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STATEMENT OF FINDINGS

TO: Commission on Fire Accreditation International

FROM: Dave Dauer, Toledo Fire and Rescue Department

DATE: October 3, 2022

SUBJECT: Review of the annual compliance report for 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 to ensure the agency has maintained compliance with all core competencies and document any changes that have occurred in the previous year.

Additionally, the review was intended to evaluate the agency's performance data and any progress on their recommendations for improvements in accordance with the 9th Fire and Emergency Service Self-Assessment Manual (FESSAM).

FINDINGS

Agency Information

Demetrios Vlassopoulos is the accreditation manager for the agency. The information presented is well prepared and complete. This is the agency's fourth annual compliance report in the current accreditation cycle.

Agency/Jurisdiction Description

Montgomery County borders Washington, D.C. and the 500 square miles jurisdiction includes 19 incorporated municipalities. Montgomery County Fire and Rescue Service is a combination fire department of 1,979 career and on-call volunteer personnel in 37 fire stations, covering a population of approximately 1,050,000. The highest level of EMS services provided is ALS-Transport. There are 156 full time personnel in Administration, 1,885 personnel in Suppression,

13 personnel in Inspection/Investigation, and 4 personnel in Disaster Preparedness. There are also 79 civilian personnel.

This is Annual Compliance Report number 4 for the department.

Agency/Jurisdiction Changes

The agency cited that Division Chief Kinsley has become the Human Resources D/C and Division Chief Bailey has become the Operations D/C. The agency placed into service five new Pierce Enforcer 107' tractor-drawn aerial that replaced aging apparatus. In December of 2021, the agency had groundbreaking for new Fire Station 35.

The agency disclosed that effective 01/01/22 the Bethesda Chevy Chase Rescue Squad terminated their long-standing MOU with the District of Columbia Fire & EMS Department to provide EMS services to upper northwest DC residents when they dialed BCCRS direct. This positively affects the Bethesda Chevy Chase communities by having their EMS/Rescue/Fire resources more available as there will now be hundreds of less unit responses into DC.

The FY23 approved budget of \$251,655,354 increased 7.9% over the FY22 approved budget.

Compliance with Core Competencies

The Agency indicates it is compliant with all Core Competencies stated in the 9th edition of the model and provided the required core competency exhibits.

The agency shared that it does not maintain a FCC indexed airport and does not operate ARFF apparatus, thus, MCFRS has opted to no longer appraise this criterion.

Data Evaluation

The agency has submitted performance data at the 90th Percentile Times for 2018 through 2022. The data is in compliance with the 9th Edition of the Fire and Emergency Services Self-Assessment Manual.

Peer Assessment Team Recommendations

The agency documented the four strategic recommendations resulting from the agency's most recent peer assessment team site visit. Of these all have been accepted and met with implementation or the agency is working to implement.

Exhibit List

All applicable exhibits were provided and verified.

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 standards and core competencies. The agency has begun to work towards compliance with the most current edition of the Quality Improvement for the Fire and Emergency Services Manual.

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.

621ACCFRM02202022



Annual Compliance Report

9th Edition

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



This Report Prepared on July 1, 2022
By
Demetrios Vlassopoulos, Accreditation Manager
For The
Commission on Fire Accreditation International

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

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International (CFAI) enabled the commission to award accreditation status to your agency. Your commitment to quality improvement is one of the requirements in retaining your accredited agency status. This is accomplished by the preparation and submission of an annual compliance report (ACR).

Each section must be completed, and exhibits provided for all changes identified. Examples of appropriate exhibits 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.

Updating Agency Information: CPSE is tracking much of your agency information and demographics in our database. 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 ACR 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](#).

Purpose

The purpose of the Annual Compliance Report (ACR) is to drive improvement together by:

- Demonstrating your compliance with core competencies.
- Evaluating your data to understand gaps that leads to continuous quality improvement outcomes.
- Monitoring your peer assessment team report recommendations.
- Facilitating your accountability to internal and external stakeholders.
- Supporting your institutionalization of the accreditation process.

Agency Demographics and Information Update

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 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 Number (1-4):	4
Current ISO Rating	2
If your agency has a split ISO rating, please document below: ISO: FPSA: 02/10 and FDS: 04/10; Rating: 2/4	
Current Population:	1,054,827
Annual Budget:	\$251,655,354
Department Type:	Combination
Highest Level of EMS Provided: ALS-Transport	
Number of Fire Stations:	37
Total Uniformed Personnel (Career, Volunteer, Paid on Call)	1979
Total Civilian Personnel:	79
Personnel assigned to:	
Administrative activities	156
Suppression activities	1885
Inspection /Investigation activities	13
Disaster Preparedness activities	4

ACR Reporting Period: 7/1/2017 to 6/30/2022

1. Has there been a change in key positions of the agency during the past reporting period? Yes
 - a. Division Chief Kinsley has become the Human Resources D/C and Division Chief Bailey has become the Operations D/C ([Exhibit #1 Org Chart](#))
2. Has there been a change in the governance of the agency? No
3. Has there been a change in the area/population the agency protects? No
4. Have there been any changes in resources (i.e. equipment, stations, apparatus, etc)? Yes
 - a. MCFRS placed into service five new Pierce Enforcer 107' tractor-drawn aerial ladders during FY22. This new apparatus replaces aging apparatus and equipment and impacts the community by providing special services which are more reliably available by limiting downtime secondary to mechanical breakdowns and increased maintenance. ([Exhibit #2](#))
 - b. During FY22 the Laytonsville Volunteer Fire Department placed into service a new Spartan Gladiator Engine Tanker 717. This new apparatus replaces aging apparatus and equipment and impacts the community by providing engine and tanker services which are more reliably available by limiting downtime secondary to mechanical breakdowns and increased maintenance. ([Exhibit #3](#))
 - c. 12/3/21: Groundbreaking for new Fire Station 35 ([Exhibit #4](#))
5. Have there been any changes in programs/services? Yes
 - a. Effective 01/01/22 the Bethesda Chevy Chase Rescue Squad (BCCRS) terminated their long-standing MOU with the District of Columbia Fire & EMS Department to provide EMS services to upper northwest DC residents when they dialed BCCRS direct. This positively affects the Bethesda Chevy Chase communities by having their EMS/Rescue/Fire resources more available as there will now be hundreds of less unit responses into DC. ([Exhibit #5](#))
 - b. December 2021 MCFRS makes some service adjustments to help deal with increases in COVID variant positivity rates which negatively affected career and volunteer provider availability and hospital drop times. These adjustments, redeploying some staff, altering recent recruit probationary processes, and mandatory overtime helped the community by proactively addressing these issues. ([Exhibit #6](#))
 - c. Effective 08/31/21 the EMS Quality Management Plan went into effect through Policy No. 21-04AM. The intent of this plan will positively affect the community by enhancing the quality of patient care and customer service provided by its personnel, and to correct any anomalies or deviations from the current standard of care. ([Exhibit #8](#))
 - d. April 2022 the Information Technology Section began replacing all department computers with new and powerful laptops with docking stations. This helps

internal customers, i.e., MCFRS members and staff work more efficiently and thus more productively which in turn positively affects the community at large. ([Exhibit 9](#))

- e. Effective 07/04/21 the Bethesda Chevy Chase Rescue Squad (BCCRS) with approval from the MCFRS Fire Chief began a pilot program to staff an ambulance (or medic unit with provider availability) at Chevy Chase Fire Station 7, in lieu of a second transport unit out of BCCRS Station 741. As of this writing, 06/30/22, this pilot is still ongoing and helps the community by providing EMS BLS and sometimes ALS transport capabilities from a fire station that never had an EMS transport unit. ([Exhibit #10](#))
- f. In August 2021 the MCFRS Emergency Medical and Integrated Healthcare Section expanded the capabilities of the existing Leave-behind Narcan Program. This positively helps the community by expanding the offering of the opioid reversing Narcan through the issuance of pre-assembled kits on all front-line fire apparatus and in all stations for anyone that wants or needs one. ([Exhibit #11](#))

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

Following CFAI “general rule of thumb” guidance, there is a significant change in MCFRS’ FY23 (07/01/22 to 06/30/23) approved budget of \$251,655,354 as it has increased 7.9% over the FY22 approved budget.

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.

Compliance with Core Competencies

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

If you are not in compliance, identify and explain the 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 will have questions.

1. CC 2C.5: The agency has identified the total response time components for delivery of services in each service program area and found those services consistent and reliable within the entire response area.

Identify and explain: MCFRS has determined several benchmark targets that have been eclipsed.

Plan for improvement: MCFRS will officially establish updated benchmark targets for these programs within the next few months.

2. Criterion 5I Aircraft Rescue Firefighting

Identify and explain: Montgomery County, MD does not maintain a FCC indexed airport and MCFRS does not operate ARFF apparatus, thus, MCFRS has opted to no longer appraise this criterion.

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

<u>9th Edition Agencies</u>	<u>10th Edition Agencies</u>
3D.1 - Goals Objectives Exhibit 12	3D.1
5A.5 – Prevention Program Exhibit 13	5A.7
5B.3 – Public Education Exhibit 7	5B.4
5C.5 – FEI Program Exhibit 14	5C.4
5E.3 – Fire Suppression Exhibit 15	5D.9
5F.7 – EMS Program Exhibit 16	5E.3
5G.3 – Technical Rescue Exhibit 17	5F.9
5H.3 – Hazmat Program Exhibit 18	5G.2
5I.3 – If Applicable	5H.3
5J.2 – If Applicable	5I.2 – If Applicable
5K.2 – Wildland Fire Exhibit 21	5J.2 – If Applicable
5L.2 – US&R Program Exhibit 20	5K.3 – If Applicable
9B.10 – Communications Exhibit 19	8B.6
	9B.13
	11.B.6

Data Evaluation ([click here to view Virtual CRA/SOC](#))

(Moderate Risk) Fire Suppression – A2-3 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban			0:03:44	0:03:48	0:03:46	0:03:50	0:03:35	0:03:35
	Rural			0:03:49	0:04:16	0:04:02	0:03:29	0:03:34	0:03:42
	Countywide			0:03:44	0:03:50	0:03:46	0:03:49	0:03:35	0:03:35
Turnout Time Turnout Time 1st Unit	Urban			0:01:40	0:01:37	0:01:41	0:01:44	0:01:40	0:01:40
	Rural			0:02:28	0:03:06	0:02:29	0:01:58	0:02:17	0:02:25
	Countywide			0:01:40	0:01:40	0:01:43	0:01:44	0:01:41	0:01:41
Travel Time	Travel Time 1st Unit Distribution	Urban		0:05:36	0:05:41	0:05:24	0:05:32	0:05:44	0:05:38
		Rural		0:09:54	0:10:30	0:09:04	0:09:05	0:10:45	0:11:47
		Countywide		0:05:44	0:05:53	0:05:33	0:05:35	0:05:51	0:05:44
	Travel Time ERF Concentration	Urban		0:09:21	0:09:37	0:09:22	0:09:07	0:09:22	0:09:25
		Rural		0:14:54	0:17:06	0:15:13	0:12:48	0:14:50	0:12:16
		Countywide		0:09:30	0:09:50	0:09:31	0:09:13	0:09:31	0:09:28
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:30	0:09:35	0:09:40	0:09:36	0:09:41	0:09:32	0:09:24
				n=11296	n=2339	n=2110	n=2147	n=2252	n=2448
		Rural	0:14:00	0:14:08	0:15:01	0:14:04	0:12:40	0:14:19	0:16:22
				n=322	n=68	n=58	n=73	n=68	n=55
	Countywide			0:09:43	0:09:54	0:09:47	0:09:45	0:09:42	0:09:28
				n=11618	n=2407	n=2168	n=2220	n=2320	n=2503
	Total Response Time ERF Concentration	Urban	0:12:30	0:13:31	0:13:52	0:13:27	0:13:19	0:13:38	0:13:29
				n=7924	n=1541	n=1505	n=1432	n=1618	n=1828
		Rural	0:16:30	0:19:02	0:21:12	0:20:46	0:16:14	0:19:19	0:16:04
				n=182	n=38	n=29	n=46	n=40	n=29
	Countywide			0:13:43	0:14:12	0:13:35	0:13:27	0:13:54	0:13:36
				n=8106	n=1579	n=1534	n=1478	n=1658	n=1857

