District of Columbia
Fire and Emergency Medical Services Department
Office of the Fire and EMS Chief

FY 2013 EMS Call Response Performance
Media Briefing Packet

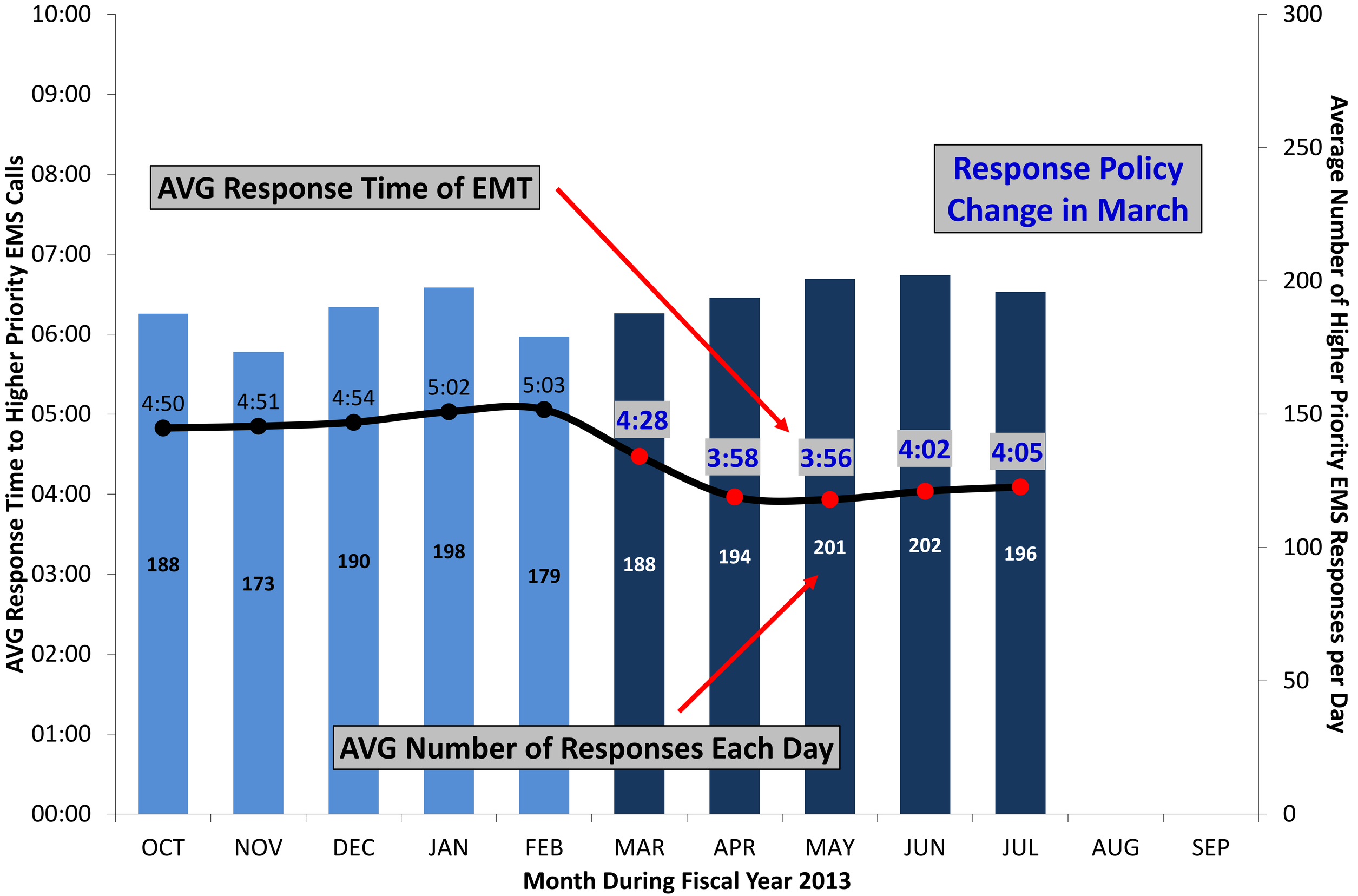
August 2013

Beginning in **March, 2013,** the Department implemented **new orders** requiring ambulances and fire trucks **to begin responding to emergency calls more quickly.** Before March, response times were increasing, meaning ambulances and fire trucks were **taking longer** to arrive at emergency calls.

