

**EMS Response Time Performance: September 2010
and
Fiscal Year 2010 Year-to Date Report
(October 2009—September 2010)**

Number of EMS Incidents:

	Current Month (September 2010)	Prior month (August 2010)	FY 2010 Year-to-Date	FY 2009 Year-end Total	One Year Ago (September 2009)
Total Medical Incidents	11,143	11,184	130,878	134,997	11,508
Critical Medical Dispatches	5,876	5,846	69,456	72,213	5,982
Non-Critical Medical Dispatches	5,267	5,338	61,422	62,784	5,526

Advanced Life Support (ALS) Response Time Performance:

Percent of Critical Medical Dispatches Receiving First Advanced Life Support (ALS) Arrival Within 8:00 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD

Month	Percent ≤ 8:00	FY 2010 Year-to-Date (cumulative)	Monthly Average ALS Response Time (minutes: seconds)	FY 2010 Year-to-date Average ALS Response Time
October 2009	88.765%	88.765%	05:12	05:12
November 2009	89.841%	89.271%	05:09	05:11
December 2009	86.483%	88.384%	05:30	05:17
January 2010	87.886%	88.261%	05:18	05:17
February 2010	75.742%	85.889%	06:31	05:32
March 2010	85.081%	85.747%	05:37	05:33
April 2010	84.711%	85.591%	05:44	05:34
May 2010	86.604%	85.735%	05:27	05:34
June 2010	86.038%	85.771%	05:31	05:33
July 2010	85.277%	85.716%	05:38	05:34
August 2010	85.577%	85.703%	05:33	05:34
September 2010	84.688%	85.618%	05:38	05:34

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Transport Unit Response Time Performance:

**Percent of Critical Medical Dispatches Receiving First Transport Unit Arrival
Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	93.3%	6:30
November 2009	94.7%	6:16
December 2009	92.6%	6:37
January 2010	93.5%	6:32
February 2010	84.5%	8:05
March 2010	91.2%	6:53
April 2010	88.0%	7:23
May 2010	88.9%	7:11
June 2010	88.4%	7:22
July 2010	88.1%	7:26
August 2010	88.4%	7:22
September 2010	88.8%	7:19

**Percent of Non-Critical Medical Dispatches Receiving First Transport Unit Arrival
Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	94.3%	6:21
November 2009	94.5%	6:17
December 2009	94.1%	6:26
January 2010	93.2%	6:37
February 2010	85.8%	7:48
March 2010	90.7%	7:02
April 2010	87.6%	7:30
May 2010	88.1%	7:20
June 2010	87.7%	7:28
July 2010	88.5%	7:31
August 2010	87.4%	7:39
September 2010	87.5%	7:35

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Percent of All Medical Dispatches Receiving First Transport Unit Arrival Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	93.7%	6:26
November 2009	94.6%	6:17
December 2009	93.3%	6:32
January 2010	93.4%	6:34
February 2010	85.1%	7:57
March 2010	91.0%	6:57
April 2010	87.8%	7:26
May 2010	88.5%	7:15
June 2010	88.1%	7:25
July 2010	88.2%	7:28
August 2010	87.9%	7:30
September 2010	88.2%	7:26

First-Arriving EMT Performance (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

Percent of Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	90.9%	4:15
November 2009	90.9%	4:15
December 2009	86.1%	4:36
January 2010	88.1%	4:25
February 2010	75.9%	5:23
March 2010	86.5%	4:32
April 2010	85.4%	4:35
May 2010	87.6%	4:28
June 2010	87.2%	4:30
July 2010	85.7%	4:35
August 2010	86.7%	4:30
September 2010	85.5%	4:36

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First-Arriving EMT Performance, continued: (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

Percent of Non-Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	77.1%	5:07
November 2009	77.3%	5:09
December 2009	73.9%	5:20
January 2010	72.7%	5:27
February 2010	62.9%	6:23
March 2010	72.5%	5:28
April 2010	71.5%	5:32
May 2010	72.1%	5:28
June 2010	70.0%	5:40
July 2010	70.0%	5:40
August 2010	69.3%	5:48
September 2010	69.8%	5:42

Percent of All Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2010 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2009	84.5%	4:39
November 2009	85.0%	4:40
December 2009	80.4%	4:57
January 2010	81.0%	4:53
February 2010	69.9%	5:51
March 2010	80.0%	4:57
April 2010	79.0%	5:02
May 2010	80.5%	4:55
June 2010	79.3%	5:03
July 2010	78.6%	5:05
August 2010	78.5%	5:07
September 2010	78.2%	5:06

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Call-to-Scene Performance: (Response time from the patient’s perspective, measured from receipt of 911 call at the Office of Unified Communications to arrival on the scene by Fire/EMS.)

EMS Response Time, Call-to-Scene Performance by Interval, Critical Medical Dispatches, September 2010

Average Response Time (minutes : seconds)			
	Call-to-Dispatch*	Dispatch-to-Scene* *	Call-to-Scene* * *
First EMT	2:34	4:34	7:08
First Paramedic	2:44	5:35	8:19
First Transport Unit	2:41	7:11	9:53

*Note: The Call-to-Dispatch interval is controlled by the Office of Unified Communications (OUC). This is the time it takes to process a 911 call. This interval begins with receipt of a 911 call at the Unified Communications Center (UCC) and ends with the beginning of dispatch of FEMS resources.

** The Dispatch-to-Scene interval is the component of response time that begins with the dispatch of FEMS resources by the OUC, and ends with the arrival of FEMS on the scene.