

# MEMORANDUM



**TO:** ERICK W. ZINSER  
DIRECTOR OF PUBLIC SAFETY/CHIEF OF POLICE

**FROM:** JEFFERY R. JOHNSON, FIRE CHIEF *JRJ*

**SUBJECT:** SUPERIOR AMBULANCE – QUARTERLY REPORT

**DATE:** MAY 1, 2023

The following data was extracted from the Superior Air-Ground Ambulance monthly January, February, and March 2023 information for the First Quarter report. Novi Fire Department personnel further analyzed the data to determine response time averages and identify trends in calls for service. The contractual benchmark for priority calls is a 7-minute and 00 second response time on 90% of the priority calls with no responses exceeding 10 minutes, except for extenuating circumstances. The benchmark for non-priority calls is a 10-minute response on 90% of the calls with no responses exceeding 12 minutes, except for extenuating circumstances.

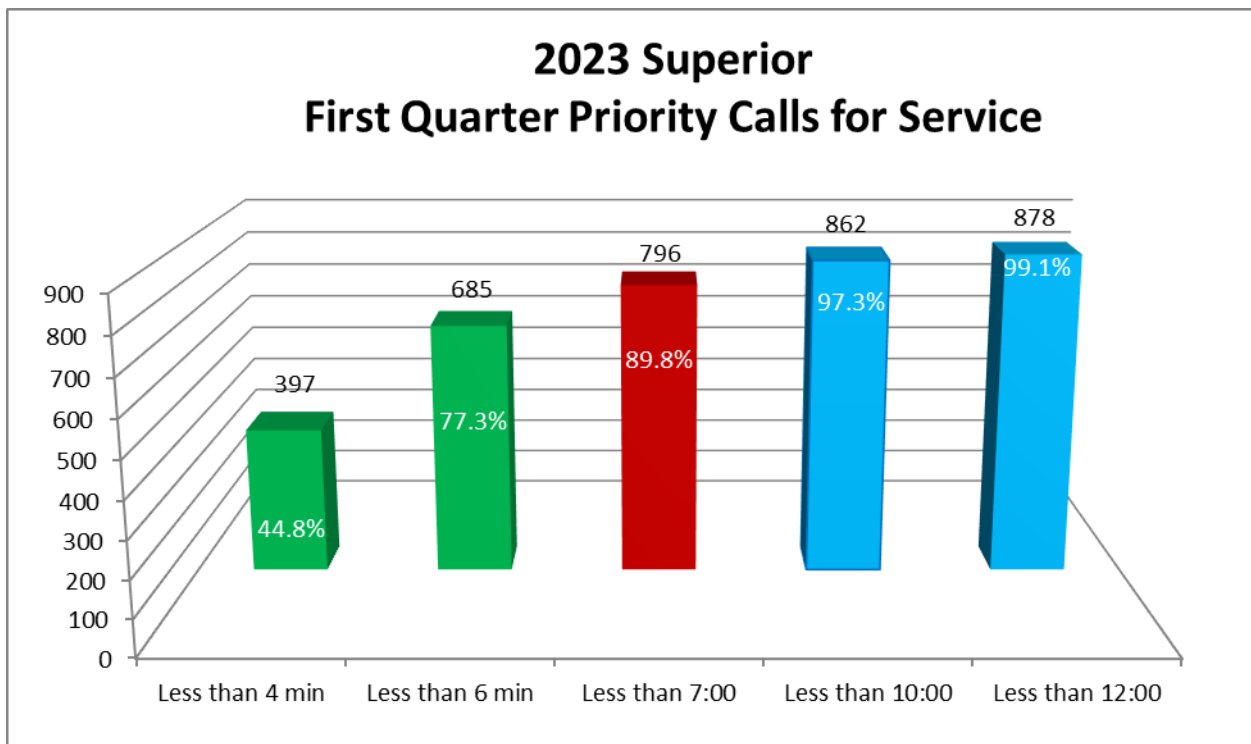


Figure 1

The graph as detailed in (Figure 1) shows the response performance for priority calls was 89.8 % for Less than 7:00 minutes. Superior was .2% from meeting their contractual

benchmark for priority calls for the quarter. Some of the delay is attributed to recent road construction project throughout the city.