(High Risk) Fire Suppression – FFA-HY (Hydranted Areas) - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:03:58	0:03:35	0:04:03	0:04:07	0:04:04	0:03:57
		Rural		0:03:49	0:03:09	0:03:17	0:06:48	0:04:01	0:03:38
		Countywide		0:03:58	0:03:36	0:04:02	0:04:07	0:04:01	0:03:57
Turnout Time Turnout Time 1st Unit		Urban		0:01:33	0:01:36	0:01:36	0:01:33	0:01:25	0:01:34
		Rural		0:01:39	0:01:43	0:01:37	0:01:57	0:01:50	0:01:25
		Countywide		0:01:33	0:01:36	0:01:36	0:01:33	0:01:25	0:01:34
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:05:56	0:06:16	0:05:39	0:05:58	0:05:40	0:06:17
		Rural		0:08:05	0:08:07	0:06:54	0:08:05	0:07:26	0:17:20
		Countywide		0:05:58	0:06:18	0:05:40	0:05:58	0:05:41	0:06:24
	Travel Time ERF Concentration	Urban		0:17:05	0:16:40	0:17:20	0:16:39	0:16:31	0:18:18
		Rural		0:18:06	0:18:13	0:18:06	0:16:13	0:12:52	0:15:24
		Countywide		0:17:12	0:16:50	0:17:20	0:16:39	0:16:31	0:18:18
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:15	0:09:40	0:09:53	0:09:26	0:09:43	0:09:27	0:10:04
				n=3314	n=689	n=672	n=705	n=652	n=596
		Rural	0:12:30	0:13:02	0:15:00	0:10:28	0:13:19	0:13:02	0:13:47
				n=51	n=11	n=15	n=6	n=9	n=10
	Total Response Time ERF Concentration	Countywide		0:09:41	0:09:58	0:09:31	0:09:47	0:09:27	0:10:06
				n=3365	n=700	n=687	n=711	n=661	n=606
		Urban	0:21:00	0:21:28	0:20:44	0:21:37	0:21:19	0:21:18	0:22:29
				n=1088	n=217	n=242	n=218	n=208	n=203
		Rural	0:20:00	0:23:08	0:23:16	0:20:59	0:18:21	0:18:56	0:23:08
				n=14	n=3	n=2	n=2	n=3	n=4
		Countywide		0:21:28	0:20:44	0:21:37	0:21:19	0:21:17	0:22:38
				n=1102	n=220	n=244	n=220	n=211	n=207

(Special Risk) Fire Suppression – FFA-NH (Non-Hydrant Areas) - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:03:32	0:03:32	0:03:15	0:03:04	0:04:11	0:02:53	
		Rural		0:04:15	0:03:54	0:04:34	0:04:14	0:03:32	0:06:20	
		Countywide		0:04:05	0:03:54	0:03:24	0:04:07	0:04:05	0:05:14	
Turnout Time Turnout Time 1st Unit		Urban		0:02:40	0:02:59	0:01:56	0:02:30	0:02:29	0:03:01	
		Rural		0:02:53	0:02:50	0:02:43	0:02:33	0:04:00	0:03:02	
		Countywide		0:02:46	0:02:54	0:02:18	0:02:31	0:03:10	0:03:02	
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:07:58	0:11:09	0:07:15	0:07:58	0:09:11	0:07:30	
		Rural		0:09:58	0:09:40	0:09:10	0:08:24	0:11:45	0:11:40	
		Countywide		0:09:35	0:09:51	0:08:34	0:08:24	0:10:54	0:10:51	
	Travel Time ERF Concentration	Urban		0:23:53	0:23:21	0:23:53	0:25:27	0:22:50	0:34:07	
		Rural		0:24:08	0:23:49	0:20:45	0:28:32	0:19:17	0:34:51	
		Countywide		0:24:08	0:23:21	0:23:53	0:28:32	0:22:15	0:34:07	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:10:45	0:11:38	0:14:59	0:09:51	0:10:52	0:11:38	0:11:00
				n=71	n=16	n=11	n=17	n=17	n=10	
		Rural		0:15:00	0:14:34	0:13:25	0:13:28	0:13:05	0:16:02	0:15:29
				n=84	n=21	n=11	n=22	n=16	n=14	
		Countywide		0:13:47	0:13:31	0:13:11	0:12:48	0:15:00	0:13:58	
				n=155	n=37	n=22	n=39	n=33	n=24	
	Total Response Time ERF Concentration	Urban		0:30:00	0:33:11	0:33:11	0:34:45	0:32:34	0:27:33	0:42:25
				n=20	n=7	n=1	n=3	n=6	n=3	
		Rural		0:40:00	0:39:53	0:39:53	0:25:02	0:44:01	0:40:00	0:44:49
				n=31	n=9	n=5	n=3	n=8	n=6	
		Countywide		0:36:46	0:33:11	0:34:45	0:44:01	0:40:00	0:44:49	
				n=51	n=16	n=6	n=6	n=14	n=9	

(Special Risk) Fire Suppression – FFA-SRHR (High-Rise) - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:04:07	0:03:56	0:03:59	0:04:23	0:04:13	0:04:07
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:04:07	0:03:56	0:03:59	0:04:23	0:04:13	0:04:07
Turnout Time Turnout Time 1st Unit		Urban		0:01:27	0:01:35	0:01:26	0:01:21	0:01:15	0:01:25
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:01:27	0:01:35	0:01:26	0:01:21	0:01:15	0:01:25
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:04:25	0:04:47	0:04:03	0:04:12	0:04:29	0:05:36
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:04:25	0:04:47	0:04:03	0:04:12	0:04:29	0:05:36
	Travel Time ERF Concentration	Urban		0:16:14	0:18:50	0:14:42	0:18:06	0:15:54	0:15:44
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:16:14	0:18:50	0:14:42	0:18:06	0:15:54	0:15:44
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:08:15	0:08:25	0:09:01	0:07:52	0:08:12	0:08:56
					n=446	n=109	n=89	n=115	n=46
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
					n=0	n=0	n=0	n=0	n=0
	Total Response Time ERF Concentration	Countywide			0:08:25	0:09:01	0:07:52	0:08:12	0:08:56
					n=446	n=109	n=89	n=115	n=88
		Urban		0:20:00	0:20:25	0:23:17	0:19:22	0:23:40	0:20:08
					n=172	n=34	n=37	n=48	n=36
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
					N/A	n=0	n=0	n=0	n=0
		Countywide			0:20:25	0:23:17	0:19:22	0:23:40	0:20:08
					n=172	n=34	n=37	n=48	n=36

(Moderate Risk) EMS – ALS1 (One Paramedic) - 90th Percentile Times - Baseline Performance		Bench mark Target	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch	Urban		0:03:51	0:04:01	0:03:59	0:03:59	0:03:37	0:03:32
	Rural		0:03:44	0:03:59	0:03:49	0:03:44	0:03:36	0:03:25
	Countywide		0:03:51	0:04:01	0:03:59	0:03:59	0:03:37	0:03:32
Turnout Time Turnout Time 1st Unit	Urban		0:01:37	0:01:36	0:01:39	0:01:38	0:01:36	0:01:37
	Rural		0:01:44	0:01:38	0:01:46	0:01:47	0:01:44	0:01:45
	Countywide		0:01:37	0:01:36	0:01:39	0:01:38	0:01:36	0:01:37
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:06:43	0:06:41	0:06:44	0:06:41	0:06:45
		Rural		0:10:23	0:09:39	0:10:52	0:10:25	0:10:15
		Countywide		0:06:52	0:06:50	0:06:54	0:06:50	0:06:53
	Travel Time ERF Concentration	Urban		0:08:09	0:08:15	0:08:13	0:08:11	0:08:01
		Rural		0:13:26	0:11:50	0:14:37	0:15:05	0:13:11
		Countywide		0:08:20	0:08:25	0:08:27	0:08:24	0:08:09
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:15	0:11:18	0:11:52	0:11:42	0:11:28	0:10:48
				n=162787	n=34424	n=31020	n=32450	n=32234
		Rural	0:14:00	0:14:52	0:14:49	0:15:38	0:14:52	0:14:28
				n=4884	n=1084	n=1025	n=923	n=961
	Total Response Time ERF Concentration	Countywide		0:11:27	0:12:02	0:11:55	0:11:37	0:10:54
				n=167671	n=35508	n=31372	n=33373	n=33195
		Urban	0:11:30	0:12:40	0:12:59	0:12:50	0:12:52	0:12:19
				n=64695	n=13613	n=11926	n=12503	n=13390
	Total Response Time ERF Concentration	Rural	0:16:45	0:18:10	0:17:18	0:18:36	0:19:27	0:17:29
				n=1540	n=335	n=321	n=270	n=314
		Countywide		0:12:52	0:13:10	0:13:08	0:13:01	0:12:27
				n=66235	n=13948	n=12247	n=12773	n=13704
								n=13563

(High Risk) EMS – ALS2 (Two Paramedics) - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:03:29	0:03:46	0:03:28	0:03:33	0:03:25	0:03:17	
		Rural		0:03:23	0:03:41	0:03:12	0:03:34	0:03:23	0:02:55	
		Countywide		0:03:29	0:03:46	0:03:28	0:03:33	0:03:25	0:03:16	
Turnout Time Turnout Time 1st Unit		Urban		0:01:35	0:01:31	0:01:37	0:01:37	0:01:35	0:01:35	
		Rural		0:01:45	0:01:40	0:01:45	0:01:54	0:01:43	0:01:39	
		Countywide		0:01:35	0:01:31	0:01:37	0:01:37	0:01:36	0:01:35	
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:06:04	0:05:57	0:05:57	0:05:59	0:06:04	0:06:12	
		Rural		0:09:43	0:09:34	0:09:33	0:10:16	0:09:08	0:10:07	
		Countywide		0:06:12	0:06:07	0:06:06	0:06:09	0:06:11	0:06:22	
	Travel Time ERF Concentration	Urban		0:08:29	0:08:42	0:09:00	0:08:35	0:08:08	0:08:20	
		Rural		0:13:15	0:12:18	0:13:19	0:15:47	0:12:08	0:14:03	
		Countywide		0:08:45	0:08:53	0:09:16	0:08:52	0:08:22	0:08:40	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:09:45	0:10:05	0:10:24	0:10:07	0:10:08	0:09:55	0:09:58
		Rural			n=21108	n=3239	n=3685	n=4568	n=4996	n=4620
				0:13:30	0:13:28	0:13:10	0:13:08	0:14:14	0:12:49	0:13:28
					n=651	n=85	n=148	n=139	n=142	n=137
				0:10:15	0:10:30	0:10:18	0:10:20	0:10:04	0:10:04	
				n=21759	n=3324	n=3833	n=4707	n=5138	n=4757	
	Total Response Time ERF Concentration	Urban		0:12:00	0:12:41	0:13:24	0:13:13	0:12:45	0:12:26	0:12:12
		Rural			n=14212	n=1990	n=2498	n=3078	n=3431	n=3215
				0:17:00	0:17:39	0:17:19	0:16:55	0:19:33	0:17:18	0:18:10
					n=419	n=51	n=100	n=86	n=89	n=93
				0:12:56	0:13:34	0:13:25	0:13:01	0:12:34	0:12:27	
				n=14631	n=2041	n=2598	n=3164	n=3520	n=3308	

(Moderate Risk) Hazmat – HM-MR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:05:57	0:05:20	0:06:56	0:05:50	0:05:32	0:05:54
		Rural		0:06:13	0:05:47	N/A	0:06:21	0:05:25	0:06:13
		Countywide		0:05:57	0:05:47	0:06:56	0:05:50	0:05:32	0:05:54
Turnout Time Turnout Time 1st Unit		Urban		0:02:14	0:02:01	0:02:20	0:02:19	0:02:07	0:02:18
		Rural		0:02:05	0:01:47	N/A	0:02:33	0:02:12	0:01:15
		Countywide		0:02:14	0:02:01	0:02:20	0:02:19	0:02:07	0:02:16
Travel Time	Travel Time 1st Unit Distribution	Urban		0:05:37	0:11:39	0:04:41	0:05:31	0:06:07	0:05:17
		Rural		0:08:43	0:08:43	N/A	0:06:11	0:03:31	0:08:34
		Countywide		0:05:44	0:08:43	0:04:41	0:05:31	0:06:07	0:05:17
	Travel Time ERF Concentration	Urban		0:20:09	0:20:47	0:17:14	0:17:38	0:26:03	0:16:04
		Rural		0:17:03	N/A	N/A	0:17:03	N/A	N/A
		Countywide		0:20:09	0:20:47	0:17:14	0:17:38	0:26:03	0:16:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:09:30	0:11:36	0:16:54	0:12:43	0:11:18	0:12:15	0:11:06
				n=321	n=19	n=39	n=53	n=122	n=88
		Rural	0:12:00	0:15:59	0:14:02	N/A	0:10:09	0:09:57	15:59
				n=9	n=2	n=0	n=3	n=2	n=2
	Total Response Time ERF Concentration	Countywide		0:11:39	0:16:21	0:12:43	0:11:18	0:12:15	0:11:06
				n=330	n=21	n=39	n=56	n=124	n=90
		Urban	0:24:00	0:29:17	0:27:03	0:31:39	0:24:02	0:31:22	22:14
				n=27	n=3	n=7	n=3	n=3	n=11
		Rural	0:25:00	0:25:31	N/A	N/A	0:25:31	N/A	N/A
				n=1	n=0	n=0	n=1	n=0	n=0
		Countywide		0:29:17	0:27:03	0:31:39	0:25:31	0:31:22	22:14
				n=28	n=3	n=7	n=4	n=3	n=11

