

Spartanburg Public Safety Department Fire Division

Standard Operating Procedure	No. 100.05
Standard of Response Coverage	Page 1 of 6
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I. PURPOSE

The goal of the Fire Division is to respond to all emergencies as efficiently and effectively as possible. This procedure defines elements of response time, response time baselines and benchmarks, and resource deployment.

II. DEFINITIONS

Non-Priority Response

All responding units respond non-priority from en route to arrival on-scene.

Priority Response

At least one responding unit responds priority from en route to arrival on-scene.

Downgraded Response

All responding units downgrade from a priority response to a non-priority response.

Baseline

An achievable performance level with the current physical resources, staffing, and funding levels.

Benchmark

A standard of response based on the best practice to help define superior performance.

Alarm Processing Time

The point at which a request for emergency help is taken by an emergency dispatcher to the time alerted emergency responders acknowledge receipt of the dispatch.

Turnout Time

The time point at which responding units acknowledge receipt of the call from the dispatch center. Total turn out begins at this point and ends with the beginning of the first unit travel time.

Travel Time

The point at which units are en route to the call. When responding from a fixed facility, it is the point at which the apparatus exits the facility. Total travel time begins with this initial point and ends with the on-scene time.

Initiate Action Time

The time point at which units arrive on scene to the time point at which operations begin to mitigate the event. This includes size-up, resource deployment, etc.

Total Response Time (TRT)

The point at which a request for emergency help is taken by an emergency dispatcher until the time point the first unit arrives at the emergency event.

III. STANDARD OF RESPONSE

The following table identifies the Fire Division's current achievable performance (baseline) and the Fire Division's goal performance (benchmark). These standards of response apply to all priority response incidents. Incident capabilities and additional response information applicable to each type of incident is described below the table.

<i>Performance Measure</i>	<i>Benchmark</i>		<i>Baseline</i>	
	<i>Time (Less than)</i>	<i>Percentage</i>	<i>Time (Less than)</i>	<i>Percentage</i>
Call Processing Time	2:23	90%	3:25	90%
Turnout Time Day (07:00 to 21:59)	1:24	90%	2:00	90%
Turnout Time Night (22:00 to 06:59)	1:31	90%	2:10	90%
Downtown\Metropolitan\Urban Area Travel for 1 st Unit	4:00	90%	5:12	90%
Downtown\Metropolitan\Urban Area Travel for 2 nd Unit	8:00	90%	10:24	90%
Downtown\Metropolitan\Urban Area Travel for Balance of 1 st Alarm	8:00	90%	10:24	90%
Suburban Area Travel for 1 st Unit	5:00	90%	6:30	90%
Suburban Area Travel for 2 nd Unit	8:00	90%	10:24	90%
Suburban Area Travel for Balance of 1 st Alarm Units	10:00	90%	13:00	90%
Rural Area Travel for 1 st Unit	10:00	90%	13:00	90%
Rural Area Travel for Balance of 1 st Alarm Units	14:00	90%	18:12	90%

The quantities and types of resources deployed shall be based upon a reasonable projection of the critical tasks and typical activities that can be expected of an effective initial response force, as well as an effective full response force. Sufficient resources shall be provided to accomplish compliance with applicable legal requirements and generally accepted industry standards.

Fire Suppression

The first unit on scene will be capable of initial fire attack and/or rescue. The balance of the first alarm units on scene will be capable of interior firefighting operations. If more personnel and/or equipment are needed to effectively mitigate the incident, additional resources will be requested. The performance objective for all fire suppression incidents is to stop the escalation of a fire where found, conducting a search and rescue for any trapped victims, and minimizing property damage.

The degree of hazard, as it pertains to fire incidents, are categorized into four groups. These are described as follows from lowest to highest degree of significance. As the hazard increases, additional resources are allocated to accommodate the additional tasks required for termination of the incident.

- **Low Fire Hazard**

Low fire hazard properties have low risk of life and property. They include small structures typically detached from other main structures or stand alone, single property use. Examples of stand-alone use property include dumpsters, automobiles, and brush fires.

The initial response shall include one (1) engine company and/or one additional unit with a minimum effective response force of three (3) personnel capable of establishing a fire flow of 250 gpm, in compliance with the set response time baselines for the appropriate response type, service area, and critical tasking assignment for this fire hazard.

- **Moderate Fire Hazard**

Moderate fire hazards include properties that are average in size with medium risk of loss of lives and property. Residential properties typically fall under this hazard category and can be multi-family properties of two to three stories but are generally single-family dwellings. Associated residential properties including outbuildings, detached garages, and small storage buildings are considered moderate fire hazards. Other properties are industrial and commercial structures, which have moderate fire loads. They include manufacturing, mercantile, and retail businesses, including small strip shopping areas.

