

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Response Time Standards and Monitoring  
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### I. PURPOSE:

The purpose of this Standard Operating Guideline is to ensure that the response times to emergency calls for service are monitored for compliance.

### II. GUIDELINE:

It is the guideline of LCEMS that every patient will receive a high level of consistent care. Therefore, emergency requests for EMS response will be monitored through CAD data reporting. Response times shall be measured against industry benchmark data (AAA & NFPA 450).

### III. PROCEDURE:

#### 1. Responsibilities

- A. It is the responsibility of EMS Command Staff to monitor, analyze, and report emergency response time data.
- B. Command Staff will assess operational effectiveness related to response time exceptions.
- C. Command Staff will continually monitor call patterns, scheduling, and staffing to ensure operationally effective response times.
- D. Response time reports will be stored in the EMS Central files.