

Review of Non-Emergency Ambulance Operations

Abilene Fire Department

Fire Chief Ken Dozier

April/May 2015

Background

On April 9, 2015 the City Council considered a request from Allegiance Ambulance to be granted a second ambulance license. This Council meeting also included a period of public comment regarding this request. During the Council meeting there was a lengthy discussion and review of the ambulance services in Abilene. The general consensus was that MetroCare had made vast improvements during the past four years in regards to emergency ambulance services. However, there were many unanswered questions regarding the non-emergency ambulance services in Abilene. As a result, the City Council and the Mayor instructed Fire Chief Ken Dozier to contact users of the non-emergency ambulance services and see if a need exists for additional providers within the City of Abilene. The results of the review were to be presented to the City Council no later than the May 28th meeting.

Procedures

Allegiance Ambulance stated at the April 9th meeting they had received numerous letters and emails of support for their efforts to obtain an ambulance license. Chief Dozier asked Mr. Ricky Powell, President of Allegiance Ambulance, to provide copies of all correspondence they would like to have included in this review. (Please see Appendix A.)

In the same manner MetroCare was asked to provide any feedback they have received regarding their non-emergency ambulance services. (Please see Appendix B.) Also, Chief Dozier requested data from MetroCare regarding the number of non-emergency responses in a 12-month period with response times. (Please see Appendix C.)

A questionnaire was developed in order to gather input from various medical and care facilities. Chief Dozier called each facility listed below to explain the need for their input regarding a study of non-emergency ambulance services. An email was sent to each facility along with an attached "Medical/Care Facility Questionnaire". (Please see Appendix D.) A follow up email was sent to those who did not return a completed questionnaire by the requested deadline. The following facilities were included in the requests for input:

- Abilene Regional Medical Center
- Care Inn of Abilene
- Chisholm House
- Coronado Nursing Center
- Covenant Place of Abilene
- Fresenius Medical Care
- Hendrick Medical Center
- Mesa Springs Healthcare Center
- Northern Oaks Living and Rehabilitation
- Reliant Abilene
- Royal Estates
- Silver Springs Nursing and Rehabilitation
- Texas Oncology-Abilene
- The Oaks at Radford Hills
- University Place
- Wesley Court
- Windcrest Health and Rehabilitation
- Wisteria Place

Results

- Allegiance Ambulance reported support from the following facilities:
 - Coronado Nursing Center
 - Mesa Springs Healthcare Center
 - Northern Oaks Living and Rehabilitation
 - The Oaks at Radford Hills
 - Windcrest Health and Rehabilitation
 - (Please see Appendix A)
- MetroCare reported support from the following facilities:
 - Coronado Nursing Center
 - Royal Estates
 - The Oaks at Radford Hills
 - Wesley Court
 - (Please see Appendix B)

(Note: Coronado Nursing Center and The Oaks at Radford Hills were included on both Allegiance Ambulance and MetroCare's lists.)

- Fourteen (14) questionnaires were returned. The results are summarized below. (Detailed summaries are included in Appendix E)
 - Abilene Regional Medical Center
 - Very pleased with MetroCare
 - No, does not desire additional provider/s
 - Care Inn of Abilene
 - Somewhat disappointed with MetroCare
 - Slow response
 - Price is too high
 - Yes, would prefer the option of additional providers
 - Coronado Nursing Center
 - No, does not desire additional provider/s
 - Fresenius Medical Care
 - Very pleased with MetroCare
 - No, does not desire additional provider/s
 - Hendrick Medical Center
 - Very pleased with MetroCare
 - No, does not desire additional providers
 - Mesa Springs Healthcare Center
 - Yes, would prefer the option of additional providers
 - Northern Oaks Living and Rehabilitation
 - Yes, would prefer the option of additional providers
 - Reliant Abilene
 - Somewhat disappointed in MetroCare
 - Yes, would prefer the option of additional providers
 - Royal Estates
 - Very pleased with MetroCare
 - No, does not desire additional providers
 - Silver Springs Nursing and Rehabilitation
 - No, does not desire additional providers

- Texas Oncology- Abilene
 - Yes, would prefer the option of additional providers
- The Oaks at Radford Hills
 - Very pleased with MetroCare
 - Yes, would prefer the option of additional providers
- University Place
 - No, does not desire additional providers
- Wesley Court
 - Somewhat pleased with MetroCare
 - No, does not desire additional providers

(Note: No responses were received from Chisholm House, Covenant Place of Abilene, Windcrest Health and Rehabilitation, or Wisteria Place.)

Discussion

1. MetroCare has the exclusive license for Abilene. Other ambulance companies can provide service only if they operate under one of the exceptions listed within our ordinance.
2. In a 12-month period, MetroCare provided 810 non-emergency transports. Six (6) facilities reported “Very Pleased” or “Somewhat Pleased” with MetroCare’s services. Two (2) facilities reported “Somewhat Disappointed” with MetroCare’s services.
3. When asked if there is a business need to have multiple providers 43% (6 of 14) answered “Yes” and 57% (8 of 14) answered “No”. The most common reason given for the need for additional providers was the belief that competition is good for business and should result in less expensive ambulance charges. (Please see Appendix E.)
4. There has been a significant improvement by MetroCare in their non-emergency ambulance services since a study conducted in October, 2012. The strongest statement of this improvement was expressed by the largest user of the non-emergency ambulance system, Hendrick Medical Center.

Recommendations

1. Staff will continue to monitor overall EMS service levels as provided by the current licensee, MetroCare.
2. MetroCare should reach out to all users, and potential users, of the ambulance system and focus on how they can better serve their needs.
3. In the past few years MetroCare has demonstrated improvements in both the emergency and non-emergency ambulance arenas. Considering these improvements and the feedback received by the Medical/Care Facilities Questionnaire no additional ambulance licenses should be granted at this time. If the current conditions change, this topic should be addressed at that time.

Appendix A

Email request from Ken Dozier to Ricky Powell requesting copies of emails in support of additional ambulance options.

Email from Pamela McGrew - Mesa Springs Healthcare Center

Email from Sammy Tumlinson - The Oaks at Radford Hills

Email from Windcrest Health and Rehabilitation

Email from Curtis Callaway – Coronado Nursing Center

Email from Rhonda Burleson – Northern Oaks Living and Rehabilitation

Dozier, Ken

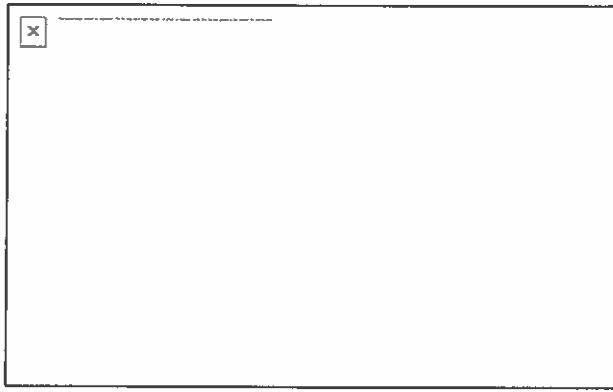
From: Dozier, Ken
Sent: Wednesday, April 15, 2015 4:02 PM
To: Ricky Powell #3101 (Ricky.Powell@allegiance-ambulance.com)
Cc: Dozier, Ken; Santee, Daniel; Vela, David
Subject: Follow-up Study

Mr. Powell,

As you know, I was asked to provide additional information to our City Council regarding the non-emergent ambulance services in Abilene. I have already started the process and I request your help. You have mentioned your communication, both telephone and email, with care facilities and other medical service providers regarding the desire for additional ambulance options. Would you please provide contact information of those who have discussed this need with you or your staff? I want to make sure I include these within my review. You also offered to forward emails that you have received regarding this issue. Would you please do so?

I have been asked to complete my review within a short time period. With that in mind, I would ask you to respond to this request as soon as possible.

Thank you,
Ken



Begin forwarded message:

From: "McGrew, Pamela" <PMcGrew@Ensigngroup.net>
Date: April 17, 2015 at 7:56:31 AM CDT
To: 'Ryan Carney' <Ryan.Carney@allegiance-ambulance.com>
Subject: RE: Looking for your support

Ryan,
I absolutely agree that more choices in ambulance services would benefit the city of Abilene. Thanks for all you are doing to work towards this goal.

Thanks,
Pamela McGrew
Executive Director
Mesa Springs Retirement Village
7171 Buffalo Gap Road
Abilene, TX 79606
325.692.8080 office
325.370.3730 cell

From: Ryan Carney [<mailto:Ryan.Carney@allegiance-ambulance.com>]
Sent: Thursday, April 16, 2015 6:52 PM
To: McGrew, Pamela
Subject: Looking for your support

Hi Pam,

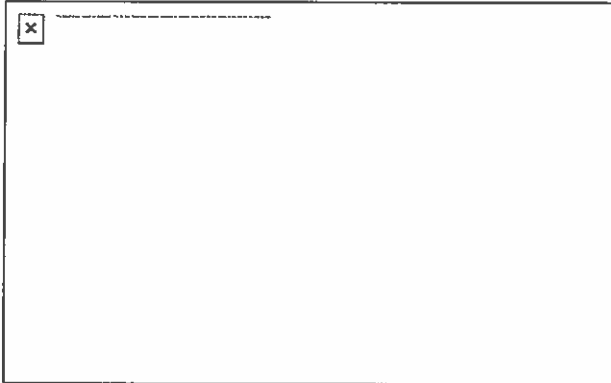
Through several of our discussions, I know that you can appreciate the unfortunate circumstance that there is only one ambulance service in Abilene. However, it has come down to the question of whether skilled nursing facilities and assisted-living facilities feel that competition would be good. The City Counsel wants to know if you feel that more than one choice would be good for you and your patients with regards to ambulance transportation.

I am simply asking for your support of our efforts to obtain a license to help in providing you with expeditious and professional non-emergency services.

Please let me know if you support such a decision. You may simply reply to this email.

Thank you!

Ryan Carney
Business Development Coordinator - West
Cell: 214-957-1359
Email: rcarney@allegiance-ambulance.com



Begin forwarded message:

From: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Date: March 25, 2015 at 9:34:45 AM CDT
To: ""pmcgrew@ensigngroup.net"" <pmcgrew@ensigngroup.net>
Subject: **Allegiance Ambulance City Council Meeting**

Hi Pamela,

We are so glad to have your support in our effort to provide non-emergency ambulance transportation to Mesa Springs and Abilene! As you know, we will be meeting with the City Council. We understand if your schedule does not allow you to attend. However, if it does, we would love for you to show your support by attending the meeting. The meeting will be held at City Hall, 555 Walnut Street, Council Chambers on **Thursday April 9th @ 8:30AM.** We look forward to seeing you there!

Thank you,

Ryan Carney
Business Development Coordinator - West
Cell: 214-957-1359
Email: rcarney@allegiance-ambulance.com



From: Ryan Carney
Sent: Friday, January 23, 2015 2:52 PM
To: 'pkmcgrew@sears-methodist.com'
Cc: Dion Lampe
Subject: Allegiance Ambulance Looking For Support From Mesa Springs

Dear Pamela,

As you are aware we are currently unable to provide non-emergency ambulance care to you due to an Abilene city ordinance that only allows Metrocare. Per our discussion, we will be approaching the city council and negotiating with them for a permit to operate our ambulances within the city, thereby giving us the legal ability to provide service for any non-emergency call.

No longer will we be limited in what we can do for you. We believe that a little competition is good for business. It contributes to fair prices, customer service, and most importantly better patient care.

We do not believe that a city the size of Abilene should be limited to only one choice when you need ambulance transportation.

We are not currently vying for the 911 contract, we just want to be able to provide valuable, professional, caring, and reasonably priced non-emergency services to you and your patients.

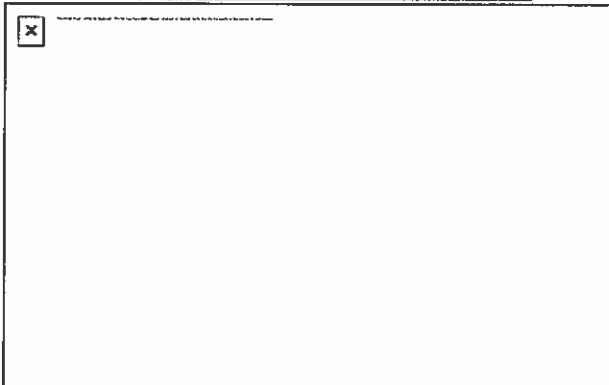
However, we are going to need your help in our effort to be awarded this permit. I need to show that we have your support.

Therefore I am asking that you please respond to this email expressing your interest or disinterest in supporting our cause at a future city council meeting.

Remember, this isn't just about us, this is about your freedom of choice when it comes to the spectrum of care for your patients.

Thank you,

Ryan Carney
Business Development Coordinator
Cell: 214-957-1359
Email: rcarney@allegiance-ambulance.com



Dozier, Ken

From: Sammy Tumlinson - 8131 <Sammy.Tumlinson@pcitexas.net>
Sent: Friday, January 23, 2015 3:12 PM
To: Ryan Carney
Subject: RE: Allegiance Ambulance Looking For Support From Oaks at Radford Hills

I am in support of having more than one non-emergency transportation vendor.

Sammy Tumlinson, LNFA
The Oaks at Radford Hills

From: Ryan Carney [<mailto:Ryan.Carney@allegiance-ambulance.com>]
Sent: Friday, January 23, 2015 2:52 PM
To: Sammy Tumlinson - 8131
Cc: Darla Brown - 8131; Dion Lampe
Subject: Allegiance Ambulance Looking For Support From Oaks at Radford Hills

Dear Mr Tumlinson,

As you are aware we are currently unable to provide non-emergency ambulance care to you due to an Abilene city ordinance that only allows Metrocare. Per our discussion, we will be approaching the city council and negotiating with them for a permit to operate our ambulances within the city, thereby giving us the legal ability to provide service for any non-emergency call.

No longer will we be limited in what we can do for you. We believe that a little competition is good for business. It contributes to fair prices, customer service, and most importantly better patient care.

We do not believe that a city the size of Abilene should be limited to only one choice when you need ambulance transportation.

We are not currently vying for the 911 contract, we just want to be able to provide valuable, professional, caring, and reasonably priced non-emergency services to you and your patients.

However, we are going to need your help in our effort to be awarded this permit. I need to show that we have your support.

Therefore I am asking that you please respond to this email expressing your interest or disinterest in supporting our cause at a future city council meeting.

Remember, this isn't just about us, this is about your freedom of choice when it comes to the spectrum of care for your patients.

Thank you,

Ryan Carney
Business Development Coordinator
Cell: 214-957-1359
Email: rcarney@allegiance-ambulance.com

Dozier, Ken

From: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Sent: Saturday, January 24, 2015 5:41 PM
To: Dion Lampe
Subject: Fwd: Allegiance Ambulance Looking For Support From Windcrest H&R
Attachments: image003.jpg

Windcrest N&R

Thank you,

Ryan Carney
Business Development Coordinator
Cell: [214-957-1359](tel:214-957-1359)
Email: rcarney@allegiance-ambulance.com



Begin forwarded message:

From: Windcrest CEO <CEO@windcresthc.com>
Date: January 24, 2015 at 12:19:49 PM CST
To: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Subject: Re: Allegiance Ambulance Looking For Support From Windcrest H&R

Thank you. I support your efforts to give us a choice. Also timely services with more than one ambulance service.

Sent from my Sprint phone.

----- Reply message -----

From: "Ryan Carney" <Ryan.Carney@allegiance-ambulance.com>
To: "Windcrest CEO" <CEO@windcresthc.com>
Cc: "Dion Lampe" <Dion.Lampe@allegiance-ambulance.com>
Subject: Allegiance Ambulance Looking For Support From Windcrest H&R
Date: Fri, Jan 23, 2015 2:52 PM

Dear Karen,

As you are aware we are currently unable to provide non-emergency ambulance care to you due to an Abilene city ordinance that only allows Metrocare. Per our discussion, we will be approaching the city council and negotiating with them for a permit to operate our ambulances within the city, thereby giving us the legal ability to provide service for any non-emergency call.

No longer will we be limited in what we can do for you. We believe that a little competition is good for business. It contributes to fair prices, customer service, and most importantly better patient care.

We do not believe that a city the size of Abilene should be limited to only one choice when you need ambulance transportation.

We are not currently vying for the 911 contract, we just want to be able to provide valuable, professional, caring, and reasonably priced non-emergency services to you and your patients.

