

# PHHS BLOCK GRANT SUCCESS STORY 2016

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## EMERGENCY MEDICAL DISPATCH PROGRAM/EMS COMMUNICATIONS

### WIRELESS 9-1-1 CALL ROUTING DELAY SOLUTIONS SOUGHT.

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**Issue:** Communications are an essential component of California's EMS system. Wireless 9-1-1 calls are received through the California Highway Patrol and transferred to the appropriate emergency department. This at times causes a delay in the response time for Emergency Medical Service (EMS) providers. This response time delay has the potential to negatively impact patient outcomes and is a high-level concern for the Commission on EMS, an advisory board to the Director of the Emergency Medical Services Authority (EMS Authority).

**Intervention:**

1. The EMS Authority formally engaged the Office of Emergency Services (OES) (the state department responsible for Wireless 9-1-1 oversight) regarding enhancing and improving wireless 9-1-1. By engaging OES over multiple meetings, the EMS Authority has discussed options for improving the Wireless 9-1-1 system with the entity having jurisdictional authority over its operation.
2. Representatives from OES have made two presentations to the California Commission on EMS to explain possible system options to ensure appropriate routing of Wireless 9-1-1 calls.

**Impact:** The ongoing cooperative efforts of the EMS Authority, OES, and Commission on EMS to find viable solutions for wireless 9-1-1 call routing issues will ensure that the public receives the most efficient response possible when calling 9-1-1 from a wireless device.