

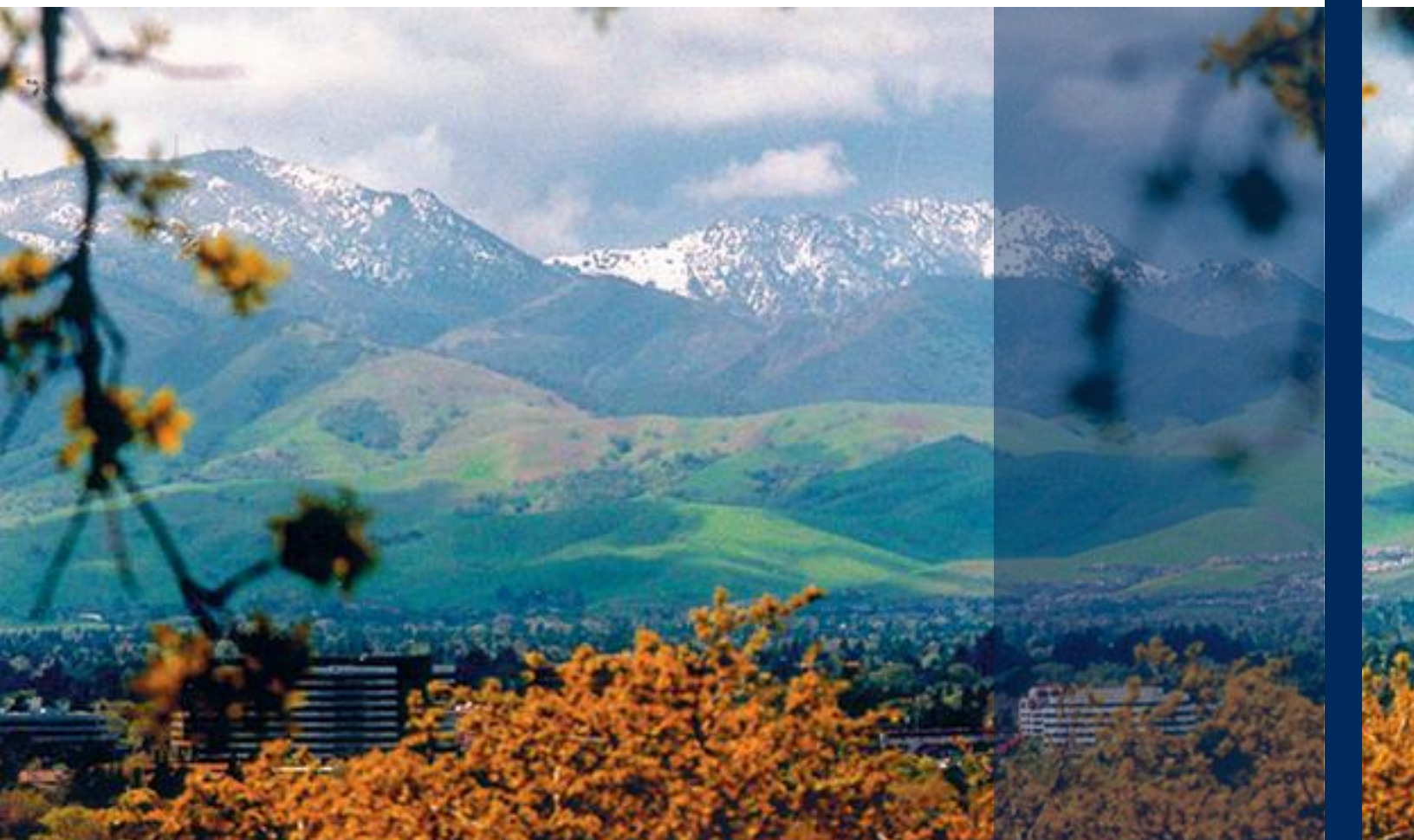


FITCH

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DRAFT DATA ANALYSIS

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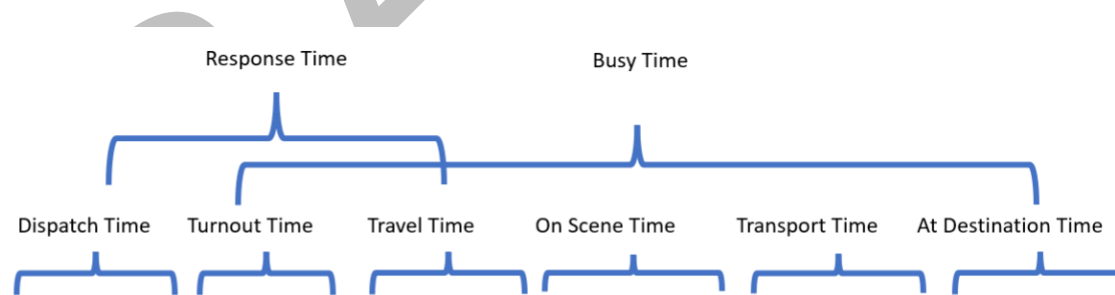
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METHODOLOGY

This report analyzed five years of data from 2017 through 2022. In this report, we utilized two distinct measures of call volume and workload. First, is the number of requests for service that are defined as “calls”. Calls are the number of times a distinct incident was created. Conversely, “responses” are the number of times that an individual unit (or units) responded to a call. Responses are utilized on all Unit analyses, which account for all elements of workload and performance. Calls and responses have been categorized as Transport or Non-Transport. Responses were classified as transport unit response if “depart scene” and “arrive at destination” time stamps have data.

Dispatch time in this report was calculated from the call time through the time a unit was dispatched. Turnout time was calculated from the time a unit was dispatched through the time a unit went enroute. Travel time was calculated from unit enroute time through unit arriving on scene time. Response time citizen experienced includes dispatch, turnout, and travel times. On-scene time is the duration from the unit arriving on scene through the unit begin to transport. Transport time was calculated from the time a unit began to transport through the time a unit arrived at destination. Lastly, at destination time was calculated as the duration from the unit arrived at destination time through unit available time. So, the deployed or busy time of a unit can be broken down into five components: turnout time, travel time, on-scene time, transport time and at destination time. Below is a visual example of how each task component is calculated.



CAD Incident #	Case Number	Unit	Date/Time	Dispatched	Enroute	On Scene	Transported	Arrived at Hospital	Call Cleared
22000005	2-000019	M77	1/1/2022 0:12:35	1/1/2022 0:13:17	1/1/2022 0:13:31	1/1/2022 0:22:04	1/1/2022 0:33:36	1/1/2022 0:58:58	1/1/2022 1:38:11
22000006	2-000021	M74	1/1/2022 0:14:27	1/1/2022 0:15:38	1/1/2022 0:17:05	1/1/2022 0:22:32	1/1/2022 0:32:39	1/1/2022 0:50:16	1/1/2022 1:21:30

EXECUTIVE SUMMARY

In 2022, the agency responded to a total of 104,148 calls, which increased 7.1% vs 2021. From 2017 through 2022, the compound annual growth rate was 2.3%.

Looking at unit responses, the agency had 127,217 unit responses in 2022 and averaged 349 unit responses per day, which increased 12.1% vs 2021. In the six years period from 2017 through 2022, the compound annual growth rate for unit responses was 4.6% driven by 6.8% CAGR for non-transport responses. From dispatch to clear, all responses totaled 128,696 busy hours in 2022, averaging 353 hours per day. Transport responses accounted for 77% of the total unit responses and lasted an average of 72 minutes per unit responses. From the completed transports, the average turnout time was 0.5 minutes, the average travel time was 7.9 minutes, and the average time on scene was 13.8 minutes, and the average travel time to destination was 13.4 minutes, and the average time for units to clear at destination was 35.5 minutes. Non-transport unit responses averaged 23.3 minutes from dispatch to clear. Concord John Muir, Kaiser Richmond Hospital, and JMMC - Walnut Creek, Sutter Delta Memorial Hospital and Kaiser Antioch Hospital were the top five transportation destinations in 2022, which accounted for 69% of the total transports. For lights and siren calls, the average turnout and travel time of first arriving units was 8.4 minutes and the 90th percentile turnout and travel time of first arriving units was 13.5 minutes. The average and 90th percentile response time has been increasing since 2021.

Table 1: Number of Call, Number of Unit Responses by Year: 2017 - 2022

Transport	Number of Calls					
	2017	2018	2019	2020	2021	2022
Transport	73,651	74,384	76,401	68,256	74,412	80,218
Non-Transport	19,528	21,349	20,815	22,047	22,860	23,930
Total	93,179	95,733	97,216	90,303	97,272	104,148
Calls per Day	255.3	262.3	266.3	246.7	266.5	285.3
Percent of Transport	79%	78%	79%	76%	76%	77%

Year over Year (Percentage Difference)					
2018 vs 2017	2019 vs 2018	2020 vs 2019	2021 vs 2020	2022 vs 2021	CAGR
3.7%	2.7%	-10.7%	9.0%	7.8%	1.7%
6.6%	-2.5%	5.9%	3.7%	4.7%	4.1%
4.3%	1.5%	-7.1%	7.7%	7.1%	2.3%

Transport	Number of Responses					
	2017	2018	2019	2020	2021	2022
Transport	81,085	83,529	87,093	77,245	87,163	98,563
Non-Transport	20,652	22,426	23,266	24,717	26,366	28,654
Total	101,737	105,955	110,359	101,962	113,529	127,217
Calls per Day	278.7	290.3	302.4	278.6	311.0	348.5
Percent of Transport	80%	79%	79%	76%	77%	77%

Year over Year (Percentage Difference)					
2018 vs 2017	2019 vs 2018	2020 vs 2019	2021 vs 2020	2022 vs 2021	CAGR
7.4%	4.3%	-11.3%	12.8%	13.1%	4.0%
12.7%	3.7%	6.2%	6.7%	8.7%	6.8%
8.5%	4.2%	-7.6%	11.3%	12.1%	4.6%

Note: CAGR stands for Compound Annual Growth Rate

Table 2: Total Busy Hours and Average Time at Task by Year: 2017 - 2022

Transport	Total Busy Hours					
	2017	2018	2019	2020	2021	2022
Transport	92,890	96,902	101,468	91,289	104,329	117,582
Non-Transport	8,872	10,144	9,983	10,571	10,426	11,114
Total	101,761	107,046	111,451	101,860	114,755	128,696