Superior exceeded their contractual benchmarks for non-priority calls for the quarter (Figure 2). The non-priority analysis shows Superior achieved a 96.0 % for the Less than 10:00 minute benchmark.

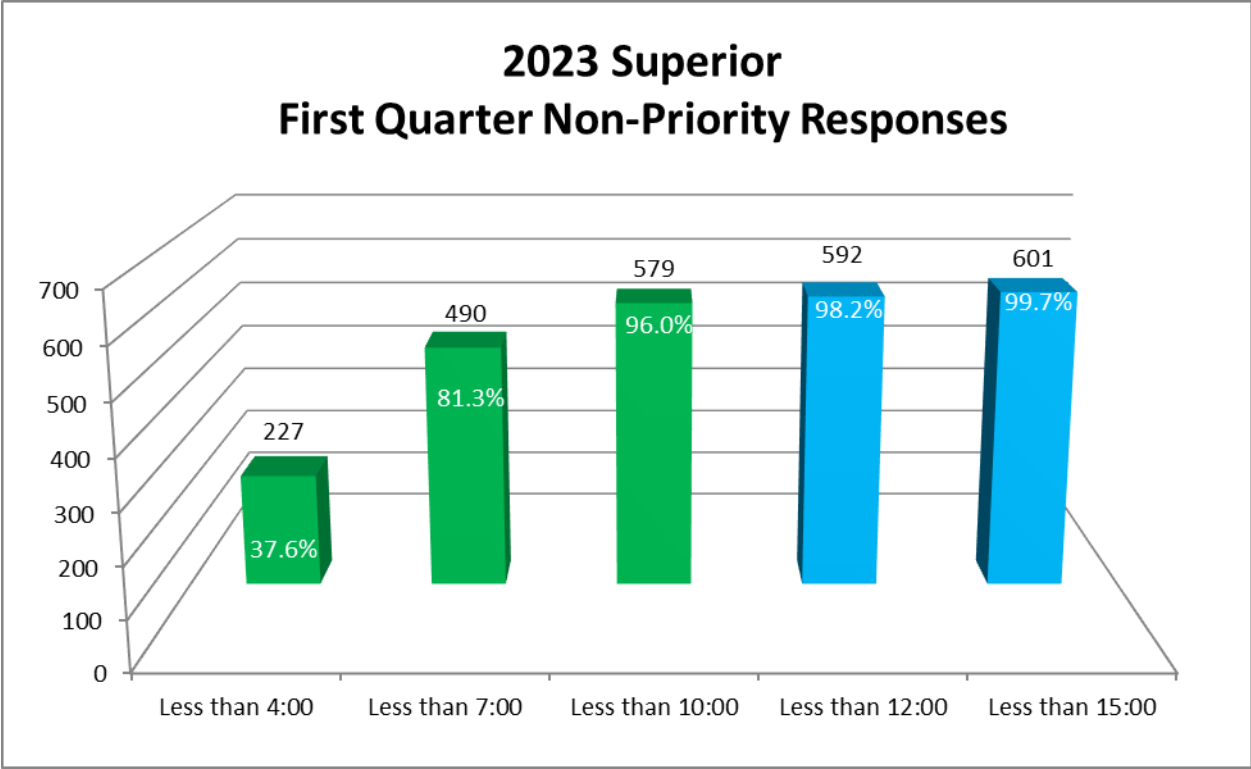


Figure 2

We continue to review Superior's performance daily and communicate with their executive team to address any issues or concerns. Enclosed is a map created by the City of Novi GIS Team showing a breakdown of the First Quarter 2023 extended priority response locations.

Our Novi Public Safety Executive Team, in cooperation with our Fire Command Team are committed to assuring delivery of the highest degree of emergency medical treatment and transport to our community members. Superior is an integral part of our service deployment model.

Please let me know if you have any questions.