



## Proposed language change:

### Administrative Rules 500-500 (B) (C)

#### Current

500-500:

B) The designated emergency ambulance provider shall have 60 seconds from the time of receipt of the call until a unit is dispatched. Response time calculations start when the provider is notified of the call by the Washington County 9-1-1 center through the electronic interface, or if the interface is not functioning, by the time the call is dispatched on the fire dispatch frequency. Calls made directly to the provider and triaged as requiring emergency response using Washington County's EMD cards shall be included. The time taken by the provider to triage the call and determine a 9-1-1 response is required and transfer the call information to the 9-1-1 center is not included in the response time. Actual response times shall be rounded to the nearest minute for purposes of determining compliance.

#### Proposed

500-500:

B) From the time of receipt of the call, tThe designated emergency ambulance provider shall assign the closest appropriate available ambulance. Call assignment performance requirements are defined by the Franchise Agreement. ~~have 60 seconds from the time of receipt of the call until a unit is dispatched.~~

C) Unit assignment and rResponse time calculations start when the provider is notified of the call by the Washington County 9-1-1 center through the electronic interface, or if the interface is not functioning, by the time the call is dispatched on the fire dispatch frequency. Calls made directly to the provider and triaged as requiring emergency response using Washington County's EMD cards shall be included. The time taken by the provider to triage the call and determine a 9-1-1 response is required and transfer the call information to the 9-1-1 center is not included in the response time. Actual response times shall be rounded to the nearest minute for purposes of determining compliance.