ISO pre-evaluation checklist

From Verisk's public ISO Mitigation pages, read November 21, 2026. Verisk decides what it credits. This list is a way to get your records together, not a promise of any class.

Before the visit

- [ ] **Fill in the forms in the presurvey packet Verisk sends**
  The packet has a questionnaire on your fire suppression resources.
- [ ] **Check the maps in the packet**
  They show your response area, your stations and the areas with hydrants as Verisk has them on record.
- [ ] **Update the commercial building list, and mark every sprinklered building**
  Verisk needs to identify all of them.
- [ ] **Pull sprinkler system test records, if you keep them**
  They help Verisk judge the sprinkler protection.
- [ ] **Pick one person who knows the records to sit with the field representative**
  The interview covers tools, equipment, testing, hose, stations, response to alarms and training.

Fire department

50 points

- [ ] **Station addresses, and the equipment list for each truck**
  The representative reviews and verifies stations, apparatus and the equipment carried.
- [ ] **Pumper performance test records**
  Verified only if the tests followed NFPA 1911.
- [ ] **Hose test records**
  Verified only if the tests followed NFPA 1962.
- [ ] **Aerial ladder and elevating platform test records, if you run one**
  Verified only if the tests followed NFPA 1911.
- [ ] **Training records for every member, by training item**
  For maximum credit: company training 16 hours a member a month; training facility use 18 hours a year; officers 12 hours a year; new drivers 60 hours; existing drivers 12 hours; hazardous materials 6 hours a year; recruits 240 hours in the first year. No records, no credit.
- [ ] **Pre-fire plan inspection records, with notes and sketches**
  For maximum credit, each commercial, industrial, institutional and similar building is inspected once a year.
- [ ] **Records of how many members respond to structure fire alarms**
  Personnel is the largest item in the fire department section, 15 points, and is based on who is available to respond to first alarms.
- [ ] **Written procedures for structure firefighting, and your incident management system**
  Operational considerations, 2 points.

Water supply

40 points

- [ ] **Hydrant inspection records**
  Verisk looks at how often hydrants are inspected and how complete the records are.
- [ ] **Hydrant flow test records, none older than five years**
  Full credit needs tests every five years or less. Tests ten years old or older earn nothing.
- [ ] **Your hydrant marking program, if you have one**
  Marking is part of the 7 points for inspection and flow testing.
- [ ] **For areas without hydrants: how you supply water**
  Hauled water or a hose relay has to deliver 250 gpm within 5 minutes of the first truck arriving and hold it for 2 hours.
- [ ] **Talk to the water utility before the visit**
  The credit is the same whether the department or the water provider does the hydrant work, so their records count too.

Emergency communications

10 points

- [ ] **Tell your 911 center the survey is coming**
  It is graded on emergency reporting (3 points), telecommunicators (4) and dispatch circuits (3). Those records are theirs, not yours.
- [ ] **Ask the center for your dispatch history, if you want response times considered**
  Deployment can be judged from computer-aided dispatch history instead of distance from stations.

Community risk reduction

5.5 points of extra credit

- [ ] **The fire prevention code your community has adopted, and who enforces it**
  Code adoption and enforcement, 2.2 points, including inspector qualifications and inspections.
- [ ] **Your public fire safety education programs**
  2.2 points: the programs, who teaches them and what was done.
- [ ] **Fire investigation: who has the authority, who does it, and the records**
  1.1 points.

Sources: ISO Mitigation: Preparing for the Survey; ISO Mitigation: Fire Department Survey; ISO Mitigation: Items Considered in the FSRS; ISO Mitigation: Training; ISO Mitigation: Water Supply Evaluations; ISO Mitigation: Fire hydrants in residential areas; ISO Mitigation: The critical relationship between fire departments and water providers.
WatchRoom, fire department records software. getwatchroom.com/guides. Free to copy and hand out.