


Sierra – Sacramento Valley EMS Agency Program Policy

911 Ambulance Response Time Criteria

	Effective: 06/01/2018	Next Review: 06/2021	415
	Approval: Troy M. Falck, MD – Medical Director		SIGNATURE ON FILE
	Approval: Victoria Pinette – Executive Director		SIGNATURE ON FILE

PURPOSE:

To establish response time standards and reporting criteria for applicable 911 ambulance provider agencies.

AUTHORITY:

- A. California Health and Safety Code, Division 2.5, § 1797 et seq.
- B. California Code of Regulations, Title 22, Division 9.
- C. California Vehicle Code, Division 11, § 21055.
- D. California Code of Regulations, Title 13, Division 2, Chapter 5, § 1100.7 and 1105.
- E. California EMS Authority, EMS System Standards and Guidelines, § 4.06.

DEFINITIONS:

- A. Ambulance Response Zone – A geographic area with boundaries established by the S-SV EMS Agency.
- B. Code 2 – A non-life-threatening emergency response without the use of emergency lights or siren.
- C. Code 3 – An emergency response using emergency lights and siren.
- D. Dispatch Time – The time when a 911 ambulance is notified of a request for an emergency ambulance.
- E. On Scene Time – The time when a 911 ambulance arrives at the address or staging area of an emergency call.
- F. Provider Dispatch Center – A dispatch center that the PSAP or Secondary PSAP transfers/relays emergency calls to for the purpose of dispatching 911 ambulance resources.

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- G. Provider Dispatch Notification Time – The time when the 911 ambulance provider dispatch is notified of a 911 call.
 - H. PSAP – Public Safety Answering Point – The designated primary public safety agency where a 911 call is first received.
 - I. PSAP Notification Time – The time when a 911 call is received by the PSAP.
 - J. Response Time – The time calculated from “Response Time Clock Start” to “Response Time Clock Stop”.
 - K. Response Time Clock Start – The time the clock starts for each individual 911 ambulance provider.
 - L. Response Time Clock Stop – The time the clock stops for each individual 911 ambulance provider.
 - M. Secondary PSAP – Secondary Public Safety Answering Point – A dispatch center that the PSAP transfers/relays 911 calls to for the purpose of dispatching resources.
 - N. Secondary PSAP Notification Time – The time when the secondary PSAP is notified of a 911 call.

POLICY:

- A. Applicable 911 ambulance providers shall ensure that an Advanced Life Support (ALS) ambulance is on scene of all Code 3 calls 90% of the time as measured within the Ambulance Response Zones defined in this policy.
- B. The calculation of the ninety (90%) requirement shall be made monthly.
- C. Actual response times shall be computed to the second with no rounding.
- D. In calculating response time compliance, calls dispatched other than Code 3, downgraded from Code 3 to Code 2, cancelled prior to ambulance arrival on scene, or located outside the provider’s designated response zone shall be excluded.
- E. Declared disasters or extreme weather conditions may be considered for exemption to response time standards by S-SV EMS upon request.
- F. 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 911 ambulance provider may exclude one (1) late call from each applicable zone that falls below 90% compliance for that month for the purpose of response time calculation. Provider must

notify S-SV EMS of 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.

G. The 911 ambulance provider is responsible for maintaining official response times in a secure manner that prevents the changing of any information without such a change being permanently recorded.

H. 911 ambulance providers shall submit a monthly response time compliance report, utilizing CAD data, to S-SV EMS. All records are subject to audit by S-SV EMS.

