are designed, installed,  
403 and tested in accordance with adopted fire codes and referenced standards.

404 4.5.1.4.1. There shall be specific policies and procedures for conducting plan reviews.

405 4.5.1.4.2. ~~The number of reviews completed annually by category shall be documented, such~~  
406 ~~as residential, commercial buildings, site development plan reviews and others, such~~  
407 ~~as fire sprinklers, alarms, etc., new buildings, alterations, new or modified fire~~  
408 ~~protection systems. (This section intentionally left blank for future content.)~~

409 4.5.1.4.3. A description of the system used to track and coordinate plan review processes and  
410 activities shall be provided.

411 4.5.1.4.4. Details of the process followed to conduct partial and phased plan reviews and  
412 deferred submittals, if offered, shall be provided.



413  
414  
415  
416  
417  
418  
419  
420  
421  
422  
423  
424  
425  
426  
427  
428  
429  
430  
431  
432  
433  
434  
435  
436  
437  
438  
439  
440  
441  
442  
443  
444

- 4.5.1.4.5. ~~The department shall track the number of plan reviews completed in the last 12 months that resulted in rejection or correction of designs. (This section intentionally left blank for future content.)~~
- 4.5.1.4.6. The department shall track the most common reasons for rejections or corrections of designs and develop training/informational materials to reduce the potential for future reoccurrences of the same rejections or corrections.
- 4.5.1.4.7. The department shall provide evidence of participation in interdepartmental/intergovernmental coordination of plan review (or inspections and occupational licensing, etc.) that are under a separate department, organization, or agency and shall describe how approvals are coordinated.
- 4.5.1.5. Evidence of establishment of standard operating procedures, details of the process in place to control uniformity of operating procedures, and procedural documents and forms shall be submitted.
  - 4.5.1.5.1. The department shall submit copies of its policies, procedures, reports, and checklists in use for services subject to this Accreditation Criteria.
  - 4.5.1.5.2. ~~The number of inspections performed annually by category (such as residential, commercial buildings, fire sprinklers, alarms, etc.) shall be documented along with the percentage of work rejected and corrected. (This section intentionally left blank for future content.)~~
  - 4.5.1.5.3. ~~The department shall have a method of tracking rejections and corrections on an individual inspector basis. (This section intentionally left blank for future content.)~~
  - 4.5.1.5.4. The department shall have determined the most typical reasons for rejections and corrections of inspections.
  - 4.5.1.5.5. The department shall demonstrate its use of and requirements for special inspectors if this activity is under the fire prevention department.
  - 4.5.1.5.6. Where the department approves fabricators, ~~the~~ department shall have procedures for acceptance of approved fabricators.
  - 4.5.1.5.7. Where the department approves third-party inspection and testing agencies, ~~the~~ department shall develop and follow appropriate policy and procedures for recognition of third-party inspection and testing agencies.
  - 4.5.1.5.8. Where the department approve special inspectors, the department shall have special inspector reporting requirements.

445  
446  
447  
448  
449  
450  
451  
452  
453  
454  
455  
456  
457  
458  
459  
460  
461  
462  
463  
464  
465  
466  
467  
468  
469  
470  
471  
472  
473  
474  
475  
476  
477  
478

