

Vlassopoulos, Demetrios (Jim)

From: Cynde Singer <csinger@cpse.org>
Sent: Thursday, November 05, 2020 12:26 PM
To: Goldstein, Scott
Cc: Vlassopoulos, Demetrios (Jim)
Subject: ACR Approved!
Attachments: 2020 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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STATEMENT OF FINDINGS

TO: Commission on Fire Accreditation International

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

DATE: October 17, 2020

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

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 9th Edition of the Fire and Emergency Service Self-Assessment Manual (FESSAM).

FINDINGS

Agency Information

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

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 1,266 career and 844 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 Planning and Accreditation Section Manager Scott Gutschick retired in December 2019 and Dr. Melissa Schulze, formally from Montgomery County Police, has been appointed the new MCFRS Planning and Accreditation Section Manager in January 2020.

The agency placed 3 utility task vehicles, 1 aerial tower, and 16 new Freightliner/PL Custom EMS units, each with a Stryker Power-PRO XT/Power-LOAD ambulance cot system, into service this year. All 37 fire stations now have at least one LUCAS mechanical CPR device.

The agency cited "Emergency Medical Dispatch (EMD) Protocol 37, Interfacility Evaluation/Transfer instead of Protocol 33. This positively affects the community by decreasing call processing times to calls for service to skilled nursing facilities because there are less questions asked of the caller and prearrival instructions are not given".

Further, adjustments were made to all EMD "Omega" and certain "Alpha" low acuity BLS EMS calls for service that now dictates units proceed non-emergency instead of responding with lights and sirens.

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.

Compliance with Non-Core Competencies

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 the agency is working on implementing.

The agency has already started working on new 10th edition PI. MCFRS has developed a Virtual CRA/SOC that remains current and automatically updates when program outcomes, data tables, baseline statements etc. are updated.

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 has submitted performance data at the 90th Percentile Times for 2018 through FY 2020, which also included benchmark and baseline performance statements based upon its move from 4 to 2 densities based upon the 10th Edition of the FESSAM. Also, the aggregate times from 2018-2020 was calculated. The data is consistent with the data presented from their last peer assessment. No issues were noted during the review.

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 implemented.

Other Information

The agency described the year with COVID-19 and 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. At total of 31 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 10th 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

9th Edition

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



This Report Prepared on October 1, 2020
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:	http://www.montgomerycountymd.gov/mcfrs
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:	10/31/2020
Annual Compliance Report Number (1-4):	2
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:	1,050,688
Department Type:	Combination
Number of Fire Stations:	37
Number of Full Time Personnel:	1266
Number of Part Time (Volunteer/Paid on call) Personnel:	844
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. Planning and Accreditation Section Manager Scott Gutschick retired in December 2019 and Dr. Melissa Schulze, formally from Montgomery County Police, has been appointed the new MCFRS Planning and Accreditation Section Manager in January 2020. ([Exhibit 1](#))
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? No
 - a. If yes, provide description and exhibits such as census data, maps, etc.
4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc)? Yes
 - a. Three utility task vehicles (UTV) and one aerial tower placed in service, and 16 new Freightliner/PL Custom EMS units, each with a [Stryker Power-PRO XT/Power-LOAD](#) ambulance cot system, will be placed into service this year. The UTV's are a new resource capability to positively impact the community by providing safe and rapid all terrain firefighter & equipment transport, patient extrication, and remote access brush fire mitigation. The new aerial tower replaces an aging piece of apparatus and impacts the community by providing special services which are more reliably available by limiting downtime secondary to mechanical breakdowns and increased maintenance. The new EMS transport units will replace front line units which will go into a reserve/surge status. Older reserve units will be retired. This positively impacts the community by providing more reliability in EMS units being available due to less breakdowns. ([Exhibit 2a](#))
 - b. All 37 fire stations now have at least one LUCAS mechanical CPR device. This impacts the community by providing fire/rescue personnel a proven and effective device to enhance the quality of CPR which assists in MCFRS' already stellar return of spontaneous circulation (ROSC) rates ([Exhibit 2b](#))
5. Have there been any changes in programs/services? Yes
 - a. Emergency Communications Center (ECC) transitioned to using the Emergency Medical Dispatch (EMD) Protocol 37, Interfacility Evaluation/Transfer instead of Protocol 33. This positively affects the community by decreasing call processing times to calls for service to skilled nursing facilities because there are less questions asked of the caller and prearrival instructions are not given. In addition, ALS1 responses to these facilities will not require a paramedic fire suppression unit in addition to an ALS transport unit, thus, the ALS suppression unit will remain available for the community. ([Exhibit 3a](#))
 - b. Adjustment to all EMD "Omega" and certain "Alpha" low acuity BLS EMS calls for service now dictates units proceed non-emergency instead of responding with lights and sirens. This impacts the community by

balancing the risk of MCFRS getting into a collision while using lights and sirens to navigate through traffic whilst enroute to a low acuity call for service. ([Exhibit 3b](#))

- c. MCFRS' Emergency Medical and Integrated Healthcare Services section implements the Direct to Triage initiative with support of the Maryland Institute of Emergency Medical Services to decrease low-acuity patient hospital transport turnover/drop times. This positively affects the community by decreasing EMS transport unit total on-call time and thus provides more availability of resources. ([Exhibit 3c](#))
- d. Implementation of CAD2CAD technology with partner automatic aid fire/rescue jurisdictions. This helps the community by automatically sharing emergency services resources information through independent computer aided dispatch technologies and thus, shortening the phone to dispatch times between bordering jurisdictional calls for service. ([Exhibit 3d](#))
- e. The Technical Operations Section (TechOps) equipped all fire-rescue apparatus with cellular devices and networked the devices with an application that allows for a continuously operating backup communications system in the event of a failure of the Public Safety Radio System. ([Exhibit 3e](#))
- f. MCFRS developed a COVID-19 Surge Plan that included adding additional resources & enhanced procedures from 4/13/20 to 6/10/20 ([Exhibit 3f](#))

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 FY21 \(07/01/20 to 06/30/21\) Operating Budget](#) for the Montgomery County Fire and Rescue Service is \$224,995,408, which is an increase of \$1,744,949 or 0.78 percent from the FY20 approved budget of \$223,250,459.

The total approved FY20 (07/01/19 to 06/30/20) Operating Budget for the Montgomery County Fire and Rescue Service was \$223,250,459, which is an increase of \$5,250,252 or 2.41 percent from the FY19 approved budget of \$218,000,207.

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 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.

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.

MCFRS is in compliance with all core competencies, although there have been significant updates to CC 2A.4 and CC 2C.5. MCFRS has adopted the two-density zone framework as outlined in the 10th addition FESSAM. Previously, MCFRS retained the four-zone framework from the 8th edition FESSAM. All planning zones, incident analysis, risk assessments etc. are now conducted via urban or rural density zones. This also required updated benchmark targets for all emergency service programs/classifications and categories of risk. The updated benchmark targets were developed and internally approved after a rigorous baseline quantitative analysis and other factors were considered ([Exhibit #25](#)). If viewing online, click the following link for the whole [Information Bulletin](#).

B. Agencies will provide exhibits for the following core competencies each year (click on hyperlinked PIs):

- 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.2](#) (Exhibit #15) Other Programs – US&R
- n. [9B.10](#) (Exhibit #16)

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

PI 2C.6: This is a new 10th edition PI. MCFRS has developed a Virtual CRA/SOC that remains current and automatically updates when program outcomes, data tables, baseline statements etc. are updated. This helps meet part of the intent of this PI as documented in the Interpretation Guide, "...for the agency to identify outcomes for its programs and use the information during updates and changes to the CRA/SOC."

The reviewer of this compliance report while online is encouraged to view the MCFRS [Virtual CRA/SOC by clicking here](#).

Accreditation Model Annual Compliance (continued)

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. (See [Exhibit #17](#))

2020 ACR: Accepted and progress on development of methodology is transpiring. See Exhibit #17 documenting ROSC saves with patient cognitive and hospital discharges & souls saved during water/ice technical rescue operations.

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.

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 2020 ACR progress on recommendation is transpiring after a COVID-19 delay. See [Exhibit #23](#)

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. **2020 ACR Accepted.** Ongoing efforts continue to address call processing time increases. See [Exhibit #24](#) (Two pages)

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.

Accreditation Manager Note: In an effort to work toward the newest edition of the FESSAM, it is noted this PI in the 10th edition is now 2D.9 and is provided below for reference.

CC 2D.9 On at least an annual basis, the agency formally notifies the (AHJ) of any gaps in current capabilities, capacity, and the level of service provided within its delivery system to mitigate the identified risks within its service area, as identified in its community risk assessment /standards of cover.

Identify and explain: What is written in the [Virtual CRA: SOC](#) on page #319 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 #18](#)

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.

Accreditation Manager Note: In an effort to work toward the newest edition of the FESSAM, it is noted this PI in the 10th edition has been eliminated due to redundancy.

Identify and explain:

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 fiscal years. This comparison offers a transparent way for the AHJ and all citizen stakeholders to determine baseline gaps and/or enhancements

Performance Monitoring (continued)

and, thus, the level of service is quantified. In addition, and after the submission of the 2019 Annual Compliance Report, the agency has entered into a Turn the Curve agreement with the Montgomery County Chief Administrative Officer (CAO) to document efforts to address gaps and current capabilities for the highest priority services provided.

Plan for improvement: To continue to meet with/notify the AHJ often, and in particular, with the Fire Chief and Senior Staff meeting with the CAO and CountyStat leadership, to monitor progress documented within the Turn the Curve agreement. [Exhibit #19](#)

[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 is written in the [Virtual CRA – SOC](#) is still applicable:

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 Virtual CRA/SOC](#) and within the table of contents click on link to 2D.10

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 #20](#)

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 90th percentile for arrival of the first unit is as follows in each of the density zones:

Urban: 09:30

Rural: 14:00

For phone to dispatch (PtoD) call-processing at the 90th percentile all zones: **03:00**

For turnout time at the 90th percentile all zones: **01:20**

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

Urban: 5:00

Rural: 09:30

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

Urban: 12:30

Rural: 17:00

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: 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 90th percentile for arrival of the first unit is as follows in each of the density zones:

Urban: 0:09:32 Rural: 0:14:08

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

For turnout time at the 90th percentile and Countywide:

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

Urban: 0:05:38 Rural: 0:09:54

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

Urban: 0:13:27 Rural: 0:16:50

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:09:32	0:09:30	-0.35%	0:14:08	0:14:00	-0.94%
FAU Trav	0:05:38	0:05:00	-11.24%	0:09:54	0:09:30	-4.04%
ERF TRT	0:13:27	0:12:30	-7.06%	0:16:50	0:17:00	0.99%

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	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:03:39			0:03:50	3:35	3:35
	Rural		0:03:35			0:03:29	3:34	3:42
	Countywide		0:03:39			0:03:49	3:35	3:35
Turnout Time Turnout Time 1st Unit	Urban		0:01:41			0:01:44	1:40	1:40
	Rural		0:02:12			0:01:58	2:17	2:25
	Countywide		0:01:42			0:01:44	1:41	1:41
Travel Time	Travel Time 1st Unit Distribution	Urban	0:05:38			0:05:32	5:44	5:38
		Rural	0:09:54			0:09:05	10:45	11:47
		Countywide	0:05:44			0:05:35	5:51	5:44
	Travel Time ERF Concentration	Urban	0:09:18			0:09:07	9:22	9:25
		Rural	0:12:56			0:12:48	14:50	12:16
		Countywide	0:09:27			0:09:13	9:31	9:28
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:32			0:09:37	9:32	9:24
			n=6774			N=2044	N=2258	n=2449
		Rural	0:14:08			0:12:40	14:19	16:22
			n=195			N=72	N=68	n=55
		Countywide	0:09:39			0:09:44	9:42	9:28
			n=6969			N=2116	N=2326	n=2504
	Total Response Time ERF Concentration	Urban	0:13:27			0:13:19	13:38	13:29
			n=4837			N=1372	N=1622	n=1828
		Rural	0:16:50			0:16:14	19:19	16:04
			n=114			N=45	N=40	n=29
		Countywide	0:13:38			0:13:27	13:54	13:36
			n=4951			N=1417	N=1662	n=1857

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 90th percentile for arrival of the first engine is in as follows in each of the density zones:

Urban: 09:15

Rural: 12:30

For phone to dispatch (PtoD) call-processing at the 90th percentile all zones: **03:00**

For turnout time at the 90th percentile all zones: **01:20**

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

Urban: 5:30

Rural: 07:30

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

Urban: 21:00

Rural: 20:00

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: 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 90th percentile for arrival of the first engine is as follows in each of the density zones:

Urban: 0:09:42 Rural: 0:13:19

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:04:01**

For turnout time at the 90th percentile and Countywide: **0:01:31**

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

Urban: 0:05:58 Rural: 0:08:05

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

Urban: 0:21:31 Rural: 0:23:08

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:09:42	0:09:15	-4.64%	0:13:19	0:12:30	-6.13%
FAU Trav	0:05:58	0:05:30	-7.82%	0:08:05	0:07:30	-7.22%
ERF TRT	0:21:31	0:21:00	-2.40%	0:23:08	0:20:00	-13.54%

Risk Category: Fire Suppression / Risk Classification: High

(High Risk) Fire Suppression – FFA-HY (Hydranted Areas) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban	0:04:01			0:04:07	4:04	3:57
	Rural	0:04:04			0:06:48	4:01	3:38
	Countywide	0:04:01			0:04:07	4:01	3:57
Turnout Time Turnout Time 1st Unit	Urban	0:01:31			0:01:33	1:25	1:34
	Rural	0:01:33			0:01:57	1:50	1:25
	Countywide	0:01:31			0:01:33	1:25	1:34
Travel Time	Travel Time 1st Unit Distribution	Urban	0:05:58		0:05:58	5:40	6:17
		Rural	0:08:05		0:08:05	7:26	17:21
		Countywide	0:06:00		0:05:58	5:41	6:24
	Travel Time ERF Concentration	Urban	0:17:15		0:16:39	16:31	18:38
		Rural	0:16:13		0:16:13	12:52	15:24
		Countywide	0:17:13		0:16:39	16:31	18:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:42		0:09:47	9:27	10:04
			n=1966		N=707	N=654	N=598
		Rural	0:13:19		0:13:19	13:02	16:41
			n=25		N=6	N=9	N=10
		Countywide	0:09:42		0:09:47	9:27	10:07
			n=1991		N=713	N=663	N=608
	Total Response Time ERF Concentration	Urban	0:21:31		0:21:19	21:18	23:15
			n=631		N=213	N=208	N=210
		Rural	0:23:08		0:18:21	18:56	23:08
			n=9		N=2	N=3	N=4
		Countywide	0:23:31		0:21:19	21:17	23:15
			n=640		N=215	N=211	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 90th percentile for arrival of the first engine is as follows in each of the density zones:

