



September 1, 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 August 2021. There were ten (10) priority one calls in August with the average response time of 08:52 minutes.

There were seven (07) priority two calls in August with the average response time of 08:38 minutes.

A total of seventeen (17) calls were run in August with an average response of 08:46.

There was an extended response time for run number 19018. Due to an error in our GPS equipment, there is no tracking data for these runs.

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: 09/01/2021 13:06:09

Filters: Date Range (Leg Date): 08/01/2021 to 08/31/2021 (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)
17752	Advanced	Medic 4	8/1/2021 4:36	8/1/2021 4:46	9:49
17790	Advanced	Medic 4	8/1/2021 20:23	8/1/2021 20:31	7:49
18029	Advanced	Medic 8	8/4/2021 15:15	8/4/2021 15:22	6:53
18401	Advanced	Medic 8	8/9/2021 13:25	8/9/2021 13:35	9:58
18917	Advanced	Medic 2	8/15/2021 16:09	8/15/2021 16:17	7:49
19018	Advanced	Medic 2	8/17/2021 7:56	8/17/2021 8:11	15:05
19098	Advanced	4119	8/18/2021 5:04	8/18/2021 5:13	9:29
19473	Advanced	Medic 2	8/23/2021 0:30	8/23/2021 0:37	7:07
19577	Advanced	Medic 4	8/23/2021 21:35	8/23/2021 21:45	9:13
20165	Advanced	4119	8/30/2021 11:56	8/30/2021 12:01	5:37

Totals:

Avg: 08:52

### Response Priority: P2

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
17837	Advanced	4113	8/2/2021 13:25	8/2/2021 13:25	0:04
18252	Advanced	Medic 8	8/7/2021 11:08	8/7/2021 11:24	16:19
18307	Advanced	4111	8/8/2021 4:42	8/8/2021 4:51	9:02
18325	Advanced	Medic 8	8/8/2021 13:15	8/8/2021 13:26	10:48
18567	Advanced	Medic 8	8/11/2021 10:01	8/11/2021 10:10	9:23
19183	Advanced	4113	8/19/2021 0:14	8/19/2021 0:22	7:50
19357	Advanced	Medic 2	8/21/2021 0:13	8/21/2021 0:20	7:02

Totals:

Avg: 08:38

## Overall Totals

Trips

Average Response Time

8:46