Year over Year (Percentage Difference)					
2018 vs 2017	2019 vs 2018	2020 vs 2019	2021 vs 2020	2022 vs 2021	CAGR
9.2%	4.7%	-10.0%	14.3%	12.7%	4.8%
12.5%	-1.6%	5.9%	-1.4%	6.6%	4.6%
9.5%	4.1%	-8.6%	12.7%	12.1%	4.8%

Transport	Average Time at Task					
	2017	2018	2019	2020	2021	2022
Transport	68.7	69.6	69.9	70.9	71.8	71.6
Non-Transport	25.8	27.1	25.7	25.7	23.7	23.3
Total	60.0	60.6	60.6	59.9	60.6	60.7

Year over Year (Percentage Difference)					
2018 vs 2017	2019 vs 2018	2020 vs 2019	2021 vs 2020	2022 vs 2021	CAGR
1.7%	0.4%	1.4%	1.3%	-0.3%	0.8%
-0.4%	-5.2%	0.0%	-7.8%	-1.7%	-2.0%
1.0%	0.0%	-1.2%	1.2%	0.2%	0.2%

Note: CAGR stands for Compound Annual Growth Rate



Table 3: Number of Transport Calls by Top 15 Hospitals: 2017 - 2022

Hospital	Number of Calls					
	2017	2018	2019	2020	2021	2022
CONCORD JOHN MUIR - HMTD	10,018	10,203	10,923	9,628	11,195	12,597
KAISER RICHMOND HOSPITAL	9,466	9,682	10,454	10,285	10,814	12,222
JMMC - Walnut Creek	9,923	10,290	10,547	9,225	10,296	11,762
SUTTER DELTA MEMORIAL HOSPITAL	9,900	10,100	10,432	9,699	10,237	10,492
KAISER ANTIOCH HOSPITAL - HKAN	6,835	7,046	7,847	7,628	8,826	9,584
KAISER WALNUT CREEK HOSPITAL HKWC	7,539	7,701	7,709	6,837	7,727	8,636
REGIONAL MED CNT MARTINEZ	7,309	7,047	6,360	5,088	4,997	4,931
PES - Contra Costa Regional Medical Center	5,567	5,602	5,737	4,973	4,654	4,335
ALTA BATES MEDICAL CENTER	2,880	2,892	2,530	1,866	1,958	1,915
KP OAKLAND HOSP/MED CENTER	993	1,147	1,179	799	985	969
KAISER VALLEJO HOSPITAL HKVA	1,050	1,010	941	758	973	875
SUMMIT HOSPITAL NORTH	516	529	643	501	594	655
CHILDRENS HOSPITAL OAKLAND	357	379	432	309	411	522
SUTTER SOLANO MED CNT HSSM	161	138	143	155	176	131
HIGHLAND GEN HOSPITAL HHIG	138	170	117	144	180	143
Other	999	448	407	361	389	449

Table 4: Average Call Duration by Top 15 Transport Hospitals: 2017 - 2022

Hospital	Average Duration (minutes)					
	2017	2018	2019	2020	2021	2022
CONCORD JOHN MUIR - HMTD	73	73	74	75	77	80
KAISER RICHMOND HOSPITAL	76	74	76	78	80	84
JMMC - Walnut Creek	79	79	79	79	80	83
SUTTER DELTA MEMORIAL HOSPITAL	77	76	80	78	84	90
KAISER ANTIOCH HOSPITAL - HKAN	81	81	82	83	87	88
KAISER WALNUT CREEK HOSPITAL HKWC	81	80	81	81	81	82
REGIONAL MED CNT MARTINEZ	86	86	90	91	91	99
PES - Contra Costa Regional Medical Center	90	92	96	96	107	123
ALTA BATES MEDICAL CENTER	97	92	94	98	97	100
KP OAKLAND HOSP/MED CENTER	102	102	102	99	104	107
KAISER VALLEJO HOSPITAL HKVA	89	86	90	90	89	93
SUMMIT HOSPITAL NORTH	96	92	89	92	96	103
CHILDRENS HOSPITAL OAKLAND	77	92	87	90	88	94
SUTTER SOLANO MED CNT HSSM	79	93	89	87	83	98
HIGHLAND GEN HOSPITAL HHIG	91	89	93	94	97	103

Table 5: Number of Calls and Average Calls per Day by Month: 2017 - 2022

Month	Number of Calls						Calls per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
January	8,299	8,632	8,098	8,566	8,057	9,124	267.7	278.5	261.2	276.3	259.9	294.3
February	7,283	7,423	7,637	8,050	7,125	7,630	260.1	265.1	272.8	277.6	254.5	272.5
March	7,966	8,177	8,492	7,696	7,790	8,509	257.0	263.8	273.9	248.3	251.3	274.5
April	7,726	7,719	8,224	6,633	7,579	8,111	257.5	257.3	274.1	221.1	252.6	270.4
May	8,131	8,039	8,210	7,085	8,138	9,035	262.3	259.3	264.8	228.5	262.5	291.5
June	7,667	7,560	8,149	7,137	8,027	8,643	255.6	252.0	271.6	237.9	267.6	288.1
July	7,773	7,948	7,756	7,551	8,560	8,750	250.7	256.4	250.2	243.6	276.1	282.3
August	7,306	7,817	8,037	7,683	8,887	8,973	235.7	252.2	259.3	247.8	286.7	289.5
September	7,621	7,812	7,902	7,228	8,418	8,541	254.0	260.4	263.4	240.9	280.6	284.7
October	7,765	8,753	8,094	7,509	8,261	8,723	250.5	282.4	261.1	242.2	266.5	281.4
November	7,369	7,702	8,089	7,176	7,895	8,996	245.6	256.7	269.6	239.2	263.2	299.9
December	8,273	8,151	8,528	7,989	8,535	9,113	266.9	262.9	275.1	257.7	275.3	294.0
Total	93,179	95,733	97,216	90,303	97,272	104,148	255.3	262.3	266.3	246.7	266.5	285.3

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Table 6: Number of Calls and Average Calls per Day by Weekday: 2017 - 2022

Weekday	Number of Calls						Calls per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
Sunday	13,108	12,807	12,978	12,093	13,281	14,148	247.3	246.3	249.6	232.6	255.4	272.1
Monday	13,516	14,145	14,168	13,242	13,990	15,260	259.9	266.9	272.5	254.7	269.0	293.5
Tuesday	13,524	13,657	14,280	12,802	13,998	15,010	260.1	262.6	269.4	246.2	269.2	288.7
Wednesday	13,321	13,852	14,065	13,193	13,939	15,006	256.2	266.4	270.5	248.9	268.1	288.6
Thursday	13,154	13,922	14,021	13,150	13,948	14,920	253.0	267.7	269.6	248.1	268.2	286.9
Friday	13,591	14,054	14,065	13,287	14,527	15,170	261.4	270.3	270.5	255.5	274.1	291.7
Saturday	12,965	13,296	13,639	12,536	13,589	14,634	249.3	255.7	262.3	241.1	261.3	276.1
Total	93,179	95,733	97,216	90,303	97,272	104,148	255.3	262.3	266.3	246.7	266.5	285.3

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Table 7: Number of Calls and Average Calls per Day by Hour of Day: 2017 - 2022

Hour	Number of Calls						Calls per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
0	2,916	2,918	2,933	2,720	2,832	3,032	8.0	8.0	8.0	7.4	7.8	8.3
1	2,673	2,627	2,769	2,394	2,528	2,823	7.3	7.2	7.6	6.5	6.9	7.7
2	2,246	2,256	2,243	2,040	2,197	2,352	6.2	6.2	6.1	5.6	6.0	6.4
3	1,884	2,004	1,951	1,877	1,997	2,119	5.2	5.5	5.3	5.1	5.5	5.8
4	1,858	1,923	1,902	1,740	1,996	2,083	5.1	5.3	5.2	4.8	5.5	5.7
5	1,954	1,999	2,150	1,989	2,033	2,282	5.4	5.5	5.9	5.4	5.6	6.3
6	2,324	2,500	2,548	2,213	2,374	2,516	6.4	6.8	7.0	6.0	6.5	6.9
7	3,114	3,203	3,257	2,840	3,184	3,355	8.5	8.8	8.9	7.8	8.7	9.2
8	4,023	4,161	4,186	3,775	4,050	4,469	11.0	11.4	11.5	10.3	11.1	12.2
9	4,623	4,910	4,832	4,383	5,008	5,269	12.7	13.5	13.2	12.0	13.7	14.4
10	5,008	5,193	5,139	4,790	5,287	5,630	13.7	14.2	14.1	13.1	14.5	15.4
11	5,146	5,190	5,362	5,100	5,412	5,863	14.1	14.2	14.7	13.9	14.8	16.1
12	5,139	5,219	5,476	5,078	5,505	6,016	14.1	14.3	15.0	13.9	15.1	16.5
13	5,076	5,206	5,354	5,013	5,538	5,905	13.9	14.3	14.7	13.7	15.2	16.2
14	5,046	5,210	5,343	5,069	5,406	5,917	13.8	14.3	14.6	13.8	14.8	16.2
15	5,112	5,115	5,413	5,024	5,439	5,859	14.0	14.0	14.8	13.7	14.9	16.1
16	5,129	5,276	5,324	4,992	5,437	5,606	14.1	14.5	14.6	13.6	14.9	15.4
17	5,135	5,268	5,360	4,831	5,329	5,516	14.1	14.4	14.7	13.2	14.6	15.1
18	4,946	4,975	5,027	4,789	4,864	5,513	13.6	13.6	13.8	13.1	13.3	15.1
19	4,657	4,837	4,781	4,585	4,896	5,152	12.8	13.3	13.1	12.5	13.4	14.1
20	4,329	4,586	4,499	4,290	4,683	4,949	11.9	12.6	12.3	11.7	12.8	13.6
21	3,997	4,197	4,267	4,008	4,251	4,553	11.0	11.5	11.7	11.0	11.6	12.5
22	3,760	3,681	3,798	3,685	3,826	3,938	10.3	10.1	10.4	10.1	10.5	10.8
23	3,084	3,279	3,302	3,078	3,200	3,431	8.4	9.0	9.0	8.4	8.8	9.4
Total	93,179	95,733	97,216	90,303	97,272	104,148	255.3	262.3	266.3	246.7	266.5	285.3

