

ELK GROVE VILLAGE FIRE DEPARTMENT	Effective Date	06/10/2019
POLICY 102	Reviewed Date	12/20/2020
RESPONSE PERFORMANCE BENCHMARKS	Revised Date	00/00/0000

PURPOSE: To provide benchmark standards for monitoring the quality of emergency response performance.

SCOPE: This Policy applies to all calls for service within the Village of Elk Grove Village.

GUIDELINE

The Elk Grove Village Fire Department establishes benchmark performance objectives for fire suppression, emergency medical, hazardous materials, water rescue and technical rescue incidents. These objectives reference:

- Continuous improvement over historical performance data
- NFPA 1710: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Department, 2016 edition
- NFPA 1221: Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems, 2016 edition.
- Historic response time data for MABAS (mutual aid) assets

Call Processing Performance Objective:

For all emergency incident types, the call processing benchmark will be one minute and 30 seconds (1:30) or less, ninety percent of the time.

Turnout Time Performance Objective:

For all Fire, Haz Mat, TRT and Emergent Other risks, the turnout time for responding units will be two minutes (2:00) or less ninety percent of the time.

For Emergency Medical incidents, the turnout time for all responding units will be 1 minute 50 seconds (1:50) or less, ninety percent of the time.

For Water Rescue incidents, the turnout time for all responding units will be 2 minutes 15 seconds (2:15) or less, ninety percent of the time.

For Non-Emergent Other incidents, the turnout time for all responding units will be 2 minutes 30 seconds (2:30) or less, ninety percent of the time.



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Fire Suppression Objective:

For 90 percent of moderate/high/maximum risk fire incidents (code 3 or above), the total response time for the arrival of the first due unit, staffed with minimum 3 fire personnel, shall be 7 minutes and 45 seconds (7:45).

For 90 percent of low risk fire incidents, the total response time for the arrival of the first due unit, staffed with minimum 3 fire personnel, shall be 9 minutes and 30 seconds (9:30).

For 90 percent of all high risk /maximum fire incidents (code 3 or above), the total response time for the arrival of the effective response force (ERF), shall be 11 minutes 30 seconds (11:30).

For 90 percent of all moderate risk fire incidents, the total response time for the arrival of the effective response force (ERF), shall be 10 minutes 45 seconds (10:45).

For 90 percent of all low risk fire incidents, the total response time for the arrival of the effective response force (ERF), shall be 9 minutes 30 seconds (9:30).

Emergency Medical Services Objective:

All Elk Grove Village Fire Department ambulances and suppression vehicles are Advanced Life Support equipped and staffed with at least 2-3 personnel thereby meeting our ERF with the first in vehicle. Elk Grove Village Fire Department chooses to dispatch a second vehicle to all EMS calls as support to our ERF.

For 90 percent of all emergent EMS responses, the total response time for the arrival of the first-due unit/ERF, shall be 7 minutes and 35 seconds (7:35)

Hazardous Materials Objective:

For 90 percent of all moderate/high/maximum risk hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with two or three fire personnel, shall be 7 minutes and 45 seconds (7:45).

For 90 percent of all high risk hazardous materials incidents (Haz Mat Level 2) the total response time for the arrival of the effective response force (ERF) including the hazardous materials response team, staffed with 15-18 fire personnel, shall be 28 minutes and 30 seconds (28:30).



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Technical Rescue Objective:

For 90 percent of low risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with two or three fire personnel, shall be 9 minutes and 30 seconds (9:30).

For 90 percent of moderate/high/maximum risk technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with two or three fire personnel, shall be 7 minutes and 45 seconds (7:45).

For 90 percent of low risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), shall be 9 minutes and 30 seconds (9:30).

For 90 percent of moderate risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with 6-15 fire personnel, shall be 9 minutes and 45 seconds (9:45).

For 90 percent of all high/maximum risk technical rescue incidents (incidents in which the MABAS team is needed to mitigate the incident), the total response time for the arrival of the effective response force (ERF), staffed with 20-30 fire personnel, shall be 28 minutes and 30 seconds (28:30)

Water Rescue Objective:

For 90 percent of all water rescue incidents, the total response time for the arrival of the first-due unit, staffed with two or three fire personnel, shall be 8 minutes (8:00).

For 90 percent of all high risk water rescue incidents (Drowning Level 1), the total response time for the arrival of the effective response force (ERF), staffed with 14 fire personnel, shall be 13 minutes and 45 seconds (13:45).

For 90 percent of all maximum risk water rescue incidents (Drowning Level 2), the total response time for the arrival of the effective response force (ERF), staffed with 20-30 fire personnel, shall be 28 minutes and 45 seconds (28:45)

Emergent Other:

For 90 percent of Emergent Other incidents, the total response time for the arrival of the first-due unit, staffed with two or three fire peronnnel shall be 9 minutes and 15 seconds (9:15).

For 90 percent of Emergent Other incidents, the total response time for the arrival of the effective response force (ERF), shall be 10 minutes 20 seconds (10:20).



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Outlier Data Review

The Elk Grove Village Fire Department has established thresholds for the inclusion of data in the analyses of department operations. The purpose of these thresholds is to identify outliers and if appropriate, exclude them from analyses.

Any total response time for a first due unit within the Village of Elk Grove that exceeds ten (10) minutes shall be documented by the first due officer with a stated reason for the response time and forwarded to the Battalion Chief.

Any total response time for any vehicle due to incident within the Village of Elk Grove that exceeds 15 minutes shall be documented by the officer of that vehicle and forwarded to the Battalion Chief.

The Battalion Chief **will examine** if the reason for the delay is correctable, and if so, take steps to reduce the opportunity for this delay in the future.

Written by: Nathan Gac Approved by: Richard J. Mikel
 Deputy Chief Richard J. Mikel, Fire Chief

Date Submitted: Click here to enter text. Date Approved: _____

