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## **Response Time Guidelines**

This protocol is intended to serve as a guideline when evaluating response times for Tier 1 calls in Genesee County.

- a. Traditional national benchmarks for Tier 1 calls within a geographic service area have been set at:

- i. Urban – 8 minutes, 59 seconds or less 90% of the time
- ii. Rural – 12 minutes, 59 seconds or less 90% of the time

Because Genesee County does not have recognized contracted service areas being responded to by a single responsible agency, then it has been deemed inappropriate to have a strict response time criteria. However, the GCMCA recognizes that some general standard should be established and will use the above times for general review and assessment of response times.

- b. Definition of Urban and Rural.

The GCMCA consists of both urban and rural areas which require different response time measurements for emergency calls. Urban and rural areas shall be reviewed periodically. While no system for establishing criteria for Urban vs. Rural areas is perfect, it was determined the simplest and fairest method would be based upon municipal jurisdictions. The designation of each jurisdiction as Urban or Rural was based upon an evaluation of factors: EMS call volume; population and community density; collateral resources; and road networks.

Urban: Burton, Clio City, Davison City, Davison Township, Fenton City, Fenton Township, Flint City, Flint Township, Flushing City, Genesee Township, Grand Blanc City, Grand Blanc Township, Linden City, Mt. Morris City, Mt. Morris Township, Mundy Township, Swartz Creek, Vienna Township

Rural: Argentine Township, Atlas Township, Clayton Township, Flushing Township, Forest Township, Gaines Township, Montrose City, Montrose Township, Richfield Township, Thetford Township

- c. The response time is calculated from the actual elapsed time in minutes and seconds from the time the call-back number, nature of the request, and location of the patient are known by the LSA's call-taker/dispatcher to the time the LSA vehicle arrives on scene. In cases where multiple units are dispatched to the same call, the time of the primary ALS unit, as determined by the 911 center, will be used.

- i. In cases where the unit has been instructed to stage, the time will stop at the point the unit arrives at its staging location.

***Genesee County Medical Control Authority***

System Protocols  
Response Time Guidelines

- ii. Where the patient is located in a residential, commercial or industrial building or complex, the response time will be calculated to the time of the LSA arrival at the specific building entrance.
- iii. Not less than 50 runs will be used to calculate response time performance. If less than 50 successive calls are received within a response area, in a given month, successive calls in the following month will be included to reach a minimum of 50 calls.