

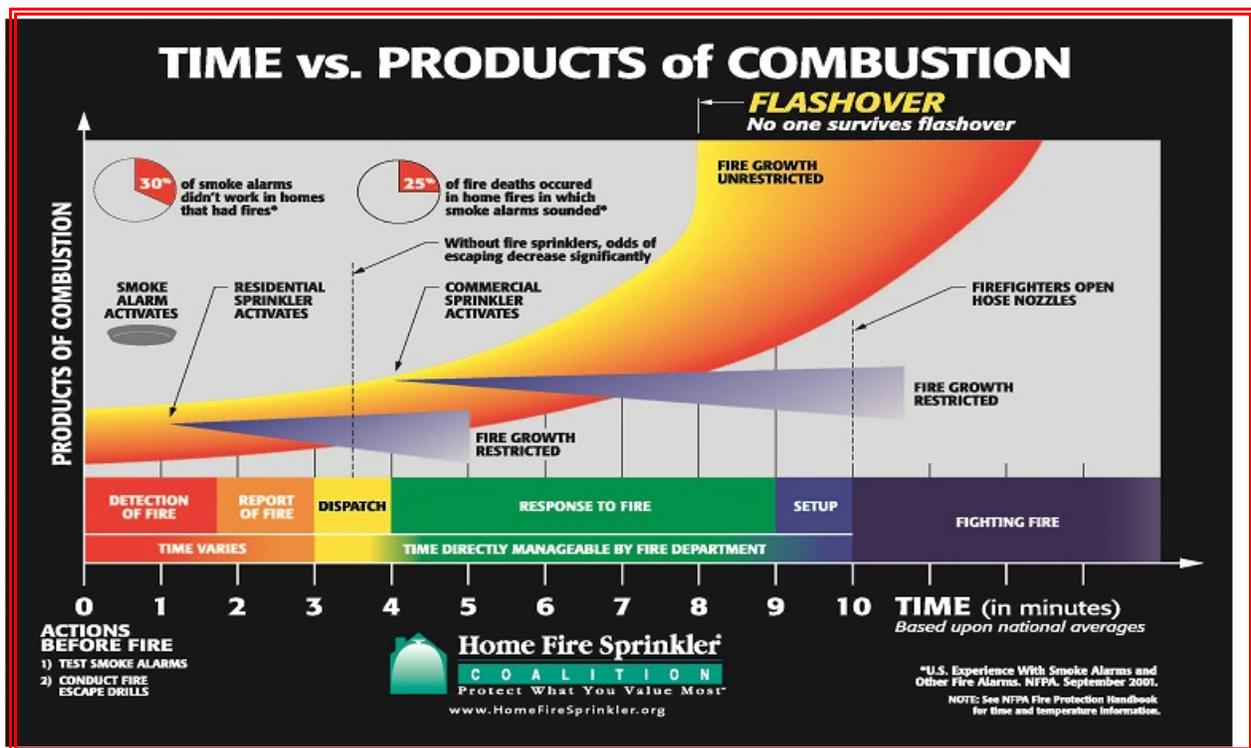


CITY OF MOUNTAIN BROOK FIRE DEPARTMENT



Response Performance Plan

OVERVIEW: Time is one of the critical factors in the delivery of fire and emergency medical services. A response to an emergency is really a series of time segments that when put together equals the total time to get on scene and impact the emergency. Some of these time segments are directly manageable by the fire department and some of them are managed by our public safety partner, the 911 Dispatch Center, which is supervised by the Police Department. The below graphic shows the direct correlation between time and temperature and the importance of a timely response to a structure fire.

