



CITY OF COLONIAL HEIGHTS

FIRE, EMS AND EMERGENCY MANAGEMENT

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MEDIA RELEASE

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INSURANCE RATING IMPROVED

The Insurance Services Office (ISO) has recently improved the City of Colonial Heights insurance rating from a 5 to 4. This could have an impact on how much citizens and businesses pay for property insurance. Every few years ISO conducts an audit of local governments based on their emergency communications, fire protection, and water services, and rates them a 1 through 10, with 1 being the best. Very few localities are listed as a 1. According to the report of the 48,960 localities across the country there were 5,019 rated as a 4. Only 57 received a rating of 1. Over the last several years the City has improved its services, which resulted in the improved ISO rating.

The audit reviewed several key areas, and our rating improved due to the following factors.

- The emergency communications center received credit for their current technology, number of dispatchers on duty, radio system improvements, number of telephone lines available, number of alarms handled, and backup systems in place.
- The fire department showed improvement with career and volunteer staffing levels, fire and hazardous materials training, pre-planning

inspections, and fire investigations. The department received points for improvements in apparatus maintenance, and age of the apparatus fleet to include the purchase of the rescue engine, mutual aid agreements, our response priority and our response times to building alarms.

- The water system was improved by new water lines in parts of the City that improved hydrant capabilities, maintenance of the water lines and hydrants, water line and hydrant mapping, and increasing the number of hydrants throughout the City.

Due to the hard work that our City government and employees put forth, our insurance rating has improved. A full report is available upon request.