



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

ECDC Monthly Response Times Summary Report (Priority ALL)
MARCH 2021

12 Mo. Rolling: 4-01-2020 to 3-31-2021
YTD: 01-01-2021 to 3-31-2021

EMS

	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. Average time from call receipt to dispatch	1:14	1:17	1:12	1:15	1:17	1:23	1:30	1:14	1:15	1:07	1:16	1:08
2. Average best time from dispatch to enroute to scene	1:11	1:10	1:20	1:05	1:13	1:14	1:29	1:29	1:39	1:22	1:16	1:24
3. Average time from dispatch to personnel on scene	3:44	3:35	3:42	3:26	3:38	3:34	3:54	3:49	4:00	4:09	4:01	4:19
Total response time from call to personnel on scene	4:58	4:52	4:54	4:42	4:55	4:56	5:24	5:03	5:15	5:16	5:16	5:27

FIRE

1. Average time from call receipt to dispatch	0:44	0:54	0:46	0:39	0:49	0:54	0:52	1:00	1:02	0:43	0:50	1:01
2. Average best time from dispatch to enroute to scene	1:16	1:13	1:12	1:23	1:20	1:22	1:25	1:54	1:38	1:51	1:48	1:48
3. Average time from dispatch to initial personnel on scene	3:41	3:37	3:41	3:59	3:54	3:44	3:57	3:57	3:54	4:23	5:02	5:00
Total response time from call to personnel on scene	4:25	4:31	4:26	4:38	4:42	4:38	4:49	4:57	4:56	5:06	5:52	6:01

POLICE

1. Average time from call receipt to dispatch	1:00	0:27	0:56	0:41	0:53	0:42	1:03	1:16	1:12	0:44	1:02	0:51
2. Average time from dispatch to personnel on scene	1:55	0:39	1:31	1:12	1:15	1:06	1:57	2:03	2:09	1:36	1:54	1:42
Total response time from call to personnel on scene	2:55	1:07	2:27	1:53	2:08	1:48	3:01	3:19	3:21	2:20	2:56	2:33

EMS

	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. Average time from call receipt to dispatch	1:12	1:19	1:20	1:14	1:17	1:23	1:07	1:23	1:23	1:33	1:31	1:33
2. Average best time from dispatch to enroute to scene	1:30	1:27	1:31	1:27	1:29	1:33	1:21	1:10	1:15	1:34	1:35	1:42
3. Average time from dispatch to personnel on scene	3:48	4:05	4:02	2:58	3:17	3:14	5:02	4:47	4:57	4:57	-9:-16	4:58
Total response time from call to personnel on scene	5:00	5:24	5:22	4:11	4:34	4:37	6:09	6:10	6:20	6:31	-7:-45	6:31

FIRE

1. Average time from call receipt to dispatch	1:20	0:53	0:58	0:25	0:52	0:41	0:59	0:54	0:52	1:23	0:58	1:01
2. Average best time from dispatch to enroute to scene	1:22	1:27	1:35	1:08	1:21	1:31	1:21	1:35	1:19	1:35	1:46	1:51
3. Average time from dispatch to initial personnel on scene	4:16	4:24	4:39	3:05	3:30	4:11	4:41	4:17	4:36	4:42	4:54	5:01
Total response time from call to personnel on scene	5:35	5:17	5:37	3:30	4:22	4:52	5:40	5:11	5:29	6:05	5:52	6:02

POLICE

1. Average time from call receipt to dispatch	0:58	1:04	0:55	0:59	1:08	1:07	0:58	1:04	1:04	0:48	0:44	0:44
2. Average time from dispatch to personnel on scene	1:21	1:24	1:11	1:27	1:38	1:31	1:28	1:31	1:21	1:11	0:58	1:06
Total response time from call to personnel on scene	2:18	2:28	2:06	2:25	2:46	2:38	2:26	2:36	2:25	1:59	1:42	1:49

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. Average time from call receipt to dispatch	1:14	1:17	1:12	1:15	1:17	1:23	1:30	1:14	1:15	1:07	1:16	1:08
2. Average best time from dispatch to enroute to scene	1:11	1:10	1:20	1:05	1:13	1:14	1:29	1:29	1:39	1:22	1:16	1:24
3. Average time from dispatch to personnel on scene	3:44	3:35	3:42	3:26	3:38	3:34	3:54	3:49	4:00	4:09	4:01	4:19
Total response time from call to personnel on scene	4:58	4:52	4:54	4:42	4:55	4:56	5:24	5:03	5:15	5:16	5:16	5:27
FIRE												
1. Average time from call receipt to dispatch	0:44	0:54	0:46	0:39	0:49	0:54	0:52	1:00	1:02	0:43	0:50	1:01
2. Average best time from dispatch to enroute to scene	1:16	1:13	1:12	1:23	1:20	1:22	1:25	1:54	1:38	1:51	1:48	1:48
3. Average time from dispatch to initial personnel on scene	3:41	3:37	3:41	3:59	3:54	3:44	3:57	3:57	3:54	4:23	5:02	5:00
Total response time from call to personnel on scene	4:25	4:31	4:26	4:38	4:42	4:38	4:49	4:57	4:56	5:06	5:52	6:01
POLICE												
1. Average time from call receipt to dispatch	1:00	0:27	0:56	0:41	0:53	0:42	1:03	1:16	1:12	0:44	1:02	0:51
2. Average time from dispatch to personnel on scene	1:55	0:39	1:31	1:12	1:15	1:06	1:57	2:03	2:09	1:36	1:54	1:42
Total response time from call to personnel on scene	2:55	1:07	2:27	1:53	2:08	1:48	3:01	3:19	3:21	2:20	2:56	2:33
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. Average time from call receipt to dispatch	1:12	1:19	1:20	1:14	1:17	1:23	1:07	1:23	1:23	1:33	1:31	1:33
2. Average best time from dispatch to enroute to scene	1:30	1:27	1:31	1:27	1:29	1:33	1:21	1:10	1:15	1:34	1:35	1:42
3. Average time from dispatch to personnel on scene	3:48	4:05	4:02	2:58	3:17	3:14	5:02	4:47	4:57	4:57	-9:-16	4:58
Total response time from call to personnel on scene	5:00	5:24	5:22	4:11	4:34	4:37	6:09	6:10	6:20	6:31	-7:-45	6:31
FIRE												
1. Average time from call receipt to dispatch	1:20	0:53	0:58	0:25	0:52	0:41	0:59	0:54	0:52	1:23	0:58	1:01
2. Average best time from dispatch to enroute to scene	1:22	1:27	1:35	1:08	1:21	1:31	1:21	1:35	1:19	1:35	1:46	1:51
3. Average time from dispatch to initial personnel on scene	4:16	4:24	4:39	3:05	3:30	4:11	4:41	4:17	4:36	4:42	4:54	5:01
Total response time from call to personnel on scene	5:35	5:17	5:37	3:30	4:22	4:52	5:40	5:11	5:29	6:05	5:52	6:02
POLICE												
1. Average time from call receipt to dispatch	0:58	1:04	0:55	0:59	1:08	1:07	0:58	1:04	1:04	0:48	0:44	0:44
2. Average time from dispatch to personnel on scene	1:21	1:24	1:11	1:27	1:38	1:31	1:28	1:31	1:21	1:11	0:58	1:06
Total response time from call to personnel on scene	2:18	2:28	2:06	2:25	2:46	2:38	2:26	2:36	2:25	1:59	1:42	1:49