

REMSA Health Franchise Map Review

A Historical Overview of Response Zone
Boundaries in Washoe County

Prepared for District Board of Health

March 26, 2026

REMSA Franchise History & Background (1986-2026)

1986



Interlocal Agreement amended; Washoe County Health District granted authority over ground ambulance franchise services.

1987



REMSA awarded the exclusive ground ambulance franchise by the District Board of Health.

2014



Amended and Restated Franchise Agreement approved, modernizing performance and operational criteria.

2022-2026



Further amendments adopted Aug 25, 2022; current agreement signed January 2026.

Why are we here today?



Educate – Provide an overview of the annual map review process.

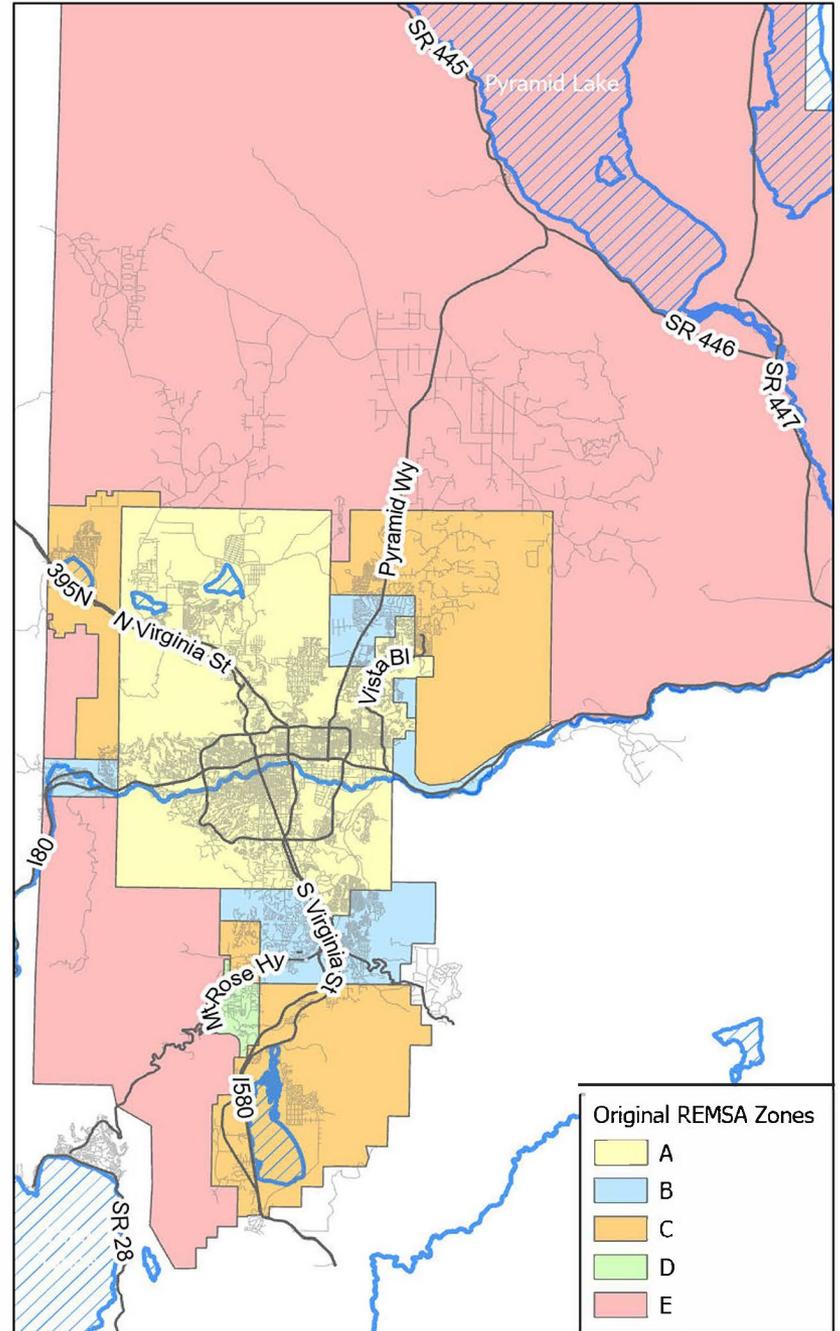


Engage – Walk through key updates and considerations for this year.



Approve – Seek your feedback and formal approval of the updated map.