AMBULANCE PROVIDER RESPONSE TIME CRITERIA:

American Medical Response (Placer County)	
Ambulance Response Zone	Response Time Standard
City of Roseville	8 minutes/90% of the time
City of Rocklin	8 minutes/90% of the time
Auburn City & Surrounding Areas	8 minutes/90% of the time
City of Lincoln	10 minutes/90% of the time
East of Auburn including Colfax	15 minutes/90% of the time
West of Auburn to Rocklin	15 minutes/90% of the time
AMR Placer County Rural 20	20 minutes/90% of the time
AMR Placer County Wilderness	As soon as possible

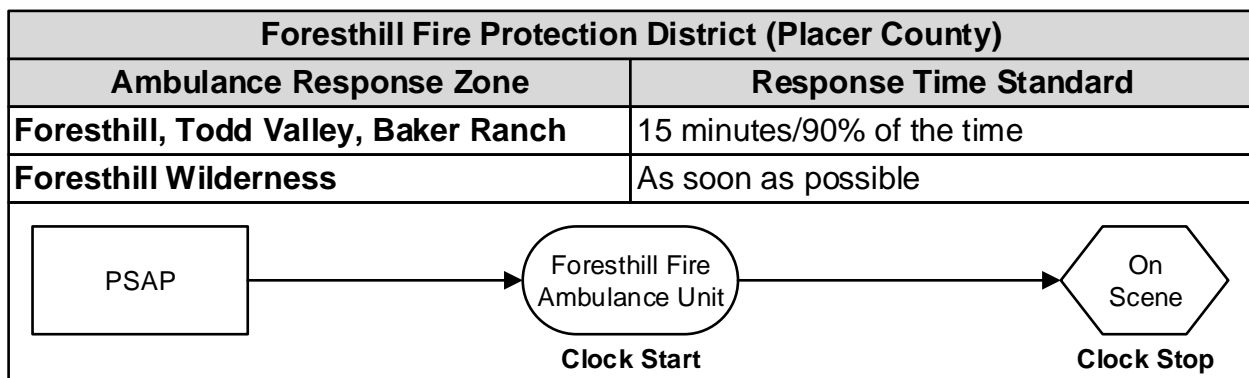
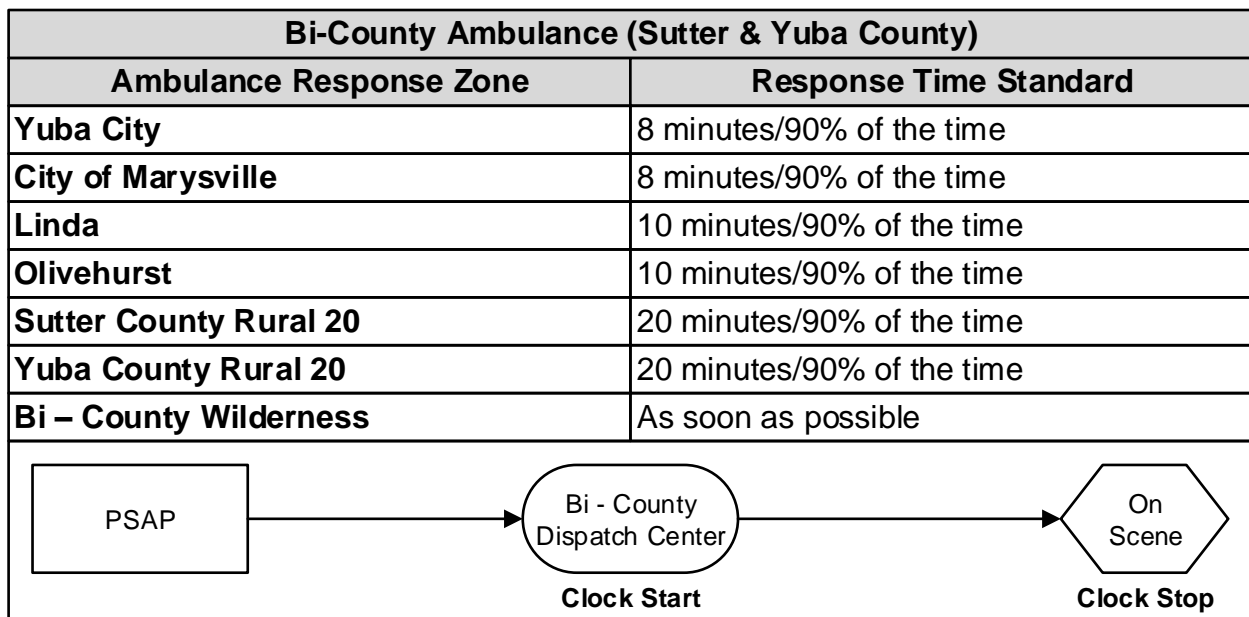
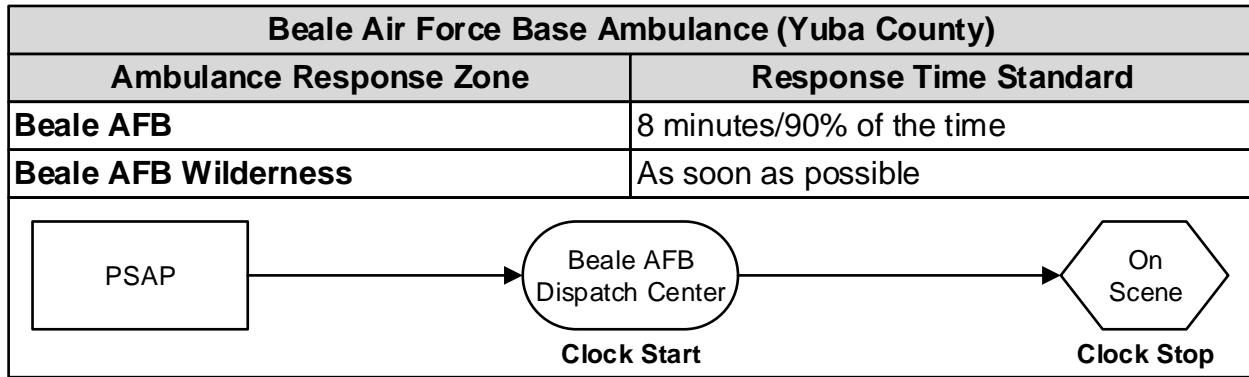

