

# **HB2609 Updates and Response Time Reporting Requirements**

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Effective January 1, 2024



**Welcome and  
Thank You  
for joining  
today's virtual  
session**



**EMS & Trauma System**  
*HB2609*



### ***HB2609 Updates and Response Time Reporting*** **Regional Meetings**

The purpose of each regional meeting will be to provide information on the new HB2609 requirements effective January 1, 2024, including the Department-approved format for response time reporting and Q&A.

#### **Central Region**

Monday, December 4, 2023 | 3:00 PM

Google Meet Link: [meet.google.com/xzg-kmrg-ttm](https://meet.google.com/xzg-kmrg-ttm)

#### **Western Region**

Tuesday, December 5, 2023 | 10:00 AM

Google Meet Link: [meet.google.com/izc-meuw-bhp](https://meet.google.com/izc-meuw-bhp)

#### **Northern Region**

Tuesday, December 5, 2023 | 3:00 PM

Google Meet Link: [meet.google.com/rmo-qjhs-bwe](https://meet.google.com/rmo-qjhs-bwe)

#### **Southeastern Region**

Thursday, December 7, 2023 | 10:00 AM

Google Meet Link: [meet.google.com/xfr-hpjm-gjo](https://meet.google.com/xfr-hpjm-gjo)

# **Goals of HB2609 Regional Meetings December 4-7, 2023**

To provide information on the new House Bill 2609 requirements for Certificate of Necessity (CON) holders effective January 1, 2024.

HB2609 regional sessions will cover:

- CON annual response time reporting
- GPS waiver requests
- EMR ambulance driver requirements
- Q&A as time allows

# Summary of House Bill 2609 Changes Effective January 1, 2024



- New laws under HB2609 are applicable to all CON holders effective January 1, 2024.
- Separate from HB2609, the Department has received approval to write rules to address new statutory requirements and issues identified in the last five-year rule review.
  - **Please Note:** *Rulemaking is a separate and ongoing process, which requires engaging a diverse stakeholder workgroup and review and approval by the Governor's Regulatory Review Council (GRRC).*

# **Summary of House Bill 2609**

## **Changes Effective January 1, 2024**



**Effective January 1, 2024 the following will be required:**

- CON initial and amendment application decisions must be issued within 180 days of receiving an online application and payment
- Notification to interested parties when the Department receives a CON initial and amended application or issues a decision
- Review response times at least every 6 years based on major population changes since the last decennial census

# **Summary of House Bill 2609 Changes Effective January 1, 2024**



Effective January 1, 2024 the following will be required:

- ADHS will develop state standards for Emergency Medical Responder (EMR) ambulance drivers that serve rural populations less than 10,000 persons or provide interfacility transport
- GPS device must be installed on every ambulance to record response time measurement or an ambulance service must apply and be granted a waiver
- Annual response time reporting must be submitted in a Department-approved format and must be made publicly available

**Based on stakeholder requests, this session will focus on these 3 new requirements.**

# **HB2609 does not authorize any changes to the CON holder response times listed on a certificate as of January 1, 2024**

CON holders will continue to be responsible for the response times listed on their certificate in 2024 and will still be required to demonstrate compliance with individual response times during each CON renewal application.

**Please note:** Neither the new statutes nor proposed rules package authorize immediate changes to existing CON holder response times listed on a certificate, although HB2609 states that response times are subject to review at least every 6 years. The proposed rules are separate from HB2609 and the Department will provide follow-up informational sessions on additional topics.

# **ADHS has been working with vendor to provide streamlined solutions to ease new reporting burden for CON holders**

Please join me in thanking the ADHS and ImageTrend vendor team for the commitment to providing user-friendly and streamlined reporting solutions for CON holders to meet new statutory requirements effective January 1, 2024.



**What does HB2609 say about  
Emergency Medical Responder (EMR)  
ambulance driver requirements?**

# **HB2609 Updates Effective January 1, 2024: EMR Ambulance Driver Requirements**

HB2609 (A.R.S. § 36-2201(17) effective January 1, 2024):

17. "EMERGENCY MEDICAL RESPONDER PROGRAM" MEANS A PROGRAM THAT INCLUDES AT LEAST THE FOLLOWING:

- (a) EMERGENCY VEHICLE DRIVER TRAINING.
- (b) CARDIOPULMONARY RESUSCITATION CERTIFICATION.
- (c) AUTOMATED EXTERNAL DEFIBRILLATOR TRAINING.
- (d) TRAINING IN THE USE OF NONINVASIVE DIAGNOSTIC DEVICES, INCLUDING BLOOD GLUCOSE MONITORS AND PULSE OXIMETERS.
- (e) TRAINING ON OBTAINING A PATIENT'S VITAL SIGNS, INCLUDING BLOOD PRESSURE, PULSE AND RESPIRATORY RATE.

# **EMS Council Ambulance Safety Workgroup and Education Committee Recommendations for EMR Ambulance Driver Standards**

HB2609 authorizes exempt rulemaking authority for ADHS to develop rules to outline state standards for EMR ambulance drivers to **ensure safety for patients and providers:**

- For CON holders that serve rural areas that serve populations less than 10,000 persons; and
- For CON holders that provide interfacility transport.

# Current National and State standards for all levels of EMS Providers\*

- National EMS Education Standards
  - [https://www.ems.gov/assets/EMS\\_Education-Standards\\_2021\\_FNL.pdf](https://www.ems.gov/assets/EMS_Education-Standards_2021_FNL.pdf)
- National scope of practice
  - [https://www.ems.gov/assets/National\\_EMS\\_Scope\\_of\\_Practice\\_Model\\_2019\\_Change\\_Notices\\_1\\_and-2\\_August\\_2021.pdf](https://www.ems.gov/assets/National_EMS_Scope_of_Practice_Model_2019_Change_Notices_1_and-2_August_2021.pdf)
- National Registry of EMTs
  - <https://www.nremt.org/Handbooks/EMR>
- Testing enhancements
- [Arizona Department of Education](#)
  - Has technical standards for EMR
  - Comprehensive description of educational program

\*These have been developed by NHTSA / NASEMSO / NREMT

# **NASEMSO Ambulance Driver Best Practices: Training Development**

A training program is most effective when best practices are used to guide the development effort. If executed well, a training program should maximize efficiency, safety, job satisfaction, and foster a culture of innovation. The following best practices should be considered for the development and regulation of EMS driver training.

Training Requirements - The Emergency Vehicle Operations Course (EVOC) should be mandated for all drivers. Drivers should also complete supervised on the job training. Refresher training should be provided at least annually. Drivers should have multiple opportunities to learn and practice common driving maneuvers such as braking, stopping, making lane changes, driving, backing, and parking. These driving skills should further be solidified by on-the job training.

Course Development - Training should be standardized but also tailored to the needs of the department. Technology should also be used to supplement the training.

Interactivity - Courses should also be interactive using real world examples, case studies, quizzes, and feedback.

Refinement of Training Course - Courses should be updated regularly based on feedback from students and subject matter experts (SMEs).

# EMR Training Course - Medical Considerations\*

- Minimum 70 contact hours
  - Includes didactic instruction & practical skills training
  - Must meet the new requirements of HB2609 A.R.S. § 36-2201(17) effective January 1, 2024
- +
- Minimum 5 contact hours
  - Includes clinical and field training
  - With at least 5 patient interactions

\*EMR training and state standards must be adopted in rule consistent with new state statutes for EMR programs according to ARS 36-2201(17).