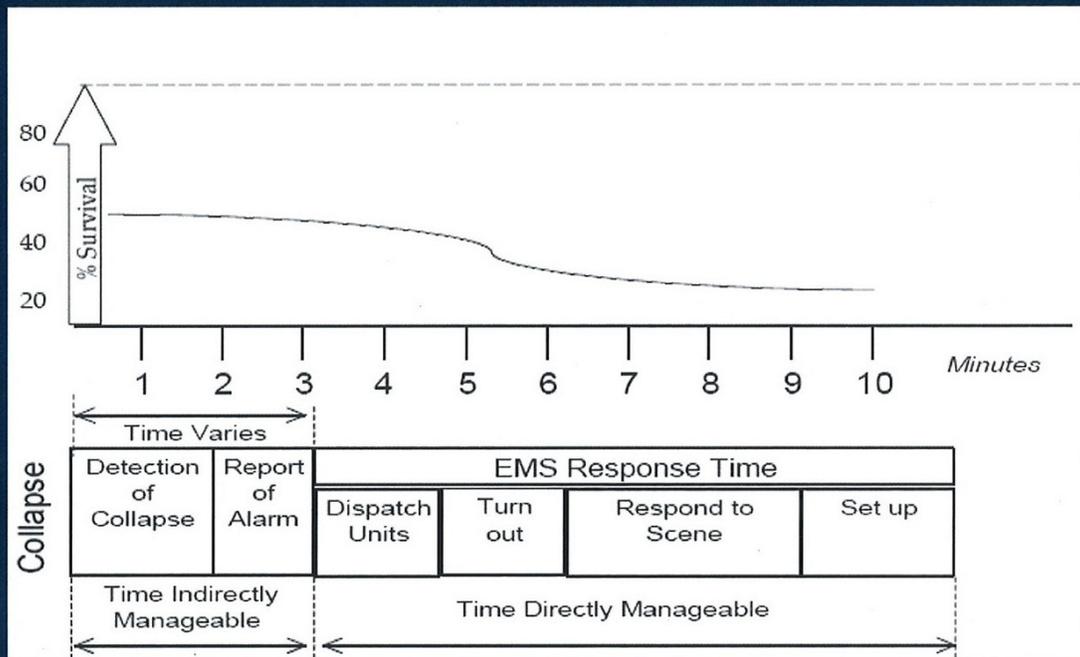


It is important to note above that the longer the time intervals become the more intense the heat buildup and therefore the greater the structural damage, the greater the opportunity for loss of life, and the greater the danger for fire department personnel during fire combat. Therefore, any opportunities to reduce any of the time segments that make up the total response time will give a better opportunity for a successful outcome.

Of equal importance is a quick response to an emergency medical event. The American Heart Association graphic on the next page gives information regarding cardiac arrest survivability as it relates to response time segments and total response time.

CARDIAC ARREST SURVIVAL STANDARD

In communities where the fire service is the principal provider of Emergency Medical Services (EMS) first response, the “chain of survival” standard shown in the figure below was developed by the American Heart Association and is often used to provide guidance for distribution of resources. The chain of survival suggests that basic life support (CPR and defibrillation) should be available to the victim of a cardiac arrest within 4 minutes of the event, and that advanced life support (paramedic service) should be available within 8 minutes or less of the event. Early notification, distribution and concentration of emergency response services are thus paramount to successful resuscitation efforts.

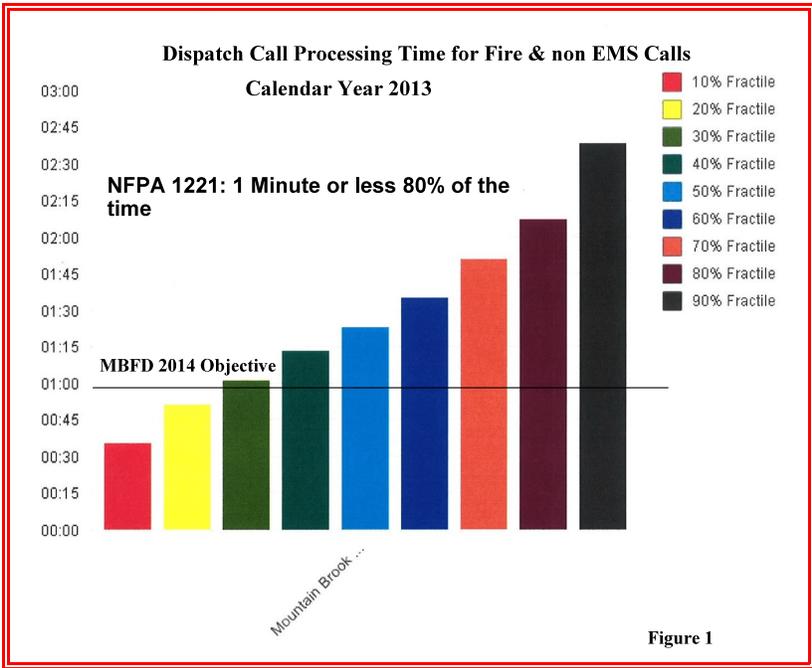


Cardiac Arrest Survival

It is important to note that in cardiac arrest the victim will start experiencing brain impairment and death if no oxygen is circulated within four to six minutes after the onset of the event. Therefore, once again it is truly important that each time segment involved in the response be held to a minimum to allow for the best total response time and the best possible outcome.

IDENTIFYING AND ESTABLISHING RESPONSE OBJECTIVES: In order to identify and measure response performance, the department has established the following response objectives for fire and emergency medical services.

