



December 6, 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 November 2021. There were six (06) priority one calls in November with the average response time of 10:57 minutes.

There were twenty (20) priority two calls in November with the average response time of 10:48 minutes.

There were three (03) priority three calls in November with the average response time of 15:12 minutes.

A total of twenty-nine (29) calls were run in November with an average response of 11:17.

There was an extended response time to run number 26104 due to distance. The crews took the correct routes and did not report any further incidents.

There was an extended response time for run number 26797 due to a delay at the train tracks.

There was an extended response time to run number 26524. Due to an error in our GPS equipment, there is no tracking data for this run.

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

Proudly Serving Southwest Michigan – Berrien, Cass, Kalamazoo, Van Buren Counties
5088 Meredith
Kalamazoo, MI 49002
Business Office (269) 343.2224 Fax (269) 343.6503
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Response Times By Priority

Report Date: 12/06/2021 12:02:28

Filters: Date Range (Leg Date): 11/01/2021 to 11/30/2021 (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)
25685	Advanced	Medic 2	11/12/2021 14:41	11/12/2021 14:49	8:06
26104	Advanced	Medic 2	11/18/2021 15:04	11/18/2021 15:16	12:31
26369	Advanced	4111	11/23/2021 8:18	11/23/2021 8:25	7:03
26524	Advanced	4119	11/25/2021 5:40	11/25/2021 5:53	13:03
26797	Advanced	4113	11/30/2021 7:24	11/30/2021 7:39	14:48
26812	Advanced	4113	11/30/2021 10:35	11/30/2021 10:45	10:12

Totals: Avg: 10:57

Response Priority: P2

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
24896	Advanced	4111	11/1/2021 14:11	11/1/2021 14:22	11:03
24936	Advanced	4113	11/2/2021 3:20	11/2/2021 3:31	11:02
24959	Advanced	4113	11/2/2021 12:05	11/2/2021 12:17	11:59
24997	Advanced	4113	11/2/2021 23:13	11/2/2021 23:26	13:20
25267	Advanced	Medic 2	11/6/2021 20:59	11/6/2021 21:11	11:44
25317	Advanced	4113	11/7/2021 16:19	11/7/2021 16:29	10:05
25387	Advanced	4111	11/8/2021 13:57	11/8/2021 14:01	4:20
25508	Advanced	Medic 4	11/10/2021 4:03	11/10/2021 4:14	11:42
25527	Advanced	Medic 4	11/10/2021 11:40	11/10/2021 11:52	12:05
25603	Advanced	Medic 2	11/11/2021 10:58	11/11/2021 11:07	8:39
26118	Advanced	4113	11/18/2021 17:41	11/18/2021 17:54	13:30
26228	Basic Life S	Medic 4	11/20/2021 17:01	11/20/2021 17:18	17:02
26237	Advanced	Medic 2	11/21/2021 1:46	11/21/2021 1:58	11:52
26245	Advanced	Medic 2	11/21/2021 5:11	11/21/2021 5:25	13:31
26360	Advanced	Medic 4	11/23/2021 0:42	11/23/2021 0:47	5:40
26522	Advanced	4113	11/25/2021 4:56	11/25/2021 5:08	12:07
26548	Advanced	4119	11/25/2021 18:34	11/25/2021 18:38	3:14
26549	Advanced	4113	11/25/2021 18:56	11/25/2021 19:07	11:26
26602	Advanced	4119	11/26/2021 18:39	11/26/2021 18:50	10:52
26756	Advanced	4113	11/29/2021 16:20	11/29/2021 16:31	10:49

Totals: Avg: 10:48

Response Priority: P3

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
25165	Advanced	Medic 4	11/5/2021 11:36	11/5/2021 11:49	12:45
25750	Advanced	4113	11/13/2021 12:24	11/13/2021 12:40	15:50
26221	Advanced	Medic 4	11/20/2021 17:01	11/20/2021 17:18	17:02

Totals: Avg: 15:12

Overall Totals

Trips	Average Response Time
29	11:17