

THE UNIVERSITY of TENNESSEE 
INSTITUTE for PUBLIC SERVICE

MUNICIPAL TECHNICAL ADVISORY SERVICE

Chief Smokey Sparks
Anytown Fire Department
123 Main Street
UT, Tennessee

January 19, 2012

Dear Chief Sparks,

You asked how your department might receive credit from the Insurance Services Office (ISO) for volunteers who ride out at the fire station. ISO credits volunteers riding out at a fire station as on-duty strength (Item 570 A (OM) in the ISO Fire Suppression Rating Schedule) provided the fire department has a written policy in place that defines work shifts and requires advanced approval before the volunteer firefighter works a shift. ISO will not give any credit for volunteer firefighters who simply show up and ride out or work around the station. The two key points to an acceptable written policy are the establishment of work shifts and receiving prior approval before working a shift.

I have attached a draft policy that complies with the ISO requirements for a written policy. You can customize this policy for your department by changing the shift lengths, starting and ending times, the person who approves the volunteer to work, or any other component you need to change to meet local needs. Just be sure to retain the provision that establishes work shifts and the provision requiring prior approval before working a shift.

Finally, documentation is a major factor in receiving credit for the hours worked, so you need a good system to document the hours worked and to maintain those records in the department's files.

Sincerely,

Dennis Wolf

Dennis Wolf
Fire Management Consultant
UT-MTAS