Original Proposed REMSA Health Zone Map

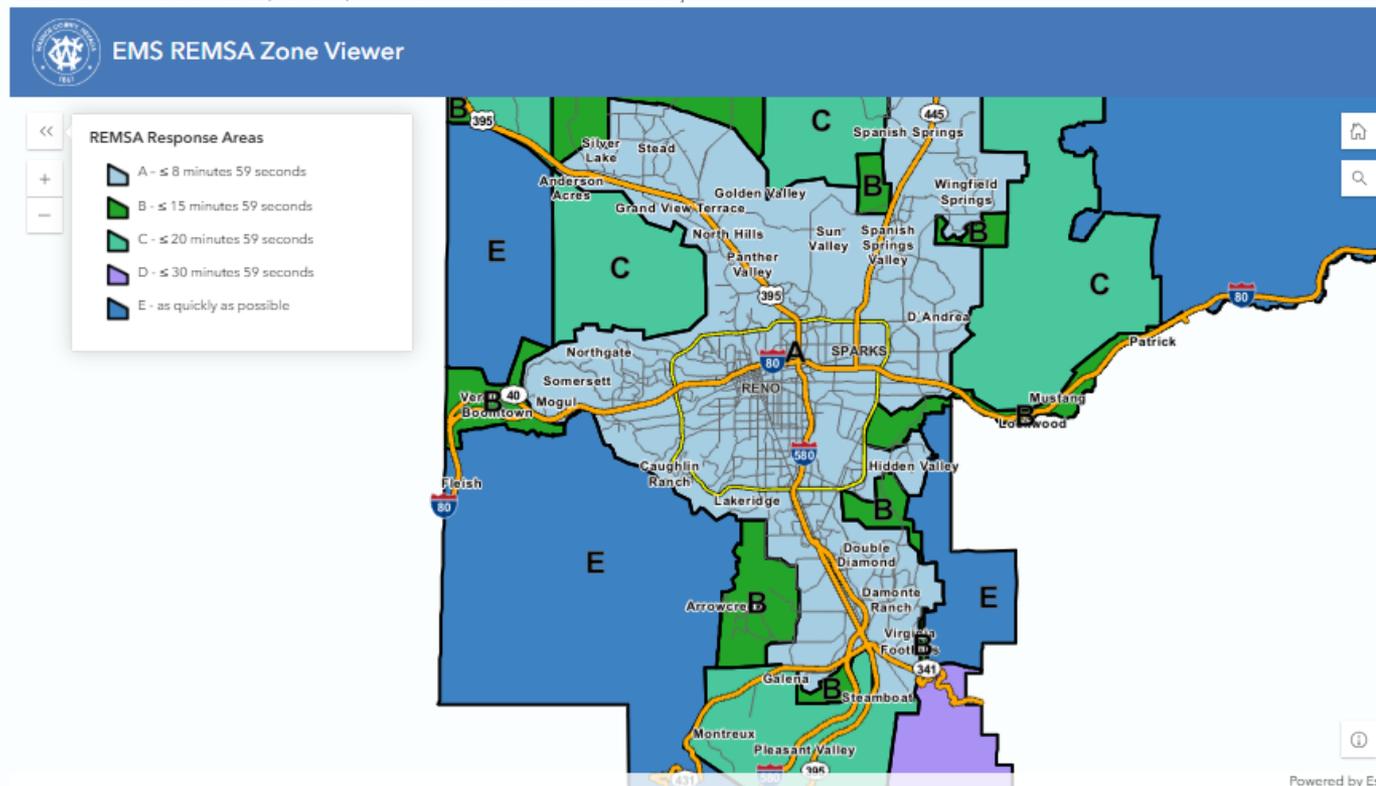


REMSA Health Response Zones

REMSA Health, a non-profit private ambulance company, provides ground ambulance transport for City of Sparks, City of Reno, and the Truckee Meadows Fire Protection District service areas. This map illustrates the designated response expectations for presumptively defined life-threatening calls (Priority 1 calls) within those service areas. This is also known as the REMSA Health Franchise Response Zones. Each zone (A - E) corresponds to a different time for expected response. These response times are as follows:

- **Zone A** – eight (8) minutes and fifty-nine (59) seconds or less
- **Zone B** – fifteen (15) minutes and fifty-nine (59) seconds or less
- **Zone C** – twenty (20) minutes and fifty-nine (59) seconds or less
- **Zone D** – thirty (30) minutes and fifty-nine (59) seconds or less
- **Zone E** – as quickly as possible

The REMSA Health Response Zone Map is reviewed annually, and changes are made, if needed, based on population growth and population density. The review process includes annual reviews and census year reviews. The map is created by the EMS Oversight Program and Washoe County Regional Services Geographic Information Systems. It is reviewed by the EMS Oversight Program, REMSA Health, and approved by the District Board of Health. The last revision to the map was effective July 1, 2024. There were no revisions in 2025; however, a new format was created for accessibility.