- 4.5.1.5.9. The department shall have procedures for clear, concise, and accurate reporting of inspection results and procedures in place to guard against the alteration of inspection report records.
- 4.5.1.5.10. ~~The department shall provide evidence of its achievement of stated service goals for plan review and inspection (as defined in Section 2.31). A quality (error rate) service goal with no life safety errors shall be established. (This section intentionally left blank for future content.~~
- 4.5.1.5.11. ~~Details shall be provided, as applicable, of the documented procedure in place to record, investigate and resolve complaints against contractors, and complaints involving work without permits and other similar violations. (This section intentionally left blank for future content.)~~
- 4.5.1.5.12. The method of issuance of Certificates of Occupancy (CO) or Certificates of Completion (CC) or temporary certificates of occupancy, as applicable, shall be provided. The Mmethod of reviewing Fire Protection System Commissioning reports, as applicable, shall be provided.
- 4.5.1.6. ~~There shall be an information system in place to record activities and transactions, and to determine the effectiveness of the fire prevention program and its efforts in risk reduction. (This section intentionally left blank for future content.)~~
- 4.5.1.7. ~~There shall be a periodic appraisal made to determine if there is a balancing of the fire hazard risk against the fire prevention capabilities of the department and/or system, and if not, what actions need to be taken to balance the relationship. (This section intentionally left blank for future content.)~~
- 4.5.1.8. The department shall provide copies of contracts with third-party firms, or individuals, for any activities that are outsourced, if applicable. ~~The department shall provide description of how applicants are made aware that activities may be outsourced.~~
- 4.5.1.9. There shall be an ~~existing building inspection~~ program in place to ensure existing high-occupancy, hazardous, educational, institutional, and other existing buildings and facilities as may be identified by the department or otherwise subject to periodic inspection as specified in the adopted codes, standards, or state or local laws, are used and maintained in accordance with adopted fire codes and referenced standards.
  - 4.5.1.9.1. There shall be specific policies and procedures for conducting periodic fire code compliance inspections. ~~based on the community risk assessment.~~
  - 4.5.1.9.2. ~~The number of compliance inspections done annually by occupancy category shall be documented, such as assembly, business, educational, factory, high-hazard,~~

479 ~~institutional, residential and storage. All inspections required to be conducted by~~  
480 ~~policy, ordinance, statute or regulation shall be conducted on schedule. Any~~  
481 ~~inspections not conducted at their appointed times shall be identified, and a~~  
482 ~~remediation plan created and executed. (This section intentionally left blank for future~~  
483 ~~content.)~~

484 4.5.1.9.3. A description of the system used to track and coordinate periodic compliance  
485 inspections activities shall be provided.

486 4.5.1.9.4. The department shall track the violations found on periodic compliance inspections  
487 ~~for the last 12 months~~ and shall have a tracking system to ensure the timely and  
488 appropriate follow up for documented non-compliance/violations.

489 4.5.2 **Public Education:** ~~If~~ Where the department is tasked with the public education function as part  
490 of the mission, the following apply:

491 4.5.2.1. There shall be a public education or community outreach program that includes individual,  
492 business, and community participation.

493 4.5.2.2. The department shall have qualified staffing adequate to accomplish this component of the  
494 program's mission, goals, and objectives.

495 4.5.2.3. The department shall show evidence of a systematic approach to designing, implementing,  
496 and evaluating community safety education programs, ~~equivalent to that prescribed by the~~  
497 ~~U.S. Fire Administration. Such a process includes a community risk analysis, development of~~  
498 ~~community partnerships, creation of intervention strategies, and implementation of those~~  
499 ~~strategies and evaluation of the results.~~

500 4.5.3 **Fire Investigation:** ~~If~~ Where the department is tasked with the fire investigation function as  
501 part of ~~the~~ its mission, the following apply:

502 4.5.3.1. There shall be methods and procedures in place to investigate the cause and origin of all  
503 reported fires using the scientific method.

504 4.5.3.2. The department shall have competence requirements for qualifying staff adequate to  
505 accomplish its stated objectives.

506 4.5.3.3. There shall be adequate equipment and supplies allocated to the fire cause and investigation  
507 program and a process for ensuring defective equipment is replaced.

508 4.5.3.4. Where required, ~~If~~ there shall be agreements and support from other agencies to aid the  
509 department in accomplishing its goals and objectives.

510 4.5.3.5. There shall be an information system in place to document fire investigation activities and to  
511 provide data for analyzing program results for future public education strategies.

\$12  
\$13  
\$14  
\$15  
\$16  
\$17  
\$18  
\$19  
\$20  
\$21  
\$22  
\$23  
\$24  
\$25  
\$26  
\$27  
\$28  
\$29  
\$30  
\$31  
\$32  
\$33  
\$34  
\$35  
\$36  
\$37  
\$38  
\$39  
\$40  
\$41  
\$42  
\$43

4.5.3.6. There shall be standard operating procedures or general operating guidelines for the fire cause and investigation program that conforms to NFPA 921 [Guide for Fire and Explosion Investigations](#) or other nationally recognized standards for fire investigation.

