



9-1-1 AMBULANCE RESPONSE TIME CRITERIA

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 Yolo County Emergency Medical Services Agency (YEMSA) Region.

AUTHORITY

Health & Safety Code, Division 2.5, Chapter 1, §§ 1797 et seq
California Code of Regulations, Title 22, Division 9
California Vehicle Code, Division 11, Chapter 1, Article 2, § 21055
California Code of Regulations, Title 13, Division 2, Chapter 5, Article 1, §§ 1100.7, 1104, 1105
California Highway Patrol (CHP) Ambulance Driver's Handbook HPH 82.4
California EMS Authority, EMS System Standards and Guidelines, Part 1, § 4.05, (dated June 1993, EMSA # 101)

DEFINITIONS

Ambulance Response Time Zone: A geographic area, with boundaries established by YEMSA.

Code Two (2) or Priority Two (2): Is a response mode where a unit proceeds expeditiously, without the use of red lights and siren, while obeying all traffic laws without exception.

Code Three (3) or Priority One (1): is an emergency response using red lights and siren. California Vehicle Code, Division 11, Chapter 1, Article 2, § 21055 and the California Code of Regulations Title 13, Division 2, Chapter 5, Article 1, §§ 1104, 1105.

Code Four (4) or Canceled Call: is defined as no further assistance is needed by the Incident Commander (IC) or their designee. Further responding units are canceled. All ALS units dispatched via the 9-1-1 system that are canceled prior to arrival on scene shall be considered to be Code 4.

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 Public Safety Answering Point (PSAP) or Secondary PSAP transfers/relays the emergency calls to for the purpose of dispatching resources.



Yolo County Emergency Medical Services Agency

Service Provider

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Provider Dispatch Notification Time: The point in time when the Provider Dispatch is notified of the 9-1-1 call or the emergency.

Public Safety Answering Point (PSAP): 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.

Response Time Compliance Report: Report submitted monthly to YEMSA by all transporting 9-1-1 ALS Ambulance Providers detailing compliance to the response time standards in this policy.

Secondary Public Safety Answering Point (Secondary PSAP): 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 9-1-1 call or the emergency.

POLICY

- I. Response Areas Population Density: When establishing response times the following shall be taken into consideration:
 - A. Call Volume
 - B. Population density
 - C. Type of event

- II. 9-1-1 ALS ambulance providers shall ensure that an ALS ambulance is on scene of all Code 3 calls ninety percent (90%) of the time as measured within the geographic service areas, high frequency zones:



Yolo County EOA Ambulance Response Zones

