



Coffee Break Training - Fire Protection Series

Administration: Preparing for an Insurance Services Office Visit, Part 1

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Learning Objective: The student will be able to identify the key points to consider when preparing for an Insurance Services Office visit.

A community will often inquire as to how it can best prepare for an Insurance Services Office visit, but most of the time, the community is already better prepared for a survey than it may believe. In any event, the preparation often does not take a large amount of time or resources.

Insurance Services Office's approach to a Public Protection Classification™ evaluation has changed. We traditionally started "from scratch" in the reviewing process. However, that legacy program required substantial resources from both the community and Insurance Services Office. Time and resources are very important to a fire department. Insurance Services Office realizes this and has implemented a more efficient process where we verify existing information and make changes as necessary to update the data. Since Insurance Services Office already has information from our previous grading, we review that information with the fire department and make changes as applicable. This methodology has reduced the time that the Insurance Services Office representative is at the fire department from days to hours.

The following is a list of items that Insurance Services Office will review when we visit the fire department.

- Training records.
 - These can be in whatever format you have: paper or electronic.
 - Fire training center, company training, officer training, new and existing driver training, hazmat training, recruit training, and building preplan activity.
- Run/Call records for structure fires.
 - Includes any automatic-aid response.
- Hose test records (last three tests completed).
 - These can be in whatever format you have: paper or electronic.
- Pumper test records (last three tests completed).
 - These can be in whatever format you have: paper or electronic.
- Ladder/Aerial test records (last three tests completed).
 - These can be in whatever format you have: paper or electronic. This includes nondestructive tests within the last five years and does not include ground ladder testing.

The next article in this series on Insurance Services Office will be Preparing for an Insurance Services Office Visit, Part 2.