# Frequently Asked Questions: EMRs

**Q:** Will Emergency Medical Responder (EMR) ambulance drivers be allowed to work in rural areas with populations under 10,000 or for companies that provide interfacility transport starting January 1, 2024?

**A:** EMR ambulance drivers can only serve as ambulance attendants under these specific circumstances if they follow the state standards to ensure safety for patients and providers OR receive approval from an administrative medical director on file with the Department in the EMS portal for each CON holder.

**Q:** Can an EMR ambulance driver be used as an ambulance attendant for a 911 call in a service area where the population is greater than the 10,000 threshold listed in state law?

**A:** No.

**Q:** If an individual is approved by an administrative medical director to work as an EMR ambulance driver, will the individual be considered a state certified EMR by ADHS starting on January 1, 2024?

**A:** No, HB2609 does not allow ambulance drivers to automatically be considered state certified EMRs by ADHS. The CON holder and administrative medical director assume all risk and liability for non-certified ambulance attendants.

**What does HB2609 say about  
Global Positioning System (GPS)  
device requirements for ambulances?**



# **HB2609 Updates Effective January 1, 2024: GPS Device Requirement**

A.R.S. § 36-2232(C)(5): BEGINNING JANUARY 1, 2024, INSTALL AND MAINTAIN AN ELECTRONIC GLOBAL POSITIONING SYSTEM MONITORING DEVICE IN EACH VEHICLE THAT IS USED FOR TRANSPORT TO RECORD ON-SCENE ARRIVAL TIMES FOR RESPONSE TIME MEASUREMENT. THE DEPARTMENT SHALL PROVIDE A WAIVER ON A DEPARTMENT-APPROVED FORM TO AN AMBULANCE SERVICE THAT CAN REASONABLY DEMONSTRATE IT IS UNABLE TO MEET THE REQUIREMENTS OF THIS PARAGRAPH.

# **HB2609 Updates Effective January 1, 2024: GPS Device Requirement**

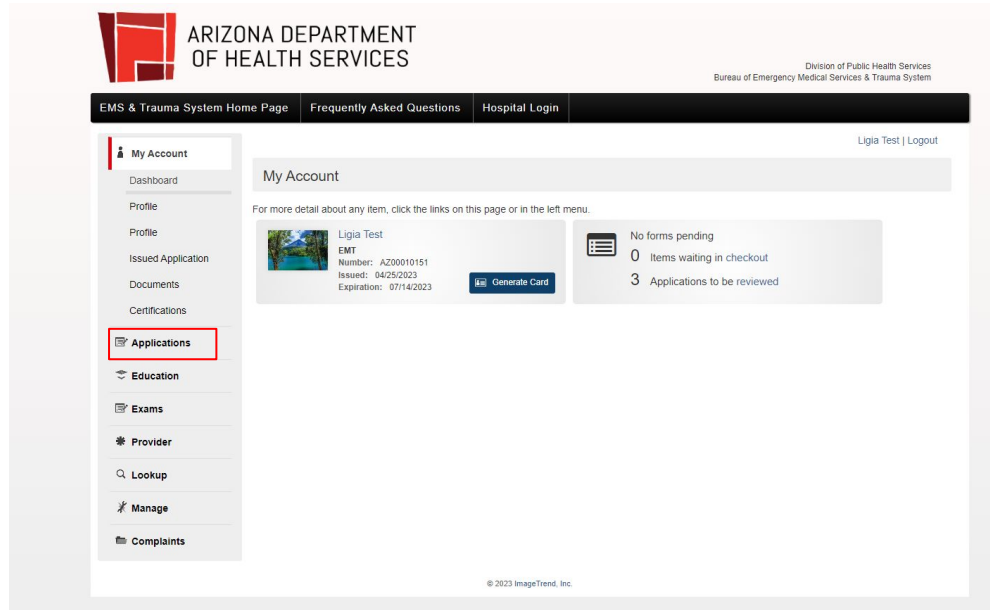
- Effective January 1, 2024, the ground ambulance registration application and inspection process will assess if an ambulance is equipped with a GPS device, e.g. Automatic Vehicle Locator (AVL) or Mobile Data Terminal (MDT), that meets the requirements in A.R.S. § 36-2232(C)(5).
- If an ambulance does not meet the requirements of A.R.S. § 36-2232(C)(5) by January 1, 2024, then the CON holder must complete a form to demonstrate it is unable to meet the new requirements and request a waiver.

# **ADHS will provide a waiver to all CON holders who can reasonably demonstrate their current GPS device does not meet requirements during 2024**

Based on feedback from stakeholders, ADHS understands that not all GPS devices, e.g. Automatic Vehicle Locators (AVLs) or Mobile Data Terminals (MDTs), are configured or capable of accurately measuring response times, and will provide an annual waiver to CON holders that timely apply for one prior to January 1, 2024.

**How do I request a waiver if an ambulance in my organization does not meet the new GPS requirement by January 1st?**

# How to Request a GPS Waiver\*



1. Click on “Applications”

\*GPS Waiver Request Form will be available in the EMS Portal at [ems.azdhs.gov](https://ems.azdhs.gov)



Ligia Test | Logout

My Account

Applications

Continue

Checkout

Transaction

Review 3

Education

Exams

Provider

Lookup

Manage

Available Applications

Click "View My Applications" to view your personnel applications, or click one of the "View Service Applications" buttons to view the service licenses you can apply to for that service.



Test, Ligia (AZ00010151)

EMT  
Issue Date: 04/25/2023  
Expiration Date: 07/14/2023

View My Applications



Test Provider (testing123321)

123 East West St. Scottsdale, Arizona 85258  
Ground -- Issued: 06/06/2022 -- Expires: 06/06/2024

View Provider Applications



TEST TEST (TEST)

Test 1234, Phoenix, Arizona 85002  
Ground

View Provider Applications

Application for Air Ambulance License Transfer (R9-25-710)

Use this application to transfer to your air license.

Apply Now

Application for Air Ambulance License Amendment (R9-25-709)

Utilize this application to notify the Bureau of a change to your legal business name(s), CAMTS Accreditation status, aircraft type, mission type, mission level, rates, hours of operation, type of business, business address, license relinquishment, or licensure eligibility.

Apply Now

Provider Insurance (R9-25-703, R9-25-909)

Use this application to submit a copy of your current and valid Certificate of Insurance.

Apply Now

Ground Ambulance GPS Waiver Request Form

Apply Now

2. Click on “**View Provider Applications**”

3. Search for “**Ground Ambulance GPS Waiver Request Form**”

4. Click on “**Apply Now**”



# ARIZONA DEPARTMENT OF HEALTH SERVICES

This form may be used as the Department-approved form for a ground ambulance service to submit if they are unable to comply with the new HB2609 requirement under ARS 36-2232(C)(5), which requires a GPS monitoring device is installed and maintained in each vehicle that is used for transport to record on-scene arrival times for response time measurement beginning January 1, 2024

CON Number

Applicant's Name

Ambulance Service Name

Postal Code

☒ Lookup

City

State

Select State

Phone

Ext:

\*Email

DRAFT

## Vehicle Information






\*Of the registered ambulances, how many will be in service without GPS units?

Please enter a Of The Registered Ambulances, How Many Will Be In Service Without Gps Units?

5. Provider information will auto-populate

6. **Enter** the number of registered ambulances that will be in service without GPS Unit

**Vehicle** **Unit Number** **Resource Category Type**

|  |            |  |
|--|------------|--|
|  123        |            |  |
|  123 Test   | '000012354 |  |
|  testVIN    | 0015636    |  |
|  zxcvbnm    | ZXCV       |  |
|  asdfghjkl; |            |  |



\*Vehicle

123456

Unit Number

Resource Category Type

Waiver Requested

 Done  Remove

\*Click on for requesting the Global Positioning System (GPS) Monitoring Device in this vehicle. Select all that apply.

