



May 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 April 2022. There were seven (07) priority one calls in April with the average response time of 08:23 minutes.

There were six (06) priority two calls in April with the average response time of 12:03 minutes.

There were two (02) priority three calls in April with the average response time of 13:59 minutes.

A total of fifteen (15) calls were run in April with an average response of 10:36.

There was an extended response time for run number 206705 due to distance. The crew took the correct route and did not report any further incidents.

There was an extended response time for run number 205618, 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

Response Times By Priority

Report Date: 05/02/2022 10:22:54

Filters: Date Range (Pickup Time): 04/01/2022 to 04/30/2022 (Last Month); Last Status Timestamp: At Scene; Selected Fields: Run #, Call Type, Ver

Response Priority: P1

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
205618	Advanced	Medic 2	4/1/2022 0:08	4/1/2022 0:19	11:32
206322	Advanced	4113	4/12/2022 18:52	4/12/2022 18:59	7:07
206552	Advanced	Medic 2	4/16/2022 17:09	4/16/2022 17:16	7:11
206705	Advanced	4113	4/19/2022 12:44	4/19/2022 12:54	10:28
206896	Advanced	4113	4/22/2022 11:11	4/22/2022 11:19	8:00
207120	Advanced	4113	4/25/2022 17:16	4/25/2022 17:22	6:26
207461	Advanced	4114	4/30/2022 21:12	4/30/2022 21:20	8:00
Totals:					Avg: 08:23

Response Priority: P2

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
205854	Advanced	Medic 2	4/5/2022 12:59	4/5/2022 13:09	10:08
206029	Advanced	4113	4/7/2022 22:59	4/7/2022 23:14	15:13
206877	Advanced	4113	4/21/2022 23:33	4/21/2022 23:46	12:30
206969	Advanced	4114	4/23/2022 12:10	4/23/2022 12:22	12:04
207088	Advanced	4114	4/25/2022 10:15	4/25/2022 10:28	12:58
207447	Advanced	4111	4/30/2022 17:19	4/30/2022 17:29	9:29
Totals:					Avg: 12:03

Response Priority: P3

Run #	Call Type	Vehicle	Start Time: Enroute	End Time: At Scene	Response Time (MM:SS)
205713	Advanced	Medic 2	4/2/2022 13:44	4/2/2022 13:58	13:51
207338	Advanced	4114	4/29/2022 4:55	4/29/2022 5:09	14:07
Totals:					Avg: 13:59

Overall Totals

Trips	Average Response Time
15	10:36