



March 2, 2021

Mr. Yemi Akinwale, City Manager  
Hartford City  
19 West Main Street  
Hartford, MI 49057

Dear Mr. Akinwale,

I am pleased to provide you with our average response times for the month of February 2021. There were seven (07) priority one calls in February with the average response time of 09:29 minutes.

There were eleven (11) priority two calls in February with the average response time of 09:29 minutes.

There were three (03) priority three calls in February with an average response time of 10:06 minutes.

A total of twenty-one (21) calls were run in February with an average response of 09:35.

There were extended response times for run numbers 3352, 3726, and 5172 due to weather and road conditions. The crew took the correct route and did not report any further incidents.

If you have any questions, comments, and/or concerns, please feel free to contact me at the office.

Sincerely,

Jessica Sutter  
Director of Communication  
Pride Care Ambulance  
O: 269.343.3267  
F: 269.343.6503  
C: 269.313.2626

Response Times By Priority

Report Date: 03/02/2021 09:24:52

Filters: Date Range (Leg Date): 02/01/2021 to 02/28/2021 (Last Month); Last Status Timestamp: At Scene; Selecte

Response Priority: P1

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 3352    | Advanced  | 4119    | 2/5/2021 11:57      | 2/5/2021 12:12     | 15:12                 |
| 3726    | Advanced  | 4119    | 2/9/2021 18:53      | 2/9/2021 19:04     | 10:13                 |
| 3853    | Advanced  | 4113    | 2/11/2021 9:26      | 2/11/2021 9:32     | 6:29                  |
| 4136    | Advanced  | 4113    | 2/13/2021 13:15     | 2/13/2021 13:23    | 8:03                  |
| 4154    | Advanced  | Medic 2 | 2/13/2021 18:03     | 2/13/2021 18:10    | 6:51                  |
| 5172    | Advanced  | 4111    | 2/24/2021 3:01      | 2/24/2021 3:12     | 10:49                 |
| 5294    | Advanced  | Medic 9 | 2/25/2021 11:36     | 2/25/2021 11:45    | 8:51                  |
| Totals: |           |         |                     |                    | Avg: 09:29            |

Response Priority: P2

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 3049    | Advanced  | Medic 2 | 2/2/2021 11:57      | 2/2/2021 12:07     | 10:38                 |
| 3225    | Advanced  | Medic 2 | 2/4/2021 8:06       | 2/4/2021 8:14      | 8:11                  |
| 3412    | Advanced  | Medic 2 | 2/5/2021 17:28      | 2/5/2021 17:31     | 3:18                  |
| 3739    | Advanced  | 4119    | 2/9/2021 23:46      | 2/10/2021 0:00     | 13:40                 |
| 4181    | Advanced  | 4113    | 2/14/2021 9:39      | 2/14/2021 9:52     | 12:15                 |
| 4328    | Advanced  | 4113    | 2/15/2021 21:40     | 2/15/2021 21:49    | 9:02                  |
| 4823    | Advanced  | 4111    | 2/20/2021 0:03      | 2/20/2021 0:16     | 13:04                 |
| 4935    | Advanced  | Medic 2 | 2/21/2021 20:01     | 2/21/2021 20:11    | 9:19                  |
| 5051    | Advanced  | 4113    | 2/22/2021 18:58     | 2/22/2021 19:04    | 6:39                  |
| 5331    | Advanced  | Medic 9 | 2/25/2021 15:58     | 2/25/2021 16:09    | 10:45                 |
| 5488    | Advanced  | 4119    | 2/27/2021 15:48     | 2/27/2021 15:56    | 7:37                  |
| Totals: |           |         |                     |                    | Avg: 09:29            |

Response Priority: P3

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 2995    | Advanced  | 4119    | 2/1/2021 16:17      | 2/1/2021 16:23     | 5:56                  |
| 4301    | Advanced  | 4113    | 2/15/2021 15:32     | 2/15/2021 15:43    | 11:36                 |
| 4814    | Advanced  | Medic 2 | 2/19/2021 21:25     | 2/19/2021 21:38    | 12:49                 |
| Totals: |           |         |                     |                    | Avg: 10:06            |

Overall Totals

|       |    |                       |      |
|-------|----|-----------------------|------|
| Trips | 21 | Average Response Time | 9:35 |
|-------|----|-----------------------|------|