Urban: 10:45

Rural: 15:00

For phone to dispatch (PtoD) call-processing at the 90th percentile all zones: **03:00**

For turnout time at the 90th percentile all zones: **02:00**

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

Urban: 7:30

Rural: 10:00

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

Urban: 30:00

Rural: 40:00

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 90th percentile for arrival of the first engine is as follows in each of the density zones:

Urban: 0:11:00 Rural: 0:15:20

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:04:05**

For turnout time at the 90th percentile and Countywide: **0:02:52**

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

Urban: 0:07:58 Rural: 0:11:37

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

Urban: 0:32:34 Rural: 0:44:01

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:11:00	0:10:45	-2.27%	0:15:20	0:15:00	-2.17%
FAU Trav	0:07:58	0:07:30	-5.86%	0:11:37	0:10:00	-13.92%
ERF TRT	0:32:34	0:30:00	-7.88%	0:44:01	0:40:00	-9.13%

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	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:03:49			0:03:04	4:11	2:53
		Rural	0:04:15			0:04:14	3:32	6:20
		Countywide	0:04:05			0:04:07	4:05	5:14
Turnout Time Turnout Time 1st Unit		Urban	0:02:41			0:02:30	2:29	3:01
		Rural	0:03:07			0:02:33	4:00	3:02
		Countywide	0:02:52			0:02:31	3:10	3:02
Travel Time	Travel Time 1 st Unit Distribution	Urban	0:07:58			0:07:58	9:11	7:30
		Rural	0:11:37			0:08:24	11:45	11:40
		Countywide	0:09:42			0:08:24	10:54	10:51
	Travel Time ERF Concentration	Urban	0:25:27			0:25:27	22:50	0:34
		Rural	0:25:19			0:28:32	19:17	0:34
		Countywide	0:25:27			0:28:32	22:15	0:34
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:00			0:10:52	11:38	11:00
			n=45			N=17	N=18	N=10
		Rural	0:15:20			0:13:05	16:02	15:29
			n=54			N=22	N=18	N=14
		Countywide	0:13:58			0:12:48	15:00	13:58
			n=99			N=39	N=36	N=24
	Total Response Time ERF Concentration	Urban	0:32:34			0:32:34	0:27	0:42
			n=13			N=3	N=7	N=3
		Rural	0:44:01			0:44:01	0:40	0:44
			n=18			N=3	N=9	N=6
		Countywide	0:40:00			0:44:01	0:40	0:44
			n=31			N=6	N=16	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 90th percentile for arrival of the first engine is as follows in each of the density zones:

Urban: 08:15

Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile all zones: **03:00**

For turnout time at the 90th percentile all zones: **01:10**

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

Urban: 04:00

Rural: N/A

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

Urban: 20:00

Rural: N/A

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

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

Urban: 0:08:30 Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:04:13**

For turnout time at the 90th percentile and Countywide: **0:01:20**

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

Urban: 0:04:27 Rural: N/A

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

Urban: 0:20:23 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:08:30	0:08:15	-2.94%	N/A	N/A	N/A
FAU Trav	0:04:27	0:04:00	-10.11%	N/A	N/A	N/A
ERF TRT	0:20:23	0:20:00	-1.88%	N/A	N/A	N/A

Risk Category: Fire Suppression / Risk Classification: Special

(Special Risk) Fire Suppression – FFA-SRHR (High-Rise) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban	0:04:13			0:04:23	4:13	4:07
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:04:13			0:04:23	4:13	4:07
Turnout Time Turnout Time 1st Unit		Urban	0:01:20			0:01:21	1:15	1:25
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:01:20			0:01:21	1:15	1:25
Travel Time	Travel Time 1 st Unit Distribution	Urban	0:04:27			0:04:12	4:29	5:36
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:04:29			0:04:12	4:29	5:36
	Travel Time ERF Concentration	Urban	0:15:54			0:18:06	15:54	15:44
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:15:54			0:18:06	15:54	15:44
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:08:30			0:08:12	8:12	8:56
			n=249			N=114	N=88	N=46
		Rural	N/A			N/A	N/A	N/A
			n=0			n=0	n=0	n=0
		Countywide	0:08:30			0:08:12	8:12	8:56
			n=249			N=115	N=88	N=46
	Total Response Time ERF Concentration	Urban	0:20:23			0:23:40	20:08	19:30
			n=101			N=48	N=36	N=17
		Rural	N/A			N/A	N/A	N/A
			N/A			N=0	N=0	N=0
		Countywide	0:20:23			0:23:40	20:08	19:30
			n=101			N=48	N=36	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 90th percentile for first arrival of any paramedic unit is as follows in each of the density zones:

Urban: 10:15

Rural: 14:00

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

For turnout time at the 90th percentile and Countywide: **01:20**

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

Urban: 06:30

Rural: 10:00

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

Urban: 11:30

Rural: 16:45

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 90th percentile for first arrival of any paramedic unit is as follows in each of the density zones:

Urban: 0:11:00 Rural: 0:14:31

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:03:43**

For turnout time at the 90th percentile and Countywide: **0:01:37**

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

Urban: 0:06:43 Rural: 0:10:27

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

Urban: 0:12:28 Rural: 0:18:16

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:11:00	0:10:15	-6.82%	0:14:31	0:14:00	-3.56%
FAU Trav	0:06:43	0:06:30	-3.23%	0:10:27	0:10:00	-4.31%
ERF TRT	0:12:28	0:11:30	-7.75%	0:18:16	0:16:45	-8.30%

Risk Category: EMS / Risk Classification: Moderate

(Moderate Risk) EMS – ALS1 (One Paramedic) - 90th Percentile Times - Baseline Performance		FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban	0:03:43			0:03:59	3:37	3:32
	Rural	0:03:36			0:03:44	3:36	3:25
	Countywide	0:03:43			0:03:59	3:37	3:32
Turnout Time Turnout Time 1st Unit	Urban	0:01:37			0:01:38	1:36	1:37
	Rural	0:01:45			0:01:47	1:44	1:45
	Countywide	0:01:37			0:01:38	1:36	1:37
Travel Time	Travel Time 1st Unit Distribution	Urban	0:06:43		0:06:41	6:42	6:45
		Rural	0:10:27		0:10:25	10:43	10:15
		Countywide	0:06:51		0:06:50	6:51	6:53
	Travel Time ERF Concentration	Urban	0:08:05		0:08:11	8:05	8:01
		Rural	0:13:58		0:15:05	12:54	13:11
		Countywide	0:08:15		0:08:24	8:14	8:09
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:00		0:11:26	10:46	10:47
			n=102605		n=33099	n=34733	n=34486
		Rural	0:14:31		0:14:54	14:28	14:12
			n=2872		N=932	N=1013	N=918
		Countywide	0:11:08		0:11:37	10:54	10:56
			n=105477		34031	35746	35404
	Total Response Time ERF Concentration	Urban	0:12:28		0:12:50	12:16	12:14
			n=41332		n=12757	n=14464	n=14002
		Rural	0:18:16		0:19:27	17:29	17:13
			n=921		N=271	N=334	N=311
		Countywide	0:12:39		0:13:01	12:27	12:28
			n=42253		n=13028	n=14798	n=14313

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 90th percentile for first arrival of any paramedic unit is as follows in each of the density zones:

Urban: 09:45

Rural: 13:30

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

For turnout time at the 90th percentile and Countywide: **01:20**

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

Urban: 05:45

Rural: 09:30

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

Urban: 12:00

Rural: 17:00

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: 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 90th percentile for first arrival of any paramedic unit is as follows in each of the density zones:

Urban: 0:09:59 Rural: 0:13:44

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:03:25**

For turnout time at the 90th percentile and Countywide: **0:01:36**

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

Urban: 0:06:05 Rural: 0:09:43

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

Urban: 0:12:26 Rural: 0:17:39

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:09:59	0:09:45	-2.34%	0:13:44	0:13:30	-1.70%
FAU Trav	0:06:05	0:05:45	-5.48%	0:09:43	0:09:30	-2.23%
ERF TRT	0:12:26	0:12:00	-3.49%	0:17:39	0:17:00	-3.68%

Risk Category: EMS / Risk Classification: High

(High Risk) EMS – ALS2 (Two Paramedics) - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:03:25			0:03:33	3:25	3:17
	Rural		0:03:18			0:03:34	3:23	2:55
	Countywide		0:03:25			0:03:33	3:25	3:16
Turnout Time Turnout Time 1st Unit	Urban		0:01:36			0:01:37	1:35	1:35
	Rural		0:01:45			0:01:54	1:43	1:39
	Countywide		0:01:36			0:01:37	1:36	1:35
Travel Time	Travel Time 1 st Unit Distribution	Urban	0:06:05			0:05:59	6:04	6:12
		Rural	0:09:43			0:10:16	9:08	10:07
		Countywide	0:06:13			0:06:09	6:11	6:22
	Travel Time ERF Concentration	Urban	0:08:20			0:08:35	8:08	8:20
		Rural	0:13:33			0:15:47	12:08	14:03
		Countywide	0:08:38			0:08:52	8:22	8:40
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:59			0:10:06	9:53	9:58
			n=14224			N=4639	N=4946	N=4609
		Rural	0:13:44			0:14:14	12:34	13:28
			n=415			N=138	N=139	N=137
		Countywide	0:10:08			0:10:17	10:03	10:05
			n=14639			N=4777	N=5085	N=4746
	Total Response Time ERF Concentration	Urban	0:12:26			0:12:41	12:53	12:33
			n=9729			N=3116	N=3564	N=3336
		Rural	0:17:39			0:19:33	17:06	18:10
			n=267			N=85	N=91	N=95
		Countywide	0:12:38			0:12:59	13:04	12:49
			n=9996			N=3201	N=3655	N=3431

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 09:30

Rural: 12:00

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **05:00**

For turnout time at the 90th percentile and Countywide: **02:00**

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

Urban: 05:00

Rural: 07:00

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

Urban: 24:00

Rural: 25:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:11:35 Rural: 0:15:59

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:05:50**

For turnout time at the 90th percentile and Countywide: **0:02:14**

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

Urban: 0:05:38 Rural: 0:08:34

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

Urban: 0:24:26 Rural: 0:25:31

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:11:35	0:09:30	-17.99%	0:15:59	0:12:00	-24.92%
FAU Trav	0:05:38	0:05:00	-11.24%	0:08:34	0:07:00	-18.29%
ERF TRT	0:24:26	0:24:00	-1.77%	0:25:31	0:25:00	-2.02%

Risk Category: Hazmat / Risk Classification: Moderate

(Moderate Risk) Hazmat – HM-MR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:05:47			0:05:50	5:32	5:54
		Rural	0:06:13			0:06:21	5:25	6:13
		Countywide	0:05:50			0:05:50	5:32	5:54
Turnout Time Turnout Time 1st Unit		Urban	0:02:14			0:02:19	2:07	2:18
		Rural	0:02:26			0:02:33	2:12	1:15
		Countywide	0:02:14			0:02:19	2:07	2:16
Travel Time	Travel Time 1 st Unit Distribution	Urban	0:05:38			0:05:31	6:07	5:17
		Rural	0:08:34			0:06:11	3:31	8:34
		Countywide	0:05:44			0:05:31	6:07	5:17
	Travel Time ERF Concentration	Urban	0:17:38			0:17:38	26:03	16:04
		Rural	0:17:03			0:17:03	N/A	N/A
		Countywide	0:17:38			0:17:38	26:03	16:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:35			0:11:18	12:15	11:33
			n=267			N=55	N=124	N=88
		Rural	0:15:59			0:10:09	09:57	15:59
			n=8			N=4	N=2	N=2
		Countywide	0:11:35			0:11:18	12:15	11:33
			n=275			N=59	N=126	N=90
	Total Response Time ERF Concentration	Urban	0:24:26			0:24:02	31:22	22:14
			n=17			N=3	N=3	N=11
		Rural	0:25:31			0:25:31	N/A	N/A
			n=1			N=1	N=0	N=0
		Countywide	0:25:31			0:25:31	31:22	22:14
			n=18			N=4	N=3	N=11

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 11:00

Rural: 15:45

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **02:00**

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

Urban: 05:00

Rural: 07:00

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

Urban: 34:00

Rural: 35:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:11:15 Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:06:58**

For turnout time at the 90th percentile and Countywide: **0:02:07**

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

Urban: 0:06:03 Rural: N/A

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

Urban: 0:34:40 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:11:15	0:11:00	-2.22%	N/A	0:15:45	N/A
FAU Trav	0:06:03	0:05:00	-17.36%	N/A	0:07:00	N/A
ERF TRT	0:34:40	0:34:00	-1.92%	N/A	0:35:00	N/A

Risk Category: Hazmat / Risk Classification: High

(High Risk) Hazmat – HM-HR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:06:58			0:07:51	5:09	5:55
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:06:58			0:07:51	5:09	5:55
Turnout Time Turnout Time 1st Unit		Urban	0:02:07			0:02:28	2:06	2:03
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:02:07			0:02:28	2:06	2:03
Travel Time	Travel Time 1st Unit Distribution	Urban	0:06:03			0:05:31	6:09	4:19
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:06:03			0:05:31	6:09	4:19
	Travel Time ERF Concentration	Urban	0:26:06			N/A	N/A	2:06
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:26:06			N/A	N/A	2:06
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:15			0:13:17	10:19	10:27
			n=57			N=6	N=30	N=21
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:11:15			0:13:17	10:19	10:27
			n=57			N=6	N=30	N=21
	Total Response Time ERF Concentration	Urban	0:34:40			N/A	N/A	10:40
			n=11			N=0	N=0	N=11
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:34:40			N/A	N/A	10:40
			n=11			N=0	N=0	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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 10:45

Rural: 17:00

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **02:00**

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

Urban: 05:00

Rural: 07:00

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

Urban: 35:00

Rural: 25:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:10:57 Rural: 0:20:53

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:04:36**

For turnout time at the 90th percentile and Countywide: **0:02:20**

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

Urban: 0:06:05 Rural: 0:10:41

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

Urban: 0:35:19 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:10:57	0:10:45	-1.83%	0:20:53	0:17:00	-18.60%
FAU Trav	0:06:05	0:05:00	-17.81%	0:10:41	0:07:00	-34.48%
ERF TRT	0:35:19	0:35:00	-0.90%	N/A	0:25:00	N/A

