

Compiled 7/14/23

City of Fargo Response Times - April 2023

|  | Total Calls | Emerg | Non-Emer | Total RTE | Reason | Status | Response Time | Percentage | Dailly | Goal |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 45 | 17 | 28 | 1 | 1. Distance | 1.4 | 1. 10:14 | 94.12\% | 94.12\% | 90\% |
| 2 | 43 | 23 | 20 | 0 |  |  |  | 97.50\% | 100.00\% | 90\% |
| 3 | 53 | 25 | 28 | 0 |  |  |  | 98.46\% | 100.00\% | 90\% |
| 4 | 53 | 28 | 25 | 1 | 1. Reassign Delay | 1.6 | 1. 15:06 | 97.85\% | 96.43\% | 90\% |
| 5 | 39 | 18 | 21 | 2 | 1. Chute time <br> 2. Chute time | $\begin{array}{\|l} \hline 1.5 \\ 2.3 \\ \hline \end{array}$ | $\begin{array}{\|l} \hline \text { 1. } 10: 49 \\ \text { 2. } 16: 58 \\ \hline \end{array}$ | 96.40\% | 88.89\% | 90\% |
| 6 | 43 | 15 | 28 | 1 | 1. Reassign Delay | 1.5 | 1. 11:52 | 96.03\% | 93.33\% | 90\% |
| 7 | 48 | 22 | 26 | 0 |  |  |  | 96.62\% | 100.00\% | 90\% |
| 8 | 47 | 19 | 28 | 0 |  |  |  | 97.01\% | 100.00\% | 90\% |
| 9 | 38 | 19 | 19 | 1 | 1. Reassign Delay | 1.3 | 1. 12:17 | 96.77\% | 94.74\% | 90\% |
| 10 | 58 | 23 | 35 | 3 | 1. Distance <br> 2. Out of SSM <br> 3. Disp Error | $\begin{array}{\|l} \hline 1.7 \\ 2.2 \\ 3.7 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline \text { 1. Enrt } 10 \\ \text { 2. } 1 \\ \text { 3. } 3 \\ \hline \end{array}$ | 95.69\% | 86.96\% | 90\% |
| 11 | 48 | 28 | 20 | 2 | $\begin{array}{\|l} \text { 1. Distance } \\ \text { 2. Distance } \\ \hline \end{array}$ | $\begin{aligned} & 1.6 \\ & 2.8 \\ & \hline \end{aligned}$ | $\begin{array}{\|l\|l\|} \hline \text { 1. } 1 \\ \text { 2. } 10 \\ \hline \end{array}$ | 95.36\% | 92.86\% | 90\% |
| 12 | 60 | 28 | 32 | 3 | 1. Status 2. Out of SSM 3. Out of SSM | $\begin{aligned} & 1.2 \\ & 2.5 \\ & 3.1 \\ & \hline \end{aligned}$ | $\begin{array}{\|l\|} \hline 1.9: 28 \\ \text { 2. } 9: 26 \\ \text { 3. } 10: 00 \\ \hline \end{array}$ | 94.72\% | 89.29\% | 90\% |
| 13 | 53 | 19 | 34 | 0 |  |  |  | 95.07\% | 100.00\% | 90\% |
| 14 | 50 | 27 | 23 | 2 | $\begin{array}{\|l} \hline \text { 1. Distance } \\ \text { 2. Distance } \\ \hline \end{array}$ | $\begin{array}{\|l} 1.6 \\ 2.6 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline 1.9: 17 \\ \text { 2. } 10: 37 \\ \hline \end{array}$ | 94.86\% | 92.59\% | 90\% |
