



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.21	<b>Reflex and Response Time Standards/Goals</b>	PAGE: 1 OF 2
EFFECTIVE: 07/01/2001	Authorized: John Filer, Chief	
REVISED: 01/16/2017	Authorized: William Stephens, Director	

#### 100.21.01 Purpose

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

#### 100.21.02 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. International City/County Manager's Association
5. ISO's Public Protection Classification

#### 100.21.03 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. **Fire Suppression Call** - A call for service where a fire is reported and requires the response of a fire suppression unit with qualified personnel to perform life safety tasks.
5. **Priority One Call** - A call for service where death or the likely occurrence of death and or serious injury or harm is imminent.
6. **Reflex Time** - The time personnel in station have once dispatched to begin their response in a unit to a call for service.
7. **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.



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### 100.21.04 Adopted Standard Times/Goals

1. **Reflex 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.
2. **ALS Calls for Service** - An ALS unit is expected to be on-scene within nine (9) minutes or less, 90% of the time of a call for service once dispatched.
3. **BLS Calls for Service** - An EMS unit is expected to be on-scene within ten (10) minutes or less, 80% of the time of a call for service once dispatched.
4. **Priority One Calls for Service** - An ALS unit is expected to be on-scene within six (6) minutes or less, 90% of the time of a call for service once dispatched.
5. **Fire Suppression Calls for Service** - Ten (10) qualified personnel and an engine are expected to be on-scene within ten (10) minutes or less, 80% of the time of a call for service once dispatched.