

2017-2018 Ambulance 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	Standard: Arrive within 10:59 minutes, for at least 90% of the calls	Standard: Arrive within 20:59 minutes, for at least 90% of the calls
B. City of Minneapolis	Standard: Arrive within 10:59 minutes, for at least 90% of the calls	Standard: 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	Standard: 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	Standard: 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	Standard: 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	Standard: 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	Standard: 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	Standard: 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

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://metro council.org/Planning/Publications-And-Resources/2030-Regional-Development-Framework.aspx>, accessed 8-9-2016). 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