



February 2, 2022

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 January 2022. There were fourteen (14) priority one calls in January with the average response time of 10:36 minutes.

There were fifteen (15) priority two calls in January with the average response time of 10:55 minutes.

There were three (03) priority three calls in January with the average response time of 11:12 minutes.

A total of thirty-two (32) calls were run in January with an average response of 10:49.

There were extended response times for run numbers 179 and 201415 due to weather. The crews took the correct routes and did not report any further incidents.

There were extended response times to run numbers 200447, 200831, 201718, and 201733 due to distance. The crews took the correct routes and did not report any further incidents.

There was an extended response time to run number 200489, which could have been avoided had the crew taken a more direct route. The crew has been counseled in an effort to avoid 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

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: 02/02/2022 09:57:16

Filters: Date Range (Leg Date): 01/01/2022 to 01/31/2022 (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) |
|--------|-----------|---------|---------------------|--------------------|-----------------------|
| 179 | Advanced | Medic 2 | 1/2/2022 23:45 | 1/2/2022 23:58 | 13:29 |
| 200447 | Advanced | Medic 8 | 1/8/2022 20:29 | 1/8/2022 20:43 | 13:44 |
| 200482 | Advanced | Medic 8 | 1/9/2022 12:09 | 1/9/2022 12:18 | 8:26 |
| 200489 | Advanced | Medic 8 | 1/9/2022 14:57 | 1/9/2022 15:13 | 15:29 |
| 200578 | Advanced | Medic 2 | 1/10/2022 16:13 | 1/10/2022 16:20 | 7:46 |
| 200831 | Advanced | Medic 6 | 1/13/2022 20:04 | 1/13/2022 20:17 | 13:27 |
| 201070 | Advanced | Medic 6 | 1/17/2022 13:04 | 1/17/2022 13:08 | 4:32 |
| 201330 | Advanced | 4113 | 1/21/2022 23:25 | 1/21/2022 23:35 | 9:56 |
| 201371 | Advanced | 4113 | 1/22/2022 15:27 | 1/22/2022 15:34 | 6:52 |
| 201415 | Advanced | 4113 | 1/23/2022 9:00 | 1/23/2022 9:14 | 13:55 |
| 201718 | Advanced | 4113 | 1/27/2022 17:28 | 1/27/2022 17:38 | 10:14 |
| 201733 | Advanced | 4113 | 1/28/2022 4:18 | 1/28/2022 4:29 | 11:07 |
| 201749 | Advanced | 4113 | 1/28/2022 11:30 | 1/28/2022 11:40 | 10:02 |
| 201786 | Advanced | 4113 | 1/28/2022 20:29 | 1/28/2022 20:39 | 9:36 |

Totals:

Avg: 10:36

Response Priority: P2

| Run # | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|--------|-----------|---------|---------------------|--------------------|-----------------------|
| 200024 | Advanced | Medic 2 | 1/3/2022 18:26 | 1/3/2022 18:32 | 6:54 |
| 200095 | Advanced | Medic 2 | 1/4/2022 13:55 | 1/4/2022 14:05 | 9:17 |
| 200526 | Advanced | Medic 2 | 1/10/2022 7:45 | 1/10/2022 7:56 | 11:11 |
| 200587 | Advanced | Medic 2 | 1/10/2022 18:34 | 1/10/2022 18:42 | 7:28 |
| 200615 | Advanced | Medic 6 | 1/11/2022 7:13 | 1/11/2022 7:26 | 13:19 |
| 200815 | Advanced | Medic 6 | 1/13/2022 15:20 | 1/13/2022 15:32 | 11:10 |
| 201062 | Advanced | Medic 8 | 1/17/2022 11:27 | 1/17/2022 11:35 | 7:13 |
| 201069 | Advanced | Medic 4 | 1/17/2022 12:51 | 1/17/2022 13:13 | 22:18 |
| 201199 | Advanced | 4113 | 1/19/2022 16:56 | 1/19/2022 17:08 | 11:43 |
| 201275 | Advanced | Medic 8 | 1/20/2022 22:12 | 1/20/2022 22:25 | 12:21 |
| 201447 | Advanced | Medic 8 | 1/23/2022 17:00 | 1/23/2022 17:14 | 13:09 |
| 201817 | Advanced | 4113 | 1/29/2022 14:16 | 1/29/2022 14:24 | 8:43 |
| 201827 | Advanced | Medic 8 | 1/29/2022 17:11 | 1/29/2022 17:19 | 7:18 |
| 201867 | Advanced | 4113 | 1/30/2022 13:33 | 1/30/2022 13:45 | 11:22 |
| 201900 | Advanced | Medic 8 | 1/31/2022 1:39 | 1/31/2022 1:50 | 10:32 |

Totals:

Avg: 10:55

Response Priority: P3

| Run # | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|--------|-----------|---------|---------------------|--------------------|-----------------------|
| 200011 | Advanced | 4113 | 1/3/2022 16:12 | 1/3/2022 16:24 | 11:15 |
| 200020 | Advanced | 4113 | 1/3/2022 17:32 | 1/3/2022 17:45 | 13:18 |
| 200163 | Advanced | Medic 2 | 1/5/2022 13:08 | 1/5/2022 13:17 | 9:03 |

Totals:

Avg: 11:12

Trips

Average Response Time