By **July, 2013,** the **average response time** of the **first arriving EMT** at critical medical calls (by fire truck or ambulance) had **decreased to 4 minutes and 5 seconds,** almost a one minute improvement compared to February. During July, **92%** of critical medical calls were answered by EMTs on fire trucks or ambulances **in 6 minutes and 30 seconds or less**.

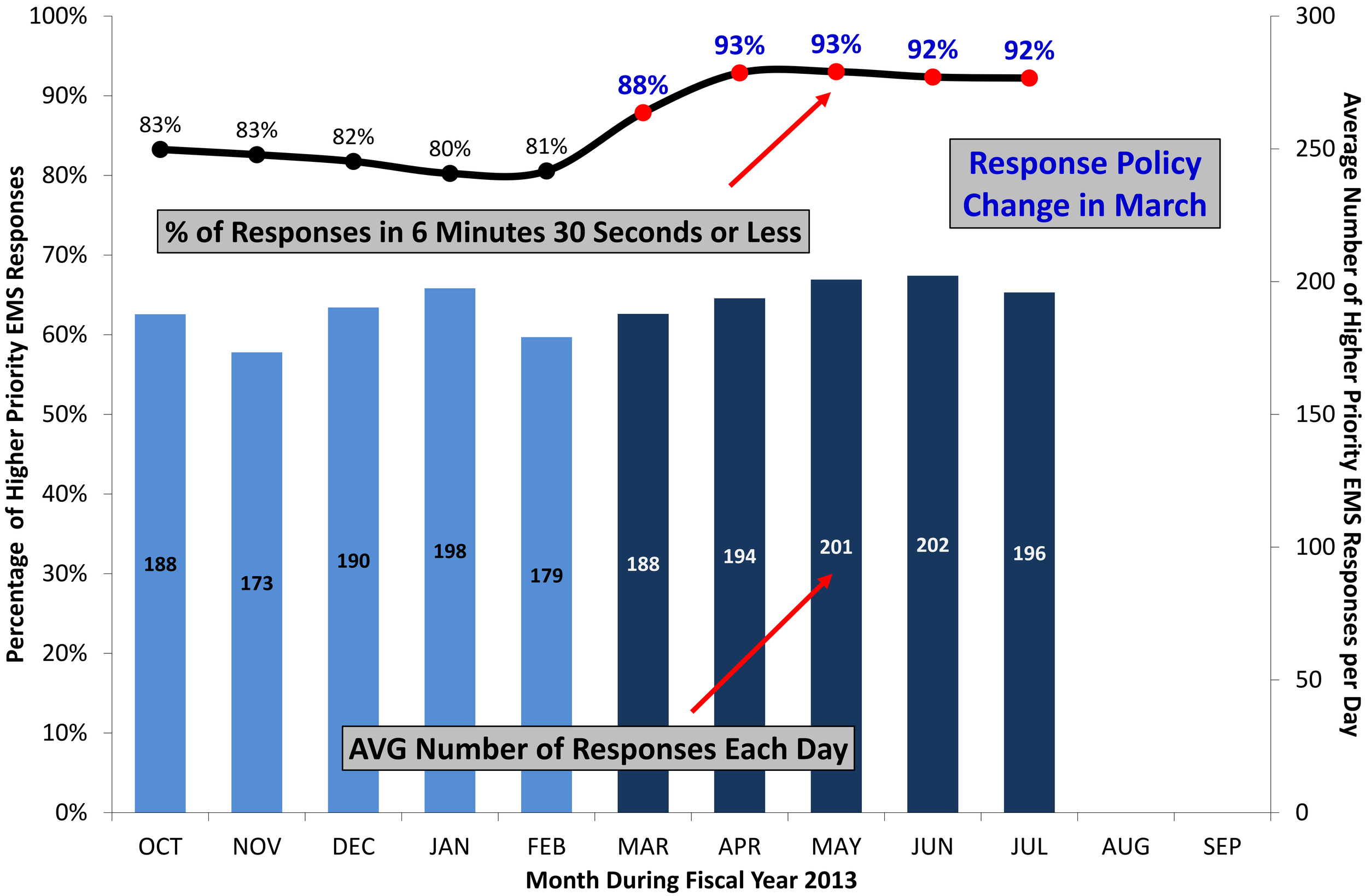
By **July, 2013**, the **average response time** of the **first arriving ambulance** at critical medical calls had **decreased to 6 minutes and 35 seconds,** more than a one minute improvement compared to February. During July, **92%** of critical medical calls were answered by ambulances **in 12 minutes or less.**

