



March 3, 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 February 2022. There were four (04) priority one calls in February with the average response time of 09:39 minutes.

There were seven (07) priority two calls in February with the average response time of 14:34 minutes.

There was one (01) priority three call in February with the average response time of 10:03 minutes.

A total of twelve (12) calls were run in February with an average response of 12:33.

There was an extended response time for run numbers 203560 due to distance and no coverage in Van Buren County. The crew responded from Berrien County, 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: 03/01/2022 15:56:29

Filters: Date Range (Pickup Time): 02/01/2022 to 02/28/2022 (Last Month); Last Status Timestamp: At Scene;

Response Priority: P1

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 202533  | Advanced  | 4113    | 2/9/2022 12:01      | 2/9/2022 12:09     | 7:53                  |
| 202932  | Advanced  | 4113    | 2/15/2022 19:43     | 2/15/2022 19:52    | 9:46                  |
| 203347  | Advanced  | Medic 2 | 2/22/2022 10:55     | 2/22/2022 11:04    | 9:37                  |
| 203560  | Advanced  | 4113    | 2/25/2022 11:00     | 2/25/2022 11:11    | 11:21                 |
| Totals: |           |         |                     |                    | Avg: 09:39            |

Response Priority: P2

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 202188  | Advanced  | 4113    | 2/3/2022 15:35      | 2/3/2022 15:51     | 16:16                 |
| 202270  | Advanced  | 4113    | 2/4/2022 23:03      | 2/4/2022 23:23     | 19:50                 |
| 202391  | Advanced  | 4113    | 2/7/2022 8:18       | 2/7/2022 8:30      | 11:39                 |
| 202833  | Advanced  | Medic 2 | 2/14/2022 10:02     | 2/14/2022 10:18    | 16:03                 |
| 202876  | Advanced  | 4113    | 2/14/2022 22:41     | 2/14/2022 22:52    | 10:55                 |
| 203058  | Advanced  | 4113    | 2/17/2022 14:49     | 2/17/2022 15:04    | 15:40                 |
| 203645  | Advanced  | Medic 6 | 2/27/2022 1:13      | 2/27/2022 1:25     | 11:41                 |
| Totals: |           |         |                     |                    | Avg: 14:34            |

Response Priority: P3

| Run #   | Call Type | Vehicle | Start Time: Enroute | End Time: At Scene | Response Time (MM:SS) |
|---------|-----------|---------|---------------------|--------------------|-----------------------|
| 202828  | Advanced  | Medic 4 | 2/14/2022 8:58      | 2/14/2022 9:08     | 10:03                 |
| Totals: |           |         |                     |                    | Avg: 10:03            |

Overall Totals

|       |    |                       |       |
|-------|----|-----------------------|-------|
| Trips | 12 | Average Response Time | 12:33 |
|-------|----|-----------------------|-------|