



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

**ECDC Monthly Response Times Summary Report (Priority ALL)**

**APRIL 2018**

12 Mo. Rolling: 5-01-2017 to 4-30-2018  
YTD: 01-01-2018 to 4-30-2018

**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     |
| 1:07        | 1:04         | 1:02        | 1:12        | 1:06         | 1:03        | 0:54        | 0:58         | 0:55        | 0:57        | 1:05         | 1:00        |
| 1:29        | 1:31         | 1:34        | 1:30        | 1:32         | 1:37        | 1:35        | 1:27         | 1:34        | 1:33        | 1:34         | 1:34        |
| 3:49        | 3:36         | 3:36        | 4:05        | 3:54         | 4:03        | 4:04        | 3:48         | 4:04        | 4:04        | 4:04         | 4:06        |
| <b>4:56</b> | <b>4:40</b>  | <b>4:38</b> | <b>5:17</b> | <b>5:00</b>  | <b>5:06</b> | <b>4:58</b> | <b>4:46</b>  | <b>4:58</b> | <b>5:01</b> | <b>5:09</b>  | <b>5:06</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**

|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1:02        | 0:58        | 1:00        | 1:05        | 0:52        | 0:55        | 1:24        | 1:01        | 1:09        | 1:22        | 1:39        | 1:01        |
| 1:30        | 1:26        | 1:24        | 1:22        | 1:32        | 1:31        | 1:28        | 1:32        | 1:38        | 1:20        | 1:33        | 1:44        |
| 3:22        | 3:29        | 3:29        | 3:51        | 3:55        | 3:57        | 4:20        | 3:58        | 4:17        | 4:15        | 4:16        | 4:33        |
| <b>4:24</b> | <b>4:28</b> | <b>4:29</b> | <b>4:56</b> | <b>4:48</b> | <b>4:52</b> | <b>5:44</b> | <b>4:59</b> | <b>5:26</b> | <b>5:37</b> | <b>5:55</b> | <b>5:33</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**

|             |             |             |             |             |             |             |             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 0:31        | 0:37        | 0:35        | 1:01        | 1:11        | 1:08        | 1:09        | 1:17        | 1:14        | 1:09        | 1:20        | 1:18        |
| 0:36        | 0:41        | 0:36        | 1:21        | 1:35        | 1:32        | 1:24        | 1:22        | 1:20        | 1:56        | 2:07        | 2:05        |
| <b>1:08</b> | <b>1:18</b> | <b>1:12</b> | <b>2:21</b> | <b>2:46</b> | <b>2:41</b> | <b>2:33</b> | <b>2:39</b> | <b>2:35</b> | <b>3:05</b> | <b>3:27</b> | <b>3:23</b> |

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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     |
| 1:11             | 1:09         | 1:14        | 1:13        | 1:02         | 1:05        | 1:18        | 1:08         | 1:11        | 1:20           | 1:09         | 1:12        |
| 1:37             | 1:44         | 1:42        | 1:27        | 1:26         | 1:28        | 1:43        | 1:42         | 1:44        | 1:47           | 1:53         | 1:51        |
| 4:07             | 4:21         | 4:16        | 3:38        | 3:23         | 3:31        | 4:56        | 5:03         | 5:12        | 4:59           | 4:56         | 4:56        |
| <b>5:18</b>      | <b>5:30</b>  | <b>5:31</b> | <b>4:52</b> | <b>4:25</b>  | <b>4:37</b> | <b>6:15</b> | <b>6:12</b>  | <b>6:23</b> | <b>6:19</b>    | <b>6:05</b>  | <b>6:09</b> |

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| 1:31        | 0:57        | 1:00        | 1:17        | 1:08        | 1:04        | 2:04        | 1:06        | 1:29        | 0:49        | 0:56        | 1:00        |
| 1:41        | 1:44        | 1:41        | 1:12        | 1:27        | 1:25        | 1:43        | 1:33        | 1:27        | 2:03        | 1:57        | 1:59        |
| 4:38        | 4:32        | 4:35        | 3:33        | 3:53        | 3:48        | 4:48        | 4:13        | 4:22        | 4:40        | 4:42        | 4:31        |
| <b>6:09</b> | <b>5:30</b> | <b>5:36</b> | <b>4:50</b> | <b>5:00</b> | <b>4:52</b> | <b>6:53</b> | <b>5:19</b> | <b>5:52</b> | <b>5:29</b> | <b>5:38</b> | <b>5:31</b> |

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|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1:25        | 1:27        | 1:19        | 1:50        | 1:23        | 1:29        | 0:53        | 0:56        | 0:51        | 1:10        | 1:06        | 1:07        |
| 1:54        | 1:47        | 1:38        | 1:57        | 1:46        | 1:51        | 0:59        | 1:07        | 1:06        | 1:30        | 1:29        | 1:27        |
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