

Response Analysis: King County

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume	Primary	27,779	27,597	30,087	31,226	32,500
	Secondary	68	55	94	104	81
	MSO	2,221	2,322	2,692	2,751	3,055
	Total	30,068	29,974	32,873	34,081	35,636

Primary Only:*

Median Total Response Time (minutes)**	8.7	8.7	8.8	8.8	8.9
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Median Call Processing Time (minutes)	1.3	1.3	1.4	1.4	1.4
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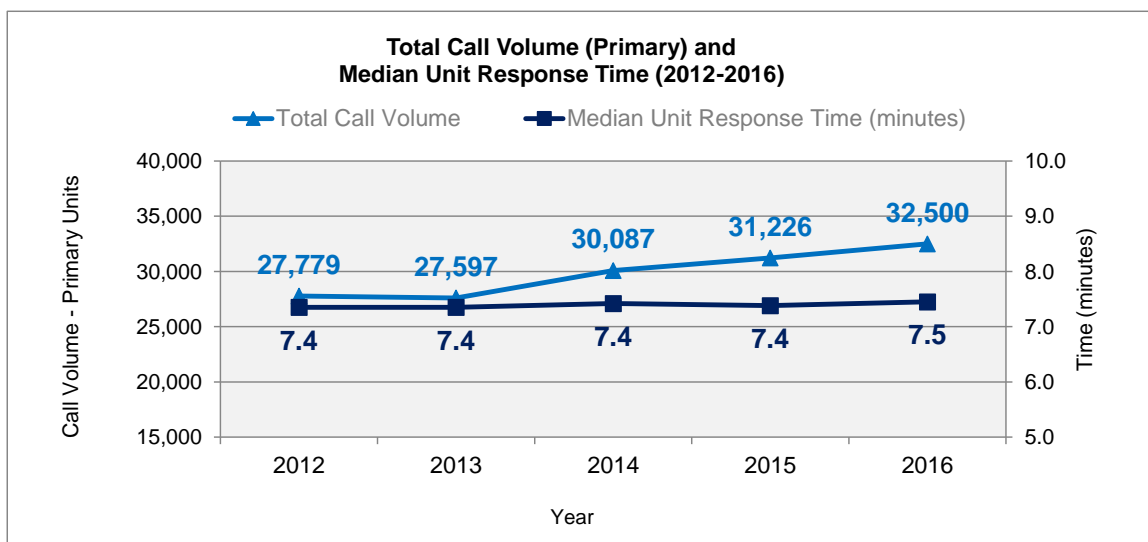
Median Unit Response Time (minutes)	7.4	7.4	7.4	7.4	7.5
Fractiles:					
% < 08 min.	58.4%	58.0%	57.5%	57.7%	56.9%
% < 10 min.	77.4%	77.7%	77.4%	77.8%	76.8%
% < 12 min.	88.0%	88.0%	88.5%	88.5%	88.1%
% < 14 min.	93.0%	93.0%	93.7%	93.8%	93.4%

Critical Skills					
Paramedic Intubations***	1,650	1,527	1,268	1,367	1,456
% of Total Calls	5.9%	5.5%	4.2%	4.4%	4.5%
Total Successful Intubations (Source: EMSO Airway QA Report):	1,754				
Paramedic IVs***	10,612	10,410	9,248	9,222	9,902
% of Total Calls	38.1%	37.6%	30.6%	29.4%	30.4%
Cardiac Arrests	759	781	833	800	880
% of Total Calls	2.7%	2.8%	2.8%	2.6%	2.7%
	47%	46%	38%	36%	38%
	13,021	12,718	11,349	11,389	12,238

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***First Successful Attempt (Source: ESO EHR)



Response Analysis: Bellevue Medic One

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Primary		4,964	5,035	5,292	5,382	5,571
Secondary		0	0	0	0	0
MSO		386	395	418	442	478
Total		5,350	5,430	5,710	5,824	6,049

