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

Information Bulletin: 18-01

July 3, 2018

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TO: **All MCFRS Personnel**

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

SUBJECT: **Department Accreditation Status and Updated Benchmark Target Tables**

MCFRS is an accredited fire department through the Center for Public Safety Excellence's Commission on Fire Accreditation International (CFAI). MCFRS earned agency accredited status in 2007, and again in 2013, and is one of less than 250 fire departments worldwide to maintain this coveted distinction.

The rigorous accreditation process is on a five-year cycle and MCFRS just completed the process again this past April. An outside peer assessment team visited MCFRS from April 15th to April 19th with the goal of verifying and validating the information contained within our required and recently completed Self-Assessment Manual, Community Risk Assessment: Standards of Cover Manual, and Master and Strategic Plans. I am proud to say the peer assessment team is recommending to the CFAI that MCFRS be granted another five-years of accredited status. The Commission will vote on this recommendation in August during the International Association of Fire Chiefs Fire-Rescue International conference in Dallas, Texas.

During the peer assessors site visit, it was brought to the attention of MCFRS that some of our emergency response time program benchmark target goals are already being eclipsed. In other words, we are already beating some of our response time goals based on five-years' worth of actual baseline response times analysis. The accreditation framework requires us to now set more rigorous benchmark goals for these programs.

MCFRS benchmark response time target goals for all emergency response programs for first arriving unit (FAU) and effective response force (ERF) are documented within Appendix G of the approved 2016-2022 Master Plan and specifically within Table 3 and Table 4.

In an effort to address this issue, I have updated our benchmark target goals for the following programs, as noted in the below table and within the appropriate density zones for First Arriving Unit or Effective Response Force, and as seen in the last column.

Program	FAU ERF	Density Zone	Actual Baseline Time FY14 – FY18 (mm:ss)	Current Master Plan Future Benchmark Target Goal (mm:ss)	New Approved Future Benchmark Target Goal (mm:ss)
BLS	ERF	Suburban	13:23	13:30	13:00
ALS2	FAU	Suburban	10:38	11:00	10:30
Hazmat High Risk	FAU	Suburban	11:35	12:30	11:30
Tech Rescue	ERF	Suburban	27:48	30:00	26:00
Tech Rescue	ERF	Rural	32:52	36:00	30:00

Members wishing to gain a better understanding of the MCFRS emergency response program groupings/risk categories, which unit type(s) qualify as a first arriving unit and what the ERF is for these programs are encouraged to review page 154 of the 2018 Community Risk Assessment: Standards of Cover manual. This updated manual as well as other Planning and Accreditation information is located on Quicklinks under the Fire Chief section.

Finally, the updated First Arriving Unit and Effective Response Force Benchmark target goal tables are included within this Information Bulletin and shall be used in lieu of the tables included in the 2016 – 2022 Master Plan.

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

TABLE 3
MCFRS FIRST-ARRIVING UNIT 2022 BENCHMARK RESPONSE TIMES
BY DENSITY ZONE AT 90th PERCENTILE PERFORMANCE LEVEL
(UPDATED 5-9-18)

Program	METROPOLITAN				URBAN				SUBURBAN				RURAL			
	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT
Advanced Life Support 1 (ALS1)	2:00	1:30	6:00	9:30	2:00	1:30	6:45	10:15	2:00	1:30	7:30	11:00	2:00	1:30	8:30	12:00
Advanced Life Support 2 (ALS2)	2:00	1:30	6:00	9:30	2:00	1:30	6:45	10:15	2:00	1:30	**7:00**	**10:30**	2:00	1:30	8:30	12:00
Basic Life Support (BLS)	2:00	1:30	7:15	10:45	2:00	1:30	7:45	11:30	2:00	1:30	8:30	12:00	2:00	1:30	9:45	13:15
Fire-Full Assignment (FFA)	2:00	1:30	3:45	7:15	2:00	1:30	4:15	7:45	2:00	1:30	5:00	8:30	2:00	1:30	6:15	9:45
Fire-Full Assignment – Non-Hydranted (FFA-NH)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2:00	1:30	5:00	8:30	2:00	1:30	8:00	11:30
Adaptive 1- Fire (A1F)	2:00	1:30	5:45	9:15	2:00	1:30	6:15	9:45	2:00	1:30	7:00	10:30	2:00	1:30	8:15	11:45
Adaptive 1- Non-Fire (A1N)	2:00	1:30	6:45	10:15	2:00	1:30	7:15	10:45	2:00	1:30	8:00	11:30	2:00	1:30	9:15	12:45
Adaptive 2-3 (A2-3)	2:00	1:30	5:00	8:30	2:00	1:30	5:15	8:45	2:00	1:30	6:00	9:30	2:00	1:30	6:45	10:15
Hazmat - Moderate Risk (HM-MR)	3:00	1:30	6:45	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Hazmat – High Risk (HM-HR)	3:00	1:30	7:00	11:30	3:00	1:30	**7:00**	**11:30**	3:00	1:30	**7:00**	**11:30**	3:00	1:30	9:15	13:45
Hazmat – Special Risk (HM-SR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Water/Ice Rescue – Moderate Risk (WIR-MR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Water/Ice Rescue – High Risk (WIR-HR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Water/Ice Rescue – Special Risk (WIR-SR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Technical Rescue – Special Risk (TR-SR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Aviation Rescue/Fire –High Risk (ARF-HR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45
Aviation Rescue/Fire – Special Risk (ARF-SR)	3:00	1:30	7:00	11:30	3:00	1:30	7:15	11:45	3:00	1:30	8:00	12:30	3:00	1:30	9:15	13:45