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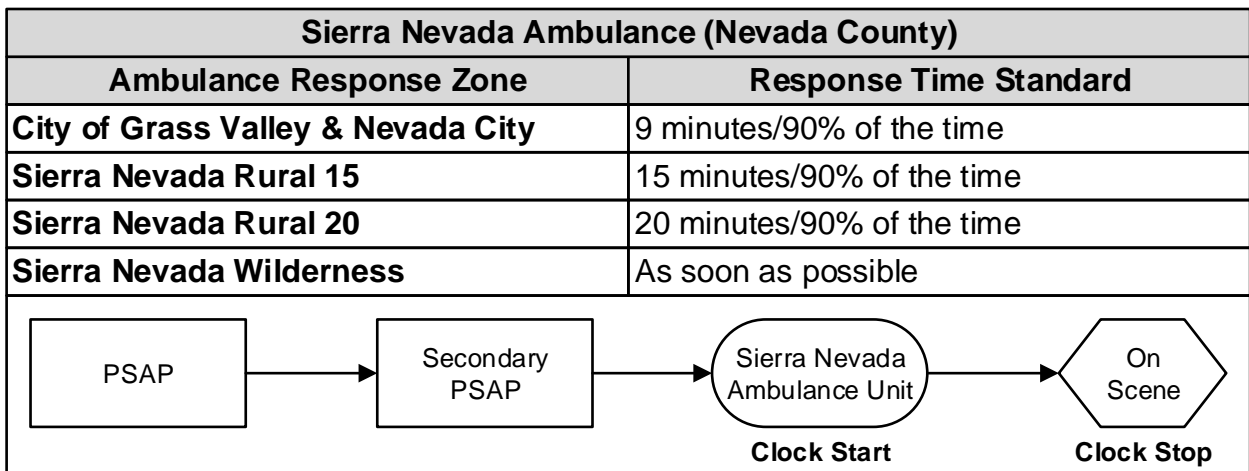
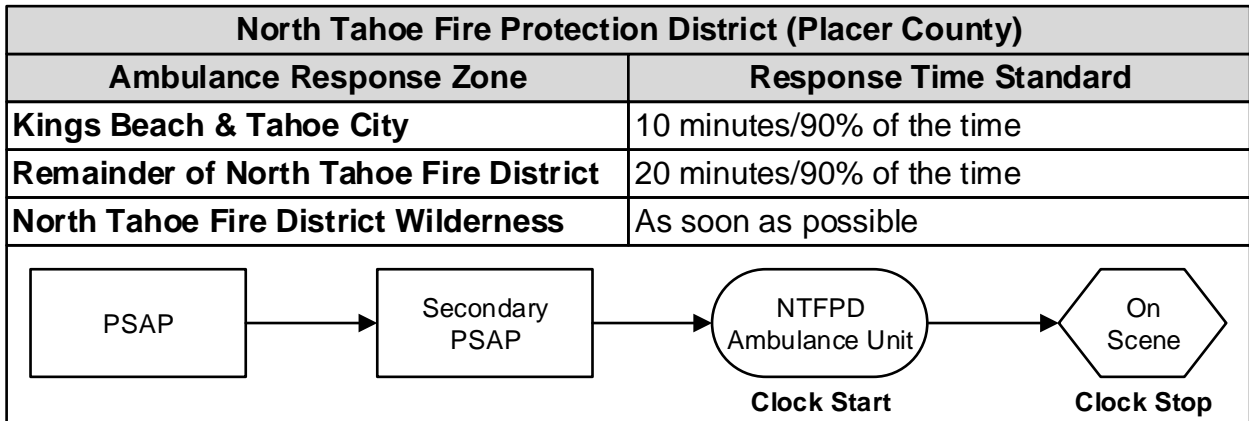
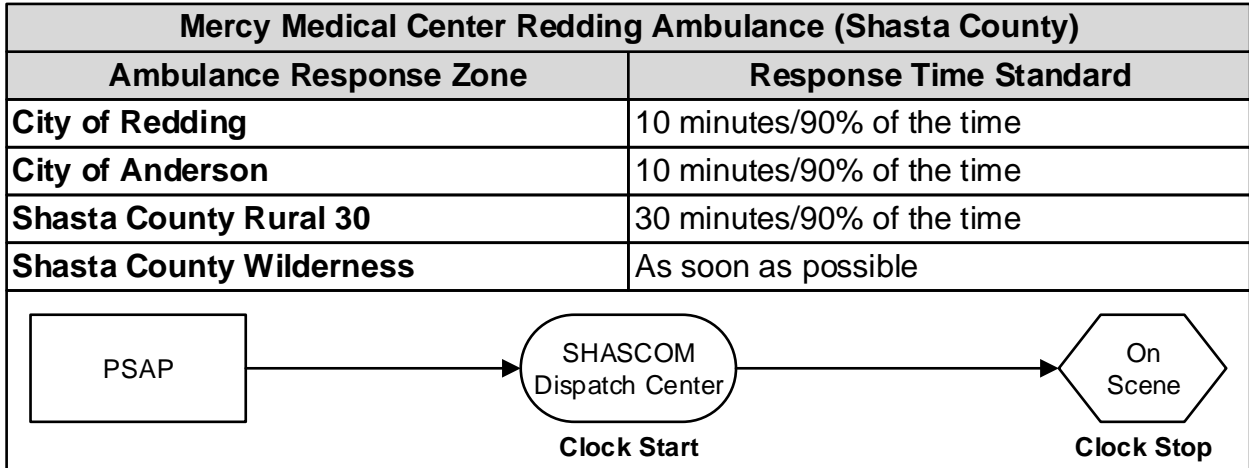
    graph LR
      PSAP[PSAP] --> SecondaryPSAP[Secondary PSAP  
(in some cases)]
      SecondaryPSAP --> AMRDispatchCenter((AMR Dispatch Center))
      AMRDispatchCenter --> OnScene{{On Scene}}
      AMRDispatchCenter --- ClockStart[Clock Start]
      OnScene --- ClockStop[Clock Stop]
  
