

Ocean City Fire Department  
**FIRE CHIEF'S GENERAL ORDER**

FCGO: 20-001

Monday, January 29, 2020

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**TO** ALL OCFD Personnel  
**FROM** Fire Chief Richard R. Bowers, Jr.   
**SUBJECT** Improving Turnout Times

Currently, we strive to meet a turnout time standard of 120 seconds (2 minutes), 90% of the time on all emergency incidents. As a mechanism to improve and maintain the Department's turnout times, the following goals shall be established and will be effective immediately:

1. Turnout time of 90 seconds or less, 90% of the time for all EMS calls
2. Turnout time of 120 seconds or less, 90% of the time for all FIRE calls within Box Areas 1, 2, 3 and 4.

These goals will also allow the Department to move towards achieving the turnout time recommendations found in NFPA 1710, Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments.

Critical seconds concerning response times make a difference with emergency incidents.