

SCDF Service Pledge

We are committed to serving our customers with unwavering compassion and the highest standards of professionalism guided by our Quality Service Indicators.

Emergency Fire, Rescue and Ambulance Services

- 1) To answer 995 calls within 10 seconds, 95% of the time.
- 2) To respond to fire / rescue calls within 8 minutes, 90% of the time.
- 3) To respond to ambulance calls within 11 minutes, 80% of the time.

Fire Safety and Public Protection

- 4) To provide an outcome to Alarm Monitoring Services (DECAMS) Licence application within 7 working days, when application is open and submission is in order.
- 5) To provide an outcome to Fire Certificate application within 3 working days, when submission is in order.
- 6) To provide an outcome to Fire Safety Plan application within 5 working days, when submission is in order.
- 7) To provide an outcome to Temporary Fire Permit / Fire Safety Certificate application within 7 working days, when submission and site inspection are in order.
- 8) To provide an outcome to Temporary Change of Use application within 3 working days, when submission is in order.
- 9) To provide an outcome to waiver application within 7 working days, when submission is in order.

- 10) To provide an outcome to the Lodgement of Minor Alterations or Additions works application within the same day, when submission is in order.
- 11) To provide a reply to consultation by appointment within 3 working days; and written consultation within 7 working days.

Petroleum and Flammable Materials

- 12) To provide an outcome to Petroleum and Flammable Materials Import Licence application within the same day, when submission is in order.
- 13) To provide an outcome to Petroleum and Flammable Materials Storage and Pipeline Licence application within 19 working days, when submission and site inspection are in order.
- 14) To provide an outcome to Petroleum and Flammable Materials Transport Licence application within 3 working days, when submission is in order.

Community Preparedness

- 15) To conduct 400 Public Education and Community Programmes on emergency preparedness annually.