Risk Category: Hazmat / Risk Classification: Special

(Special Risk) Hazmat – HM-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:04:03			0:03:33	4:15	4:03
	Rural		0:09:03			0:04:37	9:03	1:46
	Countywide		0:04:36			0:04:37	4:36	4:03
Turnout Time Turnout Time 1st Unit	Urban		0:02:15			0:02:20	2:15	2:14
	Rural		0:03:19			0:02:55	6:41	2:01
	Countywide		0:02:20			0:02:20	2:18	2:14
Travel Time	Travel Time 1st Unit Distribution	Urban	0:06:05			0:04:57	7:01	5:54
		Rural	0:10:41			0:09:35	10:41	2:31
		Countywide	0:06:49			0:05:29	7:01	5:54
	Travel Time ERF Concentration	Urban	0:22:22			0:20:05	22:22	0:27:04
		Rural	0:15:22			N/A	N/A	15:22
		Countywide	0:22:22			0:20:05	22:22	0:27:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:57			0:13:09	11:10	10:30
			n=91			N=22	N=29	N=40
		Rural	0:20:53			0:15:37	20:53	5:19
			n=4			N=1	N=2	N=1
		Countywide	0:11:42			0:15:37	11:48	10:30
			n=95			N=23	N=31	N=41
	Total Response Time ERF Concentration	Urban	0:35:19			0:37:03	0:30:23	23:56
			n=17			N=3	N=10	N=4
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:35:19			0:37:03	30:23:00	23:56
			n=17			N=3	N=10	N=4

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 11:45

Rural: 13:45

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **03:00**

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

Urban: 05:30

Rural: 08:00

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

Urban: 38:00

Rural: 45:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:12:00 Rural: 0:18:28

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:05:52**

For turnout time at the 90th percentile and Countywide: **0:03:46**

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

Urban: 0:05:39 Rural: 0:09:02

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

Urban: 0:38:50 Rural: 1:52:39

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:12:00	0:11:00	-8.33%	0:18:28	0:17:00	-7.94%
FAU Trav	0:05:39	0:05:30	-2.65%	0:09:02	0:08:00	-11.44%
ERF TRT	0:38:50	0:38:00	-2.15%	1:52:39	0:45:00	-60.05%

Risk Category: Technical Rescue / Risk Classification: Special

(Special Risk) Technical Rescue – TR-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:05:18			0:05:00	5:52	5:18
		Rural	0:09:20			0:08:30	4:08	9:20
		Countywide	0:05:52			0:08:30	5:52	6:32
Turnout Time Turnout Time 1st Unit		Urban	0:03:36			0:03:52	3:59	3:01
		Rural	0:04:09			0:03:07	3:49	8:53
		Countywide	0:03:46			0:03:51	3:59	3:08
Travel Time	Travel Time 1st Unit Distribution	Urban	0:05:39			0:05:27	7:27	7:04
		Rural	0:09:02			0:07:43	8:44	9:02
		Countywide	0:07:27			0:06:49	8:22	7:23
	Travel Time ERF Concentration	Urban	0:22:39			0:12:28	22:39	10:08
		Rural	0:22:48			N/A	22:48	N/A
		Countywide	0:22:48			0:12:28	22:48	10:08
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:12:00			0:10:50	12:03	13:02
			n=43			N=14	N=13	N=16
		Rural	0:18:28			0:16:39	16:26	18:28
			n=7			N=2	N=4	N=1
		Countywide	0:13:58			0:11:28	16:01	13:58
			n=50			N=16	N=17	N=17
	Total Response Time ERF Concentration	Urban	0:38:50			0:22:22	0:32:23	0:38:50
			n=5			N=1	N=3	N=1
		Rural	1:52:39			N/A	1:52:39	N/A
			n=1			N=0	N=1	N=0
		Countywide	1:52:39			0:22:22	1:52:39	0:38:50
			n=6			N=1	N=4	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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 16:45

Rural: 17:00

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **02:30**

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

Urban: 09:00

Rural: 11:00

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

Urban: 24:30

Rural: 29:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:20:26 Rural: 0:18:42

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:08:46**

For turnout time at the 90th percentile and Countywide: **0:03:13**

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

Urban: 0:10:22 Rural: 0:22:23

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

Urban: 0:25:01 Rural: 0:29:39

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).

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:20:26	0:16:45	-18.03%	0:18:42	0:17:00	-9.09%
FAU Trav	0:10:22	0:09:00	-13.18%	0:22:23	0:11:00	-50.86%
ERF TRT	0:25:01	0:24:30	-2.07%	0:29:39	0:29:00	-2.19%

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

(Special Risk) Technical Rescue – TR-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:05:18			0:05:00	5:52	5:18
	Rural		0:09:20			0:08:30	4:08	9:20
	Countywide		0:05:52			0:08:30	5:52	6:32
Turnout Time Turnout Time 1st Unit	Urban		0:03:36			0:03:52	3:59	3:01
	Rural		0:04:09			0:03:07	3:49	8:53
	Countywide		0:03:46			0:03:51	3:59	3:08
Travel Time	Travel Time 1st Unit Distribution	Urban	0:05:39			0:05:27	7:27	7:04
		Rural	0:09:02			0:07:43	8:44	9:02
		Countywide	0:07:27			0:06:49	8:22	7:23
	Travel Time ERF Concentration	Urban	0:22:39			0:12:28	22:39	10:08
		Rural	0:22:48			N/A	22:48	N/A
		Countywide	0:22:48			0:12:28	22:48	10:08
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:12:00			0:10:50	12:03	13:02
			n=43			N=14	N=13	N=16
		Rural	0:18:28			0:16:39	16:26	18:28
			n=7			N=2	N=4	N=1
		Countywide	0:13:58			0:11:28	16:01	13:58
			n=50			N=16	N=17	N=17
	Total Response Time ERF Concentration	Urban	0:38:50			0:22:22	0:32:23	0:38:50
			n=5			N=1	N=3	N=1
		Rural	1:52:39			N/A	1:52:39	N/A
			n=1			N=0	N=1	N=0
		Countywide	1:52:39			0:22:22	1:52:39	0:38:50
			n=6			N=1	N=4	N=1

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 19:00

Rural: 20:00

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **02:30**

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

Urban: 11:00

Rural: 14:00

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

Urban: 30:00

Rural: 38:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: N/A Rural: 0:23:07

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:07:13**

For turnout time at the 90th percentile and Countywide: **0:04:28**

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

Urban: N/A Rural: 0:14:46

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

Urban: N/A Rural: 0:39:34

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).

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	N/A	0:19:00	N/A	0:23:07	0:20:00	-13.48%
FAU Trav	N/A	0:11:00	N/A	0:14:46	0:14:00	-5.19%
ERF TRT	N/A	0:30:00	N/A	0:39:34	0:38:00	-3.96%

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

(High Risk) Water/Ice Rescue – WIR-HR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	N/A			N/A	N/A	N/A
		Rural	0:07:13			0:09:53	3:00	7:13
		Countywide	0:07:13			0:09:53	3:00	7:13
Turnout Time Turnout Time 1st Unit		Urban	N/A			N/A	N/A	2:00
		Rural	0:04:28			0:04:21	4:30	3:36
		Countywide	0:04:28			0:04:21	4:30	3:36
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A			N/A	N/A	N/A
		Rural	0:14:46			0:14:01	13:33	22:34
		Countywide	0:14:46			0:14:01	13:33	22:34
	Travel Time ERF Concentration	Urban	N/A			N/A	N/A	N/A
		Rural	0:30:04			0:24:24	N/A	0:30:04
		Countywide	0:30:04			0:24:24	N/A	0:30:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Rural	0:23:07			0:22:25	17:46	0:28:37
			n=10			N=6	N=1	N=3
		Countywide	0:23:07			0:22:25	17:46	0:28:37
			n=10			N=6	N=1	N=3
	Total Response Time ERF Concentration	Urban	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Rural	0:39:34			0:33:36	N/A	0:39:34
			n=8			N=5	N=0	N=3
		Countywide	0:39:34			0:33:36	N/A	0:39:34
			n=8			N=5	N=0	N=3

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 16:15

Rural: 19:15

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**

For turnout time at the 90th percentile and Countywide: **02:30**

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

Urban: 09:00

Rural: 11:00

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

Urban: 26:30

Rural: 37:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:17:05 Rural: 0:20:57

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:08:57**

For turnout time at the 90th percentile and Countywide: **0:03:19**

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

Urban: 0:09:19 Rural: 0:12:37

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

Urban: 0:27:00 Rural: 0:37:45

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).

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:17:05	0:16:15	-4.88%	0:20:57	0:19:15	-8.11%
FAU Trav	0:09:19	0:09:00	-3.40%	0:12:37	0:11:00	-12.81%
ERF TRT	0:27:00	0:26:30	-1.85%	0:37:45	0:37:00	-1.99%

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

(Special Risk) Water/Ice Rescue – WIR-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:09:00			0:10:43	8:05	3:47
	Rural		0:07:45			0:05:49	6:00	3:51
	Countywide		0:08:57			0:09:57	8:05	3:47
Turnout Time Turnout Time 1st Unit	Urban		0:03:07			0:03:36	2:39	1:31
	Rural		0:03:28			0:04:33	3:24	1:47
	Countywide		0:03:19			0:03:53	2:54	1:33
Travel Time	Travel Time 1st Unit Distribution	Urban	0:09:19			0:09:44	8:49	10:50
		Rural	0:12:37			0:11:33	17:12	10:39
		Countywide	0:11:01			0:11:33	14:10	10:50
	Travel Time ERF Concentration	Urban	0:20:23			0:18:06	22:53	20:28
		Rural	0:22:15			0:20:36	18:40	0:30:24
		Countywide	0:22:03			0:20:23	22:03	0:30:24
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:17:05			0:17:53	14:57	17:47
			n=90			N=38	N=27	N=25
		Rural	0:20:57			0:19:43	23:15	19:18
			n=50			N=17	N=18	N=14
		Countywide	0:19:23			0:19:30	20:03	19:06
			n=140			N=37	N=45	N=39
	Total Response Time ERF Concentration	Urban	0:27:00			0:29:23	0:25:49	0:26:36
			n=80			N=32	N=26	N=22
		Rural	0:37:45			0:33:58	0:37:45	0:43:41
			n=40			N=13	N=15	N=11
		Countywide	0:30:15			0:30:15	0:25:49	0:38:44
			n=120			N=45	N=41	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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones: **Urban: 11:00** **Rural: 15:45**

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **5:00**
For turnout time at the 90th percentile and Countywide: **02:00**

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

Urban: 05:00 **Rural: 08:00**

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

Urban: 30:00 **Rural: 35:00**

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:11:15 Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:06:56**

For turnout time at the 90th percentile and Countywide: **0:02:07**

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

Urban: 0:06:03 Rural: N/A

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

Urban: 0:34:40 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:11:15	0:11:00	-2.22%	N/A	0:15:45	N/A
FAU Trav	0:06:03	0:05:00	-17.36%	N/A	0:08:00	N/A
ERF TRT	0:34:40	0:30:00	-13.46%	N/A	0:35:00	N/A

Risk Category: Aviation Rescue Firefighting / Risk Classification: High

(High Risk) Aircraft Rescue FF – ARF-HR - 90th Percentile Times - Baseline Performance*			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:06:56			0:07:51	5:09	5:55
	Rural		N/A			N/A	N/A	N/A
	Countywide		0:06:56			0:07:51	5:09	5:55
Turnout Time Turnout Time 1st Unit	Urban		0:02:07			0:02:28	2:06	2:03
	Rural		N/A			N/A	N/A	N/A
	Countywide		0:02:07			0:02:28	2:06	2:03
Travel Time	Travel Time 1st Unit Distribution	Urban	0:06:03			0:05:31	6:09	4:19
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:06:03			0:05:31	6:09	4:19
	Travel Time ERF Concentration	Urban	0:26:06			N/A	N/A	2:06
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:26:06			N/A	N/A	0:26:06
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:15			0:13:17	10:19	10:27
			n=57			N=6	N=30	N=21
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:11:15			0:13:17	10:19	10:27
			n=57			N=6	N=0	N=21
	Total Response Time ERF Concentration	Urban	0:34:40			N/A	N/A	0:34:40
			n=11			N=0	N=0	N=11
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:34:40			N/A	N/A	0:34:40
			n=11			N=0	N=0	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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 10:30

Rural: 17:00

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

For turnout time at the 90th 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:

Urban: 05:00

Rural: 07:00

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

Urban: 30:00

Rural: 35:00

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 90th percentile for first arrival of the applicable unit is as follows in each of the density zones:

Urban: 0:10:45 Rural: 0:20:53

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:04:55**

For turnout time at the 90th percentile and Countywide: **0:02:11**

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

Urban: 0:06:05 Rural: 0:10:41

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

Urban: 0:30:23 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:10:45	0:10:30	-2.33%	0:20:53	0:17:00	-18.60%
FAU Trav	0:06:05	0:05:00	-17.81%	0:10:41	0:07:00	-34.48%
ERF TRT	0:30:23	0:30:00	-1.26%	N/A	0:35:00	N/A

Risk Category: Aviation Rescue Firefighting / Risk Classification: Special

(Special Risk) Aircraft Rescue FF – ARF-SR - 90th Percentile Times - Baseline Performance**			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:04:15			0:02:03	4:15	4:36
	Rural		0:09:03			N/A	9:03	N/A
	Countywide		0:04:55			0:02:03	5:53	4:36
Turnout Time Turnout Time 1st Unit	Urban		0:02:07			0:02:08	2:12	2:00
	Rural		0:06:41			N/A	6:41	N/A
	Countywide		0:02:11			0:02:08	2:21	2:00
Travel Time	Travel Time 1 st Unit Distribution	Urban	0:06:05			0:04:19	7:01	5:54
		Rural	0:10:41			N/A	10:41	N/A
		Countywide	0:07:00			0:04:19	7:03	5:54
	Travel Time ERF Concentration	Urban	0:22:22			0:14:23	22:22	21:11
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:22:22			0:14:23	22:22	0:21:11
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:45			0:07:43	11:48	10:41
			n=31			N=2	N=17	N=12
		Rural	0:20:53			N/A	20:53	N/A
			n=2			N=0	N=2	N=0
		Countywide	0:11:48			0:07:43	18:18	10:41
			n=33			N=2	N=19	N=12
	Total Response Time ERF Concentration	Urban	0:30:23			0:19:09	0:30:23	0:23:56
			n=15			N=1	N=10	N=4
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:30:23			0:19:09	0:30:23	0:23:56
			n=15			N=1	N=10	N=4

**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 90th percentile for first arrival of a Fire Marshal or the BU700 unit is as follows in each of the density zones:

