

**Monthly Response Time Performance Indicators**

**February 2007**

**Emergency Responses**



**Call Processing Times (1)**

**453** Calls able to be evaluated **90% Fractile = 0:01:23 (2)**  
**Average: 00:50.8**

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	> 2 mins.	%
	118	26.0%	351	77.5%	419	92.5%	438	96.7%	15	3.3%

**Activation Times (3)**

**452** Calls able to be evaluated **90% Fractile = 0:01:35**  
**Average: 00:43.7**

Fractile	< 30 sec.	%	< 1 min.	%	< 90 sec.	%	< 2 mins.	%	< 2 mins.	%
	202	44.7%	328	72.6%	397	87.8%	430	95.1%	457	101.1%

**Response Times - La Crosse (4)**

**323** Calls able to be evaluated **90% Fractile = 0:09:31**  
**Average: 05:44.2**

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 9 mins	%	< 12 mins	%	> 12 mins	%
	105	32.5%	190	58.8%	267	82.7%	284	87.9%	312	96.6%	11	3.4%

**Response Times - Area Wide**

**453** Calls able to be evaluated **90% Fractile = 0:11:19**  
**Average: 06:35.5**

Fractile	< 4 mins	%	< 6 mins	%	< 8 mins	%	< 10 mins	%	< 12 mins	%	> 12 mins	%
	115	25.4%	227	50.1%	339	74.8%	390	86.1%	415	91.6%	38	8.4%

**Time on Task (5)**

**620** Calls able to be evaluated **90% Fractile = 1:05:18**  
**Average: 45:01.1**

Fractile	< 20 mins.	%	< 30 mins.	%	< 45 mins.	%	< 60 mins.	%	< 90 mins.	%	> 90 mins.	%
	59	9.5%	151	24.4%	388	62.6%	535	86.3%	599	96.6%	21	3.4%

**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.