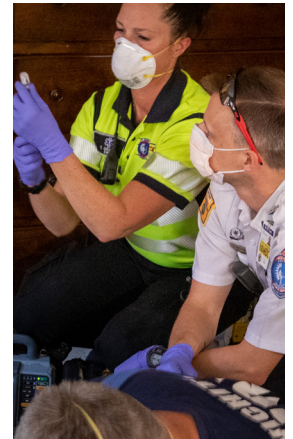# SEDGWICK COUNTY EMS

2022 Operations

Prepared
January 16, 2023

Victor Okwo
EMS Systems & Chief Data Officer

Kevin Lanterman
EMS Chief

# Contents

YEAR ON YEAR COMPARISON

|	2022	2021	NOTES
Calls (Dispatches)	67,670	69,822	Call Volume decreased 3.1% in 2022
Emergency	60,833	59,262	Emergency calls increased 2.7% even with decreased call volume in 2022
Non-Emergency	6,848	10,583	Non-emergency calls decreased 35.3% in 2022
Response Time Emergency: P1-5,7	7:49 (avg) 13:17 (90th %)	7:54 (avg) 12:41 (90th %)	
Calls with Patients (valid calls)	59,339	61,356	Valid calls decreased 3.3% in 2022, consistent with the decreased call volume
Transport	43,547	46,795	Transports were 73.4% of valid calls in 2022
P8 count	6,574	10,158	Priority 8 calls were 95.9% of non-emergency calls
RT: P1 & P2	7:20 (avg) 12:18 (90th %)	7:30 (avg) 11:50 (90th %)	
P1-2 count	31,819	30,562	Priority 1 & 2 calls were 52.3% of emergency calls
P9 count	350	489	Priority 9 calls were 5.1% of non-emergency calls
Community Response Vehicle Calls	207	318	CRV Calls decreased by 34.9% in 2022
Community Response Vehicle Response Time (All)	6:16 (avg) 12:24 (90th%)	5:43 (avg) 11:41 (90th%)	
Community Response Vehicle Response Time (P1 & P2)	6:23 (avg) 12:27 (90th%)	5:41 (avg) 11:34 (90th%)	
Calls/Day	185 (avg)	191 (avg)	278 (highest day, 01/03/22) 139 (lowest days, 11/13/22 & 11/24/22)
Calls/Month	5,639 (avg)	5,818 (avg)	Highest - 6,579 (January) Lowest - 5,200 (April)
Scheduled Unit Hours	139,776.0	140,160.0	
Produced Unit Hours	122,062.3	124,551.0	SCEMS produced 87.3% of scheduled unit hours in 2022

P1-P2 = Emergency, lights & sirens response
P3-5,7 = Emergency, no lights & sirens response
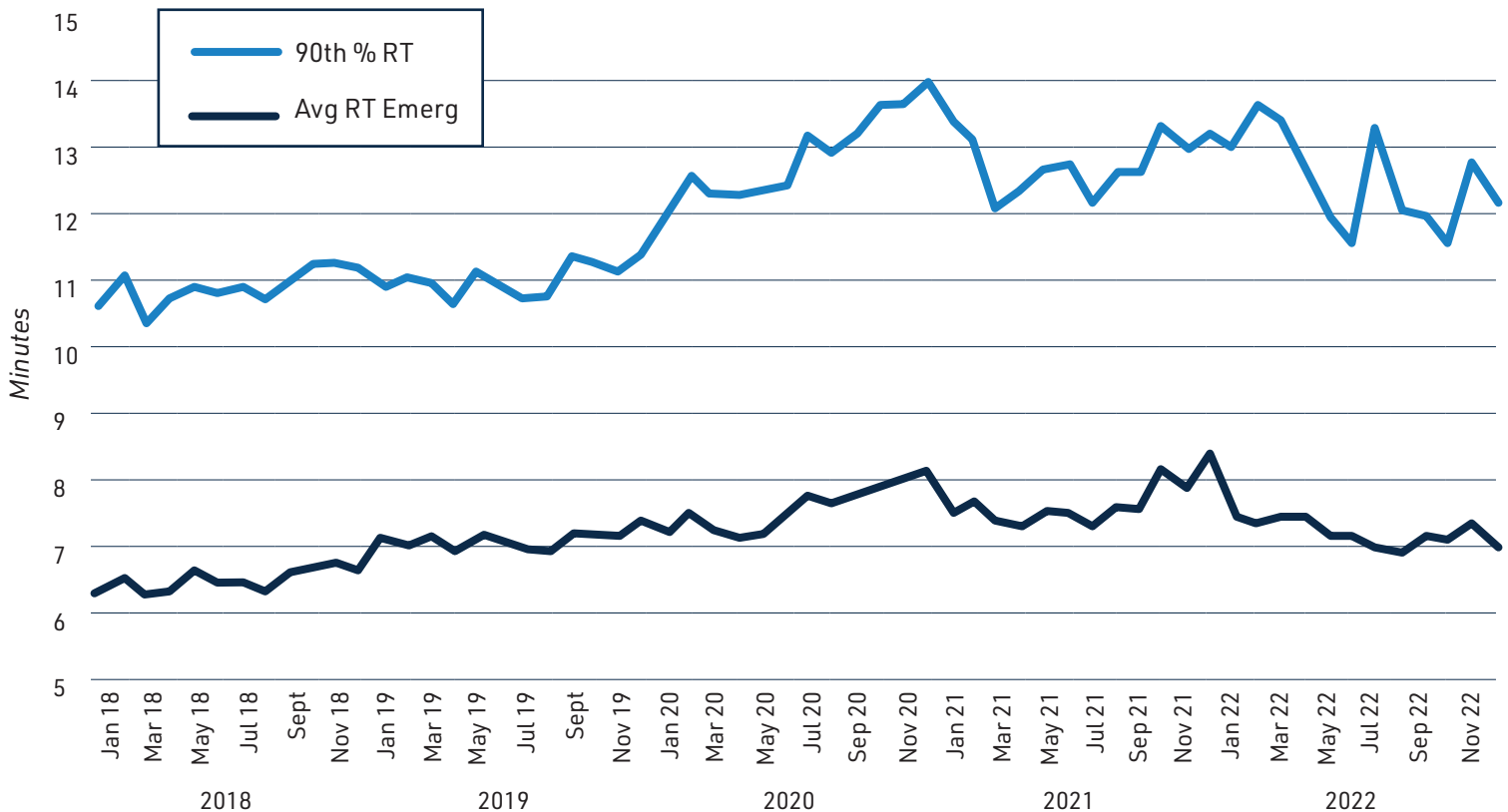P8 = non-emergency/interfacility transfer