(High Risk) Hazmat – HM-HR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:06:37	0:06:27	N/A	0:07:51	5:09	5:55	
		Rural		0:05:36	0:02:34	0:05:10	N/A	N/A	N/A	
		Countywide		0:06:37	0:06:27	0:05:10	0:07:51	5:09	5:55	
Turnout Time Turnout Time 1st Unit		Urban		0:02:01	0:01:45	N/A	0:02:28	2:06	2:03	
		Rural		0:02:52	0:02:52	0:03:29	N/A	N/A	N/A	
		Countywide		0:02:01	0:01:45	0:03:29	0:02:28	2:06	2:03	
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:06:03	0:05:53	N/A	0:05:31	6:09	4:19	
		Rural		0:17:45	0:05:52	0:17:45	N/A	N/A	N/A	
		Countywide		0:06:03	0:05:53	0:17:45	0:05:31	6:09	4:19	
	Travel Time ERF Concentration	Urban		0:26:06	N/A	N/A	N/A	N/A	2:06	
		Rural		N/A	N/A	N/A	N/A	N/A	N/A	
		Countywide		0:26:06	N/A	N/A	N/A	N/A	2:06	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:09:30	0:11:15	0:10:29	N/A	0:13:17	10:19	10:27
					n=79	n=22	n=0	n=6	n=30	n=21
		Rural		0:12:00	0:24:50	0:09:26	0:24:50	N/A	N/A	N/A
					n=3	n=1	n=2	n=0	n=0	n=0
		Countywide			0:11:15	0:10:29	0:24:50	0:13:17	10:19	10:27
					n=82	n=23	n=2	n=6	n=30	n=21
	Total Response Time ERF Concentration	Urban		0:34:00	0:34:40	N/A	N/A	N/A	N/A	10:40
					n=11	n=0	n=0	n=0	n=0	n=11
		Rural		0:35:00	0:33:22	N/A	0:33:22	N/A	N/A	N/A
					n=1	n=0	n=1	n=0	n=0	n=0
		Countywide			0:34:40	N/A	0:33:22	N/A	N/A	10:40
					n=12	n=0	n=1	n=0	n=0	n=11

(Special Risk) Hazmat – HM-SR - 90th Percentile Times - Baseline Performance			Benchmark Target	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:04:04	0:02:28	0:04:52	0:03:33	4:15	4:03
		Rural		0:09:03	0:03:01	N/A	0:04:37	9:03	1:46
		Countywide		0:04:36	0:03:01	0:04:52	0:04:37	4:36	4:03
Turnout Time Turnout Time 1st Unit		Urban		0:02:08	0:01:57	0:02:01	0:02:20	2:15	2:14
		Rural		0:02:55	0:01:16	N/A	0:02:55	6:41	2:01
		Countywide		0:02:10	0:01:57	0:02:01	0:02:20	2:18	2:14
Travel Time	Travel Time 1st Unit Distribution	Urban		0:06:44	0:07:12	0:05:43	0:04:57	7:01	5:54
		Rural		0:10:41	0:00:43	N/A	0:09:35	10:41	2:31
		Countywide		0:07:00	0:07:12	0:05:43	0:05:29	7:01	5:54
	Travel Time ERF Concentration	Urban		0:22:22	0:14:33	0:22:14	0:18:33	0:22:22	0:27:04
		Rural		N/A	N/A	N/A	N/A	N/A	15:22
		Countywide		0:22:22	0:14:33	0:22:14	0:18:33	0:22:22	0:27:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:10:45	0:10:45	0:10:03	0:10:51	0:11:42	0:11:10	0:10:30
				n=118	n=16	n=14	n=21	n=29	n=38
		Rural	0:17:00	0:20:53	0:04:15	N/A	0:15:37	0:20:53	0:05:19
				n=5	n=1	n=0	n=1	n=2	n=1
	Total Response Time ERF Concentration	Countywide		0:10:57	0:10:03	0:10:51	0:13:09	11:48	0:10:30
				n=123	n=17	n=14	n=22	n=31	n=39
		Urban	0:35:00	0:30:23	0:24:42	0:19:23	0:37:03	0:30:23	0:23:56
				n=20	n=2	n=1	n=3	n=10	n=4
		Rural	0:25:00	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0
		Countywide		0:30:23	0:24:42	0:19:23	0:37:03	0:30:23	0:23:56
				n=20	n=2	n=1	n=3	n=10	n=4

(Special Risk) Technical Rescue – TR-SR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:06:32	0:07:16	0:07:49	0:05:00	0:05:52	0:05:18
		Rural		0:09:20	0:04:26	N/A	0:08:30	0:04:08	0:09:20
		Countywide		0:06:32	0:07:16	0:07:49	0:08:30	0:05:52	0:06:32
Turnout Time Turnout Time 1st Unit		Urban		0:03:44	0:03:26	0:04:07	0:03:52	0:03:59	0:03:01
		Rural		0:04:25	0:04:25	N/A	0:03:07	0:03:49	0:08:53
		Countywide		0:03:52	0:04:10	0:04:07	0:03:51	0:03:59	0:03:08
Travel Time	Travel Time 1st Unit Distribution	Urban		0:07:04	0:08:03	0:05:41	0:05:27	0:07:27	0:07:04
		Rural		0:09:02	0:07:25	N/A	0:07:43	0:08:22	0:09:02
		Countywide		0:07:27	0:08:21	0:05:41	0:06:49	0:08:22	0:07:53
	Travel Time ERF Concentration	Urban		0:22:39	0:19:52	0:17:50	0:12:28	0:22:39	0:10:08
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:22:39	0:19:52	0:17:50	0:12:28	0:22:39	0:10:08
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:11:00	0:12:00	0:11:12	0:11:09	0:10:50	0:12:03
					n=59	n=10	n=8	n=13	n=15
		Rural		0:17:00	0:18:28	0:12:22	N/A	0:16:39	0:14:45
					n=7	n=1	n=0	n=2	n=3
		Countywide			0:13:02	0:12:22	0:11:09	0:11:28	0:14:45
					n=66	n=11	n=8	n=15	n=16
	Total Response Time ERF Concentration	Urban		0:38:00	0:38:50	0:28:03	0:24:17	0:22:22	0:32:23
					n=8	n=2	n=1	n=1	n=3
		Rural		0:45:00	N/A	N/A	N/A	N/A	N/A
					n=0	n=0	n=0	n=0	n=0
		Countywide			0:38:50	0:28:03	0:24:17	0:22:22	0:32:23
					n=8	n=2	n=1	n=1	n=3

(Moderate Risk) Water/Ice Rescue – WIR-MR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:08:33	0:09:30	0:06:59	0:10:03	8:27	7:06
		Rural		0:06:11	0:05:28	0:08:37	0:10:53	5:33	3:26
		Countywide		0:08:27	0:09:30	0:06:59	0:10:03	8:17	6:46
Turnout Time Turnout Time 1st Unit		Urban		0:03:00	0:02:40	0:02:50	0:03:00	2:38	3:17
		Rural		0:03:44	0:03:58	0:03:22	0:03:14	3:42	4:11
		Countywide		0:03:13	0:02:50	0:02:54	0:03:08	3:11	3:46
Travel Time	Travel Time 1 st Unit Distribution	Urban		0:09:34	0:08:58	0:09:17	0:15:18	8:57	7:55
		Rural		0:12:23	0:12:28	0:11:37	0:15:13	12:52	9:25
		Countywide		0:10:46	0:09:34	0:09:59	0:15:18	11:43	9:25
	Travel Time ERF Concentration	Urban		0:16:24	0:16:25	0:20:03	0:13:59	15:12	19:33
		Rural		0:22:09	0:15:09	0:18:20	0:25:44	22:23	18:44
		Countywide		0:19:33	0:16:25	0:20:03	0:22:09	20:45	19:33
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:16:45	0:17:55	0:16:23	0:15:15	0:26:09	0:16:10	0:15:34
				n=137	n=23	n=37	n=44	n=16	n=17
		Rural	0:17:00	0:19:29	0:17:57	0:23:18	0:20:25	0:18:42	0:13:54
				n=39	n=9	n=7	n=12	n=8	n=3
	Total Response Time ERF Concentration	Countywide		0:18:42	0:16:42	0:17:55	0:24:57	0:18:09	0:15:29
				n=176	n=32	n=44	n=56	n=24	n=20
		Urban	0:24:30	0:26:24	0:31:40	0:25:06	0:21:30	0:25:01	0:27:48
				n=36	n=4	n=7	n=11	n=8	n=6
		Rural	0:29:00	0:29:20	0:22:51	0:27:53	0:29:39	0:30:39	0:25:14
				n=21	n=1	n=5	n=7	n=6	n=2
		Countywide		0:27:48	0:31:40	0:25:06	0:29:20	0:25:22	0:27:48
				n=57	n=5	n=12	n=18	n=14	n=8

(High Risk) Water/Ice Rescue – WIR-HR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:07:02	0:07:02	0:11:31	N/A	N/A	N/A	
		Rural		0:07:11	0:06:01	0:06:55	0:09:53	0:03:00	7:13	
		Countywide		0:07:11	0:07:02	0:07:05	0:09:53	0:03:00	7:13	
Turnout Time Turnout Time 1st Unit		Urban		0:02:49	0:01:54	0:04:14	N/A	N/A	2:00	
		Rural		0:03:39	0:02:26	0:03:27	0:03:52	0:04:30	3:36	
		Countywide		0:03:39	0:02:26	0:03:32	0:03:52	0:04:30	3:36	
Travel Time	Travel Time 1st Unit Distribution	Urban		0:08:31	0:08:31	0:07:16	N/A	N/A	N/A	
		Rural		0:14:46	0:10:49	0:14:32	0:14:01	13:33	22:34	
		Countywide		0:14:46	0:10:49	0:14:32	0:14:01	13:33	22:34	
	Travel Time ERF Concentration	Urban		0:26:36	0:26:36	0:15:21	N/A	N/A	N/A	
		Rural		0:30:05	N/A	0:30:49	0:24:24	N/A	0:30:04	
		Countywide		0:30:05	0:26:36	0:30:49	0:24:24	N/A	0:30:04	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:19:00	0:14:14	0:14:14	0:11:47	N/A	N/A	N/A
				n=5	n=4	n=1	n=0	n=0	n=0	
		Rural		0:20:00	0:22:48	0:16:26	0:22:48	0:22:25	17:46	0:28:37
				n=21	n=2	n=9	n=6	n=1	n=3	
		Countywide		0:22:48	0:16:26	0:21:21	0:22:25	17:46	0:28:37	
				n=26	n=6	n=10	n=6	n=1	n=3	
	Total Response Time ERF Concentration	Urban		0:30:00	0:32:20	0:32:20	0:19:25	N/A	N/A	N/A
				n=3	n=2	n=1	n=0	n=0	n=0	
		Rural		0:38:00	0:38:24	N/A	0:38:24	0:33:36	N/A	0:39:34
				n=15	n=0	n=7	n=5	n=0	n=3	
		Countywide		0:38:24	0:32:20	0:38:24	0:33:36	N/A	0:39:34	
				n=18	n=2	n=8	n=5	n=0	n=3	

