

## Private Ambulance Service Provider Report September 2020 - August 2021

**MFD Direct Dispatch (numbers retrieved from MFD AIM report)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	1,102	1,071	1,086	1,201	1270	1176	1,228						8,134
Curtis	692	691	664	657	668	522	705						4,599
Paratech	931	864	779	921	750	582	624						5,451
													18,184

**MFD on Scene (numbers retrieved from MFD AIM report)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	1,525	1,583	1,926	1,590	1852	2170	1,986						12,632
Curtis	1,075	1,277	1,627	1,216	1397	1662	1,545						9,799
Paratech	1,279	1,351	1,647	1,404	1485	1642	1,476						10,284
													32,715

**Total Monthly Calls (Primary) - Direct and MFD on Scene (reported by Private ambulance provider)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	1824	1881	1833	1846	1913	1825	1877						12,999
Curtis	1500	1558	1545	1481	1529	1235							8,848
Paratech	1852	1878	1963	2000	1836	1750							11,279
													33,126

*Note: Meda-Care terminated service contract in July 2020*

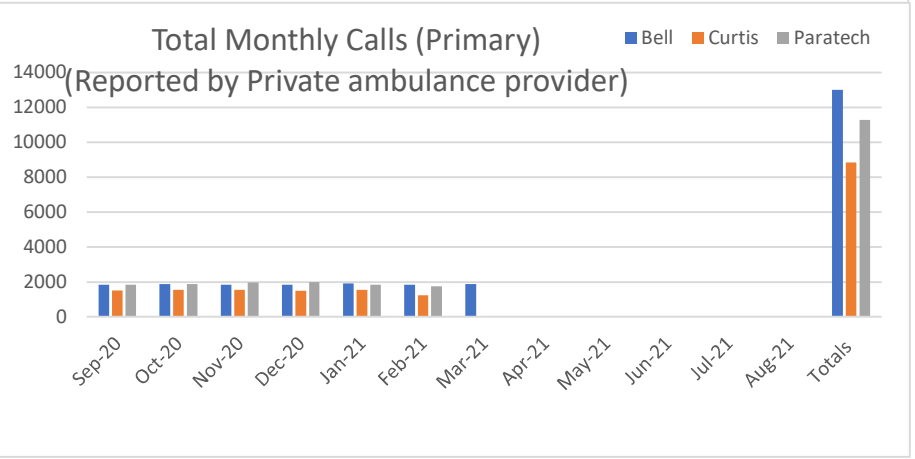
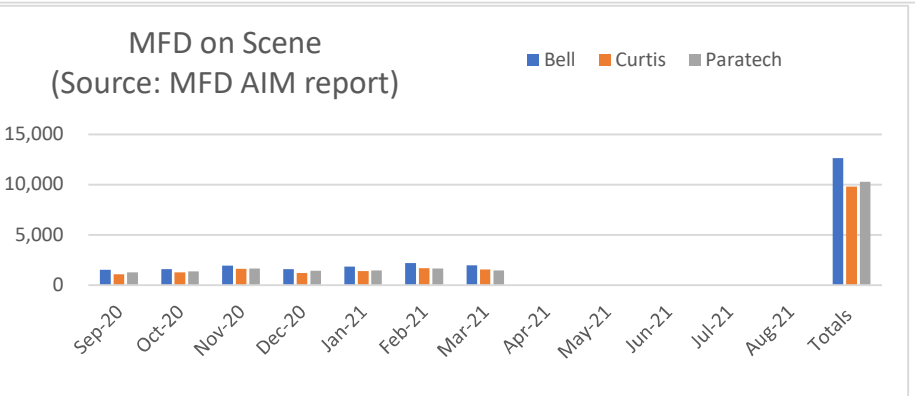
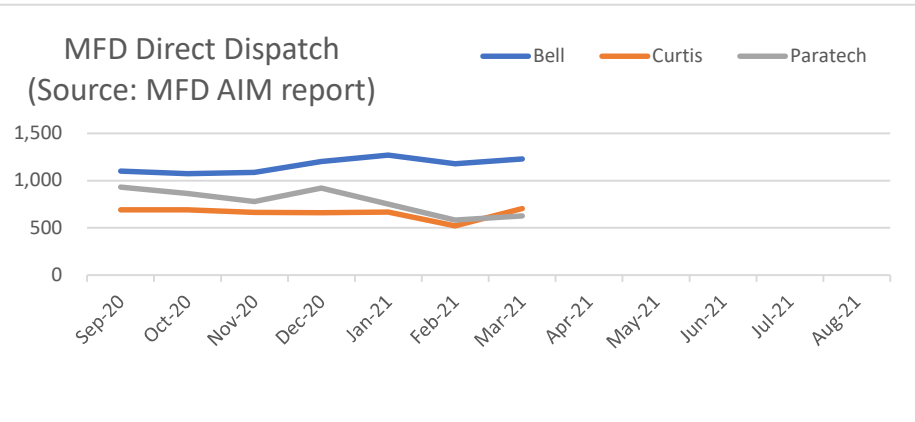
Total Calls Taken by Providers		
Company	Total Calls	% Totals
Bell	12,999	39.24%
Curtis	8,848	26.71%
Paratech	11,279	34.05%
Total Calls	33,126	100%

# Fleet Vehicles
Totals
0

Primary Provider Turn-back Standard		
	UTH<4%	% Total
Bell	355	2.48%
Curtis	2,142	21.58%
Paratech	6,074	43.16%
Totals	8,571	

