

TRURO FIRE RESCUE

STANDARD OPERATING GUIDELINE

SOG # 117: EMS RESPONSE TIME STANDARD: EFFECTIVE 06-30-06

Purpose:

To establish goals for response time by Truro Fire Rescue to emergency medical calls within the Town of Truro.

Definitions:

Call processing Time: The time between the receipt of a 911 call by the telecommunicator, and the broadcast of the alert tones.

Response Time: The time between when an ALS unit begins moving toward the incident and when the unit arrives at the patient's side.

Delayed Access Areas: Areas within the Town of Truro where responding units will possibly be delayed due to distance, remote locations or unimproved roadways.

Response Time Standard:

Truro Fire Rescue will have as its goal a response time standard of 9 minutes or less for an ALS ambulance to 90% of emergency medical calls within the Town of Truro. ("exceptions" #1. delayed access areas #2. multiple calls, mutual aid response)

Response Time Performance Review:

Response time performance review will be an ongoing process. Any response times that exceed the standard will be reviewed and investigated by the service to determine the reason(s) for the delayed response.