

Hennepin County EMS Council 2019-2020 Response Time Standards

Community Clusters ¹	Standards for Life-threatening 9-1-1 Calls ("Code 3")	Standards for Non-life-threatening Calls ("Code 2")
A. Hennepin County as a whole	Arrive within 10:59 minutes, for at least 90% of the calls	Arrive within 20:59 minutes, for at least 90% of the calls
B. City of Minneapolis	Arrive within 10:59 minutes, for at least 90% of the calls	Arrive within 20:59 minutes, for at least 90% of the calls
C. "Developed" communities of Bloomington, Brooklyn Center, Champlin, Crystal, Edina, Fort Snelling, Golden Valley, Hopkins, Medicine Lake, Minnetonka, New Hope, Osseo, Richfield, Robbinsdale, St. Anthony, St. Louis Park, plus the contiguous areas of the Airport, Brooklyn Park, Eden Prairie, Maple Grove and Plymouth	Arrive within 10:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster	Arrive within 20:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster
D. "Developed Lake" communities of Deephaven, Excelsior, Greenwood, Minnetonka Beach, Mound, Spring Park, Tonka Bay, Wayzata, Woodland, plus the contiguous area of Shorewood	Arrive within 15:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster	Arrive within 25:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster
E. "Rural" communities of Greenfield and Independence, plus the contiguous areas of Chanhassen, Corcoran, Dayton, Hanover, Hassan Township, Long Lake, Loretto, Maple Plain, Medina, Minnetrista, Orono, Rockford, Rogers and St. Bonifacius	Arrive within 17:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster	Arrive within 30:59 minutes, for at least 80% of the calls in a given community, and for at least 90% of the calls for the cluster

Code 3 responses are those where the ambulance travels the entire distance, from call receipt to arrival at scene, using lights and sirens.

Code 2 responses are those where the ambulance does not travel the entire distance, from call receipt to arrival at scene, using lights and sirens.

¹ **Community Clusters** are based on factors listed in **Ordinance 9** (population density and geographic accessibility, historical number of ambulance requests, resource utilization, and the maintenance and improvement of response times within a municipality, contiguous municipalities or primary services areas) with consideration of categories currently used by the Metropolitan Council (see **2030 Regional Development Framework**, updated 2006, at <http://www.metrocouncil.org/planning/framework/Framework.pdf>, accessed 8-12-2010). Its categories:

- "Developed Communities" include Bloomington, Brooklyn Center, Champlin, Crystal, Deephaven, Edina, Excelsior, Fort Snelling, Golden Valley, Greenwood, Hopkins, Long Lake, Loretto, Medicine Lake, Minneapolis, Minnetonka, Minnetonka Beach, Mound, New Hope, Osseo, Richfield, Robbinsdale, St. Anthony, St. Louis Park, Spring Park, Tonka Bay, Wayzata, Woodland
- "Developing Communities" include Brooklyn Park, Chanhassen, Corcoran, Dayton, Eden Prairie, Hassan Township, Maple Grove, Maple Plain, Medina, Minnetrista, Orono, Plymouth, Rogers, St. Bonifacius and Shorewood
- "Rural Areas: Diversified Rural Communities" include Greenfield and Independence