Table 8: Number of Unit Responses and Average Unit Responses per Day by Month: 2017 - 2022

Month	Number of Unit Responses						Average Unit Responses per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
January	9,038	9,795	9,165	9,698	9,368	11,465	291.5	316.0	295.6	312.8	302.2	369.8
February	8,186	8,120	8,717	9,207	8,534	9,155	292.4	290.0	311.3	317.5	304.8	327.0
March	8,963	8,959	9,725	8,675	8,994	10,085	289.1	289.0	313.7	279.8	290.1	325.3
April	8,671	8,077	9,493	7,464	8,704	9,844	289.0	269.2	316.4	248.8	290.1	328.1
May	8,856	9,032	8,572	7,915	9,371	11,308	285.7	291.4	276.5	255.3	302.3	364.8
June	8,362	8,499	9,348	7,996	9,110	10,813	278.7	283.3	311.6	266.5	303.7	360.4
July	7,197	8,902	8,746	8,517	9,922	10,596	232.2	287.2	282.1	274.7	320.1	341.8
August	7,892	8,783	9,177	8,697	10,617	10,853	254.6	283.3	296.0	280.5	342.5	350.1
September	8,401	8,892	9,089	8,184	9,818	10,400	280.0	296.4	303.0	272.8	327.3	346.7
October	8,698	8,881	9,298	8,502	9,654	10,258	280.6	286.5	299.9	274.3	311.4	330.9
November	8,214	8,735	9,262	8,029	9,031	10,955	273.8	291.2	308.7	267.6	301.0	365.2
December	9,259	9,280	9,767	9,078	10,406	11,485	298.7	299.4	315.1	292.8	335.7	370.5
Total	101,737	105,955	110,359	101,962	113,529	127,217	278.7	290.3	302.4	278.6	311.0	348.5

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Table 9: Number of Unit Responses and Average Unit Responses per Day by Weekday: 2017 - 2022

Weekday	Number of Unit Responses						Average Unit Responses per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
Sunday	14,445	13,876	14,643	13,574	15,352	17,137	272.5	266.8	281.6	261.0	295.2	329.6
Monday	14,874	15,826	16,003	14,984	16,456	19,173	286.0	298.6	307.8	288.2	316.5	368.7
Tuesday	14,985	15,503	16,222	14,605	16,410	18,665	288.2	298.1	306.1	280.9	315.6	358.9
Wednesday	14,623	15,406	15,893	14,931	16,162	18,065	281.2	296.3	305.6	281.7	310.8	347.4
Thursday	14,140	15,400	15,924	14,698	16,236	18,144	271.9	296.2	306.2	277.3	312.2	348.9
Friday	14,634	15,539	16,217	15,074	17,121	18,503	281.4	298.8	311.9	289.9	323.0	355.8
Saturday	14,036	14,405	15,457	14,096	15,792	17,530	269.9	277.0	297.3	271.1	303.7	330.8
Total	101,737	105,955	110,359	101,962	113,529	127,217	278.7	290.3	302.4	278.6	311.0	348.5

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Table 10: Number of Unit Responses and Average Unit Responses per by Hour of Day: 2017 - 2022

Hour	Number of Unit Responses						Average Unit Responses per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
0	3,033	3,101	3,180	2,983	3,198	3,501	8.3	8.5	8.7	8.2	8.8	9.6
1	2,851	2,730	2,935	2,551	2,783	3,204	7.8	7.5	8.0	7.0	7.6	8.8
2	2,363	2,401	2,444	2,220	2,434	2,645	6.5	6.6	6.7	6.1	6.7	7.2
3	1,976	2,126	2,090	2,012	2,122	2,329	5.4	5.8	5.7	5.5	5.8	6.4
4	1,968	2,074	2,087	1,879	2,200	2,303	5.4	5.7	5.7	5.1	6.0	6.3
5	2,175	2,271	2,468	2,300	2,419	2,734	6.0	6.2	6.8	6.3	6.6	7.5
6	2,549	2,829	2,958	2,579	2,812	2,974	7.0	7.8	8.1	7.0	7.7	8.1
7	3,498	3,612	3,837	3,245	3,782	4,054	9.6	9.9	10.5	8.9	10.4	11.1
8	4,445	4,702	4,905	4,230	4,778	5,525	12.2	12.9	13.4	11.6	13.1	15.1
9	4,950	5,381	5,464	4,927	5,931	6,493	13.6	14.7	15.0	13.5	16.2	17.8
10	5,317	5,640	5,856	5,372	6,226	7,147	14.6	15.5	16.0	14.7	17.1	19.6
11	5,466	5,609	6,062	5,693	6,351	7,377	15.0	15.4	16.6	15.6	17.4	20.2
12	5,555	5,708	6,135	5,782	6,491	7,465	15.2	15.6	16.8	15.8	17.8	20.5
13	5,556	5,690	6,040	5,665	6,516	7,533	15.2	15.6	16.5	15.5	17.9	20.6
14	5,379	5,739	6,113	5,817	6,334	7,455	14.7	15.7	16.7	15.9	17.4	20.4
15	5,627	5,773	6,295	5,848	6,591	7,471	15.4	15.8	17.2	16.0	18.1	20.5
16	5,784	6,153	6,250	5,826	6,548	7,144	15.8	16.9	17.1	15.9	17.9	19.6
17	5,886	6,019	6,376	5,585	6,425	6,887	16.1	16.5	17.5	15.3	17.6	18.9
18	5,637	5,769	5,826	5,515	5,785	6,921	15.4	15.8	16.0	15.1	15.8	19.0
19	5,178	5,479	5,467	5,151	5,650	6,246	14.2	15.0	15.0	14.1	15.5	17.1
20	4,801	5,080	5,006	4,820	5,360	5,846	13.2	13.9	13.7	13.2	14.7	16.0
21	4,389	4,571	4,718	4,497	4,869	5,368	12.0	12.5	12.9	12.3	13.3	14.7
22	4,102	3,979	4,233	4,065	4,337	4,615	11.2	10.9	11.6	11.1	11.9	12.6
23	3,252	3,519	3,614	3,400	3,587	3,980	8.9	9.6	9.9	9.3	9.8	10.9
Total	101,737	105,955	110,359	101,962	113,529	127,217	278.7	290.3	302.4	278.6	311.0	348.5

Table 11: Number of Unit Responses by Priority: 2017 - 2022

Priority	Number of Responses					
	2017	2018	2019	2020	2021	2022
1	20,986	19,804	19,260	17,999	18,789	20,973
2	34,966	38,958	46,916	43,562	50,308	52,608
3	14,015	13,011	8,095	7,112	7,716	8,456
4	1,294	1,696	23	14	9	29
5	30,069	31,915	35,237	32,794	36,237	43,484
6	40	10	14	4	7	36
7	54	129	140	170	140	390
8	20	41	34	45	27	66
9	0	1	2	1	0	652
10	66	0	0	0	0	0
96	1	59	349	117	60	112
97	0	15	24	36	112	241
98	0	1	1	0	0	0
99	226	315	264	108	124	169
0	0	0	0	0	0	1
Total	101,737	105,955	110,359	101,962	113,529	127,217
per Day	278.7	290.3	302.4	278.6	311.0	348.5

Figure 1: Average Unit Responses per Day by Transport/Non-Transport and Month in 2022

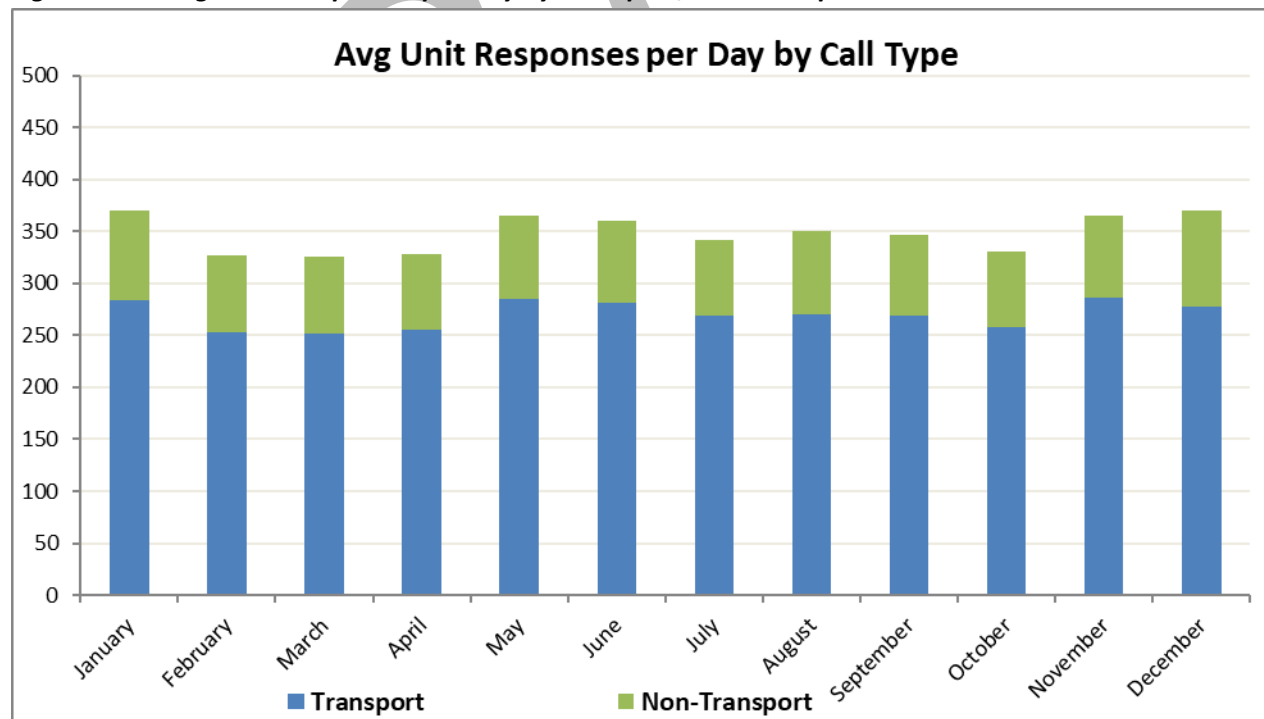


Figure 2: Average Unit Responses per Day by Transport/Non-Transport and Weekday in 2022