The initial response shall include three (3) engine companies, one (1) ladder company, one (1) special response unit, and one (1) command unit with a minimum staffing of thirteen (13) personnel capable of establishing a fire flow of

750 gpm in compliance with the set response time baseline for the appropriate response type, service area, and critical tasking assignment for this fire hazard.

- **High Fire Hazard**

High fire hazards include properties that are medium to large in size with medium to high risk of loss of lives and property. Most two story or larger, one or two family residential dwellings fall into this category, along with multi-family dwellings. Other properties are industrial and commercial structures, which have high fire loads. They include manufacturing, mercantile, and retail businesses, including moderate to large strip shopping areas.

The initial response shall include four (4) engine companies, one (1) ladder company, one (1) special response unit, and one (1) command unit with a minimum staffing of sixteen (16) personnel capable of establishing a fire flow of 1,000 gpm, in compliance with the set response time baseline for the appropriate response type, service area, and critical tasking assignment for this fire hazard.

- **Maximum Fire Hazard**

Maximum fire hazards include properties that are large in size with high risk of loss of life and property. These structures require large amounts of water, equipment and manpower for rescue situations and fire control. These structure types are generally manufacturing, mercantile, and large assembly places.

The initial response shall include four (4) engine companies, one (1) ladder company, one (1) special response unit, and one (1) command unit, with a minimum staffing of sixteen (16) personnel capable of establishing a fire flow of 1,000 gpm, in compliance with the set response time baseline for the appropriate response type, service area, and critical tasking assignment for this fire hazard.

- **Special Fire Hazards**

Special fire hazard classification is an addition to one of the four hazard classes due to special circumstances for the structure. These properties are typically large structures with multiple floors of large floor areas and maintain the risk of large life or property loss potential. They are usually target hazards, which have been identified through preplanning by responding companies. A special fire hazard is one that incorporates multiple significant fire hazard classifications. Examples of significant fire hazards include large apartment buildings with 3 floors or greater, structures housing individuals with limited mobility, usually caused by physical conditions, elderly care facilities, assisted living facilities, manufacturing plants, and colleges. Examples of special fire hazards include hospitals, mid-rise structures housing elderly residents, manufacturing operations with special hazardous material considerations, etc. The majority of the downtown fire district is considered in this category of fire hazard because of the concentration of

moderate and significant hazards, the mix of occupancies, and the exposure hazard. These higher risk fire hazards generally have greater fire flow requirements or greater requirements for manpower to conduct search and rescue.

The initial response shall include four (4) engine companies, one (1) ladder company, one (1) special response unit, and one (1) command unit, with a minimum staffing of sixteen (16) personnel capable of establishing a fire flow of 1,000 gpm, in compliance with the set response time baseline for the appropriate response type, service area, and critical tasking assignment for this fire hazard.

Technical Rescue

A technical rescue is a rescue that requires the application of special knowledge, skills, and equipment to safely resolve unique and/or complex rescue situations.

The initial response shall include one (1) engine company, one (1) special response unit, and one (1) command unit with a minimum effective response force of five (5) personnel, in compliance with the set response time baseline for the appropriate response type and service area. The first unit on scene will be capable of size-up of the rescue. The balance of the first alarm units on scene will be capable of initiating a rescue. On duty fire personnel will be capable of safely completing a rescue or extrication to ensure delivery of the patient to a definitive care facility within one (1) hour.

If a technical rescue incident is above the abilities and/or equipment on scene, a technical rescue team will be dispatched. The technical rescue team and equipment will be on scene, capable of initiating rescue within 2 hours after notification.

Hazardous Materials

A hazardous material emergency is the release, or potential release, of a hazardous material from its container into the environment.

The initial response shall include one (1) engine company, one (1) special response unit, and one (1) command unit with a minimum effective response force of five (5) personnel, in compliance with the set response time baseline for the appropriate response type and service area. The first unit on scene will be capable of investigating the hazardous materials release. The balance of the first alarm units on scene will be capable of supporting the investigation of a hazardous materials release, and mitigating the incident within the guidelines of South Carolina Fire Academy Hazardous Materials training.

If a hazardous materials incident is above the abilities and/or equipment on scene, the Spartanburg County Haz-Mat Team and any other needed resources will be dispatched. The Spartanburg County Haz-Mat Team can be on scene within 30 minutes after notification, capable of initiating mitigation of the incident.

Emergency Medical Services

An emergency medical hazard is an injury or illness that poses an immediate threat to a person's life or long term health.

A minimum effective response force of two (2) personnel deployed via one (1) engine company and/or one (1) special response unit shall respond in compliance with the set response time baseline for the appropriate response type and service area. The first unit on scene will be capable of providing First Responder level care and CPR to two (2) patients. The special response unit will be capable of providing First Responder level care, CPR, and automatic external defibrillation (AED)* to two (2) patients.

*One (1) AED is available for one (1) patient at a time.