

## Vlassopoulos, Demetrios (Jim)

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**From:** Cynde Singer <csinger@cpse.org>  
**Sent:** Friday, November 22, 2019 8:52 AM  
**To:** Goldstein, Scott  
**Cc:** Vlassopoulos, Demetrios (Jim)  
**Subject:** ACR Approved!  
**Attachments:** 2019 Montgomery County Fire and Rescue Service - Statement of Findings - Dauer.docx

### [EXTERNAL EMAIL]

Dear Chief,

Congratulations! Your Annual Compliance Report has been reviewed and approved. Attached, for your records, is the statement of findings from your reviewer.

We commend you on your efforts and those of the personnel in your department. Your continued dedication to the self-assessment process will certainly result in the continued professional development of your organization and ultimately provide a positive impact to your community.

Please remember to update your [agency profile](#) in our database as you experience changes within your organization. The demographics area is very important to keep your agency information updated on our website.

If you have any questions, please feel free to contact me at any time. Again, congratulations.

Sincerely,

Karl Ristow, CFO, MIFireE  
CFAI Program Director



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**Karl Ristow, CFO, MIFireE**  
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## **STATEMENT OF FINDINGS**

TO: Commission on Fire Accreditation International

FROM: Dave Dauer, Retired Battalion Chief, Toledo Fire and Rescue Department

DATE: October 11, 2019

SUBJECT: Review of the annual compliance report for the Montgomery County Fire and Rescue Service, Maryland

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### **INTRODUCTION**

As the designated representative for the Center for Public Safety Excellence, Inc., I reviewed the Annual Compliance Report (ACR) for the Montgomery County Fire and Rescue Service. The purpose was to review this ACR for disposition of Strategic and Specific Recommendations made by the Peer Assessment Team and to verify that all applicable Core Competencies remain in compliance in accordance with the 9<sup>th</sup> Edition of the Fire and Emergency Service Self-Assessment Manual (FESSAM).

### **FINDINGS**

#### Agency Information

The information presented is well prepared and complete. Demetrios Vlassopoulos is the Accreditation Manager for the agency. The reviewer conducted a phone interview with the Accreditation Manager.

### Agency/Jurisdiction Description

Montgomery County borders Washington, D.C. and the 500 square miles jurisdiction includes 19 incorporated municipalities. Montgomery County Fire and Rescue Service is a combination fire department of 1,168 career and 846 on-call volunteer personnel in 37 fire stations, covering a population of approximately 1,050,000. 32 of the fire stations are associated/owned by local volunteer fire/rescue corporations while 5 fire stations are entirely owned and operated by the Montgomery County Government and staffed only by career employees

This is Annual Compliance Report number 1 for the department.

The agency has a Class 2/4 ISO Rating.

### Agency Jurisdiction Changes

The agency cited that the "Emergency Medical Services" Section changed its name to the "Emergency Medical and Integrated Healthcare Services" Section.

The agency ordered 24 new Pierce Type I engines and will be delivered at the end of 2019 or first quarter of 2020.

A new policy was implemented to require EMS transport units leaving the hospital after a transport to place themselves, via their mobile data computer, into a newly created CAD status. This programmatic policy was designed and implemented to make units available sooner, which helps the community as EMS unit availability will get better.

The agency is purchasing, training, and deploying ballistic protective equipment (body armor), for use by personnel during high-threat acts of violence or potential acts of violence incidents. The agency hopes this programmatic enhancement helps the community by protecting fire/rescue personnel during these incidents.

The agency mentioned that effective July 8, 2019, six of the eight career daywork rostered positions at Station 742 will be assigned to work 12-hour shifts (0600-1800) instead of the current 10-hour shifts (0700-1700), Monday through Friday. This initiative helps as there are local fire rescue department (LFRD) stations that successfully staff units on nights and weekends but have difficulty covering transitional periods from 0600 to 0700 when LFRD personnel have to leave their stations for work and again from 1700 to 1800 when LFRD personnel were not yet at the station from work.

There was no significant change to the budget.

### Accreditation Model Annual Compliance

The agency indicates it is compliant with all 9th edition core competencies. The agency did include exhibits for the listed core competencies as required under the 9th edition ACR template

The agency documented the eleven specific recommendations made by the peer assessment team on the site visit report. All specific recommendations have been accepted and progress on recommendation is transpiring.

### Performance Monitoring

The agency indicates is currently meeting the performance indicators 2D.8, 2D.9, and 2D.10. The agency identified and explained each. A plan for improvement was added and exhibits were provided to support their efforts.

### Agency Performance Tracking

The agency completed the baseline performance tracking spreadsheets for Fire Suppression, EMS, Technical Rescue, ARFF, Bomb Squad, Water/Ice Rescue, and Hazardous Materials programs at the 90th Percentile Times for FY 2018 through FY 2019.

### Strategic and Specific Recommendations.

The agency documented the four strategic recommendations made by the peer assessment team on the site visit report. All recommendations have been accepted and the agency is working to implement.

### Other Information

The agency described activities relating to the accreditation process and provided additional detail to information reported earlier in the report. Hyperlinks to gain access to additional information, exhibits and documentation was provided.

### Exhibit List

All applicable exhibits were provided and verified. A total of 32 exhibits were provided along with the agency ACR.

### Verification

Fire Chief Scott E. Goldstein signed the annual compliance report.

## **CONCLUSION**

The Montgomery County Fire and Rescue Service has demonstrated that it is in compliance with all stated benchmarks, core competencies, and performance indicators. The department is in the process of migrating toward compliance with the 9th edition of the FESSAM.

## **RECOMMENDATIONS**

I recommend that the Commission on Fire Accreditation International accept the Montgomery County Fire and Rescue Service Annual Compliance Report and that the Agency retain their Accredited Agency Status.



Commission on  
Fire Accreditation  
International

# Annual Compliance Report

## 9<sup>th</sup> Edition

**Montgomery County Fire and Rescue Service**  
**100 Edison Park Drive, 2<sup>nd</sup> Floor**  
**Gaithersburg, MD**  
**USA 20878-3209**



**This Report Prepared on July 1, 2019**  
**By**  
**Demetrios Vlassopoulos, Accreditation Manager**  
  
**For The**  
**Commission on Fire Accreditation International**

**This Report Represents The Agency's Status**  
**As It Relates To Its Accreditation Report**  
**Dated June 24, 2018**

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## Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to quality improvement by keeping CFAI informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission to record your agencies commitment to the quality improvement process. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward addressing strategic and specific recommendations.

Each section must be completed and documentation provided for all changes identified. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultant's reports.

**Updating Agency Information:** CPSE is tracking much of your agency information and demographics in our database. In order to keep this information current, we request that you **update your agency profile before submitting your ACR.**

The agency head, accreditation manager and department assistant will have multiple identities (personal and agency) and can switch between the two. Login to the portal using your email address.

Click [here](#) to login to the portal.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Director](#).

## Agency Information

Enter the [CPSE portal](#) and update your agency information

Agency Name:	Montgomery County Fire and Rescue Service
Agency Address:	100 Edison Park Drive, 2nd Floor, Gaithersburg, MD 20878
Agency Website:	<a href="http://www.montgomerycountymd.gov/mcfrs">http://www.montgomerycountymd.gov/mcfrs</a>
Agency Head:	Scott E. Goldstein, Fire Chief
Agency Head E-Mail:	Scott.Goldstein@montgomerycountymd.gov
Agency Head Phone:	(240) 777-2451
Accreditation Mgr:	Demetrios Vlassopoulos
Accred. Mgr. E-Mail:	Demetrios.Vlassopoulos@montgomerycountymd.gov
Accred. Mgr. Phone:	(240) 777-2451
Date of most recent Award of Accreditation:	08/09/2018
Annual Compliance Report due date:	07/15/2019
Annual Compliance Report Number (1-4):	1
Current ISO Rating	2
If your agency has a split ISO rating please document below:	
ISO: FPSA: 02/10 and FDS: 04/10; Rating: 2/4	
Current Population:	1,052,567
Department Type:	Combination
Number of Fire Stations:	37
Number of Full Time Personnel:	1168
Number of Part Time (Volunteer/Paid on call) Personnel:	846
ACR Reporting Period:	7/16/2019 to 7/15/2020

## Agency/Jurisdiction Changes

1. Has there been a change in key positions of the agency during the past reporting period? Yes

- a. If yes, please explain and provide an updated organizational chart.  
([Exhibit 1e](#))

Human Resources Division Chief Diane Zuspan retired on July 1, 2018 and Assistant Chief Charles Baily was promoted to Division Chief of HR.  
([Exhibit 1a](#))

Volunteer Division Chief Alan Hinde retired on October 28, 2018 and on May 14, 2019, A. Michael Kelley, the Volunteer Fire Chief of the Sandy Spring Fire Department, was confirmed as the new Division Chief.  
([Exhibit 1b](#))

In January of 2019 the "Emergency Medical Services" Section changed its name to the "Emergency Medical and Integrated Healthcare Services" Section. ([Exhibit 1c](#))

Support Services Division Chief David Steckel retired in June 2019 and Assistant Chief Gary Cooper was promoted to Division Chief Support Services. ([Exhibit 1d](#))

2. Has there been a change in the governance of the agency? No
- a. If yes, provide description and any applicable exhibits

3. Has there been a change in the area/population the agency protects? Yes
- a. Increase from 1,043,863 to 1,052,567 [U.S. Census Quickfacts](#)

4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc)? Yes
- a. 24 new Pierce Type I engines ordered and will finish being manufactured between April 2019 and July 2019 with the goal of four to six engines delivered per month and an in-service goal of 30 days after delivery of each group. All these frontline engines, once in service, will enhance MCFRS availability because mechanical downtime will be reduced; thus, greatly enhancing service to the community. ([Exhibit #2](#))

5. Have there been any changes in programs/services? Yes
- a. On April 8, 2019, a policy/Fire Chief General Order was implemented to require EMS transport units leaving the hospital after a transport to place themselves, via their mobile data computer, into a newly created CAD status. This programmatic policy was designed and implemented to make units available sooner, which helps the community as EMS unit availability will get better. ([Exhibit #3a](#))

## Agency/Jurisdiction Changes (continued)

- b. On August 27, 2018, a Fire Chief General Order was issued announcing the purchase, training, and deployment of ballistic protective equipment, i.e., body armor, for use by personnel during high-threat acts of violence or potential acts of violence incidents.

This programmatic enhancement helps the community by protecting fire/rescue personnel during these incidents. ([Exhibit #3b](#))

- c. On November 26, 2018, a Fire Chief General Order was issued outlining a Leave-Behind Naloxone and Urgent Follow-up Program, which will help the community in terms of aiding those addicted to opioids. ([Exhibit #3c](#))
- d. Effective July 8, 2019, six of the eight career daywork rostered positions at Station 742 (Rescue 2/Wheaton Volunteer Rescue Squad) will be assigned to work 12-hour shifts (0600-1800) instead of the current 10 hour shifts (0700-1700), Monday through Friday. This initiative helps as there are local fire rescue department (LFRD) stations that successfully staff units on nights and weekends but have difficulty covering transitional periods from 0600 to 0700 when LFRD personnel have to leave their stations for work and again from 1700 to 1800 when LFRD personnel were not yet at the station from work.

This initiative helps the community by assuring there will be no "failures to respond" during these transitional hours and thereby assuring staffing levels are maintained until volunteer relief crews can assume duty.

[Exhibit 3d.](#)

- 6. Describe any significant changes to your [annual budget](#)?

No significant changes as the fluctuations have been lower than 5% either way.

The total approved FY18 (07/01/17 to 06/30/18) Operating Budget for the Montgomery County Fire and Rescue Service was \$214,862,420, a decrease of \$1,077,130 or .50 percent from the FY17 Approved Budget of \$215,939,550.

The total approved FY19 (07/01/18 to 06/30/19) Operating Budget for the Montgomery County Fire and Rescue Service was \$218,000,207, an increase of \$3,137,787 or 1.46 percent from the FY18 approved budget of \$214,862,420.

The total approved FY20 (07/01/19 to 06/30/20) Operating Budget for the Montgomery County Fire and Rescue Service is \$223,948,686, which is an increase of \$5,948,479 or 2.73 percent from the FY19 approved budget of \$218,000,207

[7/1/19: Montgomery County receives recognition for excellence in financial reporting](#)

## Accreditation Model Annual Compliance

A. Is your agency in compliance with all core competencies? Yes

If you are not in compliance, identify and explain all core competencies and then provide your plan for improvement during the next year (see example below). Ensure you provide exhibits as necessary. Note that during the phone interview regarding your ACR, the reviewer may have questions regarding these competencies and request additional exhibits.

B. Agencies will provide exhibits for the following core competencies each year:

- a. 2D.6 ([Exhibit #4](#))
- b. 3D.1 ([Exhibit #5](#))
- c. 5A.5 ([Exhibit #6](#))
- d. 5B.3 ([Exhibit #7](#))
- e. 5C.5 ([Exhibit #8](#))
- f. 5E.3 ([Exhibit #9](#))
- g. 5F.7 ([Exhibit #10](#))
- h. 5G.3 ([Exhibit #11](#))
- i. 5H.3 ([Exhibit #12](#))
- j. 5I.2 ([Exhibit #13](#)) (MCFRS not applicable but still conducted appraisal)
- k. 5J.2 – If Applicable (MCFRS not applicable)
- l. 5K.2 ([Exhibit #14](#)) (MCFRS not applicable but still conducted appraisal)
- m. 5L Other Programs – US&R ([Exhibit #15](#)) (MCFRS not applicable but still conducted appraisal)
- n. 9B.10 ([Exhibit #16](#))

C. Have there been any changes in compliance to non-core competencies? No

Specific recommendations from the site visit:

PI 2A.5: It is recommended that the department develop a methodology to record data related to human and physical assets preserved and/or saved.

**2019 ACR:** Accepted and progress on development of methodology is transpiring. See [Exhibit #17a & 17b](#) Technical Rescue Program FY18 Water Rescue Response Dashboard and April 2019 Return of Spontaneous Circulation secondary to MCFRS intervention rates.

PI 6C.3: It is recommended that the department update the Acquisition of Fire and Rescue Apparatus policy to provide clear direction in the criteria for acquiring new apparatus.

PI 6F.5: It is recommended that the department formalize a process for both distribution and recovery of all issued equipment.

PI 7A.2: It is recommended that the department analyze staffing needs and workloads to provide for increased efficiencies whether through staffing or work processes.

PI 8A.5: It is recommended that the department encourage professional credentialing as a component of the command and staff development program.

## Accreditation Model Annual Compliance (continued)

PI 9A.3: It is recommended that the department establish a regular schedule of interactions with each of the three water purveyors servicing the response area to establish a working relationship and open exchange of information and data.

**2019 ACR:** Accepted and progress on recommendation is transpiring. See [Exhibit #18](#)

PI 9B.5: It is recommended that the ECC ensure that as the consolidation process moves forward steps are taken to balance the available resources with the workload demands to ensure consistent and reliable communications effectively support field units.

PI 9B.7: It is recommended the department explore, analyze, and implement steps to reduce call processing time.

**2019 ARC:** Accepted and exploring and analyzing steps. See [Exhibit #19](#)

PI 9C.7: It is recommended that the department develop a policy on record retention and destruction in accordance with all applicable rules and requirements.

PI 10A.4: It is recommended that the department work with their legal counsel to ensure that all current and future agreements with external agencies incorporate a conflict resolution statement.

PI 10B.2: It is recommended that the department establish a formal review timeline to determine the operational effectiveness of external agency agreements and ensure that they continue to support departmental objectives.

## Performance Monitoring

Are you currently meeting the following performance indicators? Yes

If yes, please provide the exhibit. If no, describe your plan for doing so in the future.

2D.8 On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.

Identify and explain: What was written in the 2018 CRA – SOC is still applicable:

MCFRS leadership routinely meets with the Montgomery County Council's Public Safety Committee where they are apprised of not only gaps but successes. Additionally, MCFRS meets with this committee during proposed fiscal year budget work sessions, which include documented successes and gaps within legislative analyst memoranda. Service level delivery gaps are documented as well as strategies to close those gaps. Programmatic successes are also documented.

Plan for improvement: To continue to meet with/notify the AHJ often. [Exhibit #20](#)

2D.9 On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.

Identify and explain: What was written in the 2018 CRA – SOC is still applicable:

In addition to what is explained above regarding PI 2D.8 (also applicable to this PI), MCFRS, on a quarterly basis, provides operational performance data to the Montgomery County's CountyStat Office of Performance and Measurement where the data is posted online and compared to prior quarters. This comparison offers a transparent way for the AHJ and all citizen stakeholders to determine baseline gaps and/or enhancements and, thus, the level of service is quantified. In addition, a Performance Improvement Plan is listed for each of the measured programs.

MCFRS also provides a Performance & Accountability Report to the CountyStat Office annually that includes agency headline performance measures' data for the past fiscal year compared to the previous three years (i.e., performance trends),

## **Performance Monitoring (continued)**

factors contributing to current performance, factors restricting performance improvement, and a performance improvement plan for each headline measure. The Performance & Accountability Report is also posted online by CountyStat; thus, making it available to the County Council as well as the public.

Plan for improvement: To continue to meet with/notify the AHJ often. [Exhibit #21](#)

2D.10 The agency interacts with external stakeholders and the AHJ at least once every three years, to determine the stakeholders' and AHJ's expectations for types and levels of services provided by the agency.

