



4501 Singer Court, Suite 180  
Chantilly, VA 20151  
(703) 691-4620 T  
(703) 961-0113 F  
[www.cpse.org](http://www.cpse.org)

## **STATEMENT OF FINDINGS**

TO: Commission on Fire Accreditation International

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

DATE: September 12, 2021

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 9<sup>th</sup> 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 2,058 career and on-call volunteer personnel in 37 fire stations, covering a population of approximately 1,050,000.

This is Annual Compliance Report number 3 for the department.

The agency has a Class 2/4 ISO Rating.

### Agency Jurisdiction Changes

The agency cited that the purchase of apparatus on March 4, 2021 cut all its operations over to Montgomery County's new multimillion-dollar Motorola P25 700/800 MHz trunked public safety radio network.

The agency shared that the adoption of a Winter 2020 – 2021 COVID-19 Surge Plan to meet the operational needs and maintain the availability of critical resources. On it initiated a nurse practitioner/skilled nursing facility pilot program to assess the effectiveness of a treatment in place program. This program will introduce a Certified Registered Nurse Practitioner into the field, specifically to assess and treat low-acuity. In May of 2021, it initiated a program to expand the use of the agency's telehealth program to include high-risk patient refusals.

In May 2021, the agency began the process of transitioning all their existing Class B foam, which contain Perfluoroalkyl and Polyfluoroalkyl Substances, to National Foam's Universal® F3 Green, which does not contain PFAS.

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 2021, which also included benchmark and baseline performance statements. 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 purchases, activities, and additional information to further document compliance with the accreditation model.

### Exhibit List

All applicable exhibits were provided and verified. At total of 24 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

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

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



**This Report Prepared on July 1, 2021**  
**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**

# Table of Contents

Preface .....	3
Agency Information .....	4
Agency/Jurisdiction Changes.....	5
Accreditation Model Annual Compliance.....	8
Performance Monitoring .....	11
Agency Performance Tracking.....	13
Strategic Recommendations.....	67
Other Information.....	68
Exhibit List .....	69
Verification.....	107

## Preface

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

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

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

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

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

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

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

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

## Agency Information

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

Agency Name:	Montgomery County Fire and Rescue Service
Agency Address:	100 Edison Park Drive, 2nd Floor, Gaithersburg, MD 20878
Agency Website:	<a href="http://www.montgomerycountymd.gov/mcfrs">http://www.montgomerycountymd.gov/mcfrs</a>
Agency Head:	Scott E. Goldstein, Fire Chief
Agency Head E-Mail:	Scott.Goldstein@montgomerycountymd.gov
Agency Head Phone:	(240) 777-2451
Accreditation Mgr:	Demetrios Vlassopoulos
Accred. Mgr. E-Mail:	Demetrios.Vlassopoulos@montgomerycountymd.gov
Accred. Mgr. Phone:	(240) 440-4013
Date of most recent Award of Accreditation:	08/09/2018
Annual Compliance Report due date:	07/15/2021
Annual Compliance Report Number (1-4):	3
Current ISO Rating	2
If your agency has a split ISO rating, please document below: ISO: ISO: FPSA: 02/10 and FDS: 04/10; Rating: 2/4	
Current Population:	1,051,816
Annual Budget:	\$224,995,408
Department Type:	Combination
Highest Level of EMS Provided: ALS-Transport	
Number of Fire Stations:	37
Total Uniformed Personnel (Career, Volunteer, Paid on Call)	2058
Total Civilian Personnel:	81
ACR Reporting Period:	7/16/2020 to 7/15/2021



## Agency/Jurisdiction Changes

1. Has there been a change in key positions of the agency during the past reporting period? No
  - a. If yes, please explain and provide an updated organizational chart.  
Updated Org Chart ([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. Burtonsville Volunteer Fire Department placed into service a \$1.4M new heavy duty E-One rescue squad on 10/25/2020. The new rescue squad 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. ([Exhibit #2a](#))
  - b. October 2020 four new 2019 Rosenbauer/Freightliner all-wheel drive brush engines placed into service to replace aging units. Each impact the community by providing urban & rural interface fire applications and which will be more reliably available by limiting downtime secondary to mechanical breakdowns and increased maintenance of older units. ([Exhibit #2b](#))
  - c. On March 4, 2021 MCFRS cut all its operations over to Montgomery County's new multimillion-dollar Motorola P25 700/800 MHz trunked public safety radio network. This positively impacts the community by addressing the deficiencies outlined in the appraisal of core competency 9B.1 of the 2018 MCFRS FESSAM and realizes the plan within this same performance indicator. ([Exhibit #2c](#))
5. Have there been any changes in programs/services? Yes
  - a. Development and Operations Division adoption of a Winter 2020 – 2021 COVID-19 Surge Plan as a supplement to the EMS Surge Plan. This positively affects the community by planning to meet the operational needs and maintain the availability of critical resources using a scalable plan and based on the unique and anticipated system needs for the COVID-19 surge through the winter of 2020-2021. ([Exhibit #3a](#))
  - b. On 9/30/20 the Emergency Medical and Integrated Healthcare Section of the Operations Division initiated a nurse practitioner/skilled nursing facility (SNF) pilot program to assess the effectiveness of a treatment in place program. This program will introduce a Certified Registered Nurse Practitioner into the field, specifically to assess and treat low-acuity

patients at SNFs near the Shady Grove Medical Center. The program helps the community by reducing unnecessary hospital transfers by treating the patient at the facility and referring further follow-ups to the SNF staff and clinicians.

([Exhibit #3b](#))

- c. In May of 2021, the Emergency Medical and Integrated Healthcare Section of the Operations Division initiated a program to expand the use of the agency's telehealth program to include high-risk patient refusals. It is anticipated this program will help the community through improved patient safety by conducting telehealth consultations for high-risk patient refusals. Improved safety may come either from persuading a patient to be transported or by having the telehealth physician prescribe or direct alternate care. ([Exhibit #3c](#))
- d. In November of 2020, the Emergency Communications Center (ECC) Section in conjunction with the Technology Section provided first responders direct access to Language Line resources through department-provided cell phones assigned to apparatus. This service helps our majority-minority community by expediting access to the Language Line without needing to coordinate through the ECC and allows those dealing with patient care to bridge the communications gap directly with interpreters. ([Exhibit #3d](#))
- e. In May 2021, the agency began the process of transitioning all their existing Class B foam, which contain Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS), to National Foam's Universal®F3 Green, which does not contain PFAS. PFAS has been determined to be hazardous to people. Switching to non-PFAS Class B foam is safer for the firefighters using the product and subsequently the community at large by not introducing this product into groundwater sources. This management decision demonstrates how MCFRS uses risk management practices that focus on opportunities to avoid unsafe conditions. This enhancement to the Class B foam program could be used as an exhibit which supports the 10<sup>th</sup> edition performance indicator 11A.8. ([Exhibit 3e](#))
- f. On January 1, 2021, the Emergency Medical and Integrated Healthcare Section of the Operations Division initiated a program to offer alternative care options for EMS patients. In lieu of transport to an emergency department, qualifying low acuity patients can be either (1) safely treated in place via a telehealth consult or (2) transported to an urgent care center. MCFRS has partnered with a physician group and with local urgent care centers to implement these alternative care options. These alternatives help the community by providing improved care efficiency for the patient, decreasing MCFRS transport unit cycle times which make more units available for emergencies, and reducing volume in local emergency departments. ([Exhibit 3f](#))

- g. In July of 2020, the Emergency Medical and Integrated Healthcare Section of the Operations Division initiated a program to offer an on-line customer satisfaction survey to nearly every patient transported by the MCFRS. The program also provides patients the ability to enter free text comments about their experience. This program helps the community by providing an easy, simple, and immediate process for transported EMS patients to provide feedback on the services they received from MCFRS, which in turn will help the agency provide even better service to the community.  
([Exhibit #3g](#))

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

Following CPSE general rule of thumb guidance, there is not a significant change in MCFRS' FY22 (07/01/21 to 06/30/22) approved budget as it has not increased 5% over the FY21 approved budget. However, it is worth noting the FY22 budget is \$232,685,066, which is an increase from FY21 of \$7,689,658 or 3.42 percent.

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.

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

- a. [2D.6](#) (Exhibit #4)
- b. [3D.1](#) (Exhibit #5)
- c. [5A.5](#) (Exhibit #6)
- d. [5B.3](#) (Exhibit #7)
- e. [5C.5](#) (Exhibit #8)
- f. [5E.3](#) (Exhibit #9)
- g. [5F.7](#) (Exhibit #10)
- h. [5G.3](#) (Exhibit #11)
- i. [5H.3](#) (Exhibit #12)
- j. [5I.2](#) (Exhibit #13)
- k. 5J.2 – Not Applicable
- l. [5K.2](#) (Exhibit #14)
- m. [5L.2](#) (Exhibit #15)
- 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 10<sup>th</sup> edition PI and was also documented in the 2020 ACR. MCFRS has developed a Virtual CRA/SOC that remains current and automatically updates when program outcomes, data tables, baseline statements etc. are updated.

Identify and explain: This helps meet part of the intent of this PI as documented in the 10<sup>th</sup> Edition Interpretation Guide, "...for the agency to identify outcomes for its programs and use the information during updates and changes to the CRA/SOC" and also within this guide applicable to CC 3D.2, the sample reference as stated, "Standards of cover review and updates".

Plan for improvement: Continue to maintain the Virtual CRA: SOC and add additional outcome data, charts, and visuals as needed.

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

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. ([Exhibits #17a & 17B](#)).  
2019 ACR: Accepted and progress on development of methodology is transpiring.

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. **2021 ACR Accepted:** Assistant Chief of Logistics will rewrite the Acquisition of Fire and Rescue Apparatus policy with a goal of by the end of 2021 and include clear direction per the recommendation. ([Exhibit #18](#))

PI 6F.5: It is recommended that the department formalize a process for both distribution and recovery of all issued equipment.  
**2021 ACR Accepted and Completed.** ([Exhibit #19](#))

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.  
**2021 ACR Accepted and progress:** Staffing needs are routinely monitored and analyzed by division chiefs to assure workloads are evenly distributed and efficiencies realized. Several new position requests/justifications have been submitted to the county's Office of Management and Budget for consideration in the FY22 MCFRS budget. Example of a new position request from the HR Division: This position would initially provide oversight and coordination for the nascent IAFF Peer Support Team, the extant CISM team, and would be able to provide personalized crisis case management e.g., be able to effectively match personnel from different ethnic and socio-economic constructs to the resources most appropriate to their circumstances. ([Exhibit #20](#))

PI 8A.5: It is recommended that the department encourage professional credentialing as a component of the command and staff development program.  
**2021 ACR Accepted and Completed:** Written in [2018 Accreditation Report](#) (page 54/PDF page 55 of Observations): The department has a command and staff development program in place. Therefore, MCFRS will encourage, on a volunteer basis, participation in professional credentialing as the agency already maintains a robust internal professional development program that includes chief officer credentialing.

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 progress on recommendation 2021 ACR progress is transpiring after a COVID-19 delay. Regular meetings with the largest water purveyor, [WSSC](#), occurs. Other two very small purveyors, [City of Rockville](#) and [Poolesville](#), occur as needed. Goal is to pull Rockville and Poolesville into the regular WSSC meetings. ([Exhibit #21](#))

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. ([Exhibits #22a & 22b](#))

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. **2021 ACR Accepted and progress.** 3/29/21 Assistant Chief Butsch wrote in an email, "EMIHS has on its to do list to revise the RMS policy. The department is also moving to consolidate all record keeping and retrieval functions under the IT Section by end of CY2021 (thus the copy to AC Baltrosky); so this policy will be revised in cooperation with him."

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. **2021 ACR Accepted and completed.**

On 1/5/21 the MCFRS General Counsel wrote, "Some of our contracts have conflict resolution statements in the form of what court has jurisdiction for conflicts associated with the agreement. The County Code also includes a section regarding conflict resolution in MCC § 11B-35 for procurement contracts. However, I do not believe that section applies to our contracts that we use with the various providers for ET3 and the training academy. Those contracts fall under AP 2-4, which does require conflict resolution provisions, unless waived by OCA. Unfortunately, I haven't found any conflict resolution provisions for non-procurement contracts. Please let me know if you are able to access the following link, which includes County contracting resources:

[https://www.montgomerycountymd.gov/frs-gl/Resources/Files/Accreditation/ACR/ACR\\_2021/Contract\\_Resource\\_Center\\_Screenshot.pdf](https://www.montgomerycountymd.gov/frs-gl/Resources/Files/Accreditation/ACR/ACR_2021/Contract_Resource_Center_Screenshot.pdf)

I'll see if any of my colleagues have drafted a conflict resolution provision for non-procurement contracts. Otherwise, we will have to come up with one."

On 6/22/21 the MCFRS General Counsel wrote, "After reviewing various conflict resolution provisions, I believe the following is sufficient for MCFRS contracts:

This \_\_\_\_\_ will be governed and construed in accordance with the laws of the State of Maryland. Any action in connection with this \_\_\_\_\_ shall be brought in the courts of Montgomery County, Maryland or in the Federal District Court for the Southern District of Maryland.

And to the question, "Thank you for working through this particular recommendation from our 2018 accreditation report. Is it safe to say the line you provided in the email below, which you indicate suffices for MCFRS contracts, will "ensure that all current and future agreements with external agencies incorporate a conflict resolution statement"?"

If so, will we incorporate this language in all future contracts? His answer, "Yes, we will include that line in our contracts."

To this end this recommendation has been completed.

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 and response.

[10<sup>th</sup> edition] 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 #342 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.

In addition, MCFRS leadership meets with and 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 and, thus, the level of service is quantified.

Plan for improvement: To continue to meet with/notify the AHJ often through Montgomery County Council Public Safety Committee meetings, the County Executive, the CAO, and the Office of Performance and Measurement.

[\[Exhibit #23\]](#)

[9<sup>th</sup> edition] 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.

See the 10<sup>th</sup> edition MCFRS response to CC 2D.9 above.

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:

(a) The Office of the County Executive's Fire and Emergency Services Commission (FESC) 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.

In addition, see subparagraphs b, c, d, and e within this section of the Virtual CRA/SOC.