However, we are going to need your help in our effort to be awarded this permit. I need to show that we have your support.

Therefore I am asking that you please respond to this email expressing your interest or disinterest in supporting our cause at a future city council meeting.

Remember, this isn't just about us, this is about your freedom of choice when it comes to the spectrum of care for your patients.

Thank you,

Ryan Carney

Business Development Coordinator

Cell: 214-957-1359

Email: rcarney@allegiance-ambulance.com



Dozier, Ken

From: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Sent: Monday, January 26, 2015 5:44 PM
To: Dion Lampe
Subject: Fwd: Allegiance Ambulance Looking For Support From Coronado Nursing Center
Attachments: image001.jpg

Coronado

Better than nothing

Thank you,

Ryan Carney
Business Development Coordinator
Cell: [214-957-1359](tel:214-957-1359)
Email: rcarney@allegiance-ambulance.com



Begin forwarded message:

From: AdmAssistant Coronado <asstacoronado@skilledhc.com>
Date: January 26, 2015 at 3:50:31 PM CST
To: 'Ryan Carney' <Ryan.Carney@allegiance-ambulance.com>
Subject: RE: Allegiance Ambulance Looking For Support From Coronado Nursing Center

Dear Mr. Carney,

I appreciate your visit and information that you provided. I fully support everything you have said about competition being good for business, and if asked by anyone would probably reiterate your comments below. With that said, I unfortunately cannot commit to attending a city council meeting. But again, I do support competition and sincerely hope you accomplish your goal.

Thanks,
Curtis Callaway

From: Ryan Carney [<mailto:Ryan.Carney@allegiance-ambulance.com>]
Sent: Friday, January 23, 2015 2:52 PM
To: AdmAssistant Coronado

Cc: Dion Lampe

Subject: Allegiance Ambulance Looking For Support From Coronado Nursing Center

Dear Mr. Callaway,

As you are aware we are currently unable to provide non-emergency ambulance care to you due to an Abilene city ordinance that only allows Metrocare. Per our discussion, we will be approaching the city council and negotiating with them for a permit to operate our ambulances within the city, thereby giving us the legal ability to provide service for any non-emergency call.

No longer will we be limited in what we can do for you. We believe that a little competition is good for business. It contributes to fair prices, customer service, and most importantly better patient care.

We do not believe that a city the size of Abilene should be limited to only one choice when you need ambulance transportation.

We are not currently vying for the 911 contract, we just want to be able to provide valuable, professional, caring, and reasonably priced non-emergency services to you and your patients.

However, we are going to need your help in our effort to be awarded this permit. I need to show that we have your support.

Therefore I am asking that you please respond to this email expressing your interest or disinterest in supporting our cause at a future city council meeting.

Remember, this isn't just about us, this is about your freedom of choice when it comes to the spectrum of care for your patients.

Thank you,

Ryan Carney

Business Development Coordinator

Cell: 214-957-1359

Email: rcarney@allegiance-ambulance.com



Click [here](#) to report this email as spam.

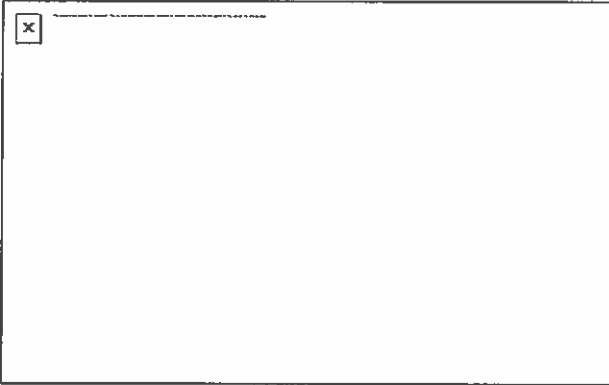
Dozier, Ken

From: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Sent: Friday, January 30, 2015 2:49 PM
To: Dion Lampe
Subject: Fwd: Allegiance Ambulance Looking For Support From Northern Oaks
Attachments: image001.jpg

Northern Oaks

Thank you,

Ryan Carney
Business Development Coordinator
Cell: [214-957-1359](tel:214-957-1359)
Email: rcarney@allegiance-ambulance.com



Begin forwarded message:

From: "Burlison, Rhonda" <RBurlison@Ensigngroup.net>
Date: January 30, 2015 at 2:47:08 PM CST
To: Ryan Carney <Ryan.Carney@allegiance-ambulance.com>
Cc: Dion Lampe <Dion.Lampe@allegiance-ambulance.com>
Subject: RE: Allegiance Ambulance Looking For Support From Northern Oaks

Northern Oaks would completely support non-emergency ambulance service! Currently we do not have the option to provide this service to our patients, who deserve the choice on transportation! Often patients need the use of ambulance transportation even if it is not an emergency. Very recently we had a patient that was moving several hundred miles to be closer to her family. This was not an emergency move, but our patient was very frail and required continuous oxygen, this long trip was very hard on her and her family that was moving her. They were more than willing to pay someone to transport her, but we currently do not have this option. Our facility's philosophy is to always do the right thing for our patients, families, community, and staff. We feel that we can not do this if we do not offer all services available. Northern Oaks Living and Rehabilitation absolutely supports having a non-emergency ambulance service!!

Rhonda Burlison
Executive Director
Northern Oaks Living and Rehabilitation

2722 Old Anson Road
Abilene TX 79603
325-676-1677

From: Ryan Carney [<mailto:Ryan.Carney@allegiance-ambulance.com>]
Sent: Friday, January 23, 2015 2:53 PM
To: Burlison, Rhonda
Cc: Dion Lampe
Subject: Allegiance Ambulance Looking For Support From Northern Oaks

Dear Rhonda,

As you are aware we are currently unable to provide non-emergency ambulance care to you due to an Abilene city ordinance that only allows Metrocare. Per our discussion, we will be approaching the city council and negotiating with them for a permit to operate our ambulances within the city, thereby giving us the legal ability to provide service for any non-emergency call.

No longer will we be limited in what we can do for you. We believe that a little competition is good for business. It contributes to fair prices, customer service, and most importantly better patient care. We do not believe that a city the size of Abilene should be limited to only one choice when you need ambulance transportation.

We are not currently vying for the 911 contract, we just want to be able to provide valuable, professional, caring, and reasonably priced non-emergency services to you and your patients.

However, we are going to need your help in our effort to be awarded this permit. I need to show that we have your support.

Therefore I am asking that you please respond to this email expressing your interest or disinterest in supporting our cause at a future city council meeting.

Remember, this isn't just about us, this is about your freedom of choice when it comes to the spectrum of care for your patients.

Thank you,

Thank you,

Ryan Carney
Business Development Coordinator
Cell: 214-957-1359
Email: rcarney@allegiance-ambulance.com



Appendix B

Memo from MetroCare regarding feedback from skilled nursing facilities



MEMORANDUM

To: George Knupple
From: Will B. Hendon, Operations Supervisor
Subject: Skilled Nursing Facility Report
Date: 04/21/15

Over the past week I have made contact with several nursing home administrators and nurse managers across the City of Abilene. Below is a list of those I spoke with, and their response.

Royal Estates – Dina, Nurse and the Business Development Officer
No current problems. Neither employee could recall any incidents in their tenure.

Wesley Court – Floor Charge Nurse
No current problems. This employee could not recall any incidents in their tenure.

Coronado – Administrator Curtis Callaway
Ryan Carney with Allegiance has visited this facility according to Curtis. Mr. Callaway advised he is pleased with our service, and advised he dismissed Mr. Carney without any relevant conversation.
Stacey Burgess Director of Nursing
Mrs. Burgess was very pleased with our current service and would like to have our clinical educators review with them our current educational offerings.

Oaks at Radford Hills – Darla Brown Director of Nursing

Mrs. Brown was very pleased with our current service. She would also like to have our clinical educators review with them our current educational offerings. Mrs. Brown did express concern with the EMD system questioning and the 911 dispatch process.

This has been submitted for your review if you have any questions please don't hesitate to ask.

Appendix C

Non-Emergency Logs for April 1, 2014 through March 30, 2015

Note: Priority 7 calls are “out of town” & Priority 3 calls are “in town”

Dozier, Ken

From: George Knupple <gknupple@metrocare.net>
Sent: Friday, April 17, 2015 2:31 PM
To: Dozier, Ken
Cc: 'Neil White'; gknupple@metrocare.net
Subject: FW: Reports
Attachments: April 2014 to March 2015 Non-Emergency Transfers - OUT OF TOWN.pdf; April 2014 to March 2015 Non-Emergency Transfers - LOCAL.pdf

Importance: High

Ken,

Please see attached reports and also explanation of a transport below...

Thank you,

George E. Knupple

George E. Knupple
Chief Operating Officer
MetroCare
325-691-8906 (Office)
325-439-0216 (Cell)
325-202-3040 (E Fax)
325-691-1547 (Fax)
gknupple@metrocare.net

From: Neil White [<mailto:nwhite@metrocare.net>]
Sent: Friday, April 17, 2015 1:48 PM
To: 'George Knupple'
Subject: Reports

George,

I have attached the non-emergency call logs for the last year. One log is local and the other is long-distance. The average response time for local transfers is 9:25 from time of acceptance to arrival at facility. The average response time for long-distance transfers is 16:07 from acceptance to arrival at facility. Response times for long-distance include pending times from the facilities. A prime example is on page 2. There is a response time of 5:53:40. This call came in at 09:50. We arrived at 09:55. The patient was not ready, so we returned to the station. The patient was ready at 15:43.

Neil White, BSN, RN, LP
Director of Operations
MetroCare
(325) 691-8906 office
(325) 439-9004 cell