(Special Risk) Water/Ice Rescue – WIR-SR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:08:06	0:07:07	0:06:38	0:10:43	8:05	3:47	
		Rural		0:06:28	0:06:28	0:07:54	0:05:49	6:00	3:51	
		Countywide		0:08:06	0:07:07	0:06:59	0:09:57	8:05	3:47	
Turnout Time Turnout Time 1st Unit		Urban		0:03:29	0:03:01	0:03:53	0:03:36	2:39	1:31	
		Rural		0:03:50	0:02:21	0:04:11	0:04:33	3:24	1:47	
		Countywide		0:03:37	0:02:59	0:03:56	0:03:53	2:54	1:33	
Travel Time	Travel Time 1st Unit Distribution	Urban		0:09:19	0:10:06	0:08:34	0:09:44	8:49	10:50	
		Rural		0:12:37	0:14:26	0:12:00	0:11:33	17:12	10:39	
		Countywide		0:11:01	0:11:03	0:10:30	0:11:33	14:10	10:50	
	Travel Time ERF Concentration	Urban		0:18:36	0:18:32	0:17:10	0:18:06	22:53	20:28	
		Rural		0:22:15	0:17:46	0:27:09	0:20:36	18:40	0:30:24	
		Countywide		0:20:28	0:18:32	0:17:52	0:20:23	22:03	0:30:24	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:10:45	0:16:45	0:16:21	0:15:11	0:17:53	0:14:57	0:17:47
				n=157	n=27	n=40	n=38	n=27	n=25	
		Rural		0:17:00	0:19:59	0:19:59	0:19:34	0:19:43	0:23:15	0:19:18
				n=76	n=8	n=18	n=18	n=18	n=14	
		Countywide		0:18:42	0:17:11	0:16:54	0:19:30	0:20:03	0:19:06	
				n=233	n=35	n=58	n=56	n=45	n=39	
	Total Response Time ERF Concentration	Urban		0:26:30	0:26:36	0:24:22	0:24:02	0:29:23	0:25:49	0:26:36
				n=139	n=23	n=36	n=32	n=26	n=22	
		Rural		0:37:00	0:34:56	0:24:39	0:34:56	0:34:35	0:37:45	0:43:41
				n=61	n=7	n=14	n=14	n=15	n=11	
		Countywide		0:28:58	0:24:22	0:27:13	0:31:17	0:25:49	0:38:44	
				n=200	n=30	n=50	n=46	n=41	n=33	

(Moderate Risk) Bomb Squad – BS-MR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018	
Alarm Handling Pick-up to Dispatch		Urban		0:05:51	0:03:01	0:07:13	0:03:01	3:28	5:51	
		Rural		N/A	N/A	N/A	N/A	N/A	N/A	
		Countywide		0:05:51	0:03:01	0:07:13	0:03:01	3:28	5:51	
Turnout Time Turnout Time 1st Unit		Urban		N/A	N/A	N/A	N/A	N/A	N/A	
		Rural		N/A	N/A	N/A	N/A	N/A	N/A	
		Countywide		N/A	N/A	N/A	N/A	N/A	N/A	
Travel Time	Travel Time 1st Unit Distribution	Urban		0:24:41	0:15:51	0:44:00	0:24:41	13:38	19:39	
		Rural		N/A	N/A	N/A	N/A	N/A	N/A	
		Countywide		0:24:41	0:15:51	0:44:00	0:24:41	13:38	19:39	
	Travel Time ERF Concentration	Urban		0:32:09	0:09:15	0:43:56	0:32:09	0:36:39	0:26:38	
		Rural		N/A	N/A	N/A	N/A	N/A	N/A	
		Countywide		0:32:09	0:09:15	0:43:56	0:32:09	0:36:39	0:26:38	
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		1:00:00	1:03:09	0:43:39	0:58:40	0:40:48	1:29:24	1:09:29
				n=26	n=1	n=9	n=5	n=7	n=4	
		Rural		1:15:00	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0	
		Countywide			1:03:09	0:43:39	0:58:40	0:40:48	1:29:24	1:09:29
				n=26	n=1	n=9	n=5	n=7	n=4	
	Total Response Time ERF Concentration	Urban		1:30:00	1:25:28	0:48:05	1:25:28	0:56:34	1:38:51	1:13:08
				n=26	n=1	n=9	n=5	n=7	n=4	
		Rural		2:00:00	N/A	N/A	N/A	N/A	N/A	N/A
				n=0	n=1	n=0	n=0	n=0	n=0	
		Countywide			1:25:28	0:48:05	1:25:28	0:56:34	1:38:51	1:13:08
				n=26	n=1	n=9	n=5	n=7	n=4	

(High Risk) Bomb Squad – BS-HR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling Pick-up to Dispatch		Urban		0:20:03	0:01:59	0:20:03	N/A	N/A	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:20:03	0:01:59	0:20:03	N/A	N/A	N/A
Turnout Time Turnout Time 1st Unit		Urban		0:03:28	0:03:30	0:01:40	N/A	N/A	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:03:28	0:03:30	0:01:40	N/A	N/A	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban		0:30:37	0:30:37	0:07:33	N/A	N/A	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:30:37	0:30:37	0:07:33	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban		0:10:34	0:05:35	0:10:34	N/A	N/A	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:10:34	0:05:35	0:10:34	N/A	N/A	N/A
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:40:00	0:45:31	0:45:31	0:28:14	N/A	N/A
				n=3	n=2	n=1	n=0	n=0	n=0
		Rural		0:45:00	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0
		Countywide			0:45:31	0:45:31	0:28:14	N/A	N/A
				n=3	n=2	n=1	n=0	n=0	n=0
	Total Response Time ERF Concentration	Urban		0:01:00	1:33:18	1:33:18	1:01:01	N/A	N/A
				n=3	n=2	n=1	n=0	n=0	n=0
		Rural		0:01:15	N/A	N/A	N/A	N/A	N/A
				n=0	n=0	n=0	n=0	n=0	n=0
		Countywide			1:33:18	1:33:18	1:01:01	N/A	N/A
				n=3	n=2	n=1	n=0	n=0	n=0

(Special Risk) Bomb Squad – BS-SR - 90th Percentile Times - Baseline Performance			Benchmark (Target)	FY 2018 - FY 2022	FY 2022	FY 2021	FY 2020	FY 2019	FY 2018
Alarm Handling	Pick-up to Dispatch	Urban		0:05:26	0:02:31	0:05:26	0:01:34	0:02:18	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1st Unit	Countywide		0:05:26	0:02:31	0:05:26	0:01:34	0:02:18	N/A
		Urban		0:02:36	0:01:53	0:02:34	0:02:21	0:02:36	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:02:36	0:01:53	0:02:34	0:02:21	0:02:36	N/A
Travel Time	Travel Time 1st Unit Distribution	Urban		0:18:19	0:18:19	0:11:07	0:04:47	N/A	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:18:19	0:18:19	0:11:07	0:04:47	N/A	N/A
	Travel Time ERF Concentration	Urban		0:55:33	0:19:43	0:29:27	0:16:11	0:55:33	N/A
		Rural		N/A	N/A	N/A	N/A	N/A	N/A
		Countywide		0:55:33	0:19:43	0:29:27	0:16:11	0:55:33	N/A
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban		0:45:00	0:47:18	0:21:04	0:15:57	0:08:42	0:47:18
					n=8	n=3	n=3	n=1	n=1
		Rural		1:00:00	N/A	N/A	N/A	N/A	N/A
					n=0	n=0	n=0	n=0	n=0
		Countywide			0:47:18	0:21:04	0:15:57	0:08:42	0:47:18
					n=8	n=3	n=3	n=1	n=1
	Total Response Time ERF Concentration	Urban		1:00:00	2:07:08	1:55:49	2:07:08	0:56:36	1:00:59
					n=8	n=3	n=3	n=1	n=1
		Rural		1:10:00	N/A	N/A	N/A	N/A	N/A
					n=0	n=0	n=0	n=0	n=0
		Countywide			2:07:08	1:16:36	2:07:08	0:56:36	1:00:59
					n=8	n=3	n=3	n=1	n=1

Peer Assessment Team Recommendations (1 of 3)

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
CC 2C.2: It is recommended that the department establish a process to document and report emergency response performance for each service type by first-due response area.	ACR 2019	ACR 2019: Enhanced existing report to provide capability to analyze and compare performance within the granular first due box area RMZs. (See 2019 ACR for exhibit)	
CC 2C.5: It is recommended that in identifying response time components the department ensure the incident call type accurately reflects what was found by the first due unit.	ACR 2019	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	ACR 2020: Completed with the issuance of the updated Document Policy No. 06-02AM on 3/16/20. (See 2020 ACR for exhibit)	
PI 2A.5 Recommendation: It is recommended that the department develop a methodology to record data related to human and physical assets preserved and/or saved.	ACR 2019	ACR 2022: Exhibit #27	

Peer Assessment Team Recommendations (2 of 3)

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.	ACR 2019	ACR 2022: Exhibit #22	
PI 6F.5: It is recommended that the department formalize a process for both distribution and recovery of all issued equipment.	ACR 2019	ACR 2021 see Exhibit #19, page 98	
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.	ACR 2019	ACR 2022 Exhibit #23	
PI 8A.5: It is recommended that the department encourage professional credentialing as a component of the command and staff development program.	ACR 2019	ACR 2021 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.	ACR 2019	ACR 2022 Exhibit #24	
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 ensure consistent and reliable communications effectively support field units.	ACR 2019	ACR 2022 Exhibit #26	

Peer Assessment Team Recommendations (3 of 3)

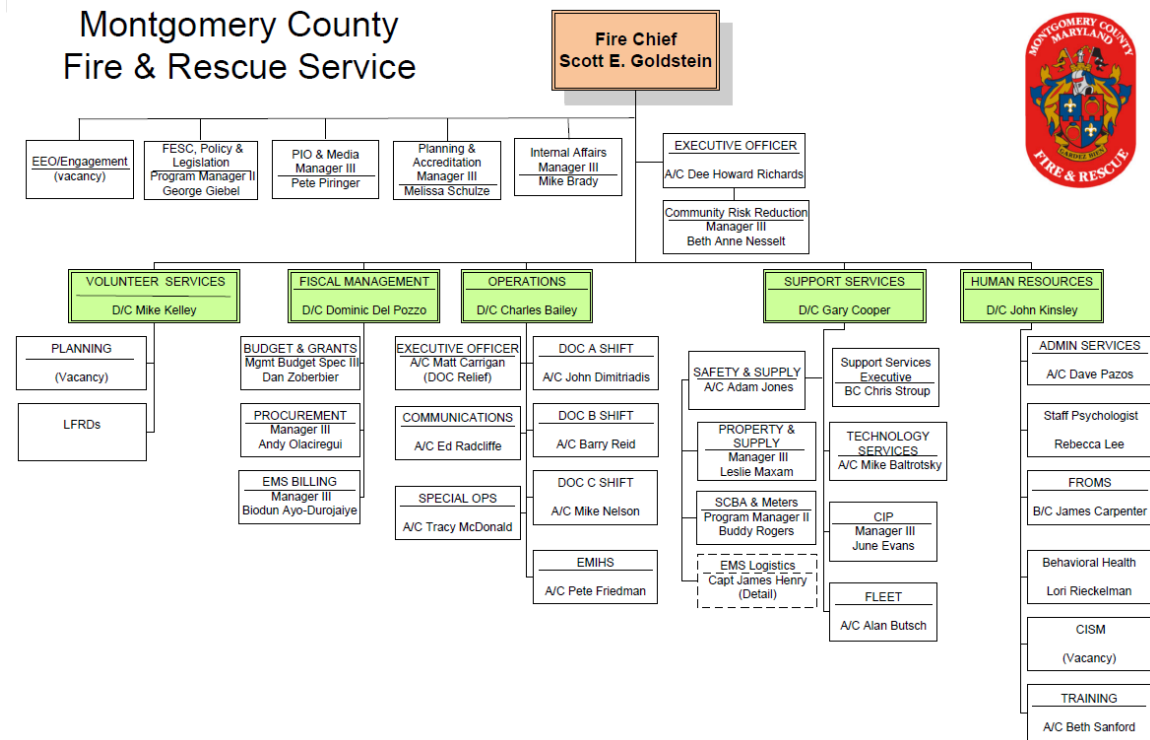
PI 9B.7: It is recommended the department explore, analyze, and implement steps to reduce call processing time.	ACR 2019	ACR 2021 see Exhibits #22a & 22b. Efforts to reduce call processing time remain ongoing.	
PI 9C.7: It is recommended that the department develop a policy on record retention and destruction in accordance with all applicable rules and requirements.	ACR 2019 Progress Exhibit #25		
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.	ACR 2019	ACR 2021 see Exhibit	