[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 #24](#))



# Agency Performance Tracking

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

MODERATE RISK FIRE-ADAPTIVE (A2-3)

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

**Urban: 09:30**

**Rural: 14:00**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**Risk Category: Fire Suppression – Other Hazard / 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: 0:14:04**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:03:42**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:01:42**

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

**Urban: 0:05:35      Rural: 0:09:31**

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

**Urban: 0:13:26      Rural: 0:17:47**

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
A2-3	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:09:32	0:09:30	-0.35%	0:14:04	0:14:00	-0.47%
FAU Trav	0:05:35	0:05:00	-10.45%	0:09:31	0:09:30	-0.18%
ERF TRT	0:13:26	0:12:30	-6.95%	0:17:47	0:17:00	-4.40%

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:03:42		0:03:46	0:03:50	0:03:35	0:03:35
		Rural	0:03:42		0:04:02	0:03:29	0:03:34	0:03:42
		Countywide	0:03:42		0:03:46	0:03:49	0:03:35	0:03:35
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:01:41		0:01:41	0:01:44	0:01:40	0:01:40
		Rural	0:02:16		0:02:29	0:01:58	0:02:17	0:02:25
		Countywide	0:01:42		0:01:43	0:01:44	0:01:41	0:01:41
<b>Travel Time</b>	<b>Travel Time 1<sup>st</sup> Unit Distribution</b>	Urban	0:05:35		0:05:24	0:05:32	0:05:44	0:05:38
		Rural	0:09:31		0:09:04	0:09:05	0:10:45	0:11:47
		Countywide	0:05:42		0:05:33	0:05:35	0:05:51	0:05:44
	<b>Travel Time ERF Concentration</b>	Urban	0:09:19		0:09:22	0:09:07	0:09:22	0:09:25
		Rural	0:14:01		0:15:13	0:12:48	0:14:50	0:12:16
		Countywide	0:09:28		0:09:31	0:09:13	0:09:31	0:09:28
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Urban	0:09:32		0:09:34	0:09:37	0:09:32	0:09:24
			n=8808		n=2032	n=2044	n=2258	n=2449
		Rural	0:14:04		0:13:10	0:12:40	0:14:19	0:16:22
			n=251		n=56	n=72	n=68	n=55
		Countywide	0:09:40		0:09:45	0:09:44	0:09:42	0:09:28
			n=9059		n=2088	n=2116	n=2326	n=2504
	<b>Total Response Time ERF Concentration</b>	Urban	0:13:26		0:13:22	0:13:19	0:13:38	0:13:29
			n=6284		n=1447	n=1372	n=1622	n=1828
		Rural	0:17:47		0:20:46	0:16:14	0:19:19	0:16:04
			n=143		n=29	n=45	n=40	n=29
		Countywide	0:13:38		0:13:31	0:13:27	0:13:54	0:13:36
			n=6427		n=1476	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 90<sup>th</sup> 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 90<sup>th</sup> percentile all zones: **03:00**

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

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

**BASELINE (ACTUAL) PERFORMANCE STATEMENT  
HIGH RISK FIRE – FIRE FULL ASSIGNMENT IN HYDRANT AREAS FFA-HY**

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

**Urban: 0:09:38      Rural: 0:11:20**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:04:02**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:01:32**

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

**Urban: 0:05:52      Rural: 0:08:05**

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

**Urban: 0:21:36      Rural: 0:20:59**

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
FFA-HY	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:09:38	0:09:15	-3.98%	0:11:20	0:12:30	10.29%
FAU Trav	0:05:52	0:05:30	-6.25%	0:08:05	0:07:30	-7.22%
ERF TRT	0:21:36	0:21:00	-2.78%	0:20:59	0:20:00	-4.69%

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:04:02		0:04:03	0:04:07	0:04:04	0:03:57
		Rural	0:03:49		0:03:17	0:06:48	0:04:01	0:03:38
		Countywide	0:04:02		0:04:02	0:04:07	0:04:01	0:03:57
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:01:32		0:01:36	0:01:33	0:01:25	0:01:34
		Rural	0:01:36		0:01:37	0:01:57	0:01:50	0:01:25
		Countywide	0:01:32		0:01:36	0:01:33	0:01:25	0:01:34
<b>Travel Time</b>	<b>Travel Time 1<sup>st</sup> Unit Distribution</b>	Urban	0:05:52		0:05:39	0:05:58	0:05:40	0:06:17
		Rural	0:08:05		0:06:54	0:08:05	0:07:26	0:17:20
		Countywide	0:05:52		0:05:40	0:05:58	0:05:41	0:06:24
	<b>Travel Time ERF Concentration</b>	Urban	0:17:15		0:17:20	0:16:39	0:16:31	0:18:38
		Rural	0:16:13		0:18:06	0:16:13	0:12:52	0:15:24
		Countywide	0:17:15		0:17:20	0:16:39	0:16:31	0:18:38
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Urban	0:09:38		0:09:26	0:09:47	0:09:27	0:10:04
			n=2636		n=673	n=707	n=654	n=598
		Rural	0:11:20		0:10:28	0:13:19	0:13:02	0:16:41
			n=40		n=15	n=6	n=9	n=10
		Countywide	0:09:39		0:09:31	0:09:47	0:09:27	0:10:07
			n=2676		n=688	n=713	n=663	n=608
	<b>Total Response Time ERF Concentration</b>	Urban	0:21:36		0:21:37	0:21:19	0:21:18	0:23:15
			n=874		n=243	n=213	n=208	n=210
		Rural	0:20:59		0:20:59	0:18:21	0:18:56	0:23:08
			n=11		n=2	n=2	n=3	n=4
		Countywide	0:23:36		0:21:37	0:21:19	0:21:17	0:23:15
			n=885		n=245	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 90<sup>th</sup> 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 90<sup>th</sup> percentile all zones: **03:00**

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

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

**BASELINE (ACTUAL) PERFORMANCE STATEMENT  
SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT IN NON-HYDRANT AREAS FFA-NH**

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

**Urban: 0:11:00 Rural: 0:14:47**

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

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:02:44**

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

**Urban: 0:07:30 Rural: 0:10:54**

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

**Urban: 0:34:45 Rural: 0:40:00**

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.

Program	Urban	Urban	Urban	Rural	Rural	Rural
FFA-NH	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:00	0:10:45	-2.27%	0:14:47	0:15:00	1.47%
FAU Trav	0:07:30	0:07:30	0.00%	0:10:54	0:10:00	-8.26%
ERF TRT	0:34:45	0:30:00	-13.67%	0:40:00	0:40:00	0.00%



(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
<b>Alarm Handling</b> Pick-up to Dispatch	Urban		0:03:49		0:03:15	0:03:04	0:04:11	0:02:53
	Rural		0:04:34		0:04:34	0:04:14	0:03:32	0:06:20
	Countywide		0:04:05		0:03:24	0:04:07	0:04:05	0:05:14
<b>Turnout Time</b> Turnout Time 1st Unit	Urban		0:02:29		0:01:56	0:02:30	0:02:29	0:03:01
	Rural		0:02:57		0:02:43	0:02:33	0:04:00	0:03:02
	Countywide		0:02:44		0:02:18	0:02:31	0:03:10	0:03:02
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:07:30		0:07:15	0:07:58	0:09:11	0:07:30
		Rural	0:10:54		0:09:10	0:08:24	0:11:45	0:11:40
		Countywide	0:09:35		0:08:34	0:08:24	0:10:54	0:10:51
	Travel Time ERF Concentration	Urban	0:25:27		0:23:53	0:25:27	0:22:50	0:34:07
		Rural	0:25:19		0:20:45	0:28:32	0:19:17	0:34:51
		Countywide	0:25:27		0:23:53	0:28:32	0:22:15	0:34:07
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:00		0:09:51	0:10:52	0:11:38	0:11:00
			n=56		n=11	n=17	n=18	n=10
		Rural	0:14:47		0:13:11	0:13:05	0:16:02	0:15:29
			n=66		n=12	n=22	n=18	n=14
		Countywide	0:13:47		0:13:01	0:12:48	0:15:00	0:13:58
			n=122		n=23	n=39	n=36	n=24
	Total Response Time ERF Concentration	Urban	0:34:45		0:34:45	0:32:34	0:27:33	0:42:25
			n=14		n=1	n=3	n=7	n=3
		Rural	0:40:00		0:25:02	0:44:01	0:40:00	0:44:49
			n=23		n=5	n=3	n=9	n=6
		Countywide	0:40:00		0:34:45	0:44:01	0:40:00	0:44:49
			n=37		n=6	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 90<sup>th</sup> 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 90<sup>th</sup> percentile all zones: **03:00**

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

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

**BASELINE (ACTUAL) PERFORMANCE STATEMENT  
SPECIAL RISK FIRE – FIRE FULL ASSIGNMENT HIGH-RISE INCIDENTS FFA-SRHR**

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

**Urban: 0:08:20      Rural: N/A**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:04:09**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:01:23**

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

**Urban: 0:04:23      Rural: N/A**

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

**Urban: 0:19:51      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
FFA-SRHR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:08:20	0:08:15	-1.00%	N/A	N/A	#VALUE!
FAU Trav	0:04:23	0:04:00	-8.75%	N/A	N/A	#VALUE!
ERF TRT	0:19:51	0:20:00	0.76%	N/A	N/A	#VALUE!

(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	0:04:09		0:03:59	0:04:23	0:04:13	0:04:07
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:04:09		0:03:59	0:04:23	0:04:13	0:04:07
Turnout Time Turnout Time 1st Unit		Urban	0:01:23		0:01:26	0:01:21	0:01:15	0:01:25
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:01:23		0:01:26	0:01:21	0:01:15	0:01:25
Travel Time	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:04:23		0:04:03	0:04:12	0:04:29	0:05:36
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:04:23		0:04:03	0:04:12	0:04:29	0:05:36
	Travel Time ERF Concentration	Urban	0:15:40		0:14:42	0:18:06	0:15:54	0:15:44
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:15:40		0:14:42	0:18:06	0:15:54	0:15:44
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:08:20		0:07:52	0:08:12	0:08:12	0:08:56
			n=338		n=89	n=114	n=88	n=46
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:08:20		0:07:52	0:08:12	0:08:12	0:08:56
			n=338		n=89	n=115	n=88	n=46
	Total Response Time ERF Concentration	Urban	0:19:51		0:19:22	0:23:40	0:20:08	0:19:30
			n=138		n=29	n=48	n=36	n=17
		Rural	N/A		N/A	N/A	N/A	N/A
			N/A		n=0	n=0	n=0	n=0
		Countywide	0:19:51		0:19:22	0:23:40	0:20:08	0:19:30
			n=138		n=37	n=48	n=36	n=17

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

MODERATE RISK EMS – ADVANCED LIFE SUPPORT-1 – ALS1

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

**Urban: 10:15**

**Rural: 14:00**

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

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:20**

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 90<sup>th</sup> 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 Statement:

**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: 0:11:08      Rural: 0:14:52**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:03:47**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:01:38**

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: 0:10:36**

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

**Urban: 0:12:32      Rural: 0:18:17**

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.

**Reporting the Gap**

Program	Urban	Urban	Urban	Rural	Rural	Rural
ALS1	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:08	0:10:15	-7.93%	0:14:52	0:14:00	-5.83%
FAU Trav	0:06:43	0:06:30	-3.23%	0:10:36	0:10:00	-5.66%
ERF TRT	0:12:32	0:11:30	-8.24%	0:18:17	0:16:45	-8.39%

(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	0:03:47		0:03:59	0:03:59	0:03:37	0:03:32
		Rural	0:03:39		0:03:49	0:03:44	0:03:36	0:03:25
		Countywide	0:03:47		0:03:59	0:03:59	0:03:37	0:03:32
Turnout Time Turnout Time 1st Unit		Urban	0:01:38		0:01:39	0:01:38	0:01:36	0:01:37
		Rural	0:01:45		0:01:46	0:01:47	0:01:44	0:01:45
		Countywide	0:01:38		0:01:39	0:01:38	0:01:36	0:01:37
Travel Time	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:06:43		0:06:44	0:06:41	0:06:42	0:06:45
		Rural	0:10:36		0:10:52	0:10:25	0:10:43	0:10:15
		Countywide	0:06:52		0:06:54	0:06:50	0:06:51	0:06:53
	Travel Time ERF Concentration	Urban	0:08:07		0:08:13	0:08:11	0:08:05	0:08:01
		Rural	0:14:01		0:14:37	0:15:05	0:12:54	0:13:11
		Countywide	0:08:18		0:08:27	0:08:24	0:08:14	0:08:09
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:08		0:11:40	0:11:26	0:10:46	0:10:47
			n=129963		n=30376	n=33099	n=34733	n=34486
		Rural	0:14:52		0:15:38	0:14:54	0:14:28	0:14:12
			n=3817		n=996	n=932	n=1013	n=918
		Countywide	0:11:18		0:11:55	0:11:37	0:10:54	0:10:56
			n=133780		n=31372	34031	35746	35404
	Total Response Time ERF Concentration	Urban	0:12:32		0:12:50	0:12:50	0:12:16	0:12:14
			n=51845		n=11729	n=12757	n=14464	n=14002
		Rural	0:18:17		0:18:51	0:19:27	0:17:29	0:17:13
			n=1211		n=309	n=271	n=334	n=311
		Countywide	0:12:45		0:13:06	0:13:01	0:12:27	0:12:28
			n=53056		n=12038	n=13028	n=14798	n=14313

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK EMS – ADVANCED LIFE SUPPORT-2 – ALS2

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

**Urban: 09:45**

**Rural: 13:30**

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

For turnout time at the 90<sup>th</sup> percentile and Countywide: **01:20**

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 90<sup>th</sup> 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 Statement:

### **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: 0:10:00      Rural: 0:13:28**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:03:26**

For turnout time at the 90<sup>th</sup> 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: 0:06:04      Rural: 0:09:45**

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

**Urban: 0:12:34      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.

#### **Reporting the Gap**

Program	Urban	Urban	Urban	Rural	Rural	Rural
ALS2	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:10:00	0:09:45	-2.50%	0:13:28	0:13:30	0.25%
FAU Trav	0:06:04	0:05:45	-5.22%	0:09:45	0:09:30	-2.56%
ERF TRT	0:12:34	0:12:00	-4.51%	0:17:39	0:17:00	-3.68%

(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
<b>Alarm Handling</b> Pick-up to Dispatch	Urban		0:03:26		0:03:28	0:03:33	0:03:25	0:03:17
		Rural	0:03:18		0:03:12	0:03:34	0:03:23	0:02:55
		Countywide	0:03:26		0:03:28	0:03:33	0:03:25	0:03:16
<b>Turnout Time</b> Turnout Time 1st Unit	Urban		0:01:36		0:01:37	0:01:37	0:01:35	0:01:35
		Rural	0:01:45		0:01:45	0:01:54	0:01:43	0:01:39
		Countywide	0:01:36		0:01:37	0:01:37	0:01:36	0:01:35
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit <b>Distribution</b>	Urban	0:06:04		0:05:57	0:05:59	0:06:04	0:06:12
		Rural	0:09:45		0:09:33	0:10:16	0:09:08	0:10:07
		Countywide	0:06:12		0:06:06	0:06:09	0:06:11	0:06:22
	Travel Time ERF <b>Concentration</b>	Urban	0:08:31		0:09:00	0:08:35	0:08:08	0:08:20
		Rural	0:13:52		0:13:19	0:15:47	0:12:08	0:14:03
		Countywide	0:08:47		0:09:16	0:08:52	0:08:22	0:08:40
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	0:10:00		0:10:07	0:10:06	0:09:53	0:09:58
			n=18000		n=3627	n=4639	n=4946	n=4609
		Rural	0:13:28		0:12:57	0:14:14	0:12:34	0:13:28
			n=563		n=144	n=138	n=139	n=137
		Countywide	0:10:11		0:10:17	0:10:17	0:10:03	0:10:05
			n=18563		n=3771	n=4777	n=5085	n=4746
	Total Response Time ERF <b>Concentration</b>	Urban	0:12:34		0:13:12	0:12:41	0:12:53	0:12:33
			n=12306		n=2458	n=3116	n=3564	n=3336
		Rural	0:17:39		0:17:03	0:19:33	0:17:08	0:18:10
			n=367		n=98	n=85	n=91	n=95
		Countywide	0:12:49		0:13:22	0:12:59	0:13:04	0:12:49
			n=12673		n=2556	n=3201	n=3655	n=3431

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

MODERATE RISK HAZARDOUS MATERIALS– HM-MR

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

**Urban: 09:30**

**Rural: 12:00**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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: 0:11:33      Rural: 0:24:50**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:05:57**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:02:16**

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

**Urban: 0:05:32      Rural: 0:17:45**

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

**Urban: 0:29:17      Rural: 0:33:22**

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
HM-MR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:33	0:09:30	-17.75%	0:24:50	0:12:00	-51.68%
FAU Trav	0:05:32	0:05:00	-9.64%	0:17:45	0:07:00	-60.56%
ERF TRT	0:29:17	0:24:00	-18.04%	0:33:22	0:25:00	-25.07%

Note: In June 2021 there was a fuel spill near the C&O Canal which took units some time to find the location of the incident which caused the long 1<sup>st</sup> arriving unit travel time