Primary Only:*

Median Total Response Time (minutes)**	8.9	8.8	8.8	8.7	9.0
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Median Call Processing Time (minutes)	1.5	1.5	1.4	1.4	1.4
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Median Unit Response Time (minutes)	7.4	7.4	7.5	7.4	7.6
Fractiles:					
% < 08 min.	56.8%	57.0%	57.2%	57.4%	54.8%
% < 10 min.	75.9%	75.1%	74.8%	75.7%	72.8%
% < 12 min.	86.2%	84.8%	85.3%	84.9%	84.2%
% < 14 min.	91.5%	90.6%	91.1%	90.6%	90.0%

Critical Skills						
Paramedic Intubations***	229	210	208	220	197	
% of Total Calls	4.6%	4.2%	3.9%	4.1%	3.5%	
Total Successful Intubations (Source: EMSO Airway QA Report):						205
Paramedic IVs***	1,690	1,825	1,841	1,787	1,926	
% of Total Calls	34.0%	36.2%	34.8%	33.2%	34.6%	
Cardiac Arrests (217,218)	163	150	153	140	162	
% of Total Calls	3.3%	3.0%	2.9%	2.6%	2.9%	

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***First Successful Attempt (Source: ESO EHR)

Response Analysis: Bellevue Medic 1

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Total		1,513	1,555	1,689	1,668	1,706
Primary Only:*						
Median Total Response Time (minutes)**		8.3	7.9	7.9	7.9	8.1
Median Call Processing Time (minutes)		1.5	1.5	1.4	1.4	1.4
Median Unit Response Time (minutes)		6.8	6.4	6.5	6.5	6.7
Fractiles:						
% < 08 min.		66.0%	70.7%	71.8%	70.2%	65.8%
% < 10 min.		85.6%	87.3%	87.0%	87.1%	82.8%
% < 12 min.		93.0%	93.7%	93.1%	92.6%	91.1%
% < 14 min.		96.2%	95.9%	95.6%	94.9%	94.5%
Critical Skills						
Intubations		54	56	60	59	54
IVs		516	536	553	575	618
Cardiac Arrests (217,218)		45	40	47	39	51

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Bellevue Medic 2

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,679	1,644	1,792	1,828	1,846
Primary Only:*						
Median Total Response Time (minutes)**		8.7	8.7	8.8	8.7	9.0
Median Call Processing Time (minutes)		1.4	1.4	1.4	1.4	1.4
Median Unit Response Time (minutes)		7.3	7.3	7.4	7.4	7.6
Fractiles:						
	% < 08 min.	59.4%	58.7%	58.0%	57.4%	55.1%
	% < 10 min.	78.9%	79.3%	78.8%	77.0%	75.1%
	% < 12 min.	89.7%	88.6%	90.5%	87.9%	86.8%
	% < 14 min.	93.7%	93.9%	95.4%	93.3%	92.1%
Critical Skills						
	Intubations	78	70	72	76	61
	IVs	584	601	641	648	675
	Cardiac Arrests (217,218)	55	57	55	56	50

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Bellevue Medic 3

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	601	600	581	670	667
Primary Only:*						
Median Total Response Time (minutes)**		8.9	9.1	9.2	9.1	8.9
Median Call Processing Time (minutes)		1.6	1.5	1.5	1.4	1.4
Median Unit Response Time (minutes)		7.4	7.6	7.8	7.7	7.5
Fractiles:						
	% < 08 min.	53.5%	53.2%	52.4%	51.4%	52.5%
	% < 10 min.	66.3%	67.6%	65.0%	66.0%	69.9%
	% < 12 min.	75.9%	78.1%	75.3%	76.1%	78.5%
	% < 14 min.	81.1%	85.2%	84.8%	83.6%	85.1%
Critical Skills						
	Intubations	38	26	23	32	24
	IVs	209	231	204	214	216
	Cardiac Arrests (217,218)	27	17	18	13	21