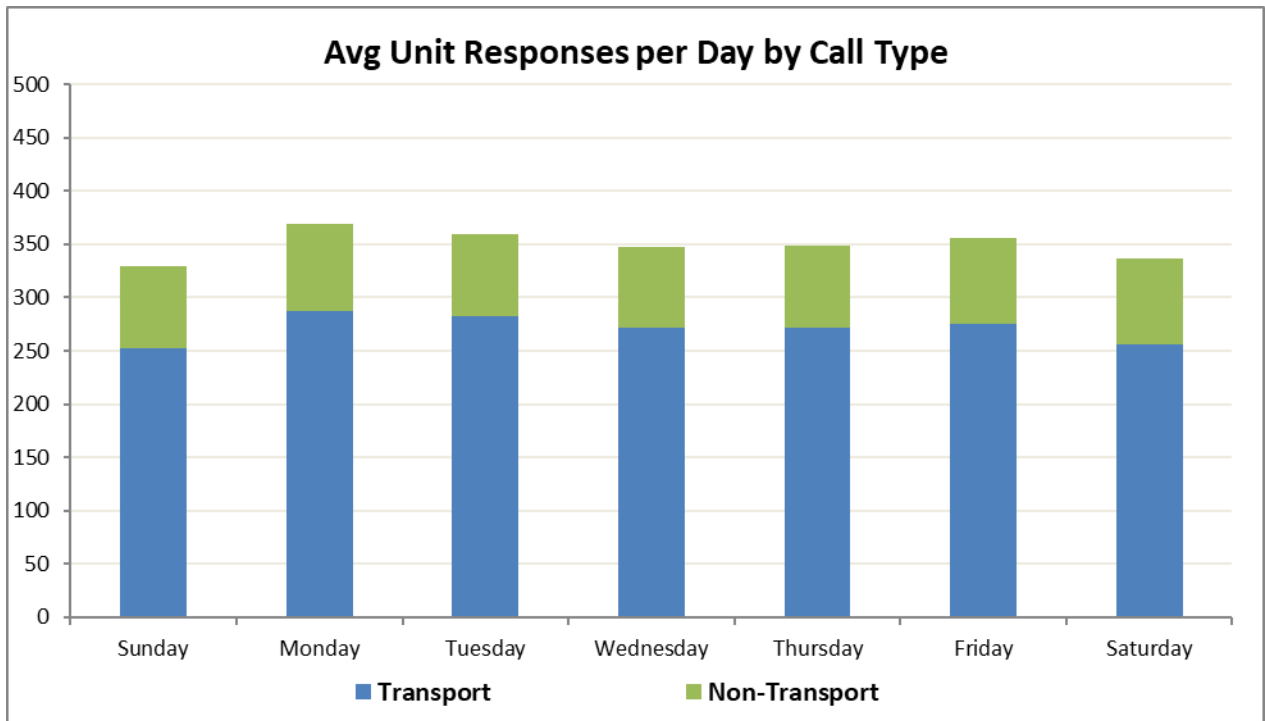


Figure 3: Average Unit Responses per Day by Transport/Non-Transport and Hour of Day in 2022

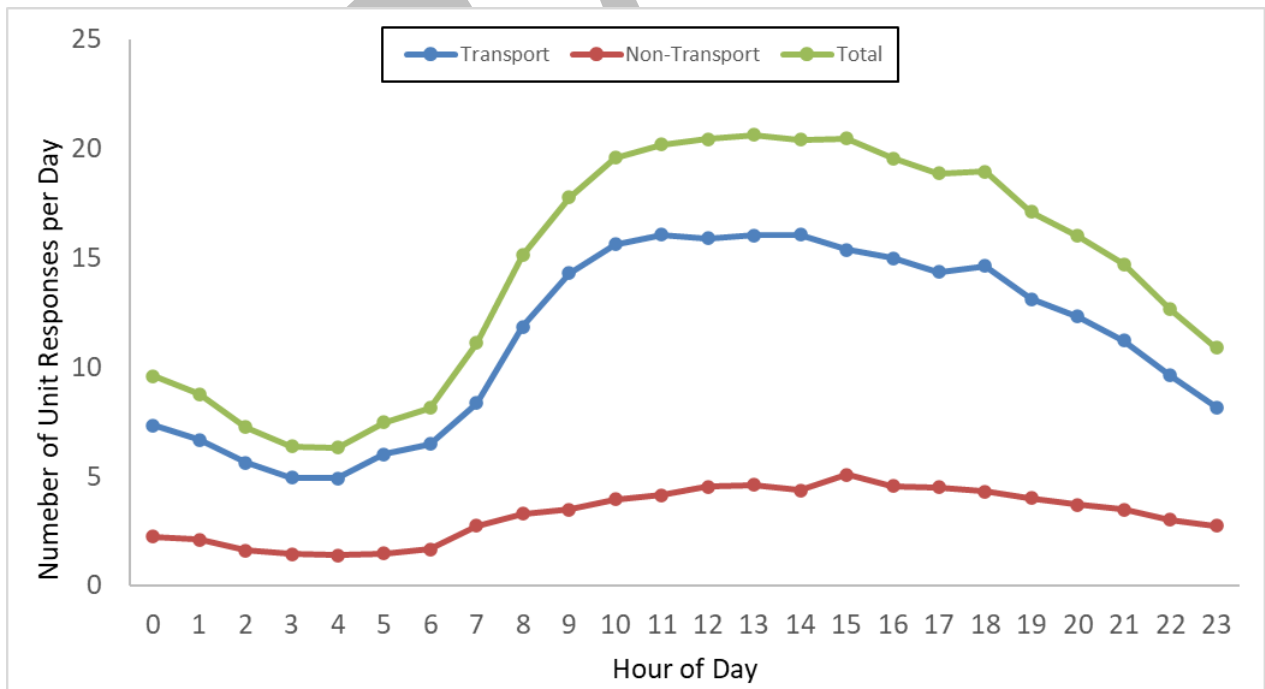
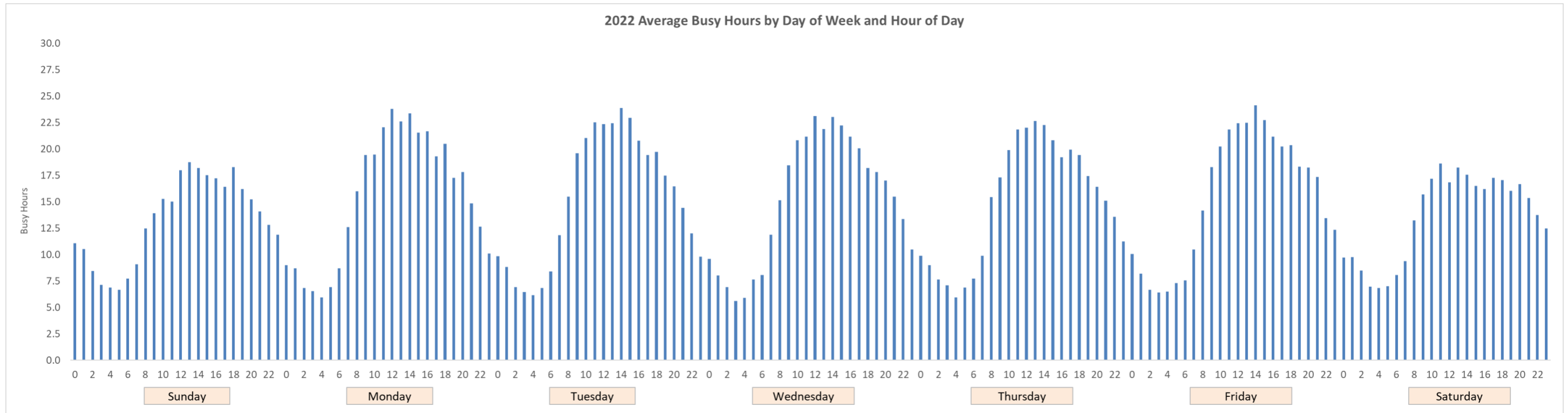
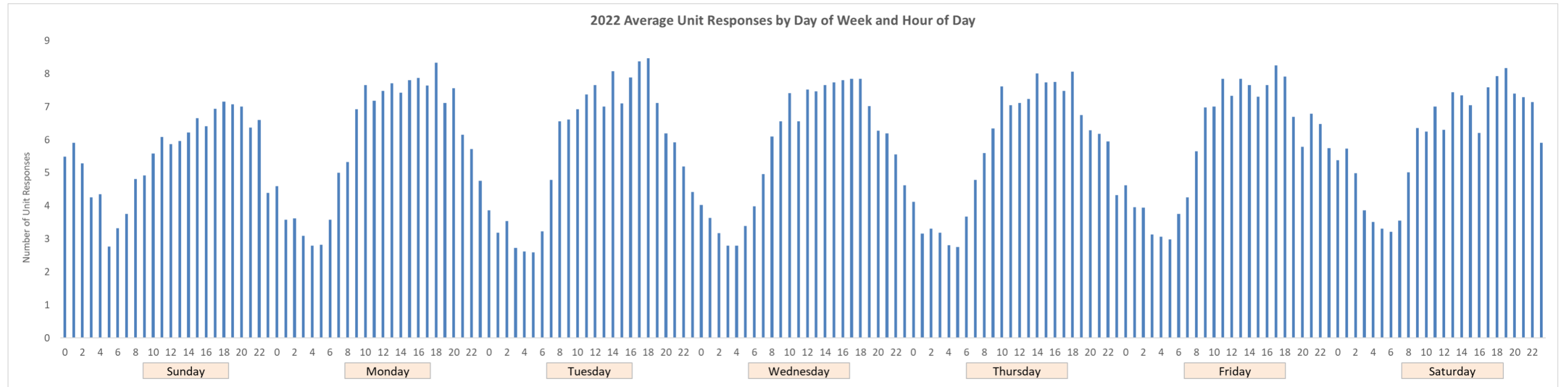


Figure 4: Average Busy Hours by Day of Week and Hour of Day in 2022



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Figure 5: Average Unit Responses by Day of Week and Hour of Day in 2022



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Table 12: Number of Responses and Average Responses per Day by Unit and Year: 2017 – 2022

