



June 10, 2016

Chairman Phil Mendelson and  
Judiciary Committee Chairman Kenyan McDuffie  
District of Columbia City Council  
1350 Pennsylvania Avenue, N.W.  
Washington, DC 20004

Honorable Members of the Council,

I am pleased to present the first of American Medical Response's quarterly reports referencing our operations within the District of Columbia. AMR is proud to partner with the DC Fire and EMS and is honored to be serving the residents and visitors to the District.

Through our collaborative work with Chief Gregory Dean, the leadership at DC Fire & EMS and the Office of Unified Communications, we feel strongly that the partnership has yielded tangible and positive results to the District's emergency medical services system. As these systems continue to mature, I feel strongly that we will recognize further improvements to performance metrics and enhancements in the the delivery of care.

To date, our relationship with DC FEMS and OUC has been truly outstanding. We could not ask for better partners to work with as we develop this program. We look forward to continuing to work together to help improve the program as we strive to serve your constituents.

Please do not hesitate to contact me with any questions, thoughts or concerns regarding this report, or any aspect of the partnership.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'ERIK M. ROHDE', is written over a white background.

Erik M. Rohde  
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Mid-Atlantic Region  
American Medical Response  
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# Quarterly Performance Report

Provided To:

District of Columbia City Council

and

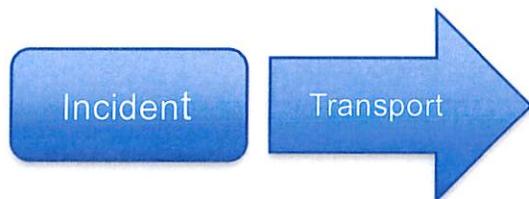
DC Fire & Emergency Medical Services

March 28 – May 31, 2016

## Transports Performed

- \* 7,366 transports were performed by American Medical Response from March 28<sup>th</sup> through May 31<sup>st</sup> of 2016.
  
- \* Average Response Time by Month:
  - March: 7 minutes, 50 seconds
  - April: 6 minutes, 41 seconds
  - May: 6 minutes, 24 seconds
  
- \* AMR meets each patient at the location of the incident and transports the hospital requested by the patient, or as directed by DCFEMS.

# Transports Performed



Hospital Name	Transports	Avg. Dropoff Time
Children's National Medical Center	17	28:54
United Medical Center	960	27:50
Howard University Hospital	1,100	32:55
Holy Cross Hospital	25	35:56
George Washington Hospital	1,732	35:45
Georgetown Hospital	312	30:21
VA Medical Center	171	30:43
Sibley Hospital	343	32:49
Prince Georges Medical Center	92	58:00
Providence Hospital	952	37:49
Washington Adventist Hospital	18	38:07
Washington Hospital Center	1,791	33:39

*\*Drop off time is average time in minutes. Hospitals with less than 15 transports not represented.*



# Ambulance and Shift Information

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Current # of Shifts</b>	33	41	39	40	39	41	35
<b># and Length of Shifts</b>	6 - 8hr 10 - 9hr 5 - 10hr 12 - 12hr	9 - 8hr 14 - 9hr 4 - 10hr 14 - 12hr	9 - 8hr 12 - 9hr 5 - 10hr 13 - 12hr	7 - 8hr 16 - 9hr 6 - 10hr 11 - 12hr	6 - 8hr 16 - 9hr 6 - 10hr 11 - 12hr	7 - 8hr 17 - 9hr 5 - 10hr 12 - 12hr	6 - 8hr 13 - 9hr 6 - 10hr 10 - 12hr
<b>Average # of Ambulances deployed</b>	25	25	28	30	27	29	29

## Average at Scene to At Patient Time

March	April	May
2:48	2:17	2:03

## Personnel Data

- \* Hired 240 new employees since February 2016
  - 22 Employment Separations (voluntary and involuntary)
  
- \* 37% are District Residents
  
- \* 40% are Women
  
- \* 48% Minority Represented