

SIERRA-SACRAMENTO VALLEY EMS AGENCY PROGRAM POLICY

REFERENCE NO. 415

SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA

I. PURPOSE:

To establish response time standards and reporting criteria for all transporting 9-1-1 Advanced Life Support (ALS) ambulance providers.

In order to establish a policy on response time it is necessary to standardize the definition of response time. It is our purpose to establish fully automated response time reporting within the S-SV region.

II. AUTHORITY:

California Health & Safety Code, Division 2.5, Sections 1797 et seq.

California Code of Regulations, Title 22, Division 9.

California Vehicle Code, Division 11, Section 21055.

California Code of Regulations, Title 13, Division 2, Chapter 5, Article 1, Sections 1100.7. and 1105.

California EMS Authority, EMS System Standards and Guidelines, Section 4.06.

III. DEFINITIONS:

Ambulance Response Time Zone - A geographic area, with boundaries established by S-SV EMS Agency.

Code 3 – An emergency response using red lights and siren - (CVC section 21055 & CCR 1107.7 & 1105).

Dispatch Time – The point in time when a 9-1-1 ALS ambulance unit has been notified of a request for 9-1-1 ALS ambulance service.

On Scene Time - The point in time when the 9-1-1 ALS ambulance unit arrives at the address site or at a designated or assigned staging area.

Provider Dispatch Center - A dispatch center that the PSAP or Secondary PSAP transfers/relays the emergency calls to for the purpose of dispatching resources.

Effective Date: 06/01/08

Date last Reviewed / Revised: 03/08

Next Review Date: 03/2011

Page 1 of 4

Approved:

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SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA

Provider Dispatch Notification Time – The point in time when the provider dispatch is notified of the 911 call or the emergency.

PSAP – Public Safety Answering Point – The designated primary public safety agency or secondary PSAP at which the 9-1-1 call is first received and/or transferred.

PSAP Notification Time – The point in time when a 9-1-1 call is received by the PSAP.

Response Time – The time calculated from “Response Time Clock Start” to “On Scene Time”.

Response Time Clock Start – The point in time at which the response time clock starts for each individual 9-1-1 ambulance provider. See IV. Policy, B.

Response Time Compliance Report – Report submitted monthly to S-SV EMS Agency by all transporting 9-1-1 ALS ambulance providers detailing compliance to the response time standards in this policy.

Secondary PSAP – Secondary Public Safety Answering Point – A dispatch center that the PSAP transfers/relays the emergency calls to for the purpose of dispatching resources.

Secondary PSAP Notification Time – The point in time when the secondary PSAP is notified of the 911 call or the emergency.

IV. POLICY

Response Areas Population Density – When establishing response times the following shall be taken into consideration:

- Call Volume
- Population density
- Type of event

A. 9-1-1 ALS ambulance providers shall ensure that an ALS ambulance is on scene of all Code-3 calls 90% of the time as measured within the geographic service areas defined in the addendums for the counties as listed below:

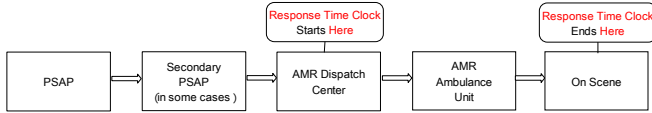
1. Placer County – Addendum A
2. Yolo County – Addendum B
3. Sutter and Yuba County – Addendum C
4. Nevada County – Addendum D

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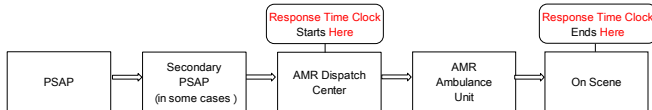
B. For all 911 or 7 digit access calls dispatched code 3 the Response Time Clock Start Time is indicated below:

Response Time Clock Start

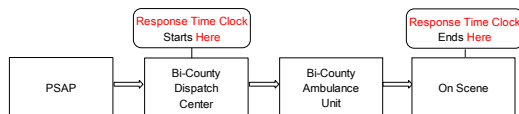
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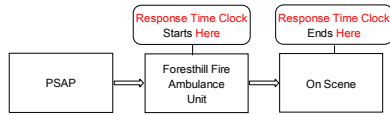
American Medical Response - Yolo County



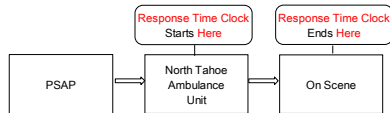
Bi-County Ambulance



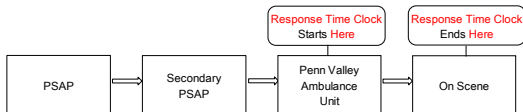
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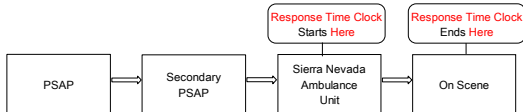
North Tahoe Fire Protection District



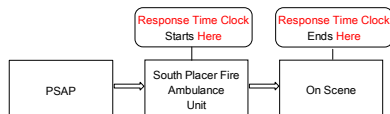
Penn Valley Fire



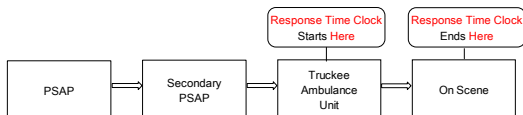
Sierra Nevada Ambulance



South Placer Fire Protection District



Truckee Fire Protection District Fire Department



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- C. Actual response time shall be computed to the second with no rounding of numbers.
- D. In calculating compliance with response time requirements, calls dispatched other than Code-3 shall be excluded. This includes cancelled enroute or calls downgraded from Code 3 to Code 2. Calls located outside of a provider's exclusive operating area shall not be included in response time calculations.
- E. The calculation of the ninety (90%) requirement shall be made on a monthly basis.
- F. Responses delayed by events beyond the control of ambulance provider (e.g., adverse weather conditions, freeway gridlock, road construction, train crossing, etc.) have been considered in determining the response time standards and shall not be considered as automatic exceptions to the response time standard.

Official declared disasters may be considered by the Agency as reason to temporarily adjust response time standards. In addition, it is recognized that extreme weather can affect response times, i.e. snow with chain control. Providers experiencing these issues shall notify the Agency and request an exemption.

- G. The provider is responsible for maintaining official response times for the Agency in a secure manner that prevents the changing of any information without such a change being permanently recorded.
- H. Every ambulance service shall submit to the S-SV EMS Agency data system, via the S-SV scannable PCR or other electronic means, the following information:
 - 1. Response Time Clock Start Time for all 9-1-1 call or 7 digit access call dispatched code 3.
 - 2. On scene time.
- I. 9-1-1 ambulance providers shall submit a monthly response time compliance report for all code 3 calls, utilizing CAD data, to the S-SV EMS Agency.