DRAFT






7. On the grid, click the **pen and paper** icon to select the ambulance you are requesting the waiver for

8. Click on the **Resource Category Type** drop down and select “**Waiver Requested**”

9. Click **Done**

10. You can apply for more than one ambulance by repeating steps 7-8

11. You will be able to see all the ambulances you are requesting the waiver for on the grid

| Vehicle   | Unit Number | Resource Category Type |
|---|-------------|------------------------|
|  123456      |             | Waiver Requested       |
|  123 Test    | '000012354  | Waiver Requested       |
|  testVIN     | 0015636     | Waiver Requested       |
|  zxcvbnm     | ZXCV        |                        |
|  asdfghjkl; |             |                        |



\*Reason for requesting the Global Positioning System (GPS) Monitoring Device in this vehicle. Select all that apply.

☐ Cost prohibitive ☐ GPS device is unable to maintain connectivity due to a lack of rural area Wi-Fi ☐ Equipment on backorder ☐ The ambulance has a GPS Monitoring Device but the device does not interface with the Public Safety Answering Point ☐ Other ☐ Select Options

\*Reason and justification for the waiver

\*Please provide a timeframe estimate for when the ambulance will be in compliance with the GPS requirement in HB2609 requirements under the new ARS 36-2232(C)(5) effective January 1, 2024.

- ☐ 30 days
- ☐ 60 days
- ☐ 90 days
- ☐ 6 months
- ☐ One year

\*Please provide the Department with any information that demonstrates a good faith effort to bring this ground ambulance into full compliance with HB2609 requirements under the new ARS 36-2232(C)(5) effective January 1, 2024.

12. Select “**reason for requesting the GPS Waiver**” from the drop down menu

13. Select a **timeframe estimate**

14. Provide **good faith effort** information

▼ e-signature

☐ I am authorized to submit this request on behalf of the named ground ambulance service and this information is accurate and true to the best of my knowledge.

**\*Application signature required**

Username: LCastro

Password:

**\*Today's date**

☒ Submit

15. Enter your **“Password”**

16. Enter **“Today’s date”**

17. Click **“Submit”**

# Frequently Asked Questions: GPS

**Q:** When will the GPS waiver forms be available for CON holders to access if they need to request a waiver from A.R.S. § 36-2232(C)(5) by January 1, 2024?

**A:** Ground Ambulance GPS Waiver Request Forms will be available in the EMS Portal at [ems.azdhs.gov](https://ems.azdhs.gov) starting **December 15, 2023**. The Department recommends that providers seeking a waiver complete and submit the form before December 31, 2023.

**Q:** Do Automatic Vehicle Locators (AVLs) or Mobile Data Terminals (MDTs) meet the GPS device requirements in A.R.S. § 36-2232(C)(5)?

**A:** ADHS recognizes that there are many different GPS devices and interoperability varies across the state. An AVL or MDT can meet the new requirement under A.R.S. § 36-2232(C)(5) if the device is configured to record response times. If a registered ambulance has an AVL or MDT that is not currently configured to record on-scene arrival times for response time measurement, then ADHS encourages the CON holder to submit a GPS waiver request form with information on current barriers and how long it will take to become compliant with A.R.S. § 36-2232(C)(5).

# Frequently Asked Questions: GPS

**Q:** Does a waiver need to be completed for each individual ambulance?

**A:** The Ground Ambulance GPS Waiver Request Forms will be available in the EMS Portal at [ems.azdhs.gov](https://ems.azdhs.gov) starting **December 15, 2023**, and the form will require that a CON holder identifies each vehicle that the ambulance service is requesting a GPS waiver for in 2024.

**Q:** How long will the initial GPS waiver be good for?

**A:** The Ground Ambulance GPS Waiver Request Forms will ask the CON holder to provide an estimate of the timeframe for the ambulance to be compliant with A.R.S. § 36-2232(C)(5) and an initial waiver may be granted for 12 months.

**Q:** How does the new state law related to GPS waivers acknowledge topography and connectivity challenges in rural and wilderness areas across the state?

**A:** A.R.S. § 36-2232(C)(5) allows an ambulance service to apply for a GPS waiver and indicate reasons for requesting a waiver, including lack of GPS connectivity, configuration, or cost issues.

# Frequently Asked Questions: GPS

**Q:** To meet the new GPS device requirement in A.R.S. § 36-2232(C)(5), does a GPS device have to be configured to automatically record response times or can response times be recorded manually with a push of a button?

**A:** A.R.S. § 36-2232(C)(5) does not specifically require that GPS devices automatically record response times, and allows GPS devices to be configured to manually record when a unit is notified and arrives on-scene.

**Q:** Does the new GPS requirement apply to vehicles that are not ambulances?

**A:** A.R.S. § 36-2232(C)(5) specifically applies to registered ambulances, although the Bureau recommends GPS tracking and CAD integration as a best practice for all emergency vehicles.

**Q:** Can an ambulance service apply for a waiver more than once?

**A:** Yes. Under A.R.S. § 36-2232(C)(5), the Department shall provide a waiver to an ambulance service that can reasonably demonstrate that it cannot meet the GPS requirement under state law. The waiver form provides an opportunity to identify the reason for requesting a waiver and information that demonstrates a good faith effort to comply with A.R.S. § 36-2232(C)(5).

# Frequently Asked Questions: GPS

**Q:** Does the state have specific recommendations on GPS systems that meet HB2609 requirements?

**A:** ADHS is unable to recommend a specific brand or vendor for GPS devices, especially since interoperability across the state varies. If an ambulance service does not meet the A.R.S. § 36-2232(C)(5) requirement of having a GPS device installed in each ambulance by January 1, 2024, then the state recommends applying for a waiver before the end of the year.

**Q:** Where can I find the GPS waiver form?

**A:** Ground Ambulance GPS Waiver Request Forms will be available in the EMS Portal at [ems.azdhs.gov](https://ems.azdhs.gov) starting **December 15, 2023**. The Department recommends that providers seeking a waiver complete and submit the form before December 31, 2023.

**What does HB2609 say about  
annual response time reporting  
requirements for CON holders?**

# **HB2609 Updates Effective January 1, 2024: Response Time Reporting Requirement**

A.R.S. § 36-2232(A)(3):. Regulate operating and response times of ambulances to meet the needs of the public and to ensure adequate service. The rules adopted by the director for certificated ambulance service response times shall include uniform standards for urban, suburban, rural and wilderness geographic areas within the certificate of necessity based on, at a minimum, population density, AND geographic and medical considerations. **THE**

**CALCULATION OF RESPONSE TIMES SHALL BEGIN WHEN THE PUBLIC SAFETY ANSWERING POINT CONTACTS AN AMBULANCE SERVICE FOR DISPATCH AND CONCLUDE WHEN THE AMBULANCE SERVICE ARRIVES AT THE DISPATCHED LOCATION. ON-SCENE ARRIVAL TIMES FOR RESPONSE TIME MEASUREMENT SHALL BE DOCUMENTED BY THE AMBULANCE SERVICE USING DISPATCH OR GLOBAL POSITIONING SYSTEM DATA, OR A COMBINATION OF BOTH, AND KEPT ON FILE. RESPONSE TIME DATA THAT IS COMPLIANT WITH THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 SHALL BE FILED ANNUALLY WITH THE DEPARTMENT. WHEN DISPATCH OR GLOBAL POSITIONING SYSTEM CONNECTIVITY IS NOT AVAILABLE, THE AMBULANCE SERVICE SHALL MANUALLY DOCUMENT ON-SCENE ARRIVAL TIMES FOR RESPONSE TIME MEASUREMENT. THE RESPONSE TIME DATA SHALL BE FILED IN A DEPARTMENT-APPROVED FORMAT, AND THE DEPARTMENT SHALL MAKE THE RESPONSE TIME DATA PUBLICLY AVAILABLE.**