2022 EMERGENCY CALL LOCATION DENSITY
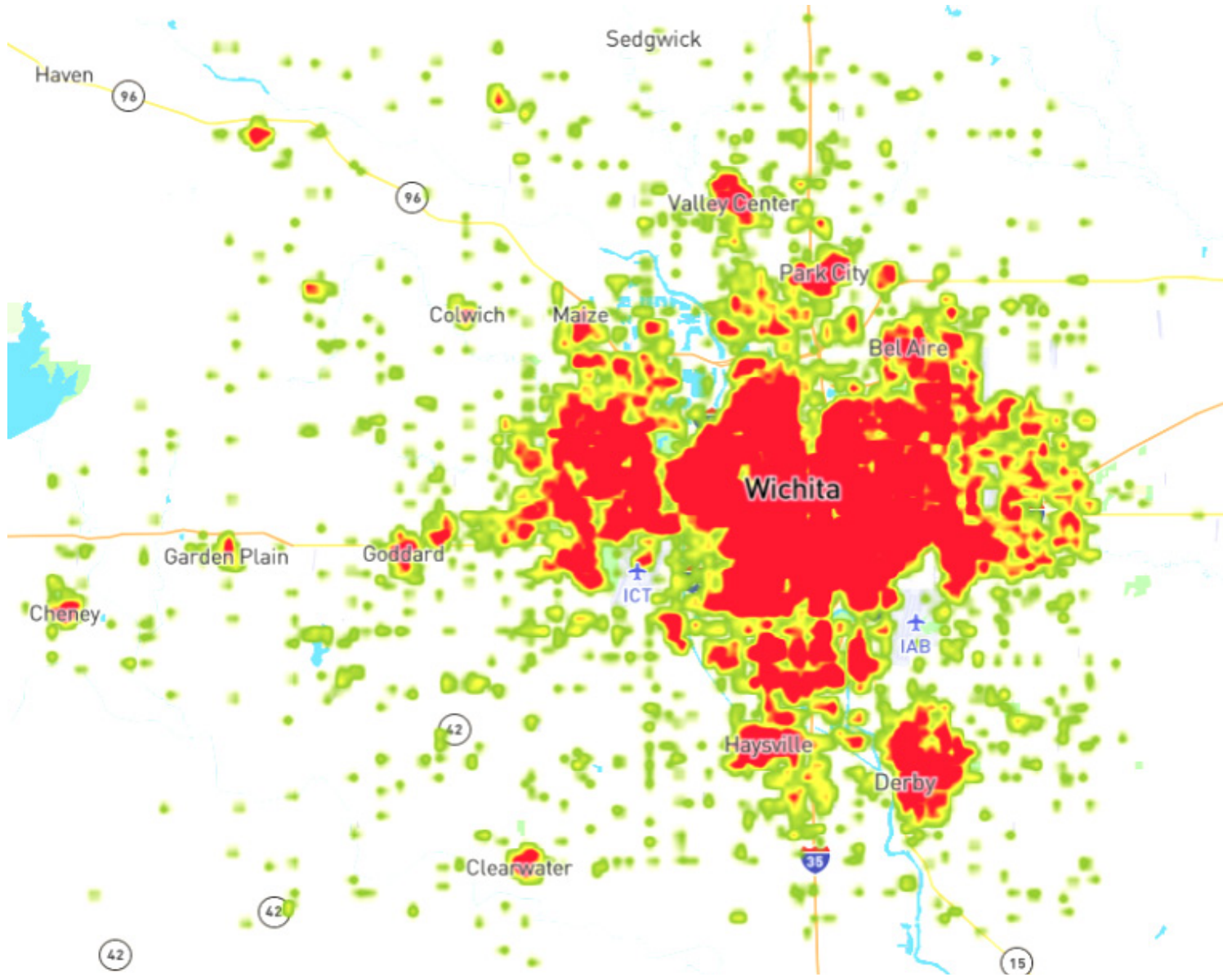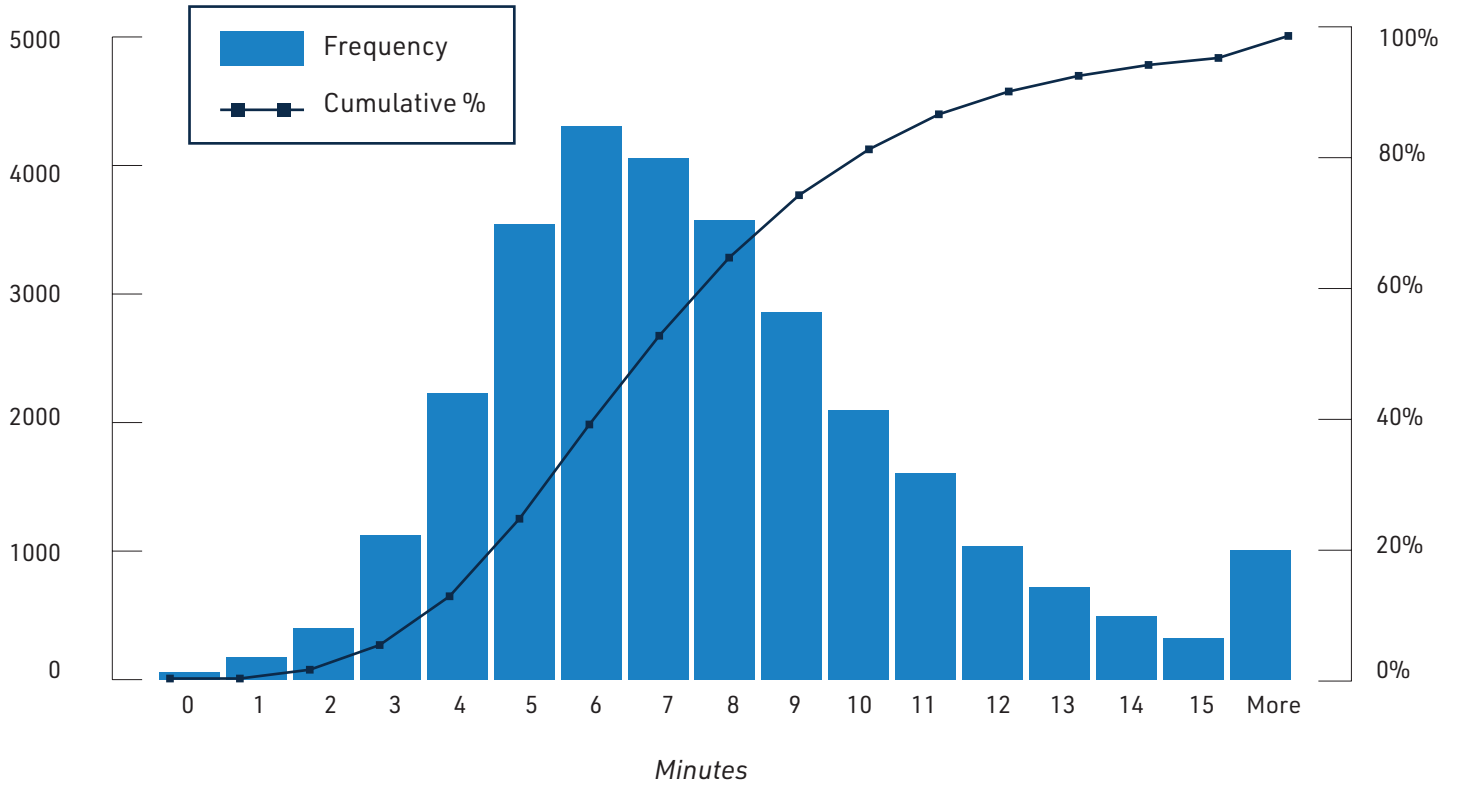
2022 EMERGENCY CALL RESPONSE TIME - ENTIRE COUNTY
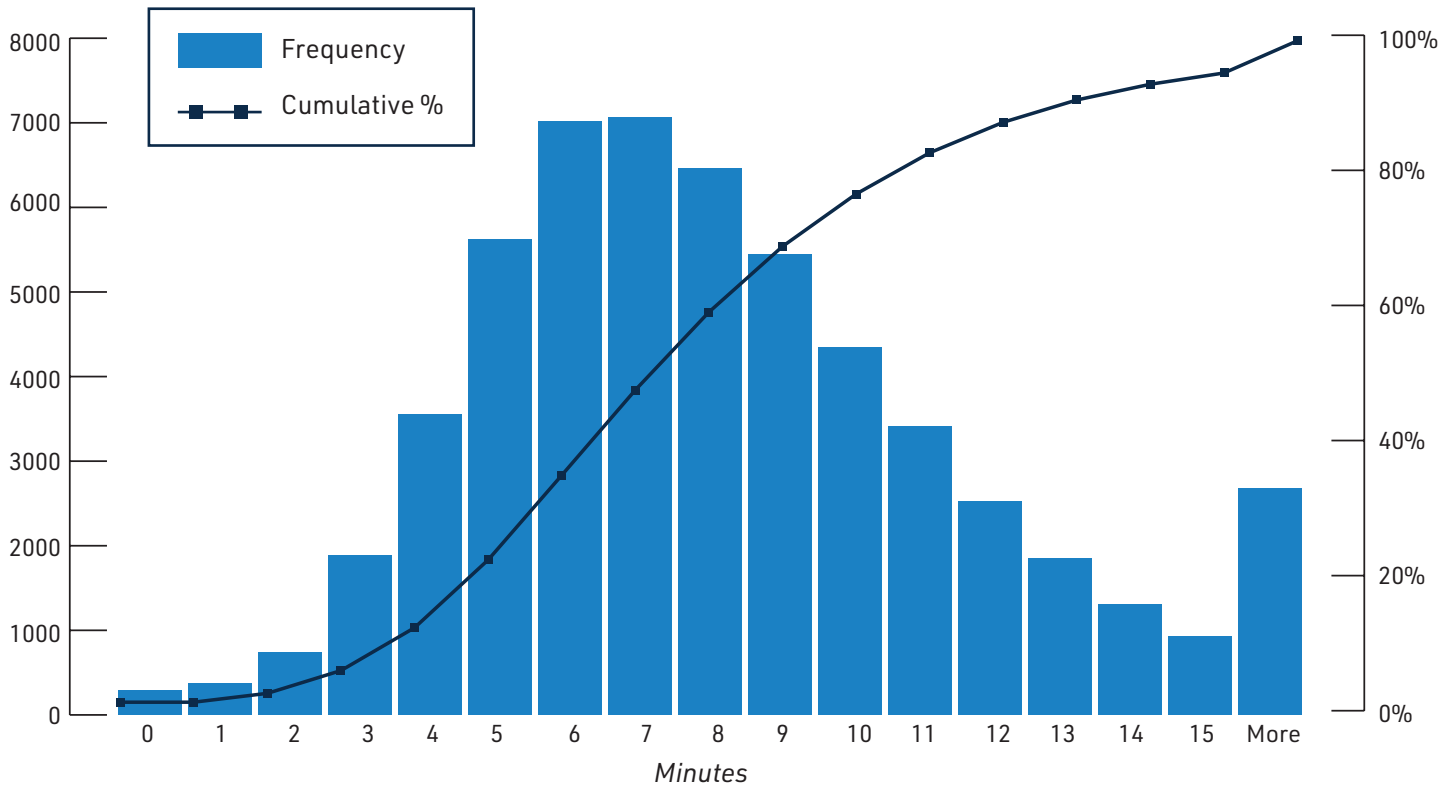
90TH PERCENTILE RTR - ALL EMERGENCY CALLS
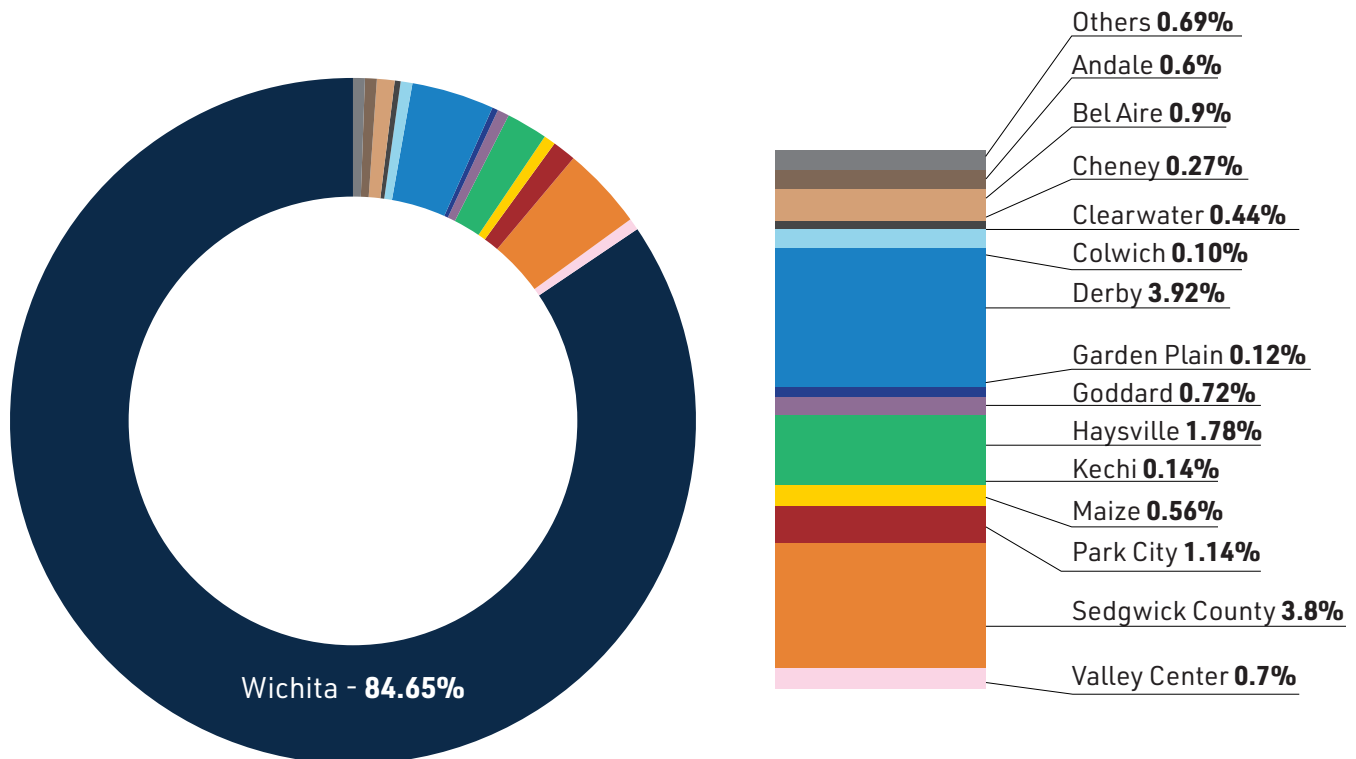
2022 LIGHTS & SIRENS RESPONSE TIME - ENTIRE COUNTY