Urban: 1:00:00 Rural: 1:15:00

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **05:00**

For turnout time at the 90th percentile and Countywide: **03:00**

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

Urban: 19:00 Rural: 40:00

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

Urban: 1:30:00 Rural: 2:00:00

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 90th percentile for first arrival of a Fire Marshal or the BU700 unit is as follows in each of the density zones:

Urban: 1:09:29 Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:03:38**

For turnout time at the 90th 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:

Urban: 0:19:39 Rural: N/A

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

Urban: 1:33:46 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	1:09:29	1:00:00	-13.65%	N/A	1:15:00	N/A
FAU Trav	0:19:39	0:19:00	-3.31%	N/A	0:40:00	N/A
ERF TRT	1:33:46	1:30:00	-4.02%	N/A	2:00:00	N/A

Risk Category: Bomb Squad / Risk Classification: Moderate

(Moderate Risk) Bomb Squad – BS-MR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:03:38			0:03:01	3:28	5:51
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:03:28			0:03:01	3:28	5:51
Turnout Time Turnout Time 1st Unit		Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban	0:19:39			0:24:41	13:38	19:39
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:19:39			0:24:41	13:38	19:39
	Travel Time ERF Concentration	Urban	0:32:09			0:32:09	0:36:39	0:26:38
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:32:09			0:32:09	0:36:39	0:26:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	1:09:29			0:40:48	1:29:24	1:09:29
			n=16			N=5	N=7	N=4
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	1:09:29			0:40:48	1:29:24	1:09:29
			n=16			N=5	N=7	N=4
	Total Response Time ERF Concentration	Urban	1:33:46			0:56:34	1:38:51	1:13:08
			n=16			N=5	N=7	N=4
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	1:33:46			0:56:34	1:38:51	1:13:08
			n=16			N=5	N=7	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 90th percentile for the first arrival of an applicable unit is as follows in each of the density zones:

Urban: 1:00:00 Rural: 1:15:00

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

05:00

For turnout time at the 90th percentile and Countywide: **03:00**

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

Urban: 26:00 Rural: 40:00

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

Urban: 40:00 Rural: 45:00

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 90th percentile for first arrival of an applicable unit is as follows in each of the density zones:

Urban: N/A Rural: N/A

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

For turnout time at the 90th 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:

Urban: N/A Rural: N/A

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

Urban: N/A Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	N/A	1:00:00	N/A	N/A	1:15:00	N/A
FAU Trav	N/A	0:26:00	N/A	N/A	0:40:00	N/A
ERF TRT	N/A	0:40:00	N/A	N/A	0:45:00	N/A

Risk Category: Bomb Squad / Risk Classification: High

(High Risk) Bomb Squad – BS-HR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
Turnout Time Turnout Time 1st Unit		Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
	Total Response Time ERF Concentration	Urban	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0

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 90th percentile for first arrival of an applicable unit is as follows in each of the density zones:

Urban: 45:00

Rural: 1:00:00

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

For turnout time at the 90th 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:

Urban: 20:00

Rural: 35:00

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

Urban: 1:00:00

Rural: 1:10:00

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 90th percentile for first arrival of an applicable unit is as follows in each of the density zones:

Urban: 0:47:18 Rural: N/A

For phone to dispatch (PtoD) call-processing at the 90th percentile and Countywide: **0:02:18**

For turnout time at the 90th percentile and Countywide: **0:02:36**

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

Urban: N/A Rural: N/A

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

Urban: 1:00:59 Rural: N/A

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
	Baseline	Benchmark	% Met	Baseline	Benchmark	% Met
FAU TRT	0:47:18	0:45:00	-4.86%	N/A	1:00:00	N/A
FAU Trav	N/A	0:20:00	N/A	N/A	0:35:00	N/A
ERF TRT	1:00:59	1:00:00	-1.61%	N/A	1:10:00	N/A

Risk Category: Bomb Squad / Risk Classification: Special

(Special Risk) Bomb Squad – BS-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban	0:02:18			N/A	2:18	N/A
		Rural	N/A			N/A	N/A	N/A
Turnout Time Turnout Time 1st Unit		Countywide	0:02:18			N/A	2:18	N/A
		Urban	0:02:36			N/A	2:36	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:02:36			N/A	2:36	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban	N/A			N/A	N/A	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	N/A			N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	0:55:33			N/A	0:55:33	N/A
		Rural	N/A			N/A	N/A	N/A
		Countywide	0:55:33			N/A	0:55:33	N/A
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:47:18			N/A	0:47:18	N/A
			n=1			N=0	N=1	N=0
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	0:47:18			N/A	0:47:18	N/A
			n=1			N=0	N=1	N=0
	Total Response Time ERF Concentration	Urban	1:00:59			N/A	1:00:59	N/A
			n=1			N=0	N=1	N=0
		Rural	N/A			N/A	N/A	N/A
			n=0			N=0	N=0	N=0
		Countywide	1:00:59			N/A	1:00:59	N/A
			n=1			N=0	N=1	N=0

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. (See 2019 ACR for exhibit)	
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.	ACR 2020: Crystal report completed and measures performance to actual structure fires (first arriving engine & ERF) based on NFPA 1710 (Exhibit #21)	
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 and will continue with written appraisals. (See 2019 ACR for exhibit)	
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	ACR 2020: Completed with the issuance of the updated Document Policy No. 06-02AM on 3/16/20. (Exhibit #22)	

Other Information

COVID-19 (From the [FY21 Strategic Plan](#) page 8/PDF page 11):

For the last four months, the MCFRS uniformed personnel have been on the front lines of the COVID19 public health crisis. Planning efforts began in February, and policies and procedures to handle the anticipated surge were in place by April. Behind the scenes, professional staff had to quickly adapt in order to provide the same level of service working from a remote environment. Despite a decline in calls for service over the last few months, workload increased in many instances, as personnel worked to ensure providers had the necessary personal protective equipment (PPE); decontamination procedures were established; procedures for emergency medical services were adjusted to mitigate risk; and claims for personnel exposed to COVID-19 were processed. The MCFRS worked closely with our partners in Health and Human Services (HHS), the Office of Emergency Management and Homeland Security (OEMHS), the Office of Human Resources (OHR), our labor unions, and County leadership and staff to ensure services were delivered efficiently in an environment that changed daily. The MCFRS needs time to recover from the material, financial, and emotional stress of the COVID-19 response. Montgomery County is slowly starting to re-open, and the MCFRS has begun adjusting to the evolving preventive measures that will inevitably be in place for the foreseeable future. As more lessons are learned and we begin to fully understand and appreciate the impact that COVID-19 has had on the agency, the County, and the community, the MCFRS will be guided by the objectives of this plan, yet will remain flexible enough to shift strategic priorities and/or modify how they are implemented or delivered as circumstances change. The MCFRS is committed to operating within the framework of this plan to accomplish our objectives and continue providing exceptional fire and emergency services in the post-COVID landscape.

MCFRS will monitor this zoning change through the prism of life safety, i.e., residential sprinklers are not believed to be required in these ADUs:

July 23, 2019 – [The Montgomery County Council unanimously adopted Zoning Text Amendment 19-01](#) today, removing significant barriers for homeowners who wish to build Accessory Dwelling Units (ADUs) on their properties. ZTA 19-01 was sponsored by at-large Councilmember Hans Riemer, who chairs the Council's Planning, Housing and Economic Development Committee.

[Fire Chief's 2020 Focus and Intent for MCFRS](#) and [Approved FY2021 Strategic Plan](#)

[2019/2020: Montgomery County conducts employee survey and MCFRS holds meetings with civilian staff members](#) all applicable to the 10th Edition FESSAM: 7B.9: The agency conducts exit interviews, periodic employee surveys or other mechanisms to acquire feedback for improving policies and procedures.

[Cabin John Volunteer Fire Department receives SAFER grant](#) for the recruitment and retention of volunteer firefighter

[2020-02-26: MCFRS Chiefs participate in Crisis Communications/Community Engagement training.](#)

Exhibit List

- [Exhibit #1:](#) New Planning & Accreditation Section Manager and Org Chart
- [Exhibit #2a:](#) New Apparatus Placed into Service AT703 and UTV's
- [Exhibit #2b:](#) Mechanical CPR LUCAS Device Deployment in Every Station
- [Exhibit #3a:](#) ECC Interfacility EMD Protocol 37 Implementation
- [Exhibit #3b:](#) Routine BLS Responses and Transports
- [Exhibit #3c:](#) Direct to Triage Initiative
- [Exhibit #3d:](#) CAD-to-CAD Technology Implemented
- [Exhibit #3e:](#) Cellular PTT devices provided for Continuity of Operations/backup
- [Exhibit #3f:](#) COVID-19 Surge Plan Adding Additional Resources and Procedures
- [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 #17:](#) Progress on Specific Recommendation 2A.5 Recording Saves
- [Exhibit #18:](#) Performance Monitoring 2D.8
- [Exhibit #19:](#) Performance Monitoring 2D.9
- [Exhibit #20:](#) Performance Monitoring 2D.10
- [Exhibit #21:](#) Implementation of Strategic Recommendation CC 2C.5: Response times
- [Exhibit #22:](#) Implementation of Strategic Recommendation CC 9C.5: Document policy
- [Exhibit #23:](#) Progress on Specific Recommendation 9A.3: Water purveyor meetings
- [Exhibit #24:](#) Progress on Specific Recommendation 9B.7: Reduce call processing times

MCFRS CFAI 2020 ACR EXHIBIT #1

From: Martin, Liberty <Liberty.Martin@montgomerycountymd.gov>

Sent: Monday, January 13, 2020 6:58 PM

To: #FRS.ASSISTANT CHIEFS

<#FRS.ASSISTANTCHIEFS@montgomerycountymd.gov>; #FRS.Division Chiefs

<#FRS.DivisionChiefs@montgomerycountymd.gov>; #FRS.Civilians

<#FRS.Civilians@montgomerycountymd.gov>; #frs.CivilianSupervisors

<#frs.CivilianSupervisors@montgomerycountymd.gov>

Subject: New Employee Melissa Ann Schulze

This email is to notify you that Melissa Schulze will transfer from MCP to MCFRS on January 19, 2020 as a Manager III (Planning and Accreditation Manager). Please ensure that she has the appropriate equipment, special access, etc.

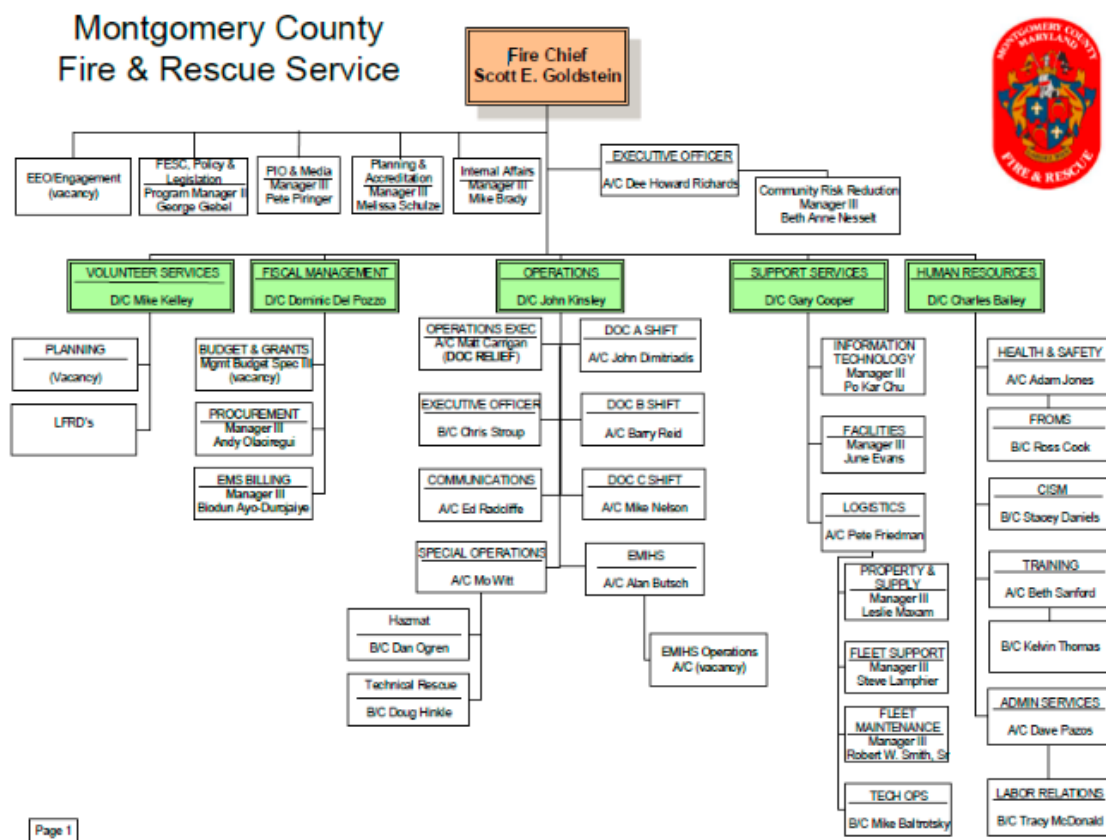
If you have questions regarding the equipment or access that is needed, please contact A/C Dorcus Richards. Thank you.

Liberty A. Martin
Administrative Specialist III
100 Edison Park Drive, 2nd Floor
Gaithersburg, MD 20878

MCFRS CFAI 2020 ACR EXHIBIT #1 (continued)

https://www.montgomerycountymd.gov/mcfrs/about/org_chart.html

MCFRS Organizational Break Down



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

MCFRS CFAI 2020 ACR EXHIBIT #2a

From: Witt, Maurice <Maurice.Witt@montgomerycountymd.gov> **On Behalf Of** Fire DOC Mailbox
Sent: Tuesday, August 27, 2019 8:13 AM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Subject: UTV712 and UTV731 have been placed in service

All personnel,

UTV712 and UTV731 have been placed in service at their respective stations. UTV725 will be placed in service as soon as the construction at Station 25 allows.

These three UTVs were purchased as part of a joint Emergency Response System project with Prince Georges County.

These three UTVs are capable of multiple missions including:

- Transportation of four personnel in forward facing belted positions
- Transportation of one back-boarded patient or a patient in a stokes basket with a belted forward facing patient care attendant.
- Transportation of two personnel and a 42 gallon water tank with an electric pump, hose and nozzle
- Transportation of two personnel with cargo

The UTV trailers are also outfitted with brush fire hand tools and bladder bags (soft Indian cans)

Contact the respective station officer for additional information or additional familiarization.

