



SEDGWICK COUNTY EMS

# 2023 OPERATIONS

Prepared January 16, 2024

**VICTOR OKWO**

EMS Systems & Chief Data Officer

**KEVIN LANTERMAN**

EMS Chief



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## YEAR ON YEAR COMPARISON

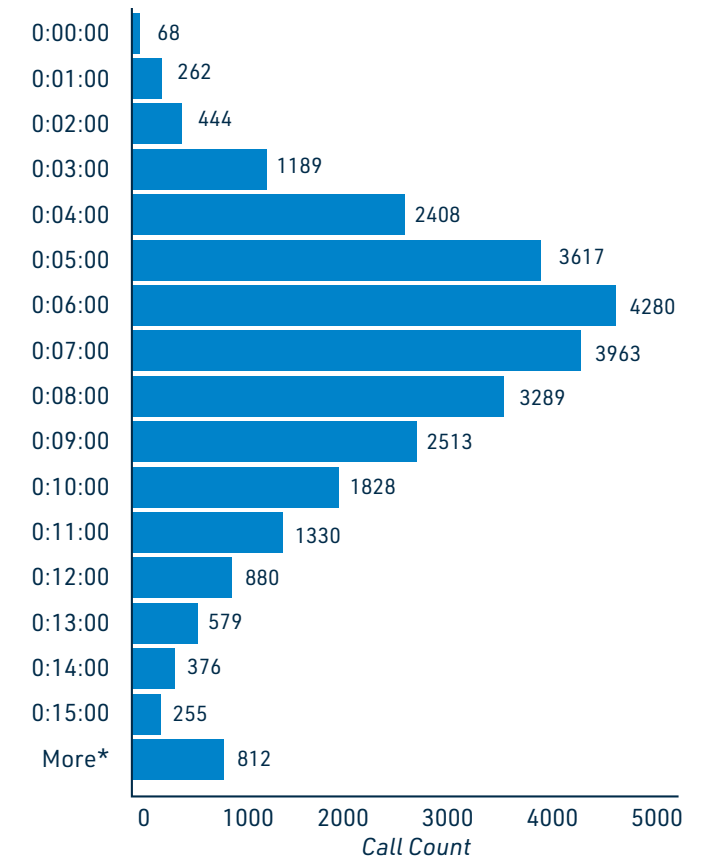
	2022	2023
Calls (Dispatches)	67,670	<b>68,085</b>
Emergency	60,833	<b>61,900</b>
Non-Emergency	6,848	<b>6,211</b>
Calls with Patients (valid calls)	59,339	<b>60,741</b>
Transport	43,547	<b>44,366</b>
Calls/Day	185 (avg)	<b>187 (avg)</b>
Calls/Month	5,639 (avg)	<b>5,674 (avg)</b>
P1-2 count	31,819	<b>28,495</b>
P7 count	2,876	<b>2,412</b>
P8 count	6,574	<b>4,453</b>
P9 count	350	<b>160</b>
RT: P1 – P2	7:20 (avg), 12:18 (90th %)	<b>7:00 (avg), 11:38 (90th %)</b>
RT: P1 – P6	7:49 (avg), 13:07 (90th %)	<b>7:40 (avg), 12:56 (90th %)</b>
Scheduled UH	140,160	<b>140,160</b>
Produced UH	122,062.3	<b>128,735.5</b>
CRV Calls	207	<b>186</b>
CRV calls (P1 & P2)	91	<b>67</b>
ICT-1 calls	-	<b>1046</b>
ICT-1 calls with Patients	-	<b>415</b>
CRV RT (ALL)	6:16 (avg), 12:24 (90th%)	<b>5:59 (avg), 11:16 (90th%)</b>
CRV RT (P1 & P2)	6:23 (avg), 12:27 (90th%)	<b>5:23 (avg), 09:44 (90th%)</b>

UH = Unit Hours  
 RT = Response Time  
 CRV = Community Response Vehicle  
 ICT = Integrated Care Team

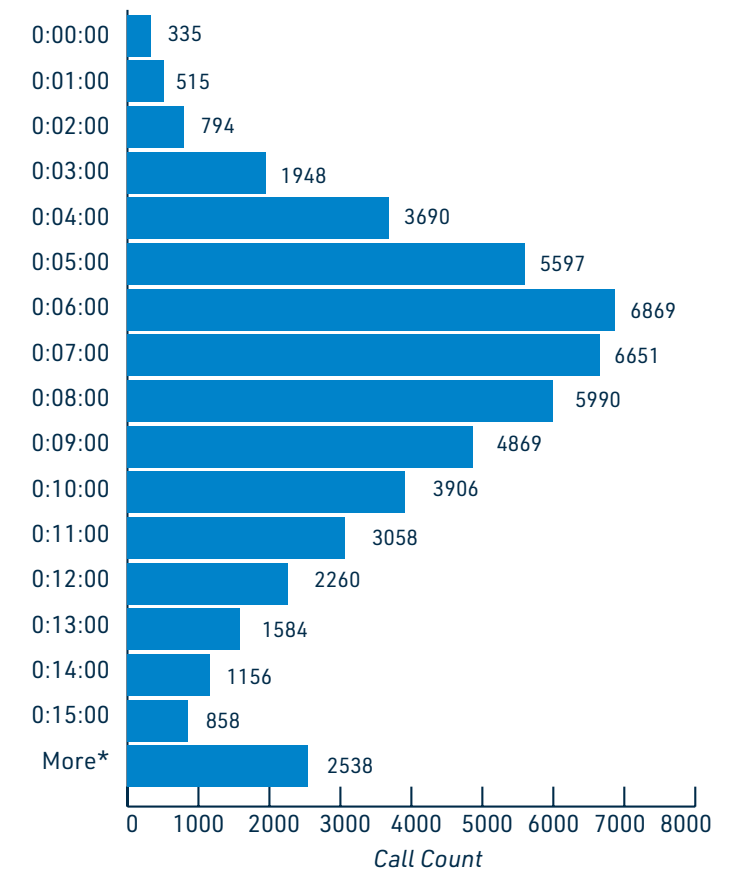
P1-P2 = Emergency, lights & sirens response  
 P3-P6 = Emergency, no lights & sirens response  
 P7 = Emergency interfacility transfer  
 P8 = Non-emergency interfacility transfer  
 P9 = Specialty care interfacility transfer

