

# City of Highland Village Fire Department

# Response Times

In October 2015 the Highland Village City Council appointed a Fire Department Task Force to evaluate and provide recommendations on appropriate coverage and resources in facilities, staffing requirements and equipment and service response times throughout Highland Village. Council received recommendations from the Task Force and, in turn, set the National Fire Protection Association 1710 (NFPA1710) standard for Highland Village public safety Emergency Medical Service response time for Advanced Life Support (ALS) and the NFPA 1221 standard for Public Safety Dispatch. This industry standard will become the reference point for annual performance measures of the Emergency Medical Services provided to the citizens of Highland Village.

## What is NFPA1221, NFPA1710 and Response Time?

**NFPA 1221** addresses emergency communications service delivery, from receiving calls to dispatching emergency units to the correct location in the appropriate time period. The standard requires 90% of emergency call processing and dispatch to be completed within 90 seconds.

**NFPA1710** for ALS specifies requirements for effective and efficient organization and deployment of emergency medical operations to the public by career fire departments to protect citizens and the occupational safety and health of fire department employees. The standard addresses turnout time, which is the time it takes for EMS personnel to leave the station once the call is dispatched, and travel time. NFPA 1710 standard for turnout time is one minute and the standard for travel time is eight minutes, both of which should be met 90% of the time.

**Response Time** is the total amount of time elapsing between an individual calling 911 and emergency service personnel arriving at the scene. The NFPA response time standard is ten minutes and thirty seconds.



## Highland Village Fire Department Response Times January 2015 - December 2015 Data

	NFPA Standard	HVFD Compared to Standard
 Time call received to unit dispatched	1:30	71%
 Time call dispatched to time leaving station	1:00	27%
 Time EMS left station to arrival at scene	8:00	99%
<b>Total Response Time</b>	<b>10:30</b>	<b>96%</b>

The Highland Village Fire Department responds to an average 1.4 EMS calls per day, which is the frequency used in collecting the data, and exceeds the NFPA1710 Standard 96% of the time. New computer aided dispatch software and a new radio system was approved in the 2015-2016 Budget which will enhance accuracy and automation of data collection. In 2015 staffing level was increased to two communication officers in the dispatch center. Highland Village police officers are undergoing certification as Emergency Care Attendants to provide Basic Life Support (BLS) on scene until arrival of Emergency Medical personnel. All these measures are in line with the NFPA standards, policies and requirements in order to enhance the Emergency Medical services provided to the citizens of Highland Village.