

	Department of Public Safety	
	Standard Operating Guidelines	
	Subject:	Response Times
	Section:	Operations
	Guideline Number:	313
	Effective Date:	September 1, 2022
	Reviewed Date:	October 1, 2024
Signature of Approval:	Charles R. Pruitt Director of Public Safety 	

PURPOSE

To outline the expected response times to calls for service.

SCOPE

All department operational employees.

DEFINITION

- Turnout Time – The amount of time that elapses between the unit notified by dispatch time and unit enroute time.
- Response Time – The amount of time that elapses between the unit notified by dispatch time and the unit arrived on scene time.
- At Hospital Time – The amount of time that elapses from the unit arrival at hospital time and the unit back in service time.

CONTENT

It is the responsibility of the Department to provide services to the citizens in a timely fashion and to meet the response times set forth by the Accomack County Board of Supervisors. Therefore, the following response times shall be met:

Turnout Time:

0700 to 2000 hours – No ambulance turnout time shall be more than 2 minutes.

2000 to 0700 hours – No ambulance turnout time shall be more than 4 minutes.

If for any reason the turnout times listed above cannot be met, the reason for the delay shall be documented on the electronic patient care report.

Response Time:

The response time of all ambulances should be less than 20 minutes. If the response time goes over 20 minutes, the reason shall be documented on the electronic patient care report.

At Hospital Time:

The hospital time of all ambulances should be kept to a minimum, usually no more than 20 minutes. If the hospital time exceeds 20 minutes, the reason shall be documented on the electronic patient care report.