# **HB2609 Updates Effective January 1, 2024: Response Time Reporting Requirement**

- Effective January 1, 2024, response time data must be filed in a Department-approved format *annually*.
- The Department-approved format will include a standard report template from ImageTrend that complies with A.R.S. § 36-2232(A)(3) and AZ-PIERS/NEMSIS v3.5 standards for eTimes.03 (Unit Notified) and eTimes.06 (Unit Arrived on Scene) for ambulance responses only.
- To meet the new requirements in A.R.S. § 36-2232(A)(3), CON holders must submit a report using the Department-approved standard template in the EMS portal within 180 days (**by July 1, 2024**). Reports will be made available at [ems.azdhs.gov](https://ems.azdhs.gov) similar to the provider look-up / public search.

# **CON holders will remain responsible for complying with response times currently listed on their certificate**

## ***RECURRING* Renewal Application Response Time Reporting** (AAC Article 9)

CON holders must continue to submit a response time reporting analysis based on their individual certificate response times due when they submit an online application packet.

**VS**

## ***NEW* Annual Response Time Reporting** (A.R.S. § 36-2232(A)(3))

CON holders must submit an annual response time report in a new standard Department-approved format and upload the report in the EMS portal due by July 1, 2024.

Please note that the new annual reports under A.R.S. § 36-2232(A)(3) must be made publicly available and may be subject to review under A.R.S. § 36-2232(A)(4) and A.R.S. § 36-2236(E) based on population changes.

**How do I access the new annual  
response time summary report  
in AZ-PIERS?**

# Step 1: How to access the Response Time Report using AZ-PIERS/Elite



Sign In

Username

Password

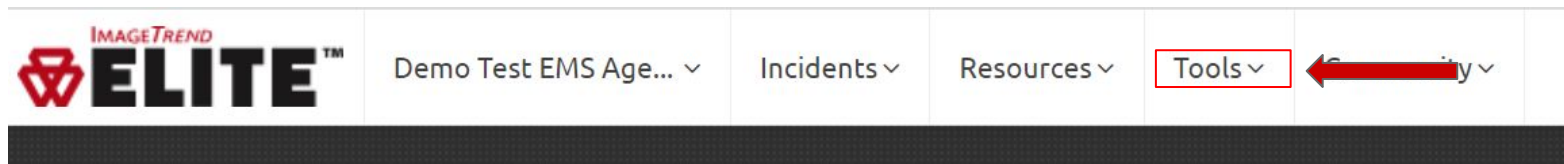
Sign In

[Forgot your password?](#)

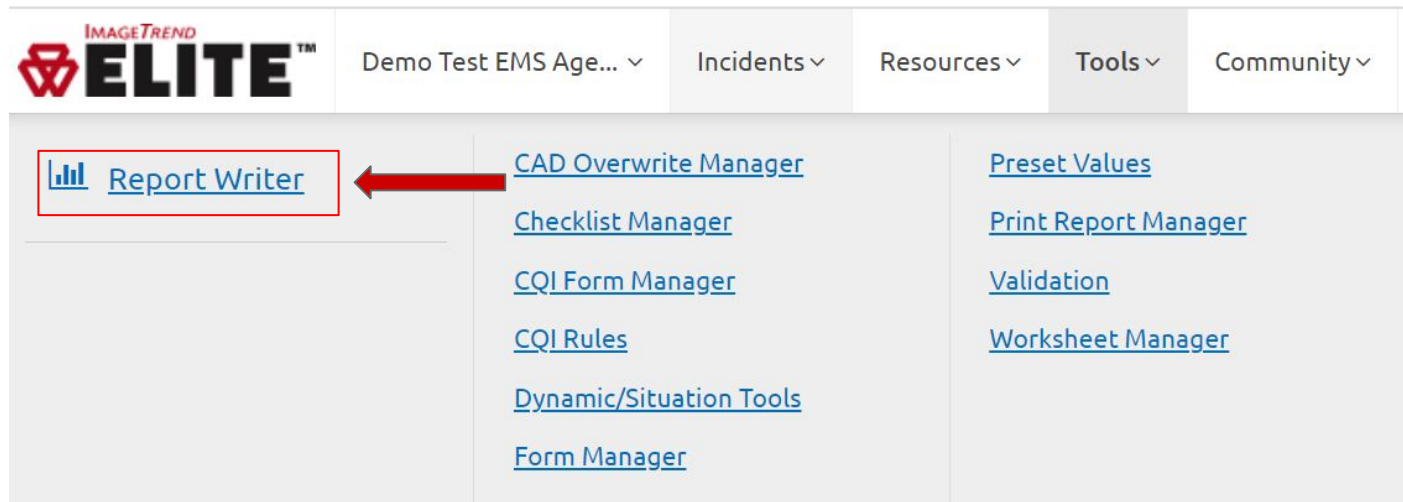
1. Log into **AZ-PIERS**

<https://arizona.imagetrendelite.com/elite/organizationarizona/>

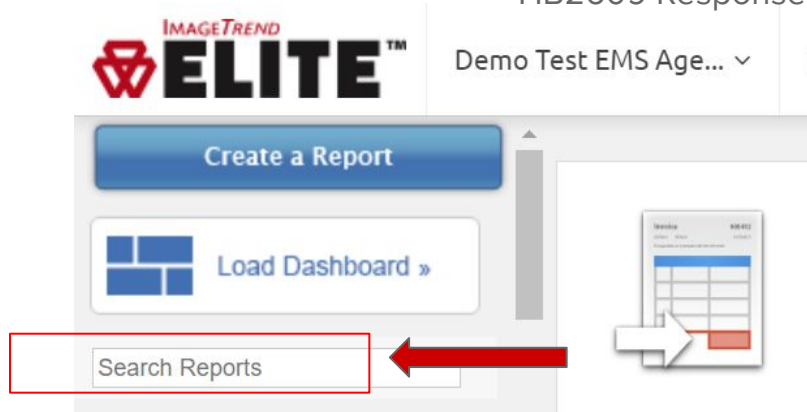
2. Click on “Tools”



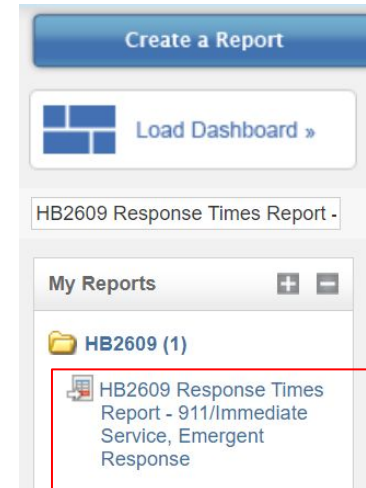
3. Click on “Report Writer”



4. Use the “**Search Reports**” box to find the report.  
Use any Key words from the report title:  
“HB2609 Response Times Report - 911/Immediate Service, Emergent Response”



5. Click on the report to open



6. Select filters as needed\*
7. Click **“Generate Report”**

Actions ▾ **Generate Report »**


Reset Filters ⓘ

**HB2609 Response Times Report - 911/Immediate Service, Emergent Response**

**Filter Your Results**

Agency Name contains

(dAgency.03):

Incident Unit Notified By is equal to   at  Current Time

Dispatch Date Time

(eTimes.03):

\*Filters (Optional): to filter to a specific date range, or to a specific agency (ie if you have access to more than one and want the report to generate separate reports.

| Urbanicity (Current)                                  | Immediate Response Calls 90th Percentile | Call Volume |
|---|--|-------------|
| Response Mode To Scene: Emergent (Immediate Response) |  |             |
| Rural   | 19 Min                                   | 5           |
| Suburban  | 12 Min                                   | 1           |
| Urban   | 4 Min                                    | 2           |
| Wilderness  | 5 Min                                    | 1           |
|   |  | Total: 9    |
|   |  | Total: 9    |

Limitations: This report includes ambulance responses only and extended response times may be due to mutual aid provided outside of a provider's service area or other factors outside of a provider's control.