	Number of Runs						Avg Number of Runs per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
M6	2,206	2,116	2,107	1,886	2,111	2,580	6.0	5.8	5.8	5.2	5.8	7.1
M3	1,990	2,049	2,195	1,904	2,324	2,570	5.5	5.6	6.0	5.2	6.4	7.0
M9	1,985	2,164	2,212	1,904	2,414	2,507	5.4	5.9	6.1	5.2	6.6	6.9
M5	1,972	2,188	2,303	1,883	2,339	2,472	5.4	6.0	6.3	5.2	6.4	6.8
M55	1,877	1,873	2,071	1,877	2,213	2,435	5.1	5.1	5.7	5.1	6.1	6.7
M2	1,993	2,022	2,160	1,902	2,103	2,426	5.5	5.5	5.9	5.2	5.8	6.6
M10	2,090	2,188	2,139	1,963	2,302	2,415	5.7	6.0	5.9	5.4	6.3	6.6
M58	1,664	1,873	2,058	1,970	2,066	2,411	4.6	5.1	5.6	5.4	5.7	6.6
M8	2,035	2,032	2,122	1,925	2,177	2,403	5.6	5.6	5.8	5.3	6.0	6.6
M4	2,051	2,116	2,172	1,881	2,238	2,402	5.6	5.8	6.0	5.2	6.1	6.6
M66	1,669	1,761	1,908	1,826	2,012	2,385	4.6	4.8	5.2	5.0	5.5	6.5
M1	1,961	1,933	2,068	1,811	2,198	2,380	5.4	5.3	5.7	5.0	6.0	6.5
M54	1,961	1,924	2,163	1,877	2,287	2,346	5.4	5.3	5.9	5.1	6.3	6.4
M60	1,670	1,639	1,807	1,630	1,981	2,313	4.6	4.5	5.0	4.5	5.4	6.3
M65	1,699	1,658	1,822	1,789	1,809	2,304	4.7	4.5	5.0	4.9	5.0	6.3
M53	1,743	1,559	1,631	1,780	2,141	2,299	4.8	4.3	4.5	4.9	5.9	6.3
M50	1,691	1,768	2,027	1,934	2,042	2,256	4.6	4.8	5.6	5.3	5.6	6.2
M12	1,821	2,005	1,581	1,256	1,956	2,227	5.0	5.5	4.3	3.4	5.4	6.1
M52	1,821	1,846	1,953	1,862	1,978	2,184	5.0	5.1	5.4	5.1	5.4	6.0
M59	1,666	1,823	1,261	978	1,849	2,148	4.6	5.0	3.5	2.7	5.1	5.9
M64	1,554	1,347	1,565	1,672	1,760	2,134	4.3	3.7	4.3	4.6	4.8	5.8
M51	1,775	1,842	2,081	1,757	2,067	2,112	4.9	5.0	5.7	4.8	5.7	5.8
M61	1,823	1,876	1,916	1,794	2,020	2,095	5.0	5.1	5.2	4.9	5.5	5.7
M57	1,727	1,961	2,004	1,985	2,241	2,093	4.7	5.4	5.5	5.4	6.1	5.7
M17	1,627	1,770	1,695	1,556	1,747	2,062	4.5	4.8	4.6	4.3	4.8	5.6
M62	1,723	1,718	1,819	1,731	2,035	2,058	4.7	4.7	5.0	4.7	5.6	5.6
M15	1,804	1,786	1,711	1,659	1,714	2,042	4.9	4.9	4.7	4.5	4.7	5.6
M63	1,727	1,797	1,850	1,436	1,615	2,034	4.7	4.9	5.1	3.9	4.4	5.6
M68	1,736	1,771	1,977	1,736	1,932	2,027	4.8	4.9	5.4	4.8	5.3	5.6
M7	2,009	2,034	2,115	1,963	2,331	2,026	5.5	5.6	5.8	5.4	6.4	5.6
M14	1,870	1,930	1,872	1,722	1,871	2,023	5.1	5.3	5.1	4.7	5.1	5.5
M83	1,611	1,753	1,753	1,661	1,862	2,016	4.4	4.8	4.8	4.6	5.1	5.5
M56	1,692	1,945	2,066	1,799	2,021	2,006	4.6	5.3	5.7	4.9	5.5	5.5
M85	1,651	1,674	1,758	1,692	1,869	1,989	4.5	4.6	4.8	4.6	5.1	5.4
M84	1,648	1,780	1,826	1,676	1,768	1,965	4.5	4.9	5.0	4.6	4.8	5.4
M13	1,870	1,920	1,929	1,622	1,713	1,932	5.1	5.3	5.3	4.4	4.7	5.3
M20	340	1,001	1,918	1,724	1,903	1,916	0.9	2.7	5.3	4.7	5.2	5.2
M19	1,660	1,633	1,793	1,607	1,799	1,906	4.5	4.5	4.9	4.4	4.9	5.2
M86	1,505	1,612	1,665	1,491	1,726	1,870	4.1	4.4	4.6	4.1	4.7	5.1

M87	1,442	1,646	1,728	1,657	1,749	1,844	4.0	4.5	4.7	4.5	4.8	5.1
M16	1,750	1,782	1,729	1,557	1,658	1,834	4.8	4.9	4.7	4.3	4.5	5.0
M11	1,961	2,177	2,204	1,684	2,081	1,807	5.4	6.0	6.0	4.6	5.7	5.0
M71	1,655	1,742	1,595	1,594	1,599	1,790	4.5	4.8	4.4	4.4	4.4	4.9
M72	1,541	1,598	1,627	1,516	1,714	1,785	4.2	4.4	4.5	4.2	4.7	4.9
M18	1,917	1,858	1,715	1,643	1,703	1,781	5.3	5.1	4.7	4.5	4.7	4.9
M73	1,470	1,647	1,548	1,551	1,641	1,719	4.0	4.5	4.2	4.2	4.5	4.7
M75	1,523	1,631	1,733	1,583	1,438	1,711	4.2	4.5	4.7	4.3	3.9	4.7
M70	1,700	1,921	1,781	1,652	1,480	1,701	4.7	5.3	4.9	4.5	4.1	4.7
M69	1,666	1,740	1,926	1,582	1,979	1,605	4.6	4.8	5.3	4.3	5.4	4.4
M80	1,587	1,788	2,183	1,726	1,943	1,582	4.3	4.9	6.0	4.7	5.3	4.3
M74	1,539	1,627	1,643	1,570	1,580	1,550	4.2	4.5	4.5	4.3	4.3	4.2
M89	0	0	0	283	1,616	1,549	0.0	0.0	0.0	0.8	4.4	4.2
M67	1,851	1,879	1,952	1,751	1,898	1,536	5.1	5.1	5.3	4.8	5.2	4.2
M88	0	669	1,719	1,464	1,342	1,535	0.0	1.8	4.7	4.0	3.7	4.2
M81	1,665	1,769	1,631	1,719	1,620	1,526	4.6	4.8	4.5	4.7	4.4	4.2
M76	1,374	1,428	1,555	1,487	1,547	1,349	3.8	3.9	4.3	4.1	4.2	3.7
M77	1,400	1,502	1,489	1,476	1,364	1,291	3.8	4.1	4.1	4.0	3.7	3.5
M82	1,657	1,781	1,804	1,861	1,748	1,282	4.5	4.9	4.9	5.1	4.8	3.5
BLS21	0	0	0	0	102	1,086	0.0	0.0	0.0	0.0	0.3	3.0
M22	245	294	356	811	611	918	0.7	0.8	1.0	2.2	1.7	2.5
M21	271	269	405	919	208	777	0.7	0.7	1.1	2.5	0.6	2.1
M23	243	239	192	7	240	765	0.7	0.7	0.5	0.0	0.7	2.1
BLS22	0	0	0	0	314	730	0.0	0.0	0.0	0.0	0.9	2.0
BLS24	0	0	0	0	300	718	0.0	0.0	0.0	0.0	0.8	2.0
BLS25	0	0	0	60	58	697	0.0	0.0	0.0	0.2	0.2	1.9
M25	280	248	143	0	341	603	0.8	0.7	0.4	0.0	0.9	1.7
BLS26	0	0	0	57	0	584	0.0	0.0	0.0	0.2	0.0	1.6
BLS29	0	0	0	0	7	575	0.0	0.0	0.0	0.0	0.0	1.6
M24	278	138	133	1,379	11	556	0.8	0.4	0.4	3.8	0.0	1.5
BLS23	0	0	0	0	39	545	0.0	0.0	0.0	0.0	0.1	1.5
BLS28	0	0	0	0	25	502	0.0	0.0	0.0	0.0	0.1	1.4
BLS27	0	0	0	0	115	405	0.0	0.0	0.0	0.0	0.3	1.1
M26	235	231	92	0	140	384	0.6	0.6	0.3	0.0	0.4	1.1
M28	12	0	84	0	512	318	0.0	0.0	0.2	0.0	1.4	0.9
M27	281	199	196	1,160	13	245	0.8	0.5	0.5	3.2	0.0	0.7
M96	50	110	153	23	38	102	0.1	0.3	0.4	0.1	0.1	0.3
M29	15	0	74	0	145	74	0.0	0.0	0.2	0.0	0.4	0.2
M99	37	31	42	38	37	48	0.1	0.1	0.1	0.1	0.1	0.1
M97	15	36	49	14	21	15	0.0	0.1	0.1	0.0	0.1	0.0
M78	1,323	1,459	712	0	0	12	3.6	4.0	2.0	0.0	0.0	0.0
M95	101	22	254	1	0	6	0.3	0.1	0.7	0.0	0.0	0.0

M98	12	16	44	13	7	5	0.0	0.0	0.1	0.0	0.0	0.0
BLS67	0	0	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
M94	575	38	246	0	1	0	1.6	0.1	0.7	0.0	0.0	0.0
M92	417	326	87	0	0	0	1.1	0.9	0.2	0.0	0.0	0.0
M90	469	158	151	0	0	0	1.3	0.4	0.4	0.0	0.0	0.0
M93	67	214	179	0	0	0	0.2	0.6	0.5	0.0	0.0	0.0
M91	196	55	132	1	1	0	0.5	0.2	0.4	0.0	0.0	0.0
BLS20	0	0	0	0	7	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS17	0	0	0	1	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS87	0	0	0	0	1	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS86	0	0	0	1	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS84	0	0	0	0	1	0	0.0	0.0	0.0	0.0	0.0	0.0

