

## Emergency Response Benchmark Service Level Objective Statements

### Performance Objectives - Benchmarks

The purpose of the Charlottesville Fire Department's Service Level Objectives is to document the department's standards for the consistent provision of service levels in all emergency service programs provided to the City of Charlottesville and the University of Virginia by the Charlottesville Fire Department.

Given the levels of community risk identified, the department's primary areas of responsibility, community demographics, and socio-economic factors, these service level objectives serve to identify, document, and establish standards for the department's consistent provision of emergency services levels in all service program areas through response coverage strategies. These service level objectives do not supersede other department Standard Operating Procedures.

The Commission Fire Accreditation International defines Benchmark as a quality performance standard or target from which something can be judged. Searching for the benchmark or target will help define superior performance of a product, service or process.

### Fire Suppression Objectives - Benchmark

For 90% of all fire emergency responses (located in urban/rural population areas), in the City and within the University of Virginia Grounds area, the total response time for the first arriving fire engine or aerial, staffed with at least 3 firefighters trained to the Virginia State Firefighter II certification level, shall be: **6 minutes 20 seconds (6:20)**.

The first arriving fire unit for all fire risk levels shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for and requesting additional resources as needed; providing 1,000 GPM water pumping capacity; advancing a charged fire suppression attack hose line for fire control or rescue; and initiating other fire ground operations in accordance with department policies and procedures.

For 90% of all **moderate risk** structure fire responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all department and automatic or mutual aid fire engines, aerials, command vehicles, and ambulance units assigned as a first alarm assignment (trained to the Virginia State Firefighter II certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF) shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 19 firefighters.**

The ERF for a **moderate risk** structure fire shall be capable of: conducting a rapid size-up of the emergency scene, establishing an incident command system, providing an uninterrupted water supply, advancing a charged fire suppression attack hose line and a backup line for fire control, complying with the OSHA requirements of two-in and two-out, completing forcible entry, searching and rescuing at-risk victims, ventilating the structure, controlling utilities, and capable of placing elevated master streams into service from aerial apparatus. These operations shall be done in accordance with department policies and procedures.

For 90% of all **high risk** structure fire responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all department and automatic or mutual aid fire engines, aerials, command vehicles, and ambulance units assigned as a first alarm assignment (trained to the Virginia State Firefighter II certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 19 firefighters.**

The ERF for a **high risk** structure fire shall be capable of : conducting a rapid size-up of the emergency scene, establishing an incident command system; providing an uninterrupted water supply; advancing a charged fire suppression attack hose line and a backup line for fire control; complying with the OSHA requirements of two-in and two-out; completing forcible entry; searching for and rescuing at-risk victims; ventilating the structure; controlling utilities; and capable of placing elevated master streams into service from aerial apparatus. These operations shall be done in accordance with department policies and procedures.

For 90% of all **special risk** structure fire responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all department and automatic or mutual aid fire engines, aerials, command vehicles, and ambulance units assigned as a first alarm assignment (trained to the Virginia State Firefighter II certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 19 firefighters..**

The ERF for a **special risk** structure fire shall be capable of : conducting a rapid size-up of the emergency scene, establishing an incident command system; providing an uninterrupted water supply; advancing a charged fire suppression attack hose line and a backup line for fire control; complying with the OSHA requirements of two-in and two-out; completing forcible entry; searching for and rescuing at-risk victims; ventilating the structure; controlling utilities; and capable of placing elevated master streams into service from aerial apparatus. These operations shall be done in accordance with department policies and procedures.

#### **EMS Incidents Objectives - Benchmark**

For 90% of all Basic Life Support (BLS) First Responder emergency medical responses (located in urban/rural population areas), in the City and within the University of Virginia Grounds areas, the total response time for the first arriving fire unit, staffed with at least 3 emergency medical

technician/firefighters trained to the Virginia State emergency medical technician certification level, shall be: **six minutes (6:00)**.

The first arriving fire unit for all BLS First Responder emergency medical responses shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system, assessing the need for additional resources, and administering emergency medical patient care in accordance with state and local patient care protocols and department policies and procedures.

For 90% of all BLS First Responder emergency medical responses (located in urban/rural population areas) within the University of Virginia grounds areas, the total response time for the arrival on scene of all fire units and personnel necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be **six minutes (6:00) - staffed to the level of at least 3 firefighters**.

The ERF for a BLS First Responder emergency medical response shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system, assessing the need for additional resources, and administering emergency medical patient care in accordance with state and local patient care protocols and department policies and procedures.

For 90% of all Advanced Life Support (ALS) First Responder emergency medical responses (located in urban/rural population areas), in the City and within the University of Virginia Grounds areas, the total response time for the first arriving fire unit, staffed with at least 3 emergency medical technician/firefighters trained to the minimum of Virginia State emergency medical technician certification level, shall be: **six minutes (6:00)**.

The first arriving fire unit for all ALS First Responder emergency medical responses shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system, assessing the need for additional resources, and administering emergency medical patient care in accordance with state and local patient care protocols and department policies and procedures.

For 90% of all ALS First Responder emergency medical responses (located in urban/rural population areas) within the University of Virginia grounds areas, the total response time for the arrival on scene of all fire units and personnel necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be **Six minutes (6:00) - staffed to level of at least 3 firefighters**.