Identify and explain: What was written in the 2018 CRA – SOC is still applicable:

(a) The Office of the County Executive's Fire and Emergency Services Commission holds monthly meetings as required in Chapter 21 of the County Code to discuss and perform appropriate actions in reference to MCFRS. This Commission is composed of 7 voting members appointed by the County Executive and confirmed by the County Council. Two members must be County career fire/rescue personnel, 2 members must be volunteer local fire and rescue department personnel, and 3 members must have no personal, family, or business connection with the County volunteer or career fire and emergency services. FESC members must be County residents and reside in various geographic areas of the County and have a variety of occupational backgrounds.

[Click here for the 2018 CRA – SOC and see page 306](#)

Plan for improvement: To continue to regularly interact with/notify the AHJ and many other external stakeholders to determine/confirm/validate/update service level expectations. [Exhibit #22](#)



# Agency Performance Tracking

Benchmark Performance:

**Risk Category: Fire Suppression / Risk Classification: Moderate**

## BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

### MODERATE RISK FIRE-ADAPTIVE (A2-3)

For moderate-risk adaptive A2-3 incidents, the benchmark target goal for total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first unit is as follows in each of the density zones:

**Metropolitan: 08:30 / Urban: 08:45 / Suburban: 09:30 / Rural: 10:15**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first-arriving unit is as follows in each of the density zones:

**Metropolitan: 05:00 / Urban: 05:15 / Suburban: 06:00 / Rural: 06:45**

The effective response force (ERF) benchmark target goal TRT at the 90<sup>th</sup> percentile is as follows in each of the following density zones:

**Metropolitan: 12:30 / Urban: 13:00 / Suburban: 14:15 / Rural: 16:30**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

Baseline Performance:

**Risk Category: Fire Suppression / Risk Classification: Moderate**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

MODERATE RISK FIRE - ADAPTIVE (A2-3)

For moderate-risk adaptive A2-3 incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first unit is as follows in each of the density zones:

**Metropolitan: 08:52 / Urban: 10:00 / Suburban: 09:36 / Rural: 11:49**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:58**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **02:10**

The travel time for the arrival of the first arriving unit is as follows in each of the density zones:

**Metropolitan: 05:10 / Urban: 06:18 / Suburban: 05:51 / Rural: 08:06**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 12:42 / Urban: 14:11 / Suburban: 14:00 / Rural: 16:24**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up & announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

**Risk Category: Fire Suppression / Risk Classification: Moderate**

(Moderate Risk) Fire Suppression (2 and 1) – A2-3 - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					03:36	03:34
	Urban					03:20	03:27
	Suburban					03:40	03:46
	Rural					03:23	03:48
	Countywide					03:35	03:36
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					01:36	01:38
	Urban					01:46	01:45
	Suburban					01:45	01:47
	Rural					02:06	02:11
	Countywide					01:40	01:41
<b>Travel Time</b>	<b>Travel Time 1<sup>st</sup> Unit Distribution</b>	Metropolitan				05:25	05:20
		Urban				07:17	06:57
		Suburban				06:56	06:36
		Rural				09:14	09:30
		Countywide				05:53	05:44
	<b>Travel Time ERF Concentration</b>	Metropolitan				09:00	09:02
		Urban				10:49	10:07
		Suburban				12:10	11:25
		Rural				12:52	13:29
		Countywide				09:44	09:28
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan				09:16	09:03
						N=1408	n=2013
		Urban				10:43	10:32
						N=120	n=171
		Suburban				11:19	10:47
						N=121	n=179
		Rural				12:44	13:37
						N=98	n=136
		Countywide				09:46	09:29
						N=1747	n=2499
	<b>Total Response Time ERF <a href="#">Concentration</a></b>	Metropolitan				13:19	13:01
						N=1034	n=1520
		Urban				15:57	15:18
						N=81	n=129
		Suburban				14:19	15:31
						N=81	n=117
		Rural				17:09	17:57
						N=60	n=88
		Countywide				14:00	13:36
						N=1256	n=1854

Benchmark Performance:

**Risk Category: Fire Suppression / Risk Classification: High**

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK FIRE – FIRE FULL ASSIGNMENT IN HYDRANT AREAS FFA-HY

For high-risk fire full assignments in hydranted risk management zones (box areas), the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is in as follows in each of the density zones:

**Metropolitan: 07:15 / Urban: 07:45 / Suburban: 08:30 / Rural: 09:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: 03:45 / Urban: 04:15 / Suburban: 05:00 / Rural: 06:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 18:00 / Urban: 20:00 / Suburban: 23:00 / Rural: 23:30**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

Baseline Performance:

**Risk Category: Fire Suppression / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK FIRE – FIRE FULL ASSIGNMENT IN HYDRANT AREAS FFA-HY

For high-risk fire full assignments in hydranted risk management zones (box areas), the baseline total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is as follows in each of the density zones:

**Metropolitan: 08:55 / Urban: 10:13 / Suburban: 10:00 / Rural: 09:58**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:17**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **02:14**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: 05:31 / Urban: 06:59 / Suburban: 06:37 / Rural: 06:47**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 22:13 / Urban: 26:05 / Suburban: 27:43 / Rural: 24:15**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up & announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

**Risk Category: Fire Suppression / Risk Classification: High**

(High Risk) Fire Suppression – FFA-HY (Hydranted Areas) - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch		Metropolitan					04:05	04:01
		Urban					05:27	03:23
		Suburban					04:02	03:59
		Rural					03:31	03:56
		Countywide					04:04	03:57
<b>Turnout Time</b> Turnout Time 1st Unit		Metropolitan					01:23	01:31
		Urban					01:36	01:37
		Suburban					01:22	01:26
		Rural					01:28	01:47
		Countywide					01:24	01:33
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Metropolitan					05:24	06:11
		Urban					06:38	07:11
		Suburban					06:19	07:09
		Rural					07:26	08:53
		Countywide					05:37	06:24
	<b>Travel Time ERF Concentration</b>	Metropolitan					16:37	18:23
		Urban					15:18	24:57
		Suburban					15:43	19:08
		Rural					14:37	18:13
		Countywide					16:31	18:47
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan					09:24 N=404	09:55 N=488
		Urban					09:54 N=39	10:37 N=48
		Suburban					11:46 N=41	10:47 N=31
		Rural					13:02 N=19	13:24 N=37
		Countywide					09:27 N=503	10:07 N=604
	<b>Total Response Time ERF <a href="#">Concentration</a></b>	Metropolitan					21:31 N=128	22:44 N=170
		Urban					20:58 N=11	33:04 N=17
		Suburban					19:16 N=13	22:29 N=12
		Rural					18:56 N=3	23:08 N=15
		Countywide					21:18 N=155	23:15 N=214

## Benchmark Performance:

### **Risk Category: Fire Suppression / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT IN NON-HYDRANT AREAS FFA-NH

For special-risk fire full assignments in non-hydranted risk management zones (box areas), the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 08:30 / Rural: 11:30**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 05:00 / Rural: 08:00**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 25:00 / Rural: 30:00**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

Baseline Performance:

**Risk Category: Fire Suppression / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT IN NON-HYDRANT AREAS FFA-NH

For special-risk fire full assignments in non-hydranted risk management zones (box areas), the baseline total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 10:21 / Rural: 14:24**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:41**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:40**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 04:51 / Rural: 09:48**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: 47:17**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.



**Risk Category: Fire Suppression / Risk Classification: Special**

(Special Risk) Fire Suppression – FFA-NH (Non-Hydrant Areas) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan		N/A	N/A	N/A	N/A	N/A
	Urban		N/A	N/A	N/A	N/A	N/A
	Suburban					N/A	02:03
	Rural					04:11	05:14
	Countywide					04:11	05:14
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	01:29
	Rural					03:33	03:02
	Countywide					03:33	03:02
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit <b>Distribution</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				09:35	10:51
		Countywide				09:35	10:51
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				22:50	34:07
		Countywide				22:50	34:07
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				N/A	N/A
						N=	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				15:00	13:58
						N=26	n=24
		Countywide				15:00	13:58
						N=26	n=24
	Total Response Time ERF <u>Concentration</u>	Metropolitan				N/A	N/A
						N=	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				32:49	44:49
						N=8	n=9
		Countywide				30:21	44:49
						N=12	n=9

## Benchmark Performance:

### **Risk Category: Fire Suppression / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT HIGH-RISE INCIDENTS FFA-SRHR

For special-risk fire full assignment high-rise incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is as follows in each of the density zones:

**Metropolitan: 07:15 / Urban: 07:45 / Suburban: 08:30 / Rural: 09:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: 03:45 / Urban: 04:15 / Suburban: 05:00 / Rural: 06:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 18:00 / Urban: 20:00 / Suburban: 23:00 / Rural: 27:00**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advancing an attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

Baseline Performance:

**Risk Category: Fire Suppression / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT HIGH-RISE INCIDENTS FFA-SRHR

For special-risk fire full assignment high-rise incidents the baseline total response time (TRT) at the 90<sup>th</sup> percentile for arrival of the first engine is as follows in each of the density zones:

**Metropolitan: 08:46 / Urban: N/A / Suburban: 06:24 / Rural: 07:12**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **4:35**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:50**

The travel time for the arrival of the first-arriving engine is as follows in each of the density zones:

**Metropolitan: 04:24 / Urban: N/A / Suburban: 01:20 / Rural: 03:39**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 21:38 / Urban: N/A / Suburban: N/A / Rural: 11:34**

The first-arriving engine for all fire-related risk levels shall be capable of: Establishing an uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Conducting a 360 degree size-up and announcing report; Providing Situation Update Reports; Advance attack line which has a minimum flow rate of 150 GPM and operated by a minimum of two members; Locating, confining, and extinguishing fire; Announcing when the line is operating on the fire or if fire's location cannot be quickly determined; Announcing unexpected hazards.

**Risk Category: Fire Suppression / Risk Classification: Special**

(Special Risk) Fire Suppression – FFA-SRHR (High-Rise) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					04:07	04:07
	Urban					02:14	02:56
	Suburban					03:16	N/A
	Rural					N/A	N/A
	Countywide					04:07	04:07
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					01:13	01:29
	Urban					02:11	01:05
	Suburban					01:40	N/A
	Rural					N/A	N/A
	Countywide					01:14	01:27
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Metropolitan				04:29	05:36
		Urban				03:41	04:33
		Suburban				02:15	N/A
		Rural				N/A	N/A
		Countywide				04:23	05:36
	Travel Time ERF Concentration	Metropolitan				15:54	15:44
		Urban				11:52	N/A
		Suburban				06:15	N/A
		Rural				N/A	N/A
		Countywide				15:54	15:44
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Metropolitan				07:56	08:56
						N=60	N=44
		Urban				06:18	08:34
						N=1	N=2
		Suburban				05:39	N/A
						N=2	N/A
		Rural				N/A	N/A
						N=	N/A
		Countywide				07:56	08:56
						N=63	N=45
	Total Response Time ERF Concentration	Metropolitan				19:34	19:30
						N=20	N=17
		Urban				15:29	N/A
						N=1	N/A
		Suburban				13:30	N/A
						N=1	N/A
		Rural				N/A	N/A
						N=	N/A
		Countywide				19:34	19:30
						N=22	N=17

## Benchmark Performance:

### **Risk Category: EMS / Risk Classification: Moderate**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

#### MODERATE RISK EMS – ADVANCED LIFE SUPPORT-1 – ALS1

For moderate-risk ALS1 EMS incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of any paramedic unit is as follows in each of the density zones:

**Metropolitan: 09:30 / Urban: 10:15 / Suburban: 11:00 / Rural: 12:00**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first paramedic unit is as follows in each of the density zones:

**Metropolitan: 06:00 / Urban: 06:45 / Suburban: 07:30 / Rural: 08:30**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 11:45 / Urban: 12:15 / Suburban: 13:00 / Rural: 14:00**

The first-arriving unit for all EMS-related risk levels shall be capable of Size-up; IC; Scene safety; Additional resources if needed, family liaison, manage span-of-control; Assisting with equipment transport (O2, medical bag, AED, etc.), Patient care, ALS support.

Baseline Performance:

**Risk Category: EMS / Risk Classification: Moderate**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

MODERATE RISK EMS – ADVANCED LIFE SUPPORT-1 – ALS1

For moderate-risk Advanced Life Support-1 (ALS1) EMS incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of any paramedic unit is as follows in each of the density zones:

**Metropolitan: 10:45 / Urban: 11:36 / Suburban: 11:43 / Rural: 13:02**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:21**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **02:00**

The travel time for the arrival of the first paramedic unit is as follows in each of the density zones:

**Metropolitan: 06:41 / Urban: 07:44 / Suburban: 07:43 / Rural: 09:08**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 12:09 / Urban: 13:13 / Suburban: 13:14 / Rural: 15:06**

The first-arriving unit for all EMS-related risk levels shall be capable of Size-up; IC; Scene safety; Additional resources if needed, family liaison, manage span-of-control; Assisting with equipment transport (O2, medical bag, AED, etc.), Patient care, ALS support.

**Risk Category: EMS / Risk Classification: Moderate**

(Moderate Risk) EMS – ALS1 (One Paramedic) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY 2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					03:38	03:34
	Urban					03:29	03:25
	Suburban					03:43	03:30
	Rural					03:35	03:29
	Countywide					03:37	03:32
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					01:36	01:36
	Urban					01:35	01:36
	Suburban					01:40	01:39
	Rural					01:41	01:40
	Countywide					01:37	01:37
<b>Travel Time</b>	<b>Travel Time 1<sup>st</sup> Unit Distribution</b>	Metropolitan				06:23	06:29
		Urban				07:09	07:15
		Suburban				07:41	07:16
		Rural				09:37	09:21
		Countywide				06:52	06:53
	<b>Travel Time ERF Concentration</b>	Metropolitan				07:50	07:38
		Urban				08:26	08:16
		Suburban				09:12	08:58
		Rural				11:13	11:46
		Countywide				08:16	08:08
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan				10:31	10:33
						20413	26963
		Urban				11:04	11:05
						N=2322	n=2914
		Suburban				11:41	11:18
						N=2075	n=2852
		Rural				13:35	13:21
						N=1768	n=2511
		Countywide				10:55	10:55
						26578	35240
	<b>Total Response Time ERF <a href="#">Concentration</a></b>	Metropolitan				12:04	11:59
						N=8726	11,415
		Urban				12:28	12:39
						N=1002	n=1176
		Suburban				13:42	13:21
						N=654	n=895
		Rural				15:51	15:56
						N=611	n=799
		Countywide				12:29	12:27
						10,993	14,285

## Benchmark Performance:

### **Risk Category: EMS / Risk Classification: High**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### HIGH RISK EMS – ADVANCED LIFE SUPPORT-2 – ALS2

For high-risk ALS2 EMS incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of any paramedic unit is as follows in each of the density zones:

**Metropolitan: 09:30 / Urban: 10:15 / Suburban: 11:00 / Rural: 12:00**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **2:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first paramedic unit is as follows in each of the density zones:

**Metropolitan: 06:00 / Urban: 06:45 / Suburban: 07:30 / Rural: 08:30**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:30**

The first-arriving unit for all EMS-related risk levels shall be capable of Size-up; IC; Scene safety; Additional resources if needed, family liaison, manage span-of-control; Assisting with equipment transport (O2, medical bag, AED, etc.), Patient care, ALS support.



Baseline Performance:

**Risk Category: EMS / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK EMS – ADVANCED LIFE SUPPORT-2 – ALS2

For high-risk ALS2 EMS incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of any paramedic unit is as follows in each of the density zones:

**Metropolitan: 09:54 / Urban: 10:25 / Suburban: 10:44 / Rural: 12:17**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:01**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **02:00**

The travel time for the arrival of the first paramedic unit is as follows in each of the density zones:

**Metropolitan: 06:07 / Urban: 06:53 / Suburban: 07:02 / Rural: 08:41**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the following density zones:

**Metropolitan: 11:52 / Urban: 12:58 / Suburban: 12:35 / Rural: 14:48**

The first-arriving unit for all EMS-related risk levels shall be capable of Size-up; IC; Scene safety; Additional resources if needed, family liaison, manage span-of-control; Assisting with equipment transport (O2, medical bag, AED, etc.), Patient care, ALS support.