| 15 | 51 | 23 | 28 | 2 | $\begin{aligned} & \text { 1. Out of SSM } \\ & \text { 2. Status } \\ & \hline \end{aligned}$ | $\begin{array}{\|l\|} \hline 1.4 \\ 2.1 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline \text { 1. } 9: 07 \\ \text { 2. } 10: 45 \\ \hline \end{array}$ | 94.61\% | 91.30\% | 90\% |
| 16 | 48 | 21 | 27 | 3 | 1. Status <br> 2. Status <br> 3. Disp Delay | $\begin{array}{\|l\|} \hline \text { 1. } 1 \\ \text { 2. } 2 \\ 3.4 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline \text { 1. } 9: 36 \\ \text { 2. } 12: 21 \\ \text { 3. } 9: 24 \\ \hline \end{array}$ | 94.08\% | 85.71\% | 90\% |
| 17 | 52 | 23 | 29 | 0 |  |  |  | 94.44\% | 100.00\% | 90\% |
| 18 | 44 | 26 | 18 | 0 |  |  |  | 94.80\% | 100.00\% | 90\% |
| 19 | 52 | 28 | 24 | 0 |  |  |  | 95.14\% | 100.00\% | 90\% |
| 20 | 44 | 25 | 19 | 0 |  |  |  | 95.40\% | 100.00\% | 90\% |
| 21 | 52 | 25 | 27 | 0 |  |  |  | 95.64\% | 100.00\% | 90\% |
| 22 | 41 | 18 | 23 | 0 |  |  |  | 95.80\% | 100.00\% | 90\% |
| 23 | 55 | 33 | 22 | 0 |  |  |  | 96.06\% | 100.00\% | 90\% |
| 24 | 46 | 18 | 28 | 2 | $\begin{array}{\|l\|} \hline \text { 1. Status } \\ \text { 2. Distance } \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline 1.1 \\ 2.4 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline \text { 1. } 17: 14 \\ \text { 2. } 9: 35 \\ \hline \end{array}$ | 95.83\% | 88.89\% | 90\% |
| 25 | 49 | 25 | 24 | 0 |  |  |  | 96.01\% | 100.00\% | 90\% |
| 26 | 47 | 22 | 25 | 2 | $\begin{array}{\|l\|} \hline \text { 1. Distance } \\ \text { 2. Out of SSM } \\ \hline \end{array}$ | $\begin{array}{\|l} \hline 1.5 \\ 2.4 \\ \hline \end{array}$ | $\begin{array}{\|l\|} \hline \text { 1. } 9: 51 \\ \text { 2. } 12: 20 \\ \hline \end{array}$ | 95.82\% | 90.91\% | 90\% |
| 27 | 42 | 21 | 21 | 2 | 1. Out of SSM 2. Status 3. Status | $\begin{aligned} & 1.3 \\ & 2.1 \\ & 2.2 \\ & \hline 2 . \end{aligned}$ | $\begin{array}{\|l} \hline \text { 1. } 9: 27 \\ \text { 2. } 10: 55 \\ \text { 3. } 9: 59 \\ \hline \end{array}$ | 95.64\% | 90.48\% | 90\% |
| 28 | 52 | 22 | 30 | 1 | 1. Disp Reassign | 1.6 | 1. 9:01 | 95.63\% | 95.45\% | 90\% |
| 29 | 38 | 24 | 14 | 0 |  |  |  | 95.79\% | 100.00\% | 90\% |
| 30 | 47 | 24 | 23 | 1 | 1. Status | 1. 1 | 1. 11:28 | 95.79\% | 95.83\% | 90\% |
|  |  |  |  |  |  |  |  |  |  |  |
|  | 1438 | 689 | 749 | 29 |  |  |  | 95.76\% | 95.59\% |  |