AMBULANCE RESPONSE TIME EMERGENCY CALLS

	Average	90th%
Andale	0:16:26	0:21:25
Bel Aire	0:09:09	0:13:30
Cheney*	0:18:40	0:25:28
Clearwater*	0:16:21	0:21:29
Colwich	0:11:15	0:15:49
Derby	0:07:29	0:12:49
Garden Plain	0:12:56	0:20:57
Goddard	0:07:33	0:13:31
Haysville	0:08:34	0:14:30
Kechi	0:09:56	0:14:11
Maize	0:08:40	0:15:01
Park City	0:08:04	0:12:49
Sedgwick County (SC)	0:09:38	0:16:24
Valley Center	0:12:09	0:17:10
Wichita	0:07:03	0:19:29

Does not include RT of ALS first response unit, i.e., CRV

CRV RESPONSE TIME

	Average	90th%
Clearwater	0:05:08	0:09:41
Cheney	0:04:20	0:10:18

CALL VOLUME BY CITY

Wichita - **84.65%**

Others **0.69%**
Andale **0.6%**
Bel Aire **0.9%**
Cheney **0.27%**
Clearwater **0.44%**
Colwich **0.10%**
Derby **3.92%**
Garden Plain **0.12%**
Goddard **0.72%**
Haysville **1.78%**
Kechi **0.14%**
Maize **0.56%**
Park City **1.14%**
Sedgwick County **3.8%**
Valley Center **0.7%**

