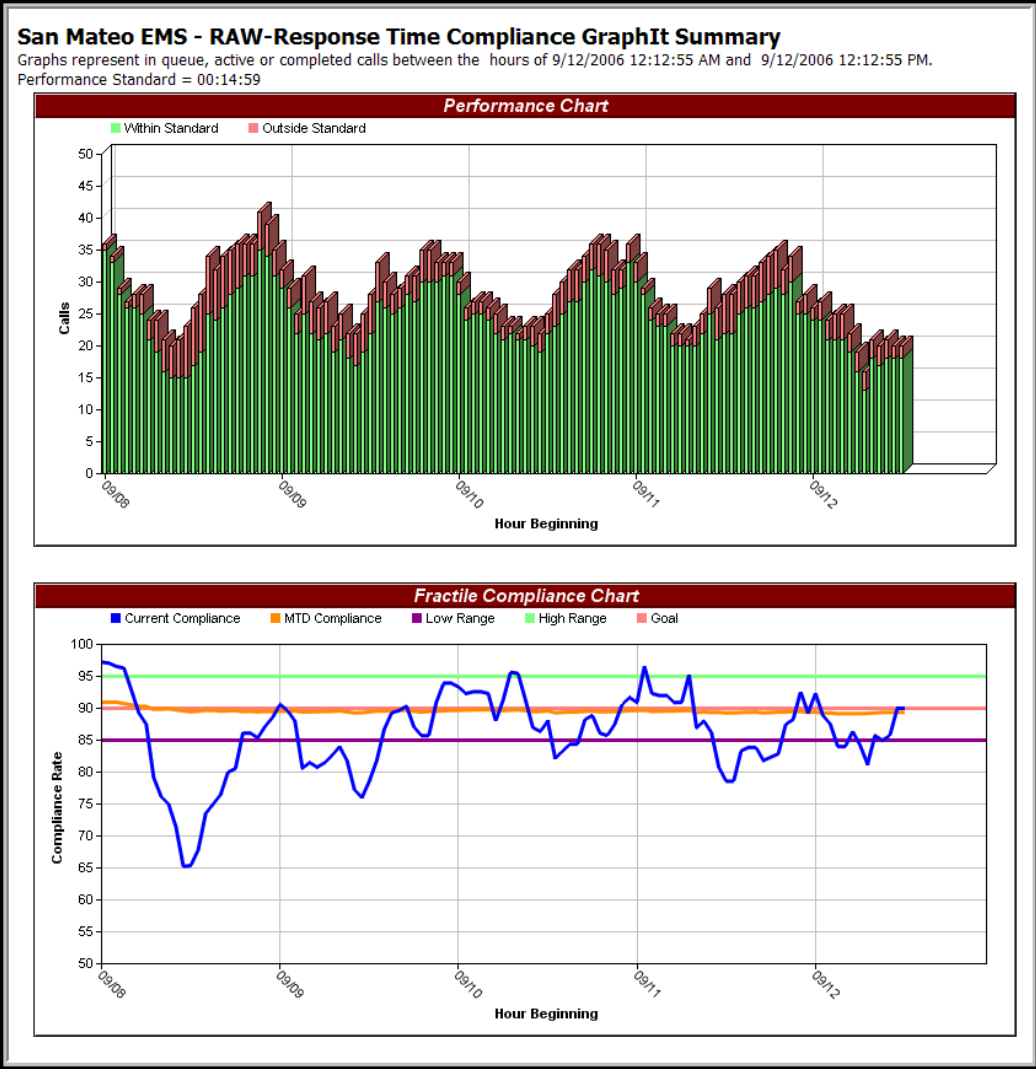




# Response Time Performance



Like many communities, the contracted EMS transport provider in San Mateo County (just south of San Francisco) staffs ambulances for exclusive use on emergency calls in the county. These units are efficiently dispatched directly by the County 9-1-1 center and have strict response time compliance standards. Using a FirstWatch Performance Trigger, the contracted provider is able to immediately identify any response time outside the acceptable standard and immediately investigate and (when appropriate) resolve issues as they occur. Previously response issues were addressed on a monthly or quarterly basis, which made the investigation and follow-up much more time intensive and, in some cases, irresolvable because so much time had passed since the incident occurred.