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Table 13: Total Busy Hours and Average Busy Hours per Day by Unit and Year: 2017 – 2022

	Busy Hour						Avg Busy Hours per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
M55	1,869	1,909	2,124	1,998	2,228	2,601	5.1	5.2	5.8	5.5	6.1	7.1
M54	1,987	1,971	2,149	1,967	2,416	2,576	5.4	5.4	5.9	5.4	6.6	7.1
M58	1,722	1,907	2,020	2,079	2,264	2,563	4.7	5.2	5.5	5.7	6.2	7.0
M8	2,170	2,042	2,221	1,927	2,237	2,484	5.9	5.6	6.1	5.3	6.1	6.8
M52	1,781	1,868	2,061	1,921	2,166	2,456	4.9	5.1	5.6	5.3	5.9	6.7
M9	1,920	2,207	2,224	1,850	2,264	2,430	5.3	6.0	6.1	5.1	6.2	6.7
M59	1,698	1,947	1,316	1,071	2,006	2,429	4.7	5.3	3.6	2.9	5.5	6.7
M5	1,814	2,052	2,233	1,813	2,200	2,422	5.0	5.6	6.1	5.0	6.0	6.6
M50	1,700	1,758	2,078	1,969	2,151	2,414	4.7	4.8	5.7	5.4	5.9	6.6
M10	2,086	2,132	2,133	1,984	2,398	2,411	5.7	5.8	5.8	5.4	6.6	6.6
M12	1,948	1,957	1,541	1,311	1,960	2,381	5.3	5.4	4.2	3.6	5.4	6.5
M53	1,811	1,592	1,676	1,762	2,223	2,375	5.0	4.4	4.6	4.8	6.1	6.5
M6	2,080	2,099	2,173	1,965	2,121	2,355	5.7	5.8	6.0	5.4	5.8	6.5
M4	1,858	2,005	2,123	1,699	2,229	2,336	5.1	5.5	5.8	4.7	6.1	6.4
M57	1,862	1,980	2,088	2,056	2,391	2,334	5.1	5.4	5.7	5.6	6.6	6.4
M1	1,834	1,890	2,116	1,853	2,122	2,320	5.0	5.2	5.8	5.1	5.8	6.4
M51	1,808	1,897	2,118	1,791	2,245	2,250	5.0	5.2	5.8	4.9	6.1	6.2
M60	1,636	1,718	1,820	1,575	1,819	2,246	4.5	4.7	5.0	4.3	5.0	6.2
M66	1,689	1,684	1,768	1,641	1,974	2,240	4.6	4.6	4.8	4.5	5.4	6.1
M2	1,952	1,957	2,139	1,797	1,907	2,237	5.3	5.4	5.9	4.9	5.2	6.1
M13	1,891	1,932	1,967	1,772	1,991	2,232	5.2	5.3	5.4	4.9	5.5	6.1
M63	1,630	1,752	1,931	1,552	1,888	2,219	4.5	4.8	5.3	4.3	5.2	6.1
M61	1,743	1,771	1,919	1,758	2,061	2,203	4.8	4.9	5.3	4.8	5.6	6.0
M64	1,617	1,409	1,520	1,582	1,878	2,197	4.4	3.9	4.2	4.3	5.1	6.0
M3	1,857	1,966	2,053	1,844	1,970	2,181	5.1	5.4	5.6	5.1	5.4	6.0
M56	1,690	1,899	2,104	1,881	2,126	2,154	4.6	5.2	5.8	5.2	5.8	5.9
M84	1,713	1,835	1,855	1,702	1,977	2,115	4.7	5.0	5.1	4.7	5.4	5.8
M65	1,530	1,669	1,779	1,408	1,645	2,109	4.2	4.6	4.9	3.9	4.5	5.8
M83	1,683	1,829	1,867	1,712	1,895	2,103	4.6	5.0	5.1	4.7	5.2	5.8
M85	1,572	1,622	1,725	1,666	1,893	2,094	4.3	4.4	4.7	4.6	5.2	5.7
M15	1,762	1,861	1,767	1,685	1,696	2,086	4.8	5.1	4.8	4.6	4.6	5.7
M68	1,771	1,799	1,961	1,701	1,766	2,059	4.9	4.9	5.4	4.7	4.8	5.6
M14	1,702	1,809	1,725	1,604	1,850	2,053	4.7	5.0	4.7	4.4	5.1	5.6
M16	1,619	1,711	1,767	1,599	1,781	2,048	4.4	4.7	4.8	4.4	4.9	5.6
M86	1,580	1,831	1,831	1,571	1,874	2,042	4.3	5.0	5.0	4.3	5.1	5.6
M62	1,659	1,659	1,801	1,647	1,902	2,019	4.5	4.5	4.9	4.5	5.2	5.5
M71	1,721	1,811	1,758	1,715	1,769	1,991	4.7	5.0	4.8	4.7	4.8	5.5
M87	1,486	1,570	1,706	1,726	1,898	1,989	4.1	4.3	4.7	4.7	5.2	5.4
M19	1,601	1,639	1,699	1,647	1,804	1,940	4.4	4.5	4.7	4.5	4.9	5.3

M70	1,765	1,871	1,813	1,712	1,656	1,927	4.8	5.1	5.0	4.7	4.5	5.3
M72	1,675	1,873	1,743	1,569	1,786	1,885	4.6	5.1	4.8	4.3	4.9	5.2
M17	1,454	1,737	1,652	1,479	1,587	1,881	4.0	4.8	4.5	4.1	4.3	5.2
M73	1,607	1,857	1,637	1,590	1,778	1,869	4.4	5.1	4.5	4.4	4.9	5.1
M7	1,902	1,967	2,110	1,902	2,053	1,828	5.2	5.4	5.8	5.2	5.6	5.0
M11	2,013	2,155	2,114	1,671	2,171	1,820	5.5	5.9	5.8	4.6	5.9	5.0
M18	1,626	1,701	1,736	1,616	1,601	1,799	4.5	4.7	4.8	4.4	4.4	4.9
M20	382	881	1,774	1,597	1,719	1,769	1.0	2.4	4.9	4.4	4.7	4.8
M75	1,545	1,590	1,687	1,533	1,396	1,678	4.2	4.4	4.6	4.2	3.8	4.6
M81	1,869	1,897	1,647	1,647	1,744	1,664	5.1	5.2	4.5	4.5	4.8	4.6
M80	1,722	1,924	2,187	1,802	2,105	1,653	4.7	5.3	6.0	4.9	5.8	4.5
M74	1,412	1,632	1,714	1,562	1,515	1,651	3.9	4.5	4.7	4.3	4.2	4.5
M88	0	693	1,613	1,443	1,436	1,646	0.0	1.9	4.4	4.0	3.9	4.5
M89	0	0	0	276	1,651	1,628	0.0	0.0	0.0	0.8	4.5	4.5
M69	1,510	1,733	1,924	1,532	1,943	1,545	4.1	4.7	5.3	4.2	5.3	4.2
M67	1,870	1,827	1,966	1,723	1,874	1,462	5.1	5.0	5.4	4.7	5.1	4.0
M76	1,449	1,426	1,437	1,437	1,615	1,444	4.0	3.9	3.9	3.9	4.4	4.0
M82	1,725	1,879	1,841	1,870	1,837	1,398	4.7	5.1	5.0	5.1	5.0	3.8
M77	1,426	1,550	1,402	1,256	1,297	1,261	3.9	4.2	3.8	3.4	3.6	3.5
M22	232	268	361	813	564	915	0.6	0.7	1.0	2.2	1.5	2.5
M23	231	239	178	6	227	838	0.6	0.7	0.5	0.0	0.6	2.3
M21	253	264	408	893	193	750	0.7	0.7	1.1	2.4	0.5	2.1
M25	287	251	147	0	344	665	0.8	0.7	0.4	0.0	0.9	1.8
BLS21	0	0	0	0	44	656	0.0	0.0	0.0	0.0	0.1	1.8
M24	311	149	125	1,429	9	631	0.9	0.4	0.3	3.9	0.0	1.7
BLS29	0	0	0	0	10	476	0.0	0.0	0.0	0.0	0.0	1.3
BLS25	0	0	0	21	24	463	0.0	0.0	0.0	0.1	0.1	1.3
M26	221	231	108	0	149	453	0.6	0.6	0.3	0.0	0.4	1.2
BLS22	0	0	0	0	126	448	0.0	0.0	0.0	0.0	0.3	1.2
BLS28	0	0	0	0	11	372	0.0	0.0	0.0	0.0	0.0	1.0
BLS24	0	0	0	0	121	366	0.0	0.0	0.0	0.0	0.3	1.0
BLS26	0	0	0	21	0	360	0.0	0.0	0.0	0.1	0.0	1.0
BLS23	0	0	0	0	18	315	0.0	0.0	0.0	0.0	0.0	0.9
M96	278	458	526	118	160	313	0.8	1.3	1.4	0.3	0.4	0.9
M28	10	0	86	0	476	302	0.0	0.0	0.2	0.0	1.3	0.8
M27	291	205	201	1,206	14	260	0.8	0.6	0.6	3.3	0.0	0.7
BLS27	0	0	0	0	68	251	0.0	0.0	0.0	0.0	0.2	0.7
M99	209	155	180	205	155	191	0.6	0.4	0.5	0.6	0.4	0.5
M29	25	0	59	0	160	74	0.1	0.0	0.2	0.0	0.4	0.2
M97	69	170	194	49	103	65	0.2	0.5	0.5	0.1	0.3	0.2
M78	1,299	1,396	645	0	0	13	3.6	3.8	1.8	0.0	0.0	0.0
M98	71	47	153	73	18	11	0.2	0.1	0.4	0.2	0.0	0.0

M95	129	81	279	6	0	8	0.4	0.2	0.8	0.0	0.0	0.0
BLS67	0	0	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
M94	585	80	318	0	4	0	1.6	0.2	0.9	0.0	0.0	0.0
M92	421	362	91	0	0	0	1.2	1.0	0.2	0.0	0.0	0.0
M90	540	237	197	0	0	0	1.5	0.7	0.5	0.0	0.0	0.0
M93	87	224	215	0	0	0	0.2	0.6	0.6	0.0	0.0	0.0
M91	208	89	122	2	2	0	0.6	0.2	0.3	0.0	0.0	0.0
BLS20	0	0	0	0	4	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS17	0	0	0	1	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS87	0	0	0	0	2	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS86	0	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BLS84	0	0	0	0	2	0	0.0	0.0	0.0	0.0	0.0	0.0

