



Charles County Department of Emergency Services
STANDARD OPERATING PROCEDURES

Section 103 - Organizational Planning and Preparedness

Organization Planning and Preparedness - 103.00		
S.O.P. # 103.04	System Performance Indicators	PAGE: 1 OF 2
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103.04.01 Purpose

The purpose of this SOP is to define the system performance indicators to which the Department measures the health and success of the public safety response system overall. These performance metrics are defined as our Key Performance Indicators or KPI's.

103.04.02 General

Using KPI's to periodically assess the performance of a system is a reasonable predictor of efficiency, effectiveness and success. If our KPI's are not performing to par, the organization may research noted deficiencies and identify opportunities for improvement and recommend and/or implement corrective actions and strategies. The system used to monitor our KPI's is FirstWatch™.

103.04.03 Defined KPI's

1. **Call Processing** - 911 calls should be received, processed and dispatched within 120 seconds or less, 90% of the time.
2. **ALS Turnout Time** - Personnel should begin responding to a call for service once dispatched within 90 seconds or less, 90% of the time.
3. **ALS Echo Response Time** - Priority 1 calls for service (Echo responses) should have an ALS unit on scene within 6 minutes or less, 90% of the time.
4. **ALS Response Time** - ALS calls for service should have an ALS unit on scene within 9 minutes or less, 90% of the time.
5. **BLS Response Time** - BLS calls for service should have an EMS transport unit on scene within 10 minutes or less, 90% of the time.
6. **1st Responder On-scene Time** - Any emergent call for service should have a qualified first responder on scene within 5 minutes or less, 90% of the time.
7. **Special Operations Response Time** - A call for service which dictates a special operations unit/team to respond should have said unit on-scene within 20 minutes or less, 90% of the time.
8. **Hospital Drop Time** - The time personnel take to turn over patient care to ED staff and return to service at the hospital should not exceed 30 minutes.
9. **Low ALS Resource** - Operations shall be notified when staffed ALS resources have reached a 70% commitment capacity.
10. **ePCR Compliance** - Personnel should complete 100% of their ePCR's prior to the end of their assigned shift.



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103.04.04 Policies

1. Operations shall monitor the system's KPI's on a daily basis.
2. KPI's shall be reported on a monthly basis.
3. The Department's KPI's should be made available to all personnel for review.