

EMS Calls for Service Emergency Services



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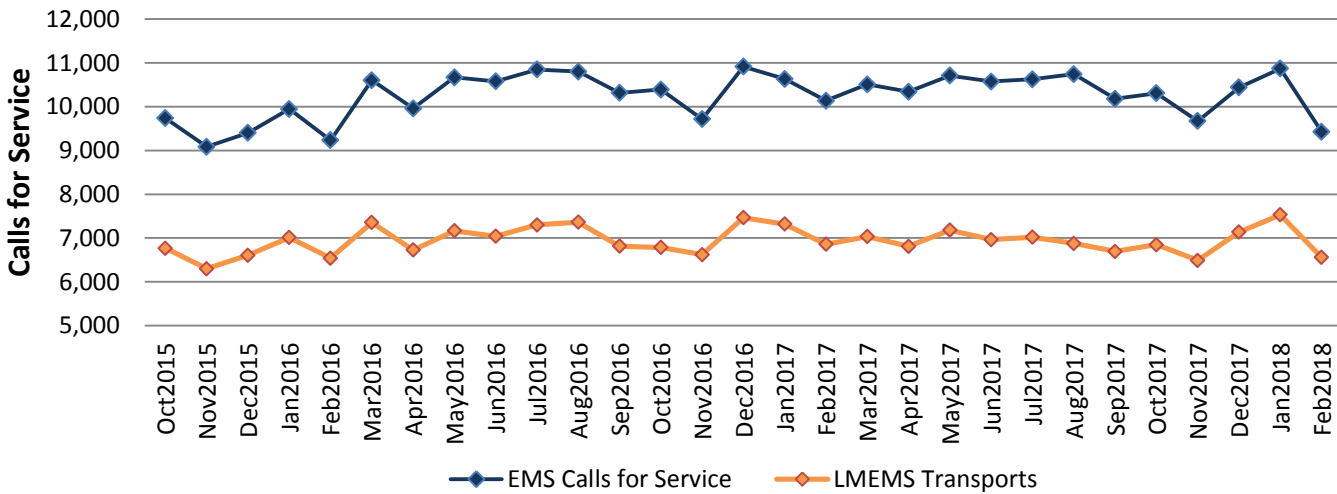
Process: Emergency Patient Management (H)

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|---|
| Baseline: 2014 - 107,994 calls for service Goal: N/A - Input Measure Benchmark: TBD | Data Source: CAD Goal Source: N/A Benchmark Source: N/A | N/A - Input Measure Measurement Method: The total number of EMS calls for service Why Measure: Understand system volume Next Improvement Step: N/A |

How Are We Doing?

| Mar2017-Feb2018 12 Month Goal | Mar2017-Feb2018 12 Month Actual | | Feb2018 Goal | Feb2018 Actual | |
|----------------------------------|------------------------------------|--|-------------------|-------------------|--|
| N/A | 124,422 | | N/A | 9,428 | |
| Calls for Service | Calls for Service | | Calls for Service | Calls for Service | |

EMS Calls for Service



| Event Category | Average Dispatch to On-Scene Times | |
|----------------|------------------------------------|---------|
| | 2016 | 2017 |
| 1 | 0:08:55 | 0:08:52 |
| 2 | 0:09:32 | 0:09:19 |
| 3 | 0:09:34 | 0:09:23 |
| 4 | 0:12:06 | 0:11:17 |
| 5 | 0:12:56 | 0:12:26 |
| 9 | 0:12:02 | 0:10:48 |

2017 EMS Calls for Service by Time of Day

