

# SIERRA-SACRAMENTO VALLEY EMS AGENCY PROGRAM POLICY

REFERENCE NO. 415

**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

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**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.

**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.

**DEFINITIONS:**

***Ambulance Response Time Zone*** - A geographic area, with boundaries established by the 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.

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**Effective Date: 06/01/2011**

**Date last Reviewed / Revised: 04/11**

**Next Review Date: 04/2014**

**Page 1 of 6**

**Approved:**

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**SIGNATURE ON FILE**  
S-SV EMS Medical Director

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S-SV EMS Regional Executive Director

**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

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***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 Policy section, item C.

***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.

**POLICY**

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

1. Call Volume
2. Population density
3. Type of event

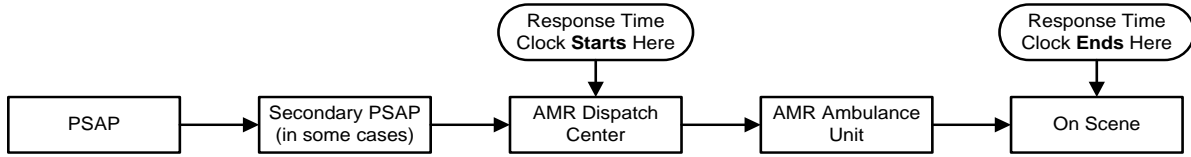
B. 9-1-1 ALS ambulance providers shall ensure that an ALS ambulance is on scene of all Code-3 calls 90% of the time as measured within the geographic service areas defined in the addendums for the counties as listed below:

1. Placer County – Addendum A
2. Yolo County – Addendum B
3. Sutter and Yuba County – Addendum C
4. Nevada County – Addendum D
5. Colusa County – Addendum E
6. Butte County – Addendum F

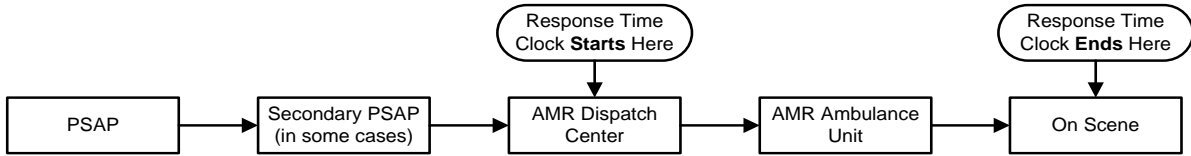
**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

C. For all 911 or 7 digit access calls dispatched code 3 the Response Time Clock Start and End Times are indicated below:

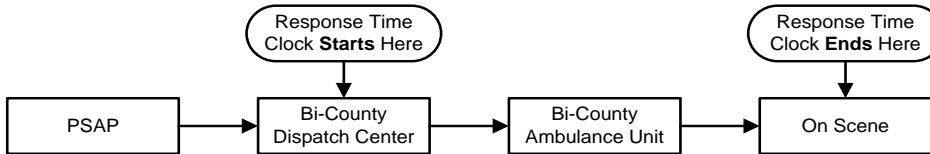
**American Medical Response – Placer County**



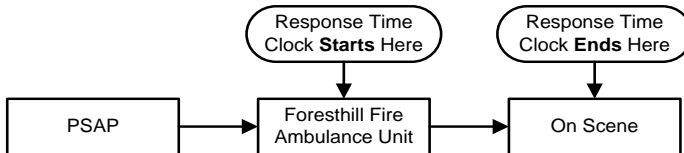
**American Medical Response – Yolo County**



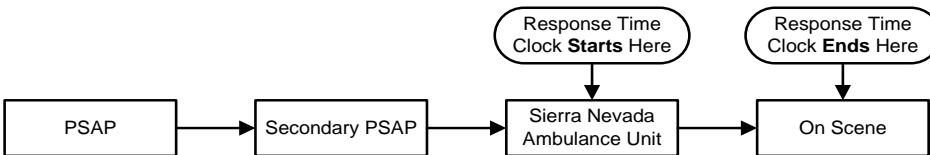
**Bi-County Ambulance**



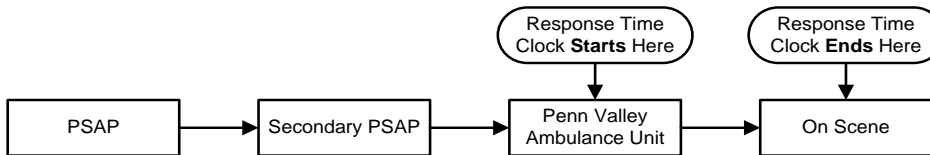
**Foresthill Fire Protection District**



**Sierra Nevada Ambulance**



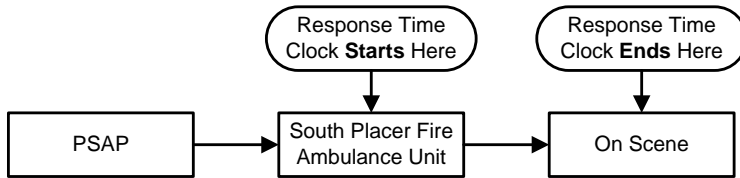
**Penn Valley Fire District**



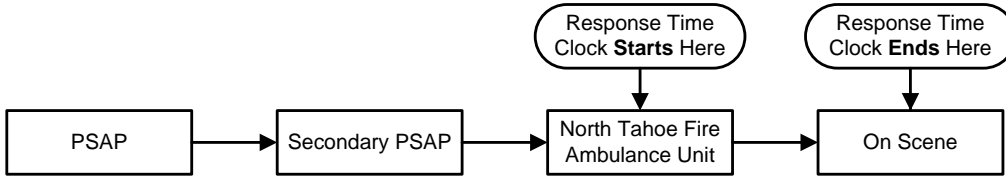
**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

