



COUNTY EOA EMERGENCY AMBULANCE RESPONSE TIMES

Effective: February 21, 2018
Replaces: December 1, 2017
Review: December 31, 2020

I. Purpose

The purpose of this policy is to codify established response time standards in the County's Exclusive Operating Area (EOA).

II. Applicability

- A. Fire department emergency ambulances authorized within the Palo Alto Exclusive Operating Area are not subject to the provisions of this policy.
- B. This policy applies to the County's EOA emergency ambulance service provider under contract to provide emergency ambulance services for the County.

III. Urbanization Areas and Population Density

Urban/Metro, Suburban and Rural/Wilderness areas are defined by the population density. Periodically, the County shall revise urbanization/population density coding based on the last full calendar year's population. This coding shall be used for the purpose of system deployment and performance evaluation and will be effective on the following July 1.

Urbanization Area	Population Density
Urban / Metro	101 or more people per square mile
Suburban	51-100 people per square mile
Rural / Wilderness	50 or less people per square mile



IV. Urban and Metro Areas

Requirements for Urbanization Area: URBAN/METRO		
MPDS Determinant	Ambulance Response without Public Safety ALS First Response Provider	Ambulance Response with Public Safety ALS First Response Provider
ECHO	7:59 (RLS)	11:59 (RLS)
DELTA	7:59 (RLS)	11:59 (RLS)
CHARLIE	7:59 (RLS)	11:59 (RLS)
CODE 3/If no MPDS Determinant	7:59 (RLS)	11:59 (RLS)
BRAVO	7:59 (RLS)	16:59 (Non-RLS)
ALPHA	12:59 (Non-RLS)	16:59 (Non-RLS)
CODE 2/If no MPDS Determinant	12:59 (Non-RLS)	16:59 (Non-RLS)
OMEGA	59:59 (Non-RLS)	

V. Suburban Areas

Requirements for Urbanization Area: SUBURBAN		
MPDS Determinant	Ambulance Response without Public Safety ALS First Response Provider	Ambulance Response with Public Safety ALS First Response Provider
ECHO	9:59 (RLS)	16:59 (RLS)
DELTA	9:59 (RLS)	16:59 (RLS)
CHARLIE	9:59 (RLS)	16:59 (RLS)
CODE 3/If no MPDS Determinant	9:59 (RLS)	16:59 (RLS)
BRAVO	9:59 (RLS)	21:59 (Non-RLS)
ALPHA	14:59 (Non-RLS)	21:59 (Non-RLS)
CODE 2/If no MPDS Determinant	14:59 (Non-RLS)	21:59 (Non-RLS)
OMEGA	89:59 (Non-RLS)	

VI. Rural and Wilderness Areas

Requirements for Urbanization Area: RURAL/WILDERNESS		
MPDS Determinant	Ambulance Response without Public Safety ALS First Response Provider	Ambulance Response with Public Safety ALS First Response Provider
ECHO	11:59 (RLS)	21:59 (RLS)
DELTA	11:59 (RLS)	21:59 (RLS)
CHARLIE	11:59 (RLS)	21:59 (RLS)
CODE 3/If no MPDS Determinant	11:59 (RLS)	21:59 (RLS)
BRAVO	11:59 (RLS)	41:59 (Non-RLS)
ALPHA	21:59 (Non-RLS)	41:59 (Non-RLS)
CODE 2/If no MPDS Determinant	21:59 (Non-RLS)	41:59 (Non-RLS)
OMEGA	As soon as possible (Non-RLS)	