\*"More" includes times where units stand-off due to scene safety

## 2023 LIGHTS & SIRENS CALL RESPONSE TIME (P1 – P2)



## 2023 EMERGENCY CALL RESPONSE TIME (P1 – P6)





PARAMEDIC GRADUATION CEREMONY  
Cowley College

## 2023 HIGHLIGHTS



PROMOTIONAL CEREMONY

THE NEW TYLER  
CAD GOES LIVE



NATIONAL EMS MEMORIAL  
Honor Guard in Washington DC

NATIONAL EMS MEMORIAL  
PROCESSION ROUTE STOP  
IN WICHITA



CARDIAC ARREST  
SURVIVOR MEET

2023	January	February	March	April	May	June	July	August	September	October	November	December
Call Volume	5530	4996	5700	5491	5692	5684	5892	5928	5821	5719	5550	6087

SCEMS ATTENDS KANSAS  
EMS DAY IN TOPEKA



VFW AWARD  
Captain Pamula Utter and  
Paramedic Ashlynn Reida,  
were awarded the Outstanding  
Emergency Medical Technician of  
the Year Award by the VFW Post  
6957 in Haysville.

PARAMEDIC GRADUATION  
Hutchinson  
Community College

EMS WEEK

TEAM KANSAS  
"MUDDY ANGELS"  
Rode in National EMS Memorial  
bike ride



CHIEF LANTERMAN  
RECEIVED KEMSA  
ADMINISTRATOR OF THE  
YEAR AWARD  
At the annual Kansas EMS  
Association conference

SCEMS PARTICIPATES IN  
AIRPORT DISASTER DRILL



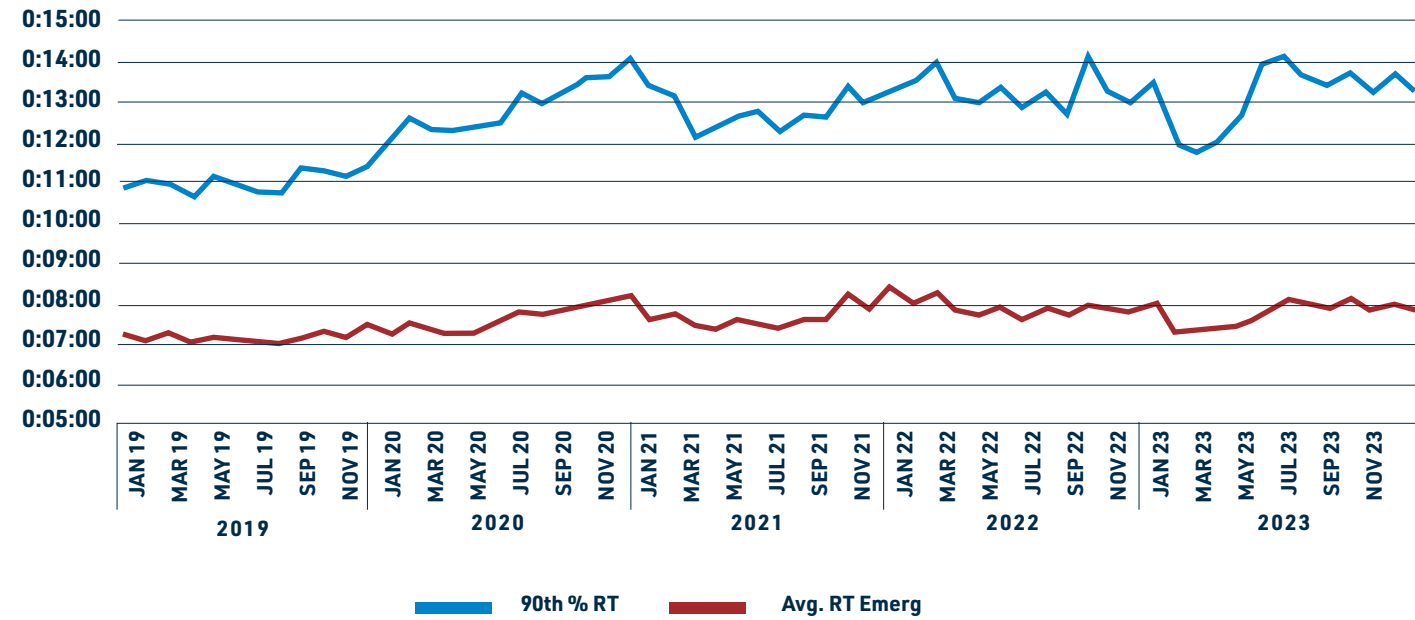
PARAMEDIC  
GRADUATION CEREMONY  
Cowley College



Priority 1 & 2 calls were **46%** of emergency calls in 2023.