**Description**  
Only Response Mode = Emergent

8. Wait for report to generate

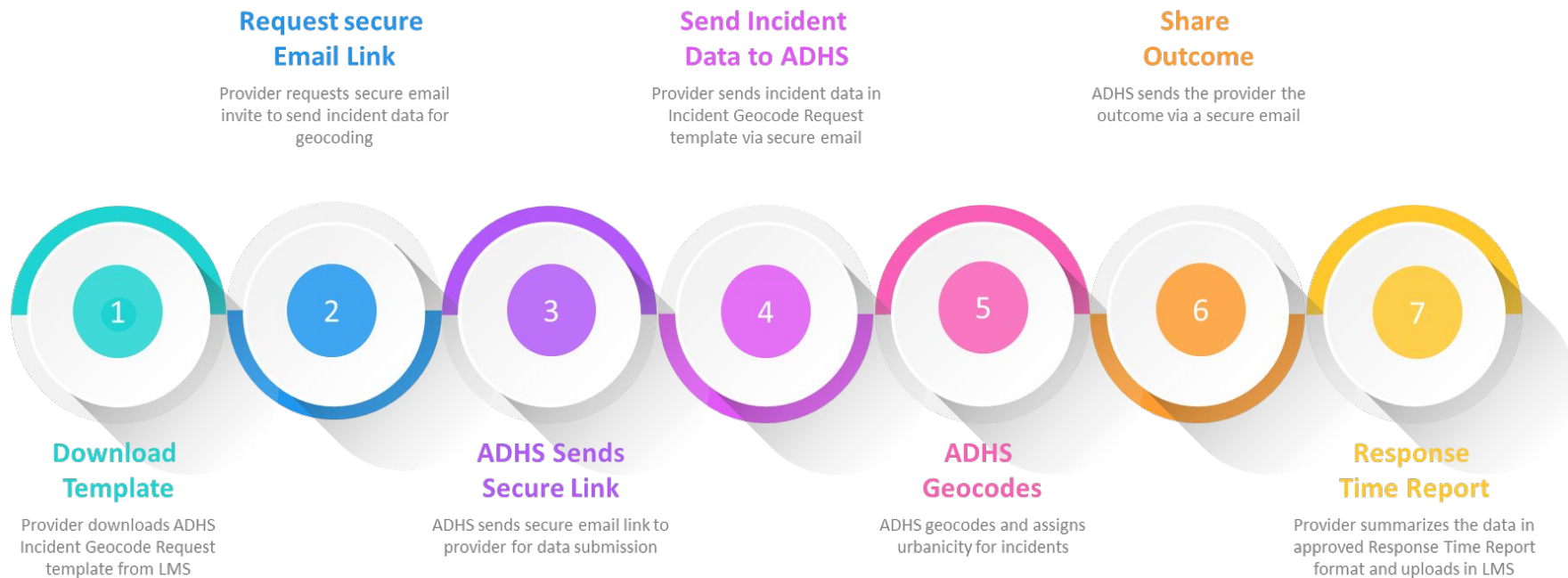
The screenshot shows a report interface. At the top, there's a header with 'Actions' and a dropdown arrow. Below it, there's a 'Save As...' button, a 'Schedule Report...' button, and an 'Export' button. The 'Export' button is highlighted with a red dashed box. To the right of the 'Export' button, there's a dropdown menu that is open, showing several options: 'PDF (5000 Rows Max)...', 'CSV (All Rows)...', 'Map...', 'Doc (This Page)...', 'HTML (This Page)...', and 'XML (All Rows)...'. The 'PDF (5000 Rows Max)...' option is highlighted with a red box. Red arrows point to the 'Actions' button and the 'PDF (5000 Rows Max)...' option.

9. Hover over **“Actions”**
10. Hover over **“Export”**
11. Click on **“PDF”**
12. PDF should download to your computer. Save it to your computer and follow the instructions on how to upload this report.



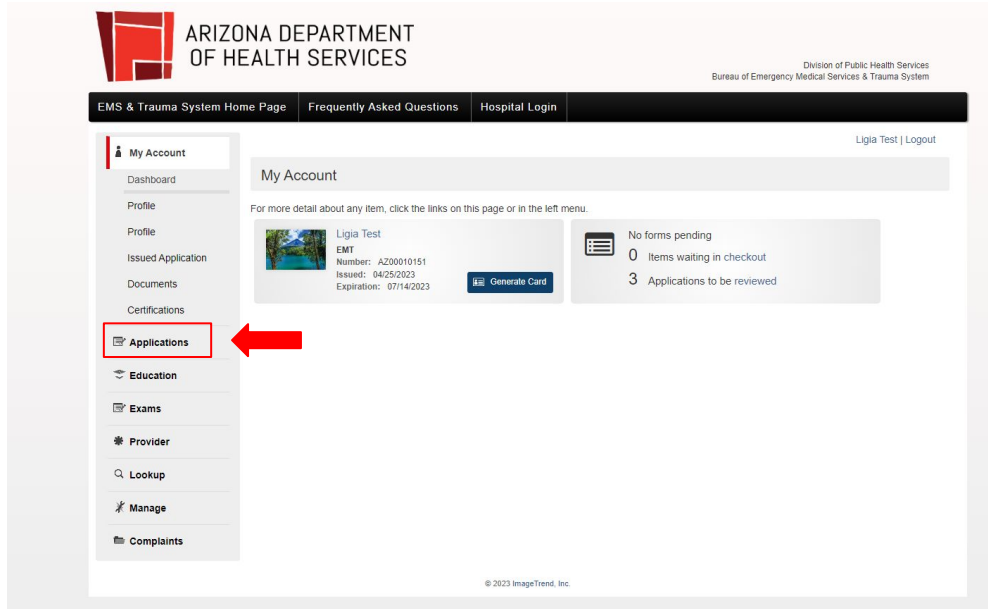
**If my organization has not started reporting to AZ-PIERS as of January 1st, how do I access and submit a response time summary report?**

# Alternate Process for Non AZ-PIERS/Elite Users will offer a Geocoding Request Template\*



\*CON holders must utilize AZ-PIERS to comply with ARS 36-2232(C)(5) since it is the Department-approved format. This geocoding request option will only be available for CON holders who were not submitting data to AZ-PIERS as of January 1, 2024.

# Step 1: How to access the Geocoding Request Template for Non AZ-PIERS/Elite Users\*



1. Click on “**Applications**”

\*CON holders must utilize AZ-PIERS to comply with ARS 36-2232(C)(5) since it is the Department-approved format. This geocoding request option will only be available for CON holders who were not submitting data to AZ-PIERS as of January 1, 2024.