(Moderate Risk) Hazmat – HM-MR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:05:54		0:06:56	0:05:50	5:32	5:54
		Rural	0:06:13		0:05:36	0:06:21	5:25	6:13
		Countywide	0:05:57		0:06:56	0:05:50	5:32	5:54
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:02:16		0:02:20	0:02:19	2:07	2:18
		Rural	0:02:26		0:03:29	0:02:33	2:12	1:15
		Countywide	0:02:16		0:02:24	0:02:19	2:07	2:16
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:05:32		0:04:41	0:05:31	6:07	5:17
		Rural	0:17:45		0:17:45	0:06:11	3:31	8:34
		Countywide	0:05:36		0:04:48	0:05:31	6:07	5:17
	Travel Time ERF Concentration	Urban	0:17:14		0:17:14	0:17:38	26:03	16:04
		Rural	0:21:02		0:21:02	0:17:03	N/A	N/A
		Countywide	0:17:38		0:21:02	0:17:38	26:03	16:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	0:11:33		0:11:28	0:11:18	12:15	11:33
			n=308		n=42	n=55	n=124	n=88
		Rural	0:24:50		0:24:50	0:10:09	09:57	15:59
			n=9		n=2	n=4	n=2	n=2
		Countywide	0:11:35		0:12:43	0:11:18	12:15	11:33
			n=317		n=44	n=59	n=126	n=90
	Total Response Time ERF Concentration	Urban	0:29:17		0:31:39	0:24:02	31:22	22:14
			n=25		n=8	n=3	n=3	n=11
		Rural	0:33:22		0:33:22	0:25:31	N/A	N/A
			n=2		n=1	n=1	n=0	n=0
		Countywide	0:31:22		0:33:22	0:25:31	31:22	22:14
			n=27		n=9	n=4	n=3	n=11

Note: In June 2021 there was a fuel spill near the C&O Canal which took units some time to find the location of the incident which caused the long 1<sup>st</sup> arriving unit travel time

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK HAZARDOUS MATERIALS– HM-HR

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

**Urban: 11:00**

**Rural: 15:45**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

### **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 90<sup>th</sup> percentile and Countywide: **0:06:58**

For turnout time at the 90<sup>th</sup> 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
HM-HR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:15	0:11:00	-2.22%	N/A	0:15:45	#VALUE!
FAU Trav	0:06:03	0:05:00	-17.36%	N/A	0:07:00	#VALUE!
ERF TRT	0:34:40	0:34:00	-1.92%	N/A	0:35:00	#VALUE!

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



Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

SPECIAL RISK HAZARDOUS MATERIALS– HM-SR

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

**Urban: 10:45**

**Rural: 17:00**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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 90<sup>th</sup> percentile and Countywide: **0:04:37**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:02:15**

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
HM-SR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
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	#VALUE!

(Special Risk) Hazmat – HM-SR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:04:15		0:04:52	0:03:33	4:15	4:03
		Rural	0:09:03		N/A	0:04:37	9:03	1:46
		Countywide	0:04:37		0:04:52	0:04:37	4:36	4:03
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:02:11		0:02:01	0:02:20	2:15	2:14
		Rural	0:03:19		N/A	0:02:55	6:41	2:01
		Countywide	0:02:15		0:02:01	0:02:20	2:18	2:14
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:06:05		0:05:43	0:04:57	7:01	5:54
		Rural	0:10:41		N/A	0:09:35	10:41	2:31
		Countywide	0:06:49		0:05:43	0:05:29	7:01	5:54
	Travel Time ERF Concentration	Urban	0:22:22		0:22:14	0:20:05	22:22	0:27:04
		Rural	0:15:22		N/A	N/A	N/A	15:22
		Countywide	0:22:22		0:22:14	0:20:05	22:22	0:27:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:57		0:10:51	0:13:09	11:10	10:30
			n=105		n=14	n=22	n=29	n=40
		Rural	0:20:53		N/A	0:15:37	20:53	5:19
			n=4		n=0	n=1	n=2	n=1
		Countywide	0:11:42		0:10:51	0:15:37	11:48	10:30
			n=109		n=11	n=23	n=31	n=41
	Total Response Time ERF Concentration	Urban	0:35:19		0:19:23	0:37:03	0:30:23	23:56
			n=18		n=1	n=3	n=10	n=4
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:35:19		0:19:23	0:37:03	30:23:00	23:56
			n=18		n=1	n=3	n=10	n=4

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

SPECIAL RISK TECHNICAL RESCUE– TR-SR

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

**Urban: 11:45**

**Rural: 13:45**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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: 0:11:28      Rural: 0:18:28**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:06:32**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:03:49**

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
TR-SR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:28	0:11:00	-4.07%	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%

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:06:32		0:07:49	0:05:00	5:52	5:18
		Rural	0:09:20		N/A	0:08:30	4:08	9:20
		Countywide	0:06:32		0:07:49	0:08:30	5:52	6:32
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:03:44		0:04:07	0:03:52	3:59	3:01
		Rural	0:04:09		N/A	0:03:07	3:49	8:53
		Countywide	0:03:49		0:04:07	0:03:51	3:59	3:08
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit <b>Distribution</b>	Urban	0:05:39		0:05:41	0:05:27	7:27	7:04
		Rural	0:09:02		N/A	0:07:43	8:44	9:02
		Countywide	0:07:27		0:05:41	0:06:49	8:22	7:23
	Travel Time ERF <b>Concentration</b>	Urban	0:22:39		0:17:50	0:12:28	22:39	10:08
		Rural	0:22:48		N/A	N/A	22:48	N/A
		Countywide	0:22:48		0:17:50	0:12:28	22:48	10:08
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	0:11:28		0:11:09	0:10:50	12:03	13:02
			n=51		n=8	n=14	n=13	n=16
		Rural	0:18:28		N/A	0:16:39	16:26	18:28
			n=7		n=0	n=2	n=4	n=1
		Countywide	0:13:58		0:11:09	0:11:28	16:01	13:58
			n=58		n=8	n=16	n=17	n=17
	Total Response Time ERF <b>Concentration</b>	Urban	0:38:50		0:24:17	0:22:22	0:32:23	0:38:50
			n=6		n=1	n=1	n=3	n=1
		Rural	1:52:39		N/A	N/A	1:52:39	N/A
			n=1		n=0	n=0	n=1	n=0
		Countywide	1:52:39		0:24:17	0:22:22	1:52:39	0:38:50
			n=7		n=1	n=1	n=4	n=1

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

MODERATE RISK WATER-ICE RESCUE– WIR-MR

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

**Urban: 16:45**

**Rural: 17:00**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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: 0:17:55      Rural: 0:19:29**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:08:24**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:03:14**

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

**Urban: 0:10:11      Rural: 0:22:09**

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

**Urban: 0:25:06      Rural: 0:29:20**

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
WIR-MR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:17:55	0:16:45	-6.51%	0:19:29	0:17:00	-12.75%
FAU Trav	0:10:11	0:09:00	-11.62%	0:22:09	0:11:00	-50.34%
ERF TRT	0:25:06	0:24:30	-2.39%	0:29:20	0:29:00	-1.14%



(Moderate Risk) Water/Ice Rescue – WIR-MR - 90th Percentile Times - Baseline Performance			FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
<b>Alarm Handling</b> Pick-up to Dispatch	Urban	Urban	0:08:24		0:06:59	0:10:03	8:27	7:06
		Rural	0:08:17		0:08:37	0:10:53	5:33	3:26
		Countywide	0:08:24		0:06:59	0:10:03	8:17	6:46
<b>Turnout Time</b> Turnout Time 1st Unit	Urban	Urban	0:03:12		0:02:50	0:03:00	2:38	3:17
		Rural	0:03:30		0:03:22	0:03:14	3:42	4:11
		Countywide	0:03:14		0:02:54	0:03:08	3:11	3:46
<b>Travel Time</b>	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:10:11		0:09:17	0:15:18	8:57	7:55
		Rural	0:12:23		0:11:37	0:15:13	12:52	9:25
		Countywide	0:10:11		0:09:59	0:15:18	11:43	9:25
	Travel Time ERF Concentration	Urban	0:16:24		0:20:03	0:13:59	15:12	19:33
		Rural	0:22:09		0:18:20	0:25:44	22:23	18:44
		Countywide	0:19:33		0:20:03	0:22:09	20:45	19:33
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	0:17:55		0:15:15	0:26:09	16:10	15:34
			n=115		n=37	n=45	n=16	n=17
		Rural	0:19:29		0:23:18	0:20:25	18:42	13:54
			n=32		n=7	n=13	n=9	n=3
		Countywide	0:19:03		0:17:55	0:24:57	18:09	15:29
			n=147		n=44	n=56	n=25	n=20
	Total Response Time ERF Concentration	Urban	0:25:06		0:25:06	0:21:30	0:25:01	0:27:48
			n=33		n=7	n=12	n=8	n=6
		Rural	0:29:20		0:27:53	0:29:39	0:30:39	0:25:14
			n=22		n=5	n=7	n=7	n=2
		Countywide	0:27:19		0:25:06	0:29:20	0:25:22	0:27:48
			n=55		n=12	n=19	n=15	n=8

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK WATER-ICE RESCUE– WIR-HR

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

**Urban: 19:00**

**Rural: 20:00**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

### **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: 0:19:28      Rural: 0:22:48**

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

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:03:39**

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

**Urban: 0:07:16      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: 0:19:25      Rural: 0:38:24**

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
WIR-HR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:19:28	0:19:00	-2.40%	0:22:48	0:20:00	-12.28%
FAU Trav	0:07:16	0:11:00	51.38%	0:14:46	0:14:00	-5.19%
ERF TRT	0:19:25	0:30:00	54.51%	0:38:24	0:38:00	-1.04%

(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
<b>Alarm Handling</b> Pick-up to Dispatch	Urban	Urban	0:11:31		0:11:31	N/A	N/A	N/A
		Rural	0:07:11		0:06:55	0:09:53	3:00	7:13
		Countywide	0:07:13		0:07:05	0:09:53	3:00	7:13
<b>Turnout Time</b> Turnout Time 1st Unit	Urban	Urban	0:03:39		0:04:14	N/A	N/A	2:00
		Rural	0:03:44		0:03:27	0:04:21	4:30	3:36
		Countywide	0:03:39		0:03:32	0:04:21	4:30	3:36
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	0:07:16		0:07:16	N/A	N/A	N/A
		Rural	0:14:46		0:14:32	0:14:01	13:33	22:34
		Countywide	0:14:46		0:14:32	0:14:01	13:33	22:34
	Travel Time ERF <b>Concentration</b>	Urban	0:15:21		0:15:21	N/A	N/A	N/A
		Rural	0:30:05		0:30:49	0:24:24	N/A	0:30:04
		Countywide	0:30:05		0:30:49	0:24:24	N/A	0:30:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	0:19:28		0:19:28	N/A	N/A	N/A
			n=3		n=3	n=0	n=0	n=0
		Rural	0:22:48		0:21:21	0:22:25	17:46	0:28:37
			n=20		n=10	n=6	n=1	n=3
		Countywide	0:22:48		0:21:21	0:22:25	17:46	0:28:37
			n=23		n=13	n=6	n=1	n=3
	Total Response Time ERF <b>Concentration</b>	Urban	0:19:25		0:19:25	N/A	N/A	N/A
			n=2		n=2	n=0	n=0	n=0
		Rural	0:38:24		0:38:24	0:33:36	N/A	0:39:34
			n=15		n=7	n=5	n=0	n=3
		Countywide	0:38:24		0:38:24	0:33:36	N/A	0:39:34
			n=17		n=9	n=5	n=0	n=3

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

SPECIAL RISK WATER-ICE RESCUE– WIR-SR

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

**Urban: 16:15**

**Rural: 19:15**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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: 0:16:45      Rural: 0:20:57**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:08:19**

For turnout time at the 90<sup>th</sup> percentile and Countywide: **0:03:45**

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

**Urban: 0:09:07      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: 0:26:36      Rural: 0:37:06**

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
WIR-SR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:16:45	0:16:15	-2.99%	0:20:57	0:19:15	-8.11%
FAU Trav	0:09:07	0:09:00	-1.28%	0:12:37	0:11:00	-12.81%
ERF TRT	0:26:36	0:26:30	-0.38%	0:37:06	0:37:00	-0.27%

(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
<b>Alarm Handling</b> Pick-up to Dispatch	Urban	Urban	0:08:37		0:06:38	0:10:43	8:05	3:47
		Rural	0:06:38		0:07:54	0:05:49	6:00	3:51
		Countywide	0:08:19		0:06:59	0:09:57	8:05	3:47
<b>Turnout Time</b> Turnout Time 1st Unit	Urban	Urban	0:03:35		0:03:53	0:03:36	2:39	1:31
		Rural	0:04:11		0:04:11	0:04:33	3:24	1:47
		Countywide	0:03:45		0:03:56	0:03:53	2:54	1:33
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	0:09:07		0:08:34	0:09:44	8:49	10:50
		Rural	0:12:37		0:12:00	0:11:33	17:12	10:39
		Countywide	0:11:01		0:10:30	0:11:33	14:10	10:50
	Travel Time ERF Concentration	Urban	0:18:36		0:17:10	0:18:06	22:53	20:28
		Rural	0:24:04		0:27:09	0:20:36	18:40	0:30:24
		Countywide	0:20:36		0:17:52	0:20:23	22:03	0:30:24
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	Urban	0:16:45		0:15:11	0:17:53	14:57	17:47
			n=130		n=40	n=38	n=27	n=25
		Rural	0:20:57		0:19:34	0:19:43	23:15	19:18
			n=68		n=18	n=17	n=18	n=14
		Countywide	0:19:08		0:16:54	0:19:30	20:03	19:06
			n=198		n=58	n=37	n=45	n=39
	Total Response Time ERF Concentration	Urban	0:26:36		0:24:02	0:29:23	0:25:49	0:26:36
			n=116		n=36	n=32	n=26	n=22
		Rural	0:37:06		0:34:45	0:33:58	0:37:45	0:43:41
			n=54		n=14	n=13	n=15	n=11
		Countywide	0:29:22		0:27:13	0:30:15	0:25:49	0:38:44
			n=170		n=50	n=45	n=41	n=33

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

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

**BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT**

**HIGH RISK AVIATION RESCUE FIREFIGHTING – ARF-HR**

For special-risk water-ice rescue incidents, the benchmark target goal total response time (TRT) at the 90<sup>th</sup> percentile for first arrival of the applicable unit is as follows in each of the density zones:     **Urban: 11:00**                     **Rural: 15:45**

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement: \*\*\* 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 90<sup>th</sup> percentile and Countywide: **0:06:56**

For turnout time at the 90<sup>th</sup> 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
ARF-HR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:11:15	0:11:00	-2.22%	N/A	0:15:45	#VALUE!
FAU Trav	0:06:03	0:05:00	-17.36%	N/A	0:08:00	#VALUE!
ERF TRT	0:34:40	0:30:00	-13.46%	N/A	0:35:00	#VALUE!

