



SPECIFIC DESIGNATED EMERGENCY RESPONSE AGENCY

"Designated emergency response agency" means an EMS agency recognized by an ordinance or a resolution of the governing body of any county, city or town as an integral part of the official public safety program of the county, city or town with a responsibility for providing emergency medical response.

12 VAC 5-31-370. Designated emergency response agency.

An EMS agency that responds to medical emergencies for its primary service area shall be a designated emergency response agency.

12 VAC 5-31-380. EMS agency availability.

An EMS agency shall provide service within its primary service area on a 24-hour continuous basis.

12 VAC 5-31-610. Designated emergency response agency standards.

A. A designated emergency response agency shall develop or participate in a written local EMS response plan that addresses the following items:

1. The designated emergency response agency or another designated emergency response agency through mutual aid shall respond to all calls for emergency medical services.
2. A designated emergency response agency shall conform to the local unit mobilization interval standard, or in the absence of a local standard, the EMS agency shall develop a standard in conjunction with OMD and local government, in the best interests of the patient and the community.
 - a. If the designated emergency response agency finds it is unable to respond within the established unit mobilization interval standard, the call shall be referred to the closest available mutual aid EMS agency.

b. If the designated emergency response agency finds it is able to respond to the patient location sooner than the mutual aid EMS agency, the EMS agency shall notify the PSAP of its availability to respond.

c. If the designated emergency response agency is unable to respond (e.g., lack of operational response vehicle or available personnel), the EMS agency shall notify the PSAP.

d. If a designated emergency response agency determines in advance that it will be unable to respond for emergency service for a specified period of time, it shall notify its PSAP.

3. A designated emergency response agency shall conform to the local responding interval standard, or in the absence of a local standard, the EMS agency shall develop a standard in conjunction with the OMD and local government in the best interests of the patient and the community. The EMS agency shall use the responding interval standard to establish a time frame that the EMS agency complies with on a 90% basis within its primary service area (i.e., a time frame in which the EMS agency can arrive at the scene of a medical emergency in 90% or greater of all calls).

B. A designated emergency response agency shall have available for review, a copy of the local EMS response plan that shall include the established EMS Responding Interval standards.

C. A designated emergency response agency shall document its compliance with the established EMS response capability, unit mobilization interval and responding interval standards.

D. A designated emergency response agency shall document an annual review of exceptions to established EMS response capability and time interval standards. The results of this review shall be provided to the agency's operational medical director. Copies shall be provided to the local governing body and/or the Office of EMS upon request.

12 VAC 5-31-620. Designated emergency response agency staffing capability.

A. A designated emergency response agency shall have a minimum of eight EMS personnel qualified to function as attendants-in-charge. **[Effective January 1, 2004]**

B. A designated emergency response agency with less than 12 EMS certified personnel shall submit to the Office of EMS for approval a written plan to provide 24-hour coverage of the agency's primary service area with the available personnel. **[Effective January 1, 2004]**

C. A designated emergency response agency shall maintain a sufficient number of qualified EMS personnel to meet the staffing requirements for all permitted vehicles operated by the EMS agency. **[Effective January 1, 2004]**

12 VAC 5-31-630. Designated emergency response agency mutual aid.

A. A designated emergency response agency shall provide aid to all other designated emergency response agencies within the locality.

B. A designated emergency response agency shall maintain written mutual aid agreements with adjacent designated emergency response agencies in another locality with which it shares a common border. Mutual aid agreement(s) shall specify the types of assistance to be provided and any condition(s) or limitation(s) for providing this assistance.



"Responding interval" means the elapsed time in minutes between the "dispatch" time and the "arrive scene" time (i.e., when the wheels of the EMS vehicle stop).

Example 1: Agency A is toned out for a chest pain call at 0800. The crew staffs the ambulance and leaves the station at 0805. It arrives at the scene (stops) at 0815. At 0820, the ambulance leaves the scene, transporting the patient to the hospital. The ambulance arrives (stops) at the hospital at 0835.

Responding Interval for this example is: 15 minutes (0800 dispatch time through 0815 arrive on scene time.)

Example 2: Agency B, while at the emergency room, receives a page for an MVA at 2020. The members gather their equipment and leave the hospital, to respond, at 2023. The unit arrives at the MVA scene (stops) at 2050. At 2125, the unit leaves the scene, transporting two patients to the hospital. The ambulance arrives (stops) at the hospital at 2200.

Responding Interval for this example is: 30 minutes (2020 dispatch time through 2050 arrive on scene time.)

"Responding interval standard" means a time standard in minutes for the responding interval, established by the EMS agency, the locality and OMD, in which the EMS agency will comply with 90% or greater reliability.

Example 1: Agency A's responding interval standard (documented in the EMS agency plan) is 15 minutes. That means that the agency responds an ambulance to a scene within 15 minutes on 90% of its emergency responses. The agency arrives on the scene (stops) within 15 minutes of receiving the call.

Example 2: Agency B's responding interval standard (documented in the EMS agency plan) is 30 minutes. That means the agency responds an ambulance to a scene within 30 minutes on 90% of its emergency responses.



"Unit mobilization interval" means the elapsed time (in minutes) between the "dispatched" time of the EMS agency and the "responding" time (the wheels of the EMS vehicle start moving).

Example 1: Agency A is toned out for a chest pain call at 0800. The crew staffs the ambulance and leaves the station at 0805. It arrives at the scene (stops) at 0815. At 0820, the ambulance leaves the scene, transporting the patient to the hospital. The ambulance arrives (stops) at the hospital at 0835.

The unit mobilization interval (documented in the EMS agency plan) is for this example: 5 minutes (0800 dispatch time through 0805 responding time).

"Unit mobilization interval standard" means a time standard (in minutes) for the unit mobilization interval, established by a designated emergency response agency, the locality and OMD, in which the EMS agency will comply.

Note: The EMS Agency, the local governing body, and the OMD work together to establish the unit mobilization standard. By establishing a local standard,

Example 1: Agency A's unit mobilization interval standard is 12 minutes. That means that the agency is dispatched and responds (wheels start moving on the ambulance) within 12 minutes on 90% of its emergency responses.

Example 2: Agency B's unit mobilization interval standard is 4 minutes. That means that the agency is dispatched and responds (wheels start moving on the ambulance) within 4 minutes on 90% of its emergency responses.

DERA Sample Local Emergency Response Plan

Items required for an approved plan:

- Written plan:
 1. Demonstrating how the agency answers calls;
 2. Using mutual aid;
 3. Using automatic aid and the time periods established for activation;
 4. A unit mobilization interval standard;
 5. Coverage during periods when the agency is aware that it will not be able to respond;
 6. Responding Interval Standard (determined by EMS agency/OMD/Local Governing Body) that establishes a time frame that the EMS agency meets 90% of the time or greater.
 7. Documentation of an annual review of compliance with the plan and a review of any exceptions.
- This plan must be available for review by the Office of EMS.
- Specify the geographic boundaries of the agency's primary service area within the locality.

