**Section 100 – Management & Administration**

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| General Rules & Administration - 100 | | | |
| S.O.P # 100.17 | **Turnout and Response Time Standards/Goals** | | Page: 1 of 2 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**100.17.01 Purpose**

The purpose of this SOP is to establish standards for turnout and response times for emergency calls for service.

**100.17.02 Cited Standards**

1. American Heart Association
2. NFPA 1710 - Standard for Organization and Deployment of Fire Suppression Operations**,** Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments- involves staffing of career fire departments.
3. NFPA 1720 - Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Volunteer Fire Departments.
4. ISO’s Public Protection Classification.

**100.17.03 Definitions**

1. **Adopted:** As approved and recognized by the Jurisdictional Medical Director and the Charles County Board of County Commissioners.
2. **ALS Call:** A call for service that requires advanced life support or the potential for advanced life support.
3. **BLS Call:** A call for service that requires only basic life support and not ALS intervention.
4. **Turnout Time:** The time personnel in station have been dispatched to when they begin their response in a unit to a call for service.
5. **Response Time:** The time a unit has once dispatched, to arrive on-scene for a call for service. This time is inclusive of the reflex time.

**100.17.04 Adopted Standard Times/Goals**

1. **Turnout Time** – On-duty personnel have sixty (60) seconds or less, 90% of the time to begin their response to a call for service once dispatched from 0700 to 2100 hours; 120 seconds or less, 90% of the time from 2100 hours to 0700 hours.
2. **Response Time** – On-duty personnel will for 90% of the time meet the following listed times for the designated regions.
   1. Urban – 6 minutes
   2. Suburban – 13 minutes
   3. Rural – 43 minutes
   4. Frontier – 4 hours and 28 minutes