AVG Response Time of First Arriving EMT at Critical Medical Calls



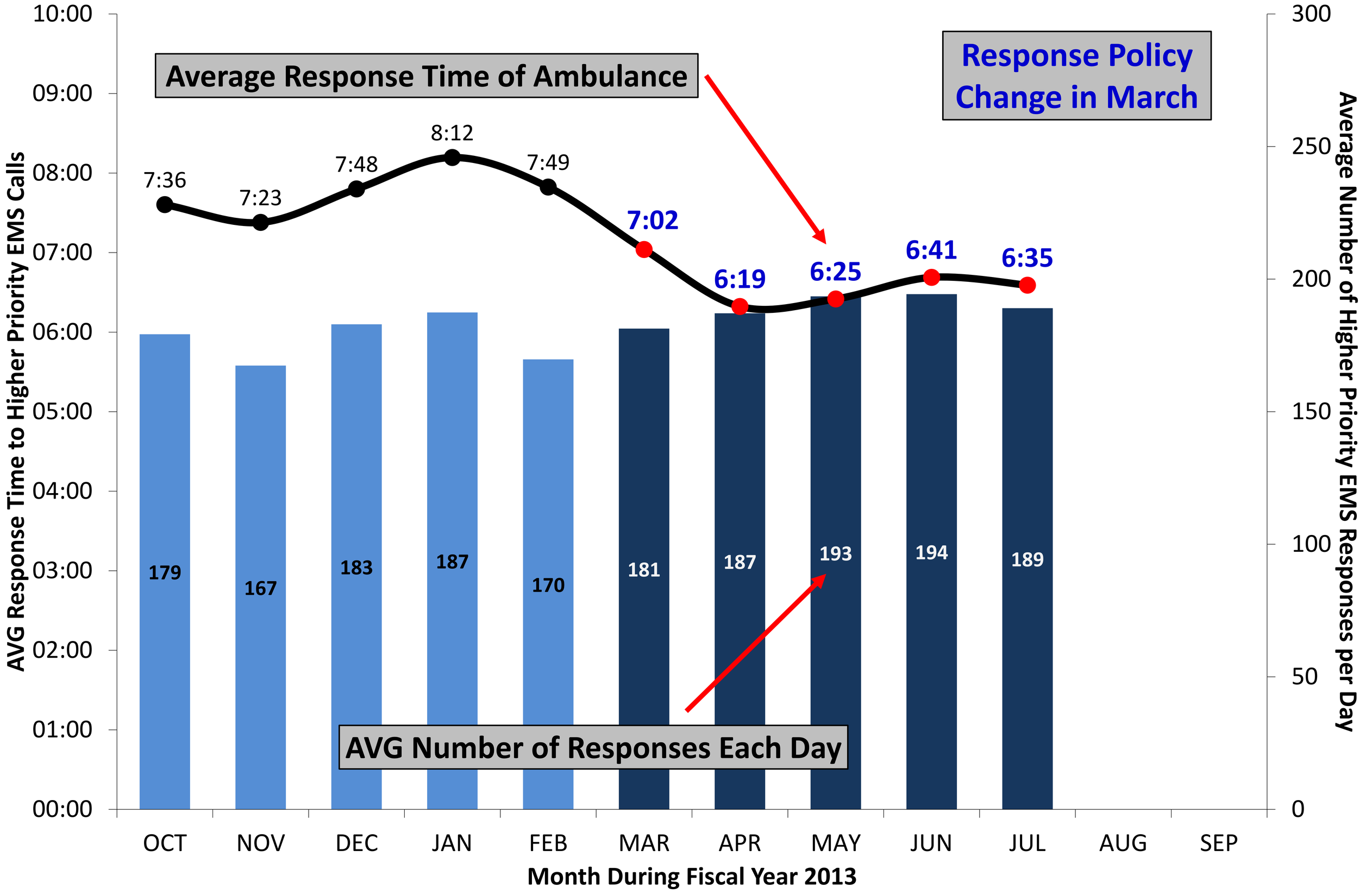
- During FY 2012, average response time for a first arriving EMT at “critical medical calls” was **4 minutes 41 seconds.**
- By February 2013, average response time was **5 minutes 3 seconds.**
- After implementing the new orders in March, average response time for a first arriving EMT by fire truck or ambulance at “critical medical calls” (shown as the black line with red dots on each chart) dramatically decreased. By July, average response time was **4 minutes 5 seconds,** almost a one minute improvement compared to February and earlier months.
- Improvement in average response time is because of new orders requiring ambulances and fire trucks to begin responding to emergency calls more quickly. Daily average response counts during the period from March to July (shown as dark blue bars on each chart) exceeded February and most earlier months (shown as light blue bars).
- From March to July, **average response time performance improved even as the average number of daily responses increased.**

