



Oakland County Medical Control Authority
System Protocols

EMS RESPONSE TIME STANDARDS

Initial Date: 1/1/2014

Section 8.104

Revised Date: 9/14/2023

EMS Response Time Standards

Purpose

Quality pre-hospital emergency care is directly related to high performance life support agencies with unified EMS response standards. The purpose of this protocol is to establish unified and consistent EMS response expectations for the Oakland County Life Support Agencies.

GLOSSARY OF TERMS

90% Fractile Value: The value or measurement at which 90% of all events occur. This is typically used in time measurements to better standardize performance across systems.

Automatic Aid: assistance provided by one agency to another that the dispatch center, without a command officer's input, can send or request equipment based on the information from the call to the public safety answering center. The intent of automatic aid is for day-to-day, pre-arranged, protocol driven, pre-hospital care deployment.

Emergent: A lights and sirens, emergent response to or from an EMS event.

EMS Aid: Agreement by all OCMCA agencies to provide response to **emergency requests (lights and sirens responses only)** across municipal boundaries, if available. Availability will be determined by the requested agency. EMS Aid **IS NOT** a replacement for the required mutual aid agreements and shall not be used to supplement day to day operations of any Life Support Agency. EMS Aid may only be utilized if Mutual Aid is not available.

Mutual Aid: assistance provided by one agency to another and in return the other agency can expect help when needed; requires an agency's command officers to make a specific request for assistance from a neighboring jurisdiction.

Non-Emergent: A normal traffic speed response (no lights and sirens) to or from an EMS event.

Response Time Measurement: Response time is measured from Unit Notified by Dispatch to Unit Arrived on Scene.

Scene Arrival

The time of arrival on scene for Emergent responses is considered the arrival of a licensed EMS Unit.



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Unit Notified by Dispatch Date/Time: The date/time the responding unit was notified by dispatch.

Unit Arrived on Scene Date/Time: The date/time the responding unit arrived on the scene; that is, the time the vehicle stopped moving.

GEOGRAPHIC SERVICE AREA DESIGNATION CRITERIA

GSA Designation	Demographics	Emergency Response Time Requirement*
Urban area	>1000 people/sq mi	9 mins 0 secs
Suburban area	500–1000 people/sq mi	9 mins 0 secs
Rural area	<500 people/sq mi	12 mins 0 secs

- * 90% of the time, fractal.

GEOGRAPHIC SERVICE AREA

1. LSAs authorized to operate within the OCMCA will have a defined geographic service area (GSA) within the OCMCA.
2. The minimum service area defined for any Advanced Life Support (ALS), Basic Life Support (BLS), or Medical First Response (MFR) agency will be a municipality jurisdiction. Municipality jurisdictions will be designated by the township, village, city, or county governmental body authorized to designate public safety contracts whether subsidized or unsubsidized.
3. LSAs shall provide the OCMCA with written verification of all geographic service area agreements.
4. The geographic response area shall be explicitly declared on the Michigan Department of Health and Human Services (MDHHS) Life Support Agency License application.
5. The LSA will maintain 24-hour, 7 day per week availability and respond or assure a response to all requests for emergency assistance occurring in their designated geographic service area.
6. LSAs providing ancillary non-emergent and/or inter-facility transport services shall provide sufficient coverage through extra staffing and vehicles to maintain emergency availability.
7. When a LSA is responding outside of its designated GSA to a non-emergency run (e.g., nursing home, urgent care, physician's office, private



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residence, etc.) for a patient with a potentially life-threatening condition, EMS personnel, the LSA or the LSA dispatcher must activate the LSA responsible for that geographic service area.

Non-Emergent Responses

For non-emergent responses, the EMS agency shall make every effort to arrive on scene within 20 minutes.

Response Time Exceptions

1. Severe weather conditions that would provide reason to believe that attempting to comply with the response time performance would be hazardous to the responders or others, or where the road or other weather conditions would not allow safe driving.
2. During disaster situations within the primary service area or neighboring communities.
3. Response time compliance should not include Automatic or Mutual Aid Responses.
4. Scene safety concerns.

Compliance

The OCMCA will address individual compliance issues in accordance with the **8.24 Complaint Investigation Protocol**.