

Monthly Response Time Performance Indicators
March 2007
Emergency Responses



Call Processing Times (1)

483 Calls able to be evaluated **90% Fractile = 0:01:29 (2)**
Average: 01:01.4

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	96	19.9%	354	73.3%	435	90.1%	462	95.7%	21	4.3%

Activation Times (3)

481 Calls able to be evaluated **90% Fractile = 0:01:24**
Average: 00:36.5

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	< 2 mins.	%
	269	55.9%	370	76.9%	442	91.9%	463	96.3%	457	95.0%

Response Times - City of La Crosse (4)

335 Calls able to be evaluated **90% Fractile = 0:07:33** **8:59 @ 95.22%**
Average: 04:32.2

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	159	47.5%	266	79.4%	308	91.9%	319	95.2%	331	98.8%	4	1.2%

Response Times - County of La Crosse

483 Calls able to be evaluated **90% Fractile = 0:09:37** **8:59 @ 87.40%**
Average: 05:31.5

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	171	35.4%	317	65.6%	406	84.1%	423	87.6%	457	94.6%	26	5.4%

Time on Task (5)

483 Calls able to be evaluated **90% Fractile = 1:08:42**
Average: 40:43.2

Fractile	< 20 mins.	%	< 30 mins.	%	< 45 mins.	%	< 60 mins.	%	< 90 mins.	%	> 90 mins.	%
	53	11.0%	140	29.0%	305	63.1%	407	84.3%	478	99.0%	5	1.0%

Notes:

1. From time call answered at G-L Dispatch center to the time Tri-State unit notified of response.
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. Time Tri-State unit was notified of the call to the time the unit begins response.
4. Dispatch time to time arrived at scene.
5. The total time from the time the unit is dispatched to the call to the time the unit is available for another call.