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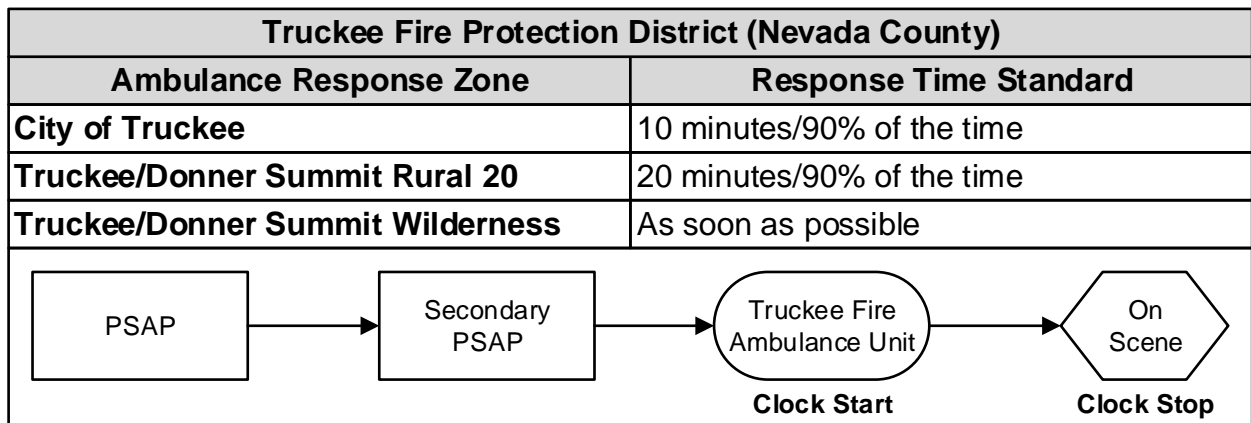
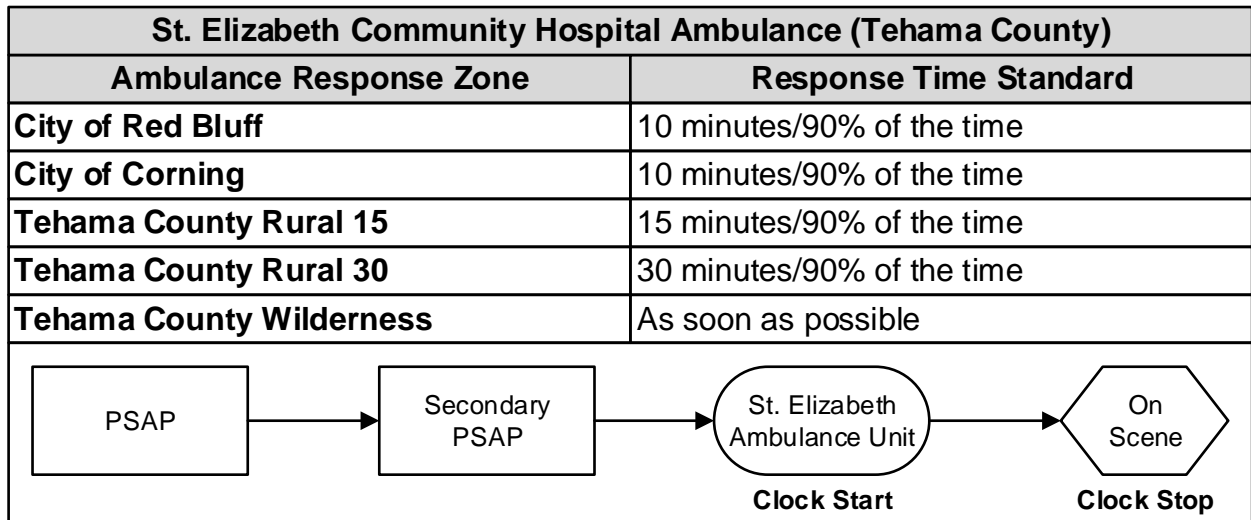
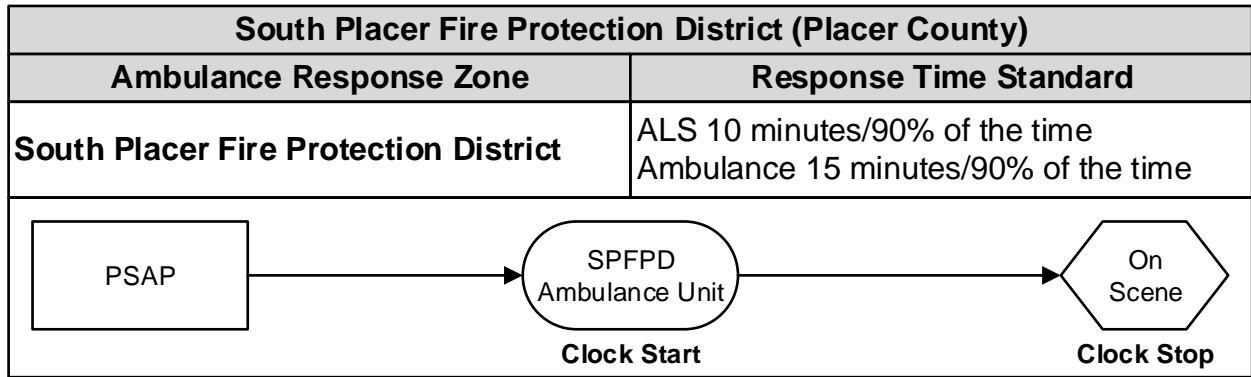
American Medical Response (Shasta County)	
Ambulance Response Zone	Response Time Standard
City of Redding	10 minutes/90% of the time
City of Anderson	10 minutes/90% of the time
Shasta County Rural 30	30 minutes/90% of the time
Shasta County Wilderness	As soon as possible