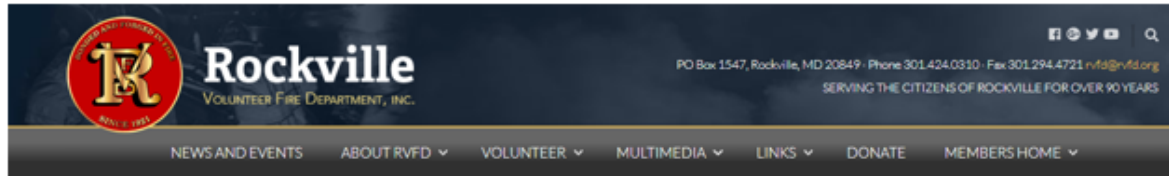
Thanks,
Mo

Maurice Witt, NRP, IAAI-FIT
Assistant Chief, Special Operations Section
Montgomery County Fire and Rescue Service
100 Edison Park Drive, 2nd floor
Montgomery County, Maryland
(240) 777-2444 - Office
Maurice.Witt@MontgomeryCountyMD.Gov

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MCFRS CFAI 2020 ACR EXHIBIT #2a (continued)

<https://rvfd.org/new-tower-ladder/>



New Tower Ladder

OCTOBER 27, 2019 / [NEWS AND EVENTS](#) / [NO COMMENTS](#)

RVFD recently placed in service a 2019 Seagrave Marauder Aerialscope. The 95 foot aerial platform, costing \$1.6 million, was purchased by RVFD using donations and grant funds. The unit was placed in service during a ceremony in September at which the aerial tower was dedicated in memory of RVFD Capt. Sander Cohen, who was killed in the line of duty in December 2017 while assisting a motorist on I-270 in Rockville.

After final updates and training, the new tower ladder is expected to respond to about 3,000 emergency incidents each year.

Begin forwarded message:

From: "Hinde, Christopher A." <Christopher.Hinde@montgomerycountymd.gov>

Good Evening,

On behalf of Fire Chief Jim Vagonis, President Eric Bernard, and the RVFD Apparatus Committee, I am pleased to announce the Rockville Volunteer Fire Department, Inc. will place in service a 2019 Seagrave Aerialscope Tower Ladder, designated as Tower 703, on Saturday, September 21, 2019. A Housing & Dedication ceremony will be held prior to placing the unit in service. All are welcomed to attend, please see the attached invitation for details.

Fraternally,

Christopher A. Hinde
Deputy Fire Chief
Rockville Volunteer Fire Department, Inc.

MCFRS CFAI 2020 ACR EXHIBIT #2a (continued)

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

Sent: Wednesday, May 27, 2020 1:14 PM

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

Subject: New Freightliner/PL Custom EMS Units

Good afternoon:

The MCFRS is in the process of placing 16 replacement EMS units in-service. Assignments are listed at the bottom of this message.

On behalf of the committee, consisting of AC Alan Butsch, Capt. Avi Graves, MFF/R Dave DeVore, and EVT Crew Chief Ernie Krouse, I have highlighted a few features of the new units.

- The addition of a front scene light.
- Moving the radio control head so that it is not blocked by the MDC.
- Inclusion of user-friendly six-point harnesses in the patient compartment for the bench seat and the CPR seat.
- A robust ePCR mount.
- Vision shield decals for the rear doors.
- Dri-Deck on the floors and shelves of the exterior compartments.

The most significant change will be the inclusion of the Stryker Power-PRO XT/Power-LOAD ambulance cot system.

The MCFRTA is in the process of completing training material for the Stryker system. As soon as it is complete, it will be placed on 'quicklinks' for reference.

MCFRS CFAI 2020 ACR EXHIBIT #2a (EMS units continued)

11 of the units have either been delivered or are at the dealer for final preparation. The remaining 5 units are still in the manufacturing process. The new EMS units will be placed at assigned stations for a period of time to allow all personnel to understand and operate the Stryker system. This process should start within the next two weeks for the units that have been delivered.

Once the project is complete, the majority of the County-owned 2010 and older units will leave the fleet.

If you have any concerns or questions, please contact AC Friedman and/or me.

Steve



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

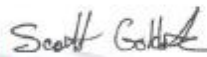
<https://www.montgomerycountymd.gov/frs-ql/Resources/Files/swsj/fcgo/2019/19-09.pdf>

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

FCGO: 19-09

October 4, 2019

Page 1 of 1

TO: MCFRS Personnel
FROM: Fire Chief Scott E. Goldstein 
SUBJECT: Mechanical CPR (mCPR) Device Deployment

Through the cooperative work of the MCFRS EMIHS Section, Technical Operations Section and several of the Local Fire Rescue Departments, every MCFRS station now has at least one LUCAS mechanical CPR (mCPR) device.

Effective immediately, the first LUCAS device in the station will be deployed on the engine company, except at Rescue Company 1 and Rescue Company 2, where it will be deployed on the rescue squads.

As with AFRA equipment, station officers with the approval of the on-duty battalion chief may make short term modifications to this deployment based on operational needs.

The goal of this direction is to provide consistency across the fleet and to enhance the situational awareness of our EMS clinicians as to what resources are available to them and where to locate the device when needed. This enhancement comes directly from the EMS Quality Assurance and Quality Improvement process.

Please direct any questions to the EMIHS Section Chief.

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

MCFRS CFAI 2020 ACR EXHIBIT #3a

From: Radcliffe, Edward <Edward.Radcliffe@montgomerycountymd.gov>

Sent: Thursday, August 08, 2019 4:20 PM

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

Subject: EMD Protocol 37, Interfacility Evaluation / Transfer

ECC is now using EMD Protocol 37, Interfacility Evaluation / Transfer instead of Protocol 33. This was recommended by the International Academies of Emergency Dispatch based on the number of medical facilities we have in Montgomery County. This protocol is specifically designed for facilities that have trained medical professionals on site and are able to begin treatment and request specific resources based on a patient's condition.

Facilities that fall under Protocol 37 include Skilled Nursing Facilities (SNF) and licensed freestanding medical centers such as Kaiser Permanente. We currently have 105 facilities where we utilize Protocol 37. We will include additional facilities that can certify the presence of trained medical professionals on site that can initiate emergency care.

The advantages of using this protocol for ECC is there are fewer questions prior to dispatch and we do not give pre-arrival instructions, which decreases call processing times.

The advantages for the field include:

- A first responder is not required for most BLS and ALS1 incidents.
- An ALS1 incident that requires an ALS resource and a transport, can be combined in the same unit, i.e. M708 only.
- A paramedic engine/tower/rescue squad will not be dispatched on an ALS1 incident if a medic unit will arrive in nine (9) minutes by AVL.

An engine/truck/rescue squad will only be dispatched on BLS and ALS1 incidents if the patient weighs over 250lbs or the facility requests additional personnel. There are no changes to ALS2 incidents.

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

MCFRS CFAI 2020 ACR EXHIBIT #3b

<https://www.montgomerycountymd.gov/frs-ql/Resources/Files/swsj/fcgo/2019/19-10.pdf>

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

FCGO: 19-10

December 5, 2019

Page 1 of 1

TO: All MCFRS Personnel

FROM: Fire Chief Scott E. Goldstein 

SUBJECT: Routine BLS Responses and Transports

The practice of indiscriminate use of emergency lights and sirens for the response to routine or non-emergency incidents puts the public and MCFRS personnel at increased risk for injury. Therefore, effective January 1, 2020, MCFRS will begin dispatching certain Alpha and Omega-level EMS call types as BLS Routine Responses.

The ECC will dispatch units in the normal manner, and will add the call type grouping "BLS Routine Response" and verbalize the units to "Proceed" to incidents that involve a non-emergency response.

Example: "1200 Atlantic Avenue, Cross Street Saint James Place, Sick Person, BLS Routine Response. Ambulance 799 proceed on 7 Bravo. Box area 99-32."

Station alerting will vocalize "BLS Routine Response" and the incident type will contain the text "BLS Routine Response."

All units dispatched on these incidents will drive to the scene without the use of emergency lights and sirens in a safe, but prompt manner, following all applicable Maryland motor vehicle laws. Once the units are on the scene and status as such, emergency lights may be activated as needed to provide for safety and/or scene lighting.

When engaged in patient transport, EMS units are only authorized to use emergency lights and sirens for the transport of Priority 1 patients, or Priority 2 patients with unresolved symptoms or pain. EMS units must transport all stable Priority 2 and Priority 3 patients in the routine mode, without the use of emergency lights and sirens. Any decision to deviate from this direction must weigh the clinical benefit of doing so against the increased risk to the patient, the public, and MCFRS personnel and must be made in a deliberate, defensible, and communicated manner. Any time that emergency lights or sirens are used during the transport of a patient, the reasons for doing so must be documented in the electronic patient care report.

For further questions or clarification, contact the EMS Section Chief or Emergency Communications Section Chief.

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

MCFRS CFAI 2020 ACR EXHIBIT #3c

https://www.montgomerycountymd.gov/frs-ql/resources/files/ems/ql/emdocs/EMIHS_DirectToTriage_update.pdf

Emergency Medical and Integrated Healthcare Services



Recently, the EMIHS Section acknowledged our clinicians are experiencing significant challenges during the patient turnover process at local Emergency Departments (ED). We also committed to leveraging every opportunity within our influence to improve the situation.

Effective February 1, 2020 and with the support of senior leadership at the Maryland Institute of Emergency Medical Services (MIEMSS), the Montgomery County Fire and Rescue Service (MCFRS) is pressing forward with an initiative we are referring to as "Direct to Triage."

"Direct to Triage" empowers our clinicians to help guide patients with low acuity complaints and stable clinical findings to the receiving hospital's Triage Area. In collaboration with our local Emergency Department (ED) administrators, we developed the accompanying flow chart to describe how the process works.

In short, if your patient presents with a low acuity complaint, they can sit up, they have stable clinical findings, and they must go to an ED, you may advise the receiving facility your patient is suitable for "Direct to Triage." Upon arrival at the ED, report out to the Charge Nurse on the patient's condition and status. If both of you agree, proceed with your patient to the Triage Area, seat them, provide a report to the Triage Nurse, and complete your ePCR report.

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

MCFRS CFAI 2020 ACR EXHIBIT #3d

From: Baltrotsky, Michael

Sent: Wednesday, December 04, 2019 2:51 PM

To: #FRS.ALL

Cc: Goldstein, Scott; Kinsley, John; Radcliffe, Edward; Cooper, Gary; Friedman, Peter; Baltrotsky, Michael

Subject: Montgomery County - CAD2CAD Implementation - 12.4.2019

All,

Effective immediately, today (December 4, 2019) Montgomery County has activated as part of the regional CAD2CAD program. This regional effort enabled the ECC's Computer-Aided Dispatch (CAD) system to interface with our mutual aid partners' CAD systems, in the following jurisdictions, and the CAD systems are now interoperable.

- Montgomery County
- Fairfax County
- Prince Georges County, MD
- Loudoun County
- Arlington County
- Metropolitan Washington Airports Authority

Prior to this CAD2CAD implementation, ECC had to make a phone call to other jurisdictions to request mutual aid units to respond into Montgomery County. With CAD2CAD operating, the jurisdictional ECC's will drop the request in the pending queue of each jurisdiction CAD's automatically, thus eliminating the phone call to request resources and decreasing overall dispatch time.

With CAD2CAD the CAD systems also share active unit status **AND** - AVL locations. Units statused in an available status will be recommended from their actual location to all incidents including those outside of our borders.

Please feel free to contact me via email with any questions or concerns about the CAD2CAD program.

Thank You!

Michael U. Baltrotsky
Battalion Chief, Technical Operations Manager
Montgomery County Fire & Rescue Service
14935-B Southlawn Lane, 2nd Floor
Rockville, MD 20850
[240.773.0641](tel:240.773.0641) - Office
michael.baltrotsky@montgomerycountymd.gov

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

MCFRS CFAI 2020 ACR EXHIBIT #3e

From: Baltrotsky, Michael <Michael.Baltrotsky@montgomerycountymd.gov>

Sent: Thursday, December 05, 2019 12:13 PM

Subject: [Criterion 9B] MCFRS Handheld PTT Application - Now Available

Importance: High

MCFRS Certified Chief Officers,

We apologize in advance for the lengthy email.

As you have seen in recent correspondence, MCFRS Technical Operations is issuing Sonim XP8 (ruggedized) smartphones to front line apparatus (including Bravo units) to increase communication capabilities for Montgomery County Public Safety. These devices will include use of Handheld PTT application called “Zello” or “Zello Work”. This application largely replicates the “Nextel – Direct Connect” functionality many users had years ago.

In addition to the apparatus phones having Zello, the following Fire & Rescue affiliated groups will also have the application:

- Montgomery County Fire Code Enforcement
- Montgomery County Emergency Management & Homeland Security
- MCFRS Certified Chief Officers
- MCFRS Special Operations Personnel as directed by the Special Ops Chief
- Specific staff as directed by the Fire Chief via the appropriate Division Chief

The Zello application is available to both Apple iOS and Android operating systems. The application is only accessible from the provided Montgomery County Link as the app is catered to our specific account. Users within the Montgomery County Zello system **MUST** use the link provided when downloading the service. The app allows the user to transmit and receive on several MCFRS talkgroups including 7-A, 7-B, 7-C, 7-G, 7-L and 7-M. It works much like the radio system, but under normal operations should only be used when the MCFRS radio system is unavailable or OOS.

- It is important to note, when ECC is operating under normal conditions, they will ***not*** see the Unit/User ID of a Zello user on the radio console when transmitting, but other Zello users will see the transmitting Unit/User ID.
- The Zello app is not a substitute for our Public Safety radios, it is a backup and a supplement.

MCFRS CFAI 2020 ACR EXHIBIT #3e (continued)

The connected radio system talkgroups are also NOT limited in range and therefore can be connected to from anywhere where LTE or WiFi is available to your device.

These connected talkgroups/channels (*gateways*) are bi-directional meaning you can transmit and receive on the respective talkgroups from the Zello application. If a channel/talkgroup is gated in the system, it will be denoted by an * next to the standard talkgroup name (i.e. *7A-DISP). Channels without the designated * are not gated to the radio system. Transmissions on these channels without the * will not broadcast over the radio or console at ECC. Only Zello application users will receive the transmission. For example, the Zello channel FRS_Talkaround is not connected to the radio system, but is available for users to converse on via the cellular devices, should the situation warrant. We expect additional radio system talkgroups and application only based channels to be added in the future as operational requirements dictate.

