



# Preparing for the Insurance Service Office (ISO) Class 1 Resurvey

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PRESENTED TO: CITY COUNCIL  
FEBRUARY 2, 2026

# DISCUSSION OVERVIEW – ISO RESURVEY

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- Presented to Public Safety & Court Committee on 1-7-26
- Operational demand has changed since our 2017 ISO Class 1 rating
- Call volume growth & heat map show increased call volume and specifically peak daytime activity
- Fire assembly coverage required 24/7 despite EMS peak times
- ISO training requirements and performance standards drive readiness and compliance
- Continued focus on UHU and data-driven deployment

# Burleson Fire ISO History

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- Achieved ISO Class 1/1Y in 2017 – among fewer than 1% of U.S. fire departments
- City Departments: Fire, Public Safety Communications (ECC), Public Works (Water), & GIS
- Automatic Aid & Mutual Aid Fire Departments
- Continuous improvement through equipment, staffing, and technology investments
- 2026: Scheduled for resurvey to maintain Class 1

# How Texas Oversees the Process

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- In Texas, the Texas Department of Insurance (TDI) oversees the PPC program and reviews and approves the final classification for each community.
- TDI acts as the state regulatory authority to ensure:
  - The ISO evaluation follows Texas standards
  - The community's classification is accurate
  - The rating is communicated appropriately to insurers

# What is ISO?

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- ISO = Insurance Services Office
- Evaluates community fire protection capabilities using the Fire Suppression Rating Schedule (FSRS)
- Scored on a 0–105.5 point system: Class 1: 90 – 105.5 points
- Class 1 = Exemplary fire protection
- Class 10 = Does not meet minimum standards
- Survey conducted every 5 years
  - Previously was conducted every 10 years

# ISO Class 1/1Y

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What does 1/1Y mean?

- “Y” applies to properties within five road miles of a fire station but more than 1,000 feet from a creditable water supply.
- Y = **Class 8B**: Is an exception for areas that have a superior fire protection system but lack the **Fire Suppression Rating Schedule (FSRS)** minimum water criteria.

# Fire Suppression Rating Schedule (FSRS)

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To earn an ISO Class 1, a community must score 90 points or more out of a possible 105.5 on the Fire Suppression Rating Schedule (FSRS).

## ISO Scoring Summary

- **Class 1: 90 – 105.5 points**
- **Class 2: 80 – 89.99 points**
- **Class 3: 70 – 79.99 points**
- **Class 4: 60 – 69.99 points**
- **Class 5: 50 – 59.99 points**
- And so on down to Class 10 – Does not minimum criteria for fire protection.

# ISO Evaluation Components

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**ISO evaluates four key categories (per FSRS):**

- **Emergency Communications (10%)**

- ECC performance: call processing times, dispatch reliability, redundancy

- **Fire Department (50%)**

- Staffing, apparatus, training, operations, testing programs

- **Water Supply (40%)**

- Hydrant distribution, flow testing, maintenance, system reliability

- **Community Risk Reduction (up to 5.5 bonus points)**

- Prevention, public education, fire investigation, plan review

# Community Benefits of ISO Class 1

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- May lower insurance premiums for residents and businesses
- Increased property values and economic development appeal
- Demonstrates high reliability and professionalism in emergency fire response
- Encourages continuous improvement and inter-departmental coordination
- Follows best practices for fire response modeling

# Strength Areas for Burleson Fire/EMS

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- Consistent response times and staffing coverage
- Strong apparatus fleet and testing programs (pump, hose, ladder)
- Excellent collaboration with ECC and Public Works (hydrant testing, flow data)
- Well-developed Community Risk Reduction and prevention programs
- Strong partnerships with Automatic Aid partners

# ISO Annual Training Requirements

Training Category	Hours Requirement for max credit	Personnel
Hours of training at training facility	18 hours/annually	Each member of the department
Company Training	16 hours monthly	Each member of the department
Officer Training	Certification & 12 hours annually	Each officer
Existing Driver/Operator Training	12 hours annually	Existing drivers/operators
New Driver/Operator Training	60 hours - or certification	New drivers/operators
Haz-mat Training	6 hours annually	Each member of the department
Recruit Training	240 hours	New recruits

# Training Standards Organizations Annual Training Requirements

Training Standards Organizations	Minimum Annual Hours Per Firefighter	Average Monthly Hours Per Firefighter
ISO	234 Hours	19.5 Hours
Texas Commission on Fire Protection	18 Hours (already included within ISO minimum)	Included in ISO
Texas Department of State Health Services	36 Hours	3 Hours
Total	270 Hours	22.5 Hours

# Ongoing Enhancements Supporting ISO Readiness

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## Strengthening Training & Documentation