Ligia Test | Logout

My Account

Applications

Continue 1

Checkout

Transaction

Review 8

Education

Exams

Provider

Lookup

Manage

### Available Applications

Click "View My Applications" to view your personnel applications, or click one of the "View Service Applications" buttons to view the service licenses you can apply to for that service.



#### Test, Ligia (AZ00010151)

EMT  
Issue Date: 04/25/2023  
Expiration Date: 07/14/2023

View My Applications



#### Test Arizona (test CON #)

123 Test St. Suite 3, Queen Creek, Arizona 85142  
-- Expires: 07/03/2024

View Provider Applications

Use this application to apply for a new air license as a new provider in the State of Arizona.

#### Application for Air Ambulance License Renewal (R9-25-704)

Use this application to submit a renewal for your air license.

Apply Now

#### Application for Air Ambulance License Transfer (R9-25-710)

Use this application to transfer to your air license.

Apply Now

#### Application for Air Ambulance License Amendment (R9-25-709)

Utilize this application to notify the Bureau of a change to your legal business name(s), CAMTS Accreditation status, aircraft type, mission type, mission level, rates, hours of operation, type of business, business address, license relinquishment, or licensure eligibility.

Apply Now

#### Provider Insurance (R9-25-703, R9-25-909)

Use this application to submit a copy of your current and valid Certificate of Insurance.

Apply Now

#### Ground Provider Response Time Report Template

Apply Now

Records 1-18 of 18

2. Click on “**View Provider Applications**”

3. Search for “**Response Time Report Template**”

4. Click on “**Apply Now**”

Test Provider #testing123321

Ground

Ground Provider Response Time Report Template - In Draft



## Response Time Report Template

Response Time Report Template

▼ Section 1

Please [click here](#) to download the Response Time Report template for non AZ-Pier users

Download Attachment



☒ Submit

5. Click on “**Download Attachment**”

# Geocoding Request Template for Non-AZPIERS/Elite Users\*

## ALTERNATE PROCESS FOR GEOCODING AND RESPONSE TIME REPORTING FOR NON-AZPIERS PROVIDERS

Non-AZPIERS can send incident data to ADHS to have it geocoded with urbanicity and then summarize the data to generate Response Time Report and upload in EMS Portal to meet new regulatory requirements under ARS 36-2232(C)(5) effective January 1, 2024.

This geocoding request service is only available to CON holders that have not submitted data to AZPIERS as of January 1, 2024. All AZPIERS providers who have submitted data can download the Response Time Summary Report in AZPIERS.

1. Download ADHS Incident Geocode Request Import Template and review Instructions
2. Request ADHS secure email Link. Contact [Anne.Vossbrink@azdhs.gov](mailto:Anne.Vossbrink@azdhs.gov)
3. ADHS will send provider secure email link
3. Provider sends incident data to ADHS via secure link received in the format outlined in the Import Template
4. ADHS will geocode and assign urbanicity. *(If Incident scene cannot be geocodes, ADHS may contact you for additional information)*
5. ADHS will share geocoded incident data to provider via secure email link.
6. Provider summarizes geocoded incident data to generate Response Time Report and uploads in EMS Portal

PLEASE NOTE: This geocoding request service is only available to CON holders that have not submitted data to AZPIERS as of January 1, 2024. All AZPIERS providers who have submitted data can download the Response Time Summary Report in AZPIERS.

Please send your data in XLSX(Excel Workbook) format only using the Import Template spreadsheet provided.

Data can be in uppercase or lowercase or a hybrid. All columns in RED are mandatory for geocoding needs. Please send data in the requested format only. Please ensure the following when you send data to ADHS:

1. Delete the sample dataset provided
2. Keep or remove header instructions (rows 1 through 4)
3. Keep the column headers and column descriptions (in rows 5-6 ) intact

| Unique Incident Number               | Incident Date                         | Incident Street Address(eScene.15) | Incident Apt or Suite or Room(eScene.16) | Incident City(eScene.17) | Incident State(eScene.18) | Incident ZIP Code(eScene.19) | Scene Cross Street or Directions(eScene.20)           | Scene Milepost or major roadway(eScene.14) | Incident County(eScene.21) |
|--------------------------------------|---------------------------------------|------------------------------------|--|--------------------------|---------------------------|------------------------------|---|--|----------------------------|
| Unique reference number for incident | Unit notified by dispatch, mm/dd/yyyy | Incident street address            | Incident address suite/building/room/apt | Incident city            | Incident state            | Incident zipcode (5 digits)  | Incident cross streets(use '&' between cross streets) |  | Incident county            |
| 252613                               | 6/4/2022                              | 65 E GLENVIEW ROAD                 |  | PHOENIX                  | AZ                        | 85044                        |   | MP 52 HWY 67                               | MARICOPA                   |
| 98739                                | 6/5/2022                              | 92 W Raintree Drive                | Suite 42                                 | Scottsdale               | az                        | 85259                        | Raintree & Hayden Road                                |  | Maricopa                   |
| 8546352                              | 6/6/2022                              |                                    |  | Mesa                     | az                        | 85231                        |   | MM 40 US 60                                | Maricopa                   |
| 252613                               | 6/4/2022                              | 65 E Scottsdale                    | Apt 11                                   | Scottsdale               | AZ                        | 85259                        | Scottsdale Rd & Hayden                                |  | MARICOPA                   |

\*CON holders must utilize AZ-PIERS to comply with ARS 36-2232(C)(5) since it is the Department-approved format. This geocoding request option will only be available for CON holders who were not submitting data to AZ-PIERS as of January 1, 2024.

**How do I upload the annual  
response time summary report  
to the EMS Portal?**

# Step 2: Uploading the Report to EMS Portal

ARIZONA DEPARTMENT OF HEALTH SERVICES

Division of Public Health Services  
Bureau of Emergency Medical Services & Trauma System

EMS & Trauma System Home Page | Frequently Asked Questions | Hospital Login

My Account | Ligia Test | Logout

My Account

For more detail about any item, click the links on this page or in the left menu.

Ligia Test  
EMT  
Number: AZ00010151  
Issued: 04/25/2023  
Expiration: 07/14/2023  
[Generate Card](#)

No forms pending  
0 Items waiting in checkout  
3 Applications to be reviewed

**Applications**

Education  
Exams  
Provider  
Lookup  
Manage  
Complaints

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1. Click on “**Applications**”

[ems.azdhs.gov](https://ems.azdhs.gov)





Ligia Test | Logout

My Account

Applications

Continue

Checkout

Transaction

Review 3

Education

Exams

Provider

Lookup

Manage

Available Applications

Click "View My Applications" to view your personnel applications, or click one of the "View Service Applications" buttons to view the service licenses you can apply to for that service.



Test, Ligia (AZ00010151)

EMT  
Issue Date: 04/25/2023  
Expiration Date: 07/14/2023

View My Applications



Test Provider (testing123321)

123 East West St, Scottsdale, Arizona 85258  
Ground -- Issued: 06/06/2022 -- Expires: 06/06/2024

View Provider Applications



TEST TEST (TEST)

Test 1234, Phoenix, Arizona 85002  
Ground

View Provider Applications

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2. Click on “**View Provider Applications**”

3. Search for “**Response Time Report Submission**”

4. Click on “**Apply Now**”

Use this application to apply for a new or renewal of a new provider in the state of Arizona.

Application for Air Ambulance License Renewal (R9-25-704)

Use this application to submit a renewal for your air license.

Apply Now

Application for Air Ambulance License Transfer (R9-25-710)

Use this application to transfer to your air license.