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:06:56		N/A	0:07:51	5:09	5:55
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:06:56		N/A	0:07:51	5:09	5:55
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	0:02:07		N/A	0:02:28	2:06	2:03
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:02:07		N/A	0:02:28	2:06	2:03
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	0:06:03		N/A	0:05:31	6:09	4:19
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:06:03		N/A	0:05:31	6:09	4:19
	Travel Time ERF <b>Concentration</b>	Urban	0:26:06		N/A	N/A	N/A	2:06
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:26:06		N/A	N/A	N/A	0:26:06
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene <b>Distribution</b>	Urban	0:11:15		N/A	0:13:17	10:19	10:27
			n=57		n=0	n=6	n=30	n=21
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:11:15		N/A	0:13:17	10:19	10:27
			n=57		n=0	n=6	n=0	n=21
	Total Response Time ERF <b>Concentration</b>	Urban	0:34:40		N/A	N/A	N/A	0:34:40
			n=11		n=0	n=0	n=0	n=11
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:34:40		N/A	N/A	N/A	0:34:40
			n=11		n=0	n=0	n=0	n=11

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

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

**BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT**

**SPECIAL RISK AVIATION RESCUE FIREFIGHTING – ARF-SR**

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

**Urban: 10:30**

**Rural: 17:00**

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

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

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

**Urban: 05:00**

**Rural: 07:00**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> 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 Statement: \*\*\* 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 90<sup>th</sup> percentile and Countywide: **0:04:55**

For turnout time at the 90<sup>th</sup> 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
ARF-SR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
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	#VALUE!

(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		N/A	0:02:03	4:15	4:36
		Rural	0:09:03		N/A	N/A	9:03	N/A
		Countywide	0:04:55		N/A	0:02:03	5:53	4:36
Turnout Time  Turnout Time 1st Unit		Urban	0:02:07		N/A	0:02:08	2:12	2:00
		Rural	0:06:41		N/A	N/A	6:41	N/A
		Countywide	0:02:11		N/A	0:02:08	2:21	2:00
Travel Time	Travel Time 1 <sup>st</sup> Unit Distribution	Urban	0:06:05		N/A	0:04:19	7:01	5:54
		Rural	0:10:41		N/A	N/A	10:41	N/A
		Countywide	0:07:00		N/A	0:04:19	7:03	5:54
	Travel Time ERF Concentration	Urban	0:22:22		N/A	0:14:23	22:22	21:11
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:22:22		N/A	0:14:23	22:22	0:21:11
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:45		N/A	0:07:43	11:48	10:41
			n=31		n=0	n=2	n=17	n=12
		Rural	0:20:53		N/A	N/A	20:53	N/A
			n=2		n=0	n=0	n=2	n=0
		Countywide	0:11:48		N/A	0:07:43	18:18	10:41
			n=33		n=0	n=2	n=19	n=12
	Total Response Time ERF Concentration	Urban	0:30:23		N/A	0:19:09	0:30:23	0:23:56
			n=15		n=0	n=1	n=10	n=4
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:30:23		N/A	0:19:09	0:30:23	0:23:56
			n=15		n=0	n=1	n=10	n=4

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

MODERATE RISK BOMB SQUAD INCIDENTS – BS-MR

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

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

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

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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: 1:03:09      Rural: N/A**

For phone to dispatch (PtoD) call-processing at the 90<sup>th</sup> percentile and Countywide: **0:05:51**

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

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

**Urban: 0:24:41      Rural: N/A**

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

**Urban: 1:25:28      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
BS-MR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	1:03:09	1:00:00	-4.99%	N/A	1:15:00	#VALUE!
FAU Trav	0:24:41	0:19:00	-23.02%	N/A	0:40:00	#VALUE!
ERF TRT	1:25:28	1:30:00	5.30%	N/A	2:00:00	#VALUE!

(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	0:05:51		0:06:34	0:03:01	3:28	5:51
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:05:51		0:06:34	0:03:01	3:28	5:51
Turnout Time Turnout Time 1st Unit		Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban	0:24:41		0:43:11	0:24:41	13:38	19:39
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:24:41		0:43:11	0:24:41	13:38	19:39
	Travel Time ERF Concentration	Urban	0:32:09		0:26:04	0:32:09	0:36:39	0:26:38
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:32:09		0:26:04	0:32:09	0:36:39	0:26:38
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	1:03:09		0:54:28	0:40:48	1:29:24	1:09:29
			n=26		n=10	n=5	n=7	n=4
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	1:03:09		0:54:28	0:40:48	1:29:24	1:09:29
			n=26		n=10	n=5	n=7	n=4
	Total Response Time ERF Concentration	Urban	1:25:28		1:01:49	0:56:34	1:38:51	1:13:08
			n=26		n=10	n=5	n=7	n=4
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	1:25:28		1:01:49	0:56:34	1:38:51	1:13:08
			n=26		n=10	n=5	n=7	n=4



Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

HIGH RISK BOMB SQUAD INCIDENTS – BS-HR

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

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

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

**05:00**

For turnout time at the 90<sup>th</sup> 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 90<sup>th</sup> 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 Statement:

**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 90<sup>th</sup> percentile and Countywide: **N/A**

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

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

**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
BS-HR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	N/A	1:00:00	#VALUE!	N/A	1:15:00	#VALUE!
FAU Trav	N/A	0:26:00	#VALUE!	N/A	0:40:00	#VALUE!
ERF TRT	N/A	0:40:00	#VALUE!	N/A	0:45:00	#VALUE!

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
<b>Turnout Time</b> Turnout Time 1st Unit		Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
	<b>Travel Time ERF Concentration</b>	Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Urban	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
	<b>Total Response Time ERF Concentration</b>	Urban	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0

Benchmark Goal Statement:

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

BENCHMARK (TARGET GOAL) PERFORMANCE STATEMENT

SPECIAL RISK BOMB SQUAD INCIDENTS – BS-SR

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

**Urban: 45:00**

**Rural: 1:00:00**

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

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

**Urban: 20:00**

**Rural: 35:00**

The effective response force (ERF) baseline TRT at the 90<sup>th</sup> 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 Statement:

**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 90<sup>th</sup> percentile and Countywide: **0:02:18**

For turnout time at the 90<sup>th</sup> 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
BS-SR	Baseline	Benchmark	Gap %	Baseline	Benchmark	Gap %
FAU TRT	0:47:18	0:45:00	-4.86%	N/A	1:00:00	#VALUE!
FAU Trav	N/A	0:20:00	#VALUE!	N/A	0:35:00	#VALUE!
ERF TRT	1:00:59	1:00:00	-1.61%	N/A	1:10:00	#VALUE!

(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
<b>Alarm Handling</b> Pick-up to Dispatch		Urban	0:02:18		N/A	N/A	2:18	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
<b>Turnout Time</b> Turnout Time 1st Unit		Countywide	0:02:18		N/A	N/A	2:18	N/A
		Urban	0:02:36		N/A	N/A	2:36	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:02:36		N/A	N/A	2:36	N/A
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	N/A		N/A	N/A	N/A	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	N/A		N/A	N/A	N/A	N/A
	<b>Travel Time ERF Concentration</b>	Urban	0:55:33		N/A	N/A	0:55:33	N/A
		Rural	N/A		N/A	N/A	N/A	N/A
		Countywide	0:55:33		N/A	N/A	0:55:33	N/A
<b>Total Response Time</b>	<b>Total Response Time 1st Unit on Scene Distribution</b>	Urban	0:47:18		N/A	N/A	0:47:18	N/A
			n=1		n=0	n=0	n=1	n=0
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	0:47:18		N/A	N/A	0:47:18	N/A
			n=1		n=0	n=0	n=1	n=0
	<b>Total Response Time ERF Concentration</b>	Urban	1:00:59		N/A	N/A	1:00:59	N/A
			n=1		n=0	n=0	n=1	n=0
		Rural	N/A		N/A	N/A	N/A	N/A
			n=0		n=0	n=0	n=0	n=0
		Countywide	1:00:59		N/A	N/A	1:00:59	N/A
			n=1		n=0	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.	ACR2019: 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 (See 2020 ACR for exhibit)	
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. (See 2020 ARC for exhibit)	

## Other Information

Three new tractor-drawn aerial (TDA) ladders have been ordered and will be delivered and placed into service during FY22 (7/1/21 – 6/30/22). This will be documented in the 2022 ACR.

June 2021: The Montgomery County Office of Legislative Oversight issued an [Economic Impact Statement](#) supporting the enactment of Expedited Bill 21-21, which benefit residents who are local fire and rescue department volunteers by increasing their income through the Length of Service Awards [for Volunteers] Program (LOSAP). This supports Criterion 7E – Personnel Compensation as it relates to a volunteer fire/rescue incentive.

June 2021: Chief Goldstein [speaks to DC market news media](#) (FOX5) about summertime CRR safety awareness.

June 2021: MCFRS Special Operations Section's Swift Water Rescue Team, in conjunction with the CRR Section, begins its weekend summertime Potomac River Outreach Safety Awareness CRR program, which began last summer. [Exposure to the large DC area media market was provided through a story on DC NBC4 News.](#)

MCFRS has introduced the concept of reporting the gaps between baseline performance and benchmark targets. Each of these tables are included within this ACR on the Baseline Performance Statement pages. Through this process, MCFRS has identified several programmatic risk category benchmark target goals which have been eclipsed. MCFRS will continue to monitor and if/when appropriate, readjust benchmark targets so baseline performance is no longer meeting the goals.

Beginning in January 2021, MCFRS was selected by the NFPA to test out a pilot Community Risk Assessment dashboard. NFPA teamed with the company MySidewalk to offer certain jurisdictions the ability to determine if there is CRR value in jurisdictions having access to a map-based CRA dashboard. The MCFRS CRR Section did find much value in our dashboard and recently signed a two-year contract with MySidewalk to continue with and enhance this dashboard with MCFRS NFIRS data. The NFPA has coined this dashboard CRAIG (Community Risk Assessment Insights Generator). [The reviewer of this ACR is encouraged to check out the existing Montgomery County CRA dashboard by clicking here.](#)

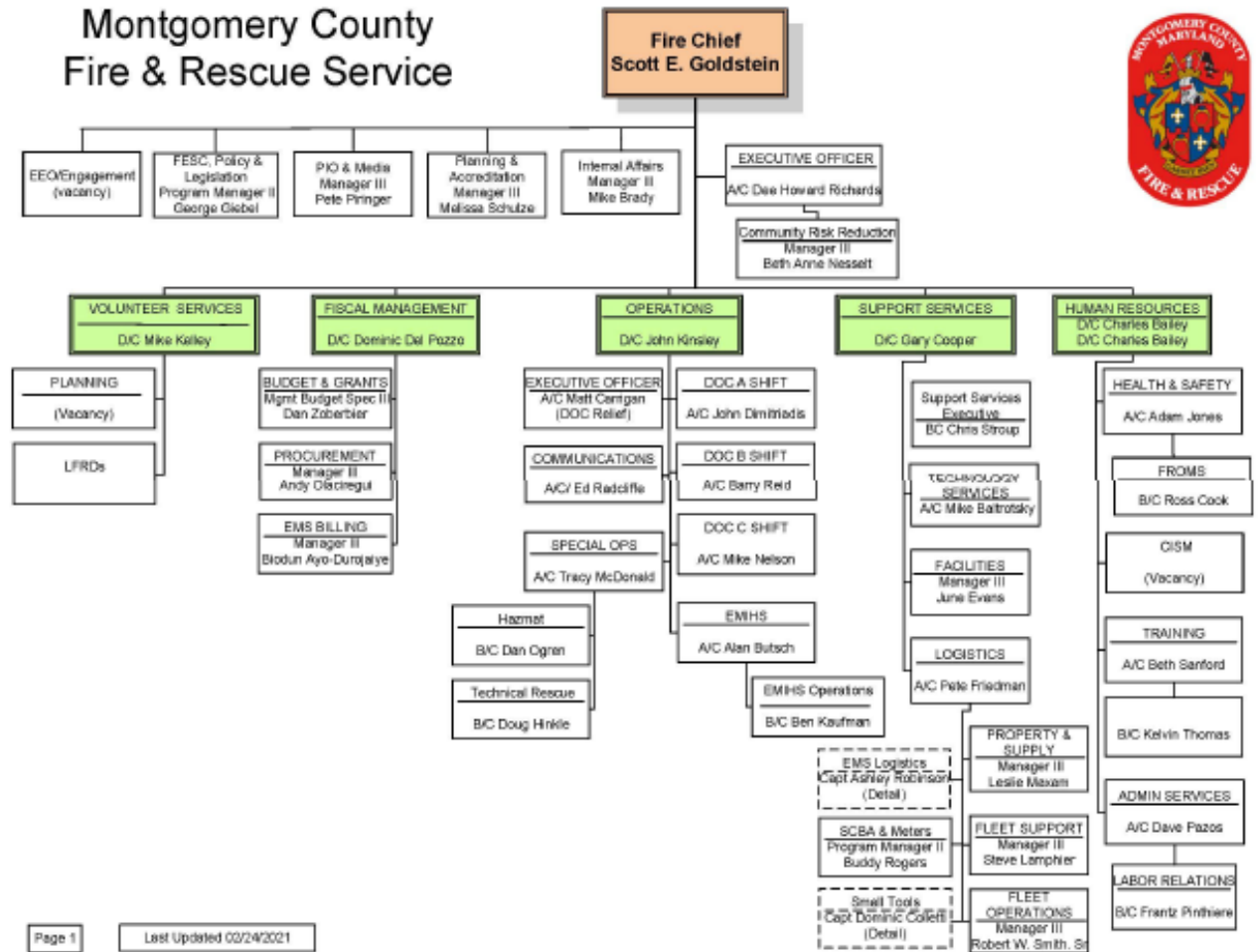


## Exhibit List

- [Exhibit #1:](#) Updated Organizational Chart
- [Exhibit #2a:](#) New \$1.4M rescue squad (Burtonsville VFD)
- [Exhibit #2b:](#) New brush engines
- [Exhibit #2c:](#) New P25 radio system
- [Exhibit #3a:](#) Winter 2020 – 2021 COVID-19 Surge Plan
- [Exhibit #3b:](#) Nurse Practitioner / Skilled Nursing Facility Pilot
- [Exhibit #3c:](#) Telehealth for High-Risk Patient Refusals
- [Exhibit #3d:](#) Direct Language Line Access to First Responders
- [Exhibit #3e:](#) Switch to safer non-PFAS Class-B Foam
- [Exhibit #3f:](#) Alternative Care Options for EMS Patients
- [Exhibit #4:](#) Required Exhibit CC 2D.6: Performance gaps for the total response area
- [Exhibit #5:](#) Required Exhibit CC 3D.1: Goals/Objectives examined/modified annually
- [Exhibit #6:](#) Required Exhibit CC 5A.5: Annual documented appraisal of CRR program
- [Exhibit #7:](#) Required Exhibit CC 5B.3: Annual documented appraisal PubEd program
- [Exhibit #8:](#) Required Exhibit CC 5C.5: Annual documented appraisal of FEI program
- [Exhibit #9:](#) Required Exhibit CC 5E.3: Annual documented appraisal Fire Suppression
- [Exhibit #10:](#) Required Exhibit CC 5F.7: Annual documented appraisal EMIHS (EMS)
- [Exhibit #11:](#) Required Exhibit CC 5G.3: Annual documented appraisal Technical Rescue
- [Exhibit #12:](#) Required Exhibit CC 5H.3: Annual documented appraisal HazMat Ops
- [Exhibit #13:](#) Required Exhibit CC 5I.2: Annual documented appraisal Aviation Res/FF
- [Exhibit #14:](#) Required Exhibit CC 5K.2: Annual documented appraisal Wildland FF
- [Exhibit #15:](#) Required Exhibit CC 5L.2: Annual documented appraisal US&R Program
- [Exhibit #16:](#) Required Exhibit CC 9B.10: Annual documented appraisal Comms
- [Exhibit #17a-b:](#) Progress on specific recommendation related to PI 2A.5
- [Exhibit #18:](#) Progress on specific recommendation related to PI 6C.3
- [Exhibit #19:](#) Completion of specific recommendation related to PI 6F.5
- [Exhibit #20:](#) Progress on specific recommendation related to PI 7A.2
- [Exhibit #21:](#) Progress on specific recommendation related to PI 9A.3
- [Exhibit #22a-b:](#) Progress on specific recommendation related to PI 9B.7
- [Exhibit #23:](#) 10<sup>th</sup> edition CC 2D.9 notifying the AHJ of gaps and plan to mitigate
- [Exhibit #24:](#) PI 2D.10 required exhibit interactions with external agencies & AHJ

# MCFRS CFAI 2021 ACR EXHIBIT #1

[Click here to view this updated organizational chart online](#)



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

## MCFRS CFAI 2021 ACR EXHIBIT #2a

[Click here to view this press release online](#)



BURTONSVILLE VOLUNTEER FIRE DEPARTMENT

# PRESS RELEASE

### FOR IMMEDIATE RELEASE

## Burtonsville Volunteer Fire Department Places New \$1.4 Million Dollar Heavy Duty Rescue Squad in Service

**Silver Spring, MD** – Sunday, October 25, 2020 – Local fire department will place a new custom built heavy duty Rescue Squad in service at 9:00 am on Facebook Live (<https://www.facebook.com/BVFD15/live/>)

Several key County leaders will speak at the on-line event, including Montgomery County Executive Marc Elrich, Fire Chief Scott Goldstein, Montgomery County Council President Sidney Katz, and Vice President Tom Hucker, along with U.S. Senator Chris Van Hollen.