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 7 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
7 PRIORITY	5/20/2014	ALS	13:04:15	13:41:46	00:37:31	5483	97919	<None>
7 PRIORITY	8/22/2014	ALS	05:01:45	05:05:16	00:03:31	9289	101748	<None>
7 PRIORITY	8/27/2014	ALS	10:00:36	10:25:19	00:24:42	9511	101973	<None>
7 PRIORITY	8/16/2014	ALS	07:39:42	08:00:52	00:21:09	9043	101502	<None>
7 PRIORITY	8/18/2014	ALS	12:29:33	12:53:50	00:24:17	9125	101584	<None>
7 PRIORITY	6/24/2014	BLS	12:30:40	12:44:33	00:13:53	6847	99299	<None>
7 PRIORITY	8/22/2014	ALS	03:20:25	03:41:19	00:20:53	9287	101746	<None>
7 PRIORITY	8/6/2014	ALS	20:27:43	20:40:46	00:13:02	8648	101107	<None>
7 PRIORITY	8/7/2014	ALS	10:37:57	11:03:50	00:25:52	8665	101124	<None>
7 PRIORITY	8/8/2014	ALS	15:43:34	15:44:04	00:00:30	8720	101179	<None>
7 PRIORITY	8/29/2014	ALS	14:08:14	14:09:44	00:01:30	9598	102060	<None>
7 PRIORITY	8/29/2014	ALS	18:54:54	19:06:42	00:11:47	9613	102075	<None>
7 PRIORITY	8/30/2014	ALS	13:50:01	13:52:31	00:02:30	9638	102100	<None>
7 PRIORITY	9/4/2014	ALS	12:56:30	12:57:10	00:00:40	9864	102325	<None>
7 PRIORITY	9/8/2014	ALS	14:08:23	14:22:49	00:14:26	10065	102526	<None>
7 PRIORITY	9/16/2014	ALS	15:50:37	15:54:09	00:03:32	10397	102856	<None>
7 PRIORITY	9/11/2014	ALS	10:32:06	10:49:08	00:17:01	10177	102638	<None>
7 PRIORITY	9/12/2014	ALS	21:00:03	21:07:27	00:07:24	10254	102715	<None>
7 PRIORITY	9/13/2014	ALS	19:00:57	19:25:43	00:24:45	10287	102747	<None>
7 PRIORITY	9/16/2014	ALS	02:08:41	02:23:27	00:14:46	10377	102836	<None>
7 PRIORITY	9/16/2014	ALS	17:10:58	17:22:39	00:11:41	10402	102861	<None>
7 PRIORITY	9/18/2014	ALS	14:10:22	14:21:23	00:11:01	10482	102942	<None>
7 PRIORITY	9/18/2014	ALS	21:33:40	21:34:43	00:01:02	10501	102961	<None>
7 PRIORITY	9/18/2014	ALS	22:54:18	23:02:29	00:08:11	10503	102963	<None>
7 PRIORITY	9/19/2014	ALS	12:40:54	12:55:23	00:14:29	10526	102986	<None>
7 PRIORITY	9/22/2014	ALS	09:51:06	10:31:12	00:40:06	10662	103120	<None>
7 PRIORITY	9/21/2014	ALS	04:36:53	04:49:53	00:13:00	10617	103078	<None>
7 PRIORITY	9/23/2014	ALS	20:29:42	20:49:52	00:20:09	10725	103184	<None>
7 PRIORITY	9/24/2014	ALS	23:02:14	23:03:33	00:01:19	10770	103229	<None>
7 PRIORITY	9/23/2014	ALS	10:30:26	10:49:48	00:19:21	10707	103166	<None>
7 PRIORITY	9/24/2014	ALS	16:31:37	16:49:11	00:17:33	10754	103213	<None>
7 PRIORITY	9/25/2014	ALS	00:03:14	00:15:16	00:12:01	10772	103231	<None>
7 PRIORITY	9/25/2014	ALS	01:09:34	01:09:55	00:00:21	10773	103232	<None>
7 PRIORITY	9/25/2014	ALS	13:39:36	13:54:53	00:15:17	10795	103253	<None>
7 PRIORITY	9/26/2014	ALS	19:40:01	19:56:02	00:16:01	10866	103325	<None>
7 PRIORITY	9/27/2014	ALS	15:23:52	15:35:56	00:12:04	10909	103368	<None>
7 PRIORITY	9/28/2014	ALS	03:36:47	03:45:29	00:08:42	10939	103398	<None>
7 PRIORITY	9/28/2014	ALS	09:46:12	09:50:19	00:04:07	10944	103403	<None>
7 PRIORITY	9/29/2014	ALS	21:19:37	21:20:13	00:00:36	11028	103485	<None>
7 PRIORITY	10/4/2014	ALS	13:37:18	13:47:28	00:10:09	11242	103693	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 7 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
7 PRIORITY	10/5/2014	ALS	17:55:14	18:01:16	00:06:02	11283	103734	<None>
7 PRIORITY	10/7/2014	ALS	17:11:56	17:20:01	00:08:04	11364	103815	<None>
7 PRIORITY	10/8/2014	ALS	10:31:13	10:44:31	00:13:17	11389	103839	<None>
7 PRIORITY	10/9/2014	ALS	22:16:33	22:27:02	00:10:29	11476	103926	<None>
7 PRIORITY	10/14/2014	ALS	04:21:09	04:27:13	00:06:03	11670	104120	<None>
7 PRIORITY	10/18/2014	ALS	12:21:27	12:31:19	00:09:52	11866	104315	<None>
7 PRIORITY	10/22/2014	ALS	20:49:07	21:02:06	00:12:59	12079	104530	<None>
7 PRIORITY	10/25/2014	ALS	15:01:48	15:11:43	00:09:55	12196	104643	<None>
7 PRIORITY	10/30/2014	ALS	17:46:12	17:58:10	00:11:57	12440	104884	<None>
7 PRIORITY	10/29/2014	ALS	11:06:03	11:10:29	00:04:26	12369	104813	<None>
7 PRIORITY	10/31/2014	ALS	09:24:35	09:25:12	00:00:37	12465	104908	<None>
7 PRIORITY	11/7/2014	ALS	09:50:18	15:43:59	05:53:40	12756	105199	<None>
7 PRIORITY	11/7/2014	ALS	21:12:14	21:31:32	00:19:18	12790	105233	<None>
7 PRIORITY	11/10/2014	ALS	12:01:28	12:28:11	00:26:42	12891	105332	<None>
7 PRIORITY	11/12/2014	ALS	11:18:51	11:21:47	00:02:56	12955	105397	<None>
7 PRIORITY	11/13/2014	ALS	11:32:16	11:38:01	00:05:44	12996	105437	<None>
7 PRIORITY	11/14/2014	ALS	12:37:26	13:01:57	00:24:30	13030	105471	<None>
7 PRIORITY	11/20/2014	ALS	03:00:26	03:08:16	00:07:50	13302	105740	<None>
7 PRIORITY	11/21/2014	ALS	19:47:12	20:07:04	00:19:51	13390	105828	<None>
7 PRIORITY	11/26/2014	ALS	14:13:48	14:25:34	00:11:46	13593	106030	<None>
7 PRIORITY	11/25/2014	ALS	18:02:59	18:25:52	00:22:52	13566	106003	<None>
7 PRIORITY	11/29/2014	ALS	18:14:25	18:32:31	00:18:06	13711	106149	<None>
7 PRIORITY	12/1/2014	ALS	19:38:52	19:49:01	00:10:08	13790	106228	<None>
7 PRIORITY	12/2/2014	ALS	11:14:56	11:27:57	00:13:00	13813	106251	<None>
7 PRIORITY	12/4/2014	ALS	13:27:44	13:35:39	00:07:55	13906	106344	<None>
7 PRIORITY	12/4/2014	ALS	22:42:52	22:51:31	00:08:39	13928	106366	<None>
7 PRIORITY	12/8/2014	ALS	09:40:26	10:09:08	00:28:42	14069	106507	<None>
7 PRIORITY	12/8/2014	ALS	19:53:24	19:57:13	00:03:49	14098	106535	<None>
7 PRIORITY	12/9/2014	ALS	11:11:46	11:18:02	00:06:16	14115	106552	<None>
7 PRIORITY	12/9/2014	ALS	10:27:48	10:31:20	00:03:32	14112	106549	<None>
7 PRIORITY	12/9/2014	ALS	20:32:27	20:39:52	00:07:25	14140	106576	<None>
7 PRIORITY	12/12/2014	ALS	14:48:22	15:10:51	00:22:29	14250	106685	<None>
7 PRIORITY	12/13/2014	ALS	11:57:39	11:59:49	00:02:10	14283	106717	<None>
7 PRIORITY	12/12/2014	ALS	21:06:19	21:15:54	00:09:35	14264	106698	<None>
7 PRIORITY	12/17/2014	ALS	11:48:32	12:15:36	00:27:04	14433	106864	<None>
7 PRIORITY	12/19/2014	ALS	00:46:54	00:48:43	00:01:49	14511	106941	<None>
7 PRIORITY	12/24/2014	ALS	11:43:45	11:46:19	00:02:34	14745	107176	<None>
7 PRIORITY	12/26/2014	ALS	15:51:26	15:54:41	00:03:15	14851	107280	<None>
7 PRIORITY	12/26/2014	ALS	18:19:14	18:38:13	00:18:59	14863	107290	<None>
7 PRIORITY	12/26/2014	ALS	18:58:26	19:18:13	00:19:47	14865	107292	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 7 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
7 PRIORITY	12/28/2014	ALS	11:12:51	11:13:26	00:00:35	14933	107360	<None>
7 PRIORITY	12/29/2014	ALS	12:38:29	13:00:23	00:21:54	14986	107413	<None>
7 PRIORITY	12/30/2014	ALS	14:29:46	14:51:13	00:21:27	15035	107462	<None>
7 PRIORITY	1/3/2015	ALS	01:34:49	01:45:08	00:10:18	116	107680	<None>
7 PRIORITY	1/7/2015	ALS	17:14:53	17:50:06	00:35:13	316	107879	<None>
7 PRIORITY	1/9/2015	ALS	06:59:16	07:19:00	00:19:44	384	107947	<None>
7 PRIORITY	1/10/2015	ALS	18:39:12	19:01:57	00:22:45	461	108024	<None>
7 PRIORITY	1/13/2015	ALS	11:02:57	11:06:25	00:03:28	576	108139	<None>
7 PRIORITY	1/13/2015	ALS	14:39:18	14:39:42	00:00:24	589	108152	<None>
7 PRIORITY	1/13/2015	ALS	17:39:47	17:51:12	00:11:25	594	108157	<None>
7 PRIORITY	1/14/2015	ALS	09:04:40	09:32:18	00:27:37	613	108176	<None>
7 PRIORITY	1/17/2015	ALS	06:56:03	07:10:06	00:14:03	739	108303	<None>
7 PRIORITY	1/22/2015	ALS	11:07:52	11:52:12	00:44:19	967	108527	<None>
7 PRIORITY	1/23/2015	ALS	07:13:11	07:25:51	00:12:40	998	108558	<None>
7 PRIORITY	1/23/2015	ALS	13:34:06	13:41:52	00:07:45	1006	108566	<None>
7 PRIORITY	1/24/2015	ALS	18:46:11	19:06:46	00:20:35	1059	108618	<None>
7 PRIORITY	1/27/2015	ALS	15:41:53	15:44:49	00:02:56	1201	108760	<None>
7 PRIORITY	1/29/2015	ALS	16:56:28	17:33:14	00:36:45	1281	108838	<None>
7 PRIORITY	1/29/2015	ALS	11:51:03	12:07:56	00:16:53	1269	108827	<None>
7 PRIORITY	2/5/2015	ALS	20:43:16	20:47:21	00:04:04	1553	109110	<None>
7 PRIORITY	2/6/2015	ALS	18:21:08	18:31:24	00:10:16	1603	109160	<None>
7 PRIORITY	2/6/2015	ALS	19:20:13	19:29:28	00:09:15	1608	109165	<None>
7 PRIORITY	2/6/2015	ALS	13:51:01	15:11:06	01:20:04	1592	109146	<None>
7 PRIORITY	2/6/2015	ALS	19:43:37	20:05:59	00:22:21	1609	109166	<None>
7 PRIORITY	2/7/2015	ALS	16:35:41	16:46:56	00:11:15	1642	109199	<None>
7 PRIORITY	2/7/2015	ALS	13:20:54	13:21:38	00:00:44	1633	109190	<None>
7 PRIORITY	2/11/2015	ALS	14:19:01	14:20:24	00:01:23	1806	109361	<None>
7 PRIORITY	2/12/2015	ALS	19:01:42	19:22:05	00:20:23	1858	109413	<None>
7 PRIORITY	2/13/2015	ALS	15:36:41	15:41:14	00:04:33	1899	109454	<None>
7 PRIORITY	2/15/2015	ALS	18:17:57	18:30:14	00:12:17	2002	109557	<None>
7 PRIORITY	2/16/2015	ALS	10:54:29	11:03:40	00:09:11	2021	109576	<None>
7 PRIORITY	2/16/2015	ALS	13:24:10	13:48:45	00:24:35	2026	109581	<None>
7 PRIORITY	2/16/2015	ALS	16:53:49	17:11:55	00:18:06	2031	109586	<None>
7 PRIORITY	2/16/2015	ALS	18:45:13	18:56:14	00:11:01	2032	109587	<None>
7 PRIORITY	2/19/2015	ALS	09:46:16	09:51:44	00:05:28	2157	109710	<None>
7 PRIORITY	2/20/2015	ALS	15:53:57	15:59:11	00:05:14	2215	109768	<None>
7 PRIORITY	2/20/2015	ALS	18:36:31	18:56:55	00:20:23	2223	109776	<None>
7 PRIORITY	2/21/2015	ALS	15:45:48	15:59:11	00:13:23	2260	109813	<None>
7 PRIORITY	2/22/2015	ALS	18:15:05	18:33:02	00:17:57	2311	109864	<None>
7 PRIORITY	2/23/2015	ALS	04:35:23	05:00:17	00:24:54	2331	109884	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 7 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
7 PRIORITY	2/24/2015	ALS	13:19:01	13:31:59	00:12:58	2397	109950	<None>
7 PRIORITY	2/25/2015	ALS	12:47:29	13:03:28	00:15:59	2443	109996	<None>
7 PRIORITY	2/28/2015	ALS	21:47:11	22:03:03	00:15:51	2619	110172	<None>
7 PRIORITY	3/2/2015	ALS	13:20:57	13:43:25	00:22:27	2694	110247	<None>
7 PRIORITY	3/3/2015	ALS	11:18:25	11:50:23	00:31:58	2721	110274	<None>
7 PRIORITY	3/6/2015	ALS	00:37:57	00:54:05	00:16:08	2847	110400	<None>
7 PRIORITY	3/9/2015	ALS	14:23:16	14:24:31	00:01:15	3025	110576	<None>
7 PRIORITY	3/10/2015	ALS	00:08:32	00:10:53	00:02:21	3040	110591	<None>
7 PRIORITY	3/10/2015	ALS	17:13:47	17:22:31	00:08:44	3065	110616	<None>
7 PRIORITY	3/12/2015	ALS	18:43:03	18:54:56	00:11:53	3168	110718	<None>
7 PRIORITY	3/12/2015	ALS	15:45:03	15:48:32	00:03:29	3157	110707	<None>
7 PRIORITY	3/12/2015	ALS	17:14:11	17:52:55	00:38:43	3161	110711	<None>
7 PRIORITY	3/13/2015	ALS	14:46:49	14:57:00	00:10:11	3207	110756	<None>
7 PRIORITY	3/14/2015	ALS	16:19:34	16:36:54	00:17:20	3254	110803	<None>
7 PRIORITY	3/14/2015	ALS	16:58:42	17:03:37	00:04:55	3256	110805	<None>
7 PRIORITY	3/15/2015	ALS	16:54:34	17:00:45	00:06:11	3295	110844	<None>
7 PRIORITY	3/17/2015	ALS	15:23:07	15:30:34	00:07:27	3394	110943	<None>
7 PRIORITY	3/20/2015	ALS	12:40:35	12:57:34	00:16:59	3517	111066	<None>
7 PRIORITY	3/20/2015	ALS	14:22:13	14:33:16	00:11:03	3522	111071	<None>
7 PRIORITY	3/22/2015	ALS	04:27:31	04:32:16	00:04:45	3593	111141	<None>
7 PRIORITY	3/23/2015	ALS	14:58:04	15:44:56	00:46:52	3675	111223	<None>
7 PRIORITY	3/24/2015	ALS	17:48:28	18:17:56	00:29:27	3738	111285	<None>
7 PRIORITY	3/26/2015	ALS	14:09:40	14:10:26	00:00:46	3827	111374	<None>
7 PRIORITY	3/30/2015	ALS	16:43:31	16:50:14	00:06:43	4002	111550	<None>
7 PRIORITY	3/30/2015	ALS	17:02:45	17:14:07	00:11:22	4003	111551	<None>

