



East Central Dispatch Center  
7447 Dale Avenue  
Richmond Heights, MO 63117  
314-645-3000

**ECDC Monthly Response Times Summary Report (Priority 1)**  
**NOVEMBER 2017**

12 Mo. Rolling: 12-01-2016 to 11-30-2017  
YTD: 01-01-2017 to 11-30-2017

**EMS**

- 1. Average time from call receipt to dispatch
- 2. Average best time from dispatch to enroute to scene
- 3. Average time from dispatch to personnel on scene
- Total response time from call to personnel on scene**

BRENTWOOD			CLAYTON			MAPLEWOOD			OLIVETTE		
Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg
0:57	0:58	0:58	1:03	1:04	1:04	1:10	1:06	1:05	1:05	1:05	1:06
1:32	1:28	1:29	1:31	1:29	1:29	1:29	1:24	1:23	1:29	1:35	1:36
3:42	3:33	3:33	3:57	3:51	3:52	3:45	3:39	3:40	3:53	4:02	4:01
<b>4:40</b>	<b>4:31</b>	<b>4:31</b>	<b>5:00</b>	<b>4:55</b>	<b>4:55</b>	<b>4:54</b>	<b>4:45</b>	<b>4:45</b>	<b>4:58</b>	<b>5:08</b>	<b>5:08</b>

**FIRE**

- 1. Average time from call receipt to dispatch
- 2. Average best time from dispatch to enroute to scene
- 3. Average time from dispatch to initial personnel on scene
- Total response time from call to personnel on scene**

1:11	0:56	0:58	0:54	0:54	0:53	1:00	1:06	1:05	1:17	1:40	1:45
1:30	1:31	1:30	1:22	1:32	1:31	1:56	1:25	1:26	1:33	1:35	1:33
3:41	3:37	3:37	3:38	3:47	3:44	4:12	3:44	3:44	4:15	4:18	4:15
<b>4:52</b>	<b>4:33</b>	<b>4:35</b>	<b>4:33</b>	<b>4:41</b>	<b>4:37</b>	<b>5:12</b>	<b>4:51</b>	<b>4:49</b>	<b>5:32</b>	<b>5:59</b>	<b>6:00</b>

**POLICE**

- 1. Average time from call receipt to dispatch
- 2. Average time from dispatch to personnel on scene
- Total response time from call to personnel on scene**

1:26	1:30	1:29	1:20	1:25	1:25	1:42	1:44	1:45	1:37	1:21	1:22
2:12	2:41	2:39	2:51	2:56	2:55	2:45	2:49	2:48	3:31	3:18	3:17
<b>3:38</b>	<b>4:11</b>	<b>4:08</b>	<b>4:11</b>	<b>4:20</b>	<b>4:20</b>	<b>4:27</b>	<b>4:34</b>	<b>4:33</b>	<b>5:08</b>	<b>4:39</b>	<b>4:39</b>

**EMS**

- 1. Average time from call receipt to dispatch
- 2. Average best time from dispatch to enroute to scene
- 3. Average time from dispatch to personnel on scene
- Total response time from call to personnel on scene**

RICHMOND HEIGHTS			ROCK HILL			SHREWSBURY			WEBSTER GROVES		
Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg	Monthly Avg	12 Mo Ro Avg	YTD Avg
1:05	1:03	1:04	0:57	1:04	1:01	1:07	1:05	1:05	1:07	1:09	1:09
1:48	1:43	1:42	1:23	1:22	1:22	1:46	1:37	1:37	1:53	1:53	1:53
4:40	4:16	4:16	3:35	3:20	3:20	5:22	4:57	4:57	4:58	5:02	5:02
<b>5:44</b>	<b>5:20</b>	<b>5:20</b>	<b>4:33</b>	<b>4:24</b>	<b>4:21</b>	<b>6:30</b>	<b>6:02</b>	<b>6:02</b>	<b>6:05</b>	<b>6:11</b>	<b>6:11</b>

**FIRE**

- 1. Average time from call receipt to dispatch
- 2. Average best time from dispatch to enroute to scene
- 3. Average time from dispatch to initial personnel on scene
- Total response time from call to personnel on scene**

1:31	0:57	0:57	1:00	1:05	1:05	0:30	0:57	0:56	1:05	1:00	1:00
1:44	1:48	1:48	1:48	1:31	1:30	1:34	1:39	1:40	1:43	1:58	1:58
4:01	4:34	4:34	4:52	4:01	4:01	4:01	4:18	4:14	4:35	4:49	4:47
<b>5:33</b>	<b>5:31</b>	<b>5:31</b>	<b>5:53</b>	<b>5:07</b>	<b>5:05</b>	<b>4:31</b>	<b>5:15</b>	<b>5:10</b>	<b>5:40</b>	<b>5:48</b>	<b>5:47</b>

**POLICE**

- 1. Average time from call receipt to dispatch
- 2. Average time from dispatch to personnel on scene
- Total response time from call to personnel on scene**

1:39	1:46	1:46	1:50	1:19	1:19	2:02	1:34	1:37	1:38	1:32	1:30
3:13	3:09	3:08	2:29	2:30	2:31	3:11	2:58	2:59	3:15	3:10	3:09
<b>4:52</b>	<b>4:55</b>	<b>4:54</b>	<b>4:19</b>	<b>3:49</b>	<b>3:50</b>	<b>5:13</b>	<b>4:32</b>	<b>4:36</b>	<b>4:53</b>	<b>4:41</b>	<b>4:39</b>