



December 3, 2020

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 2020. There were eleven (11) priority one calls in November with the average response time of 08:54 minutes.

There were twenty-one (21) priority two calls in November with the average response time of 10:24 minutes.

There were two (02) priority three calls in November with an average response time of 09:28 minutes.

A total of thirty-four (34) calls were run in November with an average response of 09:51.

There were extended response times for run numbers 29651, 30823, and 31781 due to distance. 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: 12/03/2020 10:15:51

Filters: Date Range (Leg Date): 11/01/2020 to 11/30/2020 (Last Month); Last Status Time:

Response Priority: P1

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response T
29649	Advanced	Medic 6	11/1/2020 9:19	11/1/2020 9:27	8:24
29651	Advanced	Medic 9	11/1/2020 10:00	11/1/2020 10:13	12:17
30043	Advanced	Medic 6	11/3/2020 17:18	11/3/2020 17:26	7:34
30478	Advanced	4113	11/8/2020 11:20	11/8/2020 11:29	8:15
30661	Advanced	Medic 9	11/10/2020 13:03	11/10/2020 13:06	2:58
30763	Advanced	4113	11/11/2020 15:30	11/11/2020 15:39	8:59
30823	Advanced	Medic 2	11/12/2020 9:53	11/12/2020 10:06	13:01
30911	Advanced	4113	11/13/2020 7:01	11/13/2020 7:07	5:58
31011	Advanced	4111	11/14/2020 8:36	11/14/2020 8:44	7:56
31781	Advanced	Medic 9	11/23/2020 17:48	11/23/2020 18:01	13:01
32038	Advanced	4111	11/27/2020 14:32	11/27/2020 14:42	9:30

Totals: Avg: 08:54

Response Priority: P2

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response T
29950	Advanced	Medic 9	11/2/2020 19:19	11/2/2020 19:25	6:07
30682	Advanced	Medic 9	11/10/2020 15:24	11/10/2020 15:38	13:41
30776	Advanced	4113	11/11/2020 18:12	11/11/2020 18:22	10:36
30801	Advanced	4113	11/11/2020 23:29	11/11/2020 23:38	8:15
30803	Advanced	Medic 9	11/12/2020 0:12	11/12/2020 0:23	10:54
30858	Advanced	Medic 2	11/12/2020 13:48	11/12/2020 13:56	8:07
31223	Advanced	4111	11/16/2020 19:35	11/16/2020 19:48	12:53
31236	Advanced	4111	11/16/2020 23:52	11/17/2020 0:00	8:17
31394	Advanced	Medic 9	11/18/2020 15:15	11/18/2020 15:25	10:30
31531	Advanced	4111	11/20/2020 5:25	11/20/2020 5:35	9:28
31563	Advanced	4113	11/20/2020 13:19	11/20/2020 13:28	9:49
31699	Advanced	Medic 9	11/22/2020 21:04	11/22/2020 21:14	9:51
31779	Advanced	Medic 9	11/23/2020 16:08	11/23/2020 16:16	8:21
31843	Advanced	Medic 9	11/24/2020 19:23	11/24/2020 19:41	18:18
31978	Advanced	Medic 9	11/26/2020 18:48	11/26/2020 18:55	6:36
32031	Advanced	Medic 9	11/27/2020 13:42	11/27/2020 13:53	11:08
32057	Advanced	4113	11/27/2020 19:20	11/27/2020 19:29	9:34
32101	Advanced	4113	11/28/2020 18:35	11/28/2020 18:48	12:52
32112	Advanced	4111	11/28/2020 22:20	11/28/2020 22:31	10:55
32169	Advanced	Medic 9	11/29/2020 20:33	11/29/2020 20:46	12:31
32198	Advanced	4113	11/30/2020 9:43	11/30/2020 9:53	9:49

Totals: Avg: 10:24

Response Priority: P3

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response T
30070	Advanced	Medic 6	11/4/2020 7:03	11/4/2020 7:12	9:38
31591	Advanced	4113	11/20/2020 19:37	11/20/2020 19:46	9:18

Totals: Avg: 09:28

Overall Totals

Trips Average Re  
34 9:51