Sanford Ambulance Call Comparison


Percentage Compliance



Compiled 7/14/23

City of Fargo Response Times - May 2023

|  | Total Calls | Emerg | Non-Emer | Total RTE | Reason | Status | Response Time | of <br> Compliance | Daily | Goal |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 57 | 25 | 32 | 2 | 1. Status 0 2. Status | $\begin{array}{\|l\|} \hline \text { 1. } 0 \\ \text { 2. Status } \\ \hline \end{array}$ | $\begin{aligned} & \text { 1. 12:00 } \\ & \text { 2. } 13: 33 \\ & \hline \end{aligned}$ | 92.00\% | 92.00\% | 90\% |
| 2 | 51 | 22 | 29 | 0 |  |  |  | 95.74\% | 100.00\% | 90\% |
| 3 | 45 | 18 | 27 | 1 | 1. Distance | 1.3 | 1.9.21 | 95.38\% | 94.44\% | 90\% |
| 4 | 55 | 23 | 32 | 2 | 1. Chute time 2. Dut of SSM | $\begin{aligned} & 1.6 \\ & 2.4 \\ & \hline \end{aligned}$ | $\begin{aligned} & 1.9: 18 \\ & 2.9: 34 \\ & \hline \end{aligned}$ | 94.32\% | 91.30\% | 90\% |
| 5 | 60 | 27 | 33 | 2 | $\begin{aligned} & \text { 1. Status } \\ & \text { 2. Status } \end{aligned}$ | $\begin{aligned} & 1.2 \\ & 2.2 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. 9:06 } \\ & \text { 2. } 10: 46 \end{aligned}$ | 93.91\% | 92.59\% | 90\% |
| 6 | 42 | 18 | 24 | 0 |  |  |  | 94.74\% | 100.00\% | 90\% |
| 7 | 58 | 26 | 32 | 1 | 1. Status | 1.4 | 1.9:41 | 94.97\% | 96.15\% | 90\% |
| 8 | 52 | 21 | 31 | 0 |  |  |  | 95.56\% | 100.00\% | 90\% |
| 9 | 36 | 25 | 11 | 1 | 1. Distance | 1.3 | 1. 10:07 | 95.61\% | 96.00\% | 90\% |
| 10 | 49 | 25 | 24 | 1 | 1. ReassignDelay | 1.6 | 1.9:00 | 95.65\% | 96.00\% | 90\% |
| 11 | 46 | 19 | 27 | 0 |  |  |  | 95.98\% | 100.00\% | 90\% |
| 12 | 61 | 32 | 29 | 3 | 1. Distance <br> 2. Reassign Delay <br> 3. Disp Error | $\begin{aligned} & 1.7 \\ & 2.4 \\ & 3.6 \end{aligned}$ | $\begin{aligned} & \text { 1. 10:15 } \\ & \text { 2. 11:10 } \\ & \text { 3. 9:17 } \end{aligned}$ | 95.37\% | 90.63\% | 90\% |
| 13 | 59 | 28 | 31 | 0 |  |  |  | 95.79\% | 100.00\% | 90\% |
| 14 | 45 | 20 | 25 | 0 |  |  |  | 96.05\% | 100.00\% | 90\% |
| 15 | 53 | 26 | 27 | 2 | $\begin{array}{\|l\|} \hline \text { 1. Status } \\ \text { 2. Crew Error } \\ \hline \end{array}$ | $\begin{aligned} & 1.3 \\ & 2.5 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. 9:54 } \\ & \text { 2. } 18: 47 \end{aligned}$ | 95.77\% | 92.31\% | 90\% |
| 16 | 37 | 15 | 22 | 0 |  |  |  | 95.95\% | 100.00\% | 90\% |
| 17 | 44 | 14 | 30 | 1 | 1. Distancel Chute time | 1.3 | 1. 11:07 | 95.83\% | 92.86\% | 90\% |
| 18 | 50 | 27 | 23 | 2 | 1. Distance 2. Dut of SSM | $\begin{aligned} & 1.6 \\ & 2.4 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. } 9: 24 \\ & \text { 2. 10:51 } \end{aligned}$ | 95.62\% | 92.59\% | 90\% |