Objective - Alarm Processing Time (APT): APT is defined as the time that the Dispatch Center personnel answers the phone until the time that the alert tone is engaged on the Fire Department radio system to dispatch units to respond. The National Fire Protection Association Standard 1221 (2013 Edition) is the standard which applies to fire and EMS

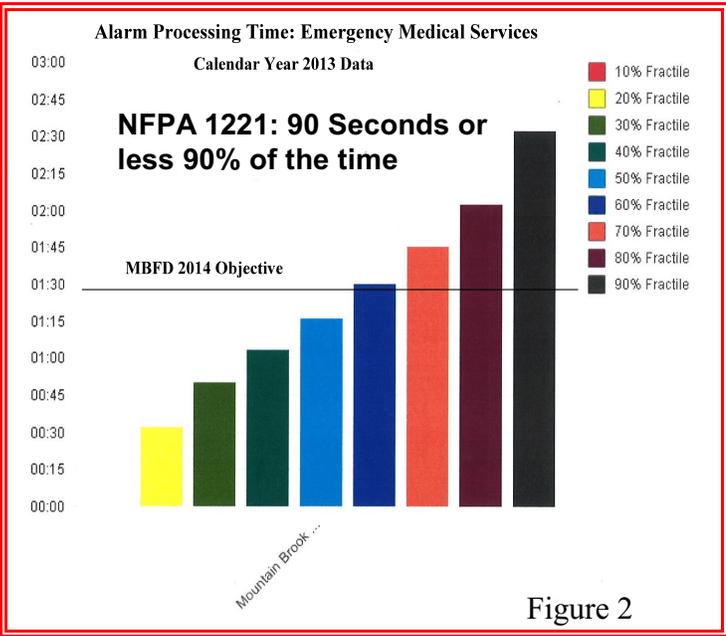


dispatch centers including the time standards for taking and processing emergency calls. The standard states that all calls coming in to the dispatch center for **fires, and fire alarms**, should be taken and processed to emergency units within 60 seconds - 80% of the time. **EMS calls** should be taken and processed to emergency units within 90 seconds - 90% of the time. This is the performance objective for the MBFD. Figure 1 at the left is the current delivery information for Fire and non-EMS calls

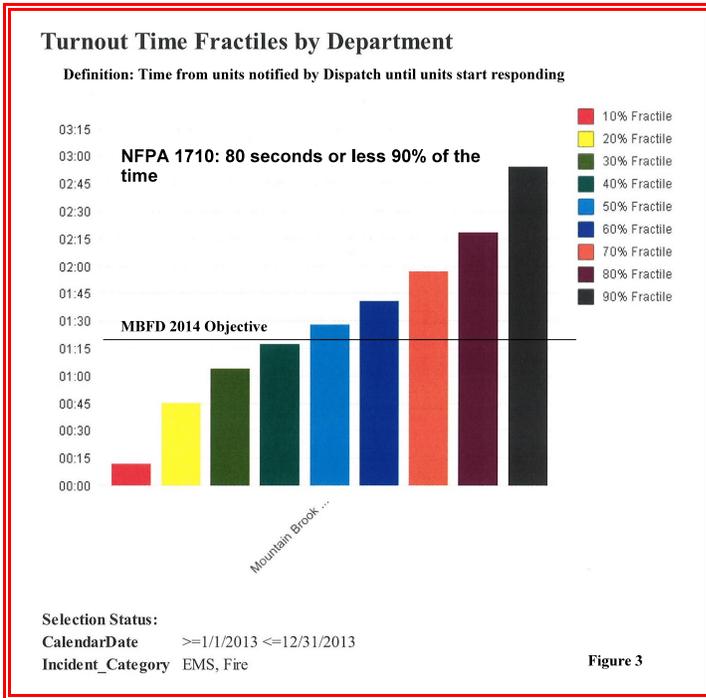
with respect to APT, and Figure 2 shows EMS calls likewise. The data was taken from calendar year 2013 response records and applies the 2014 objectives.

Objective - Turnout Time (TOT):

TOT is defined as the time from the moment of Dispatch (emergency units notified) until the emergency unit is responding (wheels rolling). This is often called reaction time as well. National Fire Protection Standard 1710 (2010 edition) is the standard for response and deployment of fire department emergency vehicles. The standard calls for an 80 second turnout time - 90% of the time. This will be the performance objective for the MBFD. Figure 3 below shows the data for Turnout Times for the MBFD during calendar year 2013. It also shows the 2014 Turnout Time objective.