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Table 14: Unit Busy Time Breakdown by Component: 2017 - 2022

Transport Responses	Year	Turnout Time	Travel Time	On Scene Time	Transport Time	At Hospital Time	Total Busy Time	Number of Responses
Transport	2,017	0.5	7.0	14.9	15.3	31.0	68.7	81,085
	2,018	0.4	7.0	15.1	15.1	31.8	69.6	83,529
	2,019	0.4	7.2	14.7	14.9	32.4	69.9	87,093
	2,020	0.5	7.0	14.7	14.4	34.1	70.9	77,245
	2,021	0.5	7.4	13.8	14.0	35.9	71.8	87,163
	2,022	0.5	7.9	13.8	13.4	35.5	71.6	98,563
Non-Transport	2,017	0.5	5.2	18.1	0.0	0.0	25.8	20,652
	2,018	0.4	5.4	19.1	0.0	0.0	27.1	22,426
	2,019	0.5	5.4	17.8	0.0	0.0	25.8	23,266
	2,020	0.5	5.2	17.8	0.0	0.0	25.7	24,717
	2,021	0.5	5.0	15.7	0.0	0.0	23.7	26,366
	2,022	0.5	5.1	14.7	0.0	0.0	23.3	28,654
All Responses	2,017	0.5	6.6	15.5	12.2	24.7	60.0	101,737
	2,018	0.4	6.7	15.9	11.9	25.1	60.6	105,955
	2,019	0.4	6.8	15.4	11.8	25.6	60.6	110,359
	2,020	0.5	6.6	15.5	10.9	25.9	59.9	101,962
	2,021	0.5	6.8	14.3	10.7	27.5	60.7	113,529
	2,022	0.5	7.3	14.0	10.4	27.5	60.7	127,217

Table 15: Average Turnout and Travel Time of First Arriving Units by Year: 2017 - 2022

Priority	Average				
	Year	Turnout Time	Travel Time	Turnout and Travel Time	Sample Size
Lights & Sirens	2017	0.5	6.6	7.1	59,006
	2018	0.4	6.7	7.1	60,472
	2019	0.4	6.9	7.3	61,807
	2020	0.5	6.8	7.3	57,983
	2021	0.5	7.3	7.8	62,337
	2022	0.5	7.9	8.4	66,289
No Lights & Sirens	2017	0.4	9.6	10.0	26,054
	2018	0.4	9.7	10.1	27,730
	2019	0.4	10.0	10.4	28,927
	2020	0.5	9.7	10.2	26,590
	2021	0.5	10.4	10.9	27,617
	2022	0.5	11.0	11.5	28,955

Table 16: 90th Percentile Turnout and Travel Time of First Arriving Units by Year: 2017 - 2022

Priority	90th Percentile				
	Year	Turnout Time	Travel Time	Turnout and Travel Time	Sample Size
Lights & Sirens	2017	0.9	10.5	11.0	59,006
	2018	0.8	10.6	11.1	60,472
	2019	0.8	11.1	11.6	61,807
	2020	0.9	10.7	11.2	57,983
	2021	0.9	11.6	12.1	62,337
	2022	0.9	13.0	13.5	66,289
No Lights & Sirens	2017	0.8	15.4	15.9	26,054
	2018	0.8	15.6	16.1	27,730
	2019	0.8	16.2	16.7	28,927
	2020	0.8	15.2	15.7	26,590
	2021	0.8	16.6	17.1	27,617
	2022	0.9	17.9	18.5	28,955

Note: The summation of 90th percentile dispatch time, 90th percentile turnout time and 90th percentile travel time is not the same as 90th percentile response time.

Table 17: Average and 90th Percentile Turnout and Travel Time of First Arriving Units by Weekday in 2022

Weekday	Average Response Time	90th Percentile Response Time	Sample Size
Sunday	8.0	12.8	9,009
Monday	8.4	13.6	9,939
Tuesday	8.6	13.9	9,645
Wednesday	8.5	13.9	9,420
Thursday	8.4	13.4	9,483
Friday	8.5	13.6	9,684
Saturday	8.2	13.1	9,109

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Figure 6: Average Turnout and Travel Time of First Arriving Units by Year



Figure 7: Average and 90th Percentile Turnout and Travel Time of First Arriving Units by Hour of Day in 2022

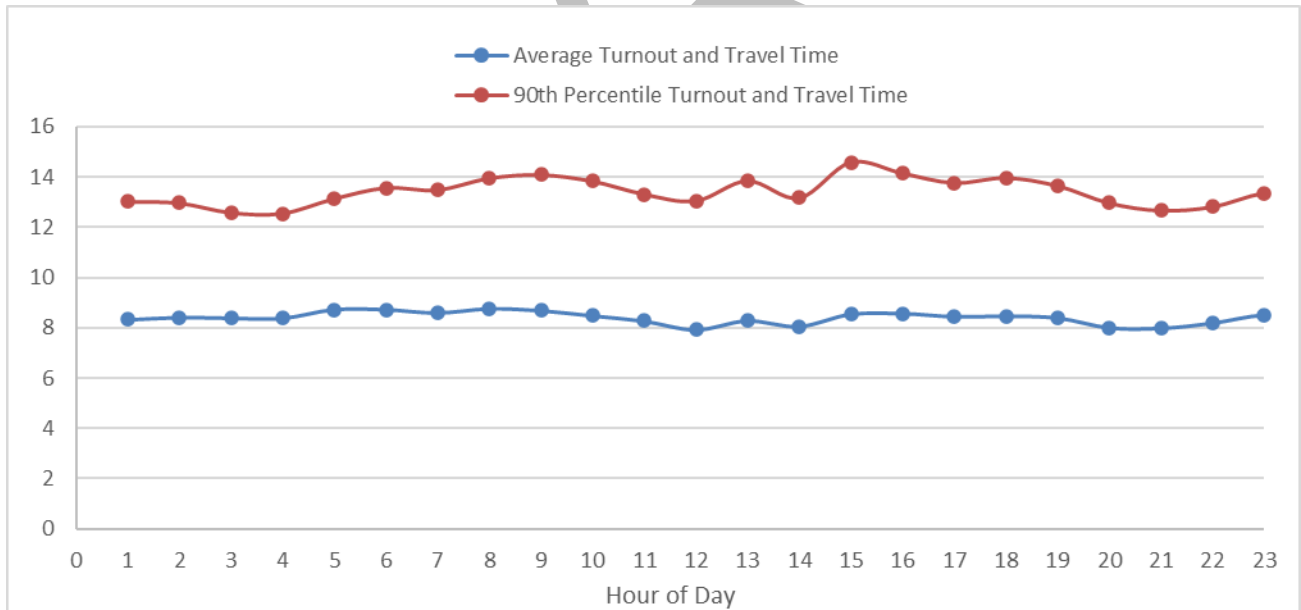


Table 18: Number of Calls and Average Calls per Day by Call Nature: 2017 – 2022

Nature of Call	Number of Calls						Calls per Day					
	2017	2018	2019	2020	2021	2022	2017	2018	2019	2020	2021	2022
EMS-Delta	16,733	15,369	15,246	14,453	14,896	16,674	45.8	42.1	41.8	39.5	40.8	45.7
EMS-Alpha ** C2 **	9,941	11,256	11,695	11,292	12,923	14,536	27.2	30.8	32.0	30.9	35.4	39.8
EMS-Charlie	12,566	12,519	12,390	12,102	13,315	13,995	34.4	34.3	33.9	33.1	36.5	38.3
*EMS Request Richmond	12,343	11,744	11,743	11,684	12,036	12,403	33.8	32.2	32.2	31.9	33.0	34.0
5150 PD REQUEST	7,732	7,845	7,901	7,177	6,888	6,605	21.2	21.5	21.6	19.6	18.9	18.1
EMS - Medical Emergency	0	1,694	2,536	2,863	4,421	5,095	0.0	4.6	6.9	7.8	12.1	14.0
*EMS-PD C3	4,747	4,787	5,114	4,389	4,711	4,598	13.0	13.1	14.0	12.0	12.9	12.6
*EMS-PD C2	4,004	4,296	4,846	4,273	4,465	4,576	11.0	11.8	13.3	11.7	12.2	12.5
EMS3-AMB ONLY	1,713	3,599	4,283	3,505	4,004	4,272	4.7	9.9	11.7	9.6	11.0	11.7
EMS-Bravo LTD	0	2,789	3,892	3,496	3,720	3,898	0.0	7.6	10.7	9.6	10.2	10.7
EMS-Bravo	7,816	4,564	3,221	2,802	2,958	3,375	21.4	12.5	8.8	7.7	8.1	9.2
Alarm-Medical	2,681	2,746	3,007	2,724	2,819	2,908	7.3	7.5	8.2	7.4	7.7	8.0
Acc-Veh	1,947	2,596	2,648	2,058	2,400	2,525	5.3	7.1	7.3	5.6	6.6	6.9
EMS-Alpha C2 w/Eng	1,542	1,520	1,380	1,274	1,407	1,617	4.2	4.2	3.8	3.5	3.9	4.4
Missing Data	3,589	1,795	1,105	559	744	1,540	9.8	4.9	3.0	1.5	2.0	4.2
EMS-ALPHA (Fall)	1,637	1,792	1,964	1,858	1,684	1,506	4.5	4.9	5.4	5.1	4.6	4.1
EMS-ECHO	858	768	766	936	804	758	2.4	2.1	2.1	2.6	2.2	2.1
Acc-w/Resc	519	660	593	527	611	575	1.4	1.8	1.6	1.4	1.7	1.6
Acc-C2	400	412	540	430	440	449	1.1	1.1	1.5	1.2	1.2	1.2
Acc-Ped	336	349	373	292	328	343	0.9	1.0	1.0	0.8	0.9	0.9
Pub Serv-Citz Asst	98	138	161	199	286	295	0.3	0.4	0.4	0.5	0.8	0.8
Acc-M/C	186	275	269	223	238	248	0.5	0.8	0.7	0.6	0.7	0.7
IFT ALS Scheduled C2	0	13	21	32	100	218	0.0	0.0	0.1	0.1	0.3	0.6
Acc-Bicycle	169	159	163	195	203	190	0.5	0.4	0.4	0.5	0.6	0.5
*EMS Standby	205	237	219	93	112	141	0.6	0.6	0.6	0.3	0.3	0.4
IFT ALS Non-Scheduled C2	0	53	320	110	49	106	0.0	0.1	0.9	0.3	0.1	0.3
EMS2-AMB ONLY	0	0	0	0	0	97	0.0	0.0	0.0	0.0	0.0	0.3
Fire-Working Res	69	90	71	90	87	77	0.2	0.2	0.2	0.2	0.2	0.2
*EMS-Pend ProQA	49	108	110	120	93	69	0.1	0.3	0.3	0.3	0.3	0.2
On View	74	97	137	92	77	46	0.2	0.3	0.4	0.3	0.2	0.1
EMS-AMB ONLY	0	0	0	0	0	46	0.0	0.0	0.0	0.0	0.0	0.1
Acc-Vs Structure	44	45	58	53	53	42	0.1	0.1	0.2	0.1	0.1	0.1
Fire-Working Comml	28	42	24	26	42	38	0.1	0.1	0.1	0.1	0.1	0.1
Fire-Struc-Res	77	32	38	39	36	32	0.2	0.1	0.1	0.1	0.1	0.1
Resc-Limited Access	12	8	8	44	37	26	0.0	0.0	0.0	0.1	0.1	0.1
Fire-Struc Comml	51	16	38	18	21	24	0.1	0.0	0.1	0.0	0.1	0.1
Info	16	28	22	27	21	22	0.0	0.1	0.1	0.1	0.1	0.1
Fire-Veh	12	19	15	16	31	19	0.0	0.1	0.0	0.0	0.1	0.1
Acc-off Rdwy	37	54	31	17	13	16	0.1	0.1	0.1	0.0	0.0	0.0
Auto Aid Medical/EMS	95	57	59	40	22	10	0.3	0.2	0.2	0.1	0.1	0.0
Fire-Ext	6	4	5	8	14	10	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Water (Bay/Delta)	10	19	12	11	11	9	0.0	0.1	0.0	0.0	0.0	0.0