ANNUAL CALL VOLUME

67,670 ▼ 3.1%

VOLUME TRENDS BY MONTH

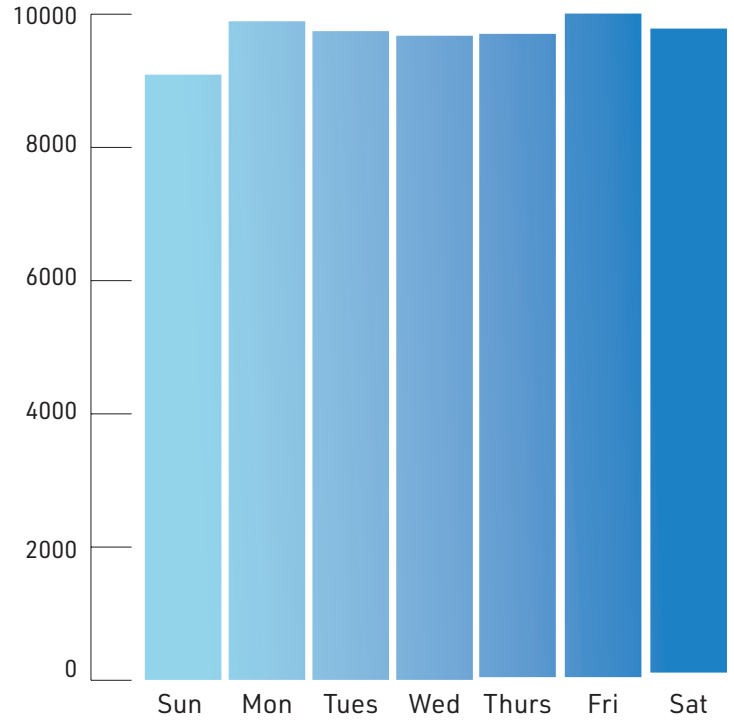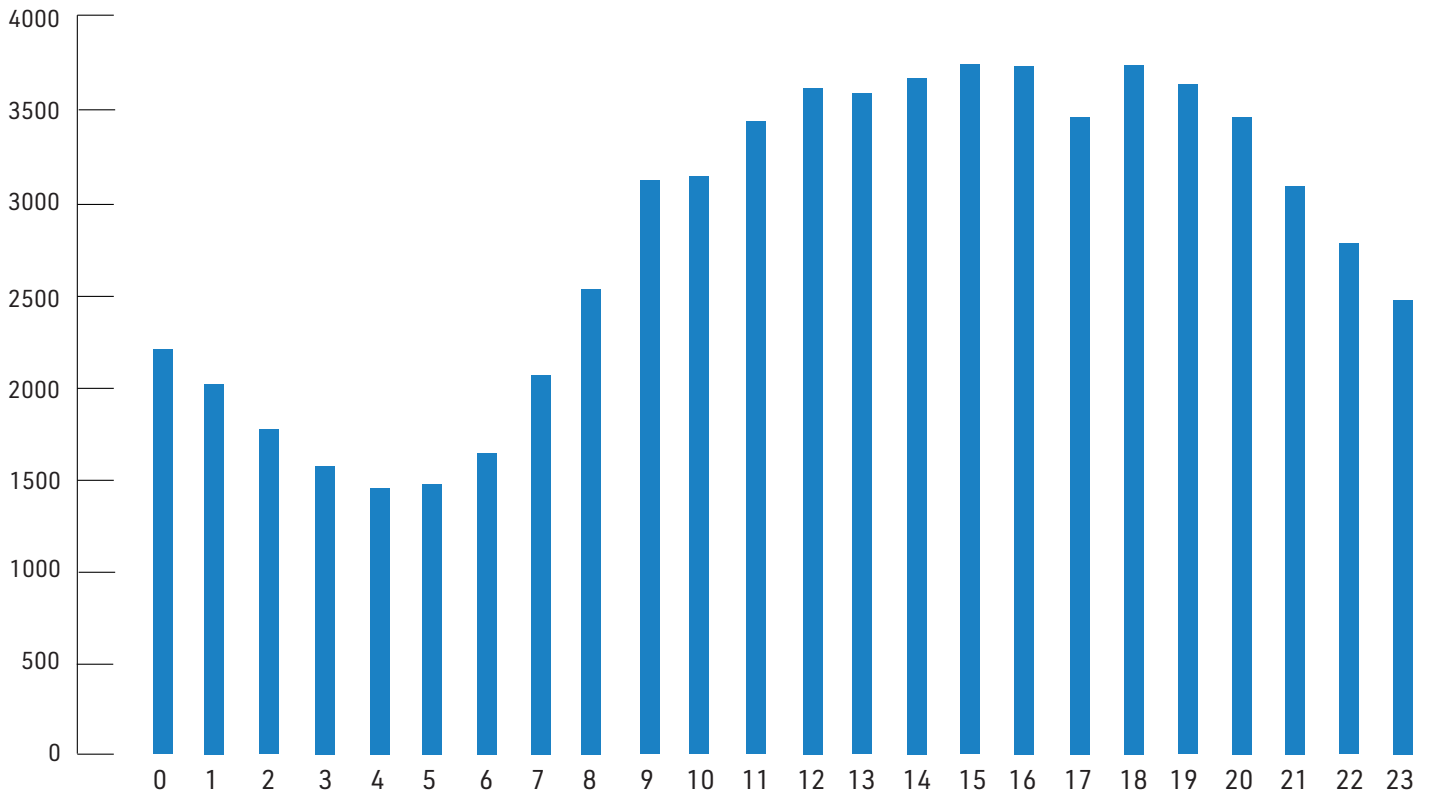Total Charts — Transports — Non-Emergency — Distinct Call Count
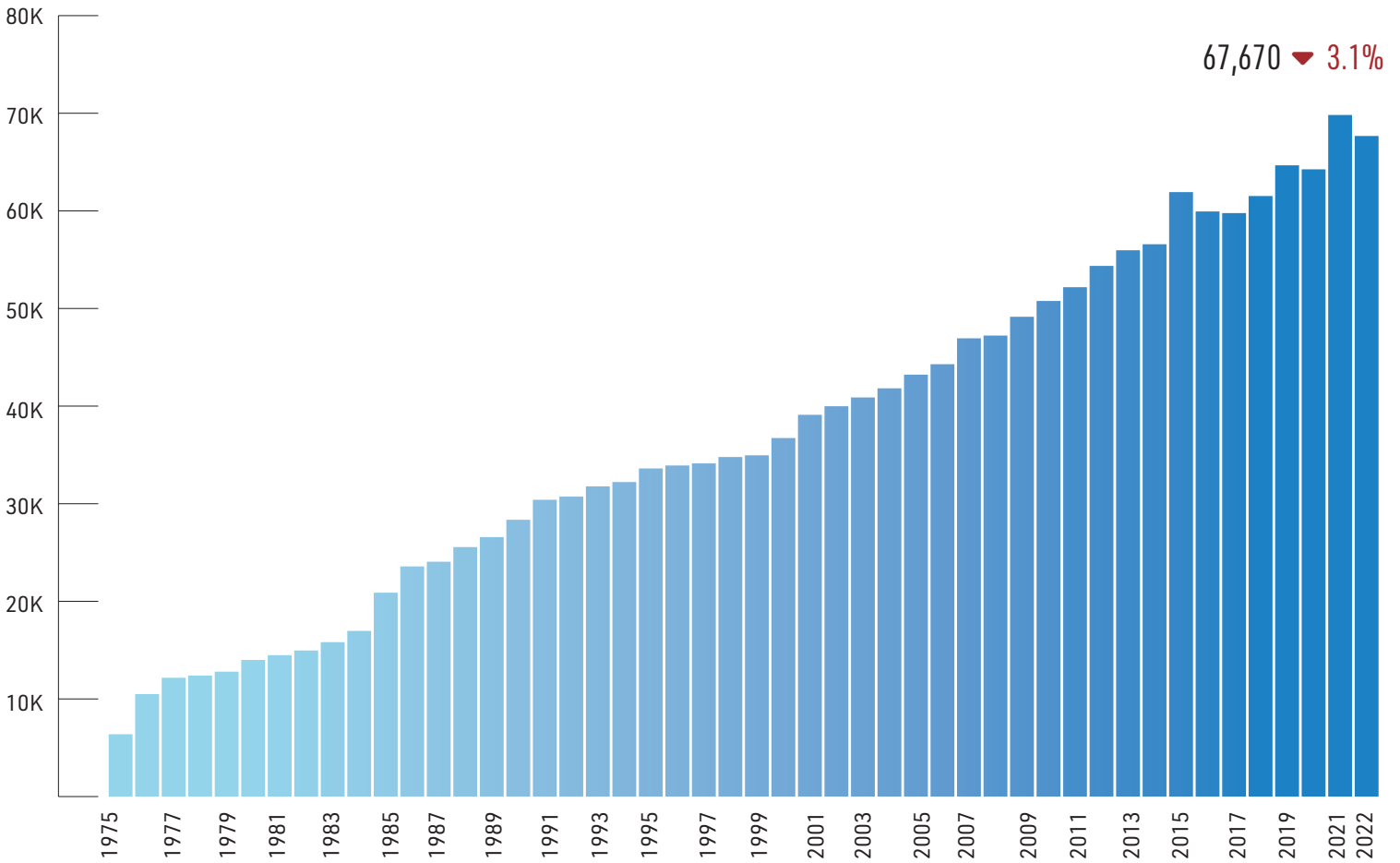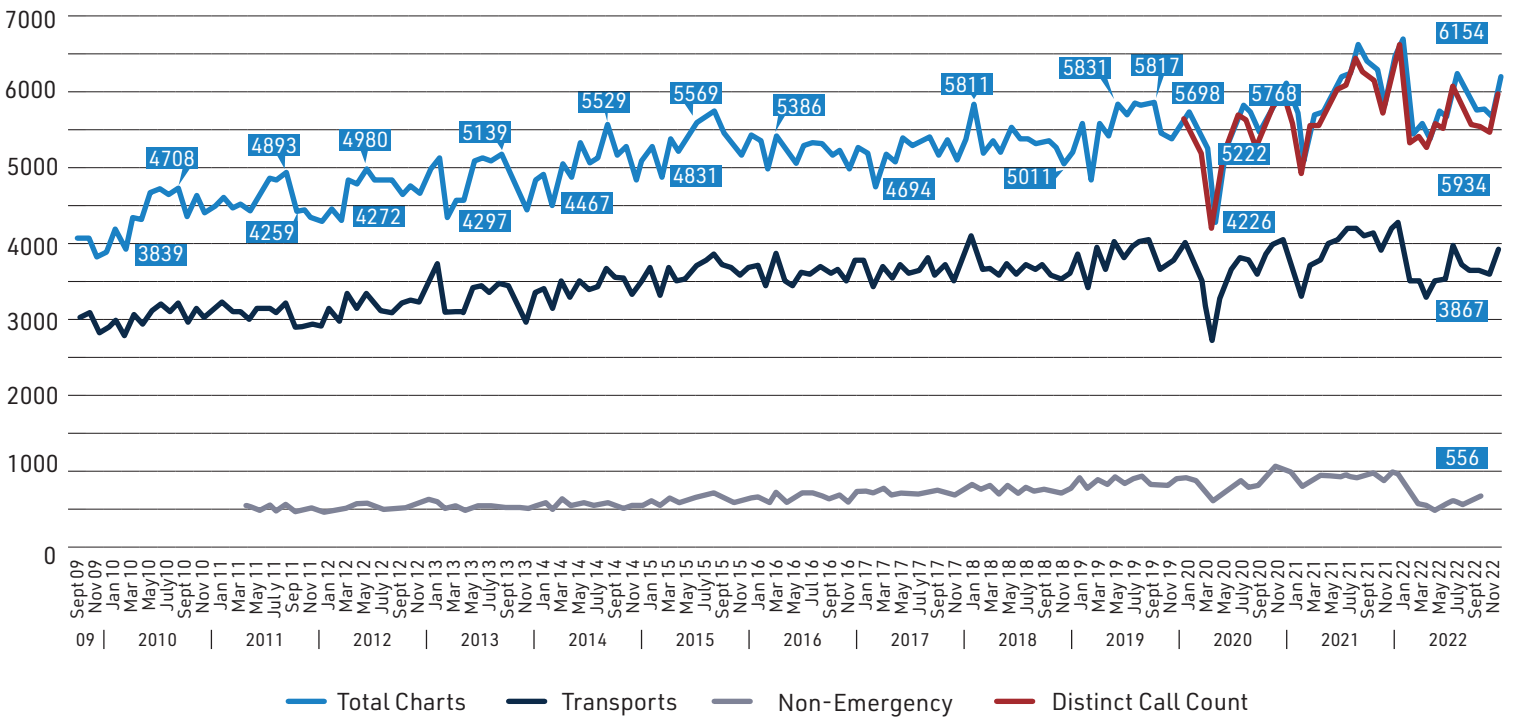
2022 CALL VOLUME BY MONTH
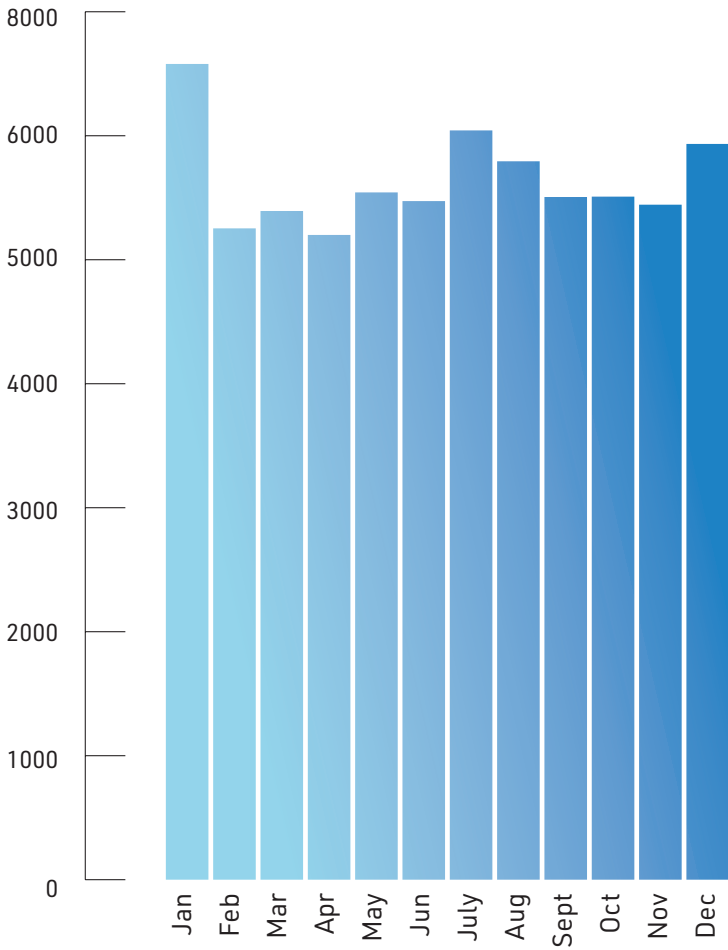
2022 CALLS BY DAY OF THE WEEK