4.5.3.7. There shall be a periodic appraisal made on the effectiveness of the fire investigation program.

~~4.5.4 **Additional Program Activities:** If the department is tasked with any other program activities that are not contained within the scope of Section 4.5, the department shall report its commitment to those program functions using the same principles, as applicable, that have been established in Section 4.5.~~

**4.6 Physical Resources:** Physical Resources addressed in this section shall be defined as the buildings, structures, mobile equipment, and other capital expenditures or outlay that make up the physical assets of the department.

4.6.1 **Facilities:** Fixed facility resources shall be designed, maintained, managed, and adequate to meet the department's goals and objectives.

~~4.6.1.1. Space allocations shall be adequate for department administrative functions, operational programs and supportive needs.~~

~~4.6.1.2. Buildings and grounds, if under the direct control of the department, shall be clean and in good repair. Maintenance shall be conducted in a systematic and planned fashion.~~

~~4.6.1.3. Physical facilities shall be adequate and properly designed in accordance with stated service level objectives.~~

~~4.6.1.4. Facilities shall be in compliance with Federal, state and local regulations.~~

4.6.2 **Vehicles and Mobile Equipment:** Vehicles, transportation equipment and tools and equipment shall be ~~designed and purchased to be~~ adequate to meet the department's goals and objectives.

~~4.6.2.1. Vehicle types shall be appropriate for the functions served (such as those used in field operations, staff support services, specialized services, and administration).~~

~~4.6.2.2. There shall be a replacement schedule for vehicles and other tools and equipment.~~

~~4.6.2.3. A vehicle maintenance program shall have been established. Vehicles shall be maintained in accordance with manufacturer's recommendations and recommended~~

544 ~~intervals. Attention shall be given to the safety/health/security aspects of equipment operation~~  
545 ~~and maintenance.~~

546 4.6.3 **Tools and Equipment:** Tools and equipment shall be adequately ~~designed, purchased,~~  
547 ~~available~~ and maintained to meet the department's goals and objectives (e.g., books, manuals,  
548 tools, gauges, meters, and equipment used for plan review, inspection, investigation, and other  
549 functions).

550 4.6.3.1. The department shall have in place a method of identification and calibration of ~~available~~  
551 tools and equipment used, as applicable.

552 4.6.3.2. Appropriate personal protective equipment (PPE) shall be provided to and utilized by  
553 employees in accordance with applicable ~~labor~~ laws.

554  
555 **4.7 Human Resources:** The category of human resources addressed in this section shall be defined as all  
556 aspects of personnel administration except those of training and competency.

557 4.7.1 ~~General human resource administration practices shall be in place and shall be consistent with~~  
558 ~~applicable statutes and regulations. (This section intentionally left blank for future content.)~~

559 4.7.2 Fire prevention departments shall have a sufficient number of staff with the range of expertise  
560 to carry out their assigned functions.

561 4.7.2.1. The department shall have an organizational chart providing employee names, titles,  
562 functions, and lines of authority for all full- and part-time staff positions within the department.

563 4.7.2.2. The department shall have job descriptions for all full-time and part-time staff positions,  
564 including information on minimum qualifications, education, training, technical knowledge,  
565 skills, and experience, and certification/licensing requirements and shall provide detailed  
566 requirements, if applicable, for qualifications/certifications and/or licensing.

567 4.7.2.3. The department shall provide the number of plan reviewers currently employed.

568 4.7.2.4. The department shall provide the number of inspectors currently employed.

569 4.7.2.5. The department shall provide information on its registered design professionals (i.e., number  
570 employed, full- or part-time, by profession), if any.

571 4.7.3 ~~There shall be administrative policies and practices for human resource administration based~~  
572 ~~on local, state and Federal requirements. (This section intentionally left blank for future~~  
573 ~~content.)~~

574  
575  
576  
577  
578  
579  
580  
581  
582  
583  
584  
585  
586  
587  
588  
589  
590  
591  
592  
593  
594  
595  
596  
597  
598  
599  
600  
601  
602  
603  
604  
605  
606  
607