**Risk Category: EMS / Risk Classification: High**

(High Risk) EMS – ALS2 (Two Paramedics) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY 2019 Q1-Q3	FY 2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					03:25	03:18
	Urban					03:16	03:03
	Suburban					03:27	03:33
	Rural					03:23	03:05
	Countywide					03:25	03:17
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					01:35	01:35
	Urban					01:37	01:30
	Suburban					01:39	01:36
	Rural					01:34	01:37
	Countywide					01:35	01:35
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit <b>Distribution</b>	Metropolitan				05:48	05:53
		Urban				06:39	06:37
		Suburban				06:26	06:56
		Rural				08:58	08:40
		Countywide				06:10	06:22
	Travel Time ERF <b>Concentration</b>	Metropolitan				07:53	08:08
		Urban				08:10	08:28
		Suburban				09:01	09:37
		Rural				11:27	12:40
		Countywide				08:24	08:39
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				09:35	09:44
						N=2942	N=3575
		Urban				10:37	10:02
						N=315	N=450
		Suburban				10:26	10:46
						N=294	N=378
		Rural				12:12	12:39
						N=249	N=330
		Countywide				10:01	10:04
						N=3800	N=4733
	Total Response Time ERF <u>Concentration</u>	Metropolitan				12:49	12:18
						N=2139	N=2625
		Urban				12:26	12:20
						N=237	N=338
		Suburban				15:09	13:43
						N=214	N=248
		Rural				15:39	16:10
						N=157	212
		Countywide				13:04	12:49
						N=2747	N=3423

## Benchmark Performance:

### **Risk Category: Hazmat / Risk Classification: Moderate**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### MODERATE RISK HAZARDOUS MATERIALS– HM-MR

For moderate-risk hazmat incidents the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide:

**03:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 20:00 / Urban: 22:00 / Suburban: 26:00 / Rural: 30:00**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Hazmat / Risk Classification: Moderate**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

MODERATE RISK HAZARDOUS MATERIALS– HM-MR

For moderate-risk hazmat incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:43 / Urban: 13:21 / Suburban: 13:11 / Rural: 16:33**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **6:03**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **02:45**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 04:56 / Urban: 07:31 / Suburban: 05:23 / Rural: 07:08**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 28:41 / Urban: 32:02 / Suburban: 31:30 / Rural: 47:48**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

**Risk Category: Hazmat / Risk Classification: Moderate**

(Moderate Risk) Hazmat – HM-MR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	F 2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					05:44	05:54
	Urban					04:36	05:53
	Suburban					05:41	06:21
	Rural					05:28	06:13
	Countywide					05:28	05:54
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:04	02:08
	Urban					01:59	01:56
	Suburban					02:43	02:33
	Rural					01:51	02:13
	Countywide					02:06	02:16
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Metropolitan				05:36	05:00
		Urban				05:29	07:13
		Suburban				04:56	05:20
		Rural				08:06	08:34
		Countywide				05:38	05:17
	<b>Travel Time ERF Concentration</b>	Metropolitan				26:03	16:40
		Urban				N/A	N/A
		Suburban				15:05	13:57
		Rural				N/A	09:08
		Countywide				26:03	16:04
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan				10:56	10:20
						N=71	n=62
		Urban				10:11	12:36
						N=10	n=5
		Suburban				12:45	13:07
						N=8	n=16
		Rural				13:40	15:59
						N=8	n=6
		Countywide				10:57	11:35
						N=97	n=89
	<b>Total Response Time ERF <u>Concentration</u></b>	Metropolitan				31:22	24:26
						N=2	n=8
		Urban				N/A	N/A
						N=	n=
		Suburban				23:28	22:14
						N=1	n=1
		Rural				N/A	15:09
						N=	n=1
		Countywide				31:22	22:14
						N=3	n=10

## Benchmark Performance:

### **Risk Category: Hazmat / Risk Classification: High**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### HIGH RISK HAZARDOUS MATERIALS– HM-HR

For high-risk hazmat incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the following density zones:

**Metropolitan: 22:00 / Urban: 24:00 / Suburban: 28:00 / Rural: 33:00**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Hazmat / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK HAZARDOUS MATERIALS– HM-HR

For high-risk hazmat incidents the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:38 / Urban: 12:33 / Suburban: 13:35 / Rural: 11:40**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **6:01**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:01**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 04:57 / Urban: 05:46 / Suburban: 06:25 / Rural: 06:23**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 31:45 / Urban: 33:49 / Suburban: 20:43 / Rural: 40:35**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

**Risk Category: Hazmat / Risk Classification: High**

(High Risk) Hazmat – HM-HR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					05:00	05:48
	Urban					N/A	05:14
	Suburban					10:02	05:55
	Rural					02:01	08:21
	Countywide					06:37	05:55
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:05	01:59
	Urban					N/A	01:41
	Suburban					02:07	02:52
	Rural					01:34	02:16
	Countywide					02:05	02:03
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				06:17	04:08
		Urban				N/A	05:21
		Suburban				06:04	02:11
		Rural				02:48	05:19
		Countywide				06:17	04:19
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	26:06
		Urban				N/A	29:06
		Suburban				N/A	18:52
		Rural				N/A	13:11
		Countywide				N/A	26:06
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				10:19	09:18
						N=23	N=14
		Urban				N/A	11:15
						N=	N=3
		Suburban				017:28	09:39
						N=3	N=2
		Rural				04:53	13:39
						N=1	N=2
		Countywide				12:19	10:27
						N=27	N=21
	Total Response Time ERF <u>Concentration</u>	Metropolitan				N/A	34:40
						N=	N=7
		Urban				N/A	37:17
						N=	N=1
		Suburban				N/A	29:30
						N=	N=1
		Rural				N/A	23:12
						N=	N=2
		Countywide				N/A	34:40
						N=	n=11



## Benchmark Performance:

### **Risk Category: Hazmat / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK HAZARDOUS MATERIALS– HM-SR

For special-risk hazmat incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 24:00 / Urban: 26:00 / Suburban: 30:00 / Rural: 36:00**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Hazmat / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK HAZARDOUS MATERIALS– HM-SR

For special-risk hazmat incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 10:30 / Urban: 11:57 / Suburban: 12:08 / Rural: 13:10**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **4:27**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:02**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:10 / Urban: 07:02 / Suburban: 06:44 / Rural: 06:30**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 55:45 / Urban: 35:43 / Suburban: 1:31:38 / Rural: 1:31:43**

The first-arriving unit for all hazmat-related risk levels shall: Provide Initial On-Scene Report (IOSR); If an engine and applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Stage 500' away and, if an engine, ensure the last water supply is not passed; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; If an engine, prepare to establish emergency gross decon; Provide Situation Update Reports.

**Risk Category: Hazmat / Risk Classification: Special**

(Special Risk) Hazmat – HM-SR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					04:36	03:55
	Urban					04:00	04:03
	Suburban					03:37	04:39
	Rural					09:03	02:37
	Countywide					05:41	04:03
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:13	02:11
	Urban					01:58	01:20
	Suburban					03:53	01:55
	Rural					02:27	02:46
	Countywide					02:19	02:11
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				06:49	04:15
		Urban				06:05	05:30
		Suburban				05:13	06:03
		Rural				10:41	08:55
		Countywide				07:01	05:54
	Travel Time ERF <b>Concentration</b>	Metropolitan				22:22	22:52
		Urban				10:40	14:31
		Suburban				11:19	33:19
		Rural				19:22	21:46
		Countywide				22:22	27:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				11:48	08:37
						N=19	N=32
		Urban				11:10	10:41
						N=3	N=2
		Suburban				10:35	11:32
						N=1	N=3
		Rural				20:53	12:15
						N=5	N=5
		Countywide				12:05	10:30
						N=28	N=42
	Total Response Time ERF <a href="#">Concentration</a>	Metropolitan				35:19	23:56
						N=7	N=3
		Urban				N/A	19:44
						N=	N=1
		Suburban				N/A	N/A
						N=	N/A
		Rural				25:06	26:25
						N=2	N=1
		Countywide				35:19	26:25
						N=9	N=5

## Benchmark Performance:

### **Risk Category: Technical Rescue / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK TECHNICAL RESCUE– TR-SR

For special-risk technical rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 24:00 / Urban: 26:00 / Suburban: 30:00 / Rural: 36:00**

The first-arriving unit for all technical rescue-related risk shall: Provide Initial On-Scene Report (IOSR); if an engine, establish uninterrupted water supply with supply line(s) maintained by an operator; Position at least 250' away from area; Eliminate sources of vibration; Provide fire suppression capabilities if required; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Technical Rescue / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK TECHNICAL RESCUE– TR-SR

For special-risk technical rescue incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 10:00 / Urban: N/A / Suburban: 17:48 / Rural: 15:57**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **6:46**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **05:01**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 03:46 / Urban: N/A / Suburban: 07:03 / Rural: 07:45**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 1:55:20 / Urban: N/A / Suburban: 27:48 / Rural: 32:52**

The first-arriving unit for all technical rescue-related risk shall: Provide Initial On-Scene Report (IOSR); if an engine, establish uninterrupted water supply with supply line(s) maintained by an operator; Position at least 250' away from area; Eliminate sources of vibration; Provide fire suppression capabilities if required; Secure perimeter and deny entry; Locate supervisor, calling party, or competent person; Provide Situation Update Reports.

**Risk Category: Technical Rescue / Risk Classification: Special**

(Special Risk) Technical Rescue – TR-SR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					07:22	05:18
	Urban					05:52	N/A
	Suburban					N/A	N/A
	Rural					03:56	03:05
	Countywide					07:22	05:18
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:24	03:01
	Urban					04:10	N/A
	Suburban					N/A	N/A
	Rural					06:11	03:24
	Countywide					04:10	03:02
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				07:48	05:28
		Urban				05:39	N/A
		Suburban				N/A	N/A
		Rural				07:08	07:04
		Countywide				07:48	07:04
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	10:08
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	N/A
		Countywide				N/A	10:08
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				16:01	13:02
						N=5	n=14
		Urban				12:03	N/A
						N=3	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				11:24	10:34
						N=1	n=1
		Countywide				16:01	13:02
						N=9	n=15
	Total Response Time ERF <a href="#">Concentration</a>	Metropolitan				N/A	38:50
						N=	n=1
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				N/A	N/A
						N=	n=
		Countywide				N/A	38:50
						N=	n=1

## Benchmark Performance:

### **Risk Category: Water-Ice Rescue / Risk Classification: Moderate**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### MODERATE RISK WATER-ICE RESCUE– WIR-MR

For moderate-risk water-ice rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 20:00 / Urban: 22:00 / Suburban: 26:00 / Rural: 30:00**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).

Baseline Performance:

**Risk Category: Water-Ice Rescue / Risk Classification: Moderate**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

MODERATE RISK WATER-ICE RESCUE– WIR-MR

For moderate-risk water-ice rescue incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 10:41 / Urban: 13:10 / Suburban: 14:46 / Rural: 16:40**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **5:13**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **04:38**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 05:08 / Urban: 08:59 / Suburban: 07:09 / Rural: 10:00**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 50:26 / Urban: 38:31 / Suburban: 15:03 / Rural: 32:36**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).



**Risk Category: Water-Ice Rescue / Risk Classification: Moderate**

(High Risk) Water/Ice Rescue – WIR-HR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					08:33	07:06
	Urban					05:37	03:06
	Suburban					03:18	08:46
	Rural					05:38	05:25
	Countywide					08:27	06:46
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					03:58	02:14
	Urban					01:33	04:20
	Suburban					01:17	04:15
	Rural					03:35	04:03
	Countywide					03:35	03:46
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				08:23	07:55
		Urban				05:49	07:09
		Suburban				05:26	10:22
		Rural				12:23	09:25
		Countywide				11:43	09:25
	Travel Time ERF <b>Concentration</b>	Metropolitan				15:12	19:33
		Urban				N/A	N/A
		Suburban				07:43	18:03
		Rural				20:45	18:44
		Countywide				20:45	19:33
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				14:04	15:29
						N=6	n=7
		Urban				11:35	09:34
						N=1	n=3
		Suburban				09:38	17:10
						N=1	n=4
		Rural				18:31	13:54
						N=12	n=6
		Countywide				18:09	15:29
						N=20	n=20
	Total Response Time ERF <u>Concentration</u>	Metropolitan				21:10	27:48
						N=3	n=2
		Urban				N/A	N/A
						N=	n=
		Suburban				12:18	27:19
						N=1	n=1
		Rural				25:22	25:14
						N=10	n=5
		Countywide				25:22	27:48
						N=14	n=8

## Benchmark Performance:

### **Risk Category: Water-Ice Rescue / Risk Classification: High**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### HIGH RISK WATER-ICE RESCUE– WIR-HR

For high-risk water-ice rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 22:00 / Urban: 24:00 / Suburban: 28:00 / Rural: 33:00**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).

Baseline Performance:

**Risk Category: Water-Ice Rescue / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK WATER-ICE RESCUE– WIR-HR

For high-risk water-ice rescue incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: 27:02**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **8:14**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **07:21**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: 18:16**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: 1:03:38**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).

**Risk Category: Water-Ice Rescue / Risk Classification: High**

<b>(High Risk) Water/Ice Rescue – WIR-HR - 90th Percentile Times - Baseline Performance</b>		<b>FY 2018 - FY 2022</b>	<b>FY2022</b>	<b>FY2021</b>	<b>FY2020</b>	<b>FY2019</b>	<b>FY2018</b>
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	07:34
	Countywide					N/A	07:34
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	03:36
	Countywide					N/A	03:36
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	22:34
		Countywide				N/A	22:34
	<b>Travel Time ERF Concentration</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	30:04
		Countywide				N/A	30:04
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan				N/A	N/A
						n=	n=
		Urban				N/A	N/A
						n=	n=
		Suburban				N/A	N/A
						n=	n=
		Rural				N/A	28:37
						n=	n=4
		Countywide				N/A	28:37
						n=	n=4
	<b>Total Response Time ERF <a href="#">Concentration</a></b>	Metropolitan				N/A	N/A
						n=	n=
		Urban				N/A	N/A
						n=	n=
		Suburban				N/A	N/A
						n=	n=
		Rural				N/A	39:34
						n=	n=4
		Countywide				N/A	39:34
						n=	n=4

## Benchmark Performance:

### **Risk Category: Water-Ice Rescue / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK WATER-ICE RESCUE– WIR-SR

For special-risk water-ice rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 24:00 / Urban: 26:00 / Suburban: 30:00 / Rural: 36:00**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).

Baseline Performance:

**Risk Category: Water-Ice Rescue / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK WATER-ICE RESCUE– WIR-SR

For special-risk water-ice rescue incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 14:53 / Rural: 16:03**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **6:15**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:42**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 08:03 / Rural: 09:23**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: 50:18 / Rural: 38:50**

The first-arriving unit for all water-ice rescue-related risks shall: Provide Initial On-Scene Report (IOSR); Identify and separate witnesses; Ensure no one is allowed within 10' of water's edge without a PFD; Attempt to identify Point Last Seen (PLS) and Point of Entry (POE); Mark water line if incident involves moving water; Provide Situation Update Reports; Ensure at least 2 upstream spotters and 2 downstream safety personnel are in place prior to anyone entering the hot zone (Water).

**Risk Category: Water-Ice Rescue / Risk Classification: Special**

(Special Risk) Water/Ice Rescue – WIR-SR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					03:12	05:33
	Rural					06:20	07:17
	Countywide					06:20	07:11
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					01:11	01:50
	Rural					02:41	02:14
	Countywide					02:41	02:14
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				08:49	07:04
		Rural				16:48	10:50
		Countywide				16:48	10:50
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	15:31
		Rural				22:03	33:09
		Countywide				22:03	30:24
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				N/A	N/A
						n=	n=
		Urban				N/A	N/A
						n=	n=
		Suburban				12:15	12:37
						N=2	n=4
		Rural				22:29	19:06
						N=27	n=35
		Countywide				22:29	19:06
						N=29	n=39
	Total Response Time ERF <a href="#">Concentration</a>	Metropolitan				N/A	N/A
						n=	n=
		Urban				N/A	N/A
						n=	n=
		Suburban				15:40	21:16
						N=1	n=4
		Rural				34:11	43:41
						N=25	n=29
		Countywide				34:11	38:44
						N=26	n=33

Benchmark Performance: \*\*\* Per 2018 Peer Team since there is no indexed airport in Montgomery County, this program is not required to be assessed \*\*\*

**Risk Category: Aviation Rescue Firefighting / Risk Classification: High**

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK AVIATION RESCUE FIREFIGHTING – ARF-HR

For special-risk water-ice rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 22:00 / Urban: 24:00 / Suburban: 28:00 / Rural: 33:00**

The first-arriving unit for all aviation rescue firefighting-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; If an engine and if applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Establish command and assign units/groups/division as needed; Consider need for Mass Casualty response; Locate airport or airpark manager if applicable; Position to allow approach from uphill and upwind in line with front of aircraft; Ensure personnel do not approach aircraft until engines are shut down and rotors/propellers have stopped turning; Provide Situation Update Reports.



Baseline Performance: \*\*\* Per 2018 Peer Team since there is no indexed airport in Montgomery County, this program is not required to be assessed \*\*\*

**Risk Category: Aviation Rescue Firefighting / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK AVIATION RESCUE FIREFIGHTING – ARF-HR

For high-risk aviation rescue firefighting incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:38 / Urban: 12:33 / Suburban: 11:35 / Rural: 11:40**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **6:01**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:01**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 04:56 / Urban: 05:46 / Suburban: 06:25 / Rural: 06:23**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 31:45 / Urban: 33:49 / Suburban: 20:43 / Rural: 40:35**

The first-arriving unit for all aviation rescue firefighting-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; If an engine and if applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Establish command and assign units/groups/division as needed; Consider need for Mass Casualty response; Locate airport or airpark manager if applicable; Position to allow approach from uphill and upwind in line with front of aircraft; Ensure personnel do not approach aircraft until engines are shut down and rotors/propellers have stopped turning; Provide Situation Update Reports.

**Risk Category: Aviation Rescue Firefighting / Risk Classification: High**

(High Risk) Aircraft Rescue FF – ARF-HR - 90th Percentile Times - Baseline Performance*		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					05:00	05:48
	Urban					N/A	05:14
	Suburban					10:02	05:55
	Rural					02:01	08:21
	Countywide					06:37	05:55
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:05	01:59
	Urban					N/A	01:54
	Suburban					02:07	02:52
	Rural					01:34	02:16
	Countywide					01:54	02:03
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				06:17	04:19
		Urban				N/A	02:13
		Suburban				06:04	02:11
		Rural				02:48	05:19
		Countywide				06:17	04:19
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	26:06
		Urban				N/A	29:06
		Suburban				N/A	18:52
		Rural				N/A	13:11
		Countywide				N/A	26:06
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				10:19	10:27
						N=23	N=15
		Urban				N/A	05:16
						N=	N=2
		Suburban				17:28	09:39
						N=3	N=2
		Rural				04:53	13:39
						N=1	N=2
		Countywide				12:19	10:27
						N=27	N=21
	Total Response Time ERF <u>Concentration</u>	Metropolitan				N/A	34:40
						N=	N=7
		Urban				N/A	37:17
						N=	N=1
		Suburban				N/A	29:30
						N=	N=1
		Rural				N/A	23:12
						N=	N=3
		Countywide				N/A	34:40
						N=	N=11

\*NOTE: Analysis mirrors HM-HR as response plans are exactly the same.