PtoD = Phone to Dispatch   TRT = Total Response Time (PtoD + Turnout + Travel)

Red font denotes updated, more stringent benchmarks due to FY14-FY18YTD baselines that had eclipsed previous benchmarks for these specific programs and density zones.

TABLE 3 (cont.)
MCFRS FIRST-ARRIVING UNIT 2022 BENCHMARK RESPONSE TIMES
BY DENSITY ZONE AT 90th PERCENTILE PERFORMANCE LEVEL

Program	METROPOLITAN TRT	URBAN TRT	SUBURBAN TRT	RURAL TRT
Bomb Squad – Moderate Risk (BS-MR)	50 mins.	50 mins.	55 mins.	60 mins.
Bomb Squad – High Risk (BS-HR)	35 mins.	35 mins.	40 mins.	50 mins.
Bomb Squad – Special Risk (BS-SR)	35 mins.	35 mins.	40 mins.	50 mins.

Total Response Time (TRT) = Time of dispatch to arrival on scene

Note 1: As explosive device ("bomb") incidents are handled by Montgomery County Police (MCP) communications, there are no phone-to-dispatch times recorded/available in the MCFRS CAD System for these events. Furthermore, turnout times for the Bomb Squad are not recorded/available as they are tracked within MCP communications . MCFRS ECC can only record the time of dispatch for the Bomb Squad and the on-scene arrival time of the first-arriving Bomb Squad member as reported by radio or cell phone.

Note 2: Most of the Bomb Squad's responses are routine responses (i.e., no emergency lights and siren) so this is reflected in 90th percentile benchmark response times.

TABLE 4
MCFRS EFFECTIVE RESPONSE FORCE 2022 BENCHMARK RESPONSE TIMES
BY DENSITY ZONE AT 90th PERCENTILE PERFORMANCE LEVEL
(UPDATED 5-9-18)

