



Quarterly Performance Report

Provided To:

District of Columbia City Council

and

DC Fire & Emergency Medical Services

November 1, 2016 – March 31, 2017

Transports Performed

- 12,273 patient transports were performed by American Medical Response between November 1, 2016 and March 31st of 2017.
- Overall Average Response Time to Calls: 7 minutes, 58 seconds
- AMR meets each patient at the location of the incident and transports to the closest appropriate medical facility, or as directed by DC FEMS.
- Average time from arrival on scene to patient contact was 2 minutes, 22 seconds

Transports Destinations

<u>Hospital Name</u>	<u>Transports</u>	<u>Drop Off Time</u>
Children's National Medical Center	1,078	29:00
United Medical Center	3,565	39:02
Howard University Hospital	3,499	36:32
Holy Cross Hospital	14	38:35
George Washington Hospital	3,464	37:51
Georgetown Hospital	450	29:41
VA Medical Center	485	32:46
Sibley Hospital	791	30:17
Prince Georges Medical Center	698	49:44
Providence Hospital	2,686	40:53
Washington Adventist Hospital	84	32:50
Washington Hospital Center	4,757	34:30

Note: Drop off time is average time in minutes.

Ambulance and Shift Information

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Current # of Shifts	27	36	43	37	38	38	31
# and Length of Shifts	10 – 8hr 9- 10hr 8 - 12hr	17 – 8hr 5 - 9hr 5 - 10hr 19 - 12hr	19 – 8hr 8 - 9hr 5 - 10hr 11- 12hr	19 – 8hr 4 - 9hr 5 - 10hr 9 - 12hr	16 – 8hr 3 - 9hr 9 - 10hr 10 - 12hr	10 – 8hr 10 - 9hr 10 - 10hr 8 -12hr	9 – 8hr 3 - 9hr 13 - 10hr 6 - 12hr
# of Ambulances deployed	6-25	6-24	6-26	6-25	6-27	6-25	6-24

Units are deployed on a bell curve developed via a 14 week trailing data sample. Deployment begins at 6:30am, escalating rapidly to a peak level which is maintained from early afternoon through late evening. It gradually declines as the night progresses, with the final units coming off the road at 1:30am.

Personnel Data

- AMR's DC operation currently employs 279 EMT's, Paramedics and support personnel.
- 31% of our current workforce are District residents
- 38% of our workforce are women
- 47% are minority represented
- AMR's in house EMT class, specifically being developed to recruit and cater to DC residents, is on track for a Fall 2017 start.
 - Program will be free, or at minimal cost to DC residents
 - Transportation to / from Metro will be offered
 - Mentor / tutor programs will be utilized for students in need