

SFD Dispatch Policy and Guideline Manual

Section Title: Dispatch Standards

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The Springdale Fire Department adheres to the standards set by NFPA. Therefore the Dispatch Center is to comply with *NFPA Standard 1221 Chapter 7, Section 4* with regards to dispatch operations. Quick and efficient dispatch times also help to improve insurance ratings for the citizens of Springdale.

The NFPA standards that are to be met state that ninety-five percent of alarms should be answered within 15 seconds, and ninety-nine percent of alarms should be answered within 40 seconds. Ninety-five percent of dispatches should be completed within sixty seconds of receiving alarms. Ninety-nine percent of dispatches should be completed within ninety seconds.