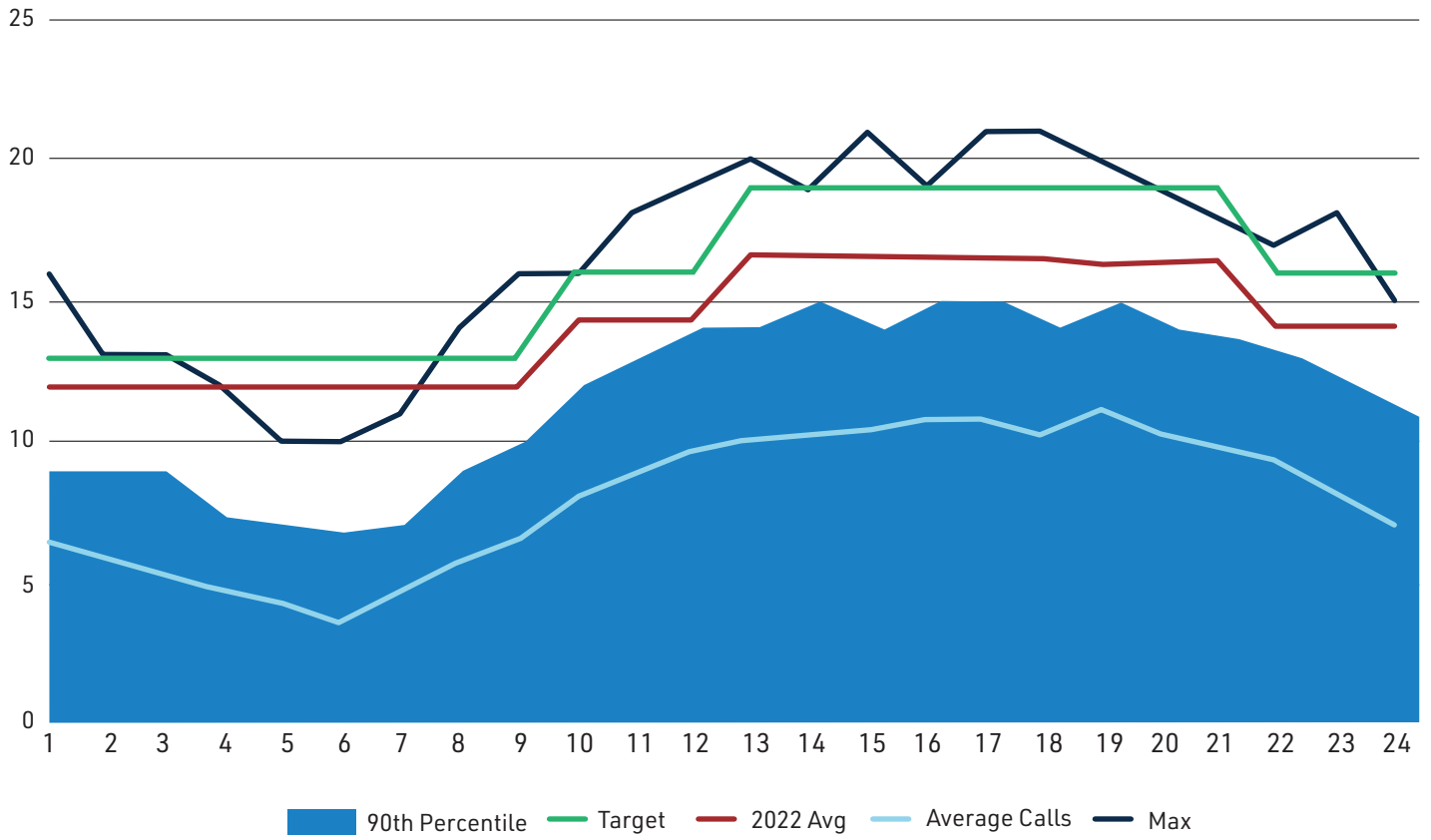
2022 CALLS BY HOUR

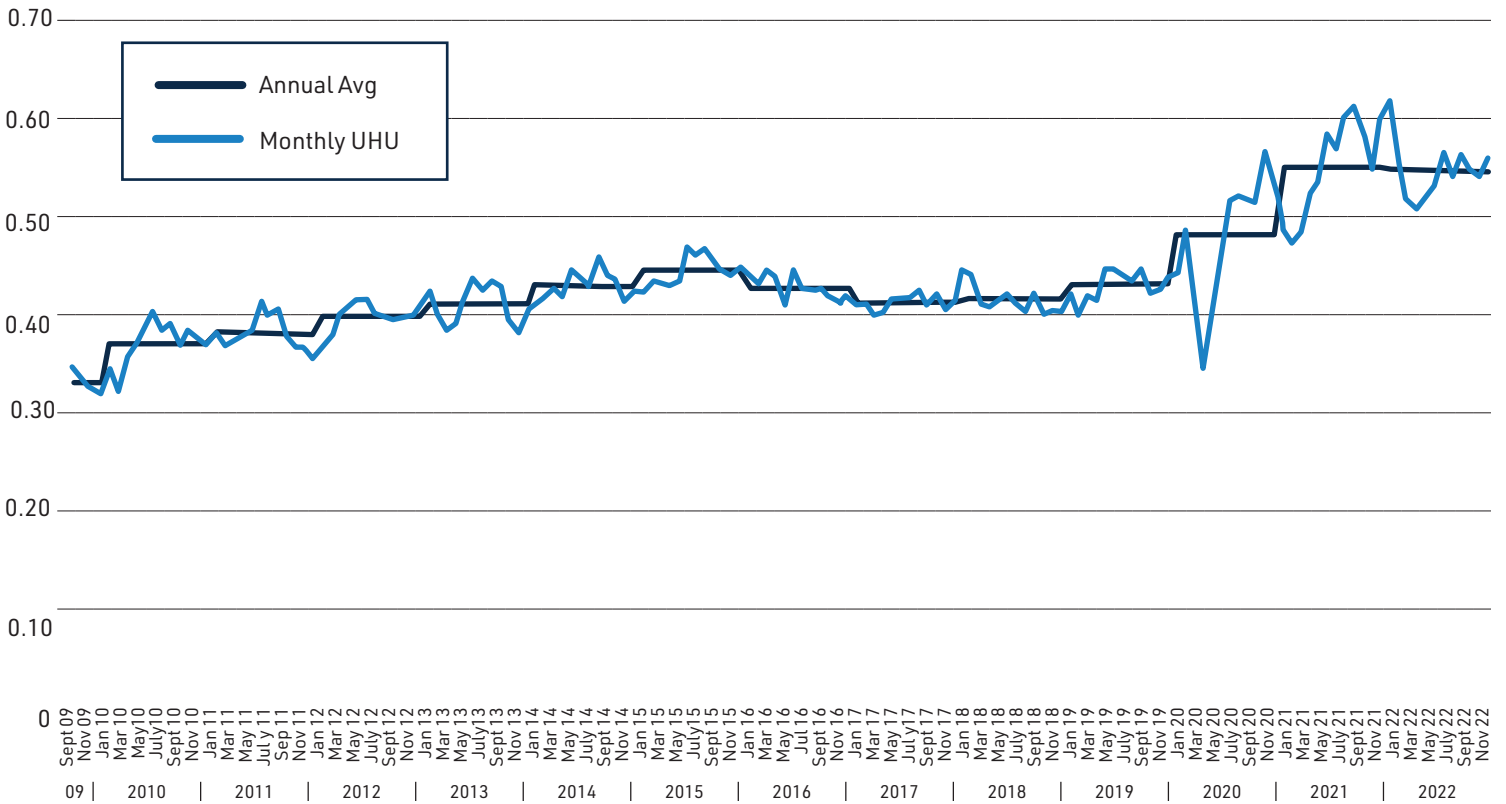# DEMAND VS. SUPPLY
Call Volume vs. Unit Hour Production by Hour of Day