90TH PERCENTILE RESPONSE TIME ALL EMERGENCY CALLS



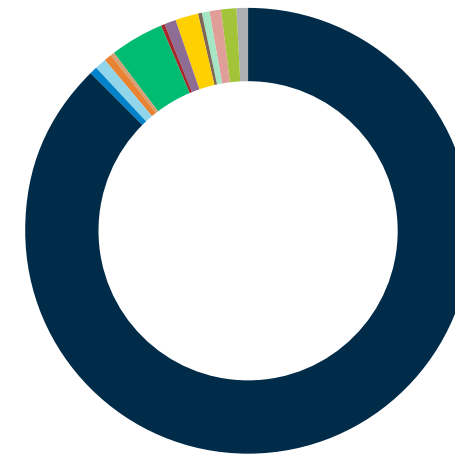
AMBULANCE RESPONSE TIME EMERGENCY CALLS

	Average	90th%		Average	90th%
Andale	0:15:48	0:20:00	Park City	0:07:10	0:11:02
Bel Aire	0:08:38	0:12:19	Sedgwick County	0:08:28	0:13:29
Cheney*	0:15:05	0:25:25	Valley Center	0:10:38	0:15:52
Clearwater*	0:13:48	0:21:37	Wichita	0:06:44	0:11:00
Colwich	0:11:44	0:16:20	<i>*Does not include RT of ALS first response unit, i.e., CRV</i>		
Derby	0:07:03	0:11:52	CRV Response Time	Average	90th%
Garden Plain	0:12:29	0:19:04	Clearwater	0:06:03	0:10:33
Goddard	0:08:14	0:13:47	Cheney	0:03:42	0:07:30
Haysville	0:08:23	0:13:01			
Kechi	0:09:00	0:12:14			
Maize	0:07:19	0:12:17			

Emergency calls increased **1.8%** in 2023.



2023 CALL VOLUME BY CITY

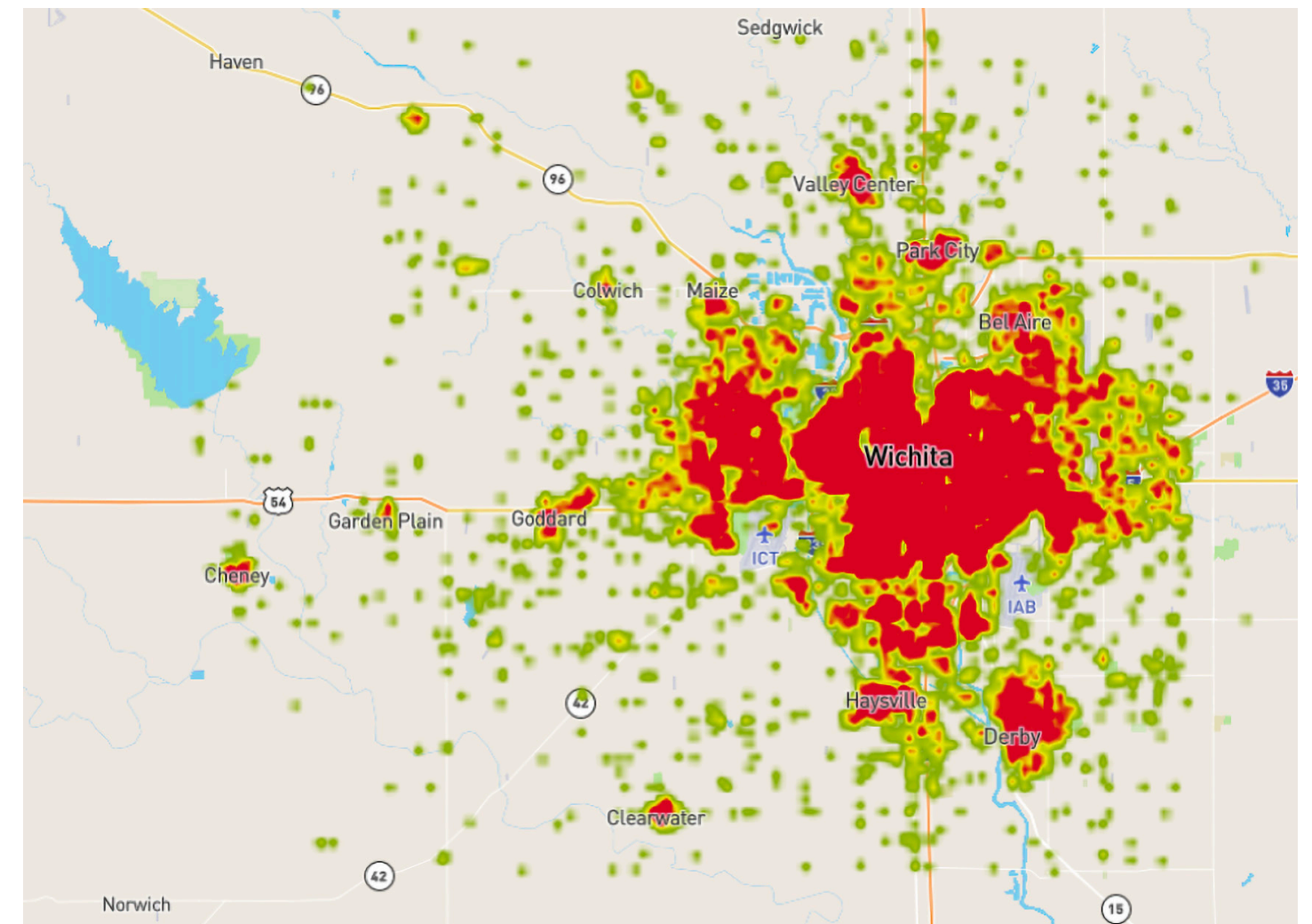


Wichita	87.67%	Garden Plain	0.12%
Others	0.61%	Goddard	0.95%
Andale	0.06%	Haysville	1.71%
Bel Aire	0.68%	Kechi	0.13%
Clearwater	0.47%	Maize	0.67%
Cheney	0.27%	Park City	0.69%
Colwich	0.18%	Sedgwick County	1.09%
Derby	3.88%	Valley Center	0.82%