The new Heavy Rescue Squad 715, costing a cumulative \$1.4 million dollars. This custom-made E-One Heavy Rescue Squad was designed specifically to suit the needs of Burtonsville and surrounding areas. The project reaches culmination following three years from inspiration to build and delivery. Appreciation goes to the community for fundraising and donations to provide this needed firefighting resource. This new apparatus is owned by the BVFD non-profit corporation, allowing the retirement of the former Rescue Squad 715 after 110,000+ miles and response to thousands of emergency responses over the past 15 years.



*The Burtonsville Volunteer Fire Department is a non-profit organization operating in a combination fire rescue system, including volunteers working with Montgomery County firefighters and EMT/Paramedics to staff a fleet of five front line pieces of apparatus and one reserve piece, including a new 2020 E-One Rescue Squad, a 2016 Pierce Aerial Ladder Truck, a 2008 Pierce Pumper and a 2006 Ford Brush Truck. Our 100+ active volunteer members are local citizens from all walks of life, ranging in age from 16 to 65, who enjoy the challenge and satisfaction of helping others and serving their community.*

[www.BVFD.com](http://www.BVFD.com)

[Click here for MCFRS PIO social media press releases](#)

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

## MCFRS CFAI 2021 ACR EXHIBIT #2b

[Click here to view MCFRS PIO social media posts](#)



Pete Piringer  
@mcfrsPIO

...

DYK @MontgomeryCoMD in Service 4 'new' Brush Engines, 2019 Rosenbauer/Freightliner Engine. All-Wheel drive. 1250 pump & 250 gpm Aux pump for 'pump & roll' operations. 500gal water tank w/ 35' hard suction. Floating pump for remote ops. Capable of urban & rural applications.



5:01 PM · Oct 22, 2020 · Twitter for iPhone

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

## MCFRS CFAI 2021 ACR EXHIBIT #2c

---

[Click here to view the Fire Chief's General Order 20-08 on new P25 Radio System](#)

[Click here to review the 2018 FESSAM CC9B.1 begins on PDF page 493](#)

**From:** Baltrotsky, Michael <Michael.Baltrotsky@montgomerycountymd.gov>  
**Sent:** Thursday, March 04, 2021 7:30 AM  
**To:** Goldstein, Scott <Scott.Goldstein@montgomerycountymd.gov>; #FRS.Division Chiefs <#FRS.DivisionChiefs@montgomerycountymd.gov>  
**Subject:** P25 System Cutover

We successfully transitioned to the P25 system this morning at 0705. We are currently working on updating the VHF systems and apparatus cell phones.

No problems are noted as of this writing.

MB

**Michael Baltrotsky**  
**Assistant Chief**  

---

**Technology Section Chief**  
**Montgomery County Fire & Rescue Service**  

---

**Direct: 240.773.7103**  
**Cell: 240.372.8993**  
**Google: 240.876.3017**  

---

**Primary Email:**  
[michael.baltrotsky@montgomerycountymd.gov](mailto:michael.baltrotsky@montgomerycountymd.gov)  
**Alternate Email:**  
[michael.baltrotsky@mcofire.com](mailto:michael.baltrotsky@mcofire.com)



Please consider the environment before printing this email

**"Do the right thing, Take care of each other, Take care of the service and do your job well. Everything else will work itself out."**

**"Technology MUST conform to the process, NEVER should the process be forced to conform to the technology."**



**NOTICE:** This communication may contain FOUO/ Public Safety Sensitive Information. Do not disseminate, copy, or forward this email unless permission to release its contents has been obtained by the original sender. Further distribution of this email is outside the recipient's organization is prohibited; prior written approval shall be obtained from the sender for dissemination to other agencies. Persons or organizations violating distribution restrictions may be prohibited from receiving future correspondence.

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



[To view the complete Winter 2020-2021 Covid-19 Surge Plan click here](#)



## Montgomery County Fire & Rescue Service Division of Operations

### **Covid-19 Surge Plan** *December 7, 2020*

#### **Background**

Based on patient surveillance, hospital census, and projections provided by HHS, we are expecting our EMS system to be extremely taxed due to higher patient acuity and a backlog of patients at our local hospital-based emergency departments.

#### **Intent**

MCFRS plans to meet the operational needs and maintain the availability of critical resources through the use of a scalable surge plan. This is a customized supplement to the [EMS Surge Plan](#) based on the unique and anticipated system needs for the COVID-19 surge through the winter of 2020-2021.

#### **Objectives**

- Utilize daily monitoring of data systems to inform and calibrate system enhancements.
- Get the right patient to the right level of care at the right time by transporting when necessary to the receiving facility best capable to meet the acuity and needs.
- Continue to meet our response time goals by ensuring transport unit availability.

#### **Ongoing Planning and Surveillance**

Senior staff will convene each Monday throughout the surge.

IMT Plans cell will be staffed as necessary to ensure incident documentation and planning capabilities are present.

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

## MCFRS CFAI 2021 ACR EXHIBIT #3b

---

**From:** EMIHS Announcements <EMIHSAnnouncements@montgomerycountymd.gov>  
**Sent:** Tuesday, September 29, 2020 3:19 PM  
**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>  
**Cc:** Kinsley, John <John.Kinsley@montgomerycountymd.gov>  
**Subject:** Nurse Practitioner / Skilled Nursing Facility Pilot

Beginning September 30<sup>th</sup>, in cooperation with Shady Grove Medical Center (SGMC) and surrounding skilled nursing facilities (SNFs), a pilot will begin to assess the effectiveness of a treatment in place program. This program will introduce a Certified Registered Nurse Practitioner (CRNP) into the field, specifically to assess and treat low-acuity patients at SNFs near SGMC. The program goal is to reduce unnecessary hospital transfers by treating the patient at the facility and referring further follow to the SNF staff and clinicians.

Mobile Health 700 (MH700) will be staffed for this purpose by a Paramedic and the CRNP on Wednesdays and Fridays from 0700-1700. This pilot will run from 09/30/20 until 12/31/20.

The crew of MH700 will monitor calls to participating facilities and will add themselves to the call as they see fit. Once arriving on the scene, the CRNP will complete a brief assessment and determine if the patient is appropriate for inclusion in the pilot program. If so, the MH paramedic will complete the necessary documentation, and the transport crew may return to service. If not, the transport crew will transport the patient per normal practice.

Please note that units cannot specifically request MH700 to respond to the scene. If MH700 is responding to a call, and initially arriving crews determine that the patient needs immediate treatment and hospital transfer, crews should not defer action until the arrival of MH700.

At this time, the SNFs participating in this pilot are Collingswood, Potomac Valley, Villages at Rockville, and Shady Grove. More may be added in the future.

Please refer any questions to Ms. Avital Graves, MIH Program Manager or BC Ben Kaufman, EMIHS Operations.

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

## MCFRS CFAI 2021 ACR EXHIBIT #3c

---

[Click here to view the policy](#)

**From:** EMIHS Announcements <EMIHSAnnouncements@montgomerycountymd.gov>

**Sent:** Tuesday, May 04, 2021 9:59 AM

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

**Subject:** Telehealth for High-Risk Patient Refusals

We're expanding our use of telehealth to include high-risk patient refusals. The following text comes from the 2020 Maryland Medical Protocols:

Patient refusals are one of the highest risk encounters in clinical EMS. Careful assessment, patient counseling, and appropriate base hospital physician consultation can decrease non-transport of high-risk refusals. Patients who meet any of the following criteria require Base Station hospital physician consultation:

- The clinician is unsure if the patient is medically capable of refusing transport
- The clinician disagrees with the patient's decision to refuse transport due to unstable vital signs, clinical factors uncovered by the assessment, or the clinician's judgment that the patient may have a poor outcome if not transported
- The patient was involved in any mechanism included in the Trauma Decision Tree of the Maryland Medical Protocols that would recommend transportation to a Trauma Center
- Minor patients: No parent, guardian, or authorized decision maker is available or the clinician disagrees with decision made by the parent, guardian, or authorized decision maker.
- Serious chief complaint (chest pain, SOB, syncope)
- Head Injury with history of loss of consciousness
- Significant MOI or high suspicion of injury
- For minor/pediatric patients: ALTE, significant past medical history, or suspected intentional injury
- Clinician impression is that the patient requires hospital evaluation

Our telehealth partner, USACS, is using Maryland Base Station physicians for our telehealth calls. Therefore, these calls may be considered augmented Base Station consults, and we believe that we can improve patient safety by conducting telehealth consultations for high-risk patient refusals. Improved safety may come either from persuading a patient to be transported or by having the telehealth physician prescribe or direct alternate care.

**Effective immediately, whenever possible and with patient consent, telehealth should be the primary method of physician consultation for high-risk adult patient refusals.**

Again, patient consent is still required prior to the call. In order for the patient to consent to a telehealth call, they must have the capacity to make decisions. If it is unclear if the patient has capacity, it's okay to start with a telehealth call.

The patient's signature should be obtained in the eMeds Telehealth worksheet. Refer [here for the complete documentation process](#).

[Link to telehealth podcast with Dr. Buzy](#)

[Accessing telehealth video 1](#)

[Accessing telehealth video 2](#)

**Battalion Chief Ben Kaufman**  
**Montgomery County Fire & Rescue Service**  
**Emergency Medical and Integrated Healthcare Services**  
**100 Edison Park Dr, 2nd Floor**  
**Gaithersburg, MD 20878**  
**240.421.6999**



## MCFRS CFAI 2021 ACR EXHIBIT #3d

---

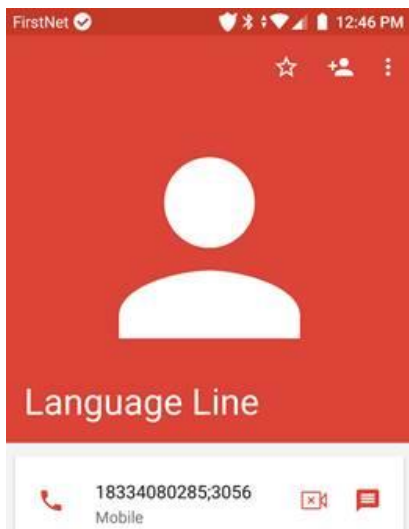
**From:** ECC Announcements <ECCAnnouncements@montgomerycountymd.gov>  
**Sent:** Tuesday, November 10, 2020 4:10 PM  
**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>  
**Subject:** Language Line

All,

You now have access to the Language Line, without having to go through ECC. The phone number and PIN have been programmed in the Sonim phone contact list. Just go to the contact 'Language Line' and call the number. You will get a recording telling you to press 1 for Spanish and 0 for all other languages. For other languages, you will need to tell the operator what language you need. Once you get the appropriate interpreter, 1) provide the interpreter a brief explanation of the call, and 2) use short but complete phrases.

For reference, the attached PDF has been pushed to the MDC home screens and the Sonim phone's Gdrive. The phone number and PIN will work on any phone, but must only be used for official MCFRS business. If you are having difficulty reaching the Language Line in an emergent setting, you may always go through ECC.

If there are any issues with the Language Line, please fill out a Technology Service Request (TSR).



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

## MCFRS CFAI 2021 ACR EXHIBIT #3e

---

**From:** Friedman, Peter <Peter.Friedman@montgomerycountymd.gov>  
**Sent:** Thursday, May 20, 2021 11:24 AM  
**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>  
**Cc:** Kinsley, John <John.Kinsley@montgomerycountymd.gov>  
**Subject:** Switching Class-B Foam from Universal Gold to Universal Green Next Week

Most Class "B" foams contain Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS), which are known to be hazardous to people. Because of recent prohibitions on products containing PFAS, fire departments across the country are changing to non-PFAS Class B foam. The prohibitions have occurred quickly and that speed led to the "Stop Use" order from Division Chief Kinsley in November.

The Division of Operations and Fleet Support have researched non-PFAS Class B foam agents and have chosen **National Universal F3 (Fluorine Free Foam) Green 3% $\times$ 3%** as a replacement. Universal Green has been adopted by many fire departments in the region and will provide MCFRS with the ability to respond to Class B fire hazards while simultaneously reducing the health hazards to our people and meeting legislative mandates. More information is available from the manufacturer on Universal Green here. ( <https://nationalfoam.com/wp-content/uploads/sites/4/Universal-Green-Brochure-4-pages.pdf> )

### Operational Impacts

- **Universal Green does not require adjustments to our Class B foam proportioning or application equipment** - our existing eductors and nozzles will work.
- **Universal Green is designed to be used at a 3% proportioning rate, regardless of the product it is applied to.** (Universal Gold was designed for use at 1% on normal hydrocarbons (straight gas, diesel, heating oil) and 3% for polar solvents (alcohols, gas w/ MTBE or ethanol, etc). Uni Green is 3x3% - no matter the hazard, 3% is the proportioning rate.
- The limited amount of performance comparison data suggests that Green may have slightly reduced knockdown performance for ignited fuels but improved vapor suppression for extinguished (or non-ignited) fuel hazards.
- Application techniques (rain-down, bank-off, roll-on, etc) remain the same.

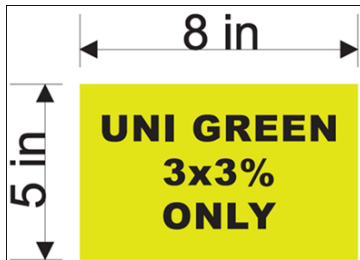
### Switchover Process

The challenging part of the process affects pumpers with on-board Class B foam systems (primarily 2008 Crimsons). We will switch the Class B foam most of these units on Monday, May 24<sup>th</sup> and Friday, May 28<sup>th</sup> at CMF. These will be very busy days and will require a great deal of coordination between Logistics (Captain Colletti), the DOCs, BCs, and Station Officers.

## MCFRS CFAI 2021 ACR EXHIBIT #3e (continued)

---

If your station is using a pumper (or tanker) that carries Class-B in an on-board reservoir, it will be scheduled for an appointment at the CMF Wash Bay in Building A on the 24<sup>th</sup> or 28<sup>th</sup> to drain, flush, and refill the tank with Green. Please be on time and expect a total of an hour turnaround: up to 30 minutes waiting and about 30 minutes for the switchover. When a unit has been changed over to Green, we will attach a label to the top of the fill tower:



If your station has apparatus that carries National Universal Gold in 5-gallon buckets, we will schedule dates for one-for-one exchanges in June. If multiple units in the same station have buckets, they can be combined so that only one unit needs to come to Small Tools for replacement. If your station has any extra buckets of National Gold, these buckets need to be brought up as well, as we must account for them and transfer them to our HazMat vendor for proper disposal. We will not issue any spare foam to stations.