Legend: 90th Percentile, Target, 2022 Avg, Average Calls, Max

MONTHLY UHU$_R$

Legend: Annual Avg, Monthly UHU

STATUS 1 EVENTS - (≥ 1 MIN DURATION)
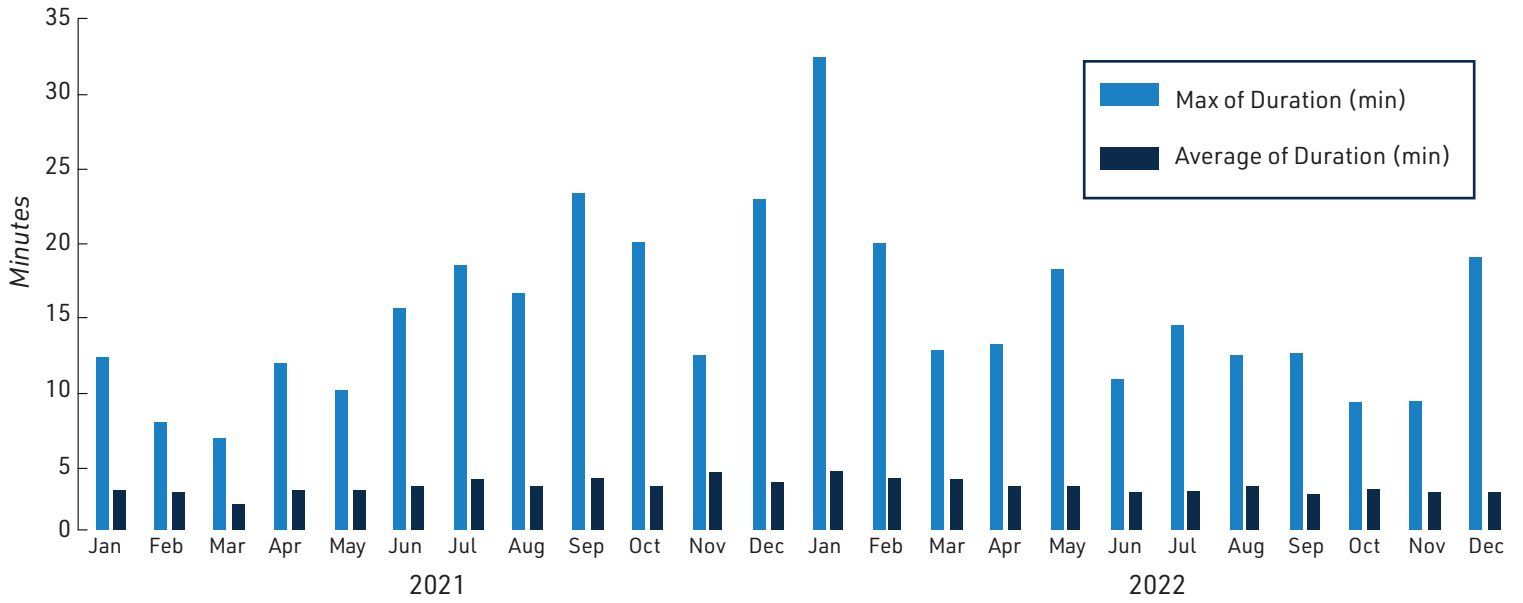
STATUS 0 EVENTS - (≥ 1 MIN DURATION)
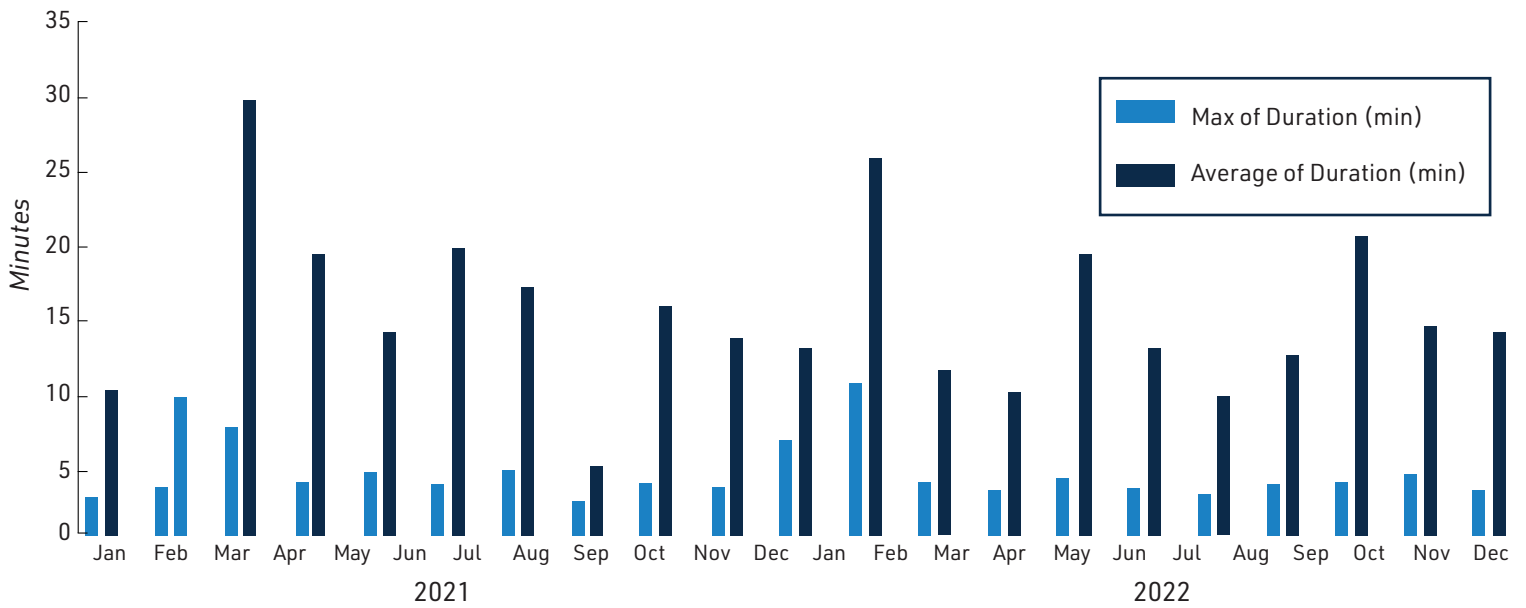
FREQUENCY OF "CRITICAL STATUS" EVENTS
(≤ 3 AMBULANCES; ≥ 1 MIN DURATION)

Legend: Target — 2021 Avg — Average Calls — Max
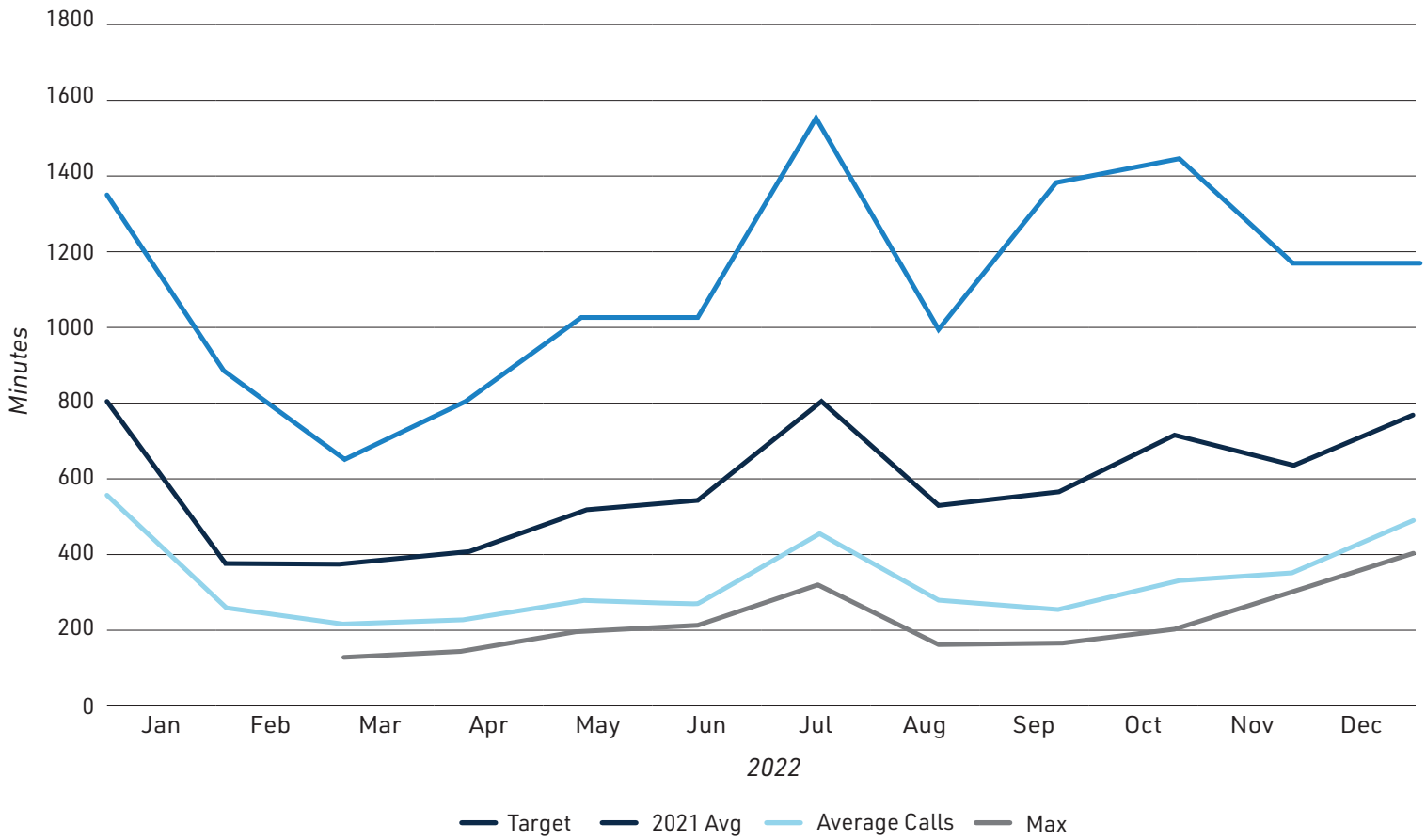
2022 YTD - UNIT HOUR REDUCTION BY REASON