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Bellevue Medic 14

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,171	1,236	1,230	1,216	1,354
Primary Only:*						
Median Total Response Time (minutes)**		10.2	10.7	10.8	10.0	10.4
Median Call Processing Time (minutes)		1.4	1.4	1.5	1.3	1.4
Median Unit Response Time (minutes)		8.8	9.2	9.3	8.7	9.0
Fractiles:						
	% < 08 min.	41.5%	38.2%	36.6%	41.5%	41.7%
	% < 10 min.	63.2%	57.0%	56.2%	62.7%	58.5%
	% < 12 min.	77.3%	71.1%	70.9%	74.2%	75.0%
	% < 14 min.	87.2%	81.7%	81.5%	84.4%	83.9%
Critical Skills						
	Intubations	59	58	53	53	58
	IVs	381	457	443	387	463
	Cardiac Arrests (217,218)	36	36	43	32	40

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic One

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Primary		14,360	14,144	16,172	17,217	17,799
Secondary		68	55	86	99	81
MSO		369	415	782	812	944
Total		14,797	14,614	17,040	18,128	18,824

Primary Only:*

Median Total Response Time (minutes)**	9.1	9.0	9.5	9.4	9.5
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Median Call Processing Time (minutes)	1.2	1.1	1.5	1.4	1.4
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Median Unit Response Time (minutes)	7.9	7.9	8.0	8.0	8.1
Fractiles:					
% < 08 min.	52.1%	51.6%	50.3%	50.4%	49.5%
% < 10 min.	73.8%	74.3%	73.9%	74.3%	73.5%
% < 12 min.	86.0%	86.3%	87.1%	87.5%	87.5%
% < 14 min.	91.9%	91.9%	93.2%	94.0%	93.8%

Critical Skills						
Paramedic Intubations***	1,013	955	771	943	1,023	
% of Total Calls	7.0%	6.7%	4.7%	5.4%	5.7%	
Total Successful Intubations (Source: EMSO Airway QA Report):					1,198	
Paramedic IVs***	5,487	5,147	4,218	4,390	4,827	
% of Total Calls	38.0%	36.2%	25.9%	25.4%	27.0%	
Cardiac Arrests (217,218)	455	430	425	390	417	
% of Total Calls	3.2%	3.0%	2.6%	2.3%	2.3%	

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***First Successful Attempt (Source: ESO EHR)

Response Analysis: King County Medic 4

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	2,277	2,012	2,451	2,700	2,662
Primary Only:*						
Median Total Response Time (minutes)**		9.0	9.2	9.3	9.3	9.1
Median Call Processing Time (minutes)		1.2	1.2	1.5	1.5	1.5
Median Unit Response Time (minutes)		7.8	8.1	7.8	7.8	7.7
Fractiles:						
	% < 08 min.	52.1%	49.1%	52.5%	53.3%	54.8%
	% < 10 min.	73.8%	70.1%	77.0%	78.0%	78.9%
	% < 12 min.	86.4%	84.1%	89.5%	90.4%	92.2%
	% < 14 min.	92.4%	90.9%	95.4%	96.5%	97.6%
Critical Skills						
	Intubations	186	147	161	173	173
	IVs	915	745	701	722	762
	Cardiac Arrests (217,218)	69	57	96	86	85

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 5

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	2,248	2,182	2,484	2,516	2,489
Primary Only:*						
Median Total Response Time (minutes)**		8.6	8.6	9.1	9.0	9.0
Median Call Processing Time (minutes)		1.2	1.1	1.4	1.4	1.4
Median Unit Response Time (minutes)		7.4	7.5	7.7	7.6	7.6
Fractiles:						
	% < 08 min.	59.5%	57.7%	55.0%	55.9%	56.1%
	% < 10 min.	80.5%	80.0%	78.1%	80.1%	79.0%
	% < 12 min.	90.5%	90.3%	91.0%	91.7%	90.5%
	% < 14 min.	94.7%	93.8%	95.6%	96.5%	95.8%
Critical Skills						
	Intubations	154	158	129	151	163
	IVs	888	829	729	710	745
	Cardiac Arrests (217,218)	71	70	74	77	78