- Implementing an ISO-aligned annual training plan
- Building structured tracking and verification processes in Target Solutions
- Increasing hands-on and company-level drills to meet FSRS requirements

## Fire–Communications Collaboration

- Working closely with Public Safety Communications to develop Fire Nature Guides, ensuring a unified and optimized dispatch process between Fire/EMS and ECC

# Ongoing Enhancements Supporting ISO Readiness (Continued)

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## Professional Development & Leadership Standards

- Pursuing Texas Fire Chiefs Best Practices Recognition
- Sending Company Officers, Battalion Chiefs, and Chief Officers to Texas Fire Chief Academy programs to strengthen leadership and compliance with ISO and state standards

## Data-Driven Operational Readiness

- Monitoring assembly benchmarks, turnout times, and performance trends
- Evaluating unit-hour utilization to support accurate, needs-based staffing and deployment decisions

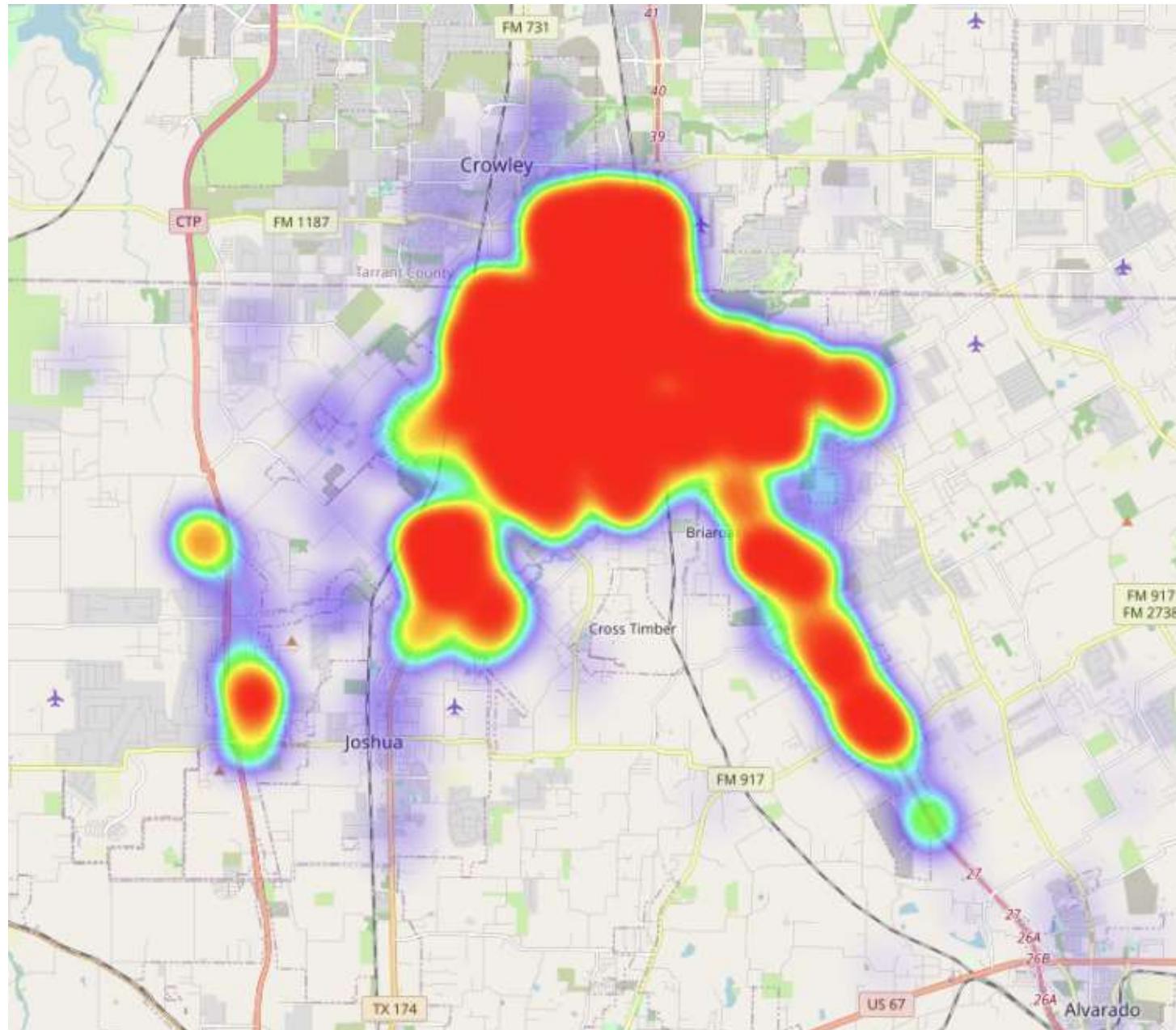
# Operational Areas Relevant to ISO Evaluation