Exhibit List

- [Exhibit #1:](#) Updated Organizational Chart
- [Exhibit #2:](#) Five new tractor-drawn aerials in service
- [Exhibit #3:](#) New Laytonsville VFD Engine Tanker 717
- [Exhibit #4:](#) Groundbreaking of new Fire Station 35 to replace temporary building
- [Exhibit #5:](#) BCC Rescue Squad terminates MOU with DC Fire & EMS Department
- [Exhibit #6:](#) Service adjustments as COVID positivity rates increased
- [Exhibit #7:](#) CC 5B.3 CY21 Life Safety Public Education Program Appraisal
- [Exhibit #8:](#) EMS Quality Management Plan
- [Exhibit #9:](#) New computers and platforms issued to MCFRS members/stations
- [Exhibit #10:](#) BCCRS A707 pilot program in effect at Fire Station 7
- [Exhibit #11:](#) Expansion of Leave-Behind Narcan Program
- [Exhibit #12:](#) CC 3D.1 Review of Goals and Objectives
- [Exhibit #13:](#) CC 5A.5 CY21 Prevention Program Appraisal
- [Exhibit #14:](#) CC 5C.5 CY21 Fire Investigation, Origin, & Cause Program Appraisal
- [Exhibit #15:](#) CC 5E.3 CY21 Fire Suppression Program Appraisal
- [Exhibit #16:](#) CC 5F.7 CY21 Emergency Medical & Integrated Health System Appraisal
- [Exhibit #17:](#) CC 5G.3 CY21 Technical Rescue Program Appraisal
- [Exhibit #18:](#) CC 5H.3 CY21 Hazardous Materials Program Appraisal
- [Exhibit #19:](#) CC 9B.10 CY21 Communications System Program Appraisal
- [Exhibit #20:](#) CC 5L.2 CY21 Urban Search & Rescue Program Appraisal
- [Exhibit #21:](#) CC 5K.2 CY 21 Wildland Fire Services Program Appraisal
- [Exhibit #22:](#) Specific Recommendation from 2018 Report re: PI 6C.3 Implemented
- [Exhibit #23:](#) Specific Recommendation from 2018 Report re: PI 7A.2 Implemented
- [Exhibit #24:](#) Specific Recommendation from 2018 Report re: PI 9A.3 Implemented
- [Exhibit #25:](#) Specific Recommendation from 2018 Report re: PI 9C.7 Progress
- [Exhibit #26:](#) Specific Recommendation from 2018 Report re: PI 9B.5 Implemented
- [Exhibit #27:](#) Specific Recommendation from 2018 Report re: PI 2A.5 Implemented

MCFRS CFAI 2022 ACR EXHIBIT #1

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



Last Updated: 03/23/2022

Page 1

[Click to go back to Agency Updates and Demographics Section](#)

MCFRS CFAI 2022 ACR EXHIBIT #2

From: Butsch, Alan <Alan.Butsch@montgomerycountymd.gov>
Sent: Monday, May 30, 2022 10:10 AM
To: Vlassopoulos, Demetrios (Jim) <Demetrios.Vlassopoulos@montgomerycountymd.gov>
Subject: RE: For FY22: Any Significant Updates or Changes in Resources (i.e. equipment, stations, apparatus, etc)?

Jimmy:

Placed in service in FY22

5 new TDAs – these are one for one replacements – the 5 that were replaced were put into the reserve fleet - [Montgomery County Fire & Rescue - Aerial \(piercemfg.com\)](https://www.piercemfg.com)

Engine Tanker 717 – LFRD purchase – replaces old ET717 [Laytonsville District Volunteer Fire Department - Montgomery County, Maryland \(ldvfd.org\)](https://www.laytonsvillevolunteerfire.org)

I expect Rescue Support Unit 714 to go in service before the end of the FY – this is a light duty rescue body on a crew cab pick-up chassis. The concept of operations is that it would take the place of Rescue Engine 714 (paired with a regular engine) when that unit goes out of service. I don't have a picture.

I am keeping my fingers crossed that we will be able to get RS703 & RS729 in service – these are one for one replacements for the existing units.

Thanks,

Alan Butsch
Assistant Chief for Fleet Operations and Support
Montgomery County Fire & Rescue Service



<https://twitter.com/mcfrsPIO/status/1465853568397815814> <https://twitter.com/mcfrsPIO/status/1465512633491238926>

[Click to go back to Agency Updates and Demographics Section](#)

MCFRS CFAI 2022 ACR EXHIBIT #3

From: Butsch, Alan <Alan.Butsch@montgomerycountymd.gov>
Sent: Monday, May 30, 2022 10:10 AM
To: Vlassopoulos, Demetrios (Jim) <Demetrios.Vlassopoulos@montgomerycountymd.gov>
Subject: RE: For FY22: Any Significant Updates or Changes in Resources (i.e. equipment, stations, apparatus, etc)?

Jimmy:

Placed in service in FY22

5 new TDAs – these are one for one replacements – the 5 that were replaced were put into the reserve fleet - [Montgomery County Fire & Rescue - Aerial \(piercemfg.com\)](http://Montgomery County Fire & Rescue - Aerial (piercemfg.com))

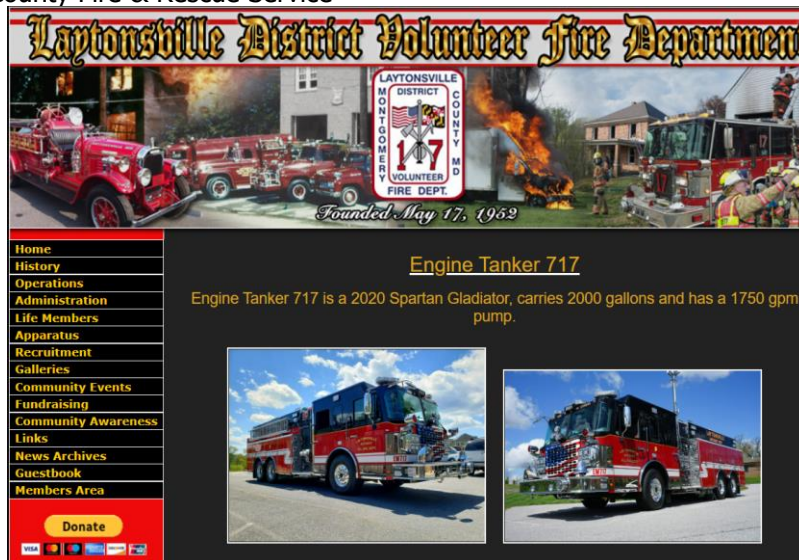
Engine Tanker 717 – LFRD purchase – replaces old ET717 [Laytonsville District Volunteer Fire Department - Montgomery County, Maryland \(ldvfd.org\)](http://Laytonsville District Volunteer Fire Department - Montgomery County, Maryland (ldvfd.org))

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I am keeping my fingers crossed that we will be able to get RS703 & RS729 in service – these are one for one replacements for the existing units.

Thanks,

Alan Butsch
Assistant Chief for Fleet Operations and Support
Montgomery County Fire & Rescue Service



<https://www.ldvfd.org/content/current/engine-tanker717.cfm>

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MCFRS CFAI 2022 ACR EXHIBIT #4

<https://www.montgomerycountymd.gov/DGS-BDC/UMC/450300.html>



Pete Piringer
@mcfrsPIO

ICYMI - Groundbreaking for @MontgomeryCoMD Clarksburg Fire Station



Montgomery Council @MoCoCouncilMD · Dec 3

After years of obstacles and planning, the @mcfrs Clarksburg Fire Station had its groundbreaking today. The new station will fit the needs of this growing community.

@mcfrsPIO @MC_Council_Katz @albornoz_gabe @ClarksburgChmbr



7:55 AM · Dec 7, 2021 · Twitter for iPhone

<https://twitter.com/mcfrsPIO/status/1468202531352420352>

<https://youtu.be/wcYHK-ETK44>

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MCFRS CFAI 2022 ACR EXHIBIT #5

[Click here to view this letter in its entirety](#)



Fire, Rescue & EMS

Serving
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Chevy Chase
NW Washington DC

5020 Battery Lane
Bethesda
Maryland 20814-2699
www.bccrs.org

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Fax: 301.656.6523
Voice Mail: 301.656.5423
Emergency MD: 911
Emergency DC: 301.652.1000

BETHESDA-CHEVY CHASE RESCUE SQUAD, INC

July 29, 2021

Via Email and First-Class U.S. Mail

John A. Donnelly, Sr.
Fire and EMS Chief
District of Columbia Fire and EMS Department
2000 14th Street, NW, 5th Floor
Washington, DC 20009

Dear Chief Donnelly:

I am writing to notify you that the Board of Directors of the Bethesda-Chevy Chase Rescue Squad, Inc. (BCCRS or Rescue Squad) voted last night to provide the District of Columbia Fire and EMS Department (DC FEMS) with notice of its intent to terminate the May 2001 Memorandum of Understanding (MOU) between the DC FEMS and BCCRS on December 31, 2021. This will end DC residents' ability to directly request our services in upper Northwest DC on January 1, 2022, and complies with the minimum sixty-day notice required in the MOU. After this date, BCCRS will continue to respond to any requests for service that are dispatched through the Montgomery County Public Safety Communications Center as part of the Council of Governments mutual aid process.

BCCRS is proud of its long service to the District of Columbia and appreciates the community's support since its founding in the District in 1937. However, a careful review of the impact of the Rescue Squad's service in DC found that operating a 10-digit emergency telephone number and providing emergency service from BCCRS to the District outside of governmental mutual aid agreements is no longer in the best interest of DC residents. This analysis considered the improvements in DC FEMS resources dedicated to EMS operations, the increasing importance of a systems approach to EMS delivery, the advent of the cell phone as a primary means of communications, and the corresponding improvements in Enhanced (and future Next Generation) 911 services. Each of these factors supports our decision.

[**Click to go back to Agency Updates and Demographics Section**](#)

MCFRS CFAI 2022 ACR EXHIBIT #6

<https://twitter.com/mcfrsPIO/status/1476034358456823808>

<https://content.govdelivery.com/accounts/MDMONTGOMERY/bulletins/303028c>



Pete Piringer
@mcfrsPIO

...

Montgomery County Fire and Rescue Service @mcfrs Makes Service Adjustments as COVID Cases Increase Among Staff @MontgomeryCoMD News Release content.govdelivery.com/accounts/MDMON... Fire Chief Scott Goldstein talks with @fox5dc @LindsayAWatts about COVID & MCFRS



10:36 PM · Dec 28, 2021 · Twitter for iPhone

[Click to go back to Agency Updates and Demographics Section](#)

[Click here to view the whole CY21 Program Appraisal applicable to CC 5B.3](#)

**FESSAM CATEGORY 5
PROGRAM APPRAISAL
*COMMUNITY RISK REDUCTION***

1. CRITERION & PROGRAM AREA

5B - Public Education

2. PERIOD OF APPRAISAL

2021

3. PROGRAM AREA MISSION STATEMENT

The Community Risk Reduction Section's mission is to make Montgomery County one of the safest communities in the nation and to protect life and property and that being "ahead of the call" and preventing emergencies before they happen is an effective CRR approach that works. This mission is accomplished by embracing the "5 E's" of safety and principles of education, engineering, enforcement, economic incentives, and emergency response. The department's Community Risk Reduction program targets high risk areas and vulnerable and/or underserved populations and we have introduced several innovative tools to support sustainable and data-driven programs that will result in safer communities.

4. PROGRAM AREA RESOURCES & INPUTS

Personnel

There were no significant changes to personnel within the Community Risk Reduction/Community Outreach section. The workload continues to be managed by the section manager, two program managers, and one part-time (contract) program manager.