### End State

All apparatus carrying Class B foam will be switched to Universal Green, and all National Gold must be collected at Southlawn for proper disposal.

There is no change to the product or use of Class A foam.

In March, the Division of Operations issued the attached email which limits the use of Class A foam to emergencies only. Although the new Class B foam no longer contains PFAS, it is still subject to the same restrictions as Class A: it can only be used during emergencies.

Questions about the use of Class A or Class B foam should be addressed to the Division of Operations via CoC.

Questions about the supply of foam or the change-over process should be addressed to Captain Dominic Colletti.

Pete Friedman

Assistant Chief Pete Friedman  
Montgomery County Fire & Rescue  
Logistics Chief  
14935 Southlawn Lane  
Rockville, MD 20850  
Office: 240-777-2485  
Cell: 240-281-1717

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

## MCFRS CFAI 2021 ACR EXHIBIT #3f

---

The CPSE reviewer of this report, while online, is encouraged to click on the hyperlinked resources provided within this email to understand how these bold and progressive programs help the community.

**From:** EMIHS Announcements <[EMIHSAnnouncements@montgomerycountymd.gov](mailto:EMIHSAnnouncements@montgomerycountymd.gov)>

**Sent:** Thursday, December 31, 2020 12:44 PM

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

**Subject:** Alternative Care Options - Telehealth and Alternative Destinations

MCFRS is preparing to offer alternative care options for our EMS patients. In lieu of transport to an emergency department, qualifying low acuity patients can be either safely treated in place via a telehealth consult or transported to an urgent care center. MCFRS has partnered with a physician group and with local urgent care centers to implement these alternative care options. These alternatives are intended to improve care efficiency for the patient, decrease our transport unit cycle times, and reduce volume in local emergency departments.

These two options become effective at 0700 hours on January 1, 2021. Program training is available now at [this link](#). Training is quick, painless, and required in order for individual personnel to offer these innovative options to our patients.

**[This is the training link.](#)**

All personnel are encouraged to complete the training now. This training will be incorporated into the annual recertification process. Those who complete the training now will receive credit and will not need to repeat it during this year's recert cycle.

Personnel are also encouraged to become familiar with and reference this consolidated [field resource guide](#).

Please direct questions to any EMS Duty Officer.

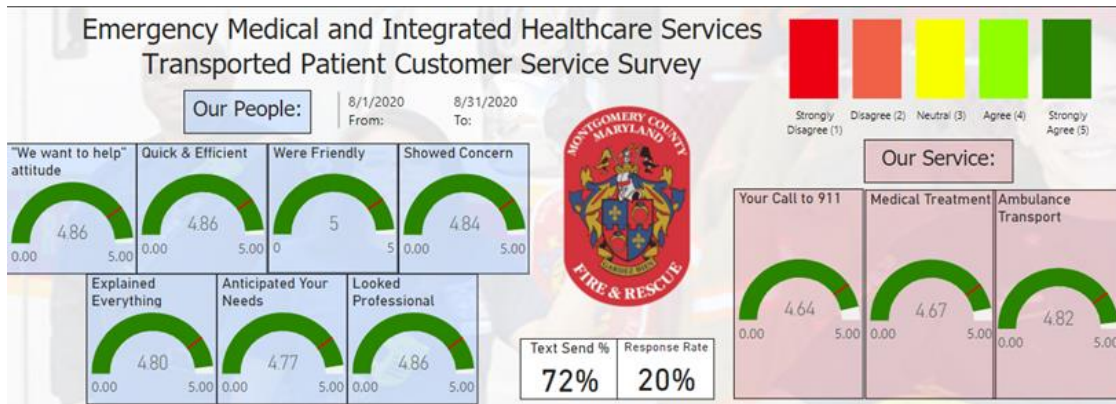
**Battalion Chief Ben Kaufman**  
**Montgomery County Fire & Rescue Service**  
**Emergency Medical and Integrated Healthcare Services**  
**100 Edison Park Dr, 2nd Floor**  
**Gaithersburg, MD 20878**  
**240.421.6999**

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

## MCFRS CFAI 2021 ACR EXHIBIT #3g

**From:** EMIHS Announcements <EMIHSAnnouncements@montgomerycountymd.gov>  
**Sent:** Wednesday, September 02, 2020 12:56 PM  
**To:** #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>  
**Subject:** EMIHS Customer Satisfaction Surveys

Beginning in July of this year the EMIHS section began distributing an on-line customer satisfaction survey to nearly every patient transported by the MCFRS. The responses from the survey are aggregated into performance measures:



To date we have sent over 8700 survey requests and received over 1300 responses. The responses have been overwhelmingly positive (as seen in the dashboard above). In addition, the patient is able to enter free-text comments about their experience; they have been doing so in droves, and just about all of it is positive.

We want to share that feedback with you. The volume of feedback (a good problem to have) that we receive forces us to automate this distribution via email. For now, we don't have a way to include the clinician's chain of command in the automated email distribution. We are actively working to modify the process to be able to include the supervisor. Until this is established, clinicians who receive feedback are asked and encouraged to share it with their supervisor electronically. We did not want to delay distribution of the patient feedback while we worked out the next step in the technological process.

Thank you for understanding and for your continued dedication to excellent customer service! Please direct any questions you may have to your EMS Duty Officer or to the EMIHS Quality Improvement Officer, Captain Tim Burns.

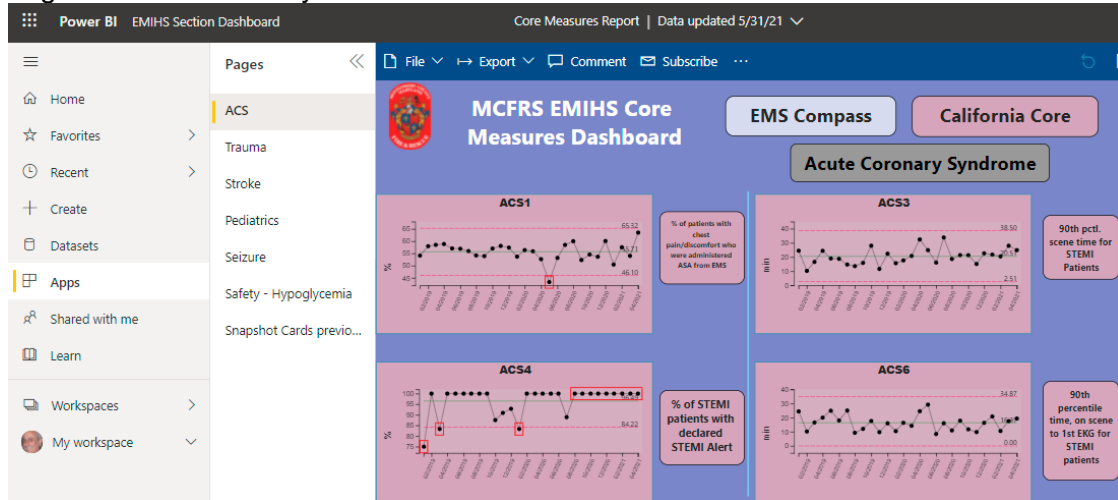
**Battalion Chief Ben Kaufman**  
**Montgomery County Fire & Rescue**  
**Emergency Medical and Integrated Healthcare Services**  
100 Edison Park Dr, 2nd Floor  
Gaithersburg, MD 20878  
240.421.6999

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

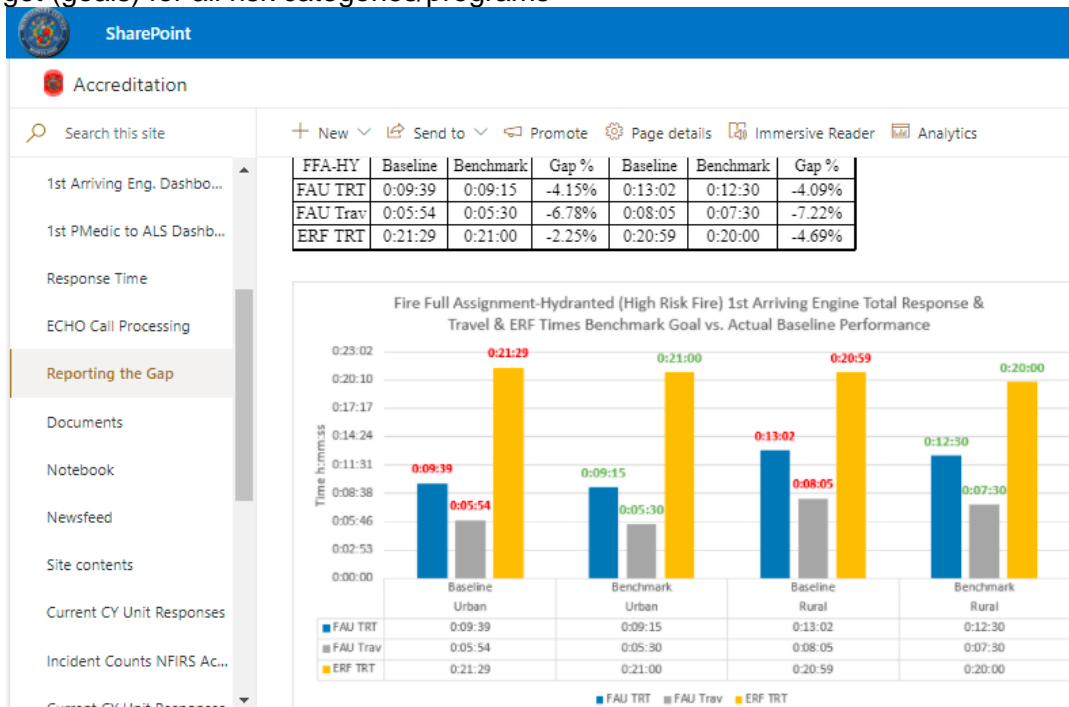
## MCFRS CFAI 2021 ACR EXHIBIT #4 [CC 2D.6]

**CC 2D.6** Performance gaps for the total response area, such as inadequacies, inconsistencies, and negative trends, are determined at least annually.

Example of one of many data monitoring core measurements dashboards using the Microsoft Business Intelligence (BI) technology deployed by the Emergency Medical and Integrated Healthcare System section:



One of many dashboards provided within the MCFRS Accreditation SharePoint site. This page includes a quarterly gap update between baseline performance and benchmark target (goals) for all risk categories/programs



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

## MCFRS CFAI 2021 ACR EXHIBIT #5 [CC 3D.1]

---

**CC 3D.1** The agency reviews its goals and objectives at least annually and modifies as needed to ensure they are relevant and contemporary.

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](#).

The following excerpts from the Introduction of the FY21 Strategic Plan offers insights into how goals are reviewed and the most relevant initiatives chosen.

This Strategic Plan presents and explains the Montgomery County Fire and Rescue Service's goals for FY21 that have been identified through dialogue that involved review of the previous year's successes and challenges, performance goals and metrics, and ongoing planning efforts. As an organization, it is imperative that we comprehensively plan for the future needs of the MCFRS and its customers by addressing all aspects of the department's capabilities to deliver effective and efficient emergency and non-emergency services, as well as capabilities to address the functional, developmental, wellness, and safety needs of the organization.

This plan presents the department's objectives and the corresponding FY21 strategies according to the Division(s) or Office having primary responsibility for oversight and implementation, although multiple divisions and/or County partners may participate or contribute to certain strategies. The strategies laid out in this plan will be the primary focus of the department in FY21, although implementation of several initiatives is expected to extend into FY22. Several of these initiatives have been carried over from the FY20 Strategic Plan, which was impacted by the adjustment in operations in response to the COVID-19 pandemic.

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



## MCFRS CFAI 2021 ACR EXHIBIT #6 [CC 5A.5]

---

[Click here to view the whole FY21 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 VA

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

FY2021

**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: 2
- Fire Code Compliance (FCC) Inspectors (Existing Environment): 12
- Plan Reviewers (LSC and Fire Code): 12
- Commercial Inspectors (Fire Protection Systems): 5

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



## MCFRS CFAI 2021 ACR EXHIBIT #7 [CC 5B.3]

[Click here to view the whole FY20 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"> <li>Documented annual appraisal</li> <li>Strategic plan</li> <li>Standards of cover</li> <li>Monthly/quarterly/annual performance reports</li> <li>Evaluation measures and free online training available at <a href="http://www.strategicfire.org">www.strategicfire.org</a></li> </ul>

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

Public Education-Community Outreach

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

5B

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

Fiscal Year 2020

**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 Community Risk Reduction/Community Outreach (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 programs and the department's Child Passenger Safety Seat program and one Program Manager oversees the County's Child Passenger Safety Seat Program) and one part-time Program Manager responsible for the Senior Outreach and Special Needs/Disabilities programs for the department.

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

## MCFRS CFAI 2021 ACR EXHIBIT #8 [CC 5C.5]

[FY20 Fire Investigation, Cause, & Origin program appraisal](#) (click link & PDF page 13-16)

### 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):** FY2020

**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](#)

## MCFRS CFAI 2021 ACR EXHIBIT #9 [CC 5E.3]

[FY20 Fire Suppression program appraisal](#) (click link & PDF pages 17-28)

### 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 2020

**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:  
1,164 active career and 736 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:
  - [IECS List](#)
  - [MCFRS Organizational Chart](#)
  - [Battalion Roster](#)
- 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)
- Apparatus/Equipment:  
Front Line Fleet is 119 primary apparatus, including:
  - 35 paramedic engines,
  - 15 aerials,
  - 5 brush engines,

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

## MCFRS CFAI 2021 ACR EXHIBIT #10 [CC 5F.7]

[FY20 Emergency Medical & Integrated Health Services program appraisal](#)  
(click link & PDF pages 29-50)

### ANNUAL PROGRAM APPRAISAL FOR FESSAM CATEGORY 5F

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

Emergency Medical and Integrated Healthcare Services (EMIHS)Section

**2. CRITERION OR CRITERIA ADDRESSED:**

5F

**3. PERIOD OF APPRAISAL:**

Fiscal Year 2020

**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 data driven quality improvement, high quality patient care, and accountability to our internal and external regulatory responsibilities."*

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

- Personnel: The EMIHS Section (the 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), a full-time civilian Mobile Integrated Health (MIH) Program Manager, a full-time MIH data analyst<sup>1</sup>, one (1) Lieutenant, and a records management specialist. In addition, in FY20 two Montgomery County Department of Health and Human Services employees were embedded within MCFRS as part of the MIH team.

During FY20, the Section leadership changed as follows:

- BC Butsch was promoted in November 2019 and transferred out to Human Resources
- Capt. Kaufman was brought in to fill the BC position in November
- AC Dimitriadis was transferred out in March 2020 and AC Butsch transferred in

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

---

<sup>1</sup> Both of these positions were civilianized in FY20, and these personnel started in July of 2019.