FMLA | **0%**

Other | **5%**

Injury/Workman's Comp | **2%**

Sick | **15%**

Vacation | **18%**

Open Slot | **60%**

Administrative Leave | **0%**
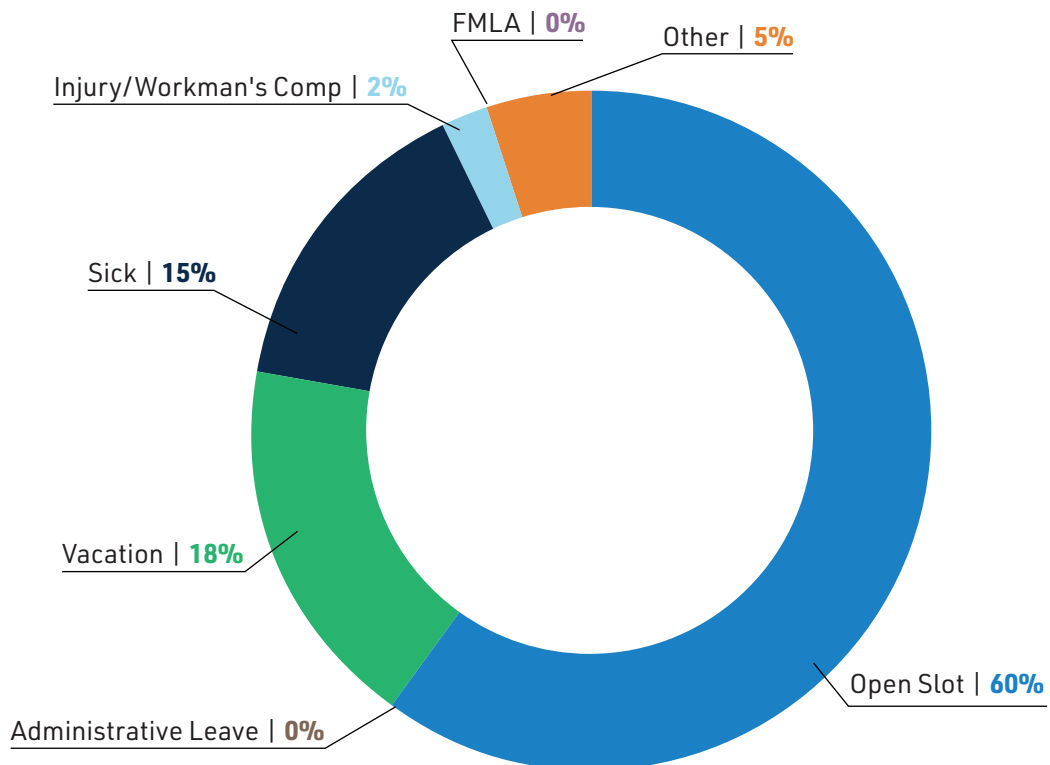
UNIT HOUR REDUCTIONS (SHUT-DOWN) BY REASON TREND

Legend: Open Slot, Admin Leave, Vacation, Sick, Injury/WC, FMLA, Other
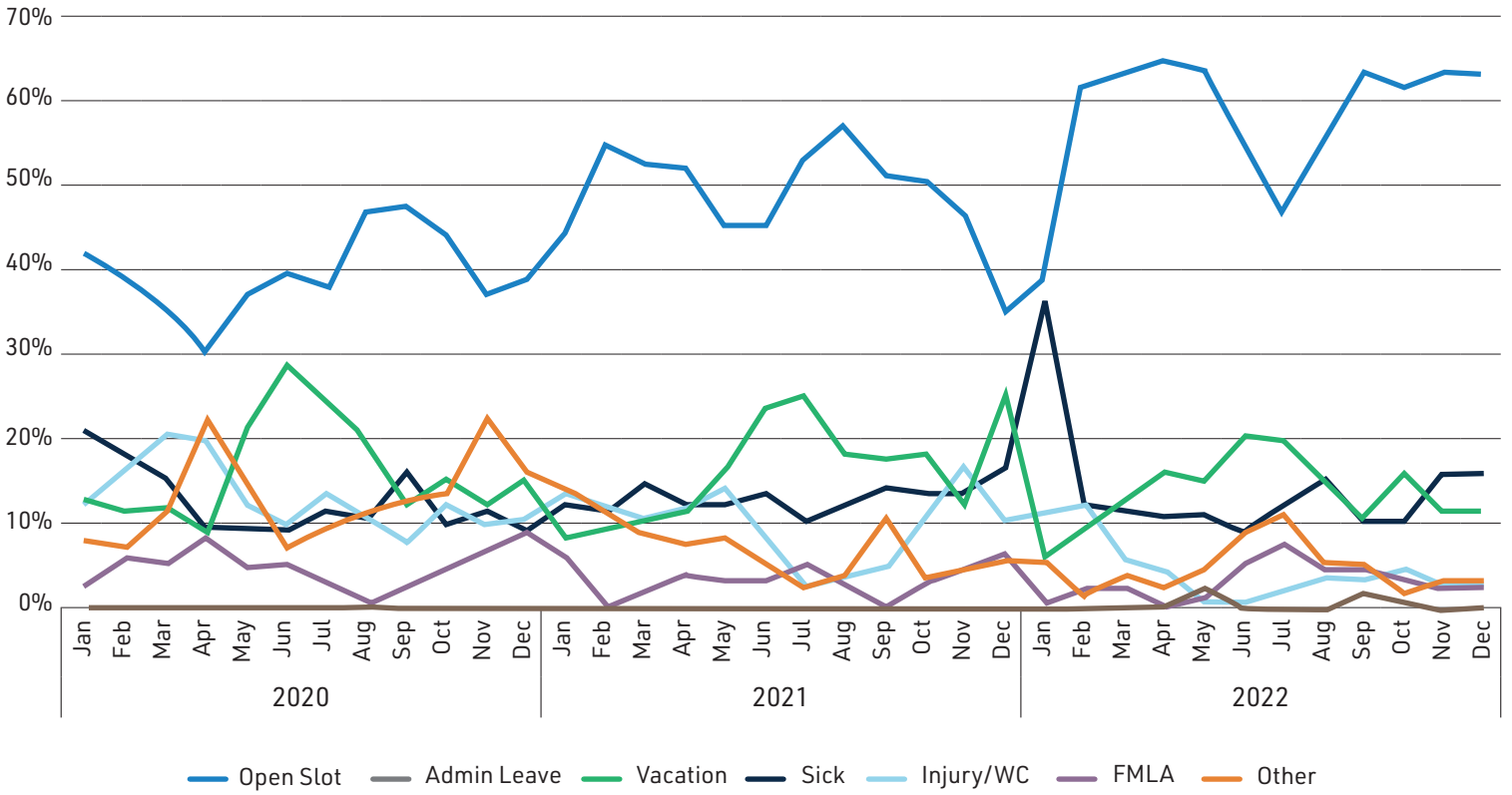
2022 UNIT UPTIME
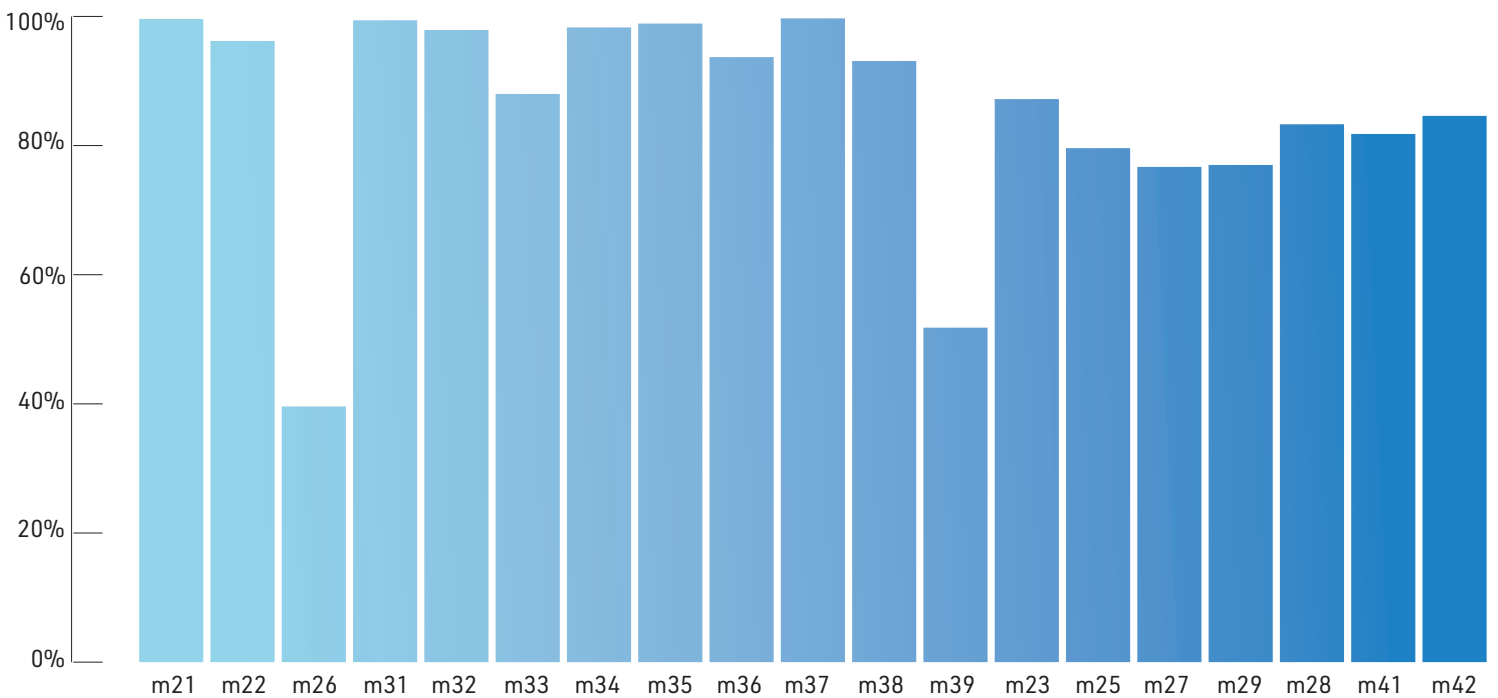
Full-Time Field Staff Turnover