MCFRS is committed to continuing education, training and professional development. The CRR team participates in on-going education and training programs as well as acquisition of certifications in the field of Community Risk Reduction and Fire and Life Safety Education. A wide range of opportunities are available to staff and include seminars, conferences, webinars, workshops, virtual and on-line classes by organizations, advocates and industry leaders across the region and Country. Training and educational opportunities includes USFA and FEMA training courses, NFPA and Code updates, the annual Mid-Atlantic Life Safety Conference, MFRI courses and Public Life Safety Educator Training seminars, National Fire Academy (NFA) courses and Maryland Weekend, Vision 20/20 Conference, as well as education and training with our public health and Code partners. Selected examples of training and certifications include:

- [USFA Introduction to Strategic Community Risk Reduction Self-Study Course](#)
- [USFA Course - Best Practices in Community Risk Reduction](#)
- [Vision 20/20 Strategic Fire - CRR Principles and Model Performance](#)
- [NFPA 1035 Certification](#)
- [National Child Passenger Technician's Course Certification](#)

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #8

[Click here to view this policy in its entirety](#)

	MONTGOMERY COUNTY FIRE AND RESCUE SERVICE	21-04AM
	Policy and Procedure	Page 1 of 9
	EMS Quality Management Plan	08/31/2021
<p>Issued by: Fire Chief Scott E. Goldstein Policy Number: 21-04AM Authority: Montgomery County Code Section 21-3 (b) and COMAR Title 30 Supersedes: Policy and Procedure 21-04 <i>EMS Quality Management Plan</i>, dated July 13, 2018. Effective Date: August 31, 2021</p> <p>SECTION 1. Purpose: To establish and define the process utilized by the Montgomery County Fire and Rescue Service (MCFRS) to evaluate system performance associated with its Emergency Medical and Integrated Healthcare Services (EMIHS), to enhance the quality of patient care and customer service provided by its personnel, and to correct any anomalies or deviation from the current standard of care.</p> <p>SECTION 2. Applicability: This policy applies to all MCFRS and Montgomery County Government personnel who are affiliated with the MCFRS EMS Operational Program.</p> <p>SECTION 3. Background: This policy meets the mandate set forth by The Code of Maryland Regulations (COMAR) 30.03.04.02 <i>Quality Assurance Plan</i>.</p> <p>SECTION 4. Definitions:</p> <ol style="list-style-type: none">Assistant Quality Assurance Officer (AQAO): Individual(s) designated by MCFRS with the concurrence of the Medical Director who is directed by the Quality Assurance Officer to manage individual QA Inquiries. AQAOs may be appointed from the following:<ol style="list-style-type: none">MCFRS operational personnelLocal Fire and Rescue Department (LFRD) personnel assigned to oversee QA activities within the specific LFRDEmergency Medical Dispatch (EMD) Quality Improvement Unit personnelCode of Maryland Regulations (COMAR): The official compilation of all administrative regulations issued by agencies of the State of Maryland. COMAR Title 30 regulates		

[Click to go back to Agency Updates and Demographics Section](#)

MCFRS CFAI 2022 ACR EXHIBIT #9 (next page too)

From: Baltrosky, Michael

Sent: Friday, February 25, 2022 11:44 AM

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

Cc: Cooper, Gary <Gary.Cooper@montgomerycountymd.gov>;
#FRS.Technology_Management
<#FRS.Technology_Management@montgomerycountymd.gov>

Subject: MCFRS Technology Updates - March 2022

Importance: High

MCFRS Membership,

Over the past several years, the MCFRS has experienced significant changes in its computing platforms. We recognize that there are many challenges with desktops and laptops provided to MCFRS personnel in both the shared (worksite shared PCs) and seat (personally assigned) platforms, which are affecting your ability to manage your individual workflow/operations effectively. Very frankly, we have recognized that many of the current platforms DO NOT meet your overall needs.

To that end, we have engaged various county government agencies and are in process of enacting the following changes over the next several months:

1. We understand and share the absolute frustration that many of you are experiencing with slow/nonfunctional computers. Rest assured we have heard you and, as a result, are **working to fix and likely replace the problematic computers in the department.**
2. Personnel with a seat (personally assigned) desktop will be transitioned to a single "mobile" platform (laptop with a docking station) in lieu of a desktop. All personnel will retain their monitor / printer setups as they exist today, however will operate on a single platform versus multiple platforms.
3. The Technology Section will be providing every station officer/commander (one setup) dual monitor for the station officer/commander office. We will be working with the station commanders to modify current set-ups.
 - a. We ask that station/worksite personnel make no changes to IT equipment setups. If changes are needed, please fill out a TSR and we will arrange the movement for you.
4. The Technology Section is evaluating the current "Visio Map Printer" situation (or lack thereof) and will be providing a consistent approach to color printing for maps throughout the system.
5. The Technology Section will begin replacing all ePCRs with a new platform and docking solution.

MCFRS CFAI 2022 ACR EXHIBIT #9 (continued)

6. The Technology Section, in conjunction with the MCP, will begin replacing all MDCs with a new platform and docking solution. This will begin this year and continue over the next several years.

***With computer replacements, we are asking ALL personnel to transition any locally (saved on the PC) files to the Microsoft OneDrive platform provided to each user. At the link below is a TechTip that will walk you through the process of moving your files.

- https://mcgov-my.sharepoint.com/:b:/g/personal/feierj_montgomerycountymd_gov/EZSI-dcXws5EhVp29qlDWwIBUR7PYeHWSrnATdSnsQ07wg?e=qd9s2r
- **We will NOT be moving shared computer profiles to the new machines.**
 - **As a reminder, personnel should be storing content in OneDrive and NOT locally on the shared machines.**
 - **If you need personalized training on this process and the TechTip is confusing for you, please fill out a TSR (category: Technology Training Site and Requests) and we will arrange training for you.**

We are asking all of you to remain patient with us as we navigate these changes. There are well over three hundred machines being replaced in one form factor or another. Again, we do understand and share in your frustration! We are addressing it and will be reaching out to station commanders and individuals as things progress.

Please feel free to contact me via your chain of command if you have any questions.

Best,
Mike

Michael Baltrosky
Assistant Chief
Technology Section Chief
Montgomery County Fire & Rescue Service

[Click to go back to Agency Updates and Demographics Section](#)

MCFRS CFAI 2022 ACR EXHIBIT #10

From: Fire DOC Mailbox <Fire.DOCMailbox@montgomerycountymd.gov>
Sent: Tuesday, June 8, 2021 10:37 AM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Cc: oc700@mocofire.com
Subject: RE: A707 Pilot Project

Clarification provided on weekend hours... BCCRS' weekend shifts start at 0800 hours...

From: Fire DOC Mailbox <Fire.DOCMailbox@montgomerycountymd.gov>
Sent: Tuesday, June 8, 2021 9:58 AM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Cc: oc700@mocofire.com
Subject: A707 Pilot Project

On behalf of Fire Chief Scott Goldstein, along with BCCRS Chief Ned Sherburne, I am pleased to announce that BCCRS will begin a six-month pilot project operating A/M707 beginning July 4, 2021.

*BCCRS will reassign staffing currently used for a 2nd BLS transport unit at R1 to A/M707. A new 2021 Freightliner/PL Custom BCCRS ambulance has been received and will be assigned to run as A/M707. The unit will be staffed by BCCRS personnel from 0700-2300 M-F **(0800-2300 weekends)**. The personnel and the unit will return to R1 overnight and the staff will be moved to cover a 2nd ambulance overnight which will operate from R1. ALS service will continue on ALS741 (M-F daytime) and M741 (nights and weekends) at R1 during the pilot. The unit at Station 7 will be capable of operating as an ALS unit when ALS staffing is available. MCFRS, CCFD and BCCRS personnel will review response data and other metrics in October 2021 and determine whether or not to continue service after the test period concludes.*

Questions can be addressed through your chain of command.

Division Chief John Kinsley, MS, EFO
Montgomery County Fire & Rescue Service
Division of Operations

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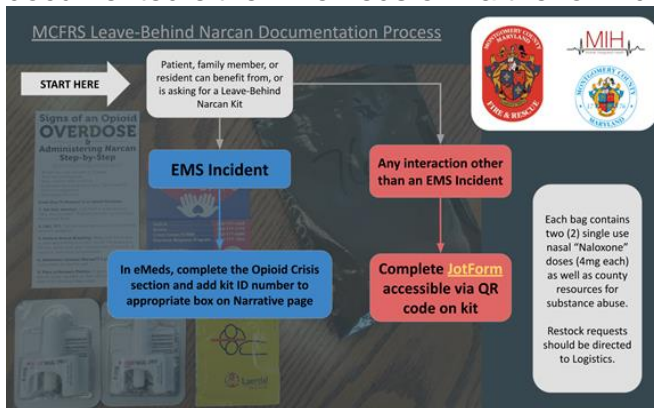
MCFRS CFAI 2022 ACR EXHIBIT #11

From: EMIHS Announcements <EMIHSAnnouncements@montgomerycountymd.gov>
Sent: Monday, August 9, 2021 3:36 PM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Subject: Leave-Behind Narcan Program Expansion

Montgomery County is experiencing a drastic increase in opioid-related deaths. Fatalities in the county due to fentanyl overdose rose over 34% percent from 2019 to 2020. Maryland Department of Health, Montgomery County Health and Human Services, and MCFRS are partnering to get Narcan out into the community so that it can reach overdose victims quickly.

Effective this week, pre-assembled kits will be placed on all front-line apparatus and in every firehouse. These kits include two (2) 4mg doses of Naloxone (nasal administration Narcan), administration instructions, a face mask, and literature about county resources for those suffering from addiction. Each kit is in a red bag labeled with the Montgomery County logo. They include a label with a QR code to [this website](#) and are marked with an identification code (example "A22").

Kits can be given out to whoever wants or needs one. They do not have to be connected to an overdose call or even to an incident. The goal is to get as much Narcan out into the community as possible, so please distribute the kits to anyone who asks for one or could benefit from one. Kit distribution should be documented either in eMeds or via the form depending on distribution method:



<https://sites.google.com/view/mcfrsnarcan/home>

Questions should be directed to Avital Graves: avital.graves@montgomerycountymd.gov

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

[Click to go back to Agency Updates and Demographics Section](#)

MCFRS CFAI 2022 ACR EXHIBIT #12 [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.

-----Original Appointment-----

From: Howard Richards, Dorcus <Dorcus.Howard@montgomerycountymd.gov>

Sent: Monday, November 8, 2021 10:01 PM

To: #FRS.M3; #FRS.Division Chiefs; #FRS.ASSISTANT CHIEFS

Cc: Goldstein, Scott; Mention, Reginald

Subject: Managers' Masterplan Meeting

When: Tuesday, November 16, 2021 10:30 AM-3:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: PSHQ - 1st floor conference room

All,

As many of you probably know, the MCFRS 2016-2022 Fire, Rescue, Emergency Medical Services and Community Risk Reduction Master Plan expires June 30, 2022. A special workgroup recently collaborated to review the department's mission and vision, and to outline a framework upon which the next six-year plan would be based. We are now at the point where all our chief officers and managers are needed to build out the objectives and strategies that will be taken to accomplish our mission and achieve the priorities and vision of MCFRS. This is a team effort, and we'll need everyone's participation in person, as we move forward in the development of our next comprehensive plan for MCFRS.

It is the expectation of the Fire Chief that all invitees attend this meeting in person. If unable to attend in person, please make your reasons known in writing to Assistant Chief Dee Howard Richards prior to the start of the November 16th meeting. Additionally, should you wish to invite a member of your administrative team who is at the rank of Battalion Chief and hirer, please do so.

Lunch will be provided so, kindly RSVP no later than 1700 hours on Friday, November 12th.

For questions or concerns about the scheduling of this meeting contact Assistant Chief Dee Howard Richards at 240.753.9545 or dorcus.howard@montgomerycountymd.gov.

Dorcus (Dee) W. Howard Richards, Assistant Chief
Montgomery County Fire and Rescue Service
Executive Officer / Office of the Fire Chief
100 Edison Park Drive; 2nd Floor Gaithersburg, Maryland 20878
240.753.9545 cell
240.777.2285 office
dorcus.howard@montgomerycountymd.gov

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #13 [CC 5A.5]

[Click here to view the CY21 Criterion 5A Prevention Program Appraisal](#)

FESSAM CATEGORY 5 PROGRAM APPRAISAL *FIRE PREVENTION & CODE COMPLIANCE*

1. CRITERION & PROGRAM AREA

5A - Prevention Programs

2. PERIOD OF APPRAISAL

CY 2021

3. PROGRAM AREA MISSION STATEMENT

The [Division of Fire Prevention and Code Compliance](#) (FPCC) within the Department of Permitting Services 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.

The Fire Code Compliance Program is responsible for ensuring public safety through the enforcement of the National Fire Codes and Standards; the Montgomery County Fire Code; and the Maryland State Fire Prevention Codes in existing buildings. This program issues Fire Code Compliance permits and performs preventive inspection for businesses, schools, multi-family buildings, healthcare facilities, places of worship and all other commercial buildings or occupancies. This program also responds to and investigates code violations through a complaints program.

4. PROGRAM AREA RESOURCES & INPUTS

There was no change to the number of managers, engineers, inspectors, or reviewers. However, to better serve our customers and streamline inspection services, FPCC hired three contractors last year to serve in an administrative capacity for the program. They issue Fire Code Compliance permits, calculating permit fees, and sending emails to customers to inform them they are out of compliance. Additionally, they support the inspection staff by linking fire protection system inspection, maintenance, and testing documentation to each building in the system. This documentation is sent in by the customer via email and needs to be uploaded into the document management system by address. This documentation is required for compliance and is reviewed by the fire inspector. Any deficiencies or impairments noted in the documentation is followed up with a notice of violation and correction order. The contractors are able to process, on average, 2,000 fire code compliance permits per month.