| 19 | 52 | 17 | 35 | 3 | $\begin{aligned} & \text { 1. Status I Reassigned } \\ & \text { 2. Status } \\ & \text { 3. Out of SSM } \end{aligned}$ | $\begin{aligned} & 1.2 \\ & 2.1 \\ & 3.5 \end{aligned}$ | $\begin{aligned} & \text { 1. 12:02 } \\ & \text { 2. } 9: 55 \\ & \text { 3. 10:01 } \end{aligned}$ | 95.09\% | 82.35\% | 90\% |
| 20 | 64 | 25 | 39 | 1 | 1. Chute time | 1.4 | 1.9:35 | 95.14\% | 96.00\% | 90\% |
| 21 | 52 | 22 | 30 | 2 | 1. Distance <br> 2. Distance | $\begin{aligned} & 1.5 \\ & 2.5 \\ & \hline \end{aligned}$ | $\begin{aligned} & 1.9: 43 \\ & \text { 2. } 9: 30 \end{aligned}$ | 94.95\% | 90.91\% | 90\% |
| 22 | 57 | 26 | 31 | 1 | 1. Dut of SSM | 1.4 | 1. 10:35 | 95.01\% | 96.15\% | 90\% |
| 23 | 46 | 28 | 18 | 2 | 1. Status 2. <br> Out of SSM  | $\begin{aligned} & 1.4 \\ & 2.4 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. } 9: 40 \\ & \text { 2. } 11: 28 \\ & \hline \end{aligned}$ | 94.90\% | 92.86\% | 90\% |
| 24 | 57 | 23 | 34 | 0 |  |  |  | 95.11\% | 100.00\% | 90\% |
| 25 | 51 | 21 | 30 | 1 | 1. Status | 1.1 | 1.9:50 | 95.11\% | 95.24\% | 90\% |
| 26 | 74 | 26 | 48 | 2 | $\begin{aligned} & \text { 1. Status } \\ & \text { 2. Distance } \end{aligned}$ | $\begin{aligned} & 1.2 \\ & 2.3 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. 11:38 } \\ & \text { 2. } 9: 50 \\ & \hline \end{aligned}$ | 94.99\% | 92.31\% | 90\% |
| 27 | 46 | 22 | 24 | 2 | $\begin{aligned} & \text { 1. Status } \\ & \text { 2. Dispatch delay } \\ & \hline \end{aligned}$ | $\begin{aligned} & 1.3 \\ & 2.5 \\ & \hline \end{aligned}$ | $\begin{array}{\|l} 1.3 \\ 2.1 \\ \hline \end{array}$ | 94.85\% | 90.91\% | 90\% |
| 28 | 60 | 30 | 30 | 2 | $\begin{aligned} & \text { 1. Distance } \\ & \text { 2. Status } \end{aligned}$ | $\begin{array}{\|l} 1.7 \\ 2.3 \\ \hline \end{array}$ | $\begin{aligned} & \text { 1. 9:40 } \\ & \text { 2. } 15: 40 \end{aligned}$ | 94.78\% | 93.33\% | 90\% |
| 29 | 59 | 24 | 35 | 4 | 1. Disp. Error 2. Distance 3. Distance 4. Status | $\begin{aligned} & 1.5 \\ & 2.4 \\ & 3.4 \\ & 4.1 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { 1. 10:02 } \\ & \text { 2. } 12: 26 \\ & \text { 3. } 9: 22 \\ & \text { 4. } 9: 01 \\ & \hline \end{aligned}$ | 94.37\% | 83.33\% | 90\% |
| 30 | 57 | 25 | 32 | 1 | 1. Unknown | 1.7 | 1. 10:49 | 94.43\% | 96.00\% | 90\% |
| 31 | 46 | 16 | 30 | 0 |  |  |  | 94.55\% | 100.00\% | 90\% |
|  | 1621 | 716 | 905 | 39 |  |  |  | 95.08\% | 94.72\% |  |
|  | 97.59\% | 94.55\% |  |  |  |  |  |  |  |  |