Understanding the Franchise Map

Zone Definitions & Response Time Standards

- Franchise Map review is ***an annual systematic review*** of call volume trends in Washoe County. Methodologies for modernizing performance and operations criteria was proposed in 2014.
- The REMSA Health Response Zone Map defines geographic boundaries within which REMSA provides exclusive ground ambulance services.
- Franchise Map reviews activities oversee by EMS Oversight Program in partnership with Washoe County GIS. Recommendations are reviewed and approved annually by the District Board of Health (DBOH).

REMSA Health Response Zones

Priority 1 Response Time Standards by Zone

A	ZONE A Urban Core	⌚ ≤ 8:59
B	ZONE B Adjacent Urban	⌚ ≤ 15:59
C	ZONE C Suburban/Transitional	⌚ ≤ 20:59
D	ZONE D Rural Outer	⌚ ≤ 30:59
E	ZONE E Designated Areas	⌚ Varied

Northern Nevada Public Health - EMS Oversight Program

Methodology

The Franchise Map Review Process



REMSA Health Franchise Map District Board of Health Approvals Timeline

2016



Revision 1

Zone A, B, C, D,
E call density
and hot spots
identified

2019



Revision 2

Expansion
applied to Zone
A approved by
DBOH

2023



Revision 3

Extension
applied to Zone
A approved by
DBOH

2024



No Revision

Key Factors Driving Map Changes

**Population
Growth**

**Population
Density**

**Geographic
Development**

**REMSA
Performance
Data**

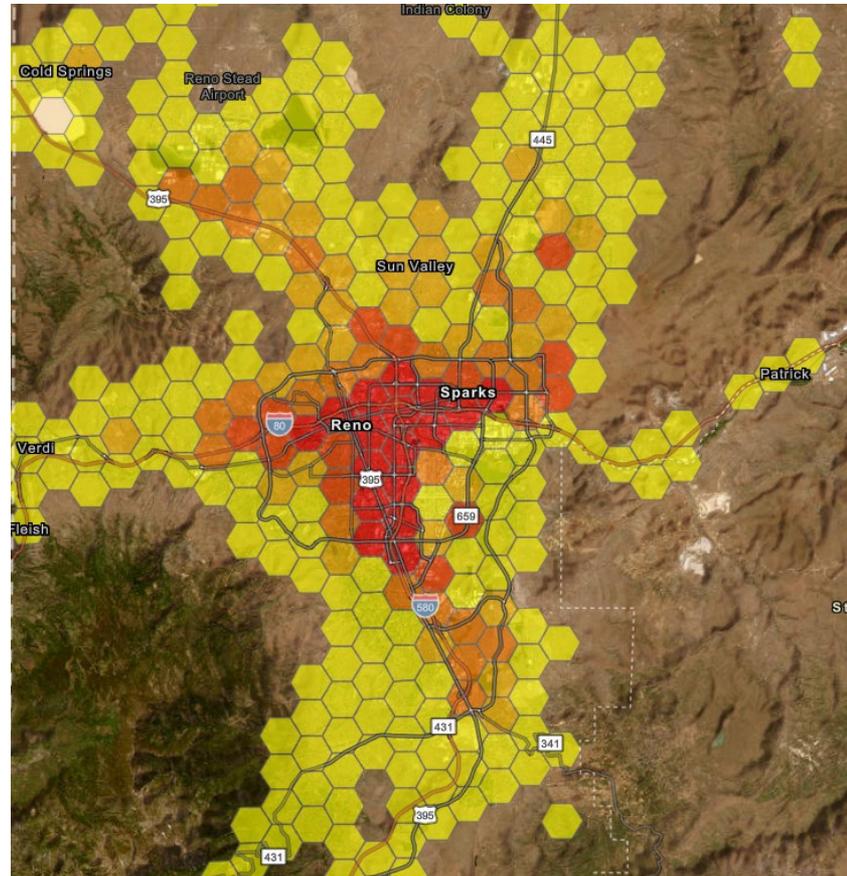
**Franchise
Agreement
Terms**

**DBOH Policy
Direction**

Regional Trends

Why Population Growth Drives Franchise Map Change

- Areas like South Meadows, Double Diamond, and North Valleys — once rural — now qualify for Zone A or B designation due to density thresholds.
- As communities grow, residents expect response times equal to established urban areas. Zone upgrades must be matched by REMSA staffing and fleet capacity.
- Northern Nevada is one of the fastest-growing metro areas in the U.S. — making the franchise map a living, continuously evolving document.



REMSA Health Franchise Map Review

NORTHERN NEVADA
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