Pub Serv-PD Asst	11	9	12	11	11	8	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Minor	11	5	5	9	7	8	0.0	0.0	0.0	0.0	0.0	0.0
Alarm-Cmrcl	6	5	9	4	5	8	0.0	0.0	0.0	0.0	0.0	0.0
Rescue - Elevator	7	6	3	0	2	8	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Veg SRA/MTZ	0	0	0	0	0	8	0.0	0.0	0.0	0.0	0.0	0.0
Pub Serv-Lockout	8	14	15	2	9	7	0.0	0.0	0.0	0.0	0.0	0.0
EMS-Delta w/Heli	3	8	1	6	9	6	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Veg LRA	0	0	0	0	0	6	0.0	0.0	0.0	0.0	0.0	0.0
Alarm-Res	6	3	5	3	2	5	0.0	0.0	0.0	0.0	0.0	0.0
Haz Cond	10	13	17	6	18	4	0.0	0.0	0.0	0.0	0.0	0.0
HazMat Inc	8	8	7	5	4	4	0.0	0.0	0.0	0.0	0.0	0.0
M A-Single	1	0	4	1	0	4	0.0	0.0	0.0	0.0	0.0	0.0
Auto Aid Fire	29	30	43	53	37	3	0.1	0.1	0.1	0.1	0.1	0.0
Hyd Prob	3	3	2	2	5	3	0.0	0.0	0.0	0.0	0.0	0.0
Pub Serv-Heli Stndby	2	4	2	0	2	3	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Cold/Out	0	2	2	1	0	3	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Water Swift (Canal)	5	5	6	3	5	2	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Odor	4	4	4	1	5	2	0.0	0.0	0.0	0.0	0.0	0.0
Airport Alrt 2-Stndby	2	1	1	2	1	2	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Veh Large	1	0	2	2	1	2	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Conf Space	1	2	1	1	1	2	0.0	0.0	0.0	0.0	0.0	0.0
BART -Abv Grnd	0	0	1	2	0	2	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Nat Gas Brk	0	0	1	0	1	2	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Veg N/W Season	0	1	1	0	0	2	0.0	0.0	0.0	0.0	0.0	0.0
Haz - Veh Leaking Gasoline	1	4	3	1	1	1	0.0	0.0	0.0	0.0	0.0	0.0
Pub Serv-Elev	1	2	1	1	4	1	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Nat Gas Leak	0	1	3	2	1	1	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Boat on Wtr	1	2	2	1	0	1	0.0	0.0	0.0	0.0	0.0	0.0
EMS-MCI	0	2	0	1	1	1	0.0	0.0	0.0	0.0	0.0	0.0
Incorrect 911 Transfer	0	1	2	1	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Acc-Bus	0	2	1	1	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Applnce-Conf	2	1	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Airport Alrt 3-Crash	0	0	0	3	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Smoke Inv	1	0	1	0	1	1	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Elec-Conf	0	1	0	0	1	1	0.0	0.0	0.0	0.0	0.0	0.0
County Wide Level 5	0	0	1	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Trench	1	0	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Safe Baby	0	1	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
Acc-Train/Derail	0	0	0	0	0	1	0.0	0.0	0.0	0.0	0.0	0.0
FW - Accident/Medical	676	10	0	0	0	0	1.9	0.0	0.0	0.0	0.0	0.0
MEDICAL AID	0	161	0	0	0	0	0.0	0.4	0.0	0.0	0.0	0.0
SICK PERSON	0	115	0	0	0	0	0.0	0.3	0.0	0.0	0.0	0.0
FALLS	0	112	0	0	0	0	0.0	0.3	0.0	0.0	0.0	0.0
LAW, FIRE AND AMBULANCE RELATED EVENT	0	109	0	0	0	0	0.0	0.3	0.0	0.0	0.0	0.0
CHEST PAIN / CHEST DISCOMFORT	0	53	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0

BREATHING PROBLEMS	0	49	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
Fire-Veg	8	10	12	11	6	0	0.0	0.0	0.0	0.0	0.0	0.0
UNCONSCIOUS / FAINTING	0	43	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
Fire-Veg-Full	6	6	7	8	2	0	0.0	0.0	0.0	0.0	0.0	0.0
UNKNOWN / MAN DOWN	0	26	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
TRAFF ACC AMBUL ENROUTE (COMBINED EVENT)	0	25	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
STROKE (CVA) / TRANSIENT ISCHEMIC ATTACK (TIA)	0	22	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
CONVULSIONS / SEIZURES	0	20	0	0	0	0	0.0	0.1	0.0	0.0	0.0	0.0
HEMORRHAGE / LACERATIONS	0	18	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
VEHICLE ACCIDENT (TRAFFIC COLLISION)	0	17	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
PUBLIC ASSIST	0	15	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
VEHICLE ACCIDENT EXTRICATION	0	15	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
PUBLIC ASSIST (NO INJURIES AND NO PRIORITY SYMPTOM)	0	14	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Medical Emergency	0	11	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Resc-Rope/Vert	3	1	1	4	2	0	0.0	0.0	0.0	0.0	0.0	0.0
DIABETIC PROBLEMS	0	10	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
EVALUATION	0	9	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Wires Dwn	0	2	4	1	1	0	0.0	0.0	0.0	0.0	0.0	0.0
ABDOMINAL PAIN / PROBLEMS	0	8	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
HazMat-Minor	1	3	2	1	1	0	0.0	0.0	0.0	0.0	0.0	0.0
ABDOMINAL PAIN / PROBLEMS	0	8	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
SUICIDE ATTEMPT (COMBINED EVENT)	0	8	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
OVERDOSE/POISONING (INGESTION)	0	8	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ACUTE ONSET OF PRIORITY SYMPTOMS	0	7	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
TRAUMATIC INJURIES	0	7	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BACK PAIN	0	7	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
FW - Two Engines	7	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
HEART PROBLEMS	0	6	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Wtrfrt Struc	2	2	1	1	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Aircraft Acc-off airprt	2	1	0	0	2	0	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Flooding	2	1	0	1	1	0	0.0	0.0	0.0	0.0	0.0	0.0
ALLERGIES (REACTIONS) / (STINGS, BITES)	0	5	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	0	5	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
LAW ENFORCEMENT AND FIRE RELATED EVENT	0	5	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
CARDIAC OR RESPIRATORY ARREST/ DEATH	0	4	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
HEADACHE	0	4	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
CONVULSIONS/SEIZURES	0	4	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
EMS-Emerg Rule	1	1	1	0	1	0	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Dump-Conf	0	1	0	1	1	0	0.0	0.0	0.0	0.0	0.0	0.0
SPECIAL EVENT MEDICAL AID	0	3	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
POSSIBLE DEAD BODY - COMBINED EVENT	0	3	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0

CHOKING	0	3	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ANIMAL BITES / ATTACKS	0	3	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Pub Serv-Misc	0	0	2	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Bomb Stndby	0	0	1	0	1	0	0.0	0.0	0.0	0.0	0.0	0.0
M A-Strike	0	1	1	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Veg/-Struc	0	2	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
M A-Task	0	0	0	2	0	0	0.0	0.0	0.0	0.0	0.0	0.0
PREGNANCY/CHILDBIRTH/MISCARRIAGE	0	2	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
SUSPECTED ACUTE HEART PROBLEMS OR MI(HEART ATTACK)	0	2	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Fire-Pole/Trans	0	0	1	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
BURNS	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Safe Place	0	0	1	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
FIRE ALARM COMMERCIAL	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
TRAFFIC ACCIDENT	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
STABBING VICTIM (COMBINED EVENT)	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
SUSPECTED STROKE	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Medical Emergency (No EMD)	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
CORONER'S CASE	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Illegal Burn	1	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Acc-HazMat	1	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
INACCESSIBLE INCIDENT / ENTRAPMENTS	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
EMS-Omega	1	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ALERT-3 (COMMERCIAL AIRCRAFT CRASH OR MECHANICAL)	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ILL SUBJECT	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
CWS-Level 3	1	0	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ROHNERT PARK MEDICAL CALL	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
ASSAULT / SEXUAL ASSAULT	0	1	0	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0
Haz-Wires Arc	0	0	0	1	0	0	0.0	0.0	0.0	0.0	0.0	0.0

FITCH

& ASSOCIATES