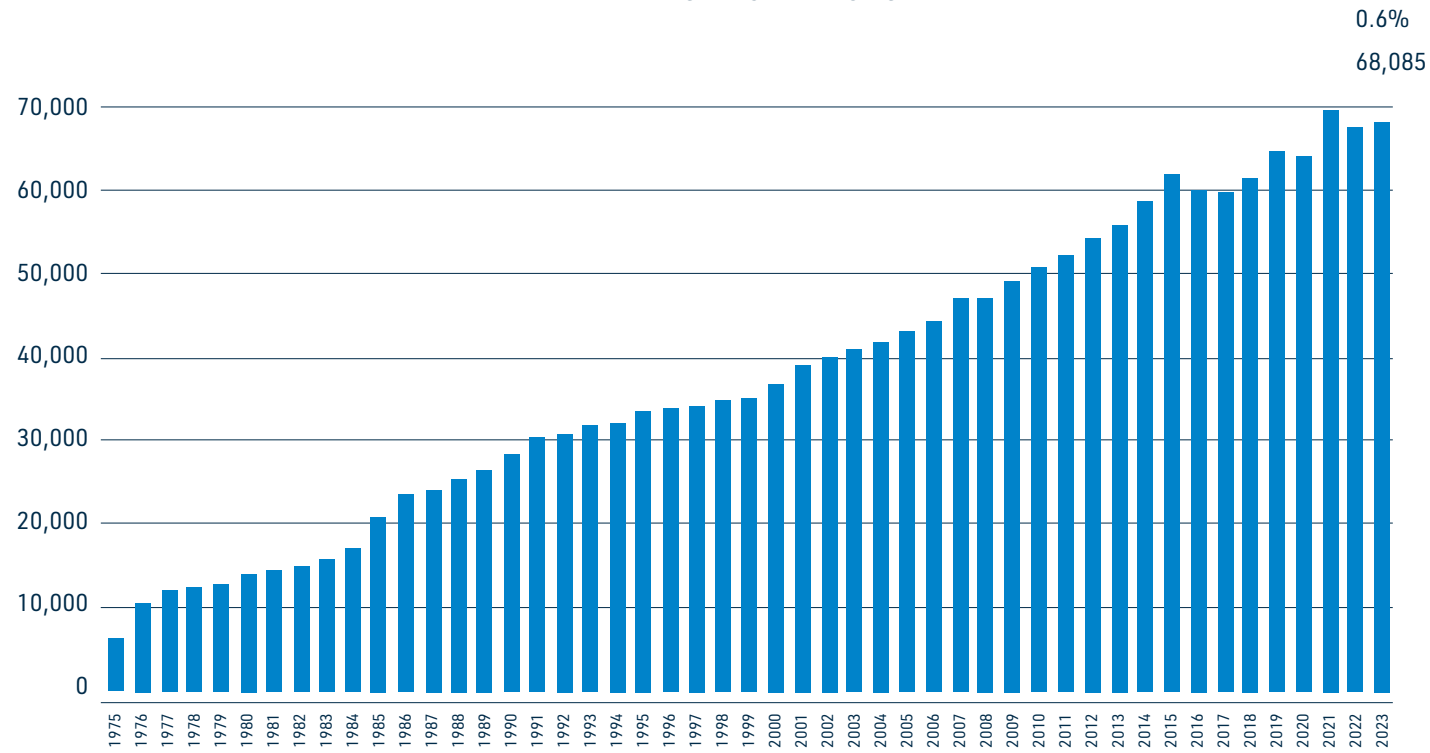


Call Volume **increased 0.6%** in 2023

2023 EMERGENCY CALL LOCATION DENSITY



### ANNUAL CALL VOLUME



December had the highest number of calls: **6,087**

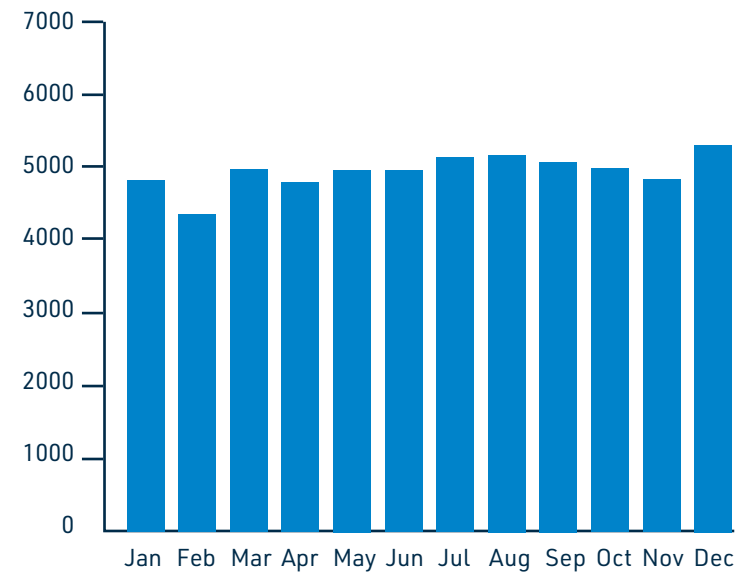


February had the lowest number of calls: **4,996**