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

[Click here to review the Surge Plan](#)



MCFRS COVID19 Surge Plan

Start Date

13 April 2020

0700 Hours

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

MCFRS CFAI 2020 ACR EXHIBIT #4 [CC 2D.6]

MCFRS determines and transparently reports, its adequacies and inadequacies, consistencies and inconsistencies, and its positive and negative trends throughout the total response area, internally and externally to county officials, and externally to citizens/residents, and all other internal and external stakeholders:

At least annually through the County Executive's Chief Administrative Officer's [Turn the Curve agreement](#) with MCFRS. Positive and negative trending of performance are publicly shared via the Montgomery County Office of Performance Management and Data Analytics CountyStat [Department Performance Dashboards website](#) for MCFRS.

Exhibit example 1 with outcomes:

Percentage of cardiac arrest patients with return of spontaneous circulation (ROSC)

Tracks the effectiveness and speed of EMS services.

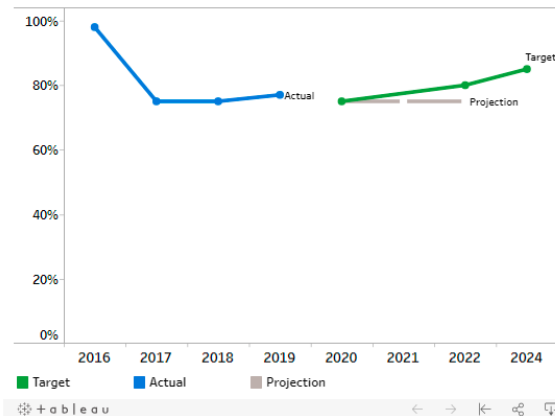
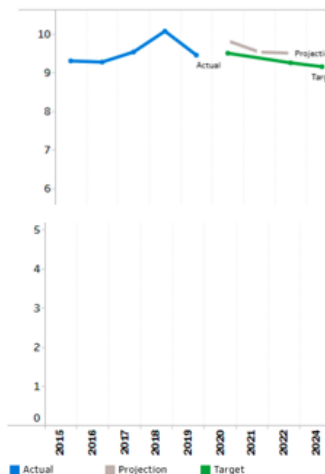


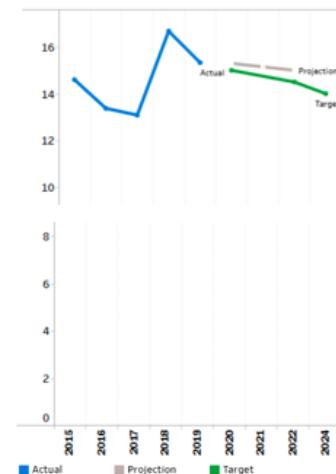
Exhibit example 2 with outcomes:

90th percentile arrival time for the first engine to structure fire
Measures the speed of call processing and fire suppression services

Urban Areas



Rural Areas



[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 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 update their [DIVISIONS'/SECTIONS' GOALS AND OBJECTIVES \[UPDATED FALL 2018\]](#), which is transparently shared to all internal stakeholders via the Quicklinks website.

Screenshot exhibit directly below displaying an example of the Fall 2018 Divisions/Sections Goals and Objectives (pages 7 & 8) and how the 9th Edition CFAI Criterion Numbers are linked. Then, on the next page of this ACR, the linkages of this goal (enhancing Senior Safety Outreach) are tied to the Master Plan and FY20 Strategic Plan. These exhibits document that at least annually goals/objectives are examined and modified and remain current with MCFRS' mission, vision, and long range plans.

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

Division/Section	Goal / Objective	Accreditation Criterion	FY19	FY20	FY21	FY22
Volunteer and Community Services /Community Outreach	The department will enhance Senior Safety Outreach and provide a dedicated position to coordinate and lead home safety evaluations, education and outreach programs to address the specific needs associated with the projected growth in the County's senior citizen population. Risk reduction and prevention programs that target seniors will play a vital role in the health and safety of our residents. Objectives for this goal include the following:	5B				
	<ul style="list-style-type: none"> Identify and implement strategies to reduce fire risk among seniors. Identify homebound seniors and those with disabilities to provide information on fire safety and risk reduction assistance, including the installation of approved smoke 		X	X	X	X
	7					
	alarms appropriate for their needs.					
	<ul style="list-style-type: none"> Increase collaboration between MCFRS, County agencies and departments, and professional organizations providing services to seniors. Continue the public education and awareness campaign to educate and inform residents regarding the installation and upgrade of smoke alarms required by Maryland's Smoke Alarm Law which became effective 1/1/2018. Continue the door-to-door campaign offering MCFRS services to seniors, including the evaluation of existing residential smoke alarms, replacement of outdated smoke alarms, and provision of injury prevention information. Continue offering free residential safety evaluations for seniors. 		X	X	X	X
			X	X	X	X
			X	X	X	X
			X	X	X	X

MCFRS CFAI 2020 ACR EXHIBIT #5 [CC 3D.1] (continued)

The following priority is found on PDF page 186/hard copy page 6-9 of the [Master Plan](#):

4. **[PRIORITY A]** Improve outreach to seniors to address the steadily increasing senior population in Montgomery County. Efforts must address the unique safety needs of seniors and their age-related handicaps. To address staffing requirements for implementation of this initiative, reinstate the permanent Senior Citizen/Life Safety Educator Outreach position within the Community Outreach Office.

The following is found on PDF page 16/hard copy page 12 of the [FY20 Strategic Plan](#)

OFFICE OF THE FIRE CHIEF

1. Strategic Focus on High-Risk, Special Needs and Senior Populations

Montgomery County, much like the nation, will experience an unprecedented growth in the senior population in the coming decades. Senior citizens continue to be overrepresented in fire injury and fire fatality statistics. During FY20, Community Risk Reduction (CRR) staff will continue to direct and focus programs and services for the County's senior and special needs populations. Recognizing the alarming upward trend of senior citizen fire-related deaths and injuries, the department has a dedicated Program Manager who works closely with the County's senior population as well as agencies and organizations that support seniors. During FY20, CRR staff will continue partnering with the County's Senior Centers and "Senior Villages" and collaborating with a growing number of agencies and organizations dedicated to supporting aging residents. With the senior population growing at a rate over seven times faster than non-seniors and projected to comprise over 24% of the County's population by 2020, it is anticipated there will be a corresponding increase in fire deaths and injuries among older adults unless MCFRS and agencies that serve seniors address the increased risks proactively rather than reactively. CRR staff will continue targeting special needs residents during FY20 for home safety visits, community risk reduction presentations and other CRR events. Included will be the hearing impaired, persons with physical and/or cognitive disabilities, and those who do not speak English well.

12/02/19: [Montgomery County Council Public Safety Committee Agenda: Briefing on Senior Safety](#)

11/27/19: [MontCo Council Public Safety Committee Meeting Senior Safety Briefing document](#)

12/02/19: [Video of MontCo Council Public Safety Committee Meeting on Senior Safety](#)

[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #6 [CC 5A.5]

[Please click here to view the whole FY19 Program Appraisal applicable to CC 5A.5](#)

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 5A

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

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 and existing commercial construction in Montgomery County.

5. PROGRAM OR PROGRAM AREA RESOURCES/INPUTS:

Personnel:

- Executive Management: 2
- Management: 3
- Field Management: 4
- Fire Protection Engineers: 3
- Fire Code Compliance (FCC) Inspectors (Existing Environment): 12
- Plan Reviewers (LSC and Fire Code): 12
- Commercial Inspectors (Fire Protection Systems): 5

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 planning and regulatory entities that effect the built environment in Montgomery County in October 2020.

[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #7 [CC 5B.3]

[Please click here to view the whole FY19 Program Appraisal applicable to CC 5B.3](#)

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, at least annually, to determine the 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">• Documented annual appraisal• Strategic plan• Standards of cover• Monthly/quarterly/annual performance reports• Evaluation measures and free online training available at www.strategicfire.org

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):

Fiscal Year 2019

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, Contract, Senior Outreach
 - See the [MCFRS Organizational Chart](#)

The CRR/CO section is staffed by a Manager III with programmatic support from two full-time Program Managers (one Program Manager splits time between CRR/CO and the department's Child Passenger Safety Seat program and one Program Manager directs and manages the County's Child Passenger Safety Seat Program) and one part-time Program

[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #8 [CC 5C.5]

[FY19 Fire Investigation, Cause, & Origin program appraisal](#) (click link & PDF page 13-15)

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): FY2019

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.

[Click to go back to Accreditation Model Compliance section](#)

[FY19 Fire Suppression program appraisal](#) (click link & PDF pages 16-32)

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 2019

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:
1,161 active career and 805 active volunteers on the Integrated Emergency Command Structure (IECS) lists, per [Montgomery County Executive Regulation 16-054M, Integrated Emergency Command Structure](#).

For specifics, see attached documents:

- [MCFRS Organizational Chart](#)
- [Battalion Roster, FY2019](#)
- [LFRD IECS List, FY2019](#)
- [IECS List](#)

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,
 - 15 aerials,

[Click to go back to Accreditation Model Compliance section](#)

[FY19 EMS program appraisal](#) (click link & PDF pages 33-58)

ANNUAL PROGRAM APPRAISAL FOR FESSAM CATEGORY 5F

1. NAME OF PROGRAM OR PROGRAM AREA:

Emergency Medical Services (EMS) Operations

2. CRITERION OR CRITERIA ADDRESSED:

5F

3. PERIOD OF APPRAISAL:

Fiscal Year 2019

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) full time contracted civilian Medical Director. Subordinate administrative staff includes two (2) Captains (Quality Assurance [QA] and Quality Improvement [QI] Officers), one part-time Captain (Assistant QA Officer), two (2) Captains¹ (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 (temporarily based out of Glenmont – Fire Station 18).

¹ Instituted in Fiscal Year 2018 – in FY20 will be replaced by civilians

[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #11 [CC 5G.3]

[FY19 Technical Rescue program appraisal](#) (click link & PDF pages 59-69)

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):

FY19 (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 -29
 - Technical Rescue Team Members – 96
 - Technical Rescue Team Intermediate – 1
 - Technical Rescue Team Trainee – 22
 - Swift Water Task Force Leaders – 3
 - Swift Water Officers - 11
 - Swift Water Boat Operators – 27
 - Swift Water Boat Crew – 57
 - Swift Water Trainee - 35
 - Operations Level Boat Operators – 138
 - Operations Level Boat Crew – 189

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 Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #12 [CC 5H.3]

[FY19 Hazardous Materials program appraisal](#) (click link & PDF pages 70-77)

PROGRAM APPRAISA FOR FESSAM CATEGORY 5

1. NAME OF PROGRAM OR PROGRAM AREA:

Hazardous Materials

2. CRITERION OR CRITERIA ADDRESSED:

5H

3. PERIOD OF APPRAISAL:

FY2019

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 Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #13 [CC 5I.2]

[FY19 Aviation Rescue and Firefighting program appraisal](#) (click link & PDF pages 78-85)

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 2019

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 for Aviation Rescue and Fire Fighting Services (ARFF). Additionally, the Commission of Fire Accreditation International (CFAI) has determined that Montgomery County Fire and Rescue Service (MCFRS) does not need to report out on Criterion 5I, as there are no "Indexed" airports in Montgomery County according to the Federal Aviation Administration (FAA) [Airport Certification Status List](#) in compliance with [14 CFR Part 139](#), and thus no requirement for ARFF vehicles or extinguishing agents. Nonetheless, the current response policy provides guidance for this program area.

The following is the 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/airports."

"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

[Click to go back to Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #14 [CC 5K.2]

[FY19 Wildland Fire Services program appraisal](#) (click link & PDF pages 86-93)

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 2019

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 (MCFRS).

1,161 active career and 805 active volunteers on the Integrated Emergency Command Structure (IECS) lists, per [Montgomery County Executive Regulation 16-05AM, Integrated Emergency Command Structure](#).

For specifics, see attached documents:

- [MCFRS Organizational Chart](#)
- [Battalion Roster, FY2019](#)
- [LFRD IECS List, FY2019](#)
- [IECS List](#)

- 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 Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #15 [CC 5L.2]

[FY19 Urban Search and Rescue program appraisal](#) (click link & PDF pages 94-107)

PROGRAM APPRAISAL FESSAM CATEGORY 5

1. NAME OF PROGRAM OR PROGRAM

Urban Search and Rescue

2. CRITERION OR CRITERIA ADDRESSED:

5L

3. PERIOD OF APPRAISAL:

Fiscal Year 2019

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 Accreditation Model Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #16 [CC 9B.10]

[FY19 Communications program appraisal](#) (click link & PDF pages 108-124)

PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 9

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):

FY19

4. PROGRAM OR PROGRAM AREA MISSION STATEMENT:

The mission of the MCFRS Emergency Communications Center is to obtain the necessary information to dispatch the proper response quickly, provide appropriate pre-arrival instructions, ensure fire and rescue response personnel have adequate situational awareness of the dispatched event, and to manage all response communications and technologies. ECC strives to ensure the preservation of life and property by treating all who use our services with professionalism, courtesy, and compassion and by relaying accurate information in a timely and efficient manner.

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:** The Emergency Communications Center has a 12 person passenger van with lights and siren used to facilitate rapid activation of the alternate center.

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MCFRS CFAI 2020 ACR EXHIBIT #17 [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, which is found on [PDF page 45 of the FY19 Operations Division formal and annual program appraisal](#), documents Fiscal Year 2019 (7/1/18 to 6/30/19) cardiac arrest patients, not just “saved” through MCFRS prehospital interventions, but 50 of them discharged from hospitals with their subsequent cognitive abilities fully or substantially intact, i.e., their ability to live a normal life.

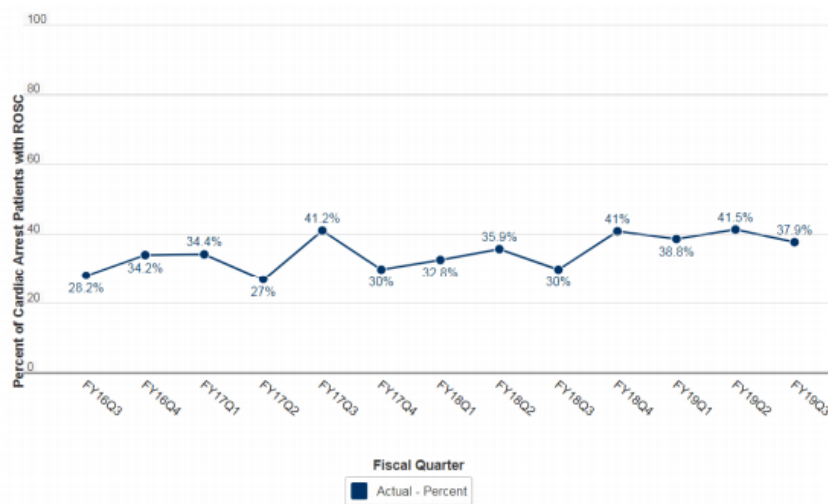
8. PROGRAM IMPACT:

External Impact (Impact on Our Customers): As the result of MCFRS’ prehospital efforts, 65 patients were discharged from local medical facilities after experiencing out-of-hospital cardiac arrests in their community. 50 of these patients had all of their cognitive abilities fully or substantially intact. In addition, hundreds of stroke and STEMI patients were quickly triaged, treated, and transported to appropriate medical facilities for state of the art definitive and restorative care.

