

Ambulance Service Board Report. September 2015 - August 2016

Company	Total Calls Taken		Number of Vehicles	Turn-back Standard				Response Time Standards		
	Total Calls	% Totals		Self Reported	Self Reported % Total	MFD Reported <2%	MFD Reported % Total	8:59 min	12:59 min	14.59 min
Bell	16,281	23.53%	54	11	0.07%	6	0.04%	95	99	98
Curtis	15,726	22.73%		610	3.88%	597	3.80%	91	99	91
Meda-Care	14,935	21.58%		3,067	20.54%	2,100	14.06%	92	91	94
Paratech	22,250	32.16%		494	2.22%	119	0.53%	90	99	99
Totals	69,192	100%		4,182	6.04%	2,822	4.08%	92	97	95

Direct Dispatch - Monthly Calls September 2015-2016 (MFD dispatch numbers from AIM reports used for call volume)

Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016	Totals
Bell	583	524	542	530	573	502	582	551	531	485	551	588	6,542
Curtis	571	516	513	572	583	492	537	517	530	469	507	593	6,400
Meda-Care	542	488	481	546	546	490	568	438	503	502	524	539	6,167
Paratech	713	689	714	784	807	737	905	817	805	795	825	892	9,483

MFD on Scene - Monthly Calls September 2015-2016

Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016	Totals
Bell	850	790	745	710	763	733	782	822	800	786	954	1,004	9,739
Curtis	794	797	711	807	788	717	716	762	787	707	847	893	9,326
Meda-Care	741	728	673	713	727	678	783	712	700	732	801	780	8,768
Paratech	1015	965	944	1058	1130	1005	1,196	1,100	1,121	985	1,126	1,122	12,767

Total Monthly Calls - Direct and MFD on Scene - September 2015 - August 2016

Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016	Totals
Bell	1433	1314	1287	1240	1336	1235	1364	1373	1331	1271	1505	1592	16,281
Curtis	1365	1313	1224	1379	1371	1209	1253	1279	1317	1176	1354	1486	15,726
Meda-Care	1283	1216	1154	1259	1273	1168	1351	1150	1203	1234	1325	1319	14,935
Paratech	1728	1654	1658	1842	1937	1742	2101	1917	1926	1780	1951	2014	22,250

Total Monthly Incidents - Self Reported - September 2015 - August 2016

Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016	Totals
Bell	1304	1209	1195	1119	1208	1105	1178	1130	1164	1140	1307	1352	14,411
Curtis	1293	1248	1163	1292	1301	1155	1218	1251	1304	1161	1324	1462	15,172
Meda-Care	1198	1219	158	1260	1277	1175	1358	1132	1187	1241	1343	1325	13,873
Paratech	1458	1420	1411	1569	1634	1429	1673	1500	1540	1453	1601	1617	18,305
Totals													69,192

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Turn-back Standard - Response that is turned back is Unable to Handle (UTH) - MFD AIM numbers used for Turn Back - shall not be greater than 2%												
Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016
Bell	0	0	0	1	0	2	0	1	0	1	0	1
Curtis	59	61	41	41	35	38	56	49	47	47	60	63
Medacare	149	133	153	140	120	154	228	217	226	217	163	200
Paratech	18	10	12	18	16	5	1	3	2	13	8	13

Totals
6
597
2100
119

Total Monthly requests unable to handle - Self Reported - September 2015 - August 2016												
Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016
Bell	0	1	0	1	0	2	0	1	0	1	2	3
Curtis	56	57	43	42	35	37	55	54	53	49	62	67
Meda-Care	193	165	205	194	201	253	359	334	305	266	272	320
Paratech	81	44	46	79	57	25	36	32	19	21	27	27

Totals
11
610
3,067
494

Total Monthly Back-up incidents - Self Reported - September 2015 - August 2016												
Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016
Bell	176	152	127	146	158	178	227	201	144	109	164	195
Curtis	62	42	31	63	43	26	37	32	19	10	27	29
Meda-Care	86	52	42	84	66	32	38	30	18	17	30	32
Paratech	189	176	200	197	208	243	353	351	310	259	271	319

Totals
1,977
421
527
3,076
2822

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.

Response time Standards

Private Provider monthly report numbers used for Response Times.

Monthly Average Meeting Standard

Company	9/1/2015	10/1/2015	11/1/2015	12/1/2015	1/1/2016	2/1/2016	3/1/2016	4/1/2016	5/1/2016	6/1/2016	7/1/2016	8/1/2016
Bell												
90% - 8:59 or less	93	92	95	95	96	96	89	97	97	97	99	97
99% - 12:59 or less	100	99	100	99	96	100	100	100	100	100	99	100
90% - 14:59 or less	97	96	97	98	98	99	99	99	99	99	98	98
Curtis												
90% - 8:59 or less	91	89	91	91	89	91	90	91	98	91	88	90
99% - 12:59 or less	99	98	99	99	99	99	99	98	100	98	98	96
90% - 14:59 or less	97	91	90	90	90	90	90	90	92	90	91	90
Meda-Care												
90% - 8:59 or less	88	81	89	85	94	94	92	92	100	90	96	97
99% - 12:59 or less	98	10	98	98	99	97	97	96	100	97	100	99
90% - 14:59 or less	95	89	96	88	95	95	95	94	96	96	95	97
Paratech												
90% - 8:59 or less	91	90	90	90	90	90	90	90	90	90	90	90
99% - 12:59 or less	99	99	99	99	99	99	99	99	99	99	99	99
90% - 14:59 or less	100	100	100	100	100	100	97	97	97	98	98	96

95
99
98
91
99
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92
91
94
90
99
99