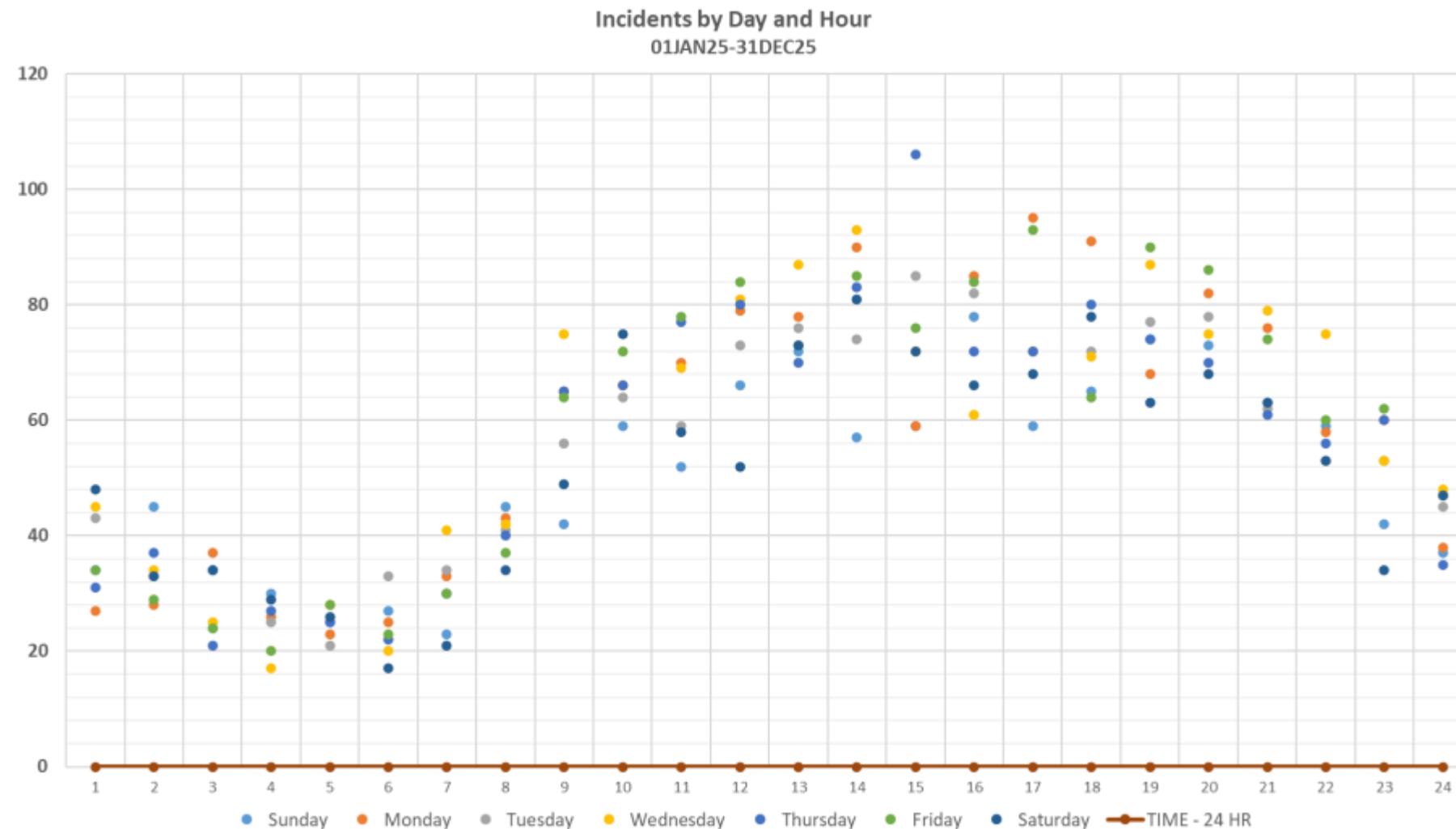
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- These elements may play a role in the upcoming ISO evaluation. We are preparing a structured self-review to determine our current status and guide continued improvements already underway.
  - The department continues to experience significant growth in service demand, with call volume rising approximately 19% annually since 2020.
  - Training consistency has been an identified area for improvement; over the past two years, we have been strengthening frequency, structure, accountability, and documentation to ensure alignment with ISO expectations.
  - We have been modernizing and improving our records management processes to better capture and validate the work our personnel already perform.

## Call Volume Heat Map

- 9,391 Calls for service
- Up 3% over 2024
- Peak Ambulance will help with UHU







*Our ISO Class 1 rating isn't just about numbers — it represents our integrity, our duty to protect, the trust we earn from our community, and the honor of serving Burleson.*



Questions/  
Comments?

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