



General Order Number: 06-14	Effective Date: January 2010
Division: Emergency Operations	
Chapter: Emergency Response Time	
By Order of the Fire Chief: Marc S. Bashoor	Revision Date: N/A

POLICY

To establish response time goals and objectives to ensure the prompt dispatch, response, and arrival of emergency apparatus to all calls for service.

DEFINITIONS

Alert – the primary means utilized by Public Safety Communications (PSC) to notify a station of a call for service by activating the station alerting system and pagers, and announcing the call over the radio. Station alerting shall be done in accordance with General Order 3-18, Radio System Use and Alerting.

Call Intake Time – the elapsed time from when a call for service is answered (by a 911 call-taker) and the time the call is entered into the Computer Aided Dispatch (CAD) system.

Call Processing Time – the elapsed time from when a call for service is answered (by a 911 call-taker) and the time the appropriate units are dispatched, which is the cumulative time of call intake time and dispatch time.

Dispatch Time – the elapsed time from when a call is entered into the CAD system and the time the appropriate unit(s) are alerted.

On-scene – term used by unit officer to notify PSC of their arrival at the address or incident location to which they were dispatched.

Responding - term used by unit officer to notify PSC that a unit dispatched has begun their response as defined by wheels rolling.

Response Time – the elapsed time from when a call for service is answered (by 911 call-taker) and the time the first unit arrives on the scene, which is the cumulative time of call-intake time, dispatch time, turnout time, and travel time

Travel Time – the elapsed time from wheels rolling and the time the unit arrives on-scene.

Turnout Time – the elapsed time from when PSC alerts unit(s) to a call for service and the time the unit(s) begins their response and acknowledges on the radio that the unit is responding.

Wheels Rolling – vehicle in gear and wheels in motion moving the vehicle toward the incident location.



PROCEDURES / RESPONSIBILITIES

General Provisions

PSC will ensure the call processing time is accomplished as quickly as possible and in accordance with the Emergency Medical Dispatch Protocols, Fire/Emergency Medical Services (EMS) Department General Orders, Directives, and policies.

PSC will ensure that all Fire/EMS Department radio transmissions related to response times are entered in the CAD promptly. PSC will only make CAD entries based upon a unit advising they are “responding” or “on-scene.”

The turnout time objective for all calls for service (including transfers) for all units throughout the Department shall be one (1) minute. All Fire/EMS Department personnel will ensure that all calls for service are responded to promptly, without delay.

To ensure the integrity of response time data, all Fire/EMS personnel are responsible to make radio transmissions that reflect their status, as defined in this General Order.

Emergency Operations Command (EOC) will evaluate all statistical data available to determine our current capabilities with our existing resources. After reviewing the data, EOC will make recommendations to the Fire Chief outlining our short- and long-term goals with respect to response times. The recommendations will include strategies to improve our capabilities of each component of response time. Upon acceptance, the response time goals will be distributed as an attachment to this General Order or as an Interim General Order.

REFERENCES

N/A

FORMS / ATTACHMENTS

N/A