Benchmark Performance: \*\*\* Per 2018 Peer Team since there is no indexed airport in Montgomery County, this program is not required to be assessed \*\*\*

**Risk Category: Aviation Rescue Firefighting / Risk Classification: Special**

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

SPECIAL RISK AVIATION RESCUE FIREFIGHTING – ARF-SR

For special-risk aviation rescue firefighting incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 11:30 / Urban: 11:45 / Suburban: 12:30 / Rural: 13:45**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **3:00**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:30**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:45 / Urban: 07:15 / Suburban: 08:00 / Rural: 09:15**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 24:00 / Urban: 26:00 / Suburban: 30:00 / Rural: 36:00**

The first-arriving unit for all aviation rescue firefighting-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; If an engine and if applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Establish command and assign units/groups/division as needed; Consider need for Mass Casualty response; Locate airport or airpark manager if applicable; Position to allow approach from uphill and upwind in line with front of aircraft; Ensure personnel do not approach aircraft until engines are shut down and rotors/propellers have stopped turning; Provide Situation Update Reports.

Baseline Performance: \*\*\* Per 2018 Peer Team since there is no indexed airport in Montgomery County, this program is not required to be assessed \*\*\*

**Risk Category: Aviation Rescue Firefighting / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK AVIATION RESCUE FIREFIGHTING – ARF-SR

For special-risk aviation rescue firefighting incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:

**Metropolitan: 10:30 / Urban: 11:57 / Suburban: 12:08 / Rural: 13:10**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **4:27**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **03:02**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 06:10 / Urban: 07:02 / Suburban: 06:44 / Rural: 06:30**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 55:45 / Urban: 33:43 / Suburban: 1:31:38 / Rural: 1:31:43**

The first-arriving unit for all aviation rescue firefighting-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; If an engine and if applicable, establish uninterrupted water supply of a minimum of 500 GPM for 30 minutes with supply line(s) maintained by an operator; Establish command and assign units/groups/division as needed; Consider need for Mass Casualty response; Locate airport or airpark manager if applicable; Position to allow approach from uphill and upwind in line with front of aircraft; Ensure personnel do not approach aircraft until engines are shut down and rotors/propellers have stopped turning; Provide Situation Update Reports.

**Risk Category: Aviation Rescue Firefighting / Risk Classification: Special**

(Special Risk) Aircraft Rescue FF – ARF-SR - 90th Percentile Times - Baseline Performance**		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					04:15	03:55
	Urban					04:00	04:03
	Suburban					N/A	04:39
	Rural					09:03	02:37
	Countywide					05:53	04:03
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:14	02:11
	Urban					01:58	01:20
	Suburban					N/A	01:55
	Rural					02:50	02:46
	Countywide					02:22	02:11
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				04:51	04:15
		Urban				06:05	05:30
		Suburban				N/A	06:03
		Rural				10:41	08:55
		Countywide				07:01	05:54
	Travel Time ERF <b>Concentration</b>	Metropolitan				22:24	22:52
		Urban				N/A	14:31
		Suburban				N/A	33:19
		Rural				19:22	21:46
		Countywide				22:24	27:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				11:48	08:37
						N=11	N=32
		Urban				11:10	10:41
						N=2	N=2
		Suburban				N/A	11:32
						N=	N=3
		Rural				20:53	12:15
						N=4	N=5
		Countywide				18:18	10:30
						N=17	N=42
	Total Response Time ERF <u>Concentration</u>	Metropolitan				35:19	23:56
						N=7	N=3
		Urban				N/A	19:44
						N=	N=1
		Suburban				N/A	N/A
						N=	N/A
		Rural				25:06	26:25
						N=2	N=1
		Countywide				35:19	26:25
						N=9	N=5

\*\*NOTE: Analysis mirrors HM-SR as response plans are exactly the same.

## Benchmark Performance:

### **Risk Category: Bomb Squad / Risk Classification: Moderate**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### MODERATE RISK BOMB SQUAD INCIDENTS – BS-MR

For moderate-risk bomb squad incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of a Fire Marshal or the BU700 unit is as follows in each of the density zones:

**Metropolitan: 50:00 / Urban: 50:00 / Suburban: 55:00 / Rural: 60:00**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **N/A**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **N/A**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: N/A**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 60:00 / Urban: 60:00 / Suburban: 65:00 / Rural: 70:00**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The "initial approach" will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Bomb Squad / Risk Classification: Moderate**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

MODERATE RISK BOMB SQUAD INCIDENTS – BS-MR

For moderate-risk bomb squad incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of a Fire Marshal or the BU700 unit is as follows in each of the density zones:

**Metropolitan: 1:14:00 / Urban: 27:19 / Suburban: 42:27 / Rural: 1:06:13**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **5:18**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **N/A**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 34:57 / Urban: 13:26 / Suburban: 19:45 / Rural: 41:30**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 1:40:50 / Urban: 54:37 / Suburban: 49:18 / Rural: 1:22:45**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The “initial approach” will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

**Risk Category: Bomb Squad / Risk Classification: Moderate**

(Moderate Risk) Bomb Squad – BS-MR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					03:28	05:51
	Urban					N/A	00:29
	Suburban					00:24	N/A
	Rural					N/A	02:53
	Countywide					03:28	05:51
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	N/A
	Countywide					N/A	N/A
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Metropolitan				07:11	19:39
		Urban				N/A	03:45
		Suburban				12:56	N/A
		Rural				N/A	N/A
		Countywide				N/A	19:39
	Travel Time ERF Concentration	Metropolitan				36:39	26:38
		Urban				N/A	21:11
		Suburban				12:56	N/A
		Rural				N/A	N/A
		Countywide				36:39	26:38
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Metropolitan				1:29:24	55:05
						N=5	n=2
		Urban				N/A	1:09:29
						N=	n=1
		Suburban				14:11	N/A
						N=1	n=
		Rural				N/A	47:25
						N=	n=1
		Countywide				1:29:24	1:09:29
						N=6	n=4
	Total Response Time ERF Concentration	Metropolitan				1:38:51	59:05
						N=5	n=2
		Urban				N/A	1:13:08
						N=	n=1
		Suburban				14:11	N/A
						N=1	n=
		Rural				N/A	47:25
						N=	n=1
		Countywide				1:38:51	1:13:08
						N=6	n=4



## Benchmark Performance:

### **Risk Category: Bomb Squad / Risk Classification: High**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### HIGH RISK BOMB SQUAD INCIDENTS – BS-HR

For high-risk bomb squad incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for the first arrival of an applicable unit is as follows in each of the density zones:

**Metropolitan: 35:00 / Urban: 35:00 / Suburban: 40:00 / Rural: 50:00**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **N/A**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **N/A**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: N/A**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 45:00 / Urban: 45:00 / Suburban: 50:00 / Rural: 60:00**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The "initial approach" will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Bomb Squad / Risk Classification: High**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

HIGH RISK BOMB SQUAD INCIDENTS – BS-HR

For high-risk bomb squad incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of an applicable unit is as follows in each of the density zones:

**Metropolitan: 37:32 / Urban: N/A / Suburban: N/A / Rural: 09:56**

For phone to dispatch (PtoD) call processing at the 90<sup>th</sup> percentile and Countywide:

**04:51**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **04:16**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 16:34 / Urban: N/A / Suburban: N/A / Rural: 05:03**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 3:25:28 / Urban: N/A / Suburban: N/A / Rural: 09:56**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The "initial approach" will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

**Risk Category: Bomb Squad / Risk Classification: High**

(High Risk) Bomb Squad – BS-HR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	N/A
	Countywide					N/A	N/A
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					N/A	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	N/A
	Countywide					N/A	N/A
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	N/A
		Countywide				N/A	N/A
	Travel Time ERF <b>Concentration</b>	Metropolitan				N/A	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	N/A
		Countywide				N/A	N/A
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Metropolitan				N/A	N/A
						N=	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				N/A	N/A
						N=	n=
		Countywide				N/A	N/A
						N=	n=
	Total Response Time ERF <u>Concentration</u>	Metropolitan				N/A	N/A
						N=	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				N/A	N/A
						N=	n=
		Countywide				N/A	N/A
						N=	n=

## Benchmark Performance:

### **Risk Category: Bomb Squad / Risk Classification: Special**

#### BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

##### SPECIAL RISK BOMB SQUAD INCIDENTS – BS-SR

For special-risk bomb squad incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of an applicable unit is as follows in each of the density zones:

**Metropolitan: 35:00 / Urban: 35:00 / Suburban: 40:00 / Rural: 50:00**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **N/A**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **N/A**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: N/A / Urban: N/A / Suburban: N/A / Rural: N/A**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 45:00 / Urban: 45:00 / Suburban: 50:00 / Rural: 60:00**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The "initial approach" will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

Baseline Performance:

**Risk Category: Bomb Squad / Risk Classification: Special**

BASELINE (ACTUAL) PERFORMANCE STATEMENT

SPECIAL RISK BOMB SQUAD INCIDENTS – BS-SR

For special-risk bomb squad incidents, the baseline total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of an applicable unit is as follows in each of the density zones:

**Metropolitan: 43:51 / Urban: N/A / Suburban: N/A / Rural: 01:32:49**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **5:24**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **04:48**

The travel time for the arrival of the first applicable unit is as follows in each of the density zones:

**Metropolitan: 39:09 / Urban: N/A / Suburban: 00:36 / Rural: 21:42**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> percentile is as follows in each of the density zones:

**Metropolitan: 43:51 / Urban: N/A / Suburban: N/A / Rural: 1:32:49**

The first-arriving bomb technician (FM or in BU700) for all bomb squad-related risks shall: Provide Initial On-Scene Report (IOSR); Confirm incident location; Establish command/unified command and assign units/groups/division as needed; Consider need for additional resources; Obtain intelligence and background information from the on-scene personnel or witnesses; Obtain detailed description of the suspected package (Polaroid photograph as applicable); Whenever possible, confirmation of the location of the suspected device will be accomplished without an approach; The "initial approach" will be performed by a bomb technician in the bomb suit or by robot as available/ applicable; Provide Situation Update Reports.

**Risk Category: Bomb Squad / Risk Classification: Special**

(Special Risk) Bomb Squad – BS-SR - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY2022	FY2021	FY2020	FY2019	FY2018
<b>Alarm Handling</b> Pick-up to Dispatch	Metropolitan					02:18	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	N/A
	Countywide					02:18	N/A
<b>Turnout Time</b> Turnout Time 1st Unit	Metropolitan					02:36	N/A
	Urban					N/A	N/A
	Suburban					N/A	N/A
	Rural					N/A	N/A
	Countywide					02:36	N/A
<b>Travel Time</b>	<b>Travel Time 1<sup>st</sup> Unit Distribution</b>	Metropolitan				03:04	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	N/A
		Countywide				N/A	N/A
	<b>Travel Time ERF Concentration</b>	Metropolitan				55:33	N/A
		Urban				N/A	N/A
		Suburban				N/A	N/A
		Rural				N/A	N/A
		Countywide				55:33	N/A
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Metropolitan				47:18	N/A
						1	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				N/A	N/A
						N=	n=
		Countywide				47:18	N/A
						N=1	n=
	<b>Total Response Time ERF Concentration</b>	Metropolitan				1:00:59	N/A
						1	n=
		Urban				N/A	N/A
						N=	n=
		Suburban				N/A	N/A
						N=	n=
		Rural				N/A	N/A
						N=	n=
		Countywide				1:00:59	N/A
						N=1	n=

## Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
CC 2C.2: It is recommended that the department establish a process to document and report emergency response performance for each service type by first-due response area.	ACR 2019:	ACR 2019: Enhanced existing report to provide capability to analyze and compare performance within the granular first due box area RMZs. <a href="#">See Exhibit 24</a>	
CC 2C.5: It is recommended that in identifying response time components the department ensure the incident call type accurately reflects what was found by the first due unit.	ACR 2019: Progress. Development of a sophisticated NFPA Crystal report which will measure NFIRS 111-118 is in the works. <a href="#">Click for Exhibit 23.</a>		
CC 5A.5: It is recommended that the department collaborate with the fire codes compliance section of the Department of Permitting Services to develop a process of annual appraisals of the community risk reduction program based on the MCFRS' community risk assessment, standards of cover, and actual performance against adopted loss reduction goals.	ACR 2019:	ACR 2019: Collaborated with Dept. of Permitting Services fire marshal. They have completed a FY19 formal written appraisal per CC 5A.5 and utilizing the MCFRS formal program appraisal template. See <a href="#">Exhibit #6</a>	
CC 9C.5: It is recommended that the department develop a formal process to review, update and delete organizational documents, forms, standard operating procedures, general guidelines, and manuals every three years.	ACR 2019: Progress. <a href="#">Click on this hyperlink to see Exhibit 22</a>		

## Other Information

MCFRS continues with their methodology of evaluating and updating risk assessments throughout the lifecycle of its Community Risk Assessment: Standards of Cover, as mandated in Core Competency 2C.1, by producing an updated population density zone map compliant with the 9<sup>th</sup> edition FESSAM. MCFRS will begin measuring performance against Urban and Rural zones in the near future.

[Click here to view the updated map.](#)

MCFRS continues with its commitment to PI 5B.4 with outreach programs that include high risk and low socioeconomic audiences within the community. Example is November 2018 fire station distribution of Bilingual Christmas Tree Safety tip sheets and Carbon Monoxide tip sheets to support community outreach efforts over the holidays.

[Click here to view explanatory email.](#)

[Bill No. 23-18](#): [Applicable to Criterion 5A]

Carbon Monoxide Alarm Bill passed by Montgomery Council on 10/11/2018 and effective 7/1/2019.

Summary: Applies to any occupied single-unit, two-unit and townhouse unit, as defined in Chapter 59, for which a building permit was issued before January 1, 2008. The owner of each occupied unit containing a fuel burning appliance or attached garage must install carbon monoxide alarm(s) on/before 7/1/19. Info:

[https://apps.montgomerycountymd.gov/cclims/bill\\_details.aspx?doc=2576](https://apps.montgomerycountymd.gov/cclims/bill_details.aspx?doc=2576)

Senate Bill 728 (Criterion 5A)Effective October 1, 2018: A person may not sell a battery-operated smoke alarm in the State unless the smoke alarm is a sealed, tamper resistant unit incorporating a silence/hush button and using one or more long-life batteries. A "Long-Life Battery" means a non-rechargeable, nonreplaceable primary battery that is capable of operating a Smoke Alarm for at least 10 years in the normal condition. Info:

[http://mgaleg.maryland.gov/2018RS/chapters\\_noln/Ch\\_484\\_sb0728E.pdf](http://mgaleg.maryland.gov/2018RS/chapters_noln/Ch_484_sb0728E.pdf)

[Double civilian fatality fire on Western Avenue on November 21, 2018](#)

MCFRS Community Outreach/Education Section offers a CRR & Fire Safety education workshop to all fire department members thus bolstering its public program and reinforcing meeting PI 5B.4. [Click here to view details.](#)

[2018 National Fallen Firefighters Roll of Honor: Master FF Charles "Rick" Gentilcore](#)

[2018 National Fallen Firefighters Role of Honor: Rockville VFD Captain and Maryland State Office of the Fire Marshal Deputy Chief Sander Benjamin Cohen](#)

[September 15, 2018 IAFF Local 1664 past members Gary Bishop & Rick Gentilcore names added to IAFF Fallen FF Memorial in Colorado Springs](#)

[2018 November: Montco elects new County Executive and numerous council members](#)

[2019-06-26: Chief Goldstein approved FY2020 Strategic Plan](#)



## **Exhibit List**

- Exhibit #1a-1d: Updates to agency key positions and organizational structure changes
- Exhibit #1e: Updated organizational chart
- Exhibit #2: Changes in resources – 24 new Type I Engines
- Exhibit #3a: Changes to programs/services; Leaving Hospital CAD status FC GO 19-03
- Exhibit #3b: Changes/enhancements to programs/services; Ballistic Protective Equip.
- Exhibit #3c: Changes/enhancements to programs/services; Naloxone Leave-Behind
- Exhibit #3d: 6 of 8 10-hour rostered firefighters now working 12-hour shifts
- Exhibit #4: Agencies will provide exhibits for the following core competencies: 2D.6
- Exhibit #5: Agencies will provide exhibits for the following core competencies: 3D.1
- Exhibit #6: Agencies will provide exhibits for the following core competencies: 5A.5
- Exhibit #7: Agencies will provide exhibits for the following core competencies: 5B.3
- Exhibit #8: Agencies will provide exhibits for the following core competencies: 5C.5
- Exhibit #9: Agencies will provide exhibits for the following core competencies: 5E.3
- Exhibit #10: Agencies will provide exhibits for the following core competencies: 5F.7
- Exhibit #11: Agencies will provide exhibits for the following core competencies: 5G.3
- Exhibit #12: Agencies will provide exhibits for the following core competencies: 5H.3
- Exhibit #13: Formal appraisal not required but conducted on Aviation Program 5I.2
- Exhibit #14: Formal appraisal not required but conducted on Wildland Program 5K.2
- Exhibit #15: Formal appraisal not required but conducted on US&R MD TF-1 5L
- Exhibit #16: Agencies will provide exhibits for the following core competencies: 9B.10
- Exhibit #17a & 17b: Progress on Specific Recommendation re: 2A.5 Recording Saves
- Exhibit #18: Progress on Specific Recommendation re: 9A.3 Interact w/Water Purveyors
- Exhibit #19: Progress on Specific Recommendation re: 9B.7 Reduce Call Process Times
- Exhibit #20: Performance Monitoring 2D.8
- Exhibit #21: Performance Monitoring 2D.9
- Exhibit #22: Progress on 2018 Accreditation Report related to CC 9C.5
- Exhibit #23: Progress on strategic recommendation CC 2C.5 from 2018 peer report
- Exhibit #24: Implemented strategic recommendation CC 2C.2 from 2018 peer report

## MCFRS CFAI 2019 ACR EXHIBIT #1a

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**From:** Goldstein, Scott <Scott.Goldstein@montgomerycountymd.gov>

**Sent:** Saturday, June 09, 2018 9:12 PM

**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>

**Subject:** Staff and Section Changes

All MCFRS Personnel,

As noted in the last two (2) weeks – several promotions have occurred that result from the July 1<sup>st</sup> retirement of Diane Zuspan and Eric Houston. These promotions and some staff adjustments have resulted in several changes.

