

Monthly Response Time Performance Indicators

April 2007

Emergency Responses



Call Processing Times (1)

465 Calls able to be evaluated 90% Fractile = 0:01:23 (2)
Average: 00:52.5

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	137	29.5%	379	81.5%	431	92.7%	449	96.6%	16	3.4%

Activation Times (2)

466 Calls able to be evaluated 90% Fractile = 0:01:25
Average: 00:32.2

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	275	59.0%	366	78.5%	434	93.1%	454	97.4%	12	2.6%

Response Times - City of La Crosse

309 Calls able to be evaluated 90% Fractile = 0:06:40 (3) 8:59 @ 95.97%
Average: 04:12.0

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	170	55.0%	261	84.5%	290	93.9%	295	95.5%	304	98.4%	5	1.6%

Response Times - County of La Crosse

464 Calls able to be evaluated 90% Fractile = 0:09:45 8:59 @ 89.22%
Average: 05:04.0

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	204	44.0%	343	73.9%	397	85.6%	414	89.2%	442	95.3%	22	4.7%

Time on Task (4)

464 Calls able to be evaluated 90% Fractile = 1:01:38
Average: 38:48.1

Fractile	< 20 mins.	%	< 30 mins.	%	< 45 mins.	%	< 60 mins.	%	< 90 mins.	%	> 90 mins.	%
	72	15.5%	146	31.5%	304	65.5%	410	88.4%	462	99.6%	2	0.4%

Notes:

1. From time call answered at G-L Dispatch center to the time Tri-State unit notified of response.
2. From the time the ambulance is notified of the call until the time the ambulance starts enroute to the scene.
3. "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.
4. The total time from the time the unit is dispatched to the call to the time the unit is available for another call.