- 4.7.4 ~~The recruiting, selection, hiring and promotion process shall comply with all local, state and Federal regulations including equal opportunity and discrimination statutes. (This section intentionally left blank for future content.)~~
- 4.7.5 There shall be a policy defining and prohibiting sexual, racial, disability, or related harassment of employees/members. The policy shall be communicated to all employees/members and enforced.
- 4.7.6 ~~There shall be evidence of a process in place to conduct employee performance evaluations on, at a minimum, an annual basis. (Performance evaluations shall encourage professional development by providing for the establishment of clearly defined performance goals, and include a mechanism to follow up on progress made toward stated goals.) Where the organization requires period evaluation of employee performance, the evaluations shall be conducted in a manner consistent with the applicable policies and procedures.~~

**4.8 Training and Competency:** This category shall be defined as the specific programs, resources and capabilities within a department that exist to support the operational programs. These resources thereby contribute to the accomplishment of organizational mission goals and objectives.

- 4.8.1 Training and education programs and activities shall be identified to support the department's needs.
  - 4.8.1.1. The department shall have a process in place to identify training needs. The process shall identify tasks, activities, knowledge, skills, and abilities required to address anticipated workload and required skill sets.
  - 4.8.1.2. Information shall be provided indicating state-mandated and locally-mandated minimum continuing education requirements. Information shall also be provided regarding jurisdictional continuing education requirements which exceed minimum requirements.
  - 4.8.1.3. A list of additional qualification/certification requirements over and above the state or local requirements for staff, if any, such as certifications issued by the International Code Council, the National Fire Protection Association, a professional engineering (P.E.) license, contractor license, etc., shall be provided.
  - 4.8.1.4. ~~Documentation shall be provided addressing participation of individuals~~ Department staff members shall be encouraged to participate in code development activities, ~~with a description of the levels of participation required.~~
- 4.8.2 **Verification of Professional Credentials and Licenses:** During application intake and approval processes, as applicable, tThere shall be a policy and procedures for verification of individuals' qualifications, education, etc. professional credentials and licenses.

608  
609  
610  
611  
612  
613  
614  
615  
616  
617  
618  
619  
620  
621  
622  
623  
624  
625  
626  
627  
628  
629  
630  
631  
632  
633  
634  
635  
636  
637  
638  
639  
640

- 4.8.2.1. There shall be a procedure for verifying builder and contractor licenses and insurance.
- 4.8.2.2. There shall be a procedure for verification of licenses of registered design professionals.
- 4.8.2.3. Where the department is responsible for approval of special inspectors and/or special inspection agencies, ~~There shall be a procedure in place to verify special inspector and special inspection agency credentials. Special inspection agencies are required to demonstrate competence, to the satisfaction of the fire code official, for inspection of the particular type of construction or operation requiring special inspection. Special inspection agencies accredited as conforming to ISO Standard 17020 by nationally recognized accreditation bodies complying with ISO/IEC Standard 17011 shall satisfy this requirement.~~
- 4.8.3 Where the department is responsible for performing post-disaster assessments of damaged buildings and structures, ~~the department inspection staff shall have received training on the requirements for personnel in post-disaster assessments of buildings and structures, and including the required posting of buildings and structures.~~

**4.9 Essential Resources:** Essential resources are defined in this section as those mandatory services or systems required for the department’s operational programs to function. They may be given the same value of importance as a primary program. Appropriate adjustments may be necessary in the self-assessment to adapt the typical components listed below to the local situation.

4.9.1 **Administrative Support Services:** The administrative support service component of the department shall be adequate, effective, and efficient to provide the department with all appropriate support functions such as research, planning, purchasing, coordination, control, and feedback.

- ~~4.9.1.1. The general administrative support process shall be adequate and appropriate for the size, function, complexity and mission of the department.~~
- ~~4.9.1.2. The management process, including organizational and procedure analysis, shall be adequate and effective.~~
- ~~4.9.1.3. The management support service system shall be adequate and responsive to the process and department needs.~~
- ~~4.9.1.4. The administrative services functions and activities shall be adequately staffed and managed.~~

~~4.9.1.5~~4.9.1.1. Fire prevention and life safety departments shall have timely access to legal counsel and prosecution support.

4.9.2 **Office Systems:** Office systems shall be adequate to meet the needs of the department. This includes clerical support, records systems, business communications, computers, and supplies.

