



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

ECDC Monthly Response Times Summary Report (Priority ALL)
DECEMBER 2019

12 Mo. Rolling: 01-01-2019 to 12-31-2019
YTD: 01-01-2019 to 12-31-2019

	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
EMS												
1. Average time from call receipt to dispatch	1:28	1:08	1:08	1:26	1:09	1:09	1:12	1:06	1:06	1:01	1:03	1:03
2. Average best time from dispatch to enroute to scene	1:21	1:22	1:22	1:17	1:27	1:27	1:45	1:39	1:39	1:30	1:38	1:38
3. Average time from dispatch to personnel on scene	3:40	3:39	3:39	3:46	3:49	3:49	4:16	4:00	4:00	3:58	4:07	4:07
Total response time from call to personnel on scene	5:08	4:47	4:47	5:12	4:58	4:58	5:28	5:06	5:06	4:59	5:10	5:10
FIRE												
1. Average time from call receipt to dispatch	0:43	0:55	0:55	0:42	0:49	0:49	1:17	0:59	0:59	1:07	0:56	0:56
2. Average best time from dispatch to enroute to scene	1:16	1:32	1:32	1:25	1:31	1:31	1:56	1:49	1:49	1:48	1:56	1:56
3. Average time from dispatch to initial personnel on scene	3:33	3:51	3:51	4:03	4:13	4:13	4:22	4:11	4:11	4:51	5:14	5:14
Total response time from call to personnel on scene	4:16	4:46	4:46	4:45	5:02	5:02	5:40	5:10	5:10	5:57	6:10	6:10
POLICE												
1. Average time from call receipt to dispatch	0:38	0:37	0:37	1:18	1:15	1:15	1:12	1:00	1:00	1:04	1:10	1:10
2. Average time from dispatch to personnel on scene	0:52	0:42	0:42	1:44	1:37	1:37	1:11	1:06	1:06	1:47	1:56	1:56
Total response time from call to personnel on scene	1:30	1:19	1:19	3:03	2:51	2:51	2:23	2:06	2:06	2:51	3:06	3:06
	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
EMS												
1. Average time from call receipt to dispatch	1:22	1:09	1:09	1:12	1:10	1:10	1:19	1:09	1:09	1:22	1:16	1:16
2. Average best time from dispatch to enroute to scene	1:51	-766:-34	-766:-34	1:27	1:27	1:27	1:59	1:41	1:41	1:58	1:50	1:50
3. Average time from dispatch to personnel on scene	4:25	4:28	4:28	2:57	3:03	3:03	5:18	5:03	5:03	5:01	4:54	4:54
Total response time from call to personnel on scene	5:47	5:37	5:37	4:09	4:12	4:12	6:37	6:12	6:12	6:23	6:10	6:10
FIRE												
1. Average time from call receipt to dispatch	0:40	1:07	1:07	0:57	0:54	0:54	0:51	0:58	0:58	0:44	1:02	1:02
2. Average best time from dispatch to enroute to scene	1:42	1:43	1:43	1:12	1:22	1:22	1:31	1:39	1:39	2:01	1:54	1:54
3. Average time from dispatch to initial personnel on scene	4:33	4:36	4:36	2:23	3:36	3:36	4:17	4:28	4:28	4:34	5:04	5:04
Total response time from call to personnel on scene	5:13	5:44	5:44	3:20	4:29	4:29	5:08	5:26	5:26	5:18	6:06	6:06
POLICE												
1. Average time from call receipt to dispatch	2:03	1:40	1:40	1:15	1:20	1:20	1:01	1:07	1:07	0:42	0:53	0:53
2. Average time from dispatch to personnel on scene	2:11	1:59	1:59	1:23	1:26	1:26	1:38	1:25	1:25	0:54	1:09	1:09
Total response time from call to personnel on scene	4:14	3:39	3:39	2:38	2:45	2:45	2:39	2:32	2:32	1:36	2:02	2:02