The ERF for a ALS First Responder emergency medical response shall be capable of: conducting a rapid size-up of the emergency scene upon arrival, initiating an incident command system, assessing the need for additional resources, and administering emergency medical patient care in accordance with state and local patient care protocols and department policies and procedures.

### **Hazardous Materials Incidents Objectives - Benchmark**

For 90% of all Hazardous Material (HM) emergency responses (located in urban/rural population areas), within the City and within the University of Virginia Grounds areas, the total response time for the first arriving unit, staffed with at least 3 firefighters, trained to the Virginia State HM Operations certification level shall be: **6 minutes 20 seconds (6:20)**.

The first arriving unit for all hazmat incident risk levels shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; evacuating immediate and adjacent areas, isolating and controlling access to high-hazard areas, and conducting other HM operations in accordance with department policies and procedures.

For 90% of all **low risk** HM emergency response (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all fire units and personnel (trained to the Virginia State HM Operations certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 3 firefighters.**

The ERF for a **low risk** HM emergency response shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; evacuating immediate and adjacent areas, isolating and controlling access to high-hazard areas, establishing and conducting emergency decontamination procedures as necessary, identifying and assessing hazardous chemicals, products, or materials involved and their potential for harm, developing a plan of strategies and tactics to effectively contain and mitigate the incident, and conducting other HM operations in accordance with department policies and procedures.

For 90% of all **moderate risk** HM emergency responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the for the arrival on scene of all fire units and personnel (trained to the Virginia State HM Operations certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 6 firefighters.**

The ERF for a **moderate risk** HM emergency response shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; evacuating immediate and adjacent areas, isolating and controlling access to high-hazard areas, establishing and conducting emergency decontamination procedures as necessary, identifying and assessing hazardous chemicals, products, or materials involved and their potential for harm, developing a plan of strategies and tactics to effectively contain and mitigate the incident, and conducting other HM operations in accordance with department policies and procedures.

For 90% of all **high risk** HM emergency responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for

the arrival on scene of all fire units and personnel (trained to the Virginia State HM Operations certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 10 firefighters.**

The ERF for a **high risk** HM emergency response shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; evacuating immediate and adjacent areas, isolating and controlling access to high-hazard areas, establishing and conducting emergency decontamination procedures as necessary, identifying and assessing hazardous chemicals, products, or materials involved and their potential for harm, developing a plan of strategies and tactics to effectively contain and mitigate the incident, and conducting other HM operations in accordance with department policies and procedures.

For 90% of all **special risk** HM emergency responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all fire units and personnel (trained to the Virginia State HM Operations certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 13 firefighters.**

The ERF for a **special risk** HM emergency response shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; evacuating immediate and adjacent areas, isolating and controlling access to high-hazard areas, establishing and conducting emergency decontamination procedures as necessary, identifying and assessing hazardous chemicals, products, or materials involved and their potential for harm, developing a plan of strategies and tactics to effectively contain and mitigate the incident, and conducting other HM operations in accordance with department policies and procedures.

### **Technical Rescue Incidents Objectives - Benchmark**

For 90% of all Technical Rescue (TR) emergency responses (located in urban/rural population areas), within the City and within the University of Virginia Grounds areas, the total response time for the first arriving unit, staffed with at least 3 firefighters, trained to the Virginia State Firefighter 2 certification levels shall be: **6 minutes 20 seconds (6:20).**

The first arriving unit for all TR risk levels shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; isolating and controlling access to high-hazard areas, and conducting other rescue operations in accordance with department policies and procedures.

For 90% of all **low risk** TR incident risk level responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for

the arrival on scene of all fire units and personnel (trained to the minimum of Virginia State Firefighter 2 certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 3 firefighters.**

The ERF for a **low risk** TR incident shall be capable of: conducting a rapid size-up of the emergency scene upon arrival, initiating an incident command system; assessing the need for additional resources; isolating and controlling access to high-hazard areas, and conducting other rescue operations in accordance with department policies and procedures.

For 90% of all **moderate risk** TR incident risk level responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all fire units and personnel (trained to the minimum of Virginia State Firefighter 2 certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 7 firefighters.**

The ERF for a **moderate risk** TR incident shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; isolating and controlling access to high-hazard areas, and conducting other rescue operations in accordance with department policies and procedures.

For 90% of all **high risk** TR incident risk level responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all fire units and personnel (trained to the minimum of Virginia State Firefighter 2 certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 10 firefighters.**

The ERF for a **high risk** TR incident shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; isolating and controlling access to high-hazard areas, and conducting other rescue operations in accordance with department policies and procedures.

For 90% of all **special risk** TR incident risk level responses (located in urban/rural population areas) within the City and within the University of Virginia Grounds areas, the total response time for the arrival on scene of all fire units and personnel (trained to the minimum of Virginia State Firefighter 2 certification level) necessary to complete a full first-alarm assignment, otherwise referred to as the Effective Response Force (ERF), shall be: **10 minutes 20 seconds (10:20) – staffed to the level of at least 10 firefighters..**

The ERF for a **special risk** TR incident shall be capable of: conducting a rapid size-up of the emergency scene, initiating an incident command system; assessing the need for additional resources; isolating and controlling access to high-hazard areas, and conducting other rescue operations in accordance with department policies and procedures.