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    graph LR
      PSAP[PSAP] --> SHASCOMDispatchCenter((SHASCOM Dispatch Center))
      SHASCOMDispatchCenter --> OnScene{{On Scene}}
      SHASCOMDispatchCenter --- ClockStart[Clock Start]
      OnScene --- ClockStop[Clock Stop]
  
```







Westside Ambulance (Glenn County)	
Ambulance Response Zone	Response Time Standard
Orland 10	10 minutes/90% of the time
Orland 20	20 minutes/90% of the time
Orland Wilderness	As soon as possible


```

    graph LR
      PSAP[PSAP] --> MEDCOM([MEDCOM Dispatch Center])
      MEDCOM --> OnScene{{On Scene}}
      subgraph ClockStart [Clock Start]
        MEDCOM
      end
      subgraph ClockStop [Clock Stop]
        OnScene
      end
  
```

Willows Ambulance (Glenn County)	
Ambulance Response Zone	Response Time Standard
Willows 10	10 minutes/90% of the time
Willows 20	20 minutes/90% of the time
Willows Wilderness	As soon as possible


```

    graph LR
      PSAP[PSAP] --> MEDCOM([MEDCOM Dispatch Center])
      MEDCOM --> OnScene{{On Scene}}
      subgraph ClockStart [Clock Start]
        MEDCOM
      end
      subgraph ClockStop [Clock Stop]
        OnScene
      end
  
```