



(April 21, 2023) **Public safety** is among the highest priorities for city leaders, past and present. In fact, public safety receives the greatest consideration during the City of Frisco's budget development process and has for more than two decades. Nearly half of the FY2023 general fund operating budget (\$108,613,520 or 48%) is dedicated to public safety.

Below are **Frequently Asked Questions (FAQ)** specifically related to the Frisco Fire Department (FFD) and its role to help ensure our city is safe for all residents, businesses, and visitors.

What is the Frisco Fire Department's minimum staffing level?

Frisco's daily minimum staffing level is 62. This is the number of firefighters required to staff all our apparatus and safely deliver the highest level of fire protection and EMS services to the residents, businesses and visitors of Frisco. There are currently 233 career firefighters assigned to fire operations on three rotating 24-hours shifts. Two shifts have 78 firefighters, one shift has 77 firefighters. By design, the 15 to 16-person difference in personnel above the minimum staffing level allows for members of each shift to participate in training, take various forms of leave (i.e. vacation, sick time, worker's compensation, leave) and employment vacancies. Any day we have more than 62 firefighters on a shift, the additional personnel will be placed on engines or trucks, allowing these to have no more than four firefighters.

Who regulates the Frisco Fire Department?

Like all fire departments in Texas, the Frisco Fire Department is regulated by the [Texas Commission on Fire Protection](#) (TCFP). Texas' regulatory authority has adopted some standards developed by the [National Fire Protection Association \(NFPA\)](#). The Frisco Fire Department complies with all NFPA standards adopted by the TCFP.

What is the National Fire Protection Association (NFPA) and what does it do?

The NFPA is a global self-funded non-profit organization, established in 1896, devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards -- NFPA.

What is the City's position on NFPA standards?

NFPA standards are one of many resources that local decision-makers consider when assessing risks unique to local circumstances and demands. NFPA standards are not intended to replace the discretion, authority, and responsibility of local officials in managing the finite resources of cities. The circumstances of the thousands of cities in the U.S. vary considerably and decision makers in each city have the responsibility, as stewards of public tax dollars, to exercise judgement regarding the best way to utilize those resources in the manner most effective for their individual circumstances.

What is a Class 1 Public Protection Classification rating (or commonly called ISO 1 rating)

Since 2000, the Frisco Fire Department has maintained a [Class 1 Public Protection Classification \(PPC\) Rating – the highest score](#) awarded by the Insurance Services Office (ISO). The ISO evaluates the Frisco Fire Department, as well the city's water supply and emergency dispatch services. Frisco's Class 1 PPC rating helps homeowners and business owners receive lower insurance costs.



Is the Frisco Fire Department accredited?

The Frisco Fire Department is also internationally accredited – an achievement first received in 2018 and awarded by the [Commission on Fire Accreditation International \(CFAI\)](#). Fire accreditation is valid for five years. Currently, the Frisco Fire Department is in the process of reaccreditation.

How many fire departments are internationally accredited and have an ISO 1 rating?

Of the more than 27,000 fire departments in the United States, the Frisco Fire Department is **one of only 117 agencies** to be internationally accredited and awarded Class 1 Public Protection Classification (ISO 1). Such achievements help the department safely provide high-level fire protection and emergency medical services to the community with an average response time of approximately six minutes.

What is the Frisco Fire Department’s call type and volume over the past 15 years?

Over the past 15 years (2008 – 2022), the Frisco Fire Department has responded to 175,402 calls. The following is a breakdown of the call types and volume during this period:

	Number	Percentage
Structure Fires	940	0.54%
Other Fires (Trash, Grass, Cooking, etc.)	2,861	1.63%
EMS (including Standby, Lockouts, Elevator Rescues)	110,058	62.75%
False Alarms	26,575	15.15%
All Other Calls (Service Calls, Good Intent, Severe Weather, Special Incidents, etc.)	34,968	19.94%
Total	175,402	100.00%

To see what an annual call volume looks like, in 2022, Frisco Firefighters responded to 19,522 calls. The following is a breakdown of the call types and volume during this period:

	Number	Percentage
Structure Fires	87	0.45%
Other Fires (Trash, Grass, Cooking, etc.)	262	1.34%
EMS (including Standby, Lockouts, Elevator Rescues)	12,863	65.89%
False Alarms	2,787	14.28%
All Other Calls (Service Calls, Good Intent, Severe Weather, Special Incidents, etc.)	3,523	18.05%
Total	19,522	100.00%

How many fire stations are in the City of Frisco? Currently, the [Frisco Fire Department operates nine fire stations](#); however, the City of Frisco anticipates 14 stations at build out. Fire Station 10 is under design and construction is scheduled to start Fall of 2023; Fire Station 11 is included in a bond proposition to be considered by voters May 6 during the 2023 General and [Bond Election](#).