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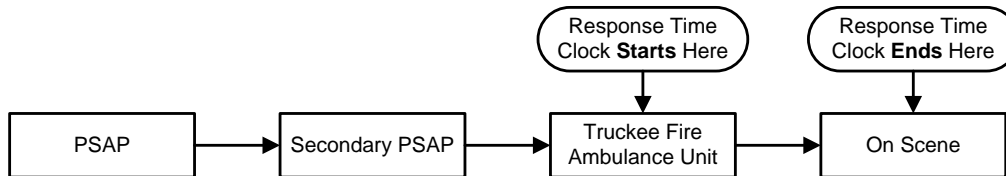
**South Placer Fire Protection District**



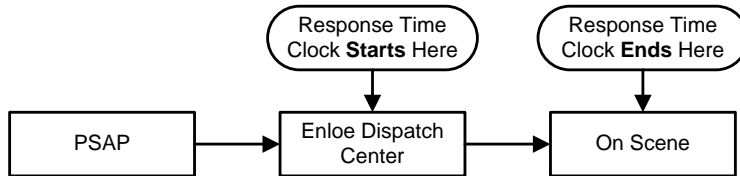
**North Tahoe Fire Protection District**



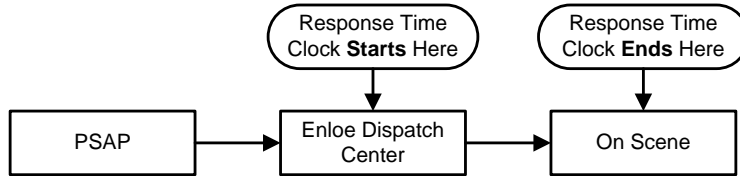
**Truckee Fire Protection District**



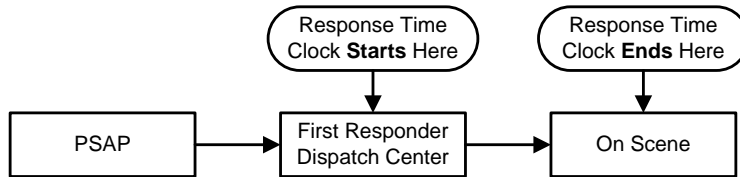
**Enloe Ambulance – Colusa County**



**Enloe Ambulance – Butte County**



**First Responder Ambulance – Butte County**



**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

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- D. Actual response time shall be computed to the second with no rounding of numbers.
- E. 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.
- F. The calculation of the ninety (90%) requirement shall be made on a monthly basis.
- G. During periods of system overload, ALS overhead personnel who are a routine part of the EMS delivery system (Field Supervisors, Battalion Chiefs, etc.) may be used in the calculation of the 9-1-1 ambulance response time if previously approved by the Agency and the following criteria are met:
  - 1. Personnel are employed by/working for the 9-1-1 ambulance provider and are licensed and accredited as a paramedic in the S-SV EMS region.
  - 2. Response vehicles used by these personnel are fully equipped according to S-SV EMS Policy #701 for ALS Non-Transport and are inspected and approved by the Agency.

In these circumstances, the On Scene time of the ALS overhead personnel may be used in calculating the total 9-1-1 ambulance response time. The response time shall be calculated from the "Response Time Clock Start" as listed above under item C, until the first ALS overhead personnel arrives on scene. These times may be utilized in the overall monthly response time calculations. Each instance where these alternate times are used must be separately identified in the monthly response time compliance report and shall include the following information:

- a. Total response time for the initial ALS overhead personnel.
  - b. Total response time for the transport ambulance.
  - c. Any additional pertinent information (cancelled call, ambulance reduced to code 2, RAS / AMA, etc.).
- H. 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.

**SUBJECT: 9-1-1 AMBULANCE RESPONSE TIME CRITERIA**

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- I. In the event that response time compliance for single or multiple zones with a call volume of less than 50 calls in that calendar month fall below 90%, the provider may exclude one (1) late call from each low volume zone that falls below 90% compliance for that month for the purpose of response time calculation. All of the following criteria must be met for the provider to utilize this exemption:
  1. Provider must exclude the entire call for purposes of calculating the response compliance for that zone (i.e. excluded from both the total call tally as well as the late call tally).
  2. Provider must clearly identify the call(s) that they are excluding, the total response time for the excluded call(s), and the reason why the excluded call(s) were late in their monthly report.
  3. Provider may utilize this exemption for no more than three (3) consecutive months or a total of four (4) months in any twelve (12) consecutive month period for a particular low volume response zone.
- J. 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.
- K. Every ambulance service shall submit the following information to the S-SV EMS Agency data system:
  1. Response Time Clock Start Time for all 9-1-1 calls or 7 digit access calls dispatched code 3.
  2. On scene time.
- L. 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.