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 6

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,937	1,875	2,324	2,394	2,441
Primary Only:*						
Median Total Response Time (minutes)**		9.1	9.0	9.5	9.5	9.8
Median Call Processing Time (minutes)		1.2	1.2	1.5	1.4	1.5
Median Unit Response Time (minutes)		7.8	7.8	8.1	8.1	8.3
Fractiles:						
	% < 08 min.	52.0%	52.5%	48.7%	49.4%	45.8%
	% < 10 min.	72.2%	74.7%	69.0%	70.7%	69.5%
	% < 12 min.	84.5%	86.1%	82.9%	83.2%	83.4%
	% < 14 min.	91.0%	92.1%	90.8%	91.6%	91.2%
Critical Skills						
	Intubations	114	120	111	105	131
	IVs	694	634	540	529	619
	Cardiac Arrests (217,218)	53	61	64	64	71

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 7

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,814	1,805	2,117	2,358	2,462
Primary Only:*						
Median Total Response Time (minutes)**		10.1	9.9	10.2	10.3	10.1
Median Call Processing Time (minutes)		1.5	1.2	1.5	1.4	1.5
Median Unit Response Time (minutes)		8.6	8.7	8.7	8.8	8.6
Fractiles:						
	% < 08 min.	41.3%	39.4%	37.5%	36.2%	40.8%
	% < 10 min.	69.5%	69.9%	69.1%	66.6%	68.7%
	% < 12 min.	84.5%	86.2%	84.9%	83.7%	86.1%
	% < 14 min.	91.4%	92.7%	91.6%	92.3%	92.9%
Critical Skills						
	Intubations	105	92	74	98	120
	IVs	664	626	527	538	622
	Cardiac Arrests (217,218)	48	45	46	59	63

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 8

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Total		2,095	2,106	2,383	2,505	2,737
Primary Only:*						
Median Total Response Time (minutes)**		8.9	8.7	9.0	8.9	9.2
Median Call Processing Time (minutes)		1.3	1.2	1.5	1.4	1.5
Median Unit Response Time (minutes)		7.6	7.5	7.5	7.5	7.7
Fractiles:						
% < 08 min.		55.5%	57.0%	57.1%	57.9%	54.9%
% < 10 min.		77.2%	79.3%	80.6%	79.7%	77.9%
% < 12 min.		89.4%	89.8%	92.0%	92.1%	91.1%
% < 14 min.		93.8%	93.9%	95.9%	96.5%	96.0%
Critical Skills						
Intubations		165	154	117	155	150
IVs		755	732	643	649	749
Cardiac Arrests (217,218)		64	80	78	82	80

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 9 (Vashon Medic One)

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Primary	500	512	479	506	721
	Secondary					
	MSO					
	Total	500	512	479	506	721
Primary Only:*						
Median Total Response Time (minutes)**		6.9	7.2	6.7	7.0	7.1
Median Call Processing Time (minutes)		3.0	2.0	1.4	1.5	1.5
Median Unit Response Time (minutes)		3.9	5.2	5.2	5.5	5.6
	Fractiles:					
	% < 08 min.	80.3%	70.4%	73.1%	71.8%	66.9%
	% < 10 min.	86.8%	82.1%	83.9%	80.2%	77.7%
	% < 12 min.	91.1%	90.9%	91.7%	86.6%	86.1%
	% < 14 min.	94.3%	96.2%	95.5%	92.2%	91.8%
Critical Skills						
	Paramedic Intubations	9	13	17	14	1
	% of Total Calls	1.8%	2.5%	3.5%	2.8%	0.1%
	Paramedic IVs	191	194	198	173	141
	% of Total Calls	38.2%	37.9%	41.3%	34.2%	19.6%
	Cardiac Arrests (217,218)	4	8	7	8	5
	% of Total Calls	0.8%	1.6%	1.5%	1.6%	0.7%

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***figures may not be comparable to other ALS agencies due to operational differences and technical limitations.