Program	METROPOLITAN				URBAN				SUBURBAN				RURAL			
	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT	PtoD	Turnout	Travel	TRT
Advanced Life Support 1 (ALS1)	2:00	1:30	8:15	11:45	2:00	1:30	8:45	12:15	2:00	1:30	9:30	13:00	2:00	1:30	10:30	14:00
Advanced Life Support 2 (ALS2)	2:00	1:30	7:45	11:30	2:00	1:30	8:15	11:45	2:00	1:30	9:00	12:30	2:00	1:30	10:00	13:30
Basic Life Support (BLS)	2:00	1:30	8:45	12:15	2:00	1:30	9:15	12:45	2:00	1:30	**9:30**	**13:00**	2:00	1:30	10:45	14:15
Fire-Full Assignment (FFA)	2:00	1:30	14:30	18:00	2:00	1:30	16:30	20:00	2:00	1:30	19:30	23:00	2:00	1:30	23:30	27:00
Fire-Full Assignment – Non-Hydranted (FFA-NH)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2:00	1:30	21:30	25:00	2:00	1:30	26:30	30:00
Adaptive 2-3 (A2-3)	2:00	1:30	9:00	12:30	2:00	1:30	9:30	13:00	2:00	1:30	10:45	14:15	2:00	1:30	13:00	16:30
Hazmat - Moderate Risk (HM-MR)	3:00	1:30	15:30	20:00	3:00	1:30	17:30	22:00	3:00	1:30	21:30	26:00	3:00	1:30	25:30	30:00
Hazmat–High Risk (HM-HR)	3:00	1:30	17:30	22:00	3:00	1:30	19:30	24:00	3:00	1:30	23:30	28:00	3:00	1:30	28:30	33:00
Hazmat – Special Risk (HM-SR)	3:00	1:30	19:30	24:00	3:00	1:30	21:30	26:00	3:00	1:30	25:30	30:00	3:00	1:30	31:30	36:00
Water/Ice Rescue – Moderate Risk (WIR-MR)	3:00	1:30	15:30	20:00	3:00	1:30	17:30	22:00	3:00	1:30	21:30	26:00	3:00	1:30	25:30	30:00
Water/Ice Rescue – High Risk (WIR-HR)	3:00	1:30	17:30	22:00	3:00	1:30	19:30	24:00	3:00	1:30	23:30	28:00	3:00	1:30	28:30	33:00
Water/Ice Rescue – Special Risk (WIR-SR)	3:00	1:30	19:30	24:00	3:00	1:30	21:30	26:00	3:00	1:30	25:30	30:00	3:00	1:30	31:30	36:00
Technical Rescue – Special Risk (TR-SR)	3:00	1:30	19:30	24:00	3:00	1:30	21:30	26:00	3:00	1:30	**21:30**	**26:00**	3:00	1:30	**25:30**	**30:00**
Aviation Rescue/Fire – High Risk (ARF-HR)	3:00	1:30	17:30	22:00	3:00	1:30	19:30	24:00	3:00	1:30	23:30	28:00	3:00	1:30	28:30	33:00
Aviation Rescue/Fire – Special Risk (ARF-SR)	3:00	1:30	19:30	24:00	3:00	1:30	21:30	26:00	3:00	1:30	25:30	30:00	3:00	1:30	31:30	36:00

PtoD = Phone to Dispatch   TRT = Total Response Time (PtoD + Turnout + Travel)
* ERF is same time as for first-arriving unit as this is a one-unit response assignment

Red font denotes updated, more stringent benchmarks due to FY14-FY18YTD baselines that had eclipsed previous benchmarks for these specific programs and density zones.

Note: Rows for Adaptive 1-Fire (A1F) and Adaptive 1-Non-Fire (A1N) have been removed from this table, as an ERF is not applicable for single-unit responses to programs such as these that are included in Table 3 addressing benchmarks for first-arriving units.

TABLE 4 (cont.)
MCFRS EFFECTIVE RESPONSE FORCE 2022 BENCHMARK RESPONSE TIMES
BY DENSITY ZONE AT 90th PERCENTILE PERFORMANCE LEVEL

Program	METROPOLITAN TRT	URBAN TRT	SUBURBAN TRT	RURAL TRT
Bomb Squad – Moderate Risk (BS-MR)	60 mins.	60 mins.	65 mins.	70 mins.
Bomb Squad – High Risk (BS-HR)	45 mins.	45 mins.	50 mins.	60 mins.
Bomb Squad – Special Risk (BS-SR)	45 mins.	45 mins.	50 mins.	60 mins.

Total Response Time (TRT) = Time of dispatch to arrival on scene

Note: As explosive device ("bomb") incidents are handled by Montgomery County Police (MCP) communications, there are no phone-to-dispatch times recorded/available in the MCFRS CAD System for these events. Furthermore, turnout times for the Bomb Squad are not recorded/available as they are tracked within MCP communications. MCFRS ECC can only record the time of dispatch for the Bomb Squad and the on-scene arrival time of the first-arriving Bomb Squad member as reported by radio or cell phone.

Note 2: Most of the Bomb Squad's responses are routine responses (i.e., no emergency lights and siren) so this is reflected in 90th percentile benchmark response times.

