

911 Ambulance Response Times

## Response Time Metric

## 90\% Response time metric <br> SF EMSA Policy 4000, Section F. 8.

Providers shall ensure that a Patient Transportation Capable Vehicle, staffed by at least 2 personnel including one paramedic and permitted as an ALS ambulance by the EMS Agency, is on the scene of all presumptively defined life threatening emergencies within 10 minutes, 0 seconds 90 percent of time as measured each month within the Emergency Response Districts.

911 ambulance providers:

- SFFD
- American Medical Response (AMR)
- King American


## Current Situation

- Initial increase of 10 FTEs allocated in FY 2021-22 budget
- 50 FTEs added during mid-year Supplemental
- All 60 onboarded and in service as of October 2022
- An additional increase of 6-9 ambulances per day


## 90\% Response Time Metric

- October 2022: 90\%
- November 2022: 88\%
- December 2022: 87\%
- January 2023: 88\%
- Number of XXM/Phantom medic calls have decreased over 50\%
- Only 4 four months of data with full staffing


## What's working

- Increased staffing has resulted in more SFFD ambulances in the system
- A reduction of Medic-to-Follow events
- SFFD Market Share of 911 calls has increased from an average $73 \%$ since 2013 to $81 \%$ in 2022, resulting in increased revenue


## Challenges

- Increasing call volume, including assumption of previously designated police related calls
- Increased time on task, including APOT (Ambulance Patient Offload Time)
- Decreased number of private ambulances
- Traffic congestion impacts response times and time on task


## Strategic Planning

- Predictive Data
- Modeling based on past demand
- Neighborhood call demand
- Population data related to EMS use
- Increases in calls for high-risk or high-need populations
- Emerging health crises (Covid, Opioid, Behavioral Health)
- Time on task
- APOT
- Traffic congestion (effects on response and transport)
- Changes in medical care (newly mandated equipment utilization pretransport)