Internal Impact (Impact within MCFRS): The EMS Section continues to lead the way in quality improvement, program measurement, and innovation within the realm of emergency medical and integrated healthcare services and community engagement.

Another exhibit, PDF page 36

The MCFRS continues to excel at its efforts to improve on its Return to Spontaneous Circulation (ROSC) accomplishments (see graph below from County stat). On a similar note, the MCFRS has begun participating in the Cardiac Arrest Registry to Enhance Survival (CARES), a mechanism for measuring community performance in improving cardiac arrest survival rates.



MCFRS CFAI 2020 ACR EXHIBIT #17 [Recommendation 2A.5] (continued)

This exhibit, which is found on [PDF page 68 of the FY19 Operations Division formal and annual program appraisal](#), and applicable to Criterion 5G Technical Rescue, documents Fiscal Year 2019 (7/1/18 to 6/30/19) water rescue flood and search and rescue responses souls saved and souls lost through MCFRS special operations:

WATER RESCUE MEDICAL RESPONSES						INLAND FLOOD RESPONSE		SEARCH RESPONSE			
INCIDENTS BY LOCATION		INJURY/EVENT TYPE		VICTIM DEMOGRAPHICS		TOTAL RESPONSES	20	TOTAL RESPONSES	3		
BILLY GOAT TRAIL A LOOP	12	ANAPHYLAXIS	1	MALE:	17	FIELD UNIT EXTRACT	3	NOTHING FOUND	2		
BILLY GOAT TRAIL B LOOP	1	ANKLE INJURY	4	FEMALE:	18	WR RESOURCE EXTRACT	46	WR RESOURCE EXTRACT	1		
BILLY GOAT TRAIL C LOOP	4	ARM INJURY	1	CHILD/TEEN:	2	SOULS SAVED	49	SOULS SAVED	1		
TOW PATH OR LOCK	12	FOOT INJURY	1	UNDETERMINED:	6	SOULS LOST	0	SOULS LOST	1		
INLAND WATER EVENT	9	HEAD INJURY	5	CALLS FOR SERVICE		FLOOD EXTRACT METHOD		SEARCH EXTRACT METHOD			
ISWR OR WRONG LOCATION	25	HEAT EMERGENCY	4	AB704	0	BT729	10	BOAT:	28		
VICTIM EXTRACTED BY	HIP INJURY	3	SW710	72	SW730	70	SWC:	21	VESSELS SALVAGED:	3	
BOAT:	16	LEG INJURY	4	SW710B	72	SW730B	59	VICTIM DEMOGRAPHICS		VICTIM DEMOGRAPHICS	
LAND:	23	MO	2	BT714	3	BT731	19	MALE:	11	MALE:	1
HOIST:	1	NECK/BACK INJURY	1	BT725	2	BT740	7	FEMALE:	4	FEMALE:	1
SELF:	1	SHOLDER INJURY	1	MUTUAL AID RECEIVED		CHILD/TEEN:	12	CHILD/TEEN:	0	CHILD/TEEN:	0
SHALLOW WATER CROSSING:	0	SYNCOPE	1	HOCO - 4	FFX - 5	PG - 1	UNDETERMINED:	30	UNDETERMINED:	0	

Month	Incidents
JUN 19	12
MAY 19	8
APR 19	3
MAR 19	9
FEB 19	2
JAN 19	2
DEC 18	2
NOV 18	10
OCT 18	5
SEPT 18	6
AUG 18	12
JUL 18	18

INLAND FLOOD RESPONSE		SEARCH RESPONSE	
TOTAL RESPONSES	20	TOTAL RESPONSES	3
FIELD UNIT EXTRACT	3	NOTHING FOUND	2
WR RESOURCE EXTRACT	46	WR RESOURCE EXTRACT	1
SOULS SAVED	49	SOULS SAVED	1
SOULS LOST	0	SOULS LOST	1
FLOOD EXTRACT METHOD		SEARCH EXTRACT METHOD	
BOAT:	28	BOAT:	1
SWC:	21	VESSELS SALVAGED:	3
VICTIM DEMOGRAPHICS		VICTIM DEMOGRAPHICS	
MALE:	11	MALE:	1
FEMALE:	4	FEMALE:	1
CHILD/TEEN:	12	CHILD/TEEN:	0
UNDETERMINED:	30	UNDETERMINED:	0

[Click to go back to Specific Recommendations section](#)

MCFRS CFAI 2020 ACR EXHIBIT #18 [Performance Monitoring 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.

This is an example of the MCFRS CRR Section reporting on 12/2/2019 to the Council's Public Safety Committee on senior (elderly) safety. The report documents gaps, challenges, plans, and successes. [Click here to review the Senior Safety Briefing](#) and [click here to watch the Senior Safety Briefing](#)



Montgomery County Council COMMITTEE AGENDA

Council Hearing Room, 100 Maryland Avenue, Rockville, Maryland 20850

Main (240)777-7900 • Fax (240)777-7989 • (MD Relay) Dial 711 or 800-201-7165
www.montgomerycountymd.gov/council

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Hans Riemer

All Committee meetings are televised live, except those indicated below that are on County Cable Montgomery, streaming live at <http://www.montgomerycountymd.gov/council/ondemand/index.html>. Videos are archived and available on-demand 24 hours after the meeting concludes.

Prepared: 11/27/2019 1:26 PM

PS 9:30 AM - 3CCR
Dec 2 (1) • Briefing: Senior Safety
(2) • Briefing: Public Safety employees - mental health support services
(3) • Briefing: Crime Statistics

PS COMMITTEE #1
December 2, 2019

MEMORANDUM

November 27, 2019

TO: Public Safety Committee

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

SUBJECT: **Briefing: Senior Safety**

Today the Committee will receive a briefing on senior safety initiatives provided by various departments. Those expected to brief the Committee:

John McCarthy, State's Attorney
Chief Darryl McSwain, Park Police, Montgomery County Division
Chief Marcus Jones, Montgomery County Police Department (MCPD)
Eric Friedman, Director, Office of Consumer Protection (OCP)
Chief Scott Goldstein, Montgomery County Fire and Rescue Service (MCFRS)
Mr. Odile Brunetto, Acting Chief, Aging and Disability Services, Department of Health and Human Services (HHS)
Tom Resnick, Community Outreach, MCFRS
Beth Anne Nesselt, Community Outreach, MCFRS

OVERVIEW

Multiple departments within the County provide a variety of senior safety initiatives. Most of these programs are proactive in nature, and are meant to help prevent seniors from being victims of crime or fraud, or from being injured. County agencies work together to provide comprehensive safety services.

FIRE AND RESCUE

[Click to go back to Performance Monitoring section](#)

MCFRS CFAI 2020 ACR EXHIBIT #19 [Performance Monitoring 2D.9]

CC 2D.9 On at least an annual basis, the agency formally notifies the (AHJ) of any gaps in current capabilities, capacity, and the level of service provided within its delivery system to mitigate the identified risks within its service area, as identified in its community risk assessment /standards of cover.

Through Montgomery County's [CountyStat Office of Performance and Measurement](#), the Fire Chief and senior staff meet at least quarterly with the Chief Administrative Officer to discuss progress and any gaps in the operational capabilities and capacity of its current delivery system. The agency has entered into a "[Turn the Curve](#)" performance agreement where the aforementioned progress/gaps etc. are documented.

Montgomery County Fire & Rescue Service (MCFRS)

What the Department Does

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

Turn The Curve Performance Agreement Measures

Turn the Curve (TTC) is a straightforward method of problem-solving and strategic planning designed to identify ways of improving the services that the County provides to residents and other customers. It requires County departments and employees to look at problems through a different lens and go through a five-step process to identify innovative ways to improve the outcomes of the government's programs and initiatives. TTC leverages the experience and brainpower that already exists in the organization. Department directors and staff at all levels work together to develop new ways to approach their work.

Departments have completed an agreement with County leadership that formalized their TTC work. Below is a link to the complete MCFRS agreement, at the heart of which are the three performance measures shown in the graphs below.

Turn the Curve Agreement

Fire and Rescue Service

Office of the County Executive | Montgomery County Government

[Click to go back to Performance Monitoring section](#)

MCFRS CFAI 2020 ACR EXHIBIT #20 [Performance Monitoring 2D.10]

[Exhibit from the Virtual 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:

From: Giebel, George <George.Giebel@montgomerycountymd.gov>
Sent: Monday, March 09, 2020 10:26 AM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Subject: FES Commission Agenda for March 12, 2020

MONTGOMERY COUNTY
FIRE AND EMERGENCY SERVICES COMMISSION
MEETING AGENDA
March 12, 2020 at 7:00 pm

Thomas J. Manger Public Safety Headquarters
100 Edison Park Drive, 1st floor
Gaithersburg, Maryland 20878

100 – CALL TO ORDER

- 101 – Report of the Chair
- 102 - Approval of the Commission minutes of January 9, 2020.
- 103 - Comments from Commissioners
- 104 - Fire Chief's Report
 - FY 20 Budget – Status

200 – ACTION ITEMS:

- 201 – Incident Response Policy, Appendix "L," Initial Response to Heavy Rail Incidents. The Fire Chief requests the Fire and Emergency Services Commission to review and approved the IRP Appendix "L."
- 202 – MCFRS Document Policy 06-02AM – The Fire Chief requests the Fire and Emergency Services Commission to review and approve Policy No. 06-02AM.

300 – ADJOURNMENT

[Click to go back to Performance Monitoring section](#)

MCFRS CFAI 2020 ACR EXHIBIT #21 [Recommendation 2C.5]

Screenshot 1 of 2 of the MCFRS Crystal report displaying first arriving engine performance to actual NFIRS reported structure fires

NFPA 1221 & 1710 1st Arriving Engine Structure Fire Report 90% Fractile Response Times

Date: 01/01/2020 And 09/21/2020

Geographic type: Zone

Statistics Type: 90% Fractile

Program Type: 1ST Engine & 15 Personnel

Incident Type: 111

Property Type: 419

Geographic Type	90% HH:MM:SS	90% RespTime Sec	NFPA Standard (Sec)	# of Incident Meet NFPA	Total Incident Count	% Meet
PhoneToDisp						
Rural	00:03:21	201	60	0	4	0.0%
Urban	00:03:04	184	60	0	86	0.0%
Turnout						
Rural	00:00:42	42	80	4	4	100.0%
Urban	00:01:02	62	80	82	86	95.3%
Travel						
Rural	00:08:21	501	240	0	4	0.0%
Urban	00:06:05	365	240	44	86	51.2%
DispToArv						
Rural	00:08:32	512	320	0	4	0.0%
Urban	00:06:22	382	320	60	86	69.8%
Total_Response						
Rural	00:11:42	702	380	0	4	0.0%
Urban	00:08:57	537	380	28	86	32.6%

MCFRS CFAI 2020 ACR EXHIBIT #21 [Recommendation 2C.5]
(continued)

Screenshot 2 of 2 of the MCFRS Crystal report displaying the NFPA 1710 ERF performance of 15 firefighters and appropriate apparatus arriving to actual NFIRS reported structure fires in 1 or 2 family dwellings. The reviewer is encouraged to note the 92.3% compliance of the combination turnout and travel time to NFPA 1710 for the arrival of 15 firefighters with appropriate apparatus from 1/1/20 to 9/21/20 within Urban density zones

9/22/2020 9:35:19

NFPA 1221 & 1710 ERF Structure Fire Report
90% Fractile
Response Times

Date: 01/01/2020 And 09/21/2020

Geographic type: Zone

Statistics Type: 90% Fractile

Program Type: ERF & 15 Personnel

Incident Type: 111


Property Type: 419


Geographic Type	90% HH:MM:SS	90% RespTime Sec	NFPA Standard (Sec)	# of Incident Meet NFPA	Total Incident Count	% Meet
Travel						
Rural	00:09:42	582	480	2	4	50.0%
Urban	00:08:23	503	480	66	78	84.6%
DispToArr						
Rural	00:09:52	592	560	2	4	50.0%
Urban	00:08:53	533	560	72	78	92.3%
Total_Response						
Rural	00:14:09	849	620	0	4	0.0%
Urban	00:12:08	728	620	59	78	75.6%

[Click here to return to the Strategic Recommendations section](#)

MCFRS CFAI 2020 ACR EXHIBIT #22 [Recommendation 9C.5]

[Click here](#) to view the updated Document Policy and see Section 8 on page 5

	MONTGOMERY COUNTY FIRE AND RESCUE SERVICE	06-02
	Policy and Procedure	Page 1 of 5
	MCFRS Document Policy	03/16/2020
<p> Issued by: Fire Chief Scott E. Goldstein Policy Number: 06-02AM Authority: Montgomery County Code Section 21-3 (b) Supersedes: DFRS Policy and Procedure No.1, "<i>Policies and Procedures</i>", and FCGO 05-01 "<i>Bill 36-03 Implementation and Changes of Business Practice</i>" Effective Date: March 16, 2020 </p> <p> SECTION 1. Purpose: To establish a standard for writing, issuing, and amending policies, procedures, bulletins, orders, and directives. </p>		

	Policy and Procedure	Page 5 of 5
	MCFRS Document Policy	03/16/2020
	<p> o. Signed FCGO's will be sent to the Fire and Emergency Services Commission (FESC) for approval or disapproval. p. The Fire Chief or designee will send Executive Regulations and MCFRS Policies and Procedures to the FESC for approval or disapproval. q. Once approved by the FESC, MCFRS Policies and Procedures will be published on the Webpage and an email notification will be sent to all MCFRS personnel who have County email addresses. r. Cancellation or rescission of documents will be done in writing and issued by the Fire Chief. s. Rescinded documents will have bold markings placed on the front page indicating the rescission. A brief description of the reasons for cancellation will be added to the document for future research. </p> <div style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p> SECTION 8. Review: The Fire Chief will review all MCFRS policies every three years (3) and amend as necessary. </p> </div>	

[Click here to return to the Strategic Recommendations section](#)

MCFRS CFAI 2020 ACR EXHIBIT #23 [Recommendation 9A.3]

This exhibit is a screenshot of a coordination meeting scheduled for 10/13/20 by the water purveyor Washington Suburban Sanitary Commission.