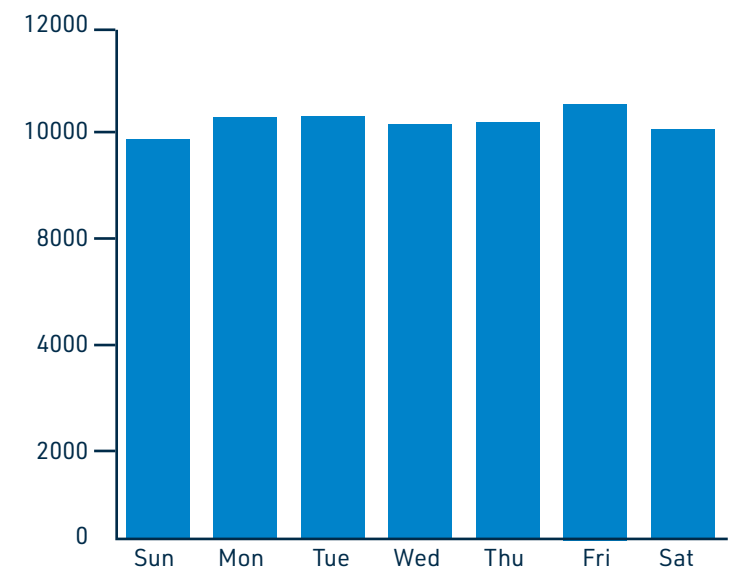


Highest call day:  
**235 (8/22/23)**

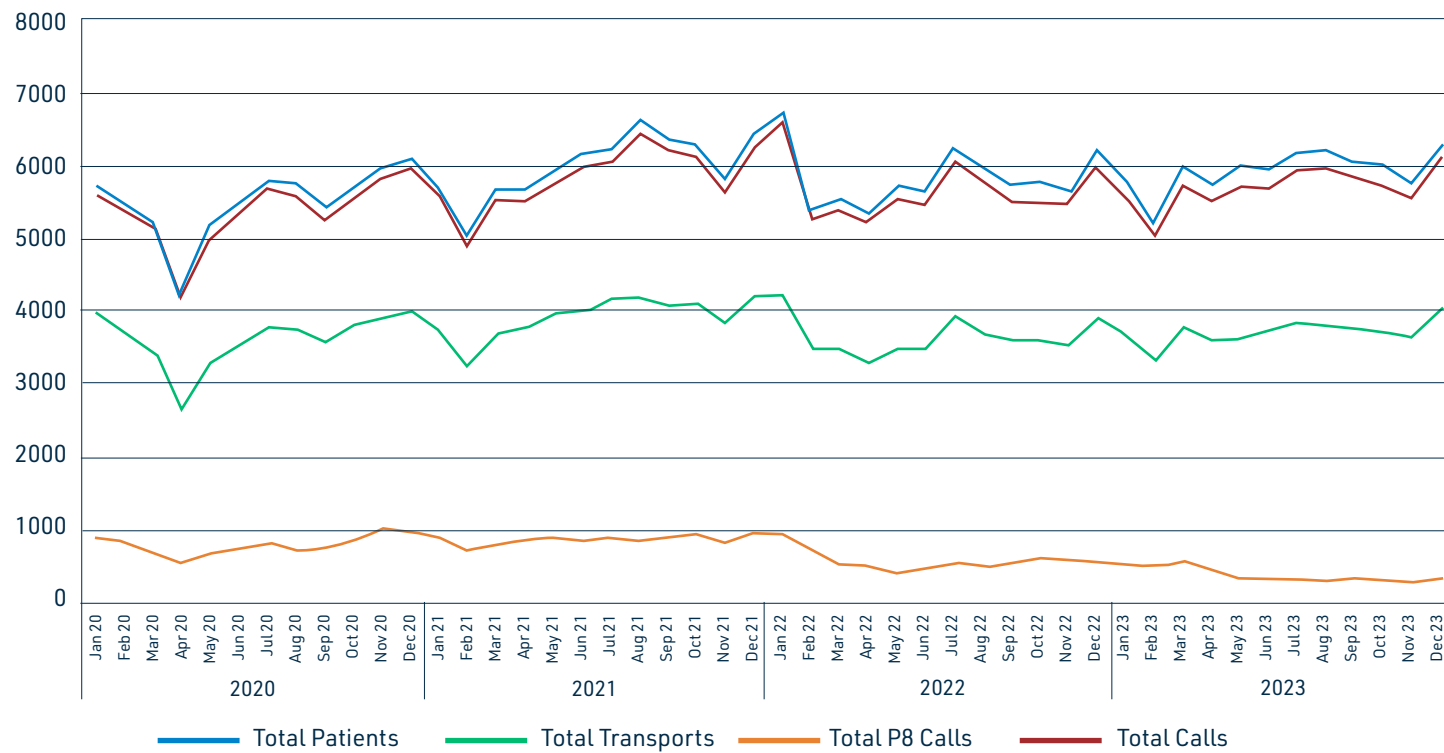
#### 2023 TOTAL CALL VOLUME BY MONTH



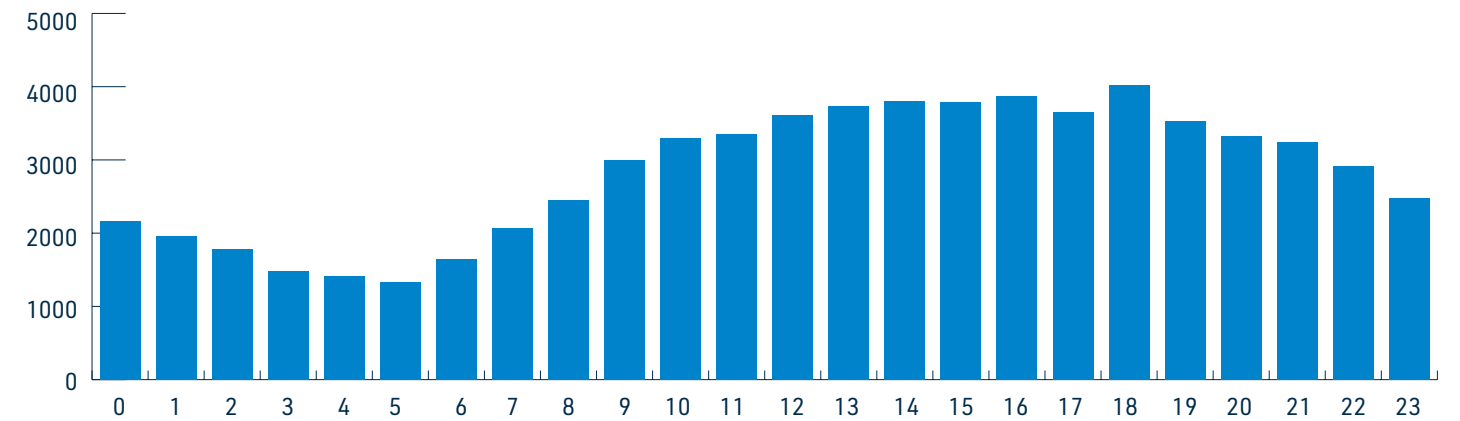
#### 2023 TOTAL CALLS BY DAY OF THE WEEK