Response Analysis: King County Medic 11

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,678	1,674	1,806	2,005	1,995
Primary Only:*						
Median Total Response Time (minutes)**		9.9	10.1	10.3	10.1	10.3
Median Call Processing Time (minutes)		1.3	1.3	1.5	1.5	1.4
Median Unit Response Time (minutes)		8.7	8.8	8.8	8.6	8.9
Fractiles:						
	% < 08 min.	42.2%	38.6%	41.1%	41.1%	38.3%
	% < 10 min.	66.0%	65.5%	65.6%	68.2%	64.6%
	% < 12 min.	81.7%	82.0%	81.7%	83.3%	81.6%
	% < 14 min.	89.1%	89.4%	90.4%	91.9%	91.3%
Critical Skills						
	Intubations	129	123	77	116	134
	IVs	655	701	502	599	599
	Cardiac Arrests (217,218)	54	47	60	67	68

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 12

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	568	541	645	569	657
Primary Only:*						
Median Total Response Time (minutes)**		8.9	10.3	10.8	10.9	10.4
Median Call Processing Time (minutes)		0.2	0.2	1.3	1.4	1.4
Median Unit Response Time (minutes)		8.7	10.1	9.5	9.5	9.1
Fractiles:						
	% < 08 min.	40.8%	32.9%	36.7%	38.3%	39.9%
	% < 10 min.	56.8%	49.2%	56.3%	54.3%	56.6%
	% < 12 min.	69.5%	66.3%	72.9%	69.3%	74.5%
	% < 14 min.	81.2%	80.2%	82.1%	82.3%	84.8%
Critical Skills						
	Intubations	33	40	18	26	35
	IVs	196	174	136	129	161
	Cardiac Arrests (217,218)	18	14	13	10	20

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: King County Medic 13

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,731	1,710	1,962	2,170	2,352
Primary Only:*						
Median Total Response Time (minutes)**		8.2	8.1	8.8	8.8	9.1
Median Call Processing Time (minutes)		1.1	1.2	1.5	1.4	1.5
Median Unit Response Time (minutes)		7.1	6.9	7.3	7.4	7.7
Fractiles:						
	% < 08 min.	60.6%	64.3%	60.2%	57.4%	54.1%
	% < 10 min.	79.2%	81.5%	79.7%	78.0%	77.7%
	% < 12 min.	88.0%	88.7%	89.3%	89.7%	89.2%
	% < 14 min.	92.3%	92.5%	94.0%	93.9%	94.2%
Critical Skills						
	Intubations	123	102	84	117	114
	IVs	688	599	425	500	553
	Cardiac Arrests (217,218)	52	43	59	59	52

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Redmond Medic One

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Primary		3,723	3,642	3,658	3,727	3,799
Secondary		0	0	8	0	0
MSO		790	854	734	883	912
Total		4,513	4,496	4,400	4,610	4,711

Primary Only:*

Median Total Response Time (minutes)**	8.4	8.3	8.4	8.1	8.1
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Median Call Processing Time (minutes)	1.3	1.3	1.4	1.4	1.4
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Median Unit Response Time (minutes)	7.2	7.0	7.0	6.7	6.7
Fractiles:					
% < 08 min.	60.1%	62.0%	61.8%	63.7%	64.3%
% < 10 min.	77.7%	77.8%	77.5%	79.7%	79.2%
% < 12 min.	87.5%	88.0%	88.1%	88.6%	87.6%
% < 14 min.	92.5%	92.8%	93.5%	93.3%	92.7%

