

Monthly Response Time Performance Indicators

May 2010

Emergency Responses - La Crosse County

Call Processing Times (1)

665 Calls able to be evaluated 90% Fractile = 0:01:34 (2)

Average: 01:05.2

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	87	13.1%	470	70.7%	589	88.6%	626	94.1%	39	5.9%

Activation Times (3)

657 Calls able to be evaluated 90% Fractile = 0:01:24

Average: 00:31.4

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	387	58.9%	534	81.3%	600	91.3%	643	97.9%	14	2.1%

Response Times - City of La Crosse (4, 5)

315 Calls able to be evaluated 90% Fractile = 0:06:28 (3) 8:59 @ 98.1%

Average: 04:13.1

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	156	49.5%	268	85.1%	304	96.5%	309	98.1%	313	99.4%	2	0.6%

Response Times - County of La Crosse (4, 5)

484 Calls able to be evaluated 90% Fractile = 0:11:13

Average: 05:41.1

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	180	37.2%	334	69.0%	401	82.9%	419	86.6%	446	92.1%	38	7.9%

Time on Task (6)

1,061 Calls able to be evaluated 90% Fractile = 1:21:05

Average: 0:47:26

Fractile	< 20 mins.	%	< 30 mins.	%	< 45 mins.	%	< 60 mins.	%	< 90 mins.	%	> 90 mins.	%
	183	17.2%	338	31.9%	628	59.2%	820	77.3%	987	93.0%	74	7.0%

Notes:

1. From time call answered at G-L Dispatch center to the time Tri-State unit notified of response (all emergency calls, all counties).
2. "Fractile" means that 90% of the incidents were **less** than this time, or in other words, only 10% of the incidents had times greater than this time.
3. From the time the ambulance is notified of the call until the time the ambulance starts enroute to the scene.
4. From the time the ambulance is notified of the call to the time the ambulance arrives at the scene (**includes activation time**).
5. 0 responses (including skilled nursing facilities) withheld from report awaiting Dispatch QA Process.
6. The total time for **ALL** calls from the time the unit is dispatched to the call to the time the unit is available for another call, all calls.