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



## MCFRS CFAI 2021 ACR EXHIBIT #11 [CC 5G.3]

---

[FY20 Technical Rescue program appraisal](#) (click link & PDF pages 51-64)

### 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):**

FY20 (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 -26
  - Technical Rescue Team Members – 93
  - Technical Rescue Team Trainee – 38
  - Swift Water Task Force Leaders – 3
  - Swift Water Officers - 11
  - Swift Water Boat Operators – 27
  - Swift Water Boat Crew – 62
  - Swift Water Trainee - 39
  - Operations Level Boat Operators – 131
  - Operations Level Boat Crew – 200
  - Utility Task Vehicle Driver - 127

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 2021 ACR EXHIBIT #12 [CC 5H.3]

[FY20 Hazardous Materials program appraisal](#) (click link & PDF pages 65-72)

### PROGRAM APPRAISAL TEMPLATE FOR FESSAM CATEGORY 5

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

Hazardous Materials

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

5H

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

FY2020 (June 30 – June 30)

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

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

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

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

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

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

## MCFRS CFAI 2021 ACR EXHIBIT #13 [CC 5I.2]

[FY20 Aviation Rescue and Firefighting program appraisal](#) (click link & PDF pages 73-77)

### 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 2020

**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 2021 ACR EXHIBIT #14 [CC 5K.2]

[FY20 Wildland Fire Services program appraisal](#) (click link & PDF pages 78-86)

### 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 2020

**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).

1,164 active career and 736 active volunteers certified on the Integrated Emergency Command Structure (IECS) lists, per [Montgomery County Executive Regulation 16-05AM, Integrated Emergency Command Structure](#).

For specifics, see attached documents:

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

- 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 2021 ACR EXHIBIT #15 [CC 5L.2]

---

[FY20 Urban Search and Rescue program appraisal](#) (click link & PDF pages 87-93)

### PROGRAM APPRAISAL FESSAM CATEGORY 5

#### 1. NAME OF PROGRAM OR PROGRAM

AREA: Category V

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

5L Other Programs ((US&R)

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

FY20 (June 30- June 30)

#### 4. PROGRAM OR PROGRAM AREA MISSION

STATEMENT: Mission, Vision, Core Sustaining Values

**Mission of Maryland Task Force One**

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

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

[FY20 Communications program appraisal](#) (click link & PDF pages 94-97)

## 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):**

FY20

**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, 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.

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

## MCFRS CFAI 2021 ACR EXHIBIT #17a

### Progress on Specific Recommendation related to PI 2A.5

3/22/21 Meeting scheduled by the Operations Division Chief to discuss an enhancement to our records management system to include the ability to document structure fire rescues.

The screenshot shows a Microsoft Teams meeting interface. At the top is a ribbon with tabs: File, Meeting, Scheduling Assistant, Tracking, Insert, Format Text, Review, and Help. The 'Meeting' tab is active, showing options like 'Delete', 'Forward', 'Join Teams Meeting', 'Meeting Notes', 'Accept', 'Tentative', 'Decline', 'Propose New Time', 'Respond', 'Show As', 'Reminder', and 'Option'. Below the ribbon, a status bar indicates 'Accepted on 3/22/2021 11:15 AM.' The main content area is titled 'FireApp Update Request - Data on Rescues'. It includes fields for 'Organizer' (Kinsley, John), 'Time' (Thursday, March 25, 2021 9:00 AM-10:00 AM), 'Location' (Microsoft Teams Meeting), and 'Response' (Accepted, with a 'Change Response' link). Below these fields is a file attachment named 'survey\_in\_pdf.pdf' (203 KB). To the right of the meeting details is a table titled 'All Attendees' with four rows, each showing a checkmark, a status icon (yellow, red, green, red), and the attendee's name and email address: Kinsley, John; Carrigan, Matthew <Matthew.Carrigan@mont>; Vlassopoulos, Demetrios (Jim); and Baltrotsky, Michael <Michael.Baltrotsky@mont>.

Can we meet to discuss possible update to FireApp to include tabs for documenting Rescues from Structure Fires?

Change to Teams only.

11/04/20 Meeting scheduled with Fairfax County, VA FD Accreditation Manager Captain Richard Merrell to discuss their methodology for documenting property saved.

The screenshot shows a Microsoft Teams meeting interface. At the top is a ribbon with tabs: File, Meeting, Scheduling Assistant, Tracking, Insert, Format Text, Review, and Help. The 'Meeting' tab is active, showing options like 'Delete', 'Forward', 'Join Teams Meeting', 'Meeting Notes', 'Accept', 'Tentative', 'Decline', 'Propose New Time', 'Respond', 'Show As', 'Reminder', and 'Option'. Below the ribbon, a status bar indicates 'Accepted by Vlassopoulos, Demetrios (Jim) on 10/28/2020 7:12 AM.' The main content area is titled 'Fairfax Co. Fire-Rescue Property Saved & Revamping Dispatch Algorithms Discussions'. It includes fields for 'Organizer' (MCFRS Accreditation), 'Time' (Wednesday, November 04, 2020 9:30 AM-10:30 AM), 'Location', and 'Response' (Accepted, with a 'Change Response' link). To the right of the meeting details is a table titled 'All Attendees' with four rows, each showing a checkmark, a status icon (yellow, red, green, red), and the attendee's name and email address: MCFRS Accreditation; Vlassopoulos, Demetrios (Jim); Richard.Merrell@fairfaxcounty.gov; and Schulze, Melissa <Melissa.Schulze@mon>.

Discussions with Fairfax County Fire Rescue's Accreditation Manager Captain Rich Merrell on their methodology to document property saved (and any other saves exclusive of EMS).

In addition, learn more about their initiative to lower call processing times by revamping dispatch algorithms.

## MCFRS CFAI 2021 ACR EXHIBIT #17b (continued)

### Progress on Specific Recommendation related to PI 2A.5

Proposed directive from Operations to participate in the [Firefighter Rescue Survey](#)

<p style="text-align: center;"><b>Montgomery County Fire and Rescue Service</b> <b>Directive</b> <b>Division of Operations</b> <b>Directive: 21-xx</b> <b>May 1, 2021</b> <b>Page 1 of 2</b></p> <p><b>TO:</b> All Division of Operations Personnel <b>FROM:</b> Division Chief John Kinsley <b>SUBJECT:</b> Firefighter Rescue Survey</p> <p><b>Purpose:</b> FireApp is the primary fire incident reporting system and data collection point for the Montgomery County Fire and Rescue Service. In addition to completing the applicable fire reports in FireApp, any structure fire where a civilian rescue was made will also result in the Incident Commander reporting that rescue to the Firefighter Rescue Survey at <a href="http://www.FireFighterRescueSurvey.com">www.FireFighterRescueSurvey.com</a>.</p> <p>The mission of the Firefighter Rescue Survey is to protect and preserve civilian life through the sharing of information and data collected from firsthand reports of rescues by firefighters. The National Fire Incident Reporting System does not collect statistics or information on fireground civilian rescues; therefore, this supplemental reporting system is required documentation for these events. MCFRS knows that contributing information from our local experience is a critical component to improving patient outcomes and future evidence-based operations across the globe.</p> <p><b>Definition:</b> A civilian rescue is defined as the act of intervening and/or removing a person from danger.</p> <p><i>Example: Occupants of exposure apartments on balconies that are not in smoke or fire conditions that required removal by ground or aerial ladder are considered rescues.</i></p> <p><b>Procedure:</b> Incident Commanders at any structure fire where members participate in the removal of a civilian from hazardous conditions or immediate threat at a structure fire shall complete a Firefighter Rescue Survey at <a href="http://www.FireFighterRescueSurvey.com">www.FireFighterRescueSurvey.com</a> at their earliest convenience. Regardless of civilian outcome, a survey should be completed.</p>	<p style="text-align: center;"><b>Division of Operations Directive: 21-xx</b> <b>Firefighter Rescue Survey</b> <b>May 1, 2021</b> <b>Page 2 of 2</b></p> <p>Submit a single survey for each incident. If multiple rescues were made at a single incident, follow the prompts on the FRS website and submit information from each rescue.</p> <p>A shortcut to the Firefighter Rescue Survey will be posted on <a href="#">MCFRS Quick Links</a>.</p> <p>The MCFRS Accreditation Manager and process owner for the Fire Suppression Performance Indicator (5E) will utilize this data to report out in the Annual Performance Appraisals, Annual Compliance Reports, and the upcoming 2023 Self-Assessment. Data, survey results and mapping can be found on the FRS website.</p> <p><b>Disclosures:</b> No Incident Commander submitting a Firefighter Rescue Survey shall be forced to identify themselves or their rescue crews.</p> <p>The survey has no identification factors for tracking submitted information back to an organization or individual.</p> <p>This Directive will automatically expire should the Firefighter Rescue Survey project be completed or terminated.</p> <p>For further questions or clarification, contact the Operations Chief through your chain of command.</p>
---	--

[Click here to return to the Specific recommendations from the site visit section](#)

## MCFRS CFAI 2021 ACR EXHIBIT #18

---

Progress on Specific Recommendation related to PI 6C.3

**From:** Friedman, Peter <Peter.Friedman@montgomerycountymd.gov>  
**Sent:** Monday, March 29, 2021 9:30 AM  
**To:** Vlassopoulos, Demetrios (Jim)  
<Demetrios.Vlassopoulos@montgomerycountymd.gov>  
**Subject:** RE: CPSE recommendations

Jim,

The only action I have on my to-do list is to re-write 03-08 Acquisition of Apparatus. I hope to do so by the end of CY21.

You met with Leslie individually, right?

Pete

**Treat reserve apparatus like it is your front line apparatus – Lives depend on it.**

Assistant Chief Pete Friedman  
Montgomery County Fire & Rescue  
Logistics Chief  
14935 Southlawn Lane  
Rockville, MD 20850  
Office: 240-777-2485  
Cell: 240-281-1717

**From:** Vlassopoulos, Demetrios (Jim)  
<[Demetrios.Vlassopoulos@montgomerycountymd.gov](mailto:Demetrios.Vlassopoulos@montgomerycountymd.gov)>  
**Sent:** Monday, March 29, 2021 8:54 AM  
**To:** Friedman, Peter <[Peter.Friedman@montgomerycountymd.gov](mailto:Peter.Friedman@montgomerycountymd.gov)>  
**Subject:** RE: CPSE recommendations

Chief Pete,

Good Monday morning.

We had a Teams meeting on 10/27/20 to discuss this. I can't remember exactly what we spoke about but was hoping you could provide an update as I have a follow up meeting next week with the Fire Chief to discuss where we're at with all of the 2018 recommendations.

Thank you sir.

Jim

[Click here to return to the Specific recommendations from the site visit section](#)

## MCFRS CFAI 2021 ACR EXHIBIT #19

[Click to view the whole email string documenting achievement of this recommendation](#)

From: Vlassopoulos, Demetrios (Jim)  
Sent: Monday, March 29, 2021 5:20 PM  
To: Maxam, Leslie Subject:  
Re: Property Section follow up

Perfect Leslie! I'll close this recommendation out and let the Chief know too. I appreciate your willingness to always help.

Now, get ready for our 2023 reaccreditation efforts as you will inevitably be the author again for this criterion.

Thanks again.  
Jim

From: Maxam, Leslie  
Sent: Monday, March 29, 2021 4:16:56 PM  
To: Vlassopoulos, Demetrios (Jim)  
Subject: RE: Property Section follow up

Jim, I have been crunching numbers all afternoon trying to make sure we can safely compare apples to apples to show some RESULTS that efforts are working. I feel comfortable reporting the statement below regarding our efforts to track and return PPE.

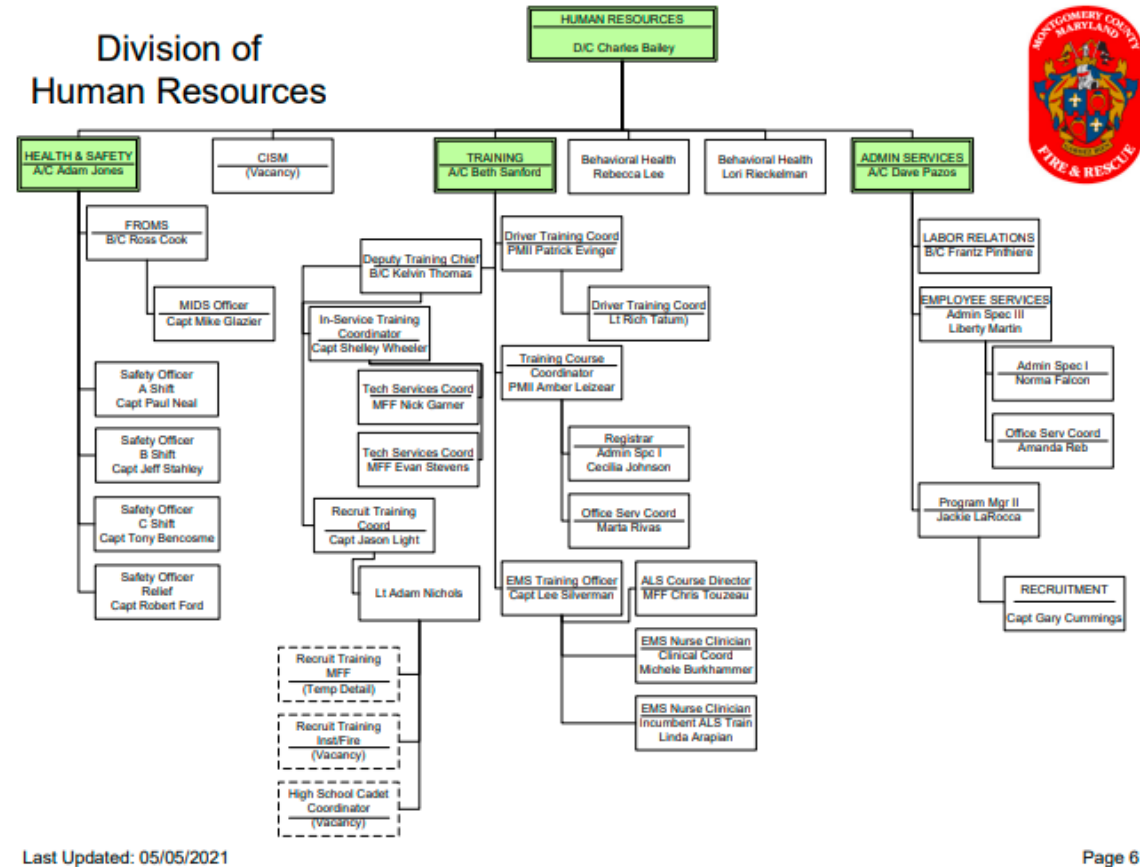
In March 2019, 152 PPE coats and pants had not been returned by LFRD members who separated within the previous 2 years. By March 2021, this number had been reduced to 98 of the same PPE items for separations within 2 years. This is a result of better communication with the LFRD's, the monthly report sent to LFRD leadership, and enhanced communication at the Property counter (waiver).

[Click here to return to the Specific recommendations from the site visit section](#)

## MCFRS CFAI 2021 ACR EXHIBIT #20

### Updated Org Chart for the Human Resources Division

[Click here to view this org chart](#)



Last Updated: 05/05/2021

[Click here to view the Human Resources Division justification request for a full time equivalent Therapist Supervisor](#)

### Enhancements for Human Resources



#### Therapist Supervisor Position

[Click here to return to the Specific recommendations from the site visit section](#)



## MCFRS CFAI 2021 ACR EXHIBIT #21

[Click here to view the actual meeting minutes from the screenshot below](#)

### **Montgomery County/Prince George's County/City of Laurel/Washington Suburban Sanitary Commission (WSSC) Water**

#### **Fire Department Coordination Committee Meeting Minutes**

April 13, 2021, 9:00 a.m. to 9:30 a.m.

**Committee Chair:** Nadir Al-Salam

**Call to order:** 9:00 a.m.

**Attendees:** Arturo R. Acevedo, Nadir Al-Salam, Samuel Bajomo, David Borchardt, Christopher Caro, Julie Douglas-Wilkins, Kevin Harnish, Christopher J. Imhof, Carroll Matthews, Rick Merck, Jim Reilly, John Schlee, Clayton R. Stewart, and Orville Taylor.