Total Calls for 7 PRIORITY: 145

Average Response Time: 00:16:07

Grand Total Calls: 145

Total Average Response Time: 00:16:07

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8; AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	4/1/2014	ALS	08:54:48	09:07:10	00:12:22	3470	95871	<None>
3 PRIORITY	4/1/2014	ALS	21:02:36	21:12:27	00:09:51	3496	95896	<None>
3 PRIORITY	4/1/2014	ALS	10:31:24	10:32:47	00:01:23	3474	95875	<None>
3 PRIORITY	4/3/2014	ALS	16:27:14	16:41:20	00:14:05	3559	95960	<None>
3 PRIORITY	4/4/2014	ALS	14:23:21	14:35:05	00:11:44	3588	95989	<None>
3 PRIORITY	4/4/2014	ALS	14:51:35	15:50:10	00:58:35	3589	95990	<None>
3 PRIORITY	4/4/2014	ALS	19:24:35	19:42:12	00:17:36	3595	95996	<None>
3 PRIORITY	4/5/2014	ALS	15:15:25	15:15:47	00:00:22	3625	96026	<None>
3 PRIORITY	4/5/2014	ALS	18:53:23	19:05:38	00:12:14	3635	96036	<None>
3 PRIORITY	4/7/2014	ALS	20:13:19	20:15:39	00:02:20	3731	96133	<None>
3 PRIORITY	4/9/2014	ALS	16:49:43	17:46:19	00:56:36	3788	96190	<None>
3 PRIORITY	4/7/2014	ALS	00:07:49	00:15:29	00:07:40	3692	96094	<None>
3 PRIORITY	4/8/2014	ALS	17:14:50	17:16:58	00:02:07	3751	96153	<None>
3 PRIORITY	4/9/2014	ALS	17:45:40	19:51:24	02:05:43	3793	96193	<None>
3 PRIORITY	4/10/2014	ALS	15:01:04	16:17:32	01:16:27	3821	96224	<None>
3 PRIORITY	4/13/2014	ALS	02:22:26	02:36:06	00:13:39	3937	96343	<None>
3 PRIORITY	4/15/2014	ALS	13:31:09	13:44:07	00:12:58	4024	96430	<None>
3 PRIORITY	4/17/2014	ALS	08:23:06	08:40:24	00:17:18	4107	96513	<None>
3 PRIORITY	4/17/2014	ALS	09:19:03	09:21:13	00:02:10	4109	96515	<None>
3 PRIORITY	4/18/2014	ALS	15:21:46	16:45:10	01:23:23	4170	96573	<None>
3 PRIORITY	4/19/2014	ALS	13:41:48	13:43:08	00:01:20	4205	96613	<None>
3 PRIORITY	4/19/2014	ALS	21:28:10	21:39:45	00:11:35	4227	96635	<None>
3 PRIORITY	4/19/2014	ALS	22:43:12	23:58:27	01:15:14	4232	96643	<None>
3 PRIORITY	4/20/2014	ALS	15:38:35	15:53:08	00:14:32	4255	96667	<None>
3 PRIORITY	4/20/2014	ALS	19:01:51	19:19:37	00:17:45	4259	96671	<None>
3 PRIORITY	4/21/2014	ALS	05:05:25	06:08:19	01:02:53	4278	96688	<None>
3 PRIORITY	4/22/2014	ALS	11:08:55	11:13:25	00:04:30	4320	96732	<None>
3 PRIORITY	4/23/2014	ALS	21:59:54	22:13:32	00:13:38	4385	96800	<None>
3 PRIORITY	4/24/2014	ALS	16:10:42	16:14:48	00:04:06	4407	96822	<None>
3 PRIORITY	4/25/2014	ALS	18:03:33	18:24:21	00:20:48	4457	96873	<None>
3 PRIORITY	4/25/2014	ALS	18:16:53	18:35:12	00:18:18	4458	96874	<None>
3 PRIORITY	4/26/2014	ALS	11:09:04	11:17:41	00:08:37	4479	96895	<None>
3 PRIORITY	4/25/2014	ALS	18:46:43	18:55:43	00:09:00	4460	96876	<None>
3 PRIORITY	4/27/2014	ALS	17:28:43	17:39:40	00:10:57	4520	96937	<None>
3 PRIORITY	4/28/2014	ALS	08:04:50	08:12:31	00:07:41	4540	96958	<None>
3 PRIORITY	4/28/2014	ALS	17:06:57	17:28:33	00:21:36	4553	96976	<None>
3 PRIORITY	4/28/2014	ALS	21:24:48	21:41:41	00:16:53	4560	96983	<None>
3 PRIORITY	4/28/2014	ALS	22:53:26	22:54:25	00:00:59	4561	96984	<None>
3 PRIORITY	4/29/2014	ALS	00:21:02	00:27:29	00:06:27	4564	96987	<None>
3 PRIORITY	4/28/2014	ALS	09:34:50	09:40:49	00:05:59	4543	96962	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	4/28/2014	ALS	15:26:24	15:34:48	00:08:23	4549	96971	<None>
3 PRIORITY	4/28/2014	ALS	17:04:28	17:55:31	00:51:03	4554	96975	<None>
3 PRIORITY	4/30/2014	ALS	17:04:41	17:11:07	00:06:26	4634	97057	<None>
3 PRIORITY	5/2/2014	ALS	16:17:20	16:34:57	00:17:36	4719	97143	<None>
3 PRIORITY	5/3/2014	ALS	21:01:22	21:45:08	00:43:46	4782	97209	<None>
3 PRIORITY	5/3/2014	ALS	22:50:58	22:51:36	00:00:38	4787	97215	<None>
3 PRIORITY	5/7/2014	ALS	02:31:24	02:38:26	00:07:01	4917	97344	<None>
3 PRIORITY	5/8/2014	ALS	14:18:45	14:19:31	00:00:46	4979	97408	<None>
3 PRIORITY	5/9/2014	ALS	11:53:15	11:59:21	00:06:06	5015	97447	<None>
3 PRIORITY	5/9/2014	ALS	12:22:23	13:14:57	00:52:33	5018	97448	<None>
3 PRIORITY	5/10/2014	ALS	20:44:18	21:02:51	00:18:33	5090	97526	<None>
3 PRIORITY	5/12/2014	ALS	09:58:41	10:07:22	00:08:40	5145	97581	<None>
3 PRIORITY	5/12/2014	ALS	21:27:17	21:48:27	00:21:09	5165	97600	<None>
3 PRIORITY	5/12/2014	ALS	21:28:02	22:29:24	01:01:21	5167	97601	<None>
3 PRIORITY	5/12/2014	ALS	17:39:24	17:42:46	00:03:22	5159	97594	<None>
3 PRIORITY	5/16/2014	ALS	13:50:56	14:05:28	00:14:32	5307	97735	<None>
3 PRIORITY	5/20/2014	ALS	09:28:51	09:52:32	00:23:41	5475	97910	<None>
3 PRIORITY	5/18/2014	ALS	15:58:42	17:37:02	01:38:19	5411	97838	<None>
3 PRIORITY	5/19/2014	ALS	19:45:17	20:05:00	00:19:42	5459	97894	<None>
3 PRIORITY	5/19/2014	ALS	19:45:46	20:45:20	00:59:33	5461	97895	<None>
3 PRIORITY	5/20/2014	ALS	11:06:56	12:29:25	01:22:29	5481	97915	<None>
3 PRIORITY	5/20/2014	ALS	11:34:39	00:00:00	N/A	0	97916	<None>
3 PRIORITY	5/22/2014	ALS	13:39:33	16:06:42	02:27:09	5558	97986	<None>
3 PRIORITY	5/22/2014	ALS	14:14:04	14:41:53	00:27:48	5552	97989	<None>
3 PRIORITY	5/22/2014	ALS	13:04:19	13:08:33	00:04:14	5547	97984	<None>
3 PRIORITY	5/23/2014	ALS	13:48:04	14:01:57	00:13:53	5597	98038	<None>
3 PRIORITY	5/23/2014	ALS	20:02:08	20:06:39	00:04:31	5612	98052	<None>
3 PRIORITY	5/27/2014	ALS	15:13:31	15:16:39	00:03:07	5746	98185	<None>
3 PRIORITY	5/27/2014	ALS	13:24:20	13:53:59	00:29:39	5742	98180	<None>
3 PRIORITY	5/28/2014	ALS	11:02:23	11:08:30	00:06:06	5777	98217	<None>
3 PRIORITY	5/28/2014	ALS	13:04:51	13:18:05	00:13:14	5782	98222	<None>
3 PRIORITY	5/29/2014	ALS	02:23:07	02:27:12	00:04:04	5809	98249	<None>
3 PRIORITY	5/29/2014	ALS	15:25:33	15:28:25	00:02:52	5824	98265	<None>
3 PRIORITY	5/31/2014	ALS	19:05:29	19:58:05	00:52:36	5919	98358	<None>
3 PRIORITY	6/1/2014	ALS	09:03:36	09:22:16	00:18:39	5938	98378	<None>
3 PRIORITY	6/1/2014	ALS	09:55:50	09:56:43	00:00:53	5939	98379	<None>
3 PRIORITY	6/1/2014	ALS	12:17:50	12:37:05	00:19:15	5947	98387	<None>
3 PRIORITY	6/2/2014	ALS	00:42:17	00:43:04	00:00:47	5966	98407	<None>
3 PRIORITY	6/2/2014	ALS	12:16:54	13:45:46	01:28:51	5991	98426	<None>
3 PRIORITY	6/4/2014	ALS	23:13:28	23:23:05	00:09:37	6084	98527	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	6/4/2014	ALS	23:45:12	00:09:00	-23:36:11	6087	98530	<None>
3 PRIORITY	6/6/2014	ALS	11:48:32	12:11:50	00:23:18	6141	98584	<None>
3 PRIORITY	6/6/2014	ALS	21:49:17	22:05:16	00:15:59	6157	98601	<None>
3 PRIORITY	6/10/2014	ALS	02:26:12	02:29:24	00:03:12	6270	98716	<None>
3 PRIORITY	6/10/2014	ALS	14:47:58	15:54:38	01:06:40	6279	98725	<None>
3 PRIORITY	6/10/2014	ALS	16:39:41	16:40:11	00:00:30	6282	98728	<None>
3 PRIORITY	6/11/2014	ALS	15:52:12	16:00:44	00:08:32	6317	98764	<None>
3 PRIORITY	6/11/2014	ALS	16:19:27	16:32:39	00:13:12	6318	98765	<None>
3 PRIORITY	6/11/2014	ALS	19:27:19	19:41:30	00:14:11	6324	98771	<None>
3 PRIORITY	8/21/2014	ALS	12:12:43	12:20:13	00:07:29	9248	101707	<None>
3 PRIORITY	8/21/2014	ALS	16:55:41	17:10:51	00:15:09	9260	101719	<None>
3 PRIORITY	8/22/2014	ALS	01:58:14	02:17:50	00:19:36	9280	101739	<None>
3 PRIORITY	8/22/2014	ALS	01:58:33	02:46:38	00:48:04	9281	101740	<None>
3 PRIORITY	8/23/2014	ALS	09:14:06	09:24:58	00:10:52	9349	101811	<None>
3 PRIORITY	8/22/2014	ALS	17:32:58	17:39:42	00:06:44	9321	101781	<None>
3 PRIORITY	8/23/2014	ALS	09:58:11	09:59:02	00:00:51	9355	101817	<None>
3 PRIORITY	8/23/2014	ALS	11:18:20	11:20:16	00:01:56	9358	101820	<None>
3 PRIORITY	8/23/2014	ALS	14:13:23	14:17:14	00:03:51	9362	101824	<None>
3 PRIORITY	8/23/2014	ALS	14:38:21	14:38:46	00:00:25	9363	101825	<None>
3 PRIORITY	8/23/2014	ALS	17:33:54	18:53:01	01:19:07	9377	101839	<None>
3 PRIORITY	8/24/2014	ALS	19:14:04	19:24:55	00:10:51	9427	101889	<None>
3 PRIORITY	8/26/2014	ALS	15:08:26	15:14:04	00:05:38	9486	101948	<None>
3 PRIORITY	8/27/2014	ALS	17:44:36	17:50:54	00:06:17	9524	101986	<None>
3 PRIORITY	8/11/2014	ALS	12:43:30	12:44:03	00:00:33	8832	101291	<None>
3 PRIORITY	8/11/2014	ALS	12:15:23	12:22:29	00:07:06	8830	101289	<None>
3 PRIORITY	8/11/2014	ALS	19:50:23	19:59:07	00:08:44	8844	101303	<None>
3 PRIORITY	8/12/2014	ALS	10:46:30	10:51:14	00:04:44	8866	101325	<None>
3 PRIORITY	8/12/2014	ALS	10:55:10	11:01:11	00:06:00	8867	101326	<None>
3 PRIORITY	8/12/2014	ALS	11:45:31	11:45:57	00:00:26	8870	101329	<None>
3 PRIORITY	8/13/2014	ALS	10:40:12	10:50:04	00:09:52	8911	101371	<None>
3 PRIORITY	8/13/2014	ALS	14:26:03	14:26:34	00:00:31	8923	101383	<None>
3 PRIORITY	8/13/2014	ALS	13:23:29	13:33:50	00:10:21	8920	101380	<None>
3 PRIORITY	8/14/2014	ALS	01:17:54	01:23:30	00:05:36	8942	101402	<None>
3 PRIORITY	8/14/2014	ALS	13:24:11	13:39:50	00:15:39	8955	101415	<None>
3 PRIORITY	8/14/2014	ALS	09:45:25	09:51:04	00:05:39	8951	101411	<None>
3 PRIORITY	8/14/2014	ALS	10:37:12	10:38:06	00:00:54	8952	101412	<None>
3 PRIORITY	8/16/2014	ALS	23:57:28	00:00:49	00:03:21	9069	101528	<None>
3 PRIORITY	8/17/2014	ALS	02:54:10	03:03:36	00:09:26	9077	101536	<None>
3 PRIORITY	8/17/2014	ALS	02:57:41	04:04:01	01:06:20	9078	101537	<None>
3 PRIORITY	8/17/2014	ALS	21:37:18	21:37:49	00:00:31	9103	101562	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	6/12/2014	ALS	19:56:36	20:13:20	00:16:44	6365	98815	<None>
3 PRIORITY	6/13/2014	ALS	15:36:31	15:48:12	00:11:41	6394	98844	<None>
3 PRIORITY	6/13/2014	ALS	17:13:01	17:13:36	00:00:35	6396	98846	<None>
3 PRIORITY	6/14/2014	ALS	13:52:47	14:44:25	00:51:38	6439	98889	<None>
3 PRIORITY	6/14/2014	ALS	13:53:08	16:10:01	02:16:53	6443	98890	<None>
3 PRIORITY	6/16/2014	ALS	09:05:54	09:48:29	00:42:35	6510	98957	<None>
3 PRIORITY	6/16/2014	ALS	11:09:58	11:11:35	00:01:37	6513	98962	<None>
3 PRIORITY	6/17/2014	ALS	17:37:44	18:14:11	00:36:27	6569	99018	<None>
3 PRIORITY	6/18/2014	ALS	15:00:47	15:11:01	00:10:14	6603	99054	<None>
3 PRIORITY	6/19/2014	ALS	23:26:07	23:41:57	00:15:50	6669	99123	<None>
3 PRIORITY	6/20/2014	ALS	15:07:38	15:15:15	00:07:37	6693	99147	<None>
3 PRIORITY	6/21/2014	ALS	11:59:45	12:07:57	00:08:12	6726	99180	<None>
3 PRIORITY	6/23/2014	ALS	13:55:48	14:00:25	00:04:37	6810	99264	<None>
3 PRIORITY	6/23/2014	ALS	16:16:59	16:35:02	00:18:03	6814	99268	<None>
3 PRIORITY	6/24/2014	ALS	14:44:06	15:02:31	00:18:24	6853	99305	<None>
3 PRIORITY	6/25/2014	ALS	03:12:22	03:49:28	00:37:06	6875	99327	<None>
3 PRIORITY	6/25/2014	ALS	04:07:21	04:07:48	00:00:27	6876	99328	<None>
3 PRIORITY	6/25/2014	ALS	07:59:11	08:40:27	00:41:15	6878	99330	<None>
3 PRIORITY	6/24/2014	ALS	21:14:54	21:17:22	00:02:28	6869	99321	<None>
3 PRIORITY	6/25/2014	ALS	15:40:27	16:12:34	00:32:06	6901	99350	<None>
3 PRIORITY	6/25/2014	ALS	09:34:48	09:36:09	00:01:21	6883	99335	<None>
3 PRIORITY	6/26/2014	ALS	11:40:13	11:50:40	00:10:26	6937	99390	<None>
3 PRIORITY	6/26/2014	ALS	12:52:26	12:53:06	00:00:40	6941	99394	<None>
3 PRIORITY	6/27/2014	ALS	17:05:06	17:24:16	00:19:10	6981	99435	<None>
3 PRIORITY	6/27/2014	ALS	11:45:40	11:47:30	00:01:50	6970	99423	<None>
3 PRIORITY	6/27/2014	ALS	16:22:17	16:29:42	00:07:25	6979	99432	<None>
3 PRIORITY	6/27/2014	ALS	17:55:56	17:57:49	00:01:53	6984	99437	<None>
3 PRIORITY	6/28/2014	ALS	11:56:13	12:21:57	00:25:43	7011	99465	<None>
3 PRIORITY	6/28/2014	ALS	13:21:44	13:22:45	00:01:00	7013	99467	<None>
3 PRIORITY	6/29/2014	ALS	17:23:05	17:27:54	00:04:49	7064	99522	<None>
3 PRIORITY	7/1/2014	ALS	20:06:58	20:07:36	00:00:38	7151	99613	<None>
3 PRIORITY	7/1/2014	ALS	11:23:24	11:24:15	00:00:51	7131	99594	<None>
3 PRIORITY	7/1/2014	ALS	19:30:26	19:43:37	00:13:11	7149	99612	<None>
3 PRIORITY	7/2/2014	ALS	08:30:04	08:31:57	00:01:53	7172	99634	<None>
3 PRIORITY	7/2/2014	ALS	06:38:02	07:00:22	00:22:20	7170	99632	<None>
3 PRIORITY	7/4/2014	ALS	10:48:24	11:28:35	00:40:10	7270	99729	<None>
3 PRIORITY	7/4/2014	ALS	14:19:09	14:29:40	00:10:31	7276	99737	<None>
3 PRIORITY	7/5/2014	ALS	02:10:26	02:10:51	00:00:25	7304	99765	<None>
3 PRIORITY	7/6/2014	ALS	21:25:44	21:40:44	00:15:00	7365	99824	<None>
3 PRIORITY	7/7/2014	ALS	05:51:20	06:18:28	00:27:07	7371	99831	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	7/7/2014	ALS	07:39:53	07:40:26	00:00:33	7374	99834	<None>
