



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

ECDC Monthly Response Times Summary Report (Priority ALL)
NOVEMBER 2018

12 Mo. Rolling: 12-01-2017 to 11-30-2018
YTD: 01-01-2018 to 11-30-2018

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
1:01	1:04	1:04	1:07	1:09	1:08	1:06	0:59	1:00	1:20	1:05	1:06
1:40	1:31	1:31	1:30	1:33	1:33	1:44	1:33	1:34	1:34	1:30	1:31
3:42	3:33	3:32	3:56	3:52	3:52	3:58	3:53	3:54	4:07	3:58	3:58
4:43	4:37	4:36	5:03	5:01	5:00	5:04	4:53	4:53	5:27	5:03	5:04

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

1:39	1:06	1:06	0:34	0:54	0:54	0:52	1:04	1:06	0:59	1:07	1:07
1:36	1:28	1:30	1:34	1:31	1:31	1:38	1:34	1:33	1:30	1:39	1:41
3:47	3:35	3:37	3:35	3:59	3:57	3:52	3:57	3:55	5:00	4:44	4:47
5:26	4:41	4:44	4:09	4:54	4:51	4:44	5:00	5:01	5:59	5:52	5:54

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

0:28	0:32	0:32	1:02	1:19	1:20	1:16	1:16	1:15	0:56	1:14	1:15
0:37	0:32	0:31	1:36	1:36	1:35	1:27	1:25	1:24	1:42	2:03	2:03
1:05	1:04	1:04	2:39	2:55	2:55	2:44	2:41	2:39	2:38	3:17	3:17

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
1:09	1:11	1:11	1:04	1:08	1:09	1:07	1:13	1:13	1:07	1:11	1:12
1:45	1:44	1:43	1:31	1:28	1:27	1:39	1:40	1:39	1:46	1:51	1:51
4:36	4:25	4:23	3:17	3:14	3:12	5:05	5:01	5:01	4:47	4:55	4:56
5:44	5:36	5:34	4:21	4:23	4:21	6:12	6:14	6:14	5:54	6:06	6:08

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

0:43	0:54	0:56	0:44	1:04	1:04	0:51	1:07	1:07	0:50	1:02	1:03
1:54	1:48	1:45	1:47	1:22	1:22	1:44	1:32	1:30	1:58	1:57	1:58
5:07	4:45	4:43	3:56	3:39	3:39	4:10	4:06	4:08	5:03	4:44	4:45
5:50	5:39	5:38	4:40	4:43	4:44	5:01	5:14	5:15	5:53	5:46	5:48

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

1:21	1:24	1:23	1:06	1:23	1:22	0:53	0:57	0:56	1:14	1:08	1:09
1:51	1:43	1:42	1:21	1:41	1:40	1:20	1:13	1:13	1:43	1:34	1:34
3:12	3:07	3:04	2:27	3:04	3:03	2:14	2:09	2:09	2:56	2:42	2:42