#### **Introduction**

The topics covered from the last meeting were Fire Hydrant Painting, Water Theft Protection, Montgomery County Private Hydrant Record, Large Meter Replacement Program, Plumbing and Fuel Gas Code Update, WSSC Water Meter Inter-connect & Fire Hydrants on the City of Rockville (COR) 24-inch Water Main, Purple Line Light Rail Transit System, Request to Relocate Fire Hydrants, Change in WSSC Water Depot Managers, Montgomery County Department of Permitting Services (MCDPS) Change in Point of Contacts, On-Site Fire Hydrant Inspections, and Adopt a Hydrant Program which are noted below. The floor was then opened to new business and there is none to report.

#### **Fire Hydrant Painting**

Fire hydrant painting resumed on March 15, 2021. A total of 10,411 fire hydrants have been painted since award of the new contract. The scope in the existing contract consists of 21,111 fire hydrants not painted in the previous contract. The final coat takes place within three weeks after the prime (intermediate) coat is applied.

#### **Water Theft Protection**

The 1st quarter statistics of 2021 for "Theft of Service" calls on fire hydrants are as follows:

[Click here to return to the Specific recommendations from the site visit section](#)



## MCFRS CFAI 2021 ACR EXHIBIT #22a

[Click here to view the following General Order/policy, which early data suggests has attributed to a significant decrease in the processing of reported structure fire \(fire full assignment\) call types](#)

<p align="center"><b>Montgomery County Fire and Rescue Service</b> <b>FIRE CHIEF'S GENERAL ORDER</b> <b>FCGO: 21-06</b> <b>April 13, 2021</b> <b>Page 1 of 2</b></p> <p><b>TO:</b> All MCFRS Personnel <b>FROM:</b> Fire Chief Scott E. Goldstein <i>Scott Goldstein</i> <b>SUBJECT:</b> Analog Pagers and Working Incident Notifications</p> <p>MCFRS has used analog tones and pagers for decades to alert Fire/Rescue personnel when an incident is dispatched. Currently, these analog tones are activated on every incident dispatched. The more units dispatched on an incident, the more analog tones are activated. A full assignment can have up to 15 sets of tones. As our service has evolved, so has the technology of notifying personnel of dispatches. P1 CAD, station alerting, MDCs, radios assigned to most riding positions, third party notification services, i.e. Everbridge, Active 911 etc., have all played a part in decreasing the need for analog tones. <b>Beginning, May 1, 2021, ECC will decrease the number of analog tone activations.</b> In addition, ECC will add a 'Working Incident Notification' and 'Critical Information Notification' to our notification process. These changes are described in more detail below.</p>
--

FFA call processing 4/1/21 - 4/30/21 (top) compared to 5/1/21 – 5/25/21 (bottom):

5/26/2021 8:52.26

### Accreditation First Arriving Phone to Dispatch

Incident Date: 04/01/2021 To 04/30/2021

Program: PHONETODISP

<u>Geographic Type</u>	<u>*Total Incident Count</u>	<u>Program Type</u>	<u>Measure Type</u>	<u>Response Time</u>
CountyWide	64	Fire Full Assignment	90	00:04:48

5/26/2021 8:53.12

### Accreditation First Arriving Phone to Dispatch

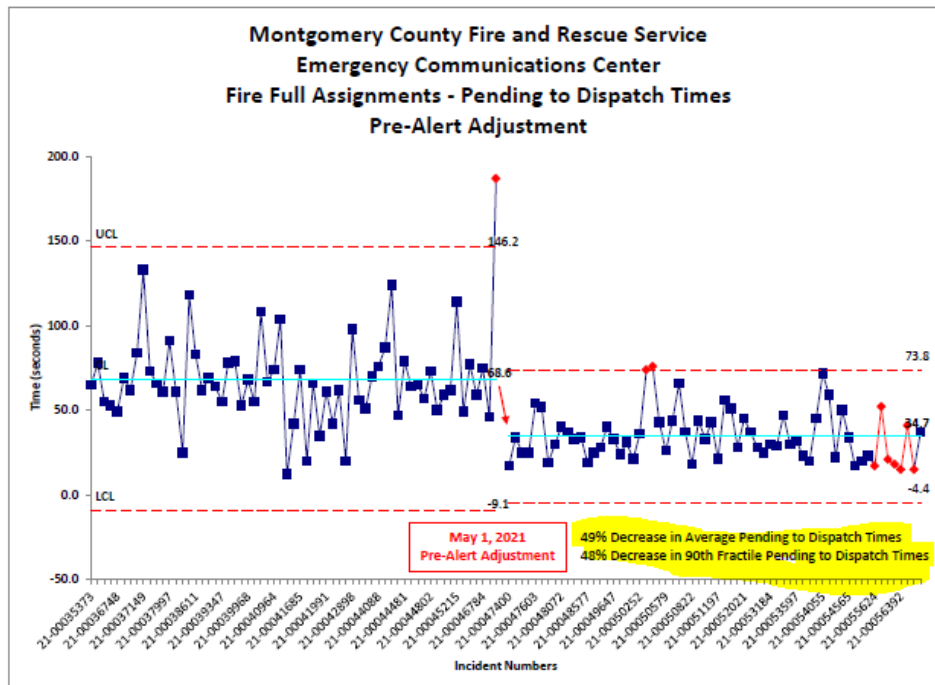
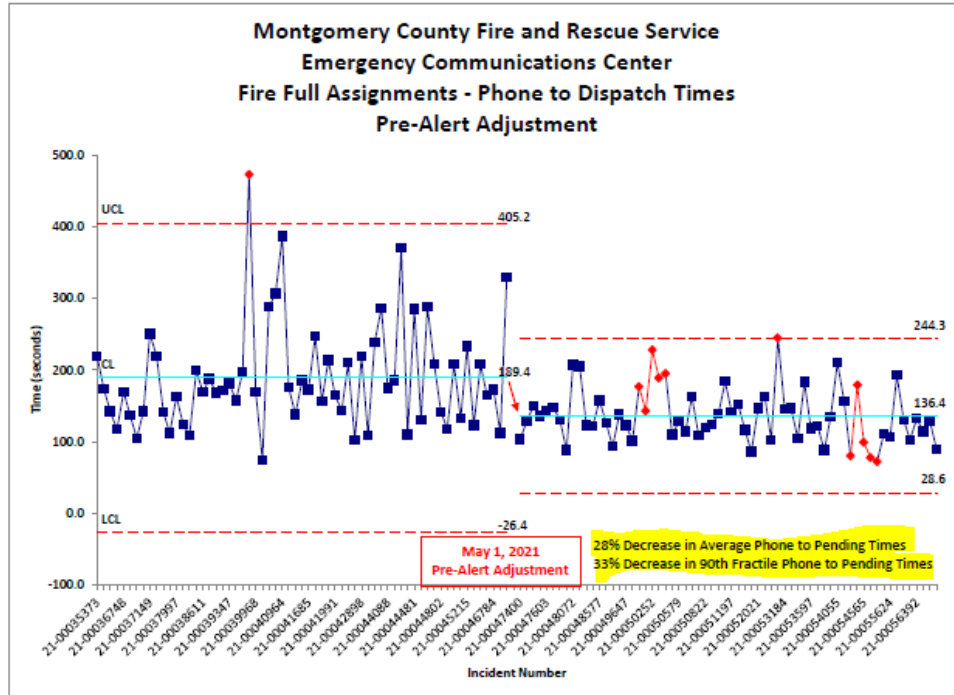
Incident Date: 05/01/2021 To 05/30/2021

Program: PHONETODISP

<u>Geographic Type</u>	<u>*Total Incident Count</u>	<u>Program Type</u>	<u>Measure Type</u>	<u>Response Time</u>
CountyWide	64	Fire Full Assignment	90	00:03:13

## MCFRS CFAI 2021 ACR EXHIBIT #22b (continued)

Data displaying significant decrease in call processing times for reported building fires (fire full assignment call types) after FCGO 21-06 went into effect 5/1/21



[Click here to return to the Specific recommendations from the site visit section](#)

## MCFRS CFAI 2021 ACR EXHIBIT #23 (1 of 2)

[10<sup>th</sup> edition] 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...

This is a meeting of the Montgomery County Council Public Safety Committee on April 29, 2021. The committee listens to a legislative analyst's report explaining the MCFRS requested FY22 operating budget. They then listen to the Fire Chief before voting to recommend approval of the requested budget. This budget includes enhancements to service delivery which were requested due to gaps in capabilities, capacity, and the level of service provided. The FY22 budget with these enhancements were [fully approved by the County Council on 5/27/2021](#).

The reviewer of this ACR is encouraged to click on this link [Public Safety Committee meeting](#) and begin at 36:30 on the video.



[Click here to review the Public Safety Committee 4/29/21 packet](#)

PS COMMITTEE #2  
April 29, 2021  
Revised  
Worksession

### MEMORANDUM

April 26, 2021

**TO:** Public Safety Committee  
**FROM:** Susan J. Farag, Legislative Analyst  
**SUBJECT:** **Worksession: FY22 Operating Budget and FY21-26 CIP Amendments**  
**Montgomery County Fire and Rescue Service (MCFRS)**  
**PURPOSE:** Vote on Recommendations for Council's Consideration

*Those expected for this worksession:*  
Chief Scott Goldstein, MCFRS  
Dominic Del Pozzo, Division Chief, MCFRS  
Rachel Silberman, Office of Management and Budget (OMB)

## MCFRS CFAI 2021 ACR EXHIBIT #23 (continued 2 of 2)

CountyStat is the performance management and data analytics team within the Office of the County Executive of Montgomery County, Maryland. Established in 2007 and serving under the Chief Administrative Officer (CAO), CountyStat uses an outcome-focused performance framework to strategically monitor, assess, and improve the effectiveness and efficiency of County services. Employing the latest analytics software, CountyStat utilizes data to help departments solve problems and develop targeted action plans and strategies to deliver results for our residents.

[Click here to view the CountyStat page for MCFRS](#)

### Department Performance Measures

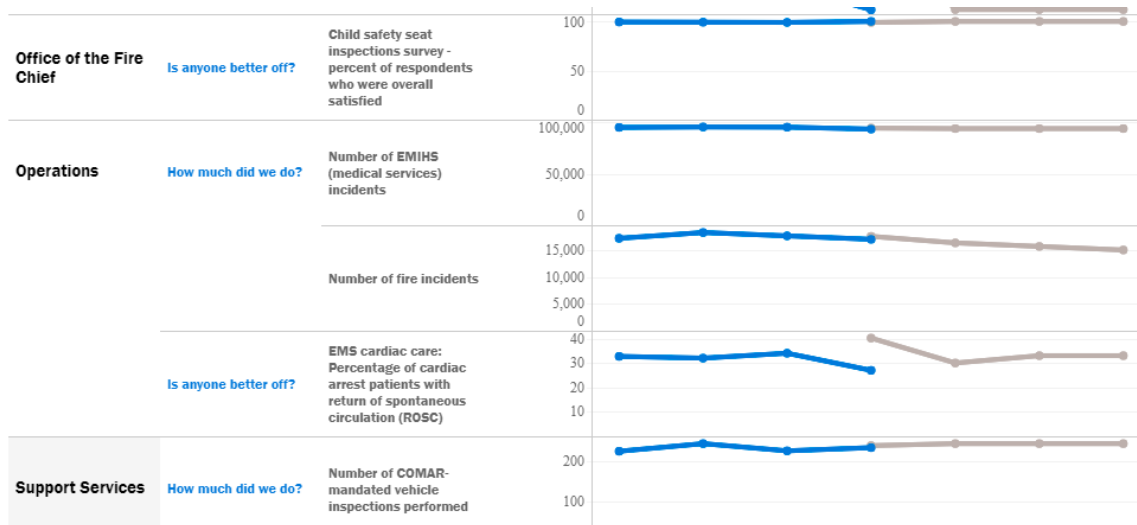
Montgomery County departments are broken out into discrete programs for the purposes of Outcome Based Budgeting.

A program is an activity or set of activities performed by County government that has:

- identifiable costs for budgeting purposes
- a clear public purpose and measurable results, and
- clear lines of accountability for its performance and financial management

The following are the performance measures for programs within the Montgomery County Fire and Rescue Service. In our performance framework there are three categories of measures:

- How much did we do? (quantity)
- How well did we do it? (quality)
- Is anyone better off? (effect or impact)



[Click here to return to the Performance Monitoring section of this document](#)

## MCFRS CFAI 2021 ACR EXHIBIT #24 (1 of 2)

---

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.

**MONTGOMERY COUNTY**  
**FIRE AND EMERGENCY SERVICES COMMISSION**  
**MEETING AGENDA (ZOOM meeting)**  
**May 13, 2021 at 7:00 pm**

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

**100 – CALL TO ORDER**

100 - Approval of the Commission minutes of April 8, 2021.

101 - Fire Chief's Report

- FY 20 Budget – Status
- COVID 19 - Update

**200 – ACTION ITEMS:**

201 - **Fire Chief's General Order No. 21-01, Fire Routine Incident Responses (REVISED)**. The Fire Chief requests the Fire and Emergency Services Commission review and approve FCGO No. 21-01 (REVISED). [Fire Routine Incident Responses](#)

**300 – Other Discussions**

---

**MONTGOMERY COUNTY**  
**FIRE AND EMERGENCY SERVICES COMMISSION**  
**MEETING AGENDA**  
**May 14, 2020 at 7:00 pm**

*Thomas J. Manger Public Safety Headquarters  
100 Edison Park Drive, 1<sup>st</sup> floor  
Gaithersburg, Maryland 20878*

**NOTE – FESC meeting scheduled for April 9, 2020, was canceled.**

**100 – CALL TO ORDER**

101 - Report of the Chair

103 - Approval of the Commission minutes of March 12, 2020.

104 - Comments from Commissioners

105 - Fire Chief's Report

- FY 20 Budget – Status
- COVID 19 - Update

**200 – ACTION ITEMS:** There are no scheduled Action Items for consideration by the FESC.

## MCFRS CFAI 2021 ACR EXHIBIT #24 (continued 2 of 2)

Another example of interact[ing] 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. This is a review of a drowning incident.



### 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](http://www.montgomerycountymd.gov/council)

#### Planning, Housing & Economic Development (PHED)

Hans Riemer, Chair  
Andrew Friedson, **Lead for Parks**  
Will Jawando

#### Education & Culture (E&C)

Craig Rice, Chair  
Will Jawando, **Lead for Libraries**  
Nancy Navarro

#### Health & Human Services (HHS)

Gabe Albornoz, Chair  
Evan Glass, **Lead for Homelessness & Vulnerable Communities**  
Craig Rice

#### Public Safety (PS)

Sidney Katz, Chair  
Gabe Albornoz  
Tom Hucker

#### Government Operations & Fiscal Policy (GO)

Nancy Navarro, Chair  
Andrew Friedson  
Sidney Katz

#### Transportation & Environment (T&E)

Tom Hucker, Chair  
Evan Glass  
Hans Riemer

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

To listen to a Council or committee meeting, dial 240-773-3333.

Prepared: 9/16/2020 8:55 AM

PS

Thur  
Sep 17

9:30 AM - *via video conference*

- (1) • Briefing on the new Office of Animal Services
- (2) • Briefing: Report on "Perdido Bay Terrace Significant Incident Review"  
(Police and Fire Departments)

(Camacho)

(Farag)

The online viewer is encouraged to [click here](#) and fast-forward to 47:20 on this Committee meeting video to watch how MCFRS meets this Performance Indicator



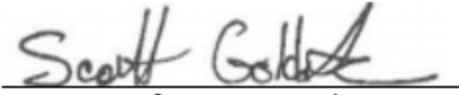
The online viewer is also encouraged to [click here](#) to review the complete Public Safety Committee document that includes the Significant Incident Review

[Click here to return to the Performance Monitoring section of this document](#)



## 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

07/11/2021

Date