3 PRIORITY	7/7/2014	ALS	17:45:09	17:47:45	00:02:36	7395	99856	<None>
3 PRIORITY	7/10/2014	ALS	16:03:00	16:10:53	00:07:53	7522	99981	<None>
3 PRIORITY	7/12/2014	ALS	19:29:15	19:39:47	00:10:32	7605	100064	<None>
3 PRIORITY	7/10/2014	ALS	17:09:55	17:10:28	00:00:33	7524	99983	<None>
3 PRIORITY	8/20/2014	ALS	17:56:30	18:07:30	00:11:00	9204	101663	<None>
3 PRIORITY	7/12/2014	ALS	23:16:17	23:18:02	00:01:45	7614	100073	<None>
3 PRIORITY	7/12/2014	ALS	17:31:44	17:46:58	00:15:14	7597	100057	<None>
3 PRIORITY	7/13/2014	ALS	01:50:03	01:55:32	00:05:29	7617	100076	<None>
3 PRIORITY	7/13/2014	ALS	13:50:15	13:57:56	00:07:41	7638	100097	<None>
3 PRIORITY	7/16/2014	ALS	12:39:30	12:53:46	00:14:15	7742	100201	<None>
3 PRIORITY	7/17/2014	ALS	14:01:04	14:15:53	00:14:48	7777	100237	<None>
3 PRIORITY	7/17/2014	ALS	11:23:30	11:49:32	00:26:01	7771	100231	<None>
3 PRIORITY	7/17/2014	ALS	20:33:18	20:36:22	00:03:03	7789	100249	<None>
3 PRIORITY	7/20/2014	ALS	20:25:48	20:37:05	00:11:17	7917	100377	<None>
3 PRIORITY	7/21/2014	ALS	18:50:12	19:02:03	00:11:51	7949	100411	<None>
3 PRIORITY	7/23/2014	ALS	18:55:16	19:18:00	00:22:44	8028	100490	<None>
3 PRIORITY	7/23/2014	ALS	21:48:22	22:02:27	00:14:05	8038	100500	<None>
3 PRIORITY	7/24/2014	ALS	07:18:27	07:29:35	00:11:07	8054	100516	<None>
3 PRIORITY	7/23/2014	ALS	19:37:37	19:52:44	00:15:06	8032	100494	<None>
3 PRIORITY	7/23/2014	ALS	23:11:25	23:12:37	00:01:12	8044	100506	<None>
3 PRIORITY	7/24/2014	ALS	19:34:22	19:42:45	00:08:23	8081	100543	<None>
3 PRIORITY	7/26/2014	ALS	12:52:27	12:57:31	00:05:03	8138	100600	<None>
3 PRIORITY	7/28/2014	ALS	14:19:27	14:25:39	00:06:12	8230	100688	<None>
3 PRIORITY	7/28/2014	ALS	15:07:36	15:08:19	00:00:43	8233	100691	<None>
3 PRIORITY	7/28/2014	ALS	21:02:57	21:03:16	00:00:19	8248	100706	<None>
3 PRIORITY	7/29/2014	ALS	14:39:40	14:40:16	00:00:36	8277	100735	<None>
3 PRIORITY	7/29/2014	ALS	13:41:17	13:48:16	00:06:59	8274	100732	<None>
3 PRIORITY	7/30/2014	ALS	14:17:02	14:17:40	00:00:38	8320	100778	<None>
3 PRIORITY	7/30/2014	ALS	02:57:34	02:59:59	00:02:25	8299	100757	<None>
3 PRIORITY	7/30/2014	ALS	16:48:59	17:31:33	00:42:34	8326	100784	<None>
3 PRIORITY	7/30/2014	ALS	11:34:53	12:17:28	00:42:35	8313	100771	<None>
3 PRIORITY	7/30/2014	ALS	11:35:40	13:44:34	02:08:53	8317	100772	<None>
3 PRIORITY	7/30/2014	ALS	13:02:03	13:02:56	00:00:53	8315	100774	<None>
3 PRIORITY	7/31/2014	ALS	14:37:48	14:42:37	00:04:49	8370	100828	<None>
3 PRIORITY	7/31/2014	ALS	15:09:28	15:09:58	00:00:30	8373	100832	<None>
3 PRIORITY	8/1/2014	ALS	13:57:36	13:58:17	00:00:41	8411	100871	<None>
3 PRIORITY	8/1/2014	ALS	12:50:05	12:55:25	00:05:20	8403	100862	<None>
3 PRIORITY	8/1/2014	ALS	13:39:50	13:40:35	00:00:45	8408	100869	<None>
3 PRIORITY	8/1/2014	ALS	13:25:33	14:04:05	00:38:31	8412	100867	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	8/1/2014	ALS	15:13:24	15:14:09	00:00:45	8414	100873	<None>
3 PRIORITY	8/1/2014	ALS	13:05:11	13:14:27	00:09:16	8405	100864	<None>
3 PRIORITY	8/1/2014	ALS	17:33:38	17:40:24	00:06:46	8421	100880	<None>
3 PRIORITY	8/1/2014	ALS	17:46:24	17:57:59	00:11:35	8422	100881	<None>
3 PRIORITY	8/2/2014	ALS	11:14:15	11:18:54	00:04:39	8457	100915	<None>
3 PRIORITY	8/2/2014	ALS	12:49:33	13:00:10	00:10:36	8461	100919	<None>
3 PRIORITY	8/2/2014	ALS	15:28:28	15:35:59	00:07:31	8466	100924	<None>
3 PRIORITY	8/2/2014	ALS	11:45:43	11:46:25	00:00:42	8458	100916	<None>
3 PRIORITY	8/3/2014	ALS	03:27:38	03:28:11	00:00:33	8481	100939	<None>
3 PRIORITY	8/4/2014	ALS	09:47:41	09:48:13	00:00:32	8525	100983	<None>
3 PRIORITY	8/4/2014	ALS	09:29:07	09:34:32	00:05:25	8523	100981	<None>
3 PRIORITY	8/4/2014	ALS	14:27:28	14:28:12	00:00:44	8539	100997	<None>
3 PRIORITY	8/4/2014	ALS	21:58:21	21:58:47	00:00:26	8564	101022	<None>
3 PRIORITY	8/4/2014	ALS	13:47:52	13:51:11	00:03:19	8535	100993	<None>
3 PRIORITY	8/5/2014	ALS	01:05:56	01:11:18	00:05:22	8568	101026	<None>
3 PRIORITY	8/5/2014	ALS	13:42:41	13:46:51	00:04:09	8590	101048	<None>
3 PRIORITY	8/5/2014	ALS	14:15:00	14:15:31	00:00:31	8592	101050	<None>
3 PRIORITY	8/6/2014	ALS	14:31:51	14:32:21	00:00:30	8637	101096	<None>
3 PRIORITY	8/6/2014	ALS	12:38:04	12:39:03	00:00:59	8630	101089	<None>
3 PRIORITY	8/6/2014	ALS	11:19:05	11:28:41	00:09:36	8625	101084	<None>
3 PRIORITY	8/6/2014	ALS	13:52:32	13:57:34	00:05:01	8635	101094	<None>
3 PRIORITY	8/6/2014	ALS	19:29:25	19:35:57	00:06:32	8647	101106	<None>
3 PRIORITY	8/7/2014	ALS	13:28:46	13:38:26	00:09:40	8673	101131	<None>
3 PRIORITY	8/7/2014	ALS	14:20:02	14:21:09	00:01:07	8675	101134	<None>
3 PRIORITY	8/8/2014	ALS	12:29:15	12:34:12	00:04:57	8710	101169	<None>
3 PRIORITY	8/7/2014	ALS	17:09:44	17:13:06	00:03:22	8682	101141	<None>
3 PRIORITY	8/7/2014	ALS	17:40:18	17:40:56	00:00:38	8684	101143	<None>
3 PRIORITY	8/8/2014	ALS	01:44:50	01:55:31	00:10:41	8697	101156	<None>
3 PRIORITY	8/8/2014	ALS	04:06:19	05:18:30	01:12:10	8700	101159	<None>
3 PRIORITY	8/8/2014	ALS	08:16:14	08:22:28	00:06:14	8703	101162	<None>
3 PRIORITY	8/8/2014	ALS	08:47:42	08:48:21	00:00:39	8704	101163	<None>
3 PRIORITY	8/8/2014	ALS	17:55:58	17:56:36	00:00:38	8725	101184	<None>
3 PRIORITY	8/8/2014	ALS	04:02:47	04:15:04	00:12:17	8699	101158	<None>
3 PRIORITY	8/8/2014	ALS	13:04:24	13:05:00	00:00:36	8714	101173	<None>
3 PRIORITY	8/28/2014	ALS	15:41:02	15:52:26	00:11:23	9557	102019	<None>
3 PRIORITY	8/28/2014	ALS	09:26:58	09:30:04	00:03:06	9544	102006	<None>
3 PRIORITY	8/28/2014	ALS	16:09:16	16:14:37	00:05:21	9558	102020	<None>
3 PRIORITY	8/29/2014	ALS	19:00:16	19:13:19	00:13:02	9614	102076	<None>
3 PRIORITY	8/31/2014	ALS	13:15:03	13:23:40	00:08:37	9686	102148	<None>
3 PRIORITY	9/1/2014	ALS	10:08:52	10:10:51	00:01:59	9734	102195	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8; AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	9/1/2014	ALS	10:58:17	10:58:59	00:00:42	9735	102196	<None>
3 PRIORITY	9/1/2014	ALS	09:12:22	09:21:17	00:08:55	9731	102192	<None>
3 PRIORITY	9/4/2014	ALS	09:11:00	09:24:13	00:13:12	9856	102317	<None>
3 PRIORITY	9/4/2014	ALS	10:32:18	10:33:08	00:00:50	9860	102321	<None>
3 PRIORITY	9/4/2014	ALS	14:00:36	17:22:48	03:22:12	9867	102328	<None>
3 PRIORITY	9/5/2014	ALS	16:00:52	16:04:02	00:03:10	9924	102383	<None>
3 PRIORITY	9/5/2014	ALS	09:42:10	09:49:18	00:07:07	9904	102365	<None>
3 PRIORITY	9/5/2014	ALS	16:22:55	16:23:18	00:00:23	9928	102387	<None>
3 PRIORITY	9/5/2014	ALS	20:38:50	20:52:09	00:13:18	9941	102400	<None>
3 PRIORITY	9/5/2014	ALS	22:23:28	22:43:05	00:19:36	9946	102405	<None>
3 PRIORITY	9/5/2014	ALS	23:10:54	23:11:37	00:00:43	9949	102408	<None>
3 PRIORITY	9/6/2014	ALS	06:22:29	06:31:43	00:09:14	9958	102417	<None>
3 PRIORITY	9/7/2014	ALS	01:31:47	01:32:14	00:00:27	9998	102459	<None>
3 PRIORITY	9/8/2014	ALS	02:39:05	02:58:03	00:18:57	10046	102507	<None>
3 PRIORITY	9/7/2014	ALS	18:14:04	18:23:10	00:09:06	10034	102495	<None>
3 PRIORITY	9/8/2014	ALS	02:39:25	03:30:35	00:51:09	10047	102508	<None>
3 PRIORITY	9/8/2014	ALS	21:06:14	21:17:39	00:11:25	10081	102543	<None>
3 PRIORITY	9/8/2014	ALS	22:23:14	22:27:15	00:04:00	10084	102546	<None>
3 PRIORITY	9/16/2014	ALS	14:53:57	14:59:23	00:05:26	10394	102853	<None>
3 PRIORITY	9/16/2014	ALS	20:42:20	20:42:41	00:00:21	10406	102866	<None>
3 PRIORITY	9/9/2014	ALS	18:52:37	19:02:34	00:09:57	10124	102585	<None>
3 PRIORITY	9/10/2014	ALS	10:06:13	10:09:06	00:02:53	10143	102604	<None>
3 PRIORITY	9/11/2014	ALS	14:27:27	14:41:03	00:13:36	10191	102652	<None>
3 PRIORITY	9/11/2014	ALS	15:26:15	15:26:37	00:00:22	10197	102658	<None>
3 PRIORITY	9/11/2014	ALS	15:37:21	15:51:13	00:13:51	10198	102659	<None>
3 PRIORITY	9/11/2014	ALS	15:05:09	15:05:49	00:00:40	10194	102655	<None>
3 PRIORITY	9/12/2014	ALS	13:00:17	13:31:36	00:31:18	10238	102698	<None>
3 PRIORITY	9/12/2014	ALS	23:10:19	23:20:12	00:09:53	10257	102718	<None>
3 PRIORITY	9/14/2014	ALS	13:32:02	13:44:12	00:12:10	10315	102775	<None>
3 PRIORITY	9/15/2014	ALS	01:03:42	01:04:35	00:00:53	10337	102797	<None>
3 PRIORITY	9/15/2014	ALS	01:23:06	01:34:44	00:11:38	10338	102798	<None>
3 PRIORITY	9/15/2014	ALS	14:00:18	14:00:54	00:00:36	10352	102812	<None>
3 PRIORITY	9/15/2014	ALS	12:46:14	12:54:38	00:08:23	10349	102809	<None>
3 PRIORITY	9/16/2014	ALS	19:58:25	20:12:43	00:14:18	10405	102865	<None>
3 PRIORITY	9/17/2014	ALS	16:42:22	16:48:14	00:05:52	10442	102902	<None>
3 PRIORITY	9/19/2014	ALS	15:56:49	15:59:55	00:03:06	10535	102995	<None>
3 PRIORITY	9/19/2014	ALS	16:36:42	16:50:27	00:13:45	10537	102997	<None>
3 PRIORITY	9/19/2014	ALS	17:31:46	17:35:09	00:03:23	10540	103000	<None>
3 PRIORITY	9/20/2014	ALS	01:14:56	01:15:25	00:00:29	10561	103022	<None>
3 PRIORITY	9/20/2014	ALS	13:26:25	13:27:00	00:00:35	10587	103048	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	9/20/2014	ALS	12:45:32	12:48:53	00:03:21	10583	103044	<None>
3 PRIORITY	9/20/2014	ALS	12:03:37	12:21:25	00:17:48	10580	103041	<None>
3 PRIORITY	9/24/2014	ALS	01:37:16	01:44:48	00:07:32	10730	103189	<None>
3 PRIORITY	9/24/2014	ALS	16:44:17	17:08:01	00:23:44	10756	103214	<None>
3 PRIORITY	9/23/2014	ALS	17:05:05	17:17:43	00:12:38	10720	103179	<None>
3 PRIORITY	9/23/2014	ALS	17:09:01	17:13:02	00:04:00	10721	103180	<None>
3 PRIORITY	9/24/2014	ALS	14:27:23	14:42:28	00:15:04	10749	103208	<None>
3 PRIORITY	9/25/2014	ALS	12:31:22	12:38:32	00:07:09	10789	103248	<None>
3 PRIORITY	9/25/2014	ALS	14:10:00	15:03:47	00:53:47	10800	103256	<None>
3 PRIORITY	9/25/2014	ALS	22:56:40	23:02:17	00:05:37	10823	103282	<None>
3 PRIORITY	9/26/2014	ALS	12:59:45	13:03:26	00:03:41	10844	103303	<None>
3 PRIORITY	9/26/2014	ALS	15:49:24	15:52:13	00:02:49	10851	103310	<None>
3 PRIORITY	9/26/2014	ALS	14:17:47	14:21:03	00:03:16	10846	103305	<None>
3 PRIORITY	9/26/2014	ALS	18:03:54	18:17:08	00:13:14	10858	103317	<None>
3 PRIORITY	9/27/2014	ALS	18:19:06	18:39:46	00:20:39	10913	103372	<None>
3 PRIORITY	9/27/2014	ALS	07:28:48	07:37:47	00:08:59	10894	103353	<None>
3 PRIORITY	9/27/2014	ALS	08:26:40	08:39:17	00:12:37	10895	103354	<None>
3 PRIORITY	9/27/2014	ALS	19:09:23	19:10:58	00:01:35	10915	103374	<None>
3 PRIORITY	9/30/2014	ALS	14:05:17	14:07:26	00:02:09	11057	103514	<None>
3 PRIORITY	9/30/2014	ALS	04:27:47	04:35:07	00:07:19	11039	103496	<None>
3 PRIORITY	10/3/2014	ALS	02:59:54	03:08:46	00:08:52	11182	103636	<None>
3 PRIORITY	10/3/2014	ALS	19:03:12	19:15:40	00:12:28	11215	103666	<None>
3 PRIORITY	10/3/2014	BLS	22:07:24	22:12:13	00:04:49	11224	103675	<None>
3 PRIORITY	10/8/2014	ALS	13:51:19	13:55:33	00:04:14	11403	103853	<None>
3 PRIORITY	10/8/2014	ALS	15:45:18	16:19:20	00:34:01	11415	103863	<None>
3 PRIORITY	10/9/2014	ALS	13:46:27	13:47:19	00:00:52	11450	103900	<None>
3 PRIORITY	10/11/2014	ALS	10:11:01	10:18:02	00:07:00	11541	103991	<None>
3 PRIORITY	10/10/2014	ALS	00:33:05	00:37:38	00:04:33	11482	103932	<None>
3 PRIORITY	10/11/2014	ALS	08:38:39	08:57:56	00:19:17	11535	103985	<None>
3 PRIORITY	10/13/2014	ALS	13:25:44	13:26:12	00:00:28	11639	104089	<None>
3 PRIORITY	10/13/2014	ALS	10:28:56	10:29:28	00:00:32	11627	104077	<None>
3 PRIORITY	10/13/2014	ALS	12:59:31	13:04:02	00:04:31	11636	104086	<None>
3 PRIORITY	10/14/2014	ALS	17:23:19	17:29:10	00:05:51	11697	104146	<None>
3 PRIORITY	10/14/2014	ALS	12:21:30	12:22:44	00:01:14	11685	104134	<None>
3 PRIORITY	10/16/2014	ALS	18:19:58	18:29:51	00:09:53	11789	104238	<None>
3 PRIORITY	10/16/2014	ALS	18:08:11	00:00:00	N/A	11787	104236	<None>
3 PRIORITY	10/16/2014	ALS	22:04:43	22:13:20	00:08:37	11798	104247	<None>
3 PRIORITY	10/17/2014	ALS	14:34:24	14:38:53	00:04:29	11827	104276	<None>
3 PRIORITY	10/18/2014	ALS	16:53:05	17:05:18	00:12:13	11877	104326	<None>
3 PRIORITY	10/18/2014	ALS	19:52:45	20:05:56	00:13:11	11882	104331	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	10/19/2014	ALS	03:11:14	03:18:28	00:07:14	11896	104345	<None>
