



911 Ambulance Response Times

Response Time Metric

90% Response time metric

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 pre-transport)