
	STANDARD OPERATING GUIDELINE			
	OPERATIONS			
	TOTAL RESPONSE TIME STANDARDS AND BENCHMARK			
	Effective: 01/May/00	Revised: 28/Dec/2020	S.O.G. #: O-334	

1.0 Objective

1.1 The purpose of this guideline is to establish procedures for turnout time and response time to emergency incidents.

2.0 Responsibility

2.1 It is the responsibility of all Department personnel to understand the procedures documented in this Standard Operating Guideline.

3.0 Definitions

3.1 The following definitions provide information pertinent to response of emergency equipment to an event:

- 3.1.1 Call Processing Time: The point of receipt of the emergency alarm at the public safety answering point to the point where sufficient information is known to the Dispatcher to deploy applicable units to the emergency.
- 3.1.2 Turnout Time: The time beginning when responders receive notification of the emergency to the beginning point of response time.
- 3.1.3 Response Time: The point at which units are enroute to a call. When responding from the fire station, the point at which the apparatus exits the facility. Response time begins with this initial time point and ends with the on-scene time (can also be called travel time).
- 3.1.4 On-Scene Time: Time point at which the responding apparatus arrives on the scene.
- 3.1.5 Termination of Incident: Time point at which the last unit on a scene has completed the assignment and is available to respond to another assignment or emergency request.
- 3.1.6 Total Reflex Time: Total reflex time is critical to the outcome of any emergency. Total reflex time consists of several elements and is calculated from the time point at which the alarm is reported (notification to the dispatch center) to the time point when units arrive at the emergency event (on-scene).



3.2 The above-listed definitions are all critical components of a response to an emergency. Safety considerations, checking response routes, traffic conditions, travel distance and weather are examples of factors that can influence response time. There is little or no control over those factors, however overall turnout time can be positively influenced by the individual. Proper preparation and attitude are the primary elements that affect turnout time.

4.0 Time Objectives

4.1 Call Processing Time: Dispatching service for the Highland Park Fire Department is provided by the Glenview Public Safety Dispatch Center. Call processing time bench mark of less than 60 seconds (with 90% reliability). Data related to call processing times, will be collected and maintained by Glenview Public Safety Dispatch Center. This date will be reviewed on a regular basis to assure that call processing time goals are meet. Call processing time data will be available for the Highland Park Fire Department to review at any time.

4.2 Turnout Time: The Fire Department has established the following turnout time objectives for both emergency and non-emergency incidents (with 90% reliability):

- 4.2.1 Ninety (90) second fire response.
- 4.2.2 Ninety (90) second EMS response.

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- 4.3 Unusual circumstances may occasionally prevent a Company from meeting this guideline. It is expected that the guideline will be met without compromising safety during response.
- 4.4 The following guidelines are offered to assist personnel in meeting the turnout time standard.
- 4.4.1 Do not delay preparation for response at the start of your shift. Prepare your gear as soon as your shift begins by placing your bunker pants near your apparatus and hanging your turnout coat in a location that makes donning easy. Make sure your apparatus helmet shield is in place and your nametags are placed on the Passports.
 - 4.4.2 Do not rely on others to take care of your gear.
 - 4.4.3 Do not continue to talk during a dispatch. Listen carefully.
 - 4.4.4 When dispatched, stop what you are doing and move quickly to your vehicle.
 - 4.4.5 When doing physical training, showering, or sleeping, make sure your clothing is readily accessible.
 - 4.4.5.1 If you are participating in physical training and are wearing gym shorts, you must wear your bunker pants even if the call does not require turnout gear.
 - 4.4.6 Always be ready to respond; it's what we do.
- 4.5 Emergency Incident Response Time: The Fire Department has established the following total response time objectives to emergency incidents (with 90% reliability). Emergency incidents are defined as those which require the use of emergency warning devices during response travel. These response times may include automatic aid units arriving first on-scene:
- 4.5.1 *Total Response Time for the first-in unit to Fire incidents: 7:30 minutes*
 - 4.5.2 *Total Response Time for the first-in unit to EMS incidents: 7:30 minutes*

5.0 Reference

- 5.1 Highland Park Fire Department
- 5.2 NFPA 1710: 5.2.3 Deployment: Initial Full Alarm Assignment Capability: 3.3.42 - Time, 4.1.2.1.1 - Fire Department Organizational Statement

Approved:  Fire Chief