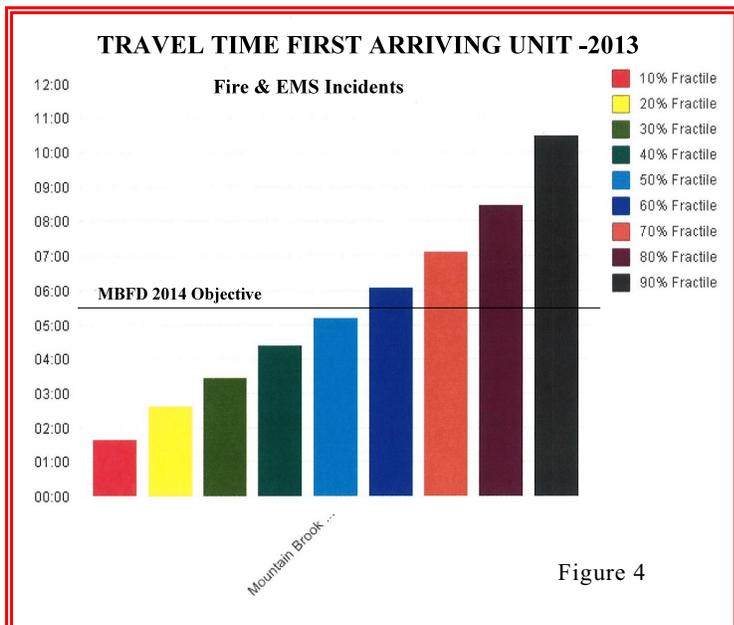
Objective - Travel Time (TT): TT is defined as the time units report that they are responding until the unit reports on the scene. National Fire Protection Standard 1710 sets the standard for the first arriving unit on the scene to have a travel time of four (4) minutes or less - 90% of the time. In reviewing the fire station locations within our City and looking



at historical travel data via response records, the MBFD travel time objective for the first arriving unit is set at five minutes and thirty seconds 90% of the time. Safe driving practices and driving with due regard for the general public is of prime concern when reviewing and analyzing response times within this category. Emergency responders are always cognizant of being part of the solution in responding and not being part of the problem through poor response techniques and responding recklessly. Figure 4 includes the travel time data for the first arriving unit for the calendar year 2013. The 2014 objective is shown as 5 minutes and 30 seconds.

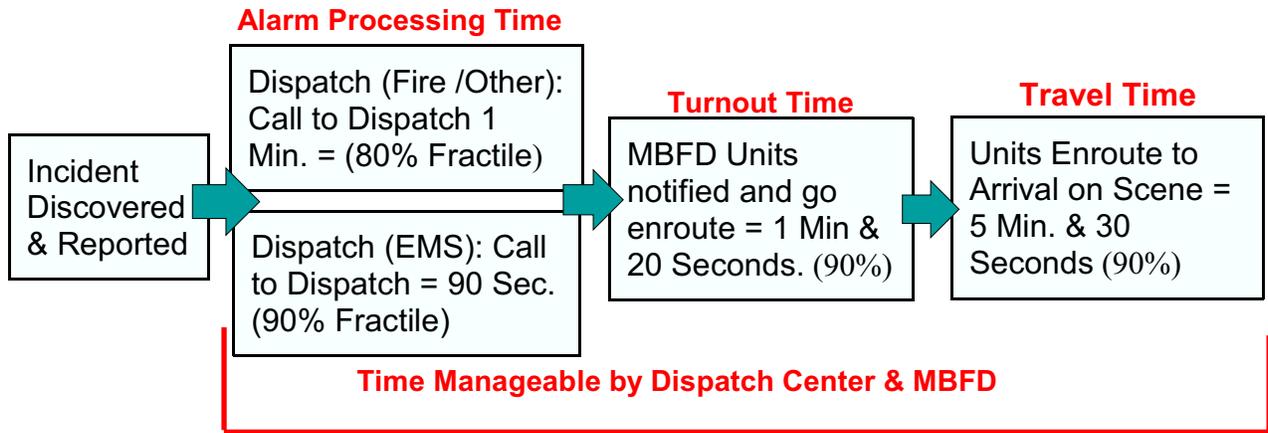
Objective - Full Turnout Response Capability for Fires: NFPA 1710 sets the standard for having a full response to a structure fire on scene within 8 minutes (Travel Time) with a total of 15 fire personnel. A full response to a structure fire in the City of Mountain Brook is two Fire Pumpers, one Ladder Truck, one Battalion Commander, and one Ambulance. If minimum staffing levels are in play, then a total of 11 personnel will be on scene at a fire incident. However, about 20% of the time the MBFD is above minimum risk level staffing; therefore, the MBFD personnel objective for a full turnout at structure fires will be 12 personnel 90% of the time.

The full response to the scene time standard for the MBFD will be 9 minutes and 30 seconds (Travel Time) 90% of the time. Analysis of past response data indicates that the 8 minute standard would not be attainable with the current deployment status and existing fire department resources.



Annual Reporting: Each year analysis will be generated with respect to how the department performed compared to established objectives and standards. Per the analysis, decisions will be made with respect to adjusting department objectives or making changes to deployment processes or procedures which will help meet objectives.

Performance Summary: If we take all of the information that is presented and we meet each objective in each time segment, then the below information yields what our customers can expect at a 90% time fractile as a first arrival response for fire and EMS.



First Response Fire = 7 Min & 50 Sec. (90% Fractile)
First Response EMS = 8 Min & 20 Seconds (90% Fractile)