### **Staff Adjustments and New Assignments**

- Division Chief Charles Bailey will assume the Human Resource Division leadership with Diane's retirement.
- Assistant Chief Pete Friedman will assume the Logistics Section position with Eric's retirement.
- Assistant Chief Ed Radcliffe, currently in Human Resource Administrative Services section, will move to the Emergency Communications Section.
- Assistant Chief Barry Reid, currently in the Emergency Medical Services section, will move the B shift Duty Operations Chief position.
- Assistant Chief John Dimitriadis, currently in the Office of the Fire Chief, will move to the Emergency Medical Services section.
- Assistant Chief Dorcus (Dee) Howard Richards, currently in the Emergency Communications Section, will move to the Office of the Fire Chief.
- Assistant Chief Beth Sanford will assume the HR Administrative Services section.
- Battalion Chief Matt Carrigan, currently in Battalion 1 B shift, will move to the HR Administrative Services section.
- Battalion Chief Chris Stroup, currently in Battalion 2 B shift, will move the Operations Division Executive Officer position.

## MCFRS CFAI 2019 ACR EXHIBIT #1a (continued)

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- Battalion Chief Monte Fitch, currently in Battalion 3 B shift, will move to Battalion 1 B shift.
- Battalion Chief Pat Stanton, currently in Battalion 2/5 relief, will move to Battalion 3 B shift.
- Battalion Chief Russell Blinkhorn will assume the Battalion 2 B shift position.

The transition process has already begun as these personnel prepare for their new assignment. This process will occur till July 8<sup>th</sup> 2018 when these changes take effect.

I want to thank of these chiefs for their diligence, hard work, and commitment to improving the operations in their respective sections/duties during their current assignment.

Please send any questions to the respective Division Chief or my email.

*Scott E. Goldstein*  
Fire Chief  
Montgomery County Fire & Rescue Service  
100 Edison Park Drive, 2nd Floor  
Gaithersburg, Maryland 20878  
Office 240-777-2464  
Fax 240-777-2415  
Cell - 240-832-2598  
[scott.goldstein@montgomerycountymd.gov](mailto:scott.goldstein@montgomerycountymd.gov)

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## MCFRS CFAI 2019 ACR EXHIBIT #1b

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**From:** Goldstein, Scott

**Sent:** Friday, November 02, 2018 7:50 PM

**To:** #FRS.ALL <[#FRS.ALL@montgomerycountymd.gov](mailto:#FRS.ALL@montgomerycountymd.gov)>

**Subject:** Temporary Coverage - Division of Volunteer & Community Services

All MCFRS Personnel,

With Chief Hinde's absence the following reporting changes occur immediately.

- Personnel Issues – to D/C Charles Bailey
  - FROMS, PIMS, Applicants, LOSAP
- Outreach Issues – to D/C Dave Steckel
  - CERT, Pub Ed, Outreach
- Other Issues – to D/C John Kinsley

The DVCS staff related to these work areas also funnel up to these division chiefs. These assignments will remain in effect till further notice. Any questions please give me a call.

*Scott E. Goldstein*

Fire Chief

Montgomery County Fire & Rescue Service

100 Edison Park Drive, 2nd Floor

Gaithersburg, Maryland 20878

Office 240-777-2464

Fax 240-777-2415

Cell - 240-832-2598

[scott.goldstein@montgomerycountymd.gov](mailto:scott.goldstein@montgomerycountymd.gov)

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## MCFRS CFAI 2019 ACR EXHIBIT #1b (continued)

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**From:** Goldstein, Scott <Scott.Goldstein@montgomerycountymd.gov>

**Sent:** Tuesday, May 14, 2019 2:57 PM

**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>

**Subject:** Confirmation - Volunteer Division Chief

ALL MCFRS Personnel,

Earlier today the County Council confirmed Mike Kelley as the MCFRS Volunteer Division Chief.

Mike joins MCFRS after serving nearly 45 years as a volunteer throughout MCFRS and picks up the responsibilities from Chief Alan Hinde following his retirement last fall. Alan served 13 years as the Volunteer Division Chief.

Mike's official start date is being finalized and will be pushed out in a separate email.

Please congratulate Mike on his appointment and confirmation.

*Scott E. Goldstein*

Fire Chief

Montgomery County Fire & Rescue Service

100 Edison Park Drive, 2nd Floor

Gaithersburg, Maryland 20878

Office 240-777-2464

Fax 240-777-2415

Cell - 240-832-2598

[scott.goldstein@montgomerycountymd.gov](mailto:scott.goldstein@montgomerycountymd.gov)

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## MCFRS CFAI 2019 ACR EXHIBIT #1c

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**From:** Fire DOC Mailbox <Fire.DOCMailbox@montgomerycountymd.gov>

**Sent:** Tuesday, January 22, 2019 2:27 PM

**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>; #FRS.Volunteer Chiefs <#FRS.VolunteerChiefs@montgomerycountymd.gov>; #FRS.Volunteer Presidents <#FRS.VolunteerPresidents@montgomerycountymd.gov>

**Subject:** Name Change - Emergency Medical and Integrated Healthcare Services Section

**The "Emergency Medical Services" Section has changed its name to the "Emergency Medical and Integrated Healthcare Services" Section. Why?**

Over the course of forty plus years, pre-hospital medicine has evolved. In the late 60's, the first iteration of a standardized Emergency Medical Technician (EMT) curriculum came into existence, one which addressed specific skills and qualifications. Later, in the early 70's, an Emergency Medical Technician – Paramedic curriculum also came into existence. These provider levels became the staple for what has come to be commonly known as Emergency Medical Services (EMS).

Since that time, EMS has progressed. Scope of practice has greatly expanded, requisite skills, training, and education have increased, and traditional fire departments have gradually accepted the reality that aside from law enforcement, EMS has (and remains) the primary reason why our residents call for emergent help. In many respects, we have evolved into an "EMS-based fire department." Expanding upon on "all-hazards" approach to emergency response, the MCFRS has taken another step with the introduction of Mobile Integrated Healthcare (MIH).

MIH addresses the growing disparity between the volume of emergency 911 calls we respond and the limited availability of our EMS resources. We recognized a growth in 911 calls is often attributable to low-priority calls from frequent 911 users. Through partnerships with local hospitals, the health department, and various community groups, MIH targets these individuals and works to pair them with a variety of existing community-based medical and social programs. The net result is these users are better served because they ultimately receive more appropriate types and levels of healthcare which meet their specific needs. And, emergency response capabilities remain available to serve our residents who are experiencing high priority emergency medical events.

Since MIH works in tandem with EMS, it makes sense to rename our section to something which is more appropriate and fitting of our current mission: Emergency Medical and Integrated Healthcare Services.

*Assistant Chief John Dimitriadis  
Emergency Medical & Integrated Healthcare Services  
Deputy Task Force Leader, MD-TF1  
Office: (240) 777-2453  
Department Cell: (240) 620-3747*

[Click to go back to Agency/Jurisdiction Changes section](#)

## MCFRS CFAI 2019 ACR EXHIBIT #1d

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**From:** Goldstein, Scott <Scott.Goldstein@montgomerycountymd.gov>  
**Sent:** Wednesday, May 22, 2019 7:18 PM  
**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>  
**Subject:** Chief Promotions

All MCFRS Personnel,

In the last two weeks I made the selections and notification for division chief and battalion chief.

Gary Cooper to Division Chief of Support Services

Mike Grinder to Battalion Chief – assigned to Battalion 5 C

Gary has been with MCFRS since 1992 and most recently was the Operations Executive Assistant Chief.

Mike has been with MCFRS since 2001 and for the last 2 ½ years he has been assigned to Station 3 C shift.

Mike's promotion was effective on 05/12/19 and Gary's will take effect this weekend, 5/26/19.

Congrats again to both Gary and Mike.

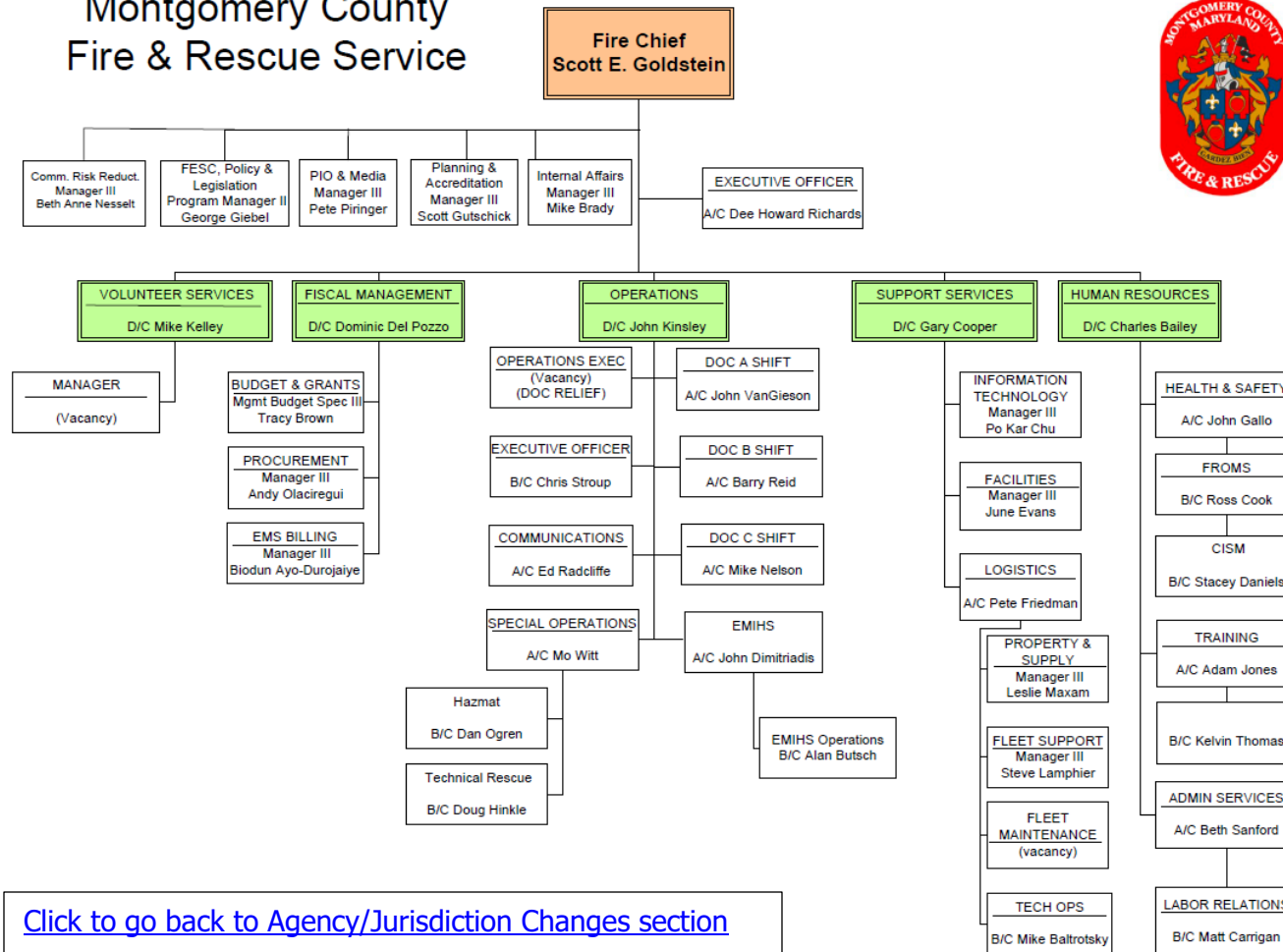
*Scott E. Goldstein*  
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## MCFRS CFAI 2019 ACR EXHIBIT #1e

### Montgomery County Fire & Rescue Service





## MCFRS CFAI 2019 ACR EXHIBIT #2

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**From:** Lamphier, Steve <Steve.Lamphier@montgomerycountymd.gov>

**Sent:** Monday, November 05, 2018 5:42 PM

**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>

**Subject:** Pumper Update

Good evening:

On behalf of the Fire Chief, I am providing an update for the new Pierce engines as follows:

- Attached are pictures of the first nearly completed unit that were taken at the final inspection.
- In addition to quality issues, a number of changes were identified at the final inspection. Most of these changes, relatively minor, were related to making the engine more user friendly.
- The 'auto prime' option for the Trident air priming system was added.
- You'll note the tall hose bed dividers. The hose bed dividers will be adjusted once hose is loaded.
- Locations were identified for hand lights, the map box, and radios.
- Some changes to graphics were made to include a more modern font as well as making the community name more prominent.
- Mr. Pat Evinger and MFF Dave Wallace participated at the inspection in order to start the training modules.
- Pierce is working through the issues at hand. I am not sure of an exact delivery date.
- As reported before:
  - The engine will be equipped (most of the equipment has already been purchased), radios will be installed, and the driver training presentation will be completed in about 30 days after delivery.
  - The engine will be demonstrated at a to be determined rural station for two weeks and then permanently assigned to FS #12. After the two week period at the rural station and during the first two weeks at FS #12, input will be gathered for any minor tweaks that may be desired for the remaining engines.
  - The remaining 23 engines will finish manufacturing in April 2019 through July 2019, with a goal of 4-6 engines per month, and an in-service goal of 30 days after delivery of each group to the County.

## MCFRS CFAI 2019 ACR EXHIBIT #2 (continued)

I want to thank the committee, Chief George W. Brown (SaSVFD), Batt. Chief Frank Doyle (Batt. 4), FF Pat Mann (FS #16), and Steve Neubauer (Emergency Vehicle Maintenance Crew Chief) for their input into the design and inspections of the new engines.

Please direct any questions or concerns to your committee representative, Chief Friedman, or myself.

Thank you.

**Steve Lamphier, CPFP**  
**Fleet Support Manager**  
**Montgomery County, Maryland**  
**Fire and Rescue Service**  
**Support Services Division**  
**Fleet Unit, Logistics Section**  
**14935-A Southlawn Lane**  
**Rockville, MD 20850**  
**240-777-2494 (voice)**  
**240-773-0649 (fax)**



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## Montgomery County Fire and Rescue Service

### Fire Chief's General Order

NUMBER: 19-03  
April 1, 2019

TO: All MCFRS Personnel

FROM: Fire Chief Scott E. Goldstein 

SUBJECT: 'Leaving Hospital' Status

Effective April 8, 2019, MCFRS Transport units leaving the hospital must status '**Leaving Hospital**' unless the unit is not ready for service and unavailable because of an equipment or contamination issue. Returning personnel to their assigned unit or station is not a reason to remain unavailable for a call.

When the transport unit reaches their assigned battalion, they must then status Available on Radio (AOR).

**Leaving Hospital status** will make the unit available for a call, however, this function will add additional time to the AVR calculations. This additional time makes available units in their first due area or battalion more likely to be recommended for calls. Function Key **F9** may also be used to status Leaving Hospital.



Question should be directed to the Operations Division Chief.

## MCFRS CFAI 2019 ACR EXHIBIT #3a (continued)

Quantitative analysis of this program which confirms average hospital drop times have decreased, thus EMS Transport unit availability has gotten better, thus helping the community.

From: Burns, Tim <[Tim.Burns@montgomerycountymd.gov](mailto:Tim.Burns@montgomerycountymd.gov)>

Sent: Wednesday, May 8, 2019 12:26 PM

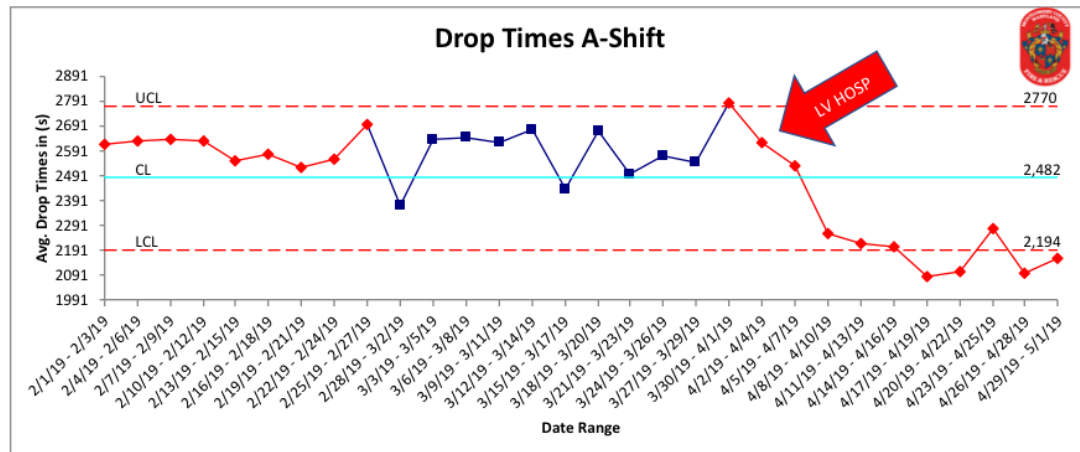
To: Van Gieson, John <[John.VanGieson@montgomerycountymd.gov](mailto:John.VanGieson@montgomerycountymd.gov)>

Cc: Butsch, Alan <[Alan.Butsch@montgomerycountymd.gov](mailto:Alan.Butsch@montgomerycountymd.gov)>; Kinsley, John <[John.Kinsley@montgomerycountymd.gov](mailto:John.Kinsley@montgomerycountymd.gov)>; Dimitriadis, John <[John.Dimitriadis@montgomerycountymd.gov](mailto:John.Dimitriadis@montgomerycountymd.gov)>

Subject: Shift comparison - Hospital Drop Times

All shifts have seen decreases in their respective average drop times that correlates with the implementation of the "Leaving Hospital" Status.