### CALL & PATIENT TRENDS BY MONTH

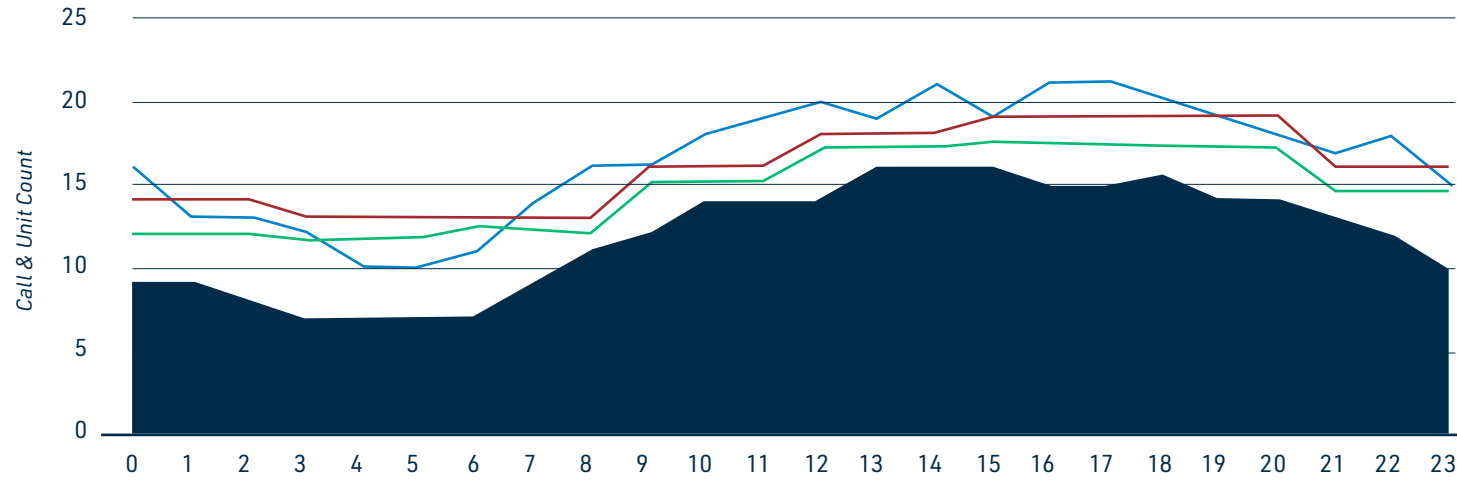


#### 2023 TOTAL CALL VOLUME BY HOUR



Lowest call day:  
**136 (5/25/23)**

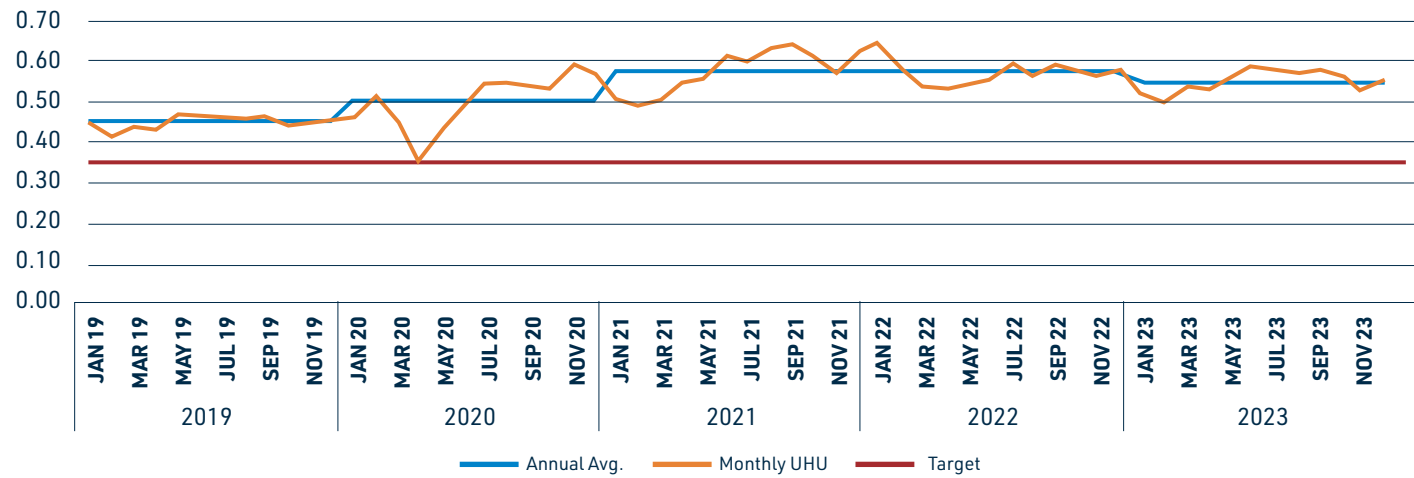
2023 DEMAND VS. SUPPLY  
CALL VOLUME VS. UNIT HOUR PRODUCTION BY HOUR OF DAY