SEPARATIONS BY YEAR
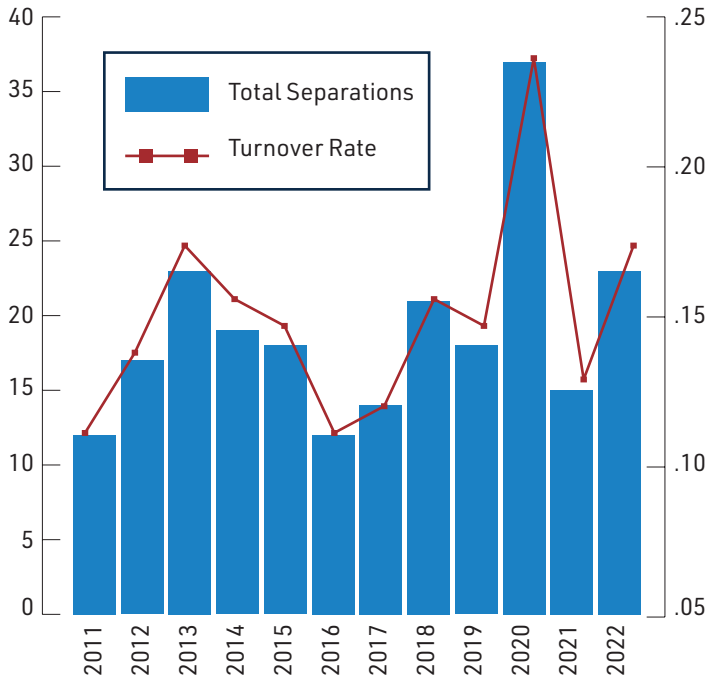
SEPARATIONS BY YEAR

INVOLUNTARY BY YEAR

VOLUNTARY BY YEAR

FULL-TIME FIELD STAFF TURNOVER BY TENURE GROUP

57% of Separations have less than **5 years**

Total Separations (y-axis)

Tenure Groups: ■ <1 Year ■ 1-5 Years ■ 5-10 Years ■ 10-20 Years ■ 20-30 Years ■ 30+ Years

FULL-TIME FIELD STAFF TURNOVER BY REASON & POSITION
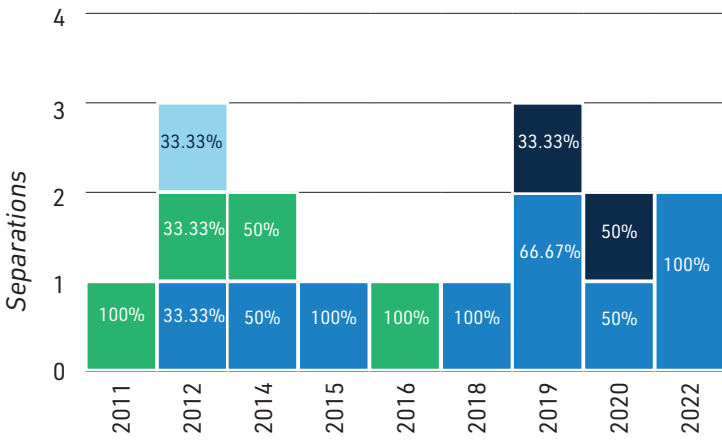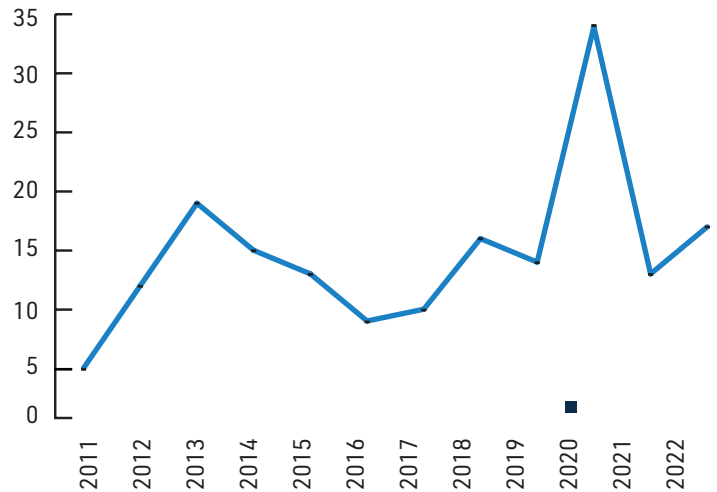
■ Resigned
■ Discharged
■ Discharged - Ineligible Rehire
■ Retirement
■ Transfer to a New Position
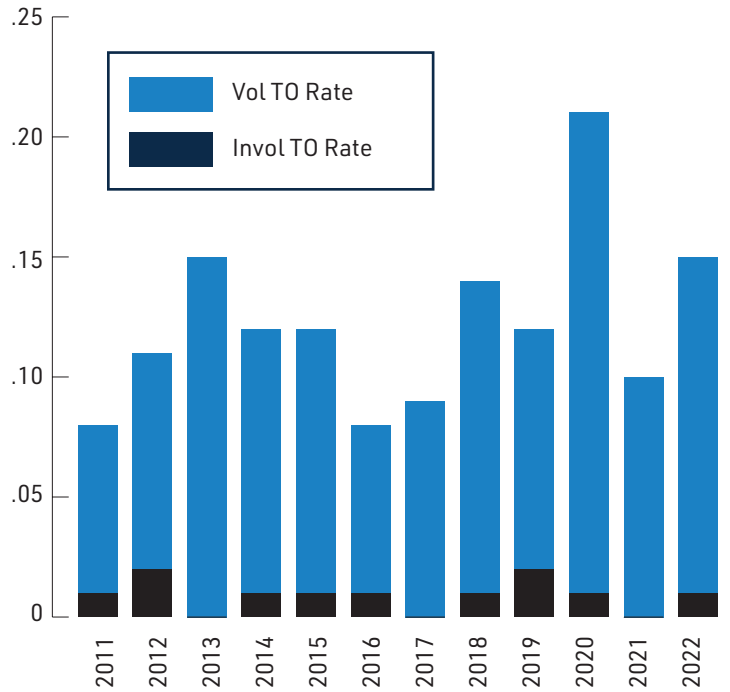■ Not Assigned
■ Special Voluntary Retire (SVRP)
■ Disability
■ RIF
■ Resigned - Ineligible Rehire

■ AEMT (UF)
■ Advance Practice Paramedic
■ Advanced Emergency Medical Technican
■ Advanced Emergency Medical Technician (UF)
■ Crew Leader
■ EMS Captain (40 hrs)
■ EMS Colonel
■ EMS Colonel (40 hrs)
■ EMS Lieutenant
■ EMS Major
■ EMS Major (40 hrs)
■ EMT
■ EMT (UF)
■ Emergency Medical Technician
■ MICT
■ Paramedic
■ Team Leader

2022 CALLS BY DISPATCH REASON

Sick Person
Difficulty Breathing
Fall
LE Request No Lights And Siren
Hospital Transfer
Chest Pain
Transfer Call
Subject Unconscious
Seizure
Injury Accident
Overdose
Unknown Call For Ems
Diabetic
Stroke
Abdominal Pain
LE Lights And Siren Request
Hemoraging
Assault
Not Breathing
Traumatic Injury
Heart Problems
Emergency Transfer
Aircrew Transfer
Back Pain
Bleeding
Allergic Reaction
Standby
Headache
Obstetrical Emergency
Hot/Cold Exposure
Psychiatric Patient
Unconscious
Injury Accident-Lev A
Shooting
Misc E
Suicide
Animal Bite
Choking
Sudden Death-Level B
Cut/Shoot/Trauma
Cutting
Scheduled Transfer
Person Choking
Eye Problems
Injury Accident Hit & Run
Co/Inhalation/Hzmat
Burns