



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

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

12 Mo. Rolling: 11-01-2016 to 10-31-2017  
YTD: 01-01-2017 to 10-31-2017

**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     |
| 1:02        | 0:58         | 0:58        | 1:09        | 1:04         | 1:04        | 0:57        | 1:06         | 1:05        | 1:03        | 1:06         | 1:06        |
| 1:27        | 1:28         | 1:29        | 1:25        | 1:29         | 1:29        | 1:27        | 1:22         | 1:22        | 1:47        | 1:35         | 1:36        |
| 3:37        | 3:33         | 3:33        | 3:54        | 3:52         | 3:51        | 3:46        | 3:38         | 3:39        | 3:59        | 4:04         | 4:02        |
| <b>4:39</b> | <b>4:31</b>  | <b>4:30</b> | <b>5:03</b> | <b>4:55</b>  | <b>4:55</b> | <b>4:43</b> | <b>4:44</b>  | <b>4:44</b> | <b>5:02</b> | <b>5:10</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**

|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1:04        | 0:54        | 0:58        | 0:46        | 0:54        | 0:53        | 1:04        | 1:06        | 1:06        | 1:34        | 1:38        | 1:47        |
| 1:29        | 1:32        | 1:30        | 1:28        | 1:32        | 1:32        | 1:37        | 1:21        | 1:24        | 2:05        | 1:35        | 1:33        |
| 3:48        | 3:37        | 3:37        | 3:35        | 3:48        | 3:45        | 3:29        | 3:41        | 3:41        | 5:27        | 4:20        | 4:15        |
| <b>4:52</b> | <b>4:31</b> | <b>4:34</b> | <b>4:22</b> | <b>4:41</b> | <b>4:38</b> | <b>4:33</b> | <b>4:47</b> | <b>4:47</b> | <b>7:01</b> | <b>5:59</b> | <b>6:02</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**

|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1:41        | 1:32        | 1:30        | 1:44        | 1:26        | 1:25        | 1:56        | 1:44        | 1:46        | 1:23        | 1:21        | 1:21        |
| 2:48        | 2:44        | 2:42        | 3:03        | 2:56        | 2:55        | 2:48        | 2:50        | 2:48        | 3:08        | 3:17        | 3:16        |
| <b>4:29</b> | <b>4:16</b> | <b>4:11</b> | <b>4:46</b> | <b>4:21</b> | <b>4:21</b> | <b>4:44</b> | <b>4:35</b> | <b>4:34</b> | <b>4:31</b> | <b>4:38</b> | <b>4:37</b> |

**EMS**

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- 3. Average time from dispatch to personnel on scene
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| 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     |
| 1:04             | 1:02         | 1:04        | 0:49        | 1:05         | 1:01        | 1:09        | 1:06         | 1:04        | 1:06           | 1:09         | 1:10        |
| 1:46             | 1:42         | 1:41        | 1:29        | 1:22         | 1:22        | 1:35        | 1:36         | 1:36        | 1:38           | 1:53         | 1:53        |
| 4:23             | 4:15         | 4:14        | 3:22        | 3:18         | 3:18        | 4:58        | 4:54         | 4:55        | 4:31           | 5:02         | 5:02        |
| <b>5:27</b>      | <b>5:16</b>  | <b>5:17</b> | <b>4:11</b> | <b>4:23</b>  | <b>4:20</b> | <b>6:07</b> | <b>6:00</b>  | <b>5:59</b> | <b>5:37</b>    | <b>6:11</b>  | <b>6:12</b> |

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|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 0:56        | 0:53        | 0:54        | 0:45        | 1:04        | 1:05        | 1:11        | 1:01        | 0:58        | 0:47        | 0:59        | 0:59        |
| 1:45        | 1:46        | 1:48        | 1:16        | 1:29        | 1:29        | 2:00        | 1:42        | 1:40        | 1:52        | 1:58        | 1:59        |
| 4:38        | 4:37        | 4:37        | 3:02        | 3:59        | 3:58        | 5:07        | 4:28        | 4:15        | 4:27        | 4:48        | 4:48        |
| <b>5:34</b> | <b>5:30</b> | <b>5:31</b> | <b>3:47</b> | <b>5:03</b> | <b>5:03</b> | <b>6:18</b> | <b>5:29</b> | <b>5:13</b> | <b>5:14</b> | <b>5:48</b> | <b>5:48</b> |

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|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1:35        | 1:45        | 1:47        | 1:09        | 1:24        | 1:16        | 1:28        | 1:35        | 1:35        | 1:28        | 1:31        | 1:29        |
| 3:21        | 3:09        | 3:08        | 2:16        | 2:29        | 2:31        | 2:57        | 2:58        | 2:58        | 3:13        | 3:10        | 3:09        |
| <b>4:56</b> | <b>4:53</b> | <b>4:55</b> | <b>3:25</b> | <b>3:54</b> | <b>3:47</b> | <b>4:25</b> | <b>4:33</b> | <b>4:32</b> | <b>4:41</b> | <b>4:41</b> | <b>4:38</b> |