

Glossary of Terms

Alpha Response – Low Priority

ALS – Advanced Life Support

AV – Assessed Valuation

AVL Data – Automatic Vehicle Location

BLS – Basic Life Support

Bravo Response – Mid-Priority Condition

CAD – Computer Aided Dispatch System

Call Processing Time – Elapsed Time From the Call Being Received at the PSAP to the dispatching of the First Unit

CFAI – Model Used to Guide Fire and Emergency Services Agencies Through Accreditation

Charlie Response – Potentially Life-Threatening Condition

CON – Certificate of Need Process

Delta Response – Life-Threatening Emergency

EBITDA – Earnings before interest, taxes, depreciation, and amortization

Echo Response – Full Cardiac Arrest or Imminent Death

ePCR – Electronic Patient Care Reporting

EQ Rate – Equalization Rate

Hello Time – Elapsed Time from Call Answer to Ambulance Arrival at Door

HR-EMS – Home Rule Emergency Medical Services

MPDS – Medical Priority Dispatch System

Omega Response – Lowest Priority – Non-Emergency

PSAP – Public Safety Answering Points

Qa/Qi – Quality Assurance/Quality Improvement

TOT – Time on Task

Travel Time – Elapsed Time from When a Unit Begins to Respond Until its Arrival on the Scene

Turnout Time – Elapsed Time from When a Unit is Dispatched Until that Unit Changes Their Status to “Responding”