Hour of the Day

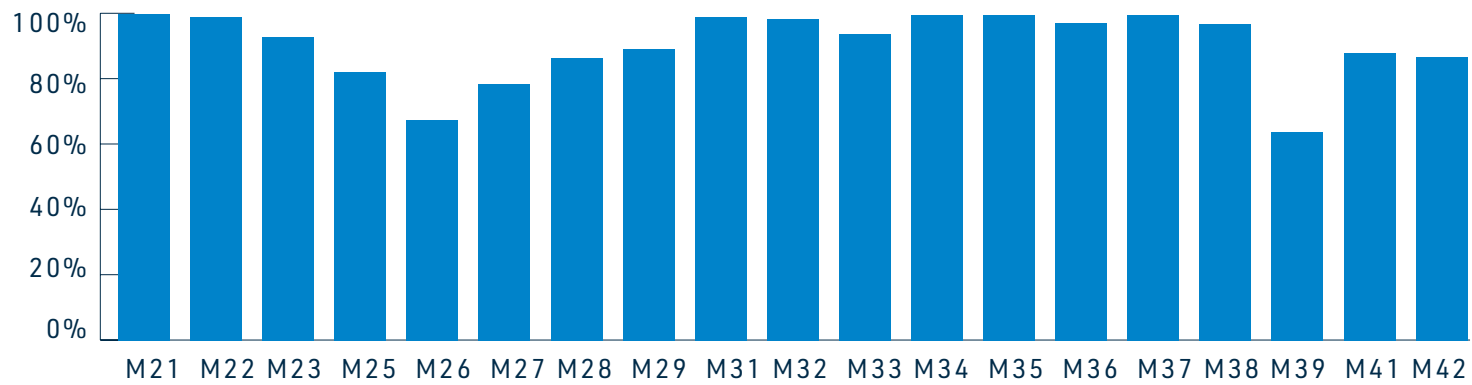
90th Percentile Call Volume 2023 Target Units 2023 Staffed Units Max Call Volume

RESPONSE UNIT HOUR UTILIZATION (UHUR)

