



October 5, 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 September 2021. There were nine (09) priority one calls in September with the average response time of 08:24 minutes.

There were twelve (12) priority two calls in September with the average response time of 08:49 minutes.

There were three (03) priority three calls in September with the average response time of 12:29 minutes.

A total of twenty-four (24) calls were run in September with an average response of 09:07.

There was an extended response time for run number 21076. Due to an error in our GPS equipment, there is no tracking data for these runs.

There were extended response times to run numbers 22237 and 22482 due to distance. The crews took the correct routes 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

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: 10/05/2021 09:31:47

Filters: Date Range (Leg Date): 09/01/2021 to 09/30/2021 (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)
20493	Advanced	4113	9/2/2021 21:39	9/2/2021 21:45	5:34
20546	Advanced	Medic 4	9/3/2021 15:17	9/3/2021 15:21	4:06
20561	Advanced	4113	9/3/2021 21:52	9/3/2021 22:01	9:11
21076	Advanced	Medic 4	9/11/2021 3:07	9/11/2021 3:17	10:33
22237	Advanced	Medic 4	9/25/2021 15:17	9/25/2021 15:28	11:11
22343	Advanced	4113	9/27/2021 10:55	9/27/2021 11:05	9:41
22364	Advanced	4113	9/27/2021 14:31	9/27/2021 14:41	9:11
22482	Advanced	Medic 8	9/29/2021 0:50	9/29/2021 1:01	11:00
22528	Advanced	4111	9/29/2021 15:22	9/29/2021 15:28	5:14
Totals:					Avg: 08:24

Response Priority: P2

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
20564	Advanced	4113	9/3/2021 22:28	9/3/2021 22:37	8:13
20670	Advanced	Medic 4	9/5/2021 23:26	9/5/2021 23:38	11:57
20819	Advanced	Medic 4	9/7/2021 20:37	9/7/2021 20:47	9:39
21324	Advanced	Medic 4	9/14/2021 10:50	9/14/2021 10:59	8:53
21535	Advanced	Medic 2	9/16/2021 15:04	9/16/2021 15:14	9:51
21546	Advanced	4113	9/16/2021 16:34	9/16/2021 16:44	9:27
21549	Advanced	4113	9/16/2021 16:34	9/16/2021 16:44	9:27
21690	Advanced	Medic 4	9/18/2021 19:39	9/18/2021 19:43	3:18
22029	Advanced	Medic 4	9/23/2021 12:07	9/23/2021 12:14	6:54
22218	Advanced	Medic 4	9/25/2021 10:46	9/25/2021 10:54	7:50
22277	Advanced	Medic 4	9/26/2021 2:47	9/26/2021 2:58	10:38
22348	Advanced	Medic 4	9/27/2021 11:12	9/27/2021 11:22	9:51
Totals:					Avg: 08:49

Response Priority: P3

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
21281	Advanced	4111	9/13/2021 19:24	9/13/2021 19:43	18:40
21556	Advanced	Medic 2	9/16/2021 18:15	9/16/2021 18:23	8:18
22483	Advanced	4111	9/29/2021 0:54	9/29/2021 1:04	10:29
Totals:					Avg: 12:29

Overall Totals

Trips	24	Average Response Time	9:07
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