Critical Skills						
Paramedic Intubations***	204	169	122	140	168	
% of Total Calls	5.5%	4.6%	3.3%	3.8%	4.4%	
Total Successful Intubations (Source: EMSO Airway QA Report):	219					
Paramedic IVs***	1,364	1,293	1,114	1,130	1,187	
% of Total Calls	36.6%	35.5%	30.4%	30.3%	31.2%	
Cardiac Arrests (217,218)	74	92	73	79	104	
% of Total Calls	2.0%	2.5%	2.0%	2.1%	2.7%	

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***First Successful Attempt (Source: ESO EHR)

Response Analysis: Redmond Medic 19

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,462	1,398	1,442	1,424	1,524
Primary Only:*						
Median Total Response Time (minutes)**		8.5	8.5	8.4	8.3	8.3
Median Call Processing Time (minutes)		1.3	1.3	1.5	1.5	1.4
Median Unit Response Time (minutes)		7.2	7.1	6.9	6.9	6.9
Fractiles:						
	% < 08 min.	58.7%	60.3%	62.4%	61.2%	62.2%
	% < 10 min.	76.8%	76.4%	77.0%	77.8%	77.0%
	% < 12 min.	86.6%	87.7%	87.4%	87.8%	85.8%
	% < 14 min.	93.0%	92.5%	93.8%	93.3%	91.7%
Critical Skills						
	Intubations	72	64	43	62	67
	IVs	504	465	385	429	464
	Cardiac Arrests (217,218)	28	31	29	27	36

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Redmond Medic 23

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,648	1,593	1,574	1,659	1,640
Primary Only:*						
Median Total Response Time (minutes)**		8.0	7.7	7.9	7.4	7.6
Median Call Processing Time (minutes)		1.2	1.3	1.4	1.3	1.4
Median Unit Response Time (minutes)		6.8	6.4	6.5	6.1	6.1
Fractiles:						
	% < 08 min.	69.6%	72.5%	70.5%	74.7%	74.1%
	% < 10 min.	86.8%	86.3%	85.7%	88.6%	87.5%
	% < 12 min.	93.8%	93.3%	93.4%	94.3%	93.5%
	% < 14 min.	96.3%	96.4%	96.9%	96.7%	96.7%
Critical Skills						
	Intubations	102	74	57	59	65
	IVs	630	570	501	500	499
	Cardiac Arrests (217,218)	34	44	36	42	45

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Redmond Medic 35

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	613	651	639	640	635
Primary Only:*						
Median Total Response Time (minutes)**		10.7	10.3	10.4	10.2	10.0
Median Call Processing Time (minutes)		1.3	1.2	1.4	1.3	1.4
Median Unit Response Time (minutes)		9.4	9.1	9.0	8.9	8.6
Fractiles:						
	% < 08 min.	36.7%	40.1%	39.0%	40.8%	44.6%
	% < 10 min.	55.7%	58.9%	58.4%	61.6%	63.7%
	% < 12 min.	73.3%	74.8%	76.5%	76.1%	77.2%
	% < 14 min.	81.4%	84.8%	84.2%	84.4%	85.3%
Critical Skills						
	Intubations	30	31	22	19	36
	IVs	230	258	226	200	224
	Cardiac Arrests (217,218)	12	17	8	10	23

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Shoreline Medic One

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
Primary		4,232	4,264	4,486	4,394	4,608
Secondary		0	0	0	5	0
MSO		676	658	758	614	721
Total		4,908	4,922	5,244	5,013	5,329

Primary Only:*

Median Total Response Time (minutes)**	7.6	7.6	7.5	7.5	7.6
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Median Call Processing Time (minutes)	1.4	1.4	1.4	1.4	1.4
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Median Unit Response Time (minutes)	6.2	6.2	6.1	6.1	6.1
Fractiles:					
% < 08 min.	75.7%	73.5%	75.2%	75.1%	75.0%
% < 10 min.	91.3%	90.0%	90.6%	89.5%	89.3%
% < 12 min.	96.3%	96.3%	96.6%	95.6%	95.2%
% < 14 min.	98.3%	98.5%	98.3%	97.2%	97.2%

