



FIRE RESCUE

ALBEMARLE COUNTY

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Service Objectives by Comprehensive Plan Area¹

Service objectives establish the desired level of service for fire and EMS in Albemarle County, based on comprehensive plan area. The adopted metrics as a whole provides a basis for which to assess the various components impacting service delivery and provides the necessary information to objectively evaluate potential service improvements.

Type of Measure	Performance Metric ²	Development	Rural	Review Period
Station/Unit Performance	Response Time	≤8 Min at 90%	≤21 Min at 90%	Quarterly
	Travel Time	≤6 Min at 90%	≤15 Min at 90%	Quarterly
	Minimum Engine Staffing	≥3 Firefighters	≥3 Firefighters	Daily
	Minimum Ambulance Staffing	≥1 EMT and ≥1 EVOC	≥1 EMT and ≥1 EVOC	Daily
	Minimum ALS Staffing	≥1 EMT- Intermediate or Paramedic	≥1 EMT- Intermediate or Paramedic	Daily
	Percentage of Calls with a "failed response"	≤3%	≤3%	Quarterly
System Design and Performance	District Risk Rating	Increases in Risk to Moderate or High	Increases in Risk to Moderate or High	Annually
	Reliability	≥90%	≥90%	Quarterly
	Call Concurrency	≤15%	≤15%	Quarterly
	Call Volume	3,000 – Initial 500 – Ongoing	1,800 – Initial 300 - Ongoing	Annually
	Unit Hour Utilization	≤0.25 on 24-hour units ≤0.50 on 12-hour units	≤0.25 on 24-hour units ≤0.50 on 12-hour units	Quarterly
	Cross-Staffing	<1,800 annual calls and <15% Call Concurrency	<1,800 annual calls and <15% Call Concurrency	Annually

¹ Approved by the BOS on June 5, 2019.

² Non-emergent incidents are excluded from the performance analysis.

" We will provide the highest quality services to protect and preserve the lives, property, and environment of our community."

Definitions

Appropriate Apparatus- A unit that has sufficient equipment and capabilities to mitigate the emergency incident in which it was dispatched.

Call Concurrency- The percentage of emergency incidents in a response district that are dispatched before the previous incident in that same district is cleared.

Call Volume- The number of emergency incidents in a response district.

Cross-Staffing- The utilization of a single crew to staff multiple units, selecting the most appropriate one based on the emergency incident. The matrix above establishes criteria in which cross staffing should no longer be considered.

Dispatch (Call Processing)- The time interval from the receipt of the emergency alarm at the PSAP until response information begins to be transmitted to emergency facilities/units.

Failed Response- An emergency incident in which a unit is designated as in service/available and fails to respond after being dispatched.

Minimum ALS Staffing- One person released to practice at the ALS level (EMT- Intermediate or Paramedic) available per response district. Their deployment could be from an ambulance, chase car, or fire engine as long as they are able to meet the response time requirements.

Minimum Ambulance Staffing- Two personnel including an EMT and an EVOC certified driver.

Minimum Engine Staffing- Three personnel consisting of a driver pump operator and two qualified interior firefighters.

Reliability- The percentage of emergency incidents in a response district that the primary station responded with an appropriate apparatus.

Response District- The GIS established first due area for each station.

Response Time- The time interval that begins when the emergency facilities/unit notification process begins and ends at the point an appropriate apparatus arrives on scene. Total response time includes turnout time and travel time.

Travel Time- The time interval that begins when a unit is enroute to the emergency incident and ends when the unit arrives at the scene.

Turnout Time- The time interval that begins when emergency facilities/unit notification process begins and ends at the point of travel time. A unit should not mark responding/enroute until the responding crew is assembled at the unit.

Unit Hour Utilization- The percentage of time a unit is committed to emergency incidents.