WSSC meeting



Davis, Mark (Batt. Chief)
To Vlassopoulos, Demetrios (Jim)

The screenshot shows a Microsoft Teams meeting invitation. At the top, there's a blue header bar with navigation icons. Below it, a light blue bar contains action buttons: 'Yes, I'll attend', 'Reply all', 'Busy', 'Categorize', 'Delete', and a menu icon. The main content area has a title 'Fire Department Coordination Meeting' and a 'Join Teams meeting' button. The meeting details include the date and time 'Tue 10/13/2020 9:00 AM - 11:00 AM', the location 'Microsoft Teams Meeting', and a 'Calendar' icon. A reminder is set for '15 minutes before'. Below this, a red banner indicates '[EXTERNAL EMAIL]'. The body text states: 'To All: The next Fire Department Coordination Meeting has been scheduled for Tuesday, October 13, 2020 from 9:00 a.m. to 11:00 a.m. via Microsoft Teams.' There are links for 'Join Microsoft Teams Meeting', 'Learn more about Teams', and 'Meeting options'. On the right side, there's a list of participants under the heading 'Organizer'. The list includes: 'AN Al-Salam, Nadir', 'Yes: 1' (with a dropdown arrow), 'Davis, Mark (Batt. Chief) Required', 'Didn't respond: 39' (with a dropdown arrow), and several others: 'BS Bajomo, Samuel Required', 'TO Taylor, Orville Required', 'PD Phillips, Derrick Required', 'BP Buckley, Thomas P. Required', 'VL Villafane, Licette Required', 'SK Six, Kimberly Required', and 'SR Stewart, Clayton R Required'.

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 here to return to the Specific Recommendations section](#)

MCFRS CFAI 2020 ACR EXHIBIT #24 [Recommendation 9B.7]

This exhibit displays a policy to help reduce call processing times per the specific recommendation.

Montgomery County Fire and Rescue Service Emergency Communications Center Section Directive

Directive: 19-03

April 03, 2019

Page 1 of 1

TO: All Personnel Assigned to the ECC

FROM: Assistant Chief Edward Radcliffe

SUBJECT: Concurrent Dispatching

To further decrease call processing times, the dispatcher will utilize concurrent dispatching with the following stipulations:

Concurrent Dispatch

- Dispatchers should open, build and dispatch incidents before vocalizing a preceding dispatched incident(s).
- Dispatchers are encouraged to use multiple panhandles to build incidents simultaneously. Remember to check for units missing from recommendation and for units recommended in another panhandle.
- Fire station markers and notifiers must be cleared between incident dispatches.

Pending to Dispatch Time Goal

- With this new procedure, calls should not sit in pending for more than 60 seconds unless there are extenuating circumstances.

Vocalization

- Dispatchers must wait for VHF paging to end prior to starting vocalization on 7A.
- Incidents with notification units (CWFULL, CWEMS, etc.) will be vocalized first to reduce misunderstanding of personnel reliant on the VHF pager for notifications

COMMUNICATIONS

THE HORNET'S NEST

MCFRS CFAI 2020 ACR EXHIBIT #24 [Recommendation 9B.7] (continued)

This exhibit displays a recent meeting scheduled by the Fire Chief to discuss continued efforts to reduce call processing times.


 Accepted on 7/9/2020 4:55 PM.



Call Processing Times

Organizer Goldstein, Scott

Time Wednesday, July 22, 2020 10:00 AM-12:00 PM

Location Microsoft Teams Meeting

Response  Accepted [Change Response](#)

 ECC ALS FFA Echo Call Processing Analysis 2019 2020.pptx
2 MB 

[Click here to return to the Specific Recommendations section](#)

[Click here to open the whole document](#)

**Montgomery County Fire and Rescue Service
Information Bulletin
Planning and Accreditation Section**

Information Bulletin: 20-01

September 21, 2020

Page 1 of 1

TO: All MCFRS Personnel
FROM: Fire Chief Scott E. Goldstein
SUBJECT: New Performance Benchmark Target Tables

In 2019, MCFRS evaluated and updated the risk assessments and revised the four-tiered population density maps (urban, suburban, metropolitan, rural) to two density zones: urban (more than 2500 people per square mile) and rural (less than 2500 people per square mile). This was done to be in compliance with the CFAI Fire & Emergency Services Model (FESSAM). An updated map can be found [here](#).

As a result, MCFRS First Arriving Unit and Effective Response Force Benchmark target goals have been updated to reflect baseline performance, population density, and assessed risk, and are attached to this Information Bulletin and shall be used in lieu of the tables included in the 2016 – 2022 Master Plan.

For further questions or clarification, contact Planning and Accreditation Section Manager Melissa Schulze or Accreditation Manager Demetrios "Jim" Vlassopoulos.

[Click here to go back to the Accreditation Model Annual Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #25[2-Zones&Updated Benchmarks] (2 of 3) Continued

Attachments to MCFRS Information Bulletin 20-01

MCFRS First Arriving Unit Benchmark Goal Response Times to Emergency Programs by Risk Group for Each Density Zone at the 90th Percentile								
Program	Urban Density Zone				Rural Density Zone			
	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT
ALS - All Risks (ALS1-ALS2)	0:03:00	0:01:20	0:06:00	0:10:15	0:03:00	0:01:20	0:10:00	0:14:00
ALS1 - Moderate Risk	0:03:00	0:01:20	0:06:30	0:10:15	0:03:00	0:01:20	0:10:00	0:14:00
ALS2 - High Risk	0:03:00	0:01:20	0:05:45	0:09:45	0:03:00	0:01:20	0:09:30	0:13:30
BLS - Low Risk	0:03:30	0:01:20	0:07:00	0:12:00	0:03:30	0:01:20	0:11:00	0:15:00
FFA - All Risks (HY-SRHR-NH)	0:03:00	0:01:20	0:05:45	0:09:15	0:03:00	0:01:20	0:10:45	0:14:15
FFA-HY - Fire Full Assignment Hydranted - High Risk	0:03:00	0:01:20	0:05:30	0:09:15	0:03:00	0:01:20	0:07:30	0:12:30
FFA-SRHR - Fire Full Assignment Highrise - Spec. Risk	0:03:00	0:01:10	0:04:00	0:08:15	N/A	N/A	N/A	N/A
FFA-NH - Fire Full Assignment Non-Hydrant - Spec. Risk	0:03:00	0:02:00	0:07:30	0:10:45	0:03:00	0:02:00	0:10:00	0:15:00
Adaptive - All Risks (A1F-A1N-A2-3)	0:03:00	0:01:20	0:06:00	0:12:00	0:03:00	0:01:20	0:12:00	0:17:15
Adaptive 1 - Fire Low Risk (A1F)	0:03:00	0:01:20	0:07:30	0:12:15	0:03:00	0:01:20	0:12:45	0:18:15
Adaptive 1 - Non-Fire Low Risk (A1N)	0:03:00	0:01:20	0:06:00	0:10:00	0:03:00	0:01:20	0:12:00	0:16:15
Adaptive 2-3 Moderate Risk (A2-3)	0:03:00	0:01:20	0:05:00	0:09:30	0:03:00	0:01:20	0:09:30	0:14:00
Hazmat - All Risks (HM-MR-HR-SR)	0:05:00	0:02:00	0:05:00	0:11:15	0:05:00	0:02:00	0:07:00	0:16:15
Hazmat - Moderate Risk (HM-MR)	0:05:00	0:02:00	0:05:00	0:09:30	0:05:00	0:02:00	0:07:00	0:12:00
Hazmat - High Risk (HM-HR)	0:05:00	0:02:00	0:05:00	0:11:00	0:05:00	0:02:00	0:07:00	0:15:45
Hazmat - Special Risk (HM-SR)	0:05:00	0:02:00	0:05:00	0:10:45	0:05:00	0:02:00	0:07:00	0:17:00
Water/Ice Rescue - All Risks (WIR-MR-HR-SR)	0:05:00	0:02:30	0:09:00	0:16:45	0:05:00	0:02:30	0:13:30	0:20:00
Water/Ice Rescue - Moderate Risk (WIR-MR)	0:05:00	0:02:30	0:09:00	0:16:45	0:05:00	0:02:30	0:11:00	0:17:00
Water/Ice Rescue - High Risk (WIR-HR)	0:05:00	0:02:30	0:11:00	0:19:00	0:05:00	0:02:30	0:14:00	0:20:00
Water/Ice Rescue - Special Risk (WIR-SR)	0:05:00	0:02:30	0:09:00	0:16:15	0:05:00	0:02:30	0:11:00	0:19:15
Technical Rescue - Special Risk (TR-SR)	0:05:00	0:03:00	0:05:30	0:11:00	0:05:00	0:03:00	0:08:00	0:17:00
Aviation Rescue Firefighting - All Risks (ARF-HR-SR)	0:05:00	0:02:00	0:05:00	0:10:30	0:05:00	0:02:00	0:09:00	0:15:45
Aviation Rescue Firefighting - High Risk (ARF-HR)	0:05:00	0:02:00	0:05:00	0:11:00	0:05:00	0:02:00	0:08:00	0:15:45
Aviation Rescue Firefighting - Special Risk (ARF-SR)	0:05:00	0:02:00	0:05:00	0:10:30	0:05:00	0:02:00	0:07:00	0:17:00
Bomb Squad - All Risks (BS-MR-HR-SR)	0:05:00	0:02:00	0:18:00	1:00:00	0:05:00	0:02:00	0:40:00	1:15:00
Bomb Squad - Moderate Risk (BS-MR)	0:05:00	0:03:00	0:19:00	1:00:00	0:05:00	0:03:00	0:40:00	1:15:00
Bomb Squad - High Risk (BS-HR)	0:05:00	0:03:00	0:26:00	1:00:00	0:05:00	0:03:00	0:40:00	1:15:00
Bomb Squad - Special Risk (BS-SR)	0:05:00	0:02:00	0:20:00	0:45:00	0:05:00	0:02:00	0:35:00	1:00:00

PtoD = Phone to Dispatch

TRT = Total Response Time (PtoD + Turnout + Travel)

[Click here to go back to the Accreditation Model Annual Compliance section](#)

MCFRS CFAI 2020 ACR EXHIBIT #25[2-Zones&Updated Benchmarks] (3 of 3) Continued

Attachments to MCFRS Information Bulletin 20-01

MCFRS Effective Response Force (ERF) Benchmark Goal Response Times to Emergency Programs by Risk Group for Each Density Zone at the 90th Percentile								
Program	Urban Density Zone				Rural Density Zone			
	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT
ALS1 - Moderate Risk	0:03:00	0:01:20	0:07:30	0:11:30	0:03:00	0:01:20	0:12:00	0:16:45
ALS2 - High Risk	0:03:00	0:01:20	0:08:00	0:12:00	0:03:00	0:01:20	0:12:30	0:17:00
BLS - Low Risk	0:03:30	0:01:20	0:08:00	0:12:30	0:03:30	0:01:20	0:12:00	0:17:00
FFA-HY - Fire Full Assignment Hydrant - High Risk	0:03:00	0:01:20	0:16:00	0:21:00	0:03:00	0:01:20	0:16:00	0:20:00
FFA-SRHR - Fire Full Assignment Highrise - Spec. Risk	0:03:00	0:01:10	0:15:30	0:20:00	N/A	N/A	N/A	N/A
FFA-NH - Fire Full Assignment Non-Hydrant - Spec. Risk	0:03:00	0:02:00	0:23:00	0:30:00	0:03:00	0:02:00	0:26:00	0:40:00
Adaptive 1 - Fire Low Risk (A1F)	0:03:00	0:01:20	N/A	N/A	0:03:00	0:01:20	N/A	N/A
Adaptive 1 - Non-Fire Low Risk (A1N)	0:03:00	0:01:20	N/A	N/A	0:03:00	0:01:20	N/A	N/A
Adaptive 2-3 Moderate Risk (A2-3)	0:03:00	0:01:20	0:08:30	0:12:30	0:03:00	0:01:20	0:13:00	0:16:30
Hazmat - Moderate Risk (HM-MR)	0:05:00	0:02:00	0:17:00	0:24:00	0:05:00	0:02:00	0:17:00	0:25:00
Hazmat - High Risk (HM-HR)	0:05:00	0:02:00	0:21:00	0:34:00	0:05:00	0:02:00	0:26:00	0:35:00
Hazmat - Special Risk (HM-SR)	0:05:00	0:02:00	0:22:00	0:35:00	0:05:00	0:02:00	0:15:00	0:25:00
Water/Ice Rescue - Moderate Risk (WIR-MR)	0:05:00	0:02:30	0:16:00	0:24:30	0:05:00	0:02:30	0:22:00	0:29:00
Water/Ice Rescue - High Risk (WIR-HR)	0:05:00	0:02:30	0:16:00	0:30:00	0:05:00	0:02:30	0:30:00	0:38:00
Water/Ice Rescue - Special Risk (WIR-SR)	0:05:00	0:02:30	0:20:00	0:26:30	0:05:00	0:02:30	0:22:00	0:37:00
Technical Rescue - Special Risk (TR-SR)	0:05:00	0:03:00	0:22:00	0:38:00	0:05:00	0:03:00	0:22:00	0:45:00
Aviation Rescue Firefighting - High Risk (ARF-HR)	0:05:00	0:02:00	0:23:00	0:30:00	0:05:00	0:02:00	0:28:00	0:35:00
Aviation Rescue Firefighting - Special Risk (ARF-SR)	0:05:00	0:02:00	0:21:00	0:30:00	0:05:00	0:02:00	0:26:00	0:35:00
Bomb Squad - Moderate Risk (BS-MR)	0:05:00	0:03:00	0:37:00	1:30:00	0:05:00	0:03:00	0:42:00	2:00:00
Bomb Squad - High Risk (BS-HR)	0:05:00	0:03:00	0:35:00	0:40:00	0:05:00	0:03:00	0:40:00	0:45:00
Bomb Squad - Special Risk (BS-SR)	0:05:00	0:02:00	0:55:00	1:00:00	0:05:00	0:02:00	1:00:00	1:10:00

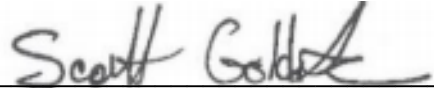
PtoD = Phone to Dispatch

TRT = Total Response Time (PtoD + Turnout + Travel)

[Click here to go back to the Accreditation Model Annual Compliance section](#)

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", is written over a horizontal line.

Signature of Agency Head

Fire Chief

Title

10/15/2020

Date