- 641 4.9.2.1. General office resources shall be adequate to support departmental needs.
- 642 4.9.2.2. The management information system shall be sufficient to support the needs of the
- 643 department.
- 644 4.9.2.2.1. ~~Details~~ A list of computer software and programs in use shall be provided.
- 645 4.9.2.2.2. The department shall have available information technology (IT) support.
- 646 4.9.2.2.3. The department shall provide information on the accessibility of information and
- 647 records, minimum retention times for records and details on safe storage of records.
- 648 Application for performance-based requirements, alternative methods or materials
- 649 and the final decision of the fire code official regarding the applications shall be in
- 650 writing and shall be retained in the department records.
- 651 4.9.2.2.4. Control of access to records: The department shall have proper safeguards in place
- 652 to prevent unauthorized access or modifications of records. Policy and procedures
- 653 shall address the release of public information in accordance with local, state, and
- 654 Federal regulations as applicable.
- 655 ~~4.9.2.2.5. The department shall have policies guiding appropriate employee and contract~~
- 656 ~~personnel use of wireless voice and data communication, such as cell phones,~~
- 657 ~~wireless networks, etc.~~
- 658 4.9.2.3. Public reception and public information components shall sufficiently support the customer
- 659 service needs of the department.
- 660 4.9.2.4. Organizational documents, forms and manuals shall be maintained and kept current.
- 661 4.9.2.5. The department shall provide, if applicable, copies of reports or findings from internal or
- 662 external audits of management or operations conducted within the past ~~six~~ three years.

663

664 **4.10 External Systems Relations:** External systems relations are defined as the relationships with agencies

665 that act together as an integrated system. Intergovernmental agreements, contracts, and memorandums

666 of understanding between legally autonomous operating units are examples of these relations. The

667 growth of multi-unit systems and the increase of interagency agreements between various types of

668 government necessitates increasing attention to these relationships and the agreements between legally

669 autonomous operating units.

- 670 4.10.1 ~~(This section intentionally left blank for future content.)~~ ~~The department's master or strategic~~
- 671 ~~plan shall encompass those external agency operational systems that impact, or may impact,~~
- 672 ~~the department's mission, operations or cost effectiveness.~~



673  
674  
675  
676  
677  
678  
679  
680  
681  
682  
683  
684  
685  
686  
687  
688  
689  
690  
691  
692  
693  
694  
695  
696  
697  
698  
699  
700  
701  
702  
703  
704

- ~~4.10.1.1. The department's master or strategic plan shall define the relationships of external agencies and provide strategies which show how these external department systems will prove beneficial to the mission or cost effectiveness of the department.~~
- ~~4.10.1.2. There shall be a process for interagency policy development, revision and the implementation of agreements.~~
- ~~4.10.1.3. There shall be system organizational charts, policy statements and functional activity descriptions that define the role of system members and their relationship to the department.~~
- ~~4.10.1.4. A conflict resolution policy shall exist between the department and external agencies with which it has a defined relationship.~~

4.10.2 The department shall have well developed and functioning external agreements such as those for work done on contract for other jurisdictions by local agreements.

- 4.10.2.1. External agency agreements shall be identified, updated, and support organizational objectives. The agreements shall have been incorporated into operational practices and documentation with outcome(s) of meeting the goals and objectives of the department.
- 4.10.2.2. ~~The department shall have researched, analyzed and given consideration to other functional agreements that may aid in the achievement of the goals and objectives of the department.~~ Work performed in accordance with external agency agreements shall be subject to conformance with the requirements of this Accreditation Criteria where applicable.
- 4.10.2.3. There shall be an established process by which these agreements are analyzed, implemented, are managed, reviewed, and revised.

**5.0 ADDITIONAL INFORMATION (AS APPLICABLE)**

Any other regulatory requirements for the jurisdiction – state or national.

**6.0 LINKS TO ADDITIONAL REFERENCES**

- 6.1 IAS – [www.iasonline.org](http://www.iasonline.org)
- 6.2 International Code Council – [www.iccsafe.org](http://www.iccsafe.org)

*These criteria were previously issued May 2011, August 2012, June 2013, February 2015, November 2015, ~~and April 2017,~~ and September 2019.*