Critical Skills						
Paramedic Intubations***	195	180	150	151	67	
% of Total Calls	4.6%	4.2%	3.3%	3.4%	1.5%	
Total Successful Intubations (Source: EMSO Airway QA Report):					130	
Paramedic IVs***	1,880	1,951	1,877	1,742	1,821	
% of Total Calls	44.4%	45.8%	41.8%	39.6%	39.5%	
Cardiac Arrests (217,218)	85	106	99	68	90	
% of Total Calls	2.0%	2.5%	2.2%	1.5%	2.0%	

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

***First Successful Attempt (Source: ESO EHR)

Response Analysis: Shoreline Medic 47

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,369	1,406	1,505	1,468	1,484
Primary Only:*						
Median Total Response Time (minutes)**		8.4	8.6	8.6	8.4	8.6
Median Call Processing Time (minutes)		1.4	1.4	1.3	1.4	1.5
Median Unit Response Time (minutes)		7.0	7.2	7.2	7.1	7.1
Fractiles:						
	% < 08 min.	67.9%	61.4%	62.9%	64.2%	64.2%
	% < 10 min.	89.4%	85.8%	86.0%	85.4%	85.5%
	% < 12 min.	96.2%	95.3%	94.9%	95.8%	93.6%
	% < 14 min.	97.8%	98.4%	97.6%	97.7%	96.5%
Critical Skills						
	Intubations	60	57	44	44	17
	IVs	673	634	635	607	591
	Cardiac Arrests (217,218)	16	33	23	10	22

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Shoreline Medic 63

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,362	1,382	1,485	1,536	1,624
Primary Only:*						
Median Total Response Time (minutes)**		6.5	6.4	6.2	6.3	6.4
Median Call Processing Time (minutes)		1.5	1.5	1.4	1.4	1.4
Median Unit Response Time (minutes)		5.0	4.9	4.9	4.9	5.0
Fractiles:						
	% < 08 min.	90.2%	91.5%	91.1%	91.3%	92.0%
	% < 10 min.	97.2%	96.9%	96.7%	95.6%	95.8%
	% < 12 min.	98.1%	98.2%	98.5%	96.8%	97.4%
	% < 14 min.	99.1%	98.9%	99.0%	97.1%	98.1%
Critical Skills						
	Intubations	55	58	58	52	25
	IVs	573	641	583	575	618
	Cardiac Arrests (217,218)	34	34	42	26	38

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time

Response Analysis: Shoreline Medic 65

		Incident Year				
		2012	2013	2014	2015	2016
Total Call Volume:						
	Total	1,501	1,476	1,485	1,390	1,500
Primary Only:*						
Median Total Response Time (minutes)**		8.2	8.3	8.1	8.1	8.3
Median Call Processing Time (minutes)		1.5	1.4	1.4	1.3	1.5
Median Unit Response Time (minutes)		6.8	6.9	6.7	6.8	6.9
Fractiles:						
	% < 08 min.	68.5%	66.8%	70.3%	66.9%	66.6%
	% < 10 min.	87.1%	86.7%	88.5%	85.9%	85.8%
	% < 12 min.	94.7%	95.2%	96.4%	94.0%	94.2%
	% < 14 min.	98.1%	98.3%	98.1%	96.8%	96.8%
Critical Skills						
	Intubations	80	65	46	55	25
	IVs	634	676	653	559	612
	Cardiac Arrests (217,218)	35	39	33	32	30

*Responses excluding Cancelled Enroute and Requested by BLS at Scene (for Processing Time) and excluding Call Processing Time (Dispatch Notified to Unit Dispatched) AND Unit Response Time (Unit Dispatched to On Scene) for < 0 and > 60 Minutes

**Total Response Time = Call Processing Time + Unit Response Time