3 PRIORITY	10/20/2014	ALS	11:35:13	11:36:02	00:00:49	11956	104406	<None>
3 PRIORITY	10/20/2014	ALS	10:54:37	10:59:35	00:04:58	11953	104403	<None>
3 PRIORITY	10/20/2014	ALS	17:56:09	18:04:44	00:08:35	11979	104428	<None>
3 PRIORITY	10/21/2014	ALS	23:15:21	23:15:45	00:00:24	12036	104487	<None>
3 PRIORITY	10/21/2014	ALS	13:02:09	13:04:37	00:02:28	12007	104458	<None>
3 PRIORITY	10/22/2014	ALS	20:09:31	20:15:35	00:06:03	12078	104529	<None>
3 PRIORITY	10/21/2014	ALS	15:24:58	15:33:48	00:08:49	12015	104466	<None>
3 PRIORITY	10/22/2014	ALS	20:59:10	21:04:26	00:05:16	12080	104531	<None>
3 PRIORITY	10/22/2014	ALS	02:12:13	02:14:33	00:02:20	12041	104492	<None>
3 PRIORITY	10/25/2014	ALS	22:47:38	22:58:29	00:10:51	12213	104660	<None>
3 PRIORITY	10/26/2014	ALS	10:30:30	10:30:57	00:00:27	12235	104682	<None>
3 PRIORITY	10/22/2014	ALS	13:03:50	13:12:44	00:08:54	12055	104506	<None>
3 PRIORITY	10/22/2014	ALS	13:47:06	13:47:41	00:00:35	12060	104511	<None>
3 PRIORITY	10/22/2014	ALS	21:46:34	21:47:00	00:00:26	12082	104533	<None>
3 PRIORITY	10/22/2014	ALS	22:23:02	22:23:33	00:00:31	12084	104535	<None>
3 PRIORITY	10/24/2014	ALS	19:56:53	20:06:13	00:09:20	12164	104612	<None>
3 PRIORITY	10/26/2014	ALS	07:22:45	07:28:27	00:05:41	12225	104672	<None>
3 PRIORITY	10/26/2014	ALS	09:43:35	09:48:17	00:04:42	12230	104677	<None>
3 PRIORITY	10/27/2014	ALS	07:16:47	07:27:10	00:10:23	12259	104706	<None>
3 PRIORITY	10/27/2014	ALS	16:15:56	16:25:02	00:09:06	12297	104742	<None>
3 PRIORITY	10/27/2014	ALS	20:50:29	21:01:39	00:11:10	12312	104756	<None>
3 PRIORITY	10/28/2014	ALS	15:20:38	15:24:38	00:04:00	12342	104786	<None>
3 PRIORITY	10/28/2014	ALS	13:14:56	13:21:23	00:06:27	12335	104779	<None>
3 PRIORITY	10/30/2014	ALS	11:59:18	12:09:53	00:10:35	12420	104864	<None>
3 PRIORITY	11/1/2014	ALS	08:49:59	08:53:53	00:03:54	12520	104963	<None>
3 PRIORITY	11/3/2014	ALS	07:08:38	07:24:26	00:15:48	12594	105037	<None>
3 PRIORITY	11/3/2014	ALS	19:16:43	19:36:54	00:20:11	12619	105062	<None>
3 PRIORITY	11/1/2014	ALS	20:24:12	20:26:34	00:02:22	12545	104988	<None>
3 PRIORITY	11/3/2014	ALS	12:56:21	13:05:55	00:09:34	12605	105048	<None>
3 PRIORITY	11/3/2014	ALS	19:54:01	20:05:49	00:11:47	12621	105064	<None>
3 PRIORITY	11/3/2014	ALS	12:33:25	12:40:00	00:06:35	12604	105047	<None>
3 PRIORITY	11/3/2014	ALS	11:43:38	11:58:20	00:14:42	12602	105045	<None>
3 PRIORITY	11/4/2014	ALS	10:06:22	10:08:36	00:02:14	12640	105083	<None>
3 PRIORITY	11/4/2014	ALS	10:19:00	10:21:22	00:02:22	12642	105085	<None>
3 PRIORITY	11/5/2014	ALS	15:47:17	15:51:51	00:04:33	12692	105134	<None>
3 PRIORITY	11/5/2014	ALS	12:17:33	12:18:07	00:00:34	12686	105128	<None>
3 PRIORITY	11/5/2014	ALS	10:05:17	10:14:31	00:09:14	12680	105122	<None>
3 PRIORITY	11/8/2014	ALS	22:36:09	22:36:38	00:00:29	12834	105277	<None>
3 PRIORITY	11/10/2014	ALS	00:54:30	01:06:17	00:11:47	12873	105316	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	11/10/2014	ALS	14:30:20	14:32:18	00:01:58	12896	105338	<None>
3 PRIORITY	11/11/2014	ALS	10:50:25	11:01:15	00:10:50	12924	105366	<None>
3 PRIORITY	11/11/2014	ALS	11:32:15	11:47:01	00:14:46	12927	105367	<None>
3 PRIORITY	11/16/2014	ALS	08:12:52	08:17:57	00:05:04	13107	105545	<None>
3 PRIORITY	11/17/2014	ALS	16:01:31	16:08:44	00:07:13	13191	105629	<None>
3 PRIORITY	11/19/2014	ALS	12:31:46	12:37:44	00:05:58	13272	105710	<None>
3 PRIORITY	11/18/2014	ALS	15:42:05	15:46:21	00:04:16	13236	105674	<None>
3 PRIORITY	11/19/2014	ALS	07:53:13	08:14:10	00:20:57	13263	105701	<None>
3 PRIORITY	11/19/2014	ALS	09:06:33	09:09:35	00:03:01	13264	105702	<None>
3 PRIORITY	11/19/2014	ALS	09:08:08	09:09:00	00:00:52	13265	105703	<None>
3 PRIORITY	11/20/2014	ALS	05:42:19	05:45:51	00:03:32	13306	105744	<None>
3 PRIORITY	11/20/2014	ALS	15:20:55	15:25:00	00:04:04	13332	105770	<None>
3 PRIORITY	11/20/2014	ALS	17:26:02	17:31:08	00:05:05	13340	105778	<None>
3 PRIORITY	11/20/2014	ALS	19:14:57	19:17:57	00:03:00	13346	105784	<None>
3 PRIORITY	11/21/2014	ALS	07:11:20	07:24:07	00:12:47	13357	105795	<None>
3 PRIORITY	11/21/2014	ALS	09:05:34	09:06:15	00:00:41	13362	105800	<None>
3 PRIORITY	11/21/2014	ALS	14:22:41	14:32:55	00:10:14	13372	105810	<None>
3 PRIORITY	11/22/2014	ALS	09:43:00	09:48:23	00:05:23	13411	105849	<None>
3 PRIORITY	11/22/2014	ALS	10:08:15	10:18:46	00:10:31	13412	105850	<None>
3 PRIORITY	11/22/2014	ALS	10:11:33	10:12:00	00:00:27	13413	105851	<None>
3 PRIORITY	11/22/2014	ALS	13:22:46	13:28:03	00:05:17	13424	105862	<None>
3 PRIORITY	11/22/2014	ALS	10:55:05	10:55:33	00:00:28	13414	105852	<None>
3 PRIORITY	11/23/2014	ALS	11:59:45	12:10:16	00:10:31	13470	105908	<None>
3 PRIORITY	11/23/2014	ALS	12:43:16	12:43:48	00:00:32	13472	105910	<None>
3 PRIORITY	11/25/2014	ALS	10:31:21	10:39:51	00:08:30	13550	105987	<None>
3 PRIORITY	11/25/2014	ALS	04:42:28	04:46:28	00:04:00	13540	105977	<None>
3 PRIORITY	11/25/2014	ALS	05:27:47	05:31:01	00:03:14	13542	105979	<None>
3 PRIORITY	11/25/2014	ALS	09:56:05	10:08:01	00:11:56	13548	105985	<None>
3 PRIORITY	11/26/2014	ALS	17:26:25	17:34:40	00:08:15	13602	106039	<None>
3 PRIORITY	11/27/2014	ALS	17:55:45	18:01:14	00:05:29	13644	106082	<None>
3 PRIORITY	11/27/2014	ALS	16:58:03	17:32:45	00:34:42	13639	106076	<None>
3 PRIORITY	11/28/2014	ALS	13:04:26	13:14:04	00:09:38	13672	106110	<None>
3 PRIORITY	12/1/2014	ALS	02:11:55	02:14:33	00:02:38	13769	106207	<None>
3 PRIORITY	12/1/2014	ALS	15:06:41	15:22:05	00:15:24	13784	106222	<None>
3 PRIORITY	12/1/2014	ALS	06:02:16	06:14:46	00:12:30	13771	106209	<None>
3 PRIORITY	12/1/2014	ALS	10:10:41	10:11:21	00:00:40	13777	106215	<None>
3 PRIORITY	12/1/2014	ALS	16:09:36	16:10:12	00:00:36	13785	106223	<None>
3 PRIORITY	12/4/2014	ALS	15:34:34	15:41:56	00:07:22	13910	106348	<None>
3 PRIORITY	12/5/2014	ALS	13:44:54	13:47:45	00:02:51	13949	106387	<None>
3 PRIORITY	12/5/2014	ALS	16:20:26	16:26:15	00:05:49	13958	106396	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	12/5/2014	ALS	23:57:48	23:58:04	00:00:16	13979	106417	<None>
3 PRIORITY	12/7/2014	ALS	00:37:04	00:37:22	00:00:18	14020	106458	<None>
3 PRIORITY	12/6/2014	ALS	22:13:55	22:14:09	00:00:14	14014	106452	<None>
3 PRIORITY	12/9/2014	ALS	14:09:34	14:10:11	00:00:37	14120	106557	<None>
3 PRIORITY	12/9/2014	ALS	13:01:11	13:18:09	00:16:57	14118	106555	<None>
3 PRIORITY	12/10/2014	ALS	04:39:22	04:43:45	00:04:23	14151	106587	<None>
3 PRIORITY	12/9/2014	ALS	22:26:08	22:26:50	00:00:42	14142	106578	<None>
3 PRIORITY	12/9/2014	ALS	23:15:08	23:32:29	00:17:21	14145	106581	<None>
3 PRIORITY	12/9/2014	ALS	23:53:29	23:53:54	00:00:25	14146	106582	<None>
3 PRIORITY	12/10/2014	ALS	14:12:43	14:27:14	00:14:30	14173	106608	<None>
3 PRIORITY	12/11/2014	ALS	11:07:02	11:12:11	00:05:08	14207	106642	<None>
3 PRIORITY	12/12/2014	ALS	22:19:00	22:28:32	00:09:32	14266	106700	<None>
3 PRIORITY	12/15/2014	ALS	10:57:21	11:10:41	00:13:20	14348	106782	<None>
3 PRIORITY	12/15/2014	ALS	00:24:38	00:26:43	00:02:04	14334	106768	<None>
3 PRIORITY	12/15/2014	ALS	12:14:02	12:14:42	00:00:40	14352	106786	<None>
3 PRIORITY	12/15/2014	ALS	17:21:33	17:27:25	00:05:52	14360	106794	<None>
3 PRIORITY	12/16/2014	ALS	07:47:11	08:11:06	00:23:54	14377	106811	<None>
3 PRIORITY	12/16/2014	ALS	09:13:32	09:14:02	00:00:30	14378	106812	<None>
3 PRIORITY	12/16/2014	ALS	14:16:28	14:21:52	00:05:24	14389	106823	<None>
3 PRIORITY	12/16/2014	ALS	15:40:53	15:41:16	00:00:23	14397	106831	<None>
3 PRIORITY	12/16/2014	ALS	17:07:26	17:11:56	00:04:30	14405	106836	<None>
3 PRIORITY	12/17/2014	ALS	09:35:55	09:36:53	00:00:58	14429	106860	<None>
3 PRIORITY	12/17/2014	ALS	10:03:13	10:03:43	00:00:30	14431	106862	<None>
3 PRIORITY	12/17/2014	ALS	20:44:41	20:47:47	00:03:06	14453	106884	<None>
3 PRIORITY	12/18/2014	ALS	14:38:05	15:31:17	00:53:11	14481	106911	<None>
3 PRIORITY	12/18/2014	ALS	15:01:53	15:08:27	00:06:34	14484	106914	<None>
3 PRIORITY	12/18/2014	ALS	16:07:08	16:07:45	00:00:37	14487	106917	<None>
3 PRIORITY	12/18/2014	ALS	17:12:48	17:22:32	00:09:44	14492	106922	<None>
3 PRIORITY	12/18/2014	ALS	18:43:06	18:43:37	00:00:31	14500	106930	<None>
3 PRIORITY	12/19/2014	ALS	20:01:41	20:58:43	00:57:01	14553	106982	<None>
3 PRIORITY	12/19/2014	ALS	21:37:24	22:00:04	00:22:39	14558	106986	<None>
3 PRIORITY	12/19/2014	ALS	21:37:52	22:30:45	00:52:53	14559	106987	<None>
3 PRIORITY	12/19/2014	ALS	19:21:01	19:26:50	00:05:49	14550	106979	<None>
3 PRIORITY	12/20/2014	ALS	11:36:06	11:37:05	00:00:59	14578	107007	<None>
3 PRIORITY	12/20/2014	ALS	10:17:54	10:30:41	00:12:47	14572	107001	<None>
3 PRIORITY	12/19/2014	ALS	19:59:29	20:12:45	00:13:15	14552	106981	<None>
3 PRIORITY	12/19/2014	ALS	21:49:53	22:26:50	00:36:57	14557	106988	<None>
3 PRIORITY	12/20/2014	ALS	09:05:17	09:10:15	00:04:58	14569	106998	<None>
3 PRIORITY	12/20/2014	ALS	16:27:05	16:30:43	00:03:38	14584	107013	<None>
3 PRIORITY	12/21/2014	ALS	13:23:23	13:28:38	00:05:15	14620	107048	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	12/21/2014	ALS	06:10:41	06:22:41	00:12:00	14615	107043	<None>
3 PRIORITY	12/23/2014	ALS	20:30:21	20:51:35	00:21:13	14722	107152	<None>
3 PRIORITY	12/23/2014	ALS	18:43:07	18:58:12	00:15:04	14719	107149	<None>
3 PRIORITY	12/24/2014	ALS	19:47:02	19:48:26	00:01:24	14763	107194	<None>
3 PRIORITY	12/24/2014	ALS	03:29:39	03:32:56	00:03:17	14732	107162	<None>
3 PRIORITY	12/23/2014	ALS	20:57:38	21:08:49	00:11:11	14723	107153	<None>
3 PRIORITY	12/23/2014	ALS	21:35:19	21:35:44	00:00:25	14724	107154	<None>
3 PRIORITY	12/24/2014	ALS	18:44:13	18:57:27	00:13:14	14762	107193	<None>
3 PRIORITY	12/25/2014	ALS	20:30:06	20:37:07	00:07:00	14808	107238	<None>
3 PRIORITY	12/26/2014	ALS	23:34:24	23:43:47	00:09:23	14874	107301	<None>
3 PRIORITY	12/26/2014	ALS	23:35:01	00:27:14	00:52:13	14875	107302	<None>
3 PRIORITY	12/27/2014	ALS	08:50:54	08:54:29	00:03:35	14883	107310	<None>
3 PRIORITY	12/27/2014	ALS	13:37:57	13:40:20	00:02:23	14895	107322	<None>
3 PRIORITY	12/27/2014	ALS	21:12:07	21:12:32	00:00:25	14912	107339	<None>
3 PRIORITY	12/27/2014	ALS	12:50:32	13:01:02	00:10:30	14891	107318	<None>
3 PRIORITY	12/27/2014	ALS	20:43:16	20:51:25	00:08:09	14910	107337	<None>
3 PRIORITY	12/28/2014	ALS	19:07:26	19:17:38	00:10:11	14952	107379	<None>
3 PRIORITY	12/29/2014	ALS	18:41:53	19:04:23	00:22:30	14999	107426	<None>
3 PRIORITY	12/29/2014	ALS	19:36:33	19:37:00	00:00:27	15002	107429	<None>
3 PRIORITY	12/30/2014	ALS	02:37:06	02:38:40	00:01:34	15015	107442	<None>
3 PRIORITY	12/30/2014	ALS	17:53:05	18:00:06	00:07:00	15060	107487	<None>
3 PRIORITY	12/31/2014	ALS	21:06:59	21:09:59	00:03:00	15132	107559	<None>
3 PRIORITY	12/31/2014	ALS	19:47:48	19:48:27	00:00:39	15131	107558	<None>
3 PRIORITY	1/1/2015	ALS	09:30:18	09:37:44	00:07:26	24	107587	<None>
3 PRIORITY	1/1/2015	ALS	08:50:32	09:12:45	00:22:12	20	107583	<None>
3 PRIORITY	1/1/2015	ALS	14:46:52	14:47:19	00:00:27	39	107602	<None>
3 PRIORITY	1/1/2015	ALS	10:22:54	10:23:40	00:00:46	26	107589	<None>
3 PRIORITY	1/2/2015	ALS	05:46:34	05:47:23	00:00:49	78	107641	<None>
3 PRIORITY	1/2/2015	ALS	15:52:16	15:52:53	00:00:37	108	107672	<None>
3 PRIORITY	1/5/2015	ALS	14:23:39	14:27:57	00:04:18	221	107784	<None>
3 PRIORITY	1/5/2015	ALS	14:41:42	14:52:50	00:11:07	223	107786	<None>
3 PRIORITY	1/5/2015	ALS	16:17:24	16:26:26	00:09:01	225	107788	<None>
3 PRIORITY	1/5/2015	ALS	16:43:49	16:56:51	00:13:01	228	107791	<None>
3 PRIORITY	1/5/2015	ALS	19:52:49	19:58:27	00:05:38	236	107799	<None>
3 PRIORITY	1/5/2015	ALS	17:36:05	17:50:55	00:14:50	229	107792	<None>
3 PRIORITY	1/5/2015	ALS	20:01:59	20:12:11	00:10:11	237	107800	<None>
3 PRIORITY	1/5/2015	ALS	20:23:45	20:28:35	00:04:50	239	107802	<None>
3 PRIORITY	1/7/2015	ALS	16:23:06	16:29:49	00:06:43	313	107876	<None>
3 PRIORITY	1/7/2015	ALS	16:35:34	16:36:47	00:01:13	314	107877	<None>