In 2021, the State adopted "Kari's Law," which requires buildings with multi-telephone line systems to ensure that users do not need to dial a prefix when calling "9-1-1". Fire Code inspectors reviewed over 500 occupancies for compliance with the new law. This number is expected to increase as inspectors continue to inquire on all building inspections.

5. PROGRAM AREA OUTPUT, OUTCOMES & IMPACT

In 2021, approximately 27,200 inspections were completed. This includes 2,500 requests for service from internal and external customers. Nearly 25% of requests were automatic fire alarms malfunctions, and an additional 10% were automatic suppression system activations. These numbers have been steady and coincide with the aging of systems throughout the existing building stock balanced with the introduction of new, compliant systems.

5A – CODE COMPLIANCE

1

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #14 [CC 5C.5]

[CY21 Fire Investigation, Cause, & Origin program appraisal](#) (click link & PDF pages 5-7)

FESSAM CATEGORY 5 PROGRAM APPRAISAL *FIRE & EXPLOSIVE INVESTIGATIONS*

1. **CRITERION & PROGRAM AREA**
5C - Fire Investigation, Origin and Cause

2. **PERIOD OF APPRAISAL**
CY 2021

3. **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.

4. **PROGRAM AREA RESOURCES & INPUTS**

Personnel

The unit, fully staffed, has a complement of 12 full-time investigators, two lieutenants, and a captain per shift. There are four shifts. Due to pending retirements, two FEI positions were advertised in 2021. The candidates completed the primary law enforcement training component by attending the Montgomery County Police Academy. However, these candidates were unable to complete the required Field Training and Evaluation Program (FTEP) and were returned to field operations, leaving the two FEI positions unfilled.

Equipment

In 2021, an additional Chevrolet Tahoe satellite response vehicle (SRV) was received and placed in service. This vehicle type has been well-received and continues to provide a more efficient work platform. FEI's SRV fleet has now been mostly updated, with the oldest front-line vehicle a 2012 model.

Grant funding secured from the National Capital Region (NCR) - MetroTech group continues to provide much-needed equipment to Montgomery County's Bomb Squad. The Telerob Telemex Hybrid package (approximately \$363k) was delivered in early 2021. This tactical robot and accessories will enhance our mitigation capabilities for hazardous explosive devices within the county and region. This robot joins a fleet of three older units and is lighter and smaller in size, increasing our ability to maneuver in urban environments. The bomb squad will use it for a variety of reasons – everything from a barricade situation to mitigating possible explosive hazards and sampling dangerous materials. It is a multipurpose tool for future bomb disposal incidents.

Training and Certification

FEI investigators maintain law enforcement and firefighter requirements/certification and complete all required training and education in fire investigations, hazardous materials, and EMS. Ten of the 12 investigators are cross trained as bomb technicians; another investigator will apply to HDS in 2022.

Legal Requirements

In early CY21, the Maryland State Legislature approved the law that requires the use of body worn

5C - FEI

1

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #15 [CC 5E.3]

[CY21 Fire Suppression program appraisal](#) (click link & PDF pages 8-11)

FESSAM CATEGORY 5 PROGRAM APPRAISAL *FIRE SUPPRESSION*

1. CRITERION & PROGRAM AREA

5E - Fire Suppression

2. PERIOD OF APPRAISAL

CY2021

3. 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.

4. PROGRAM AREA RESOURCES & INPUTS

MCFRS' existing structural firefighting force is qualified in the all-hazards mission of the department. In accordance with [Montgomery County Executive Regulation 16-05](#), there are 1,188 active career and 817 active volunteers certified on the Integrated Emergency Command Structure (IECS) [list](#).¹

In 2021, MCFRS graduated two recruit classes, adding 62 career personnel to the department.

For more specifics and organizational details:

- [MCFRS Organizational Chart](#)
- [MCFRS Division of Operations](#)
- [2022 Battalion Roster](#)

Firefighting personnel respond from 37 fire/rescue stations within Montgomery County. There are also five federal fire departments that provide automatic aid in the County. The County finally broke ground on the much anticipated [Fire Station 35](#) in Clarksburg, which is expected to be completed within the next two years.

Frontline apparatus staffing is guided by [Policy 25-08AMII](#), and includes the following:

- 35 paramedic engines
- 15 aerial ladder trucks
- 6 rescue squads (heavy extrication capable)
- 13 brush trucks
- 4 brush engines
- 8 tankers

¹ As of 4/11/2022.

[Click to go back to Core Competency Compliance section](#)

[CY21 Emergency Medical & Integrated Health Services program appraisal](#)
(click link & PDF pages 12-17)

FESSAM CATEGORY 5
PROGRAM APPRAISAL
EMERGENCY MEDICAL & INTEGRATED HEALTHCARE
SERVICES

1. CRITERION & PROGRAM AREA

5F – Emergency Medical Services

2. PERIOD OF APPRAISAL

CY2021

3. 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.

4. PROGRAM AREA RESOURCES & INPUTS

- [Personnel](#)
 - There were significant changes to personnel inside of EMIHS Section Staff:
 - *New Assistant Chief*
 - *Retirement of Quality Assurance Captain*
 - *Promotion of Quality Improvement Captain*
- [SOPs and Protocols](#)
 - Published five Fire Chief's General Orders
 - 21-03 *Credentialing of ALS Clinicians*
 - 21-04 *EMS Affiliation*
 - 21-07 *Novel Hazard Briefing*
 - 21-08 *Cots and Stair Chairs*
 - 21-09 *Clinical Practice Guidelines*
 - Published four Clinical Practice Guidelines
 - Updated and published Policy 21-04AM EMS *Quality Management Plan*
- Training and Certifications
 - Published twelve "5 Minute drills" for station personnel

5. PROGRAM AREA OUTPUT, OUTCOMES & IMPACT

All aspects of emergency medicine are surveilled and measured on both monthly and yearly bases for variation. The data is aggregated and presented within Power BI. This is a view of the [monthly detailed dataset](#), which is reviewed by EMS Section and MCFRS leadership.

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #17 [CC 5G.3]

[CY21 Technical Rescue program appraisal](#) (click link & PDF pages 18-29)

FESSAM CATEGORY 5 PROGRAM APPRAISAL *TECHNICAL RESCUE*

1. CRITERION & PROGRAM AREA

5G - Technical Rescue

2. PERIOD OF APPRAISAL

CY2021

3. 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.

4. PROGRAM AREA RESOURCES & INPUTS

Personnel

The number of tech rescue team members and paramedics, swiftwater boat crew, operations level boat operators and crew, and utility task vehicle drivers increased in 2021.

Technical Rescue Team Officers (TRTo) - 22
Technical Rescue Team Members (TRTm) - 99
Technical Rescue Team Paramedic (TRTp) - 11
Technical Rescue Team Trainee (TRT-tr) - 20
Swift Water Task Force Leaders - 2
Swift Water Officers - 10
Swift Water Boat Operators (SWbo) - 28
Swift Water Boat Crew (SWbc) - 75
Swift Water Trainee (SWTR-tr) - 18
Operations Level Boat Operators - 136
Operations Level Boat Crew - 247
Utility Task Vehicle Driver - 168

Equipment & other resources

- Continued to have significant struggles getting PPE due to COVID supply chain disturbances
- Inclusion of the Rapid Response Boat platform increased victim safety and rescuer efficiency.
- Continued and expanded GPS use and data collection for water-based incidents.
- Upgraded Side Scan Sonar units on SW710, SW714, and SW730 to Garmin units that provide better imaging and clearer victim acquisition capabilities.
- Changes to EFD/EMD and the IRP have affected response volume and usage of Technical Rescue resources.

5G – TECHNICAL RESCUE

1

[Click to go back to Core Competency Compliance section](#)

[CY21 Hazardous Materials program appraisal](#) (click link & PDF pages 30-33)

**FESSAM CATEGORY 5
PROGRAM APPRAISAL
*HAZARDOUS MATERIALS***

1. CRITERION & PROGRAM AREA

5H - Hazardous Materials Incident Response Team

2. PERIOD OF APPRAISAL

CY2021

3. 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. The 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 the release of hazardous materials.

4. PROGRAM AREA RESOURCES & INPUTS

Personnel

The Hazardous Materials Incident Response Team is stationed at Fire Stations 7 and 28. Each station is staffed daily with four hazardous materials technicians and one hazardous materials officer. Three additional hazardous materials technicians also staff Engine 720 and two hazardous materials technicians staff Fire Station 25. In addition, there is a decontamination unit assigned to Fire Station 20 for the purpose of large-scale personnel decontamination. The Hazardous Materials Incident Response Team is managed by the Hazardous Materials Battalion Chief assigned to Special Operations.

The number of hazmat team members has increased since last year:

Hazardous Materials Officers – 16

Hazardous Materials Team Members – 103

Hazardous Materials Team Trainee – 26

- 10 personnel completed Hazmat Team member checkoffs (new or returning members)
- 1 personnel completed Hazmat Officer checkoffs

Equipment

In 2021, the Hazmat Team removed obsolete metering equipment from inventory and enhanced personnel's knowledge, skills, and abilities of all front-line meters and equipment. The team also improved the workflow between field personnel and the MCFRS meter shop for handling hazmat meters and made process enhancements between MCFRS Spec Ops Logistics and Hazmat Station Personnel for equipment inventory supply, repairs, and replacement.

[Click to go back to Core Competency Compliance section](#)

[CY21 Communications System program appraisal](#) (click link & PDF pages 45-47)

**FESSAM CATEGORY 9
PROGRAM APPRAISAL
COMMUNICATIONS**

1. CRITERION & PROGRAM AREA

9B - Communications

2. PERIOD OF APPRAISAL

2021

3. 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.

4. PROGRAM AREA RESOURCES & INPUTS

The Emergency Communications Section is located at the Public Safety Communications Center (PSCC), which is managed by the Montgomery County Police Department (MCPD). 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.

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. A dedicated CAD System manager is also employed by the MCFRS to maintain the Fire & Rescue portions of the CAD system. Each uniformed FRS Dispatcher and Supervisor is trained on the P25 radio system, CAD and VESTA phone system.

5. PROGRAM AREA OUTPUT, OUTCOMES & IMPACT

In 2021, the ECC dispatched 122,329 calls. The impact of the ECC on the residents of Montgomery County continues to be very positive. High priority calls continue to be dispatched efficiently using the P1 CAD. Universal call taking has provided a more consistent product for the people calling 911. CAD2CAD has improved communications and streamlined the mutual aid process and is continually being evaluated to maximize efficiency.

The County Executive has mandated the MCPD and MCFRS move forward with the consolidation of all ECC 911 call taking and dispatching under the MCPD by the end of CY2024. All 911 call-taking is handled by MCPD communications personnel; MCFRS is only responsible, and has control of, the time the incident is created (pending) to the time it is dispatched.

Overall, phone to dispatch times of first arriving units to ALS and fire full assignment (FFA) calls decreased in 2021. However, phone to dispatch times on Echo calls increased in CY21. The 14-second increase is likely due to the constant training of new MCPD employees who are not as proficient in call processing.

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #20 [CC 5L.2]

[CY21 Urban Search and Rescue program appraisal](#) (click link & PDF pages 38-44)

FESSAM CATEGORY 5 PROGRAM APPRAISAL *URBAN SEARCH & RESCUE (MD-TF1)*

1. CRITERION & PROGRAM AREA

5L – Other Programs

2. PERIOD OF APPRAISAL

CY 2021

3. PROGRAM MISSION STATEMENT

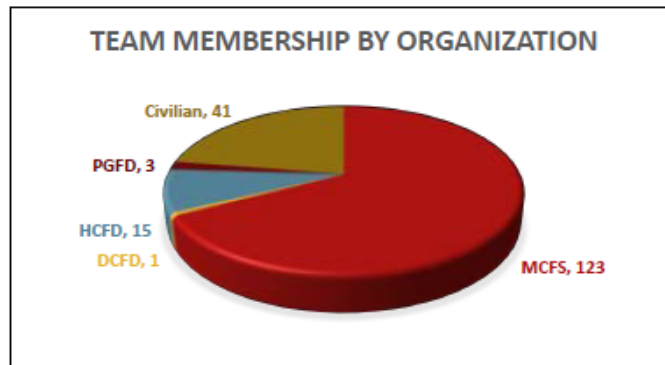
Mission of Maryland Task Force One

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; to become a visionary in situational needs assessment and development of deployment strategies and tactics; to provide cutting-edge training and member preparation; to maintain well-prepared members and equipment to deploy to the worst possible disaster scenario; to cultivate members 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.