Apply Now

Application for Air Ambulance License Amendment (R9-25-709)

Utilize this application to notify the Bureau of a change to your legal business name(s), CAMTS Accreditation status, aircraft type, mission type, mission level, rates, hours of operation, type of business, business address, license relinquishment, or licensure eligibility.

Apply Now

Provider Insurance (R9-25-703, R9-25-909)

Use this application to submit a copy of your current and valid Certificate of Insurance.

Apply Now


Response Time Report Submission

Apply Now

Records 1-22 of 22

Response Time Report Submission

▼ Provider Information

 ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Name  
Test Arizona

Street 1  
123 Test St.

Street 2  
Suite 3

Postal Cod  
85142

City  
Queen Cr

State  
Arizona

CON Num  
[Empty]

▼ Response Time Report Submission

\*Response Time Report Submission

Name  
[Empty]

I hereby certify under penalty of perjury, that:

\*I am duly authorized and qualified to act for or on behalf of the provider submitting this application.  
☐ Yes

\*That the information and documentation contained in the application, submitted as part of this application has been compiled from records I have verified, and that the facts recited herein are true and correct.  
☐ Yes

\*Provider Signature

Username: LCastro

Password: [Empty]

\*Today's date  
mm/dd/yyyy Today

☒ Submit

5. Provider Information will auto-populate

6. Click on **“Upload File”**

7. Upload your **Response Time Report** and Click **“save”**



## 7. Certify attestation

**I hereby certify, under penalty of perjury, that:**

\*I am duly authorized and qualified to act for or on behalf of the certificate holder submitting this application.

☐ Yes



\*That the information and documentation contained in the form, attached to the form, submitted as part of the application, or submitted in any subsequent amendment or filing to this application has been compiled from records I have verified, and I know that the facts recited herein are true and correct.

☐ Yes



DRAFT

**\*Provider Signature**

Username: LCastro

Password:

**\*Today's date**

mm/dd/yyyy



Today

☒ Submit

8. Enter your **"Password"**

9. Enter **"Today's date"**

10. Click **"Submit"**

**What will the new annual response  
time summary report look like?**

# Example Response Time Summary Report

Elite arizona

## HB2609 Response Times Report - Ambulance 911/Immediate Service by Response Mode

### HB2609 Response Times Report - Ambulance 911/Immediate Service - EMERGENT Response

Only Response Mode = Emergent

| Urbanicity (Current) | Immediate Response Calls 90th Percentile | Call Volume     |
|----------------------|--|-----------------|
| Rural                | 19 Min                                   | 5               |
| Suburban             | 12 Min                                   | 1               |
| Urban                | 4 Min                                    | 2               |
| Wilderness           | 5 Min                                    | 1               |
|                      |  | <b>Total: 9</b> |

### HB2609 Response Times Report - Ambulance 911/Immediate Service - NON-EMERGENT Responses

Non-Emergent Response Mode = Non-Emergent, Emergent downgraded to Non-Emergent, Non-Emergent upgraded to Emergent

| Urbanicity (Current) | Immediate Response Calls 90th Percentile | Call Volume      |
|----------------------|--|------------------|
| Rural                | 15 Min                                   | 6                |
| Suburban             | 13 Min                                   | 10               |
| Urban                | 10 Min                                   | 2                |
| Wilderness           | 34 Min                                   | 5                |
|                      |  | <b>Total: 23</b> |

Limitations: This report includes ambulance responses only and extended response times may be due to mutual aid provided outside of a provider's service area or other factors outside of a provider's control.

#### Description

Emergent = Emergent Response Mode | Non-Emergent = A Response Mode of: Non-Emergent, Emergent downgraded to Non-Emergent, Non-Emergent upgraded to Emergent

# Relevant Data Elements

Unit Notified by Dispatch Date/Time (eTimes.03): Used for the incident date range & for the beginning of the response time measurement

Unit Arrived on Scene Date/Time (eTimes.06): Used for the end of the response time measure

Type of Service Requested (eResponse.05): The type of service or category of service requested of the EMS Agency responding for this specific EMS event. Used to determine calls dispatched as Immediate Response: Includes "911 Response (Scene)" (V3.4) / "Emergency Response (Primary Response Area)" (V3.5) (2205001)

Response Mode to Scene (eResponse.23): Indicates the response was emergent or non-emergent. An emergent response is an immediate response. Used to classify a response into one of two *categories*:  
*Emergent* : Includes only "Emergent (Immediate Response)" (2223001)  
*Non-Emergent*: Includes "Non-Emergent" (2223005), "Emergent Downgraded to Non-Emergent"(2223003), and "Non-Emergent Upgraded to Emergent" (2223007)

Primary Role of Unit(V3.4)/Unit Transport and Equipment Capability(V3.5) (eResponse.07): The primary role/The transport and equipment capabilities of the EMS Unit which responded to this specific EMS event. Used to restrict to Ground Ambulance unit types. Used to determine if the type of vehicle responding to this call whose response times are captured on the ePCR is a ground ambulance. *Ground Ambulance*: Includes "Ground Transport " (2207003), "Ground Transport (ALS Equipped)" (2207015), "Ground Transport (BLS Equipped)" (2207017), "Ground Transport (Critical Care Equipped)" (2207019)

# Relevant Data Elements

Incident/Patient Disposition (eDisposition.12)(V3.4)/Unit Disposition (eDisposition.27): Type of disposition treatment and/or transport of the patient by this EMS Unit/The patient disposition for an EMS event identifying whether patient contact was made. Used to determine which type of call dispositions should be included: Unit arrived on scene and is not an excluded disposition such as: Canceled prior to scene, Standby or Assist.

## Terms & Definitions:

Scene GPS Location (eScene.11): Encoded latitude & longitude: The GPS coordinates associated with the Scene. The pattern for GPS location is in the format "latitude,longitude" where:

- latitude has a minimum of -90 and a maximum of 90 with up to 6 decimal places
- longitude has a minimum of -180 and a maximum of 180 with up to 6 decimal places

These GPS coordinates are geocoded via a GIS program using the incident scene address provided by the EMS agency.

Incident scene address: Information used to encode the scene GPS location may be a combination of data elements, depending on the scene location and relevant geographical information.

This information may include: Incident Street Address (eScene.15), Incident Apartment, Suite, or Room (eScene.16), Incident City (eScene.17), Incident State (eScene.18), Incident ZIP Code (eScene.19), Scene Cross Street or Directions (eScene.20), Mile Post or Major Roadway (eScene.14)



# Urbanicity Value Definitions

**Scene locality:** An urban, suburban, rural, or wilderness area as Defined in *ARTICLE 9. GROUND AMBULANCE CERTIFICATE OF NECESSITY R9-25-901. Definitions (Authorized by A.R.S. § 36-2202 (A))*

## Related Data Element

Urbanicity: The specific geographic region of the Scene locality as defined in Arizona statute within 9 A.A.C. 25, Chapter 25, Article 9, R9-25-901., Definitions. This element is populated with the call's urbanicity based on the geocoded incident scene address location provided by the EMS agency.

- "Urban area" means a geographic region delineated as an urbanized area by the United States Department of Commerce, Bureau of the Census.
- "Suburban area" means a geographic region within a 10- mile radius of an urban area that has a population density equal to or greater than 1,000 residents per square mile.
- "Rural area" means a geographic region with a population of less than 40,000 residents that is not a suburban area.
- "Wilderness area" means a geographic region that has a population density of less than one resident per square mile.