First Arriving EMT at Critical Medical Calls in 6 Min 30 Sec or Less



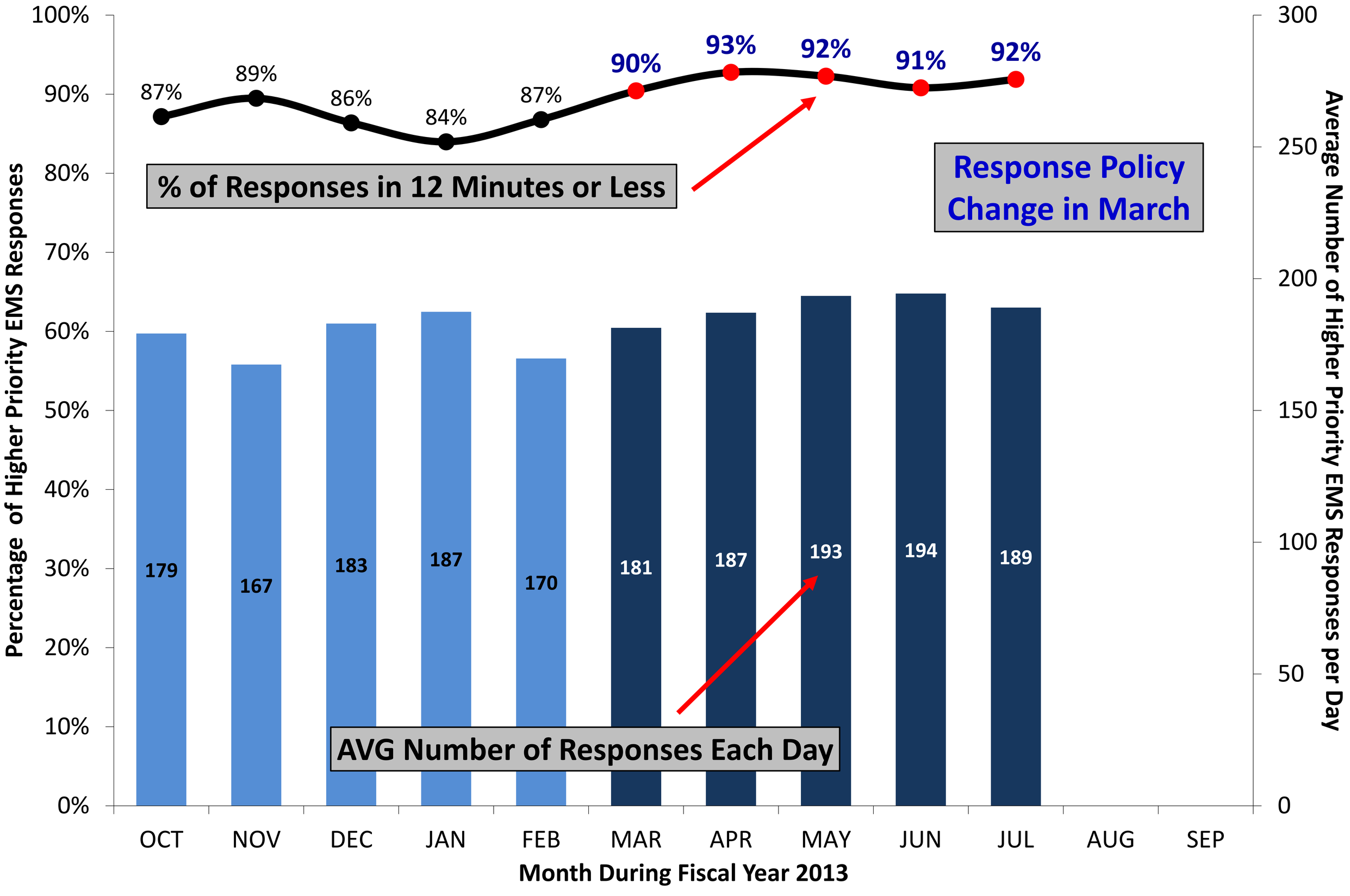
- During FY 2012, the first EMT on a fire truck or ambulance arrived at **84% of "critical medical calls" in 6 minutes 30 seconds or less.**
- By February 2013, first EMTs on fire trucks or ambulances arrived at **81% of "critical medical calls" in 6 minutes 30 seconds or less.**
- After implementing the new orders in March, the percentage of first arriving EMTs on fire trucks and ambulances at "critical medical calls" within 6 minutes and 30 seconds or less (shown as the black line with red dots on each chart) dramatically improved. By July, EMTs on fire trucks or ambulances arrived at **92% of "critical medical calls" in 6 minutes 30 seconds or less.**
- Improvement in response time is because of new orders requiring ambulances and fire trucks to begin responding to emergency calls more quickly. Daily average response counts during the period from March to July (shown as dark blue bars on each chart) exceeded February and most earlier months (shown as light blue bars).
- From March to July, **response time performance improved even as the average number of daily responses increased.**