4. PROGRAM RESOURCES & INPUTS

Team membership breakdown

• Montgomery County Fire & Rescue (MCFRS):	123
• Civilians (Physicians, Engineers, Police, Other Professionals)	41
• Prince George’s Fire Dept (PGFD):	3
• District of Columbia Fire Dept (DCFD):	1
• Howard County Fire Dept (HCFD):	15



Although the number of members from MCFRS declined slightly from last year due to promotions, retirements, and disabilities of personnel, the team has increased the number of personnel from other jurisdictions, which offers more flexibility in deployments and lessens the impact on MCFRS, allowing for more in-county personnel from the team to respond to local emergencies during MD-TF1 deployments.

5L - US&R

1

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #21 [CC 5K.2]

[CY21 Wildland Fire Services program appraisal](#) (click link & PDF pages 34-37)

FESSAM CATEGORY 5 PROGRAM APPRAISAL WILDLAND FIRE PROGRAM

1. CRITERION & PROGRAM AREA

5K - Wildland Fire Services

2. PERIOD OF APPRAISAL

CY2021

3. 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 the readiness of the Montgomery County Fire and Rescue Service to mitigate, prevent and respond to wildland fires.

4. PROGRAM AREA RESOURCES & INPUTS

MCFRS' existing structural firefighting force is qualified in the all-hazards mission of the department. In accordance with [Montgomery County Executive Regulation 16-05](#), there are 1,188 active career and 817 active volunteers certified on the Integrated Emergency Command Structure (IECS) [list](#).¹

For more specifics and organizational details:

- [MCFRS Organizational Chart](#)
- [MCFRS Division of Operations](#)
- [2022 Battalion Roster](#)

Firefighting personnel respond from 37 fire/rescue stations within Montgomery County. There are also five federal fire departments that provide automatic aid in the County.

The department has a fleet of firefighting resources, not officially typed with any recognized resource management system (e.g., NWCG), including:

- 35 paramedic engines
- 4 brush engines
- 13 brush trucks
- 8 tankers/tenders (3,000 gallons or more each)

In addition to structural firefighting apparatus, off-road four-wheel drive apparatus are available and contribute to program success.

Firefighting personnel responding to wildland fires are trained to Firefighter I and Firefighter II levels, based on NFPA 1001, *Standard for Fire Fighter Professional Qualifications*. Students receive 3 1/2 hours of classroom training in wildland fire fighting, but no practical exercises. At the current time, MFRI does not have a practical portion for Lesson 3-2 of the Fire Fighter I course. NIMS ICS 100 and ICS 700 are also required.

¹ As of 4/11/2022.

[Click to go back to Core Competency Compliance section](#)

MCFRS CFAI 2022 ACR EXHIBIT #22

Specific Recommendation complete from 2018 Peer Assessor report surrounding PI 6C.3

[Click here to view the 2021 Apparatus Specification Manual which will now be used in conjunction to the Acquisition of Fire and Rescue Apparatus policy to provide clear direction in the criteria for acquiring new apparatus.](#)

Montgomery County Fire and Rescue Apparatus Specifications Manual 2021



Montgomery County Fire and Rescue Service maintains a large fleet of varying types of apparatus to support the mission of protecting lives, property, and the environment. A general review of the apparatus specifications is included in this manual and is a reference for the EMST/508 decision process.

Montgomery County Logistics Section
Fleet Operations and Fleet Support
14935 Southlawn Lane
Rockville, MD 20850
240-777-2485

[Click to go back to Peer Team Recommendations Page 2 of 3](#)

MCFRS CFAI 2022 ACR EXHIBIT #23

Specific Recommendation complete from 2018 Peer Assessor report surrounding PI 7A.2

[MCFRS routinely analyzes staffing needs and workloads. Click here to view this memo from the Fire Chief as one example.](#)

[Click here to view the FY23 HR Division Positions Request After Their Analysis](#)



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE


Marc Elrich
County Executive

Scott Goldstein
Fire Chief

MEMORANDUM

September 03, 2021

TO: Jennifer Bryant, Director
Office of Management and Budget

FROM: Scott Goldstein, Fire Chief 
Montgomery County Fire and Rescue Service

SUBJECT: FRS Position Adjustments

This memorandum outlines a series of proposed FRS personnel adjustments. These proposed adjustments are intended to create operational and administrative efficiencies, simplify operations, and fill known gaps in system capacity with a minimal impact on the FRS personnel budget. We expect the proposed changes to have a personnel budget impact of a \$5,382.64 increase.

We make no pretense that these changes will solve all of our problems. For each of these proposed changes FRS feels that there are more ideal solutions while acknowledging that ideal solutions come at a cost. Furthermore, FRS needs to make clear that these adjustments are based on our best understanding of the operational environment as it exists today. We will continue to monitor our system health and may have to make adjustments in the future based on changes in the environment. The proposal below should be considered as part of an ongoing process of identifying low and/or no cost solutions for vexing issues.

Positions Impacted.

- Recruiting Captain, Human Resources Division, Administrative Services Section [015590]
- Operations Executive Captain, Operations Division, Operations Executive Office [017259.1]
- Operations EMIHS Executive Lieutenant, Operations Division EMS Section [015582.1]
- OSC (currently in recruitment process), Human Resources Division [3650.1]

Office of the Fire Chief

100 Edison Park Drive, 2nd Floor • Gaithersburg, Maryland 20878-3204
240-777-2486 • 240-777-0725 TTY • 240-777-2443 FAX
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MCFRS CFAI 2022 ACR EXHIBIT #24

Specific Recommendation complete from 2018 Peer Assessor report surrounding PI 9A.3

The Washington Suburban Sanitary Commission (WSSC) is by far the largest water purveyor in Montgomery County. The other two small water purveyors are the City of Rockville Water and the town of Poolesville Water and Sewer. WSSC holds routine regional fire department meetings. The Montgomery County Department of Permitting Services Fire Code Compliance office and/or MCFRS will attend these meetings.

Numerous attempts to invite Rockville and Poolesville water authorities have been made, but so far, these two small water purveyors have not committed to attend the regular WSSC meetings. MCFRS will continue to encourage them to attend the WSSC meetings in an effort to “establish a working relationship and open exchange of information and data”.

MCFRS has completed this recommendation and will continue to reach out to Rockville and Poolesville.

[Click here for an example of meeting minutes from a WSSC FD coordination meeting](#)


[Click here to view the email string with Rockville Water encouraging them to participate](#)

[Click here to view the email string with Poolesville Water & Sewer encouraging them to participate](#)

[**Click to go back to Peer Team Recommendations Page 2 of 3**](#)

MCFRS CFAI 2022 ACR EXHIBIT #25

Specific Recommendation from 2018 Peer Assessor report surrounding PI 9C.7: Progress

 Send Update	Title	Records Retention Policy Discussion		
	Required	<input checked="" type="radio"/> Pazos, David		
	Optional	<input type="radio"/> Kinsley, John		
	Start time	<input type="text" value="Tue 3/1/2022"/>	<input type="text" value="1:00 PM"/>	<input type="checkbox"/> All day <input type="checkbox"/> Time zones
	End time	<input type="text" value="Tue 3/1/2022"/>	<input type="text" value="1:30 PM"/>	Make Recurring
Location	HR Division Chief Conference Room or Shared HR/Vol. Services Conf. Rm. or Teams			

Discuss a path forward to address MCFRS' Commission on Fire Accreditation International 2018 Peer Assessment Team recommendation, which reads, "It is recommended that the department develop a policy on record retention and destruction in accordance with all applicable rules and requirements."

And which is related to performance indicator (PI) 9C.7:




PI 9C.7 Description: Public records are maintained, available, and disposed of in accordance with local, state/provincial, and federal legal mandates. Record retention and destruction are documented in accordance with an adopted procedure.

And which was written as an observation within the 2018 Accreditation Report:
Written in 2018 Accreditation Report (pages 59 of Observations):

During the fiscal year 2017 the records custodian processed 2,216 requests for records. This position was initially a part-time position and was increased to a full-time position because of the workload and demand. The department recognizes in their self-assessment the need for a policy on retention and destruction of records. It is recommended that the department develop a policy on record retention and destruction in accordance with all applicable rules and requirements.

 Accepted by Vlassopoulos, Demetrios (Jim) on 4/11/2022 4:31 PM.

Records Retention Policy - Accreditation Recommendations - Emails

Organizer	<input type="radio"/> Kinsley, John	
Time	<input type="text" value="Wednesday, April 27, 2022 8:00 AM-8:30 AM"/>	
Location	Microsoft Teams Meeting	
Response	<input checked="" type="checkbox"/> Accepted Change Response	
 SAMPLE POLICY_email-retention.pdf 70 KB	 SAMPLE POLICY Email allen ft wayne county.pdf 93 KB	 FrsDir-03-19.pdf 22 KB

Discuss 2018 CFAI recommendations

[. \(montgomerycountymd.gov\)](#) – page 11

[Section 4 \(montgomerycountymd.gov\)](#) – embedded pages 537-538

[Click to go back to Peer Team Recommendations Page 3 of 3](#)

MCFRS CFAI 2022 ACR EXHIBIT #26

Specific Recommendation complete from 2018 Peer Assessor report surrounding PI 9B.5

MONTGOMERY COUNTY, MARYLAND DEPARTMENT OF POLICE

9-1-1 Emergency Communications Center

Director Memorandum #2-2020

MEMORANDUM

To: ECC All
ECC Supplemental Staff

From: Bill Ferretti 
Director

Date: January 30, 2020

Subject: Universal Call Taking

Reference: ECC SOP OPNS 2.1 Call Taker Duties and Responsibilities

Effective February 3, 2020 at 0700, ECC is ending the practice of internal call transfers for fire and medical calls. All calls will be processed by the answering call taker. Police ECC will also assume responsibility for the supervision of all call taking at this time. Call takers should direct call questions/issues through the police call take supervisor. As needed for fire and medical related calls, the police supervisor will consult with Fire ECC.

Any call taker that is still working toward UCT assessment sign off, will be either sitting with a CTO completing their OJT hours, or dispatching. These call takers, when working overtime, will be assigned a radio, or assigned to call taking OJT until they are signed-off.

The ECC Supplemental Program will be operating as an ECC Non-Emergency Call Taking Supplemental Pilot Program. Supplemental Staff profiles have been modified to be Non-emergency only. If a caller requires fire/medical, the call taker will transfer the caller to the 911 queue (currently labeled as the POLICE button) to be addressed by a UCT.

[Click to go back to Peer Team Recommendations Page 2 of 3](#)

MCFRS CFAI 2022 ACR EXHIBIT #27

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

The following email from the Operations Division Chief documents that a process has been developed to "record data related to human and physical assets preserved and/or saved." As documented within previous Annual Compliance Reports, MCFRS already has processes to document EMS and Special Operations incident saves.

From: Bailey, Charles <Charles.Bailey@montgomerycountymd.gov>
Sent: Monday, July 11, 2022 3:50 PM
To: Vlassopoulos, Demetrios (Jim)
<Demetrios.Vlassopoulos@montgomerycountymd.gov>
Cc: Schulze, Melissa <Melissa.Schulze@montgomerycountymd.gov>
Subject: Fire App Save Button

1. There is a "save" button in FireApp as you requested.
2. When the button is used it generates an email to the "Save Process Owner"
3. The Process Owner then verifies the information in the FireApp report and amends the "Save" portion of the report to provide documentation of actual saves.

... *Rocinante de la Mancha*...

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message and are hereby notified that any disclosure, copying, or distribution of this message, or the taking of any action on it, is strictly prohibited. As a recipient of this email you are not authorized to forward or re-use any of the information, including attachments, without direct written approval from me.

The following is an example of an automated email that is sent to a Process Owner within MCFRS who will review the details of the fire rescue and make a determination if it meets the threshold to document, track, and trend.

-----Original Message-----

From: FRS-NoReply@App.MontgomeryCountyMD.gov <FRS-NoReply@App.MontgomeryCountyMD.gov>

Sent: Friday, April 29, 2022 12:21 PM

To: _FRS-SAVES <frs-saves@mcgov.onmicrosoft.com>

Subject: TEST, TEST, TEST - Fire Saves Incident identified in FireApp: 12-0106214

You are receiving this email because 5 Fire Saves were indicated on this Incident Report:

Incident Number: 12-0106214

Exposure Number: 0

Incident Address: 18018 WAGONWHEEL CT ;MCG.

Incident Date: 09/22/2012 07:21:03

Dispatch Time: 07:21:27

Officer in Charge: A FAdmin

[Click to go back to Peer Team Recommendations Page 1 of 3](#)

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", written over a horizontal line.

Signature of Agency Head

Fire Chief

Title

07/12/2021

Date