[These decreases seem greater than what we would normally associate with common cause variation (except c-shift), leading me to believe that one caused the other.



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## Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

FCGO: 18-05

August 27, 2018

Page 1 of 2

TO: All MCFRS Personnel

FROM: Fire Chief Scott E. Goldstein *Scott Goldstein*

SUBJECT: Ballistic Protective Equipment

MCFRS is in the process of deploying **Ballistic Protective Equipment** (BPE or **Body Armor**) for use by MCFRS personnel on high-threat, acts of violence or active-shooter type incidents for warm-zone EMS only.

MCFRS personnel must only wear BPE issued by MCFRS or approved by the Fire Chief, that meets the specifications and compliance standards listed in this FCGO. The BPE must not be worn under turnout gear or used during firefighting operations.

The specifications of the BPE will consist of:

- a ballistic plate carrier vest with front and back ballistic plates
  - equipped with a radio pocket, but **NO** other pouches or pockets
  - black in color
  - have labels on the front and back that state "EMS" in large font on top and "Montgomery County" under it in a smaller font
- a ballistic helmet, black in color

All BPE used by MCFRS personnel must be covered by a manufacturer's warranty and meet the following National Institute of Justice standards:

- Ballistic vest: NIJ-0106.01 compliant, Level III ballistic resistance
- Ballistic helmet: NIJ-0106.01 compliant, Level IIIA ballistic resistance



Example of label for NIJ-0106.01 compliance



**FCGO: 18-05**  
**Ballistic PPE**  
**August 27, 2018**  
**Page 2 of 2**

If the manufacturer's warranty on the ballistic plate or ballistic helmet has expired, the equipment must be taken out of service.

Training must be provided for issued BPE that includes proper donning, sizing, and fitting for plate carrier vests as well as helmets. This training must be documented prior to any personnel being able to utilize this form of BPE. Additional documentation must be provided in-station for the inspection, maintenance, decontamination, and storage of the BPE.

BPE can only be used in-response to scenes of violence or potential violence – traditionally events where FRS resources stage until the scene is secured by law enforcement. The use (donning/wearing) on an event/response of the BPE must be documented in the FireApp unit report by adding the inventory item "Ballistic Protective Equipment."

***This FCGO does not apply to the Fire and Explosive Investigations Unit.***

Please direct any questions to the Special Operations Section Chief



[Click to go back to Agency/Jurisdiction Changes section](#)


## Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

FCGO: 18-08

November 26, 2018

Page 1 of 1

**TO:** All MCFRS Personnel

**FROM:** Fire Chief Scott E. Goldstein 

**SUBJECT:** Leave-Behind Naloxone & Urgent Follow-Up Program

In partnership with the Montgomery County Department of Health and Human Services (DHHS), the Montgomery County Fire and Rescue Service (MCFRS) is participating in the *Leave-Behind Naloxone & Urgent Follow-Up Program*. This program is being funded entirely by grants from the Maryland Department of Health and strives to pair addicted patients with existing substance abuse recovery resources for the purposes of supporting recovery. Most elements of this program will be handled through the Mobile Integrated Health (MIH) initiative. At no time will regular field personnel be asked or required to leave medication behind on the scene for intended later use by patients or their families.

However, MCFRS personnel must immediately notify their EMS Duty Officer when they encounter and/or treat a suspected opioid overdose patient who does not subsequently consent to transport to the hospital. In addition, providers should make all efforts to obtain the best possible phone number and address for this patient and record this information in the eMEDS report.

For further information about this program, please contact your EMS Duty Officer or the EMS Battalion Chief.

### Background

The number of opioid related deaths in the State of Maryland has doubled between 2015 and 2016 and quadrupled since 2010. Montgomery County has also seen a steady rise in these deaths.

Across the State, prevention, treatment, recovery, and harm-reduction initiatives are being carried out through partnerships between the Maryland Department of Health, local health departments, and local Emergency Medical Services Operational Programs (EMSOP). While these initiatives provide resources and support for people experiencing addiction, lifelong recovery management can take between four and seven years. Increasing the accessibility and availability of Naloxone to those at risk for an opioid overdose (including family members, close friends, or the public) may reduce the chance of death for these individuals.

[Click to go back to Agency/Jurisdiction changes](#)

## MCFRS CFAI 2019 ACR EXHIBIT #3d

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**From:** Fire DOC Mailbox <Fire.DOCMailbox@montgomerycountymd.gov>  
**Sent:** Saturday, June 29, 2019 7:48 AM  
**To:** #FRS.CareerUniformed <#FRS.CareerUniformed@montgomerycountymd.gov>  
**Subject:** Extended Hours at Rescue 2

Effective July 8, 2019, six of the eight rostered positions at Rescue 2 will be assigned to work 12-hour shifts (0600-1800).

The six positions include the station officer, the rescue squad driver, the ALS-PCU paramedic, and three firefighters. Personnel who are permanently assigned to Rescue 2 will primarily work these shifts, but those detailed or on overtime may also be assigned to work extended hours. Off-going personnel (personnel working until 0700 hours) are not eligible to work an extended hours shift.

**Division Chief John Kinsley, MS, EFO**

**Montgomery County Fire & Rescue Service  
Division of Operations  
100 Edison Park Drive, 2<sup>nd</sup> Floor  
Gaithersburg, MD 20878**

**240-777-2395 (office)  
240-328-9560 (cell)  
215-392-7135 (eFax)**

[john.kinsley@montgomerycountymd.gov](mailto:john.kinsley@montgomerycountymd.gov)

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[Click to go back to Agency/Jurisdiction changes](#)



## MCFRS CFAI 2019 ACR EXHIBIT #4 [CC 2D.6]

MCFRS determines and transparently reports, quarterly, its adequacies and inadequacies, consistencies and inconsistencies, and its positive and negative trends externally to county officials (AHJ), citizens/residents, and all internal and external stakeholders through the [Montgomery County Office of Performance Management and Data Analytics CountyStat website](#).

Exhibit example 1 with outcomes: [90th percentile arrival time for first Advanced Life Support \(ALS\) unit in metropolitan areas of the county](#)

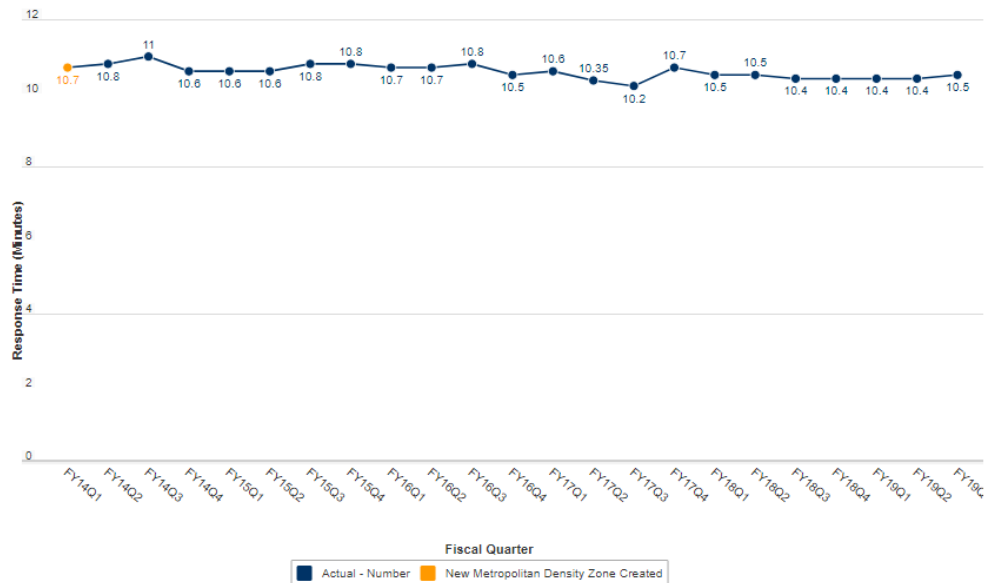
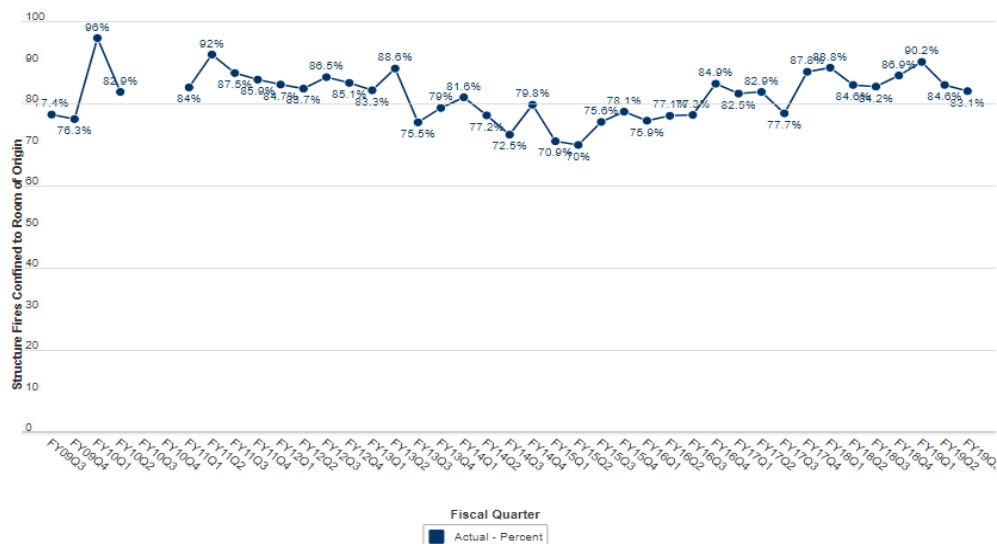


Exhibit example 2 with outcomes: [Percent of residential structure fires confined to the room of origin](#)



[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #5 [CC 3D.1]

Organizational goals are published annually in the MCFRS [Strategic Plan](#), which focus emphasis on achieving long-range plans, outlined within the [2016-2022 Fire, Rescue, EMS and Community Risk Reduction Master Plan](#).

In addition, MCFRS Division Chiefs, on an annual bases, update their [DIVISIONS'/SECTIONS' GOALS AND OBJECTIVES \[UPDATED FALL 2018\]](#), which is transparently shared to all internal stakeholders via the Quicklinks website.

Screenshot exhibit displaying one page of the Fall 2018 Divisions/Sections Goals and Objectives and how the 9<sup>th</sup> Edition CFAI Criterion Numbers are linked:

MCFRS DIVISIONS'/SECTIONS' GOALS AND OBJECTIVES [UPDATED FALL 2018]

Division/Section	Goal / Objective	Accreditation Criterion	FY19	FY20	FY21	FY22
Operations /Scheduling and Staffing	Ensure 4-person staffing for all primary, frontline suppression and heavy rescue units: <ul style="list-style-type: none"> <li>Formally acknowledge 4-person staffing as being the minimum staffing requirement for engines, aerial units and rescue squads.</li> <li>Increase minimum staffing levels on all aerials to 4-personnel.</li> <li>Increase minimum staffing levels on all rescue squads to 4-personnel.</li> </ul>	5E, 5G				X
Operations /Scheduling and Staffing	Correct span-of-control deficiencies by establishing Battalion 6: <ul style="list-style-type: none"> <li>Ensure no Battalion Chief supervises more than 7 stations.</li> <li>Create and staff a 6<sup>th</sup> Battalion Chief Office, and reconfigure stations into the six battalions.</li> <li>Create and staff a Battalion 3/6 Relief position.</li> </ul>	5E				X
Operations /Scheduling and Staffing	Ensure adequate supervision and training of EMS responders: <ul style="list-style-type: none"> <li>Staff an EMS Supervisor position for each battalion.</li> </ul>	5F, 8A, 8B			X	X
Operations /Field Ops	Meet the accreditation program response time goals as set forth in the County Council-approved <i>Fire, Rescue, EMS and Community Risk Reduction Master Plan</i> as well as voluntary response time standards set forth by NFPA in Standard 1710: <ul style="list-style-type: none"> <li>Maintain or construct fire stations in locations that best serve the public.</li> <li>Relocate or expand existing stations, and build additional stations as needed.</li> </ul>	2C, 5E, 5F, 5G, 5H, 5I, 5L			X	X
Operations /Field Ops	Meet the accreditation program response time goals for ALS as set forth in the County Council-approved <i>Fire, Rescue, EMS and Community Risk Reduction Master Plan</i> as well as voluntary response time standards set forth by NFPA in Standard 1710: <ul style="list-style-type: none"> <li>Achieve the goal of paramedic arrival on the scene of 90% of</li> </ul>	2C, 5F			X	X

20

**Documented outcome [FY19 Strategic Plan](#) (PFD page 10/hardcopy page 7)**  
**Staffing Needs at Stations 15 and 40:** In its FY19 Operating Budget request, MCFRS had requested 6 FTEs to support daytime staffing at Burtonsville Station 15 to address failures-to-respond (FTRs). **The Approved FY19 Operating Budget includes four daytime, weekday positions which will aid in reducing weekday FTRs involving special services** (i.e., aerial unit and rescue squad) at this station during FY19 and beyond. In October 2016, MCFRS increased the weekday staffing at Sandy Spring Station 40 to address FTRs at this location. These positions have been staffed by personnel working overtime, and this arrangement will remain in place during FY19, as funding for FTEs to provide this level of staffing was not allocated within the Approved FY19 Operating Budget.  
[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #6 [CC 5A.5]

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### [FY19 Dept. of Permitting Services Fire Code Compliance Program Appraisal](#)

#### PROGRAM APPRAISAL FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

Community Risk Reduction Program

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

Criteria VA

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

Ongoing Headline Performance Measures FY2019.

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

The mission of the Department of Permitting Services is to provide safe and secure communities and to contribute to the economic vitality of the County by providing the highest quality of public service while ensuring compliance with Montgomery County's development and construction standards.

The Division of Fire Prevention and Code Compliance (FPCC) has the responsibility and authority to plan, manage, coordinate, implement, inspect, analyze, document, license and facilitate all fire and life safety aspects of new construction (processes) environment in Montgomery County.

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel:
  - Executive Management: 4, Including Fire Chief and Acting Director of DPS
  - Management: 7
  - Field Management: 4
  - Fire Protection Engineers: 3
  - Fire Code Compliance (FCC) Inspectors (Existing Environment) : 12
  - Plan Reviewers (LSC and Fire Code): 12
  - Commercial Inspectors (New Construction): 19
- Facilities, if applicable:
  - The Department of Permitting Services currently resides in a 2-story office building on the second floor of 255 Rockville Pike, Rockville, MD 20850. A new high-rise office building is currently under construction in Wheaton, MD and is expected to house all

## MCFRS CFAI 2019 ACR EXHIBIT #7 [CC 5B.3]

### [FY18 Public Education/Community Outreach Program Appraisal](#)

#### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

Criterion/Indicator	CFAI's Intent	Sample Reference(s)
CC 5B.3 The agency conducts a <u>formal and documented appraisal</u> , at <u>least annually</u> , to determine the <u>impacts of the public education program and its efforts in risk reduction based on community assessment, standards of cover, and measures performance.</u>	The agency should be able to show a formal appraisal is conducted based on the adopted program performance goals and risks. This may be outlined in the strategic plan, standards of cover or other formal document. The appraisal should be conducted at least annually.	<ul style="list-style-type: none"><li>• Documented annual appraisal</li><li>• Strategic plan</li><li>• Standards of cover</li><li>• Monthly/quarterly/annual performance reports</li><li>• Evaluation measures and free online training available at <a href="http://www.strategicfire.org">www.strategicfire.org</a></li></ul>

**1. NAME OF PROGRAM OR PROGRAM AREA:**

Public Education-Community Outreach

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

5B

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

FY2018

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

*The Mission of the Montgomery County Fire and Rescue Service is to protect lives, property and the environment with comprehensive risk reduction programs and safe and effective emergency response provided by highly skilled career and volunteer service providers representing the County's diverse population.*

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel:
  - 1 Manager
  - 2 Program Managers (Car Seat Program and CRR Program)
  - 1 Part-time Program Manager – Contracted Position

[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #8 [CC 5C.5]

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[FY18 Fire Investigation, Cause, & Origin program appraisal](#) (click link & PDF page 33-35)

### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA: Fire & Explosive Investigations**

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]: 5C**

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year): FY2018**

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

The mission of the Fire & Explosive Investigations Unit/Bomb Squad is to protect lives and property by way of determining and relaying information regarding the causes of fires and explosions, arresting and prosecuting those responsible for criminal acts related to fires and explosions and an immediate and effective response to mitigate incidents involving improvised chemical, biological, radiological, nuclear, incendiary and explosive devices, military ordnance and improvised explosives labs.