EFFECTIVE RESPONSE FORCE (ERF) CRITERIA - 2022

Program/Risk Level	Required Units	Minimum Staffing	Req. Personnel
ALS2 (High Risk)	Medic Unit + AFRA, or 2 AFRAs + Ambulance, or 2 Medic Units + manpower unit, or 2 Medic Units + Ambulance, or Medic Unit + EMS Supervisor + manpower unit, or Medic Unit + EMS Supervisor + Ambulance, or AFRA + EMS Supervisor + Ambulance, or AFRA + ALS Chase Unit + Ambulance, or ALS Chase Unit + EMS Supervisor + Ambulance + manpower unit, or ALS Chase Unit + Medic + manpower unit	2 paramedics and 3 EMTs	5
ALS1 (Moderate Risk)	Medic Unit + manpower unit, or AFRA + Ambulance, or AFRA + Medic Unit, or ALS Chase Unit + Ambulance, or ALS Chase Unit + Medic Unit, or EMS Supervisor + Ambulance, or EMS Supervisor + Medic Unit	1 paramedic and 2 EMTs	3
BLS (Low Risk)	Ambulance or Medic Unit	2 EMTs (ambulance), or 1 Paramedic and 1 EMT-B (medic unit)	2
Fire Full Assignment (High Risk)	5 engines, 2 aerial units, 1 rescue squad, 1 EMS transport unit, 2 chiefs	2 chiefs, 8 unit officers*, 23-26 firefighters**	33-36**
Fire Full Assignment, non-hydranted (Special Risk)	5 engines, 3 tankers, 2 aerial units, 1 rescue squad, 1 EMS transport unit, 2 chiefs	2 chiefs, 9 unit officers*, 26-29 firefighters**	36-39**
Fire Full Assignment High-rise (Special Risk)	5 engines, 3 aerial units, 1 rescue squad, 1 EMS transport unit, 2 chiefs	2 chiefs, 8 unit officers*, 25-29 firefighters**	36-40
Adaptive 2-3 (Moderate Risk)	2 engines, 1 aerial unit or rescue squad	3 unit officers*, 8-9 firefighters**	11-12**
Hazmat - Moderate Risk	1 engine, 1 aerial unit or rescue squad, 1 ambulance, 1 medic unit, 1 chief, 1 hazmat unit	1 chief, 3 unit officers*, 12-13 firefighters**	16-17**
Hazmat - High Risk	3 engines, 1 aerial unit, 1 rescue squad, 2 EMS units, 1 chief, 1 hazmat unit	1 chief, 6 unit officers*, 20-22 firefighters**	27-29**
Hazmat - Special Risk	5 engines, 2 aerial units, 1 rescue squad, 1 EMS unit, 1 chief, 1 hazmat unit	1 chief, 9 unit officers*, 26-29 firefighters**	36-39**
Water/Ice - Moderate Risk	1 manpower unit, 1 EMS unit, 1 chief, 1 boat	1 chief, 1 unit officer*, 6-7 firefighters**	8-9**
Water/Ice - High Risk	1 manpower unit, 1 EMS unit, 1 chief, 2 boats	1 chief, 1 unit officer*, 8-9 firefighters**	10-11**
Water/Ice - Special Risk	1 manpower unit, 1 medic unit, 1 ambulance, 1 chief, 4 swift water boats	1 chief, 1 unit officer*, 14-15 firefighters	16-17**
Technical Rescue - Special Risk	1 engine, 1 aerial unit, 1 rescue squad, 1 ambulance, 1 medic unit, 1 chief, 1 technical rescue unit (TR700)	1 chief, 3 unit officers*, 12-15 firefighters**	16-19**
Aviation Rescue/Fire - High Risk	3 engines, 1 aerial unit, 1 rescue squad, 2 EMS units, 1 chief, 1 hazmat unit	1 chief, 6 unit officers*, 20-22 firefighters**	27-29**
Aviation Rescue/Fire - Special Risk	5 engines, 2 aerial units, 1 rescue squad, 1 EMS unit, 1 chief, 1 hazmat unit	1 chief, 9 unit officers*, 26-29 firefighters**	36-39**
Bomb Squad - Moderate Risk	2 FMs (or 1 FM and 1 bomb unit)	2 fire marshals	2
Bomb Squad - High Risk	2 FMs (or 1 FM and 1 bomb unit), 1 manpower unit or 1 EMS unit	2 fire marshals, 1 unit officer*, and 3-4 firefighters**	4-6**
Bomb Squad - Special Risk	2 FMs (or 1 FM and 1 bomb unit), 1 hazmat unit, 1 manpower unit, 1 EMS unit, 1 chief	1 chief, 2 fire marshals, 2 unit officers*, 7-8 firefighters**	12-13**

AFRA–ALS first-responder apparatus (4-person engine, aerial unit or rescue squad, with paramedic).   Manpower unit – engine, aerial, or rescue squad.   * Certified primary unit officer – MFF or above
** Minimum staffing requirement of engines is shown as 4 under the assumption that 4-person staffing of engines will have been fully implemented by 2020. Minimum staffing of aerials and rescue squads is shown as 3 (existing staffing) to 4 (future staffing) under the assumption that 4-person staffing of these units may not have been implemented by 2020.