

**Monthly Response Time Performance Indicators
January 2007
Emergency Responses**



Call Processing Times (1)

476	Calls able to be evaluated		90% Fractile =	0:01:21						
	Average: 00:50.6									
Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	100	21.0%	363	76.3%	434	91.2%	458	96.2%	18	3.8%

Activation Times (2)

475	Calls able to be evaluated		90% Fractile =	0:01:35						
	Average: 00:44.0									
Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	< 2 mins.	%
	204	42.9%	326	68.6%	419	88.2%	457	96.2%	457	96.2%

Response Times - La Crosse (3, 4)

311	Calls able to be evaluated		90% Fractile =	0:08:39								
	Average: 05:36.6											
Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	79	25.4%	201	64.6%	267	85.9%	284	91.3%	299	96.1%	12	3.9%

Response Times - Area Wide

460	Calls able to be evaluated		90% Fractile =	0:12:14								
	Average: 06:32.9											
Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 10 mins	%	< 12 mins	%	> 12 mins	%
	101	22.0%	243	52.8%	342	74.3%	388	84.3%	412	89.6%	48	10.4%

Time on Task (4)

366	Calls able to be evaluated		90% Fractile =	1:06:01								
	Average: 44:08.1											
Fractile	< 20 mins.	%	< 40 mins.	%	< 50 mins.	%	< 60 mins.	%	< 90 mins.	%	> 90 mins.	%
	6	1.6%	173	47.3%	254	69.4%	311	85.0%	365	99.7%	1	0.3%

Notes:

1. From time call answered at G-L Dispatch center to the time Tri-State unit notified of response.
2. Time of "Tone" for Tri-State unit to the time the unit begins response.
3. Dispatch time to time arrived at scene.
4. Excludes canceled calls and no-transport.