3 PRIORITY	1/8/2015	ALS	10:11:58	14:53:05	04:41:06	357	107905	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8; AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	1/8/2015	ALS	17:51:16	18:01:08	00:09:52	367	107930	<None>
3 PRIORITY	1/8/2015	ALS	12:31:46	12:37:11	00:05:25	348	107912	<None>
3 PRIORITY	1/9/2015	ALS	01:38:07	01:45:33	00:07:26	379	107942	<None>
3 PRIORITY	1/9/2015	ALS	01:38:40	02:20:07	00:41:27	380	107943	<None>
3 PRIORITY	1/9/2015	ALS	23:12:02	23:17:19	00:05:17	424	107987	<None>
3 PRIORITY	1/11/2015	ALS	21:14:27	21:17:03	00:02:36	512	108075	<None>
3 PRIORITY	1/12/2015	ALS	03:18:47	03:30:10	00:11:23	522	108085	<None>
3 PRIORITY	1/12/2015	ALS	09:54:17	09:59:15	00:04:58	532	108095	<None>
3 PRIORITY	1/12/2015	ALS	04:12:45	04:22:58	00:10:13	524	108087	<None>
3 PRIORITY	1/13/2015	ALS	00:42:32	00:48:08	00:05:36	564	108127	<None>
3 PRIORITY	1/13/2015	ALS	13:42:56	13:43:42	00:00:46	587	108150	<None>
3 PRIORITY	1/13/2015	ALS	18:00:37	18:01:05	00:00:28	595	108158	<None>
3 PRIORITY	1/13/2015	ALS	15:51:36	15:56:31	00:04:55	591	108154	<None>
3 PRIORITY	1/13/2015	ALS	16:06:27	16:12:21	00:05:53	592	108155	<None>
3 PRIORITY	1/15/2015	ALS	16:56:53	17:02:15	00:05:22	669	108232	<None>
3 PRIORITY	1/16/2015	ALS	18:04:35	18:09:19	00:04:44	713	108277	<None>
3 PRIORITY	1/16/2015	ALS	16:31:50	16:38:19	00:06:29	709	108273	<None>
3 PRIORITY	1/16/2015	ALS	17:22:47	17:28:27	00:05:40	712	108276	<None>
3 PRIORITY	1/16/2015	ALS	16:43:04	16:47:11	00:04:07	710	108274	<None>
3 PRIORITY	1/17/2015	ALS	19:05:29	19:16:00	00:10:31	767	108331	<None>
3 PRIORITY	1/17/2015	ALS	07:41:58	08:07:46	00:25:48	742	108306	<None>
3 PRIORITY	1/17/2015	ALS	22:52:07	22:59:13	00:07:06	777	108341	<None>
3 PRIORITY	1/17/2015	ALS	19:17:06	19:35:52	00:18:45	769	108333	<None>
3 PRIORITY	1/18/2015	ALS	23:31:54	23:35:23	00:03:29	821	108385	<None>
3 PRIORITY	1/19/2015	ALS	20:45:16	21:23:03	00:37:46	861	108425	<None>
3 PRIORITY	1/19/2015	ALS	20:36:57	20:40:51	00:03:54	860	108424	<None>
3 PRIORITY	1/20/2015	ALS	17:05:38	17:12:41	00:07:02	899	108462	<None>
3 PRIORITY	1/21/2015	ALS	18:16:21	18:31:29	00:15:08	949	108509	<None>
3 PRIORITY	1/22/2015	ALS	12:42:21	12:49:00	00:06:38	969	108529	<None>
3 PRIORITY	1/22/2015	ALS	21:53:57	21:56:18	00:02:21	986	108546	<None>
3 PRIORITY	1/23/2015	ALS	03:58:22	04:04:51	00:06:29	993	108553	<None>
3 PRIORITY	1/23/2015	ALS	06:24:23	06:30:59	00:06:36	997	108557	<None>
3 PRIORITY	1/23/2015	ALS	15:31:05	15:34:57	00:03:52	1010	108570	<None>
3 PRIORITY	1/23/2015	ALS	16:25:49	16:31:49	00:06:00	1012	108572	<None>
3 PRIORITY	1/23/2015	ALS	21:55:14	22:01:17	00:06:03	1024	108583	<None>
3 PRIORITY	1/24/2015	ALS	16:30:18	16:40:02	00:09:44	1056	108615	<None>
3 PRIORITY	1/24/2015	ALS	12:37:03	12:41:18	00:04:15	1043	108602	<None>
3 PRIORITY	1/25/2015	ALS	15:59:03	16:02:29	00:03:26	1100	108659	<None>
3 PRIORITY	1/25/2015	ALS	16:32:57	16:33:17	00:00:20	1101	108660	<None>
3 PRIORITY	1/26/2015	ALS	13:08:04	13:22:05	00:14:00	1139	108697	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	1/26/2015	ALS	18:04:57	18:09:15	00:04:18	1150	108709	<None>
3 PRIORITY	1/26/2015	ALS	10:31:09	10:39:46	00:08:37	1130	108689	<None>
3 PRIORITY	1/26/2015	ALS	16:39:35	16:40:28	00:00:53	1146	108705	<None>
3 PRIORITY	1/27/2015	ALS	02:11:20	02:19:02	00:07:42	1169	108728	<None>
3 PRIORITY	1/27/2015	ALS	15:24:06	15:24:42	00:00:36	1199	108758	<None>
3 PRIORITY	1/28/2015	ALS	15:09:00	15:15:05	00:06:05	1244	108803	<None>
3 PRIORITY	1/27/2015	ALS	03:29:23	03:32:02	00:02:39	1170	108729	<None>
3 PRIORITY	1/27/2015	ALS	11:26:53	11:32:44	00:05:51	1186	108745	<None>
3 PRIORITY	1/28/2015	ALS	12:53:38	13:00:31	00:06:53	1239	108798	<None>
3 PRIORITY	1/27/2015	ALS	21:50:36	21:50:54	00:00:18	1219	108778	<None>
3 PRIORITY	1/28/2015	ALS	01:49:05	02:03:45	00:14:39	1223	108782	<None>
3 PRIORITY	1/28/2015	ALS	01:49:30	02:31:47	00:42:16	1224	108783	<None>
3 PRIORITY	1/28/2015	ALS	07:24:53	07:56:31	00:31:37	1229	108788	<None>
3 PRIORITY	1/29/2015	ALS	09:44:34	09:44:55	00:00:21	1266	108824	<None>
3 PRIORITY	1/29/2015	ALS	12:43:32	12:44:02	00:00:30	1272	108830	<None>
3 PRIORITY	1/29/2015	ALS	13:08:54	13:12:11	00:03:17	1273	108831	<None>
3 PRIORITY	1/29/2015	ALS	16:23:29	16:32:55	00:09:26	1280	108837	<None>
3 PRIORITY	1/29/2015	ALS	08:41:53	08:48:03	00:06:10	1265	108823	<None>
3 PRIORITY	1/30/2015	ALS	13:08:12	13:10:56	00:02:44	1304	108862	<None>
3 PRIORITY	1/31/2015	ALS	08:46:18	08:48:57	00:02:39	1338	108896	<None>
3 PRIORITY	1/31/2015	ALS	17:14:40	17:19:37	00:04:57	1356	108914	<None>
3 PRIORITY	2/1/2015	ALS	09:48:27	09:52:16	00:03:49	1377	108935	<None>
3 PRIORITY	2/1/2015	ALS	10:17:47	10:19:17	00:01:30	1379	108937	<None>
3 PRIORITY	2/2/2015	ALS	10:24:25	10:27:56	00:03:31	1415	108972	<None>
3 PRIORITY	2/2/2015	ALS	10:54:07	10:54:27	00:00:20	1417	108974	<None>
3 PRIORITY	2/2/2015	ALS	11:46:11	11:50:00	00:03:49	1421	108978	<None>
3 PRIORITY	2/3/2015	ALS	14:25:16	14:28:06	00:02:50	1459	109016	<None>
3 PRIORITY	2/3/2015	ALS	11:52:11	12:03:43	00:11:32	1453	109010	<None>
3 PRIORITY	2/3/2015	ALS	10:21:49	10:25:29	00:03:39	1451	109008	<None>
3 PRIORITY	2/3/2015	ALS	15:36:00	15:41:25	00:05:25	1464	109021	<None>
3 PRIORITY	2/3/2015	ALS	16:49:09	16:52:30	00:03:21	1468	109025	<None>
3 PRIORITY	2/3/2015	ALS	15:49:20	15:50:59	00:01:39	1465	109022	<None>
3 PRIORITY	2/4/2015	ALS	17:20:53	17:21:23	00:00:30	1502	109059	<None>
3 PRIORITY	2/5/2015	ALS	14:19:53	14:21:01	00:01:08	1537	109094	<None>
3 PRIORITY	2/5/2015	ALS	16:48:46	16:57:25	00:08:39	1545	109102	<None>
3 PRIORITY	2/6/2015	ALS	09:58:44	10:13:02	00:14:18	1577	109134	<None>
3 PRIORITY	2/6/2015	ALS	13:16:46	13:35:30	00:18:44	1586	109143	<None>
3 PRIORITY	2/7/2015	ALS	08:59:53	09:03:18	00:03:25	1625	109182	<None>
3 PRIORITY	2/8/2015	ALS	04:02:58	04:06:54	00:03:56	1665	109222	<None>
3 PRIORITY	2/8/2015	ALS	22:14:13	22:19:55	00:05:41	1701	109256	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	2/9/2015	ALS	12:29:18	12:37:34	00:08:16	1723	109278	<None>
3 PRIORITY	2/11/2015	ALS	11:42:23	11:43:03	00:00:40	1801	109356	<None>
3 PRIORITY	2/13/2015	ALS	06:27:05	06:43:59	00:16:53	1882	109437	<None>
3 PRIORITY	2/13/2015	ALS	18:29:09	18:41:09	00:12:00	1909	109464	<None>
3 PRIORITY	2/13/2015	ALS	19:06:02	19:13:00	00:06:58	1911	109466	<None>
3 PRIORITY	2/14/2015	ALS	08:51:36	08:52:11	00:00:35	1938	109493	<None>
3 PRIORITY	2/14/2015	ALS	16:45:00	16:49:02	00:04:02	1952	109507	<None>
3 PRIORITY	2/16/2015	ALS	06:17:15	06:28:17	00:11:01	2014	109569	<None>
3 PRIORITY	2/17/2015	ALS	13:24:37	13:25:14	00:00:37	2068	109625	<None>
3 PRIORITY	2/17/2015	ALS	11:35:03	11:48:58	00:13:54	2061	109618	<None>
3 PRIORITY	2/17/2015	ALS	12:32:22	12:32:44	00:00:22	2065	109622	<None>
3 PRIORITY	2/18/2015	ALS	09:31:13	09:31:43	00:00:30	2107	109660	<None>
3 PRIORITY	2/18/2015	ALS	09:15:38	09:20:00	00:04:22	2105	109658	<None>
3 PRIORITY	2/18/2015	ALS	13:00:52	13:05:26	00:04:33	2117	109670	<None>
3 PRIORITY	2/18/2015	ALS	18:29:26	18:41:02	00:11:36	2136	109689	<None>
3 PRIORITY	2/19/2015	ALS	13:15:34	13:25:26	00:09:52	2160	109713	<None>
3 PRIORITY	2/20/2015	ALS	03:05:05	03:10:03	00:04:58	2187	109740	<None>
3 PRIORITY	2/19/2015	ALS	19:41:57	19:55:49	00:13:51	2182	109735	<None>
3 PRIORITY	2/20/2015	ALS	15:03:27	15:08:29	00:05:01	2212	109765	<None>
3 PRIORITY	2/20/2015	ALS	10:35:27	10:38:35	00:03:07	2199	109752	<None>
3 PRIORITY	2/20/2015	ALS	16:37:52	16:38:14	00:00:22	2220	109773	<None>
3 PRIORITY	2/21/2015	ALS	11:58:37	12:04:01	00:05:24	2254	109807	<None>
3 PRIORITY	2/24/2015	ALS	02:54:47	02:55:22	00:00:35	2380	109933	<None>
3 PRIORITY	2/23/2015	ALS	23:46:41	23:47:09	00:00:28	2377	109930	<None>
3 PRIORITY	2/24/2015	ALS	16:43:28	16:45:57	00:02:29	2400	109953	<None>
3 PRIORITY	3/2/2015	ALS	16:31:52	16:41:42	00:09:50	2700	110253	<None>
3 PRIORITY	2/25/2015	ALS	23:10:35	23:15:50	00:05:15	2464	110017	<None>
3 PRIORITY	2/26/2015	ALS	13:42:12	13:42:33	00:00:21	2484	110037	<None>
3 PRIORITY	2/26/2015	ALS	12:20:49	12:34:59	00:14:09	2481	110034	<None>
3 PRIORITY	2/27/2015	ALS	12:42:25	12:57:00	00:14:35	2518	110071	<None>
3 PRIORITY	2/27/2015	ALS	14:09:18	14:12:17	00:02:59	2520	110073	<None>
3 PRIORITY	2/27/2015	ALS	14:50:39	14:57:18	00:06:38	2525	110078	<None>
3 PRIORITY	2/27/2015	ALS	16:43:19	16:52:57	00:09:38	2533	110086	<None>
3 PRIORITY	2/28/2015	ALS	18:12:09	18:18:44	00:06:35	2601	110154	<None>
3 PRIORITY	2/28/2015	ALS	15:53:28	16:00:27	00:06:59	2593	110146	<None>
3 PRIORITY	3/2/2015	ALS	06:27:59	06:38:51	00:10:52	2668	110221	<None>
3 PRIORITY	3/1/2015	ALS	11:29:36	11:30:45	00:01:09	2640	110193	<None>
3 PRIORITY	3/1/2015	ALS	12:46:14	12:47:45	00:01:31	2644	110197	<None>
3 PRIORITY	3/2/2015	ALS	00:32:09	00:32:31	00:00:22	2662	110215	<None>
3 PRIORITY	3/2/2015	ALS	16:05:45	16:19:30	00:13:45	2698	110250	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	3/4/2015	ALS	13:07:11	13:11:35	00:04:24	2777	110330	<None>
3 PRIORITY	3/4/2015	ALS	11:25:06	11:30:32	00:05:26	2773	110326	<None>
3 PRIORITY	3/4/2015	ALS	16:29:12	16:36:31	00:07:19	2781	110334	<None>
3 PRIORITY	3/4/2015	ALS	18:51:15	19:04:03	00:12:48	2784	110337	<None>
3 PRIORITY	3/5/2015	ALS	07:00:44	00:00:00	N/A	2808	110361	<None>
3 PRIORITY	3/5/2015	ALS	13:06:13	13:25:51	00:19:38	2815	110368	<None>
3 PRIORITY	3/5/2015	ALS	15:03:15	15:03:57	00:00:42	2821	110374	<None>
3 PRIORITY	3/5/2015	ALS	14:04:24	14:05:03	00:00:39	2819	110372	<None>
3 PRIORITY	3/5/2015	ALS	16:12:02	16:12:48	00:00:46	2826	110379	<None>
3 PRIORITY	3/6/2015	ALS	22:25:11	22:35:06	00:09:55	2899	110452	<None>
3 PRIORITY	3/6/2015	ALS	16:42:35	16:50:08	00:07:33	2877	110430	<None>
3 PRIORITY	3/7/2015	ALS	14:56:07	14:56:48	00:00:41	2930	110481	<None>
3 PRIORITY	3/6/2015	ALS	23:04:57	23:05:37	00:00:40	2901	110454	<None>
3 PRIORITY	3/7/2015	ALS	10:20:56	10:26:35	00:05:39	2913	110466	<None>
3 PRIORITY	3/7/2015	ALS	12:29:02	12:29:19	00:00:17	2916	110469	<None>
3 PRIORITY	3/9/2015	ALS	16:49:16	16:54:19	00:05:03	3031	110582	<None>
3 PRIORITY	3/9/2015	ALS	13:02:02	13:05:21	00:03:19	3019	110570	<None>
3 PRIORITY	3/9/2015	ALS	14:07:05	14:16:18	00:09:13	3023	110574	<None>
3 PRIORITY	3/10/2015	ALS	14:56:24	14:56:45	00:00:21	3060	110611	<None>
3 PRIORITY	3/10/2015	ALS	16:15:03	16:15:18	00:00:15	3062	110613	<None>
3 PRIORITY	3/10/2015	ALS	15:30:12	15:41:45	00:11:32	3061	110612	<None>
3 PRIORITY	3/10/2015	ALS	16:29:32	16:29:53	00:00:21	3063	110614	<None>
3 PRIORITY	3/10/2015	ALS	16:58:17	16:58:39	00:00:22	3064	110615	<None>
3 PRIORITY	3/11/2015	ALS	14:21:55	14:22:35	00:00:40	3100	110651	<None>
3 PRIORITY	3/11/2015	ALS	15:54:13	15:56:31	00:02:18	3105	110656	<None>
3 PRIORITY	3/11/2015	ALS	17:07:32	17:11:46	00:04:14	3109	110660	<None>
3 PRIORITY	3/12/2015	ALS	10:28:06	10:28:26	00:00:20	3143	110693	<None>
3 PRIORITY	3/11/2015	ALS	22:17:45	22:28:07	00:10:22	3128	110678	<None>
3 PRIORITY	3/12/2015	ALS	17:20:39	17:24:47	00:04:08	3162	110712	<None>
3 PRIORITY	3/12/2015	ALS	11:05:30	11:11:34	00:06:03	3146	110696	<None>
3 PRIORITY	3/14/2015	ALS	08:57:43	09:05:30	00:07:46	3241	110790	<None>
3 PRIORITY	3/14/2015	ALS	11:45:58	11:48:36	00:02:38	3247	110796	<None>
3 PRIORITY	3/14/2015	ALS	11:17:56	11:19:03	00:01:07	3244	110793	<None>
3 PRIORITY	3/14/2015	ALS	12:22:17	12:26:58	00:04:41	3248	110797	<None>
3 PRIORITY	3/14/2015	ALS	23:33:34	23:34:08	00:00:34	3270	110819	<None>
3 PRIORITY	3/16/2015	ALS	16:20:18	16:21:00	00:00:42	3353	110902	<None>
3 PRIORITY	3/16/2015	ALS	15:07:36	15:25:37	00:18:00	3347	110896	<None>
3 PRIORITY	3/17/2015	ALS	08:36:19	08:46:54	00:10:35	3378	110927	<None>
3 PRIORITY	3/17/2015	ALS	07:18:28	07:42:06	00:23:38	3376	110925	<None>
3 PRIORITY	3/18/2015	ALS	11:56:51	12:01:49	00:04:58	3424	110973	<None>