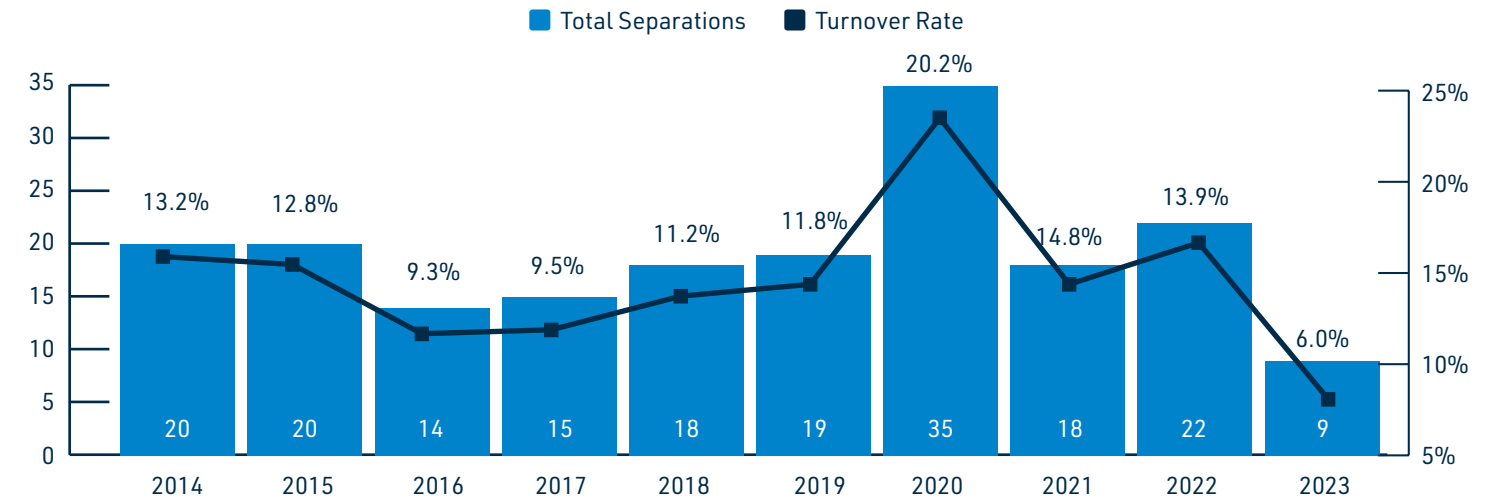


Annual Avg. Monthly UHU Target

2023 UNIT ON DUTY %

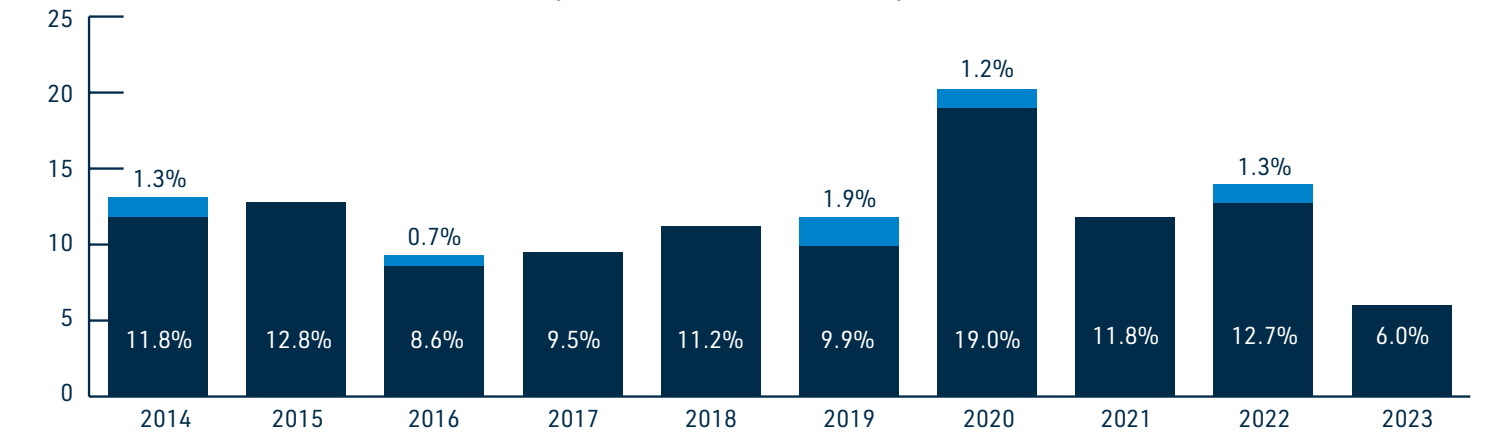


SEPARATIONS BY YEAR



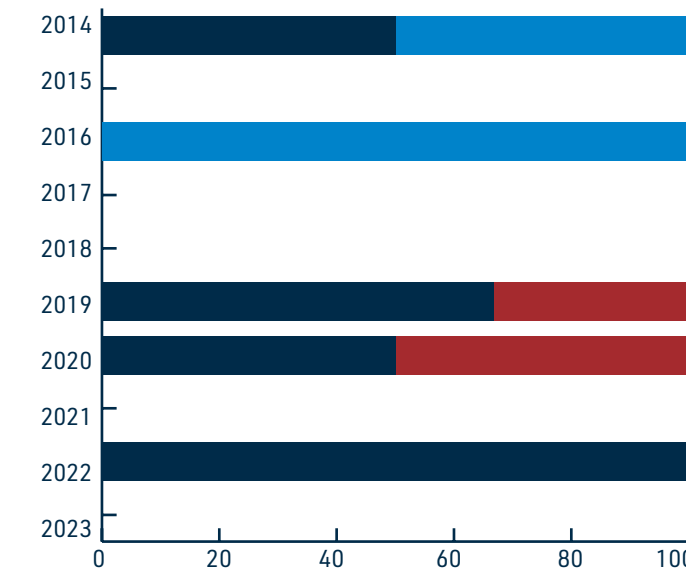
SEPARATIONS BY YEAR

Voluntary Turnover Rate Involuntary Turnover Rate



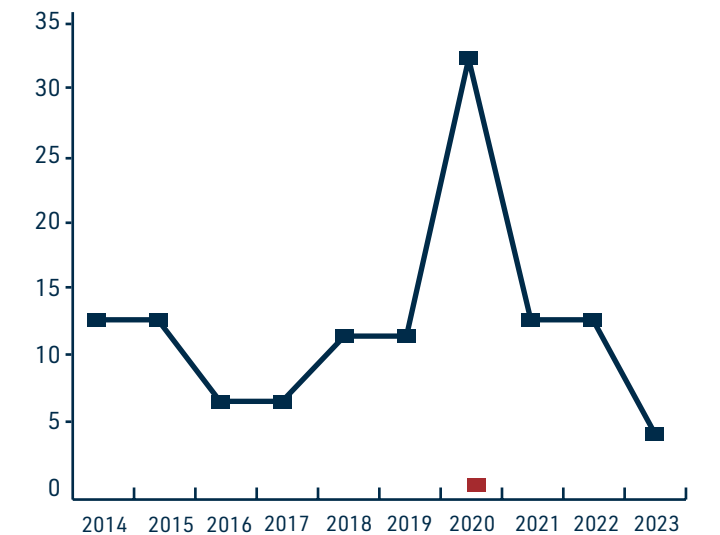
INVOLUNTARY BY YEAR

Discharged Disability Discharged - Ineligible Rehire

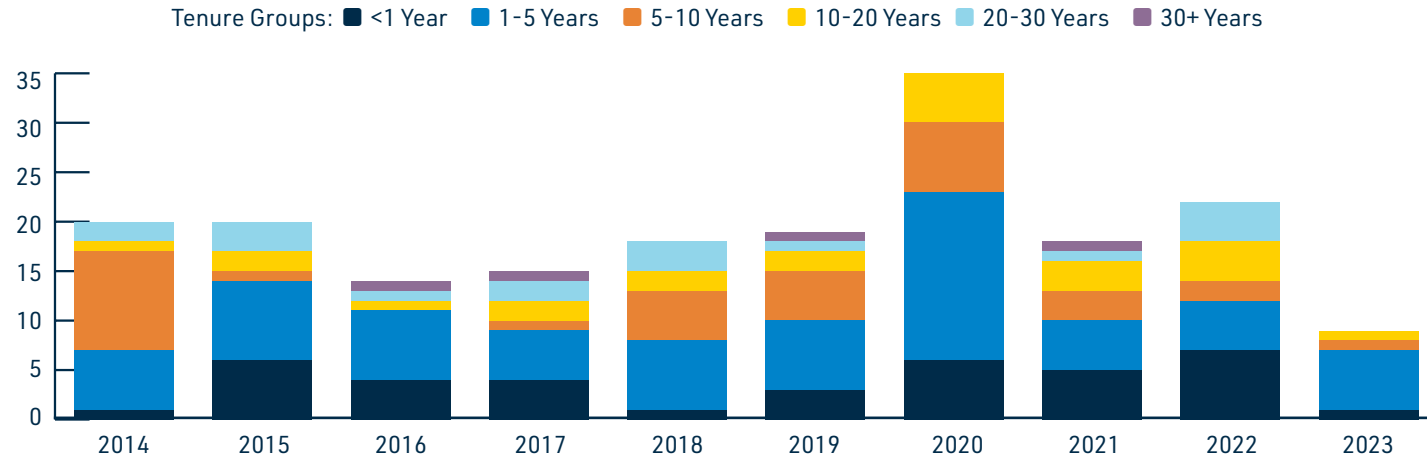


VOLUNTARY BY YEAR