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel: 12 full-time shift investigators with a Captain and two Lieutenants on each of four shifts, 1 MFF evidence and maintenance technician assigned to day shift.
- Facilities, if applicable: Office space at PSHQ/Equipment storage at FEI Annex
- Apparatus/Equipment, if applicable: Investigator-assigned satellite response vehicles, primary bomb squad vehicle, other grant-funded trailers and tow vehicles.
- SOPs and Protocols, if applicable: Investigators follow many guiding documents including MCFRS P&P's, MCP Function Codes, NFPA Standards, National bomb squad guidelines, etc.
- Training and Certifications, if applicable: Investigators hold certifications and continuing education in fire investigation, sworn law enforcement, bomb technician, haz-mat, EMS and maintain firefighter requirements as well.

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## CFAI 2019 ACR EXHIBIT #9 [CC 5E.3]

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[FY18 Fire Suppression program appraisal](#) (click link & PDF page 36-54)

### PROGRAM APPRAISAL FOR FESSAM CATEGORY 5E

**1. NAME OF PROGRAM OR PROGRAM AREA:**

*Fire Suppression*

**2. CRITERION OR CRITERIA ADDRESSED:**

*5E*

**3. PERIOD OF APPRAISAL:**

*Fiscal Year 2018*

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

*The Mission of the Montgomery County Fire and Rescue Service is to protect lives, property and the environment with comprehensive risk reduction programs and safe and effective emergency response provided by highly skilled career and volunteer service providers representing the County's diverse population.*

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- *Personnel:*  
*1,141 active career and 860 active volunteers on IECS*

*For specifics, see attached documents*

- [MCFRS Organizational Chart](#)
- [Battalion Roster, June 2018](#)
- [LFRD IECS List, June 2018](#)

- *Facilities, if applicable:*  
*37 fire/rescue stations*  
*1 Emergency Communications Center and 1 Alternate Emergency Communications Center*  
*5 Federal Fire Departments with fire/rescue stations located within Montgomery County (Automatic Aid)*
- *Apparatus/Equipment, if applicable:*  
*Front Line Fleet is 119 primary apparatus, including:*
  - *35 paramedic engines,*



[FY18 EMS program appraisal](#) (click link & PDF page 55-62)

## PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

Emergency Medical Services (EMS) Operations

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

5F

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

FY18

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

It is our mission to create a just culture within emergency medical and integrated healthcare services that fosters and supports high quality patient care, accountability and compliance with operational doctrine, and the engagement of continuous data driven EMS quality improvement.

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel: The EMS Section is overseen by one (1) uniformed Assistant Chief (AC), one (1) Battalion Chief (BC), and one (1) civilian Medical Director. Subordinate administrative staff includes two (2) Captains (Quality Assurance [QA] and Quality Improvement [QI] Officers), two (2) Captains<sup>1</sup> (Mobile Integrated Health [MIH] Program Coordinator and a Clinical Coordinator), one (1) Lieutenant, and two (2) administrative members (a records management specialist and a EMS logistics financial specialist).

In addition, seven (7) Captains service as EMS Duty Officer across MCFRS' three operational shifts – two per shift and one in “relief.” These officers liaise with our local hospitals and field personnel to minimize impediments to timely and effective EMS delivery. In addition, they provide critical, on-scene, infrastructural support relative to our QI/QA initiatives.

- Facilities, if applicable: Public Safety Headquarters (PSHQ), the EMS703 Office (based out of Travilah – Fire Station 32), and the EMS704 Office (based out of Glenmont – Fire Station 18).

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<sup>1</sup> Instituted in Fiscal Year 2018

## MCFRS CFAI 2019 ACR EXHIBIT #11 [CC 5G.3]

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[FY18 Technical Rescue program appraisal](#) (click link & PDF page 63-73)

### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

Technical Rescue

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

Criterion 5G

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

FY18 (July 1 – June 30)

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

The mission of the Montgomery County Fire and Rescue Service Special Operations Section is to enhance and expand upon the capabilities of Montgomery County Fire and Rescue Service by providing highly trained and specialized response, management, origin and cause determination, and logistical capabilities for any high risk/low frequency incident or event.

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel:
  - Technical Rescue Team Officers -30
  - Technical Rescue Team Members – 122
  - Technical Rescue Team Intermediate - 5
  - Technical Rescue Team Trainee – 9
  - Swift Water Task Force Leaders – 3
  - Swift Water Officers - 11
  - Swift Water Boat Operators – 28
  - Swift Water Boat Crew – 58
  - Swift Water Trainee - 23
  - Operations Level Boat Operators – 149
  - Operations Level Boat Crew – 180

Additional Technical rescue personnel resources include an Assistant Chief that oversees Special Operations, a Technical Rescue Battalion Chief, and a Special Operations Master Firefighter logistician.

[Click to go back to Annual Compliance Page](#)



## MCFRS CFAI 2019 ACR EXHIBIT #12 [CC 5H.3]

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[FY18 Hazardous Materials program appraisal](#) (click link & PDF page 74-82)

### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

Hazardous Materials

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

5H

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

FY2017 (June 30 – June 30)

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

The mission of the Montgomery County Hazardous Materials Incident Response Team is to provide all-hazards preparedness, response, mitigation, and support capabilities from natural and man-made hazardous materials disasters. Internally, the Hazardous Materials Response Team is dedicated to protecting the citizens and visitors of Montgomery County as well as the water, land, air, and general environment from contamination resulting from hazardous materials.

The Hazardous Incident Response Team, (HIRT) was organized in 1981. Since then HIRT has become a highly trained and equipped response team. As an integrated response unit, personnel are preassigned specific duties to improve on-scene efficiency and to promote team safety. These highly trained personnel are consolidated at strategically located fire stations to provide a flexible and scalable response at any time.

In addition to the standard hazmat training topics, team members receive training on how to manage the consequences of incidents involving weapons of mass destruction (WMD). Through in-service and specialized training programs personnel receive information on terrorism and radiological, biological and chemical warfare agents, in addition, training is provided on explosives recognition and safety. Part of the ongoing training includes gaining proficiency in the use of specialized chemical agent detection instruments, materials and equipment.

In addition to its emergency response and training activities, HIRT conducts State of Maryland and SARA Title III inspections, other hazmat-related inspections, and participates in the county's Annual Household Hazardous Materials Clean-Up Program.

[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #13 [CC 5I.2]

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There is no indexed airport in Montgomery County, MD but there is a small airpark and a small airfield. MCFRS still conducts a formal annual appraisal on this Criterion even though it is not required.

[FY18 Aviation Rescue FF program appraisal](#) (click link & PDF page 83-89)

### PROGRAM APPRAISAL FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

*Aviation Rescue and Fire Fighting Services*

**2. CRITERION OR CRITERIA ADDRESSED:**

*5I*

**3. PERIOD OF APPRAISAL:**

*Fiscal Year 2018*

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

*The Mission of the Montgomery County Fire and Rescue Service is to protect lives, property and the environment with comprehensive risk reduction programs and safe and effective emergency response provided by highly skilled career and volunteer service providers representing the County's diverse population. There is no specific program area mission statement. And CFAI has determined that Montgomery County Fire and Rescue Service does not need to report out on 5I, as there are no Class A airports in the County. Nonetheless, the current response policy provides guidance for this program area.*

*Policy Statement from [Montgomery County Fire and Rescue Service Policy 24-09, Response for Aircraft Emergencies](#).*

*It is MCFRS policy to provide standard operating procedures to guide personnel responding to, or operating at, an aircraft emergency, to enhance their ability to work as safely as possible while mitigating the incident swiftly and effectively. Because aviation rescue and fire fighting (ARFF) emergencies can occur anywhere, guidelines for responding to these incidents are not limited only to designated airports/airparks.*

*ARFF incidents have the potential to be mass casualty events and may also involve incident types that include combinations of fire, hazardous materials, and the need for wide-area searches: For responses to incidents involving aircraft emergencies and crashes, personnel must follow the procedures below to enhance their own safety and that of any potential viable patients while operating on the incident scene, to mitigate the emergency condition, and to protect the environment from the release of any hazardous materials.*

[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #14 [CC 5K.2]

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During the MCFRS 2018 site visit the peer team advised MCFRS was not required to conduct a wildland fire services appraisal. MCFRS during the next several years will attempt to put a formal program together for evaluation in 2023. However, MCFRS has made an attempt to appraise this criterion.

[FY18 Wildland Fire Services program appraisal](#) (click link & PDF page 90-97)

### PROGRAM APPRAISAL FOR FESSAM CATEGORY 5

**1. NAME OF PROGRAM OR PROGRAM AREA:**

*Wildland Fire Services*

**2. CRITERION OR CRITERIA ADDRESSED:**

*5K*

**3. PERIOD OF APPRAISAL:**

*Fiscal Year 2018*

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

*The Wildland Fire Services Program is designed to educate Montgomery County residents and businesses on the dangers of wildland fires and to ensure readiness of the Montgomery County Fire and Rescue Service to mitigate, prevent and respond to wildland fires.*

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel:

*Existing Structural Firefighting Force qualified in the all-hazards mission of the Montgomery County Fire and Rescue Service.*

*1,141 active career and 860 active volunteers on IECS*

*For specifics, see attached documents*

- [MCFRS Organizational Chart](#)
- [Battalion Roster, June 2018](#)
- [LFRD IECS List, June 2018](#)

- Facilities:

*37 fire/rescue stations*

*1 Emergency Communications Center and 1 Alternate Emergency Communications Center*

*5 Federal Fire Departments with fire/rescue stations located within Montgomery County (Automatic Aid)*

[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #15 [Criterion 5L]

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FEMA US&R Maryland Taskforce 1, run by MCFRS, is not required to conduct an annual formal appraisal but still does.

[FY18 Other Programs - US&R program appraisal](#) (click link & PDF page 98-104)

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### PROGRAM APPRAISAL FESSAM CATEGORY 5

#### 1. NAME OF PROGRAM OR PROGRAM

**AREA:** Category V

#### 2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:

5L Other Programs ((US&R)

#### 3. PERIOD OF APPRAISAL (Most recently completed fiscal year):

FY18 (June 30- June 30)

#### 4. PROGRAM OR PROGRAM AREA MISSION

**STATEMENT: Mission, Vision, Core Sustaining Values**

##### **Mission of Maryland Task Force One**

To create and maintain an elite Urban Search and Rescue “All-Hazards” disaster response team that is trained and certified to meet or exceed the highest technical rescue standards; visionary in situational needs assessment and development of deployment strategies and tactics; cutting edge in training and member preparation; well prepared and equipped to deploy to the worst possible disaster scenario; capable and willing to perform search, rescue and community assistance in the most austere and potentially hazardous environment; and to do so with the highest level of professionalism and compassion for those served, as well as each other.

[Click to go back to Annual Compliance Page](#)

## MCFRS CFAI 2019 ACR EXHIBIT #16 [CC 9B.10]

[FY18 Emergency Communications program appraisal](#) (click link & PDF page 105-107)

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### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 9

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**1. NAME OF PROGRAM OR PROGRAM AREA:**

Communications

**2. CRITERION OR CRITERIA ADDRESSED [Designated number(s) per FESSAM]:**

9B

**3. PERIOD OF APPRAISAL (Most recently completed fiscal year):**

FY18

**4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:**

It is the mission of the Emergency Communications Section, to intake calls for service and to assign resources to mitigate those requests as directed by the MCFRS leadership.

**5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:**

- Personnel: The Emergency Communications Section is headed by a (1) Fire and Rescue Assistant Chief, with a direct support staff of (1) Fire and Rescue Captain, (2) Fire and Rescue Lieutenant's, serving in the professional standards and training positions respectively. A dedicated Computer Aided Dispatch System manager is also employed by the MCFRS to maintain the Fire & Rescue portions of the CAD system.
- Facilities, if applicable: The Emergency Communications Section is located at the Emergency Communications Center. This facility houses all resources to intake, dispatch and manage emergency calls for service. The MCFRS also maintains a back-up 911 communications center that provides complete redundant back-up systems if needed in the event of failures at the primary facility.
- Apparatus/Equipment, if applicable:
- SOPs and Protocols, if applicable: Applicable ECC section SOP's and directives, MCFRS Policy, Procedure, and Fire Chief General Orders.
- Training and Certifications, if applicable: Each telecommunicator is certified to the protocols that they will be using and as an Emergency Telecommunicator under the guidelines of the Academies of Emergency Dispatch. These personnel are also licensed by the State of Maryland as Emergency Medical Dispatchers.

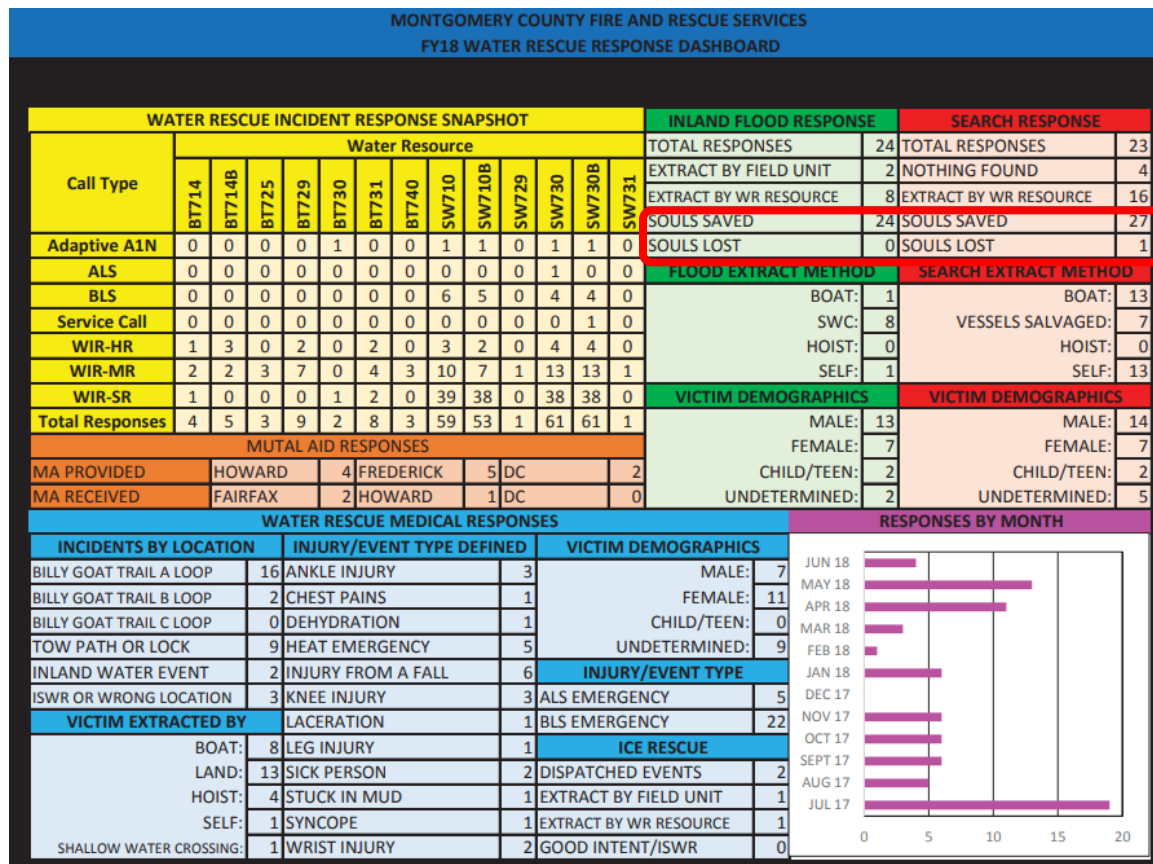
[Click to go back to Annual Compliance Page](#)



## MCFRS CFAI 2019 ACR EXHIBIT #17a [Recommendation 2A.5]

It is recommended that the department develop a methodology to record data related to human and physical assets preserved and/or saved.

This exhibit shows "souls saved" and "souls lost" during fiscal year 2018 and for the Water and Ice Rescue program. This data is contained in the FY2018 annual program appraisal, which of course is mandated through Core Competency 5G.3 Technical Rescue (and Water and Ice Rescue).



[Click to go back to specific recommendation 2A.5](#)

## MCFRS CFAI 2019 ACR EXHIBIT #17b [Recommendation 2A.5]

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It is recommended that the department develop a methodology to record data related to human and physical assets preserved and/or saved.

This exhibit shows that in April 2019, MCFRS patient interventions secondary to cardiac arrest have lead to the patients receiving a Return of Spontaneous Circulation (ROSC) in 40-percent or greater of the incidents (exclusive of patients with a valid Do Not Resuscitate order or were determined to be a DOA with no interventions performed) across the three shifts. For B Shift in April the ROSC rate was an astonishing 52%.

For patients who had coded everyone was able to achieve ROSC with their patients 40% of the time or greater, with B shift leading with 52%

Month	Codes	ROSC	DOA/DNR	TOR	Trauma	Unknown	Saves	YTD Saves
A	15	6	14	7	0	2	40	
B	21	11	16	4	0	0	52.38095	
C	22	10	15	9	1	3	45.45455	
Apr Total	58	27	45	20	1	5	46.55172	39.91935

Since we've started doing HP CPR every year our ROSC rate has increased, and there have been 246 people discharged alive from the hospitals with 83.66% of them able to carry out the normal functions of living without assistance. Phenomenal!

To view more details surrounding this exhibit, [please click here](#).

The purpose of these two exhibits are to offer to the Commission on Fire Accreditation International (CFAI) annual compliance report reviewer, and the CFAI, that MCFRS has a methodology for recording data related to human and physical assets saved, which was a 2018 recommendation from the accreditation report.

[Click to go back to specific recommendation 2A.5](#)

## MCFRS CFAI 2019 ACR EXHIBIT #18 [Recommendation 9A.3]

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It is recommended that the department establish a regular schedule of interactions with each of the three water purveyors servicing the response area to establish a working relationship and open exchange of information and data.