Response Times by Priority

Using Call Started Time

Date IS BETWEEN 04/01/2014 AND 03/30/2015; AND Dispatch Priority IS 3 PRIORITY; AND Dispatch Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8;
AND Response Zone IS E1 OR E2 OR E3 OR E4 OR E5 OR E6 OR E7 OR E8

Dispatch Priority	Date	Call Type	Started Time	At Scene	Response Time	Run #	Incident #	Late Reason
3 PRIORITY	3/19/2015	ALS	01:52:34	02:10:47	00:18:12	3451	111000	<None>
3 PRIORITY	3/19/2015	ALS	01:52:56	02:52:02	00:59:05	3452	111001	<None>
3 PRIORITY	3/20/2015	ALS	17:39:24	17:49:14	00:09:50	3532	111081	<None>
3 PRIORITY	3/21/2015	ALS	13:05:01	13:07:01	00:02:00	3559	111108	<None>
3 PRIORITY	3/21/2015	ALS	16:31:52	16:36:17	00:04:24	3565	111114	<None>
3 PRIORITY	3/21/2015	ALS	13:30:44	13:31:00	00:00:16	3560	111109	<None>
3 PRIORITY	3/21/2015	ALS	15:44:34	15:49:58	00:05:24	3564	111113	<None>
3 PRIORITY	3/22/2015	ALS	01:58:25	02:09:14	00:10:48	3585	111133	<None>
3 PRIORITY	3/22/2015	ALS	03:19:01	03:19:23	00:00:22	3588	111136	<None>
3 PRIORITY	3/22/2015	ALS	03:36:45	03:40:11	00:03:26	3589	111137	<None>
3 PRIORITY	3/22/2015	ALS	15:52:52	15:53:15	00:00:23	3617	111165	<None>
3 PRIORITY	3/22/2015	ALS	14:33:10	14:40:58	00:07:48	3613	111161	<None>
3 PRIORITY	3/22/2015	ALS	23:26:38	23:36:51	00:10:13	3649	111197	<None>
3 PRIORITY	3/23/2015	ALS	00:00:15	00:28:27	00:28:11	3650	111198	<None>
3 PRIORITY	3/23/2015	ALS	17:19:33	17:32:23	00:12:50	3684	111232	<None>
3 PRIORITY	3/23/2015	ALS	23:36:58	23:41:14	00:04:16	3698	111246	<None>
3 PRIORITY	3/24/2015	ALS	09:28:48	09:29:15	00:00:27	3716	111264	<None>
3 PRIORITY	3/24/2015	ALS	10:47:16	10:47:41	00:00:25	3720	111268	<None>
3 PRIORITY	3/24/2015	ALS	19:48:38	20:02:13	00:13:35	3748	111295	<None>
3 PRIORITY	3/24/2015	ALS	21:02:27	21:02:57	00:00:30	3753	111300	<None>
3 PRIORITY	3/24/2015	ALS	20:10:49	20:24:37	00:13:48	3751	111298	<None>
3 PRIORITY	3/25/2015	ALS	11:48:55	11:52:34	00:03:39	3776	111323	<None>
3 PRIORITY	3/27/2015	ALS	12:48:33	12:49:20	00:00:47	3865	111412	<None>
3 PRIORITY	3/28/2015	ALS	12:25:22	12:28:02	00:02:40	3900	111447	<None>
3 PRIORITY	3/30/2015	ALS	19:45:40	19:53:01	00:07:21	4010	111558	<None>

Total Calls for 3 PRIORITY: 665

Average Response Time: 00:09:25

Grand Total Calls: 665

Total Average Response Time: 00:09:25

Appendix D

Medical/Care Facility Questionnaire

Sent to: Abilene Regional Medical Center
Care Inn of Abilene
Chisholm House
Coronado Nursing Center
Covenant Place of Abilene
Fresenius Medical Care
Hendrick Medical Center
Mesa Springs Healthcare Center
Northern Oaks Living and Rehabilitation
Reliant Abilene
Royal Estates
Silver Springs Nursing and Rehabilitation
Texas Oncology-Abilene
The Oaks at Radford Hills
University Place
Wesley Court
Windcrest Health and Rehabilitation
Wisteria Place

Medical/Care Facility Questionnaire

Name of Facility _____

Date _____

Person Completing Questionnaire _____ Title _____

Number of Clients/Patients Served at Facility _____

1. How often is an ambulance needed for non-emergency transports to/from your facility?
 - a. Never
 - b. Seldom – Approximate number per month _____
 - c. Often – Approximate number per day _____

2. What modes of transportation are commonly used for non-emergency transports at your facility?
(Circle all that apply.)
 - a. Ambulance Only
 - b. Wheelchair Van
 - c. Personally Owned Vehicles
 - d. Other _____

Questions Specific to MetroCare Non-Emergency Transport Services – *If MetroCare is not used for non-emergency services to/from your facility please disregard questions 3 through 6.*

3. Overall, how pleased are you with the services provided by MetroCare? Please give specific reasons for your answer in the provided space. Please attach additional pages if needed.
 - a. Very Pleased
 - b. Somewhat Pleased
 - c. Somewhat Disappointed
 - d. Very Disappointed

Reasons/Comments

4. Once dispatched, how timely is MetroCare's response?
 - a. Very quick response (Less than 15 minutes)
 - b. Quick Response (15-30 minutes)
 - c. Slow Response (30-60 minutes)
 - d. Very Slow Response (More than 1 hour)

5. What paperwork is required of you by MetroCare when doing a non-emergency transport?
(Circle all that are required)
 - a. Physician Certification Statement (PCS) for Medicare patients
 - b. Pre-Authorization Number (PAN) for Medicaid patients
 - c. No paperwork is required
 - d. Other – Please list

6. How often is a MetroCare unit available when requested for non-emergency services?
 - e. Always available
 - f. Available some of the time
 - g. Often unavailable
 - h. Never available

-
7. If another ambulance service has provided non-emergency transports what paperwork have they required? (Circle all that are required)
 - i. Physician Certification Statement (PCS) for Medicare patients
 - j. Pre-Authorization Number (PAN) for Medicaid patients
 - k. No paperwork is required
 - l. Other – Please list

8. From a business perspective is there a need for multiple non-emergency ambulance providers?

Yes

No

Please explain.

9. Please list other suggestions to improve the non-emergency ambulance service in Abilene.

Appendix E

Summary of the returned questionnaires.

Abilene Regional Medical Center
Greg Grim
Emergency Department Director

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, <5 per month

Overall, how pleased are you with the services provided by MetroCare?
Very Pleased

Once dispatched, how timely is MetroCare's response?
Quick Response (15-30 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?
No
ARMC does not generate the #'s, non-emergent, that would require multiple EMS service contracts.

Other Comments:
None

Care Inn of Abilene
Kerrie Helmuth
Transportation Driver

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, Maybe 1 per month

Overall, how pleased are you with the services provided by MetroCare?
Somewhat Disappointed
Price of the transport.

Once dispatched, how timely is MetroCare's response?
Slow Response (30-60 minutes)
Usually scheduled beforehand

From a business perspective is there a need for multiple non-emergency ambulance providers?
Yes
Cost for short runs is very pricey.

Other Comments:
MetroCare has always been very friendly and community minded, but I believe no one company should monopolize a market as this drives up prices.

Coronado Nursing Center
Curtis Callaway
Administrator

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, 3-4 per month

From a business perspective is there a need for multiple non-emergency ambulance providers?

No
Our facility does not use ambulance services for non-emergency transport so there is no need for us.

Other Comments:
None

Fresenius Medical Care Abilene South Dialysis
Lisa Hill, RN
Clinical Manager

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, >1 (maybe 1 or 2 per year)

Overall, how pleased are you with the services provided by MetroCare?
Very Pleased

Once dispatched, how timely is MetroCare's response?
Slow Response (30-60 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?

No
Seldom used.

Other Comments:
None

Hendrick Medical Center
Rita Johnson, MSN, RN, CRRN, CCM, FACHE
Director of Case Management & Social Services

How often is an ambulance needed for non-emergency transports to/from your facility?

Often, 8-10 average per day

Overall, how pleased are you with the services provided by MetroCare?

Very Pleased

As you know, George Knupple is the COO at MetroCare. George and I have developed a great working relationship over the past few years. Because of this relationship, our ambulance service has improved immensely for the non-emergent transports. Recently George and I discussed the need for more trucks to help expedite the discharges and open beds for acute patients. Prior to the addition of the new trucks, we had to contact an out of town provider resulting in delays (MetroCare ambulances had to be reserved for emergent transports). Anytime I need help with an ambulance transport or if I have any related issues, I call George or Neal Young. They are always courteous and quickly respond to help resolve any issues or problems we may have. We have regular discussions to ensure we are all on the same page regarding customer service and provisions of high quality care. I feel like they are part of our team and strive to assist our patients anytime we need ambulance services.

Once dispatched, how timely is MetroCare's response?

Quick Response (15-30 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?

No

We were using another ambulance company a couple of years ago and the service was poor. We were told their 'one call' service would increase efficiency by reducing the number of calls needed to arrange the transport. The process was a mess and we rarely got good service. MetroCare is providing excellent service. The only times I am aware of having slower response times is when we have inclement weather or ice storms, which is out of their control. Having multiple services would only create confusion and inefficient transportation.

Other Comments:

George Knupple and I have had several conversations about the potential need for wheelchair vans rather than just ambulances as a more cost effective option for certain patients.

I appreciate the opportunity to give feedback on MetroCare. I can only give kudos to George Knupple for being so open to my requests and working with me to improve the ambulance transportation services. As I said previously, I am more than pleased with the service we are being provided. We work as a team to get patients taken care of. I can call George anytime for anything and he is wonderful to work with!

Mesa Springs Healthcare Center
Pamela McGrew
Executive Director

How often is an ambulance needed for non-emergency transports to/from your facility?

Seldom, 0-1 per month

Usually arranged by the hospital

Overall, how pleased are you with the services provided by MetroCare?

No response but commented:

The cost needs to be reasonable for family and/or facility.

From a business perspective is there a need for multiple non-emergency ambulance providers?

Yes

Some people are unable to sit in a wheelchair and need to be transported. Our van only can accommodate w/c's.

Other Comments:

None

Northern Oaks Living and Rehabilitation
Rhonda Burleson
Administrator

How often is an ambulance needed for non-emergency transports to/from your facility?

Seldom, 2-3 per year

From a business perspective is there a need for multiple non-emergency ambulance providers?

Yes

Having more than one provider would help with scheduling conflicts if they were to arise. Having more than one provider would allow businesses a choice in services provided. Competition is necessary in business.

Other Comments:

None

Reliant Abilene
Vickie Clemmer
Intake Coordinator

How often is an ambulance needed for non-emergency transports to/from your facility?

Often, 1-3 per day

Overall, how pleased are you with the services provided by MetroCare?

Somewhat Disappointed

Due to the extremely high cost of doing business with them. They are 3-4 times higher than other non-emergent transports.

Once dispatched, how timely is MetroCare's response?

Slow Response (30-60 minutes)

Unless emergent

From a business perspective is there a need for multiple non-emergency ambulance providers?

Yes

MetroCare is way too expensive for non-emergent transfers and we need more access to non-emergent transport than one & even two carriers can handle.

Other Comments:

Thank you for including us, as this is a service we utilize on a daily basis here at Reliant. We use non-emergent transport for follow-up appointments, test that must be run off site and for our patient transport to and from hospitals.

Royal Estates
Joe Frush
Executive Director

How often is an ambulance needed for non-emergency transports to/from your facility?

Seldom, 1 per month

Overall, how pleased are you with the services provided by MetroCare?

Very Pleased

Once dispatched, how timely is MetroCare's response?

Very quick response (Less than 15 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?

No

Not at this time.

Other Comments:

None

Silver Spring Nursing and Rehabilitation
Chris Knapp
Executive Director

How often is an ambulance needed for non-emergency transports to/from your facility?
Never

From a business perspective is there a need for multiple non-emergency ambulance providers?

No
I do support competition in the area of non-emergent transports to keep costs affordable, but from business perspective, we do not use non-emergency transports enough for me to say we need a second provider.

Other Comments:

When I have used non-emergency transports in the past, service has been slow due to paperwork involved such as get PAN numbers. One reason we do not use the service that MetroCare provides is because of the price they are asking. My suggestion is to make it affordable for all.

Texas Oncology – Abilene
Jeff Messer
Practice Director

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, 1 per month

From a business perspective is there a need for multiple non-emergency ambulance providers?

Yes
We do not typically use Metro-Care for non-emergent transport. However, we have in the past had opportunity to treat patients at our center, but could not due to the expense and burden of scheduling ambulance transfers. We had to discontinue treating Abilene Regional in-patients who required radiation partly because we could not safely and economically transport them back and forth.

Other Comments:

None

The Oaks at Radford Hills
Sammy Tumlinson
Administrator

How often is an ambulance needed for non-emergency transports to/from your facility?
Often, less than daily

Overall, how pleased are you with the services provided by MetroCare?
Very Pleased

Once dispatched, how timely is MetroCare's response?
Very quick response (Less than 15 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?
Yes
If having a choice gives us a better rate then we should have a choice.

Other Comments:
Haven't used anyone but Metro.

University Place
Shelley Drennan
Sales Director

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, 1 per month

From a business perspective is there a need for multiple non-emergency ambulance providers?
No
The majority of residents do not want to pay for transports.

Other Comments:
None

Wesley Court
Cheryl Harding
Executive Director

How often is an ambulance needed for non-emergency transports to/from your facility?
Seldom, 1-2 times per year

Overall, how pleased are you with the services provided by MetroCare?
Somewhat Pleased

Once dispatched, how timely is MetroCare's response?
Quick Response (15-30 minutes)

From a business perspective is there a need for multiple non-emergency ambulance providers?
No

Other Comments:
None