



DISPATCH SUMMARY STATISTICS (as of MAY 30, 2017)

Recognized and accepted Industry Standard as per the National Fire Protection Association (NFPA) Standard 1221:

“Processing times for emergency calls requiring emergency medical dispatch questions and pre-arrival medical instructions is **90 seconds 90 percent of the time**”. This standard would include Medical Fire Responses (MFR).

For the purposes of this briefing, the time calculations are from the time an EMS call is transferred to AHS EMS Dispatch by Foothills 911, and the time the call is sent back to Foothills 911 via Mobile Data Terminals for a Fire First Response or Co-Response. These times **DO NOT** include the additional 30 seconds to complete the transfer from Foothills 911 to AHS EMS Dispatch.

DELAYS CONTINUE

Only 5% of emergency calls requiring MFR are being sent to Foothills 911 within the industry standard time frames.

95% of all AHS Dispatch notifications to Foothills 911 for MFR are not being completed within the 90 seconds as recommended by NFPA 1221 standard.

84% of all AHS Dispatch notifications to Foothills 911 for MFR are 60 seconds over the time of 90 seconds as recommendation by NFPA 1221 standard

53% of all AHS Dispatch notifications to Foothills 911 for MFR are **double (180 seconds or 3 minutes)** over the 90 seconds as recommendation by NFPA 1221.

Since the transition date of February 21, 2017 there has been 112 calls that have been delayed greater than 5 minutes, the following is a sample of the most recent delays:

May 23 -	9 minutes 33 seconds
May 22 -	9 minutes 25 seconds
May 20 -	54 minutes 59 seconds
May 17 -	21 minutes 42 seconds
May 9 -	12 minutes 8 seconds

CURRENT INCIDENTS

Witnessed Cardiac Arrest – CPR in progress by bystanders, ambulance response 20 minutes from another community. Delay requesting local Fire Medical Response **3 minutes 41 seconds**.

Trauma with Serious Bleeding – Ambulance response from another community with a 30 minute response time. Fire Medical Response delayed **9 minutes and 25 seconds**.

Ranching Accident – Severe Trauma – Error in ambulance dispatch - appropriate ambulance not dispatched for **22 minutes and 6 seconds**. Fire medical response on scene 14 minutes prior to ambulance. Total response time for ambulance was **45 minutes 22 seconds** to a location 22 minutes from an ambulance station.