# Relevant Calculations

Data Elements Used in Calculations:

Response Time in Minutes = *Later Time - Earlier Time*

= Unit Arrived on Scene Date/Time (eTimes.06) - Unit Notified by Dispatch Date/Time (eTimes.03)

90th Percentile: The number of minutes of which 90% of the calls are within.

*ex: If 90th Percentile = 10 minutes, it means that 90% of the calls have a response time of 10 minutes or less.*

Disclaimer Listed at Bottom: Report includes ambulance responses only and extended response times may be due to mutual aid provided outside of a provider's service area or other factors outside of a provider's control.

# Relevant Inclusion/Exclusion Criteria

Excluded Values for Incident / Unit Disposition :

Incident/Patient Disposition (eDisposition.12)(V3.4) EXCLUDED

**Assists:** Assist Fire Unit (it4212.103); Assist, Agency (4212001); Assist, Public (4212003); Assist, Unit (4212005); Mutual Aid Tx & Transport (it4212.105)

**Canceled Prior:** Canceled (Covered by other unit) (it4212.108); Canceled (Prior to Arrival At Scene) (4212007); Canceled (Prior to Dispatch) (it4212.107)

**MIH:** Community Treatment Unit, Treated and Released (it4212.152); ET3 Patient Treated, Transferred Care to Another Provider on Scene (non-EMS) (4212901); ET3 Patient Treated, Transferred Care to Telehealth Provider (4212902); Treat & Refer (it4212.123)

**Standby:** Standby - Treated and Released (it4212.135); Standby-No Services or Support Provided (4212039); Standby-Public Safety, Fire, or EMS Operational Support Provided (4212041)

**Non-EMS Calls:** Transport Non-Patient, Organs, etc. (4212043); Safe Station Drug Program Referral (it4212.148); False Call / False Alarm (it4212.104)

Unit Disposition (eDisposition.27)(V3.5) EXCLUDED

**Canceled Prior:** Canceled Prior to Arrival at Scene (4227005)

**Non-EMS Calls:** Non-Patient Incident (Not Otherwise Listed) (4227011)

# How to view submitted Annual Response Time Reports



**ARIZONA DEPARTMENT OF HEALTH SERVICES**

Division of Public Health Services  
Bureau of Emergency Medical Services & Trauma System

EMS & Trauma System Home Page | Frequently Asked Questions | Hospital Login | **Annual Response Time Report**

**Account Login**  
**Education**  
**Exams**  
**Lookup**  
**Complaints**

**ARIZONA DEPARTMENT OF HEALTH SERVICES**  
**PREPAREDNESS**

To meet the new requirements in ARS 36-2232(A)(3), CON holders must submit a report using the Department-approved standard template in the EMS portal within 180 days (by July 1, 2024). Reports will be made available via the provider look-up / public search.

Fiscal Year 2024  
Test Arizona Response Time Report \_FY 2024

# Frequently Asked Questions: Reports

**Q:** When will the Annual Response Time Report Template be available for CON holders to access to comply with A.R.S. § 36-2232(A)(3) in 2024?

**A:** Reports will be available in AZ-PIERS and the EMS Portal starting **March 1, 2024**.

**Q:** What date range will the initial annual response time reports include and when will they be due to comply with A.R.S. § 36-2232(A)(3)?

**A:** Reports are due by **July 1, 2024** to ensure that all providers are compliant with the new law. The initial report will cover January 1, 2023 through December 31, 2023.

**Q:** Will annual response time reports be due July 1st every year?

**A:** In the future the Department expects providers to submit annual response time summary reports at the same time as Ambulance Revenue and Cost Reports (ARCR). However, in 2024 in order to ensure that all CON holders are compliant with the new law annual response time reports are due by July 1, 2024.

# Frequently Asked Questions: Reports

**Q:** Once annual response time reports are submitted by CON holders, how will they be publicly available?

**A:** Reports will be publicly available on the EMS Portal at [ems.azdhs.gov](https://ems.azdhs.gov).

**Q:** Will the raw data be posted on the EMS Portal or just the Response Time Summary Report?

**Q:** Only the Annual Response Time Summary Report with aggregate data will be publicly available. No raw data will be publicly available, as the information contained in AZ-PIERS is considered confidential and protected.

**Q:** Does the response time data have to be posted on each CON holder's website as well?

**A:** No, it is optional for EMS providers to post response times on their website.

# Frequently Asked Questions: Reports

**Q:** Why can't the state pull the report directly from AZ-PIERS? Why is it necessary for CON holders to pull the report from AZ-PIERS and then upload it to the EMS portal at [ems.azdhs.gov](https://ems.azdhs.gov)?

**A:** Since AZ-PIERS is a quality assurance database, in order to maintain the confidentiality and security of patient protected health information in AZ-PIERS, CON holders reporting to AZ-PIERS are required to download their own response time summary information and then upload the response time summary report in the EMS portal. This allows the state to maintain a “steel wall” between AZ-PIERS and the EMS portal.

# Frequently Asked Questions: Reports

**Q:** Should CON holders submit data to AZ-PIERS for all EMS responses?

**A:** Yes, all EMS incidents should be submitted to AZ-PIERS in NEMSIS V3.5 format.

**Q:** Will response times for non-ambulance emergency vehicles be included in the calculation of response times?

**A:** No, only ambulance responses will be included in the Annual Response Time Summary Report.

**Q:** What type of calls will be excluded from the Annual Response Time Summary Report?

**A:** The report references eDisposition.12 (V3.4) and eDisposition.27 (V3.5) to determine which incidents are included or excluded in response time calculations. Canceled and non-EMS calls will be excluded from the Annual Response Time Summary Report.



# Frequently Asked Questions: Reports

**Q:** Will the new Annual Response Time Summary Report required under A.R.S. § 36-2232(A)(3) satisfy the response time analysis that is required when an ambulance service submits a CON renewal application?

**A:** No. The annual response time reporting requirement under A.R.S. § 36-2232(A)(3) is separate and distinct from the CON renewal application process. Based on A.A.C. Article 9, the CON renewal process will continue to require that a separate response time analysis is submitted based on individual certificated response times at the time a CON renewal application is due.

**Q:** Is the new Annual Response Time Summary Report required under A.R.S. § 36-2232(A)(3) expected to match the response time analysis that an ambulance service submits during the CON renewal application process?

**A:** No. The Annual Response Time Summary Report is a separate reporting requirement and utilizes a different Department-approved format that does not match the response times listed on an individual Certificate of Necessity.

# Frequently Asked Questions: Reports

**Q:** For the reports due on July 1, 2024, are there 90th percentile response time requirements in minutes that a CON holder must meet for each “scene locality”, e.g. urban, suburban, rural, and wilderness areas?

**A:** There are not specific 90th percentile response time requirements for each scene locality that existing CON holders must meet for A.R.S. § 36-2232(A)(3) reports due on July 1, 2024. However, it is important to note that Annual Response Time Summary Reports will be publicly available on the EMS Portal and may be subject to review under A.R.S. § 36-2232(A)(4) and A.R.S. § 36-2236(E).

**Q:** When will CON holders be able to access the Annual Response Time Summary Report in AZ-PIERS to be able to view their current response times?

**A:** The Annual Response Time Summary Report will be available by March 1, 2024.

**Q:** Will CON holders be able to provide feedback on inclusion/exclusion criteria once reports are available?

**A:** There will be future opportunities for the EMS Council and EMSRUG to review and provide feedback and recommendations on NEMSIS v3.5 inclusion and exclusion criteria for HB2609 reporting.

# **Q&A + Thank You**

If you have follow up questions that we are unable to answer at this time, please route them through your EMS Regional Council Representative so the Department can update FAQs.