PURPOSE
To provide definitions and response time standards for data collection and reporting pursuant to the California Health & Safety Code Section 1797.227.

AUTHORITY
California Health and Safety Code - Division 2.5: Emergency Medical Services [1797. - 1799.207.]

STANDARDS

Definitions
NEMSIS eTimes:
eTimes.01 - PSAP Call Date/Time
eTimes.02 - Dispatch Notified Date/Time
eTimes.03 - Unit Notified by Dispatch Date/Time
eTimes.04 - Dispatch Acknowledged by Unit Date/Time
eTimes.05 - Unit En Route Date/Time
eTimes.06 - Unit Arrived on Scene Date/Time
eTimes.07 - Unit Arrived at Patient Date/Time
eTimes.08 - Transfer of EMS Patient Care Date/Time
eTimes.09 – Unit Left Scene Date/Time
eTimes.10 – Arrived at Destination Landing Area Date/Time
eTimes.11 – Patient Arrived at Destination Date/Time
eTimes.12 – Destination Patient Transfer of Care Date/Time
eTimes.13 – Unit Back in-Service Date/Time
eTimes.14 – Unit Cancelled Date/Time
eTimes.15 – Unit Back at Home Location Date/Time
eTimes.16 – EMS Call Completed Date/Time

Prehospital Response Time Intervals (see Prehospital Patient Time Continuum Chart below):
Alarm Answering Time – eTimes.01 to eTimes.02
Alarm Transfer Time – eTimes.01 to eTimes.02 (when the call is transferred to another designated entity)
Alarm Handling Time – eTimes.01 to eTimes.03
Alarm Processing Time – eTimes.02 to eTimes.03
Turnout Time – eTimes.03 to eTimes.05
Travel Time – eTimes.05 to eTimes.06
Intervention Time – eTimes.06 to eTimes.07
Total Response Time – eTimes.01 to eTimes.07
**EMS Providers**

All EMS providers are required to submit to REMSA verifiable NEMSIS compliant response time data through electronic Patient Care Reports (ePCR). Please refer to REMSA Patient Care Records Policy and REMSIS Authorization and Security Policies for further information on data utilization / security and ePCR management.

**Response Time Data Utilization**

REMSA will collect and use response time data for monitoring system performance, research, and quality improvement. The uniform and consistent use of system performance data will provide the strength and validity needed to make system improvements. Aggregate reports will be generated by REMSA and will be shared with EMS system stakeholders and the State EMS Authority.

(Prehospital Patient Time Continuum Chart)

**Prehospital Response Intervals**

NFPA 1710 Time Intervals and NEMSIS 3.4 eTimes Elements