AVG Response Time of First Arriving Ambulance at Critical Medical Calls



- During FY 2012, average response time for a first arriving ambulance at “critical medical calls” was **7 minutes 28 seconds.**
- By February 2013, average response time was **7 minutes 49 seconds.**
- After implementing the new orders in March, average response time for a first arriving ambulance at “critical medical calls” (shown as the black line with red dots on each chart) dramatically decreased. By July, average response time was **6 minutes 35 seconds,** more than a one minute improvement compared to February and earlier months.
- Improvement in average response time is because of new orders requiring ambulances and fire trucks to begin responding to emergency calls more quickly. Daily average response counts during the period from March to July (shown as dark blue bars on each chart) exceeded February and most earlier months (shown as light blue bars).
- From March to July, **average response time performance improved even as the average number of daily responses increased.**

First Arriving Ambulance at Critical Medical Calls in 12 Min or Less



- During FY 2012, the first ambulance arrived at **88% of "critical medical calls" in 12 minutes or less.**
- By February 2013, first ambulances arrived at **87% of "critical medical calls" in 12 minutes or less.**
- After implementing the new orders in March, the percentage of first arriving ambulances at "critical medical calls" within 12 minutes or less (shown as the black line with red dots on each chart) dramatically improved. By July, ambulances arrived at **92% of "critical medical calls" in 6 minutes 30 seconds or less.**
- Improvement in response time is because of new orders requiring ambulances and fire trucks to begin responding to emergency calls more quickly. Daily average response counts during the period from March to July (shown as dark blue bars on each chart) exceeded February and most earlier months (shown as light blue bars).
- From March to July, **response time performance improved even as the average number of daily responses increased.**