Sanford Ambulance Call Comparison

Percentage Compliance

## $100.00 \%$

$75.00 \%$
$70.00 \%$

## $65.00 \%$

$60.00 \%$
12345678910111213141516171819202122232425262728293031

| Count of Incident Number |
| :--- |

Compiled 7/14/23

## City of Fargo Response Times - June 2023

|  | Total Calls | Emerg | Non-Emer | Total RTE | Reason | Status | Response Time | Percentage of | Daily | Goal |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 54 | 25 | 29 | 0 |  |  |  | 100.00\% | 100.00\% | 90\% |
| 2 | 52 | 22 | 30 | 0 |  |  |  | 100.00\% | 100.00\% | 90\% |
| 3 | 42 | 16 | 26 | 1 | 1. Reassign Delay | 1.2 | 1. $9: 13$ | 98.41\% | 93.75\% | 90\% |
| 4 | 39 | 15 | 24 | 2 | 1. Distance 2. Status | $\begin{array}{\|l\|} \hline 1.6 \\ 2.2 \end{array}$ | $\begin{aligned} & \text { 1. 10:57 } \\ & \text { 2. 15:58 } \end{aligned}$ | 96.15\% | 86.67\% | 90\% |
|  |  |  |  |  | 1. Status | 1.1 | 1. 10:03 |  |  |  |
|  |  |  |  |  | 2. Status 0 | 2.1 | 2. $30: 47$ |  |  |  |
| 5 | 61 | 31 | 30 | 3 | 3. Distance | 3.6 | 3. 13:55 | 94.50\% | 90.32\% | 90\% |
|  |  |  |  |  | 1. Disp Error | 1.8 | 1. $9: 27$ |  |  |  |
|  |  |  |  |  | 2. Status | 2.1 | 2. 9:07 |  |  |  |
|  |  |  |  |  | 3. Out of SSM | 3.5 | 3. 9:49 |  |  |  |
| 6 | 58 | 29 | 29 | 4 | 4. Reassign Delay | 4.8 | 4. 9:30 | 92.75\% | 86.21\% | 90\% |
| 7 | 50 | 24 | 26 | 1 | 1. Distance | 1.6 | 1. 9:11 | 93.21\% | 95.83\% | 90\% |
|  |  |  |  |  | 1. Status | 1.2 | 1. 13:54 |  |  |  |
| 8 | 58 | 25 | 33 | 2 | 2. Status | 2.2 | 2. 9:22 | 93.05\% | 92.00\% | 90\% |
|  |  |  |  |  | 1. Out of SSM | 1.5 | 1. 9:10 |  |  |  |
| 9 | 52 | 26 | 26 | 2 | 2. Status 0 | 2.0 | 2. 24.41 | 92.96\% | 92.31\% | 90\% |
| 10 | 45 | 17 | 28 | 0 |  |  |  | 93.48\% | 100.00\% | 90\% |
| 11 | 46 | 21 | 25 | 1 | 1. Status | 1.2 | 1.11:31 | 93.63\% | 95.24\% | 90\% |
| 12 | 65 | 28 | 37 | 1 | 1. Out of SSM | 1.4 | 1. 18:48 | 93.91\% | 96.43\% | 90\% |
| 13 | 54 | 30 | 24 | 1 | 1. Out of SSM | 1.4 | 1. 11:19 | 94.17\% | 96.67\% | 90\% |
| 14 | 55 | 28 | 27 | 0 |  |  |  | 94.66\% | 100.00\% | 90\% |
| 15 | 33 | 16 | 17 | 0 |  |  |  | 94.90\% | 100.00\% | 90\% |
| 16 | 39 | 19 | 20 | 2 | 1. Distance 2. Status | $\begin{aligned} & 1.5 \\ & 2.3 \end{aligned}$ | $\begin{aligned} & \text { 1. } 9: 29 \\ & 2.9: 28 \end{aligned}$ | 94.62\% | 89.47\% | 90\% |
| 17 | 39 | 15 | 24 | 1 | 1. Distance | 1.3 | 1. 13:59 | 94.57\% | 93.33\% | 90\% |
| 18 | 44 | 15 | 29 | 1 | 1. Status | 1.3 | 1.10:07 | 94.53\% | 93.33\% | 90\% |
|  |  |  |  |  | 1. Distance | 1. 4 | 1. 9:12 |  |  |  |
| 19 | 50 | 24 | 26 | 2 | 2. Status 0 | 2.0 | 2. 11:51 | 94.37\% | 91.67\% | 90\% |
| 20 | 55 | 23 | 32 | 0 |  |  |  | 94.65\% | 100.00\% | 90\% |
| 21 | 60 | 24 | 36 | 1 | 1. Reassign Delay | 1.2 | 1. 17:26 | 94.71\% | 95.83\% | 90\% |
|  |  |  |  |  | 1. Status | 1.3 | 1. 11:07 |  |  |  |
|  |  |  |  |  | 2. Distance | 2.3 | 2. 13:06 |  |  |  |
| 22 | 58 | 27 | 31 | 3 | 3. Distance | 3. 4 | 3. 10:01 | 94.40\% | 88.89\% | 90\% |
| 23 | 55 | 21 | 34 | 0 |  |  |  | 94.63\% | 100.00\% | 90\% |
| 24 | 39 | 21 | 18 | 1 | 1. Status | 1.3 | 1. 9:14 | 94.65\% | 95.24\% | 90\% |
|  |  |  |  |  | 1. Status | 1.1 | 1. 11:56 |  |  |  |
| 25 | 48 | 23 | 25 | 2 | 2. Status | 2.3 | 2. 9:02 | 94.51\% | 91.30\% | 90\% |
| 26 | 45 | 20 | 25 | 0 |  |  |  | 94.70\% | 100.00\% | 90\% |
| 27 | 51 | 23 | 28 | 2 | $\begin{array}{\|l} \hline \text { 1. Out of SSM } \\ \text { 2. Status } 0 \\ \hline \end{array}$ | $\begin{aligned} & 1.5 \\ & 2.0 \\ & \hline \end{aligned}$ | $\begin{array}{\|l\|} \hline \text { 1. } 11: 00 \\ \text { 2. } 9: 13 \\ \hline \end{array}$ | 94.57\% | 91.30\% | 90\% |
| 28 | 47 | 19 | 28 | 0 |  |  |  | 94.74\% | 100.00\% | 90\% |
|  |  |  |  |  | 1. Ouf of SSM | 1.5 | 1.9:33 |  |  |  |
|  |  |  |  |  | 2. Out of SSM | 2.5 | 2. 9:20 |  |  |  |
| 29 | 43 | 20 | 23 | 3 | 3. Out of SSM | 3.5 | 3. 9:16 | 94.44\% | 85.00\% | 90\% |
| 30 | 44 | 20 | 24 | 0 |  |  |  | 94.60\% | 100.00\% | 90\% |
|  |  |  |  |  |  |  |  |  |  |  |
|  | 1481 | 667 | 814 | 36 |  |  |  |  |  |  |
|  | 97.57\% | 94.60\% | 27.13 |  |  |  |  |  |  |  |
|  | 1027 | 2022 |  |  |  |  |  |  |  |  |



Percentage Compliance