**From:** Davis, Mark (Batt. Chief) <[Mark.Davis@montgomerycountymd.gov](mailto:Mark.Davis@montgomerycountymd.gov)>

**Sent:** Thursday, March 28, 2019 8:56 AM

**To:** (large list of members redacted)

**Subject:** Water Supply Work Group

Greetings:

We are looking to make the MCFRS Water Supply Work Group an active group again and I am looking for someone from the BC/AC (career) cluster to serve on the work group. The workload should be minimal. The goal is to address a number of items from the most recent accreditation process and to "fill-in gaps" in some of our water supply delivery process.

No special knowledge of water supply operations is needed...but you must be willing to work on water supply matters and complete the assignments on time.

If you are interested please email back as soon as possible as I am working to finalize the group membership.

You can call me at 443-398-6619 with any questions.

Battalion Chief Mark E. Davis, CFPS  
Water Supply Officer/ ISO Liaison Officer  
Montgomery County Fire Rescue Service  
Office of the 1st Battalion  
Fire Station 12  
10617 New Hampshire Avenue  
Silver Spring, MD 20902  
Office: 240-778-3088  
Cell: 240-372-0570  
Fax: 301-431-5723

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[Click to go back to specific recommendation 9A.3](#)



## MCFRS CFAI 2019 ACR EXHIBIT #18 (continued)

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**From:** Vlassopoulos, Demetrios (Jim)  
**Sent:** Thursday, March 28, 2019 10:36 AM  
**To:** Davis, Mark (Batt. Chief)  
**Subject:** RE: Water Supply Work Group

Hi Mark. Hey, I literally just finished up a meeting with Rick Merck and Hemal Mustafa from DPS. The goal of the meeting was to discuss with FCC the need for them to conduct an annual appraisal on their CRR efforts and as part of our accreditation requirements. I mentioned to Rick that this water supply work group was going to be getting started again and bam, your email is in my inbox. I told him that while DPS probably wouldn't be part of the formal group, they might be kept in the loop on things.

I also mentioned to Rick one of our recommendations from our 2018 accreditation report is to establish a regular schedule of interactions with each of the three water purveyors in the county and exchange information with them. Rick told me he does that quarterly with them now. I was not aware of that and told him I would mention this to you so you might consider getting in on that meeting with them. This would help us meet the recommendation.

Jim

Demetrios "Jim" Vlassopoulos  
Accreditation Manager  
Contractor, Montgomery County Fire Rescue Service  
(240) 777-2405



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**From:** Davis, Mark (Batt. Chief) <Mark.Davis@montgomerycountymd.gov>  
**Sent:** Wednesday, April 10, 2019 11:16 AM  
**To:** Vlassopoulos, Demetrios (Jim)  
<Demetrios.Vlassopoulos@montgomerycountymd.gov>  
**Subject:** Re: Water Supply Work Group

ok

Battalion Chief Mark E. Davis, CFPS  
Water Supply Officer/ ISO Liaison Officer  
Montgomery County Fire Rescue Service  
Office of the 1st Battalion

## MCFRS CFAI 2019 ACR EXHIBIT #19 [Recommendation 9B.7]

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It is recommended the department explore, analyze, and implement steps to reduce call processing time.

### **DECREASING CALL PROCESSING TIMES DISCUSSION**

September 10, 2018

To reduce phone to dispatch times:

1. Consider sending all incidents at EMD or EFD protocol launch as either a medical emergency, fire emergency, or a service call – chief complaint dispatch
2. Consider alternates to the ProQA software that push incidents earlier in interrogation. For most incidents, MPDS and FPDS do not send determinants until the end of the questioning, as they are more concerned with getting it 'right' rather than 'fast.' Once the interrogation has entered a pathway that will produce an ALS response, the incident should be sent to pending for dispatch. The same is true for BLS incidents and fire full assignments.
3. Research incidents that are above the upper control limit and separate the problem into two categories:
  - Geo-verification
  - EMD/EFD interrogation
4. Work with the call takers to provide the education and training required to reduce geo-verification delays and increase efficiencies with the call taking protocol.

To reduce pending to dispatch times:

5. Institute a maximum time in pending threshold of 1:00 minute. Any incidents that are held above that mark will be investigated and corrective action taken.
6. Use the PremierOne CAD system with PURVIS alerting interface as designed to dispatch incidents concurrently. The incidents can be dispatched within seconds after populating in pending, after the dispatcher makes any required changes to the assignment. PURVIS must announce the talkgroup.
7. Discontinue the use of pre-alerts. This would reduce pending to dispatch for full assignment by approximately one (1) minute as shown in the call processing times comparison between ALS2s and full assignments.
8. Disconnect dispatch from the VHF system. Since we are mandated to wait for the VHF tones to terminate, full assignments and other incidents with many notifications force the dispatcher to pause for 30 seconds or greater which delays the dispatch of the other incidents in pending. The VHF vocal should be generated by a delayed rebroadcast of the dispatcher or by text to speech.

## MCFRS CFAI 2019 ACR EXHIBIT #19 (Continued)

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9. Discontinue waiting for the station alerting to start 7A vocalization. Delay for pager tones will remain. The introduction of secondary dispatch locations and PURVIS announcement of talkgroups will negate the requirement to wait for alternate lane and talkgroup assignments on 7-Alpha.
10. Move the selection of units and dispatch function to the dispatch supervisor and change the dispatch talkgroup to outbound only. Also, the vocalization of incidents will be by text to speech, not by a person.
11. Discontinue the practice of selecting a unit based on what is wanted vs what is needed. i.e. for an ALS1 incident dispatch an ALS resource and a transport regardless of its secondary capability.

[Click to go back to specific recommendation 9B.7](#)

## MCFRS CFAI 2019 ACR EXHIBIT #20 [Performance Monitoring 2D.8]

[https://www.montgomerycountymd.gov/council/Resources/Files/agenda/cm/2019/20190424/20190424\\_PS3.pdf](https://www.montgomerycountymd.gov/council/Resources/Files/agenda/cm/2019/20190424/20190424_PS3.pdf)

PS COMMITTEE #3  
April 24, 2019

### Worksession

## MEMORANDUM

April 22, 2019

TO: Public Safety Committee

FROM: Susan J. Farag, Legislative Analyst *SJF*

SUBJECT: **Worksession: FY20 Operating Budget and FY19-24 CIP Amendments  
Montgomery County Fire and Rescue Service (MCFRS)**

PURPOSE: Vote on Recommendations for Council's Consideration

*Those expected for this worksession:*

Chief Scott Goldstein, MCFRS  
Charles Bailey, Division Chief, MCFRS  
John Kinsley, Division Chief, MCFRS  
Dominic Del Pozzo, Division Chief, MCFRS  
Rachel Silberman, Office of Management and Budget (OMB)

### **Budget Summary:**

- There are no proposed service cuts in the FY20 Recommended Operating Budget;
- The Budget includes \$174,736 to address Wheaton Rescue Squad's failures to respond during shift changes;
- The FY20 Recommended Operating Budget addresses structural overtime deficiencies by adding an additional \$2.184 million in overtime and \$179,700 to provide 20 new career firefighter positions.
- The Executive's March 15 amendments to the Capital Improvements Program has two minor adjustments to the Apparatus Replacement Program and the White Flint Fire Station 23.

"...gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks..."

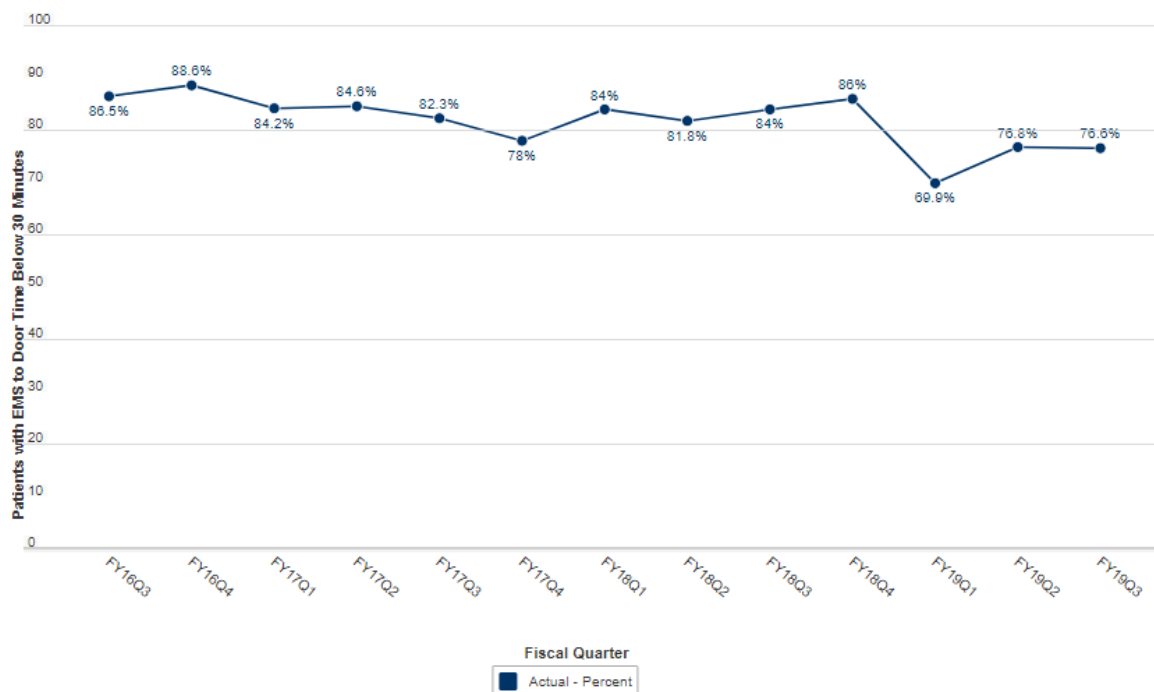
[Back to performance monitoring section 2D.8](#)

## MCFRS CFAI 2019 ACR EXHIBIT #21 [Performance Monitoring 2D.9]

<https://stat.montgomerycountymd.gov/en/stat/goals/single/6cc2-vhtt>

EMS stroke care: Percentage of stroke patients with EMS to door (E2D) time less than or equal to 30 minutes

**84**Percent  
Current as of Jun 2018



Why is this measure important?

The sooner a patient can be seen at a primary stroke care center, the greater likelihood that there will be no lasting effects of a stroke.

[Back to performance monitoring section 2D.9](#)

## MCFRS CFAI 2019 ACR EXHIBIT #22 [Performance Monitoring 2D.10]

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[Exhibit from 2018 CRA – SOC that packages numerous documents to support examples of how MCFRS continues to meet this PI.](#) (click link)

Updated exhibit of the routine meeting of external stakeholders to determine program expectations:

***MONTGOMERY COUNTY  
FIRE AND EMERGENCY SERVICES COMMISSION  
MEETING AGENDA  
May 9, 2019, at 7:00 pm***

*Public Safety Headquarters  
100 Edison Park Drive, 1<sup>st</sup> floor  
Gaithersburg, Maryland 20878*

**100 – CALL TO ORDER**

- 101 - Report of the Chair
- 102 - Approval of the Commission minutes of February 14, 2019.  
(Note – March 14<sup>th</sup> and April 11<sup>th</sup> 2019 FESC meetings were cancelled)
- 103 - Comments from Commissioners
- 104 - Fire Chief's Report
  - FY 19 Budget – Status

**200 – ACTION ITEMS:**

- 201- **Fire Chief's General Order No. 19-03, Leaving Hospital – Status.** – The Fire Chief requests the Fire and Emergency Services Commission review and approve FCGO No. 19-03.

Leaving Hospital - Status

- 202- **Fire Chief's General Order No. 19-04, Report Legal and Administrative Actions.** The Fire Chief requests the Fire and Emergency Services Commission review and approve FCGO No. 19-04.

Reporting Legal and Administrative Actions

**300 –REPORT FROM RESOURCE GROUPS**

**400 - ADJOURNMENT**

[Back to performance monitoring section 2D.10](#)

[Click here to view the correspondence and draft Fire Chief's General Order](#)

## Montgomery County Fire and Rescue Service FIRE CHIEF'S GENERAL ORDER

**FCGO: 19- xx**  
**Date xxx, 2019**  
**Page 1 of 1**

**TO:** All MCFRS Personnel  
**FROM:** Fire Chief Scott E. Goldstein  
**SUBJECT:** Rescind - Fire Chief's General Orders, Directives, Information Bulletins, DFRS Policy, and MCFRS Policy

Effective immediately, the attached list of Fire Chief's General Orders, Directives, Information Bulletins, DFRS Policy, and MCFRS Policy are hereby rescinded.

### Fire Chiefs General Orders

06-10	Lateral Vascular Neck Restraint
07-09	CAFS Training Program
07-18	Performance Evaluation Procedures for Career Probationary Firefighter/Rescuers
08-05	Facility and Personal Protective Equipment Safety Inspections
08-09	MCSU and MAB
08-10	Timesheet Completion and Storage
08-20	Training Program for Newly Acquired CAFS Pumps
09-11	Third Rail Voltage Testers
10-05	Induced Hypothermia Optional Protocol
11-18	Parking Citations
12-06	Radio Failure Procedures
12-08	Command Officer Response to ROCC
12-17	FireApp Software
12-22	Mandatory HIPPA Training
05-11R	SCBA Scott AP50 Units
13-06	OSHA Hazard Communication and Global Harmonized System Training
14-21	Designation of Swift Water Boats
15-04	King LTS-D Device Training
15-10	Epinephrine Injection Training for BLS Providers
15-11	Metro Investigation (MET/INVST) call type
15-15	Seniority List
16-04	Preventing Workplace Harassment Training

C:\Users\John\Dropbox (MCFRS Operations)\Operations Division Executive Staff\Policy - Document - FCGO Development\ACTIVE FILE - 2019\DRAFT for Division Chief Review - FCGO - Rescind FCGOs etc - 20JUNE2019.docx

[Click here to go back to Strategic Recommendations](#)

## MCFRS CFAI 2019 ACR EXHIBIT #23 Progress-Recommendation 2C.5

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[Click here to view the whole memo outlining the requirements for this report](#)




### MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

Marc Elrich  
*County Executive*

Scott E. Goldstein  
*Fire Chief*

July 2, 2019

**TO:** Gary Cooper  
Division Chief, Support Services

**FROM:** Demetrios Vlassopoulos   
Accreditation Manager, Contractor

**SUBJECT:** Request for the Development of a NFPA 1710 Crystal Report – Updated Request v5

This is the final version 5 of the updated request. This version attempts to clarify and document questions raised by IT/Data Manager Chu through multiple email exchanges. These email exchanges are contained on the last pages of this memo.

In June of 2017 a memo was typed to Data Manager Chu requesting a Crystal report to measure our performance against the current NFPA 1710 benchmark criteria for the first engine and the “initial full assignment” of 14 or 15 firefighters to fire full assignments. The term “initial full assignment” shall be used synonymously with the term “effective response force”, or ERF.

During our most recent ISO review in 2016, Ms. Song manually conducted this analysis based on a complex unit package matrix that was provided to her. Automating her processes was the impetus for this initial request.

Since the Data Team was very busy during that time period, this request was shelved. However, since then we still have a need for measuring our performance against NFPA 1710. Inevitably, ISO will be conducting another review, probably sooner than later. Also, Division Chief Del Pozzo is in need of our 1710 performance for SAFER Grant reporting. **In addition, CFAI continues to push departments to measure their performance against situation found as opposed to how we have always done it, which is dispatched as. Although they recently seem to have relaxed their standard, I believe it would be advantageous for us to measure some of our programs both ways, and I believe this proposal will help us achieve that.**

This said and as discussed during the 6/5 Division Chiefs meeting, I am requesting to construct a NFPA 1710 Building Fire Crystal report. The following pages will outline the requirements for the IT/Data Team.

---

Office of the Fire Chief

100 Edison Park Dr., 2nd Floor, Gaithersburg, Maryland, 20878

*Serving with dedication, courage and compassion*

[Click here to go back to Strategic Recommendations](#)



## 2019 ACR EXHIBIT #24 – Implemented Recommendation 2C.2

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[Click here to view the whole email string documenting this initiative](#)

**From:** Vlassopoulos, Demetrios (Jim)  
**Sent:** Tuesday, April 16, 2019 10:26 AM  
**To:** Song, Lucy <Lucy.Song@MontgomeryCountyMD.gov>  
**Cc:** Gutschick, Scott <Scott.Gutschick@montgomerycountymd.gov>; Chu, Po Kar <PoKar.Chu@montgomerycountymd.gov>  
**Subject:** RE: Accreditation Crystal Report Data Export Enhancement/Solution Request

I love it! Thank you for doing this. You can see below how I easily created a report to compare response time performance for each box area and between two timeframes. I believe this will provide us the ability to meet a recommendation from our 2018 accreditation report; specifically, CC 2C.2 "It is recommended that the department establish a process to document and report emergency response performance for each service type by first-due response area."

Thank you for following up with this request and completing it for us.

Jim

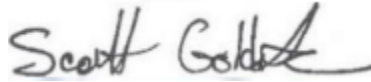
It is also noted MCFRS has had and continues to have "a documented and adopted methodology for monitoring its quality of emergency response performance for each service type within each planning zone and total response area." This is well documented within the [2018 Community Risk Assessment: Standards of Cover](#) beginning on page 134.

It is believed this recommendation was offered to enhance existing methodologies to compare performance trending within each of the 850 granular fire station box areas. This Crystal report enhancement has helped MCFRS achieve this 2018 accreditation report recommendation.

[Click here to go back to Strategic Recommendations](#)

## Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

A handwritten signature in black ink, appearing to read "Scott Gold". The signature is written in a cursive, flowing style.

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Signature of Agency Head

Fire Chief

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Title

July 11, 2019

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Date