Response Time Standards %			
Target	90%	99%	90%
Time	8:59 min	12:59 min	14:59 min
Bell	70.9%	93.9%	85.9%
Curtis	84.8%	93.8%	89.0%
Paratech	50.4%	83.2%	72.2%

Outside of Standard



**Private Ambulance Service Provider Report  
Turn-back Standard  
September 2019 - August 2020**

**Number of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 2% / MFD AIM numbers used for Turn Back.)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	44	91	137	24	25	23	5	6	0	0	0	0	355
Curtis	271	224	313	262	327	406	268	71	0	0	0	0	2142
Paratech	549	560	858	722	880	1122	1052	331	0	0	0	0	6074
													8571

**Number of requests Unable to Handle (UTH) as primary responder (Self-reported by Private Provider)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	39	82	127	25	23	21	4						321
Curtis	288	235	323	278	336	414							1874
Paratech	588	573	887	742	898	1146							4834
													7029

**Total backup incidents dispatched by MFD (Self-reported by Private Provider)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	744	724	1126	903	1147	1519	1294						7457
Curtis	265	413	744	394	549	952							3317
Paratech	291	270	403	259	335	415							1973
													12747

**Number of requests unable to handle as backup provider (Self-reported by Private Provider)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	0	0	0	0	0	1186	1096						2282
Curtis	206	310	628	352	531	933							2960
Paratech	189	159	267	172	257	332							1376
													6618

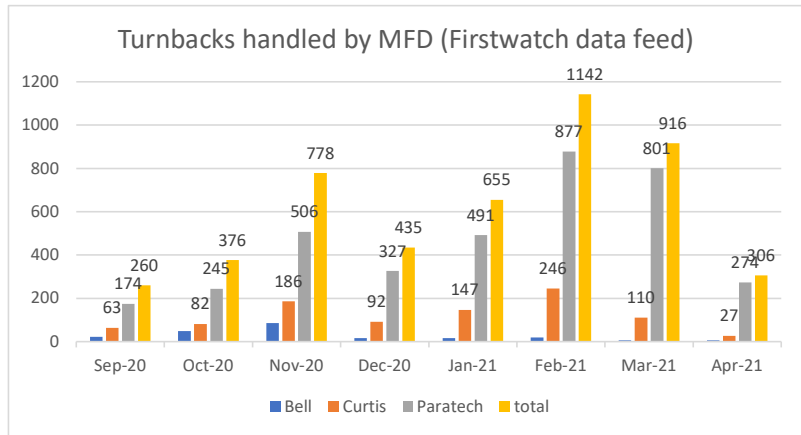
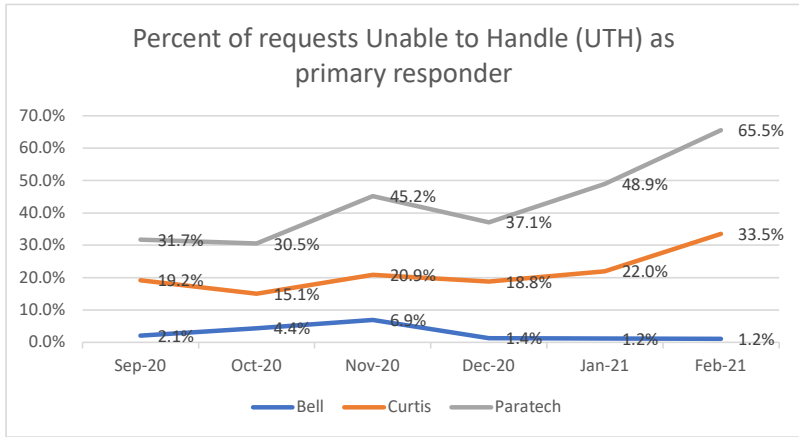
**Percent of requests Unable to Handle (UTH) as primary responder (Shall not be greater than 4% / MFD AIM numbers used for Turn Back.)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Totals
Bell	2.1%	4.4%	6.9%	1.4%	1.2%	1.2%	0.2%						2.48%
Curtis	19.2%	15.1%	20.9%	18.8%	22.0%	33.5%							21.58%
Paratech	31.7%	30.5%	45.2%	37.1%	48.9%	65.5%							43.16%

**Turnbacks handled by MFD (Firstwatch data feed)**

Company	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Bell	23	49	86	16	17	19	5	5				
Curtis	63	82	186	92	147	246	110	27				
Paratech	174	245	506	327	491	877	801	274				
total	260	376	778	435	655	1142	916	306				

Outside of Standard



## Private Ambulance Service Provider Report Response Time Standards September 2020 - August 2021

Emergency mode responses: 90% in 8:59 minutes or less, 99% in 12:59 or less. Non-emergency mode responses: 90% in 14:59 minutes or less.

Private Provider monthly report numbers used for Response Times.

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Monthly Average Meeting Standard
<b>Bell</b>													
90% - 8:59 or less	76	69	67	66	71	70	77						70.86%
99% - 12:59 or less	96	94	92	90	95	93	97						93.86%
90% - 14:59 or less	91	89	86	85	85	80	85						85.86%
<b>Curtis</b>													
90% - 8:59 or less	86	85	81	86	84	87							84.83%
99% - 12:59 or less	94	93	95	94	92	95							93.83%
90% - 14:59 or less	90	88	88	92	89	87							89.00%
<b>Paratech</b>													
90% - 8:59 or less	50	52	60	47	43								50.40%
99% - 12:59 or less	79	84	88	85	80								83.20%
90% - 14:59 or less	74	73	72	74	68								72.20%

Outside of Standard