


Sierra – Sacramento Valley EMS Agency Program Policy

911 Ambulance Response Time Criteria

	Effective: 12/01/2025	Next Review: 10/2028	415
	Approval: Troy M. Falck, MD – Medical Director		SIGNATURE ON FILE
	Approval: John Poland – Executive Director		SIGNATURE ON FILE

PURPOSE:

To establish 911 ambulance response time criteria for the S-SV EMS region.

AUTHORITY:

- A. HSC, Division 2.5, § 1797 et seq.
- B. CCR, Title 13, Division 2, Chapter 5, § 1100.7 and 1105.
- C. CCR, Title 22, Division 9.
- D. CVC, Division 11, § 21055.

DEFINITIONS:

- A. **Ambulance Response Zone** – A geographic ambulance response zone established by the S-SV EMS Agency.
- B. **Code 2** – A non-life-threatening emergency, requiring an urgent response by the ambulance provider without the use of emergency lights and siren.
- C. **Code 3** – An emergency response where time is critical, requiring an immediate response by the ambulance provider with emergency lights and siren.

POLICY:

- A. 911 ambulance providers shall comply with the response time criteria in this policy.
 - 1. If the ambulance is directly dispatched by a public safety answering point (PSAP), the response time calculation interval shall be from the time of ambulance dispatch to the time of ambulance arrival at scene of the incident/staging location.
 - 2. If the ambulance is not directly dispatched by a PSAP, the response time calculation interval shall be from receipt of PSAP notification and verification of all necessary incident data by the applicable ambulance dispatch center to the time of ambulance arrival at scene of the incident/staging location.
 - 3. Response times shall be computed to the second, with no rounding.
 - 4. The 90% compliance requirement calculation shall be made monthly.

- B. The following calls shall be excluded from response time compliance calculations:
1. Calls dispatched Code 2 or downgraded from Code 3 to Code 2, unless there is a Code 2 response time requirement for the applicable ambulance response zone(s) listed in this policy.
 2. Calls cancelled prior to arrival of the ambulance at scene.
 3. Calls located outside the applicable provider's ambulance response zone(s).
- C. Declared disasters or extreme weather conditions may be considered for exemption to response time standards by S-SV EMS upon request.
- D. If response time compliance for single or multiple zones with a call volume of less than 50 calls in a calendar month fall below 90%, one (1) late call from each applicable zone that falls below 90% compliance for that month may be excluded for the purpose of response time calculation.
- E. Ambulance providers are responsible for maintaining official response times in a secure manner, that prevents the changing of any information without such a change being permanently recorded. All records are subject to audit by S-SV EMS.

AMBULANCE RESPONSE TIME CRITERIA

Butte County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Chico – City Limits	90%	10:00	15:00
Gridley – City Limits	90%	10:00	15:00
Oroville – City Limits	90%	10:00	15:00
Paradise/Magalia	90%	15:00	25:00
Butte County Rural	90%	30:00	45:00
Butte County Wilderness	N/A	ASAP	ASAP

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Colusa County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Colusa – City Limits	90%	10:00	N/A
Williams – City Limits	90%	10:00	N/A
Arbuckle/Maxwell	90%	20:00	N/A
Colusa County Rural 30	90%	30:00	N/A
Colusa County Wilderness	90%	60:00	N/A

Glenn County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Orland – City Limits	90%	10:00	N/A
Willows – City Limits	90%	10:00	N/A
Glenn County Rural 30	90%	30:00	N/A
Glenn County Wilderness	N/A	ASAP	N/A

Nevada County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Penn Valley Proper & Lake Wildwood	90%	ALS – 10:00 AMB – 15:00	N/A
Penn Valley Rural	90%	ALS – 20:00 AMB – 30:00	N/A
Grass Valley/Nevada City – City Limits	90%	10:00	18:00
Sierra Nevada Rural 20	90%	20:00	40:00
Truckee – City Limits	90%	ALS – 10:00 AMB – 15:00	N/A
Truckee/Donner Summit Rural 20	90%	ALS – 20:00 AMB – 30:00	N/A
Nevada County Wilderness	N/A	ASAP	N/A

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Placer County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Auburn/North Auburn	90%	08:00	16:00
Lincoln – City Limits	90%	08:00	16:00
Roseville – City Limits	90%	10:00	20:00
Rocklin – City Limits	90%	10:00	20:00
East of Auburn, including Colfax	90%	15:00	30:00
West of Auburn to Rocklin	90%	15:00	30:00
AMR Placer County Rural	90%	20:00	40:00
Foresthill, Todd Valley, Baker Ranch	90%	15:00	N/A
Kings Beach & Tahoe City	90%	ALS – 10:00 AMB – 15:00	N/A
Remainder of North Tahoe FPD	90%	20:00	N/A
South Placer FPD	90%	ALS – 10:00 AMB – 15:00	N/A
Placer County Wilderness	N/A	ASAP	N/A

Shasta County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Anderson – City Limits	90%	10:00	N/A
Redding – City Limits	90%	10:00	N/A
Shasta County Rural 30	90%	30:00	N/A
Shasta County Wilderness	N/A	ASAP	N/A

Siskiyou County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Siskiyou County	N/A	ASAP	ASAP

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Sutter County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Yuba City – City Limits	90%	8:00	N/A
Sutter County Rural 20	90%	20:00	N/A
Sutter County Wilderness	N/A	ASAP	N/A

Tehama County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Corning – City Limits	90%	10:00	N/A
Red Bluff – City Limits	90%	10:00	N/A
Tehama County Rural 15	90%	15:00	N/A
Tehama County Rural 30	90%	30:00	N/A
Tehama County Wilderness	N/A	ASAP	N/A

Yuba County			
Ambulance Response Zone	Compliance Requirement	Code 3 (MM:SS)	Code 2 (MM:SS)
Beale AFB	90%	8:00	N/A
Marysville – City Limits	90%	8:00	N/A
Linda	90%	10:00	N/A
Olivehurst	90%	10:00	N/A
Yuba County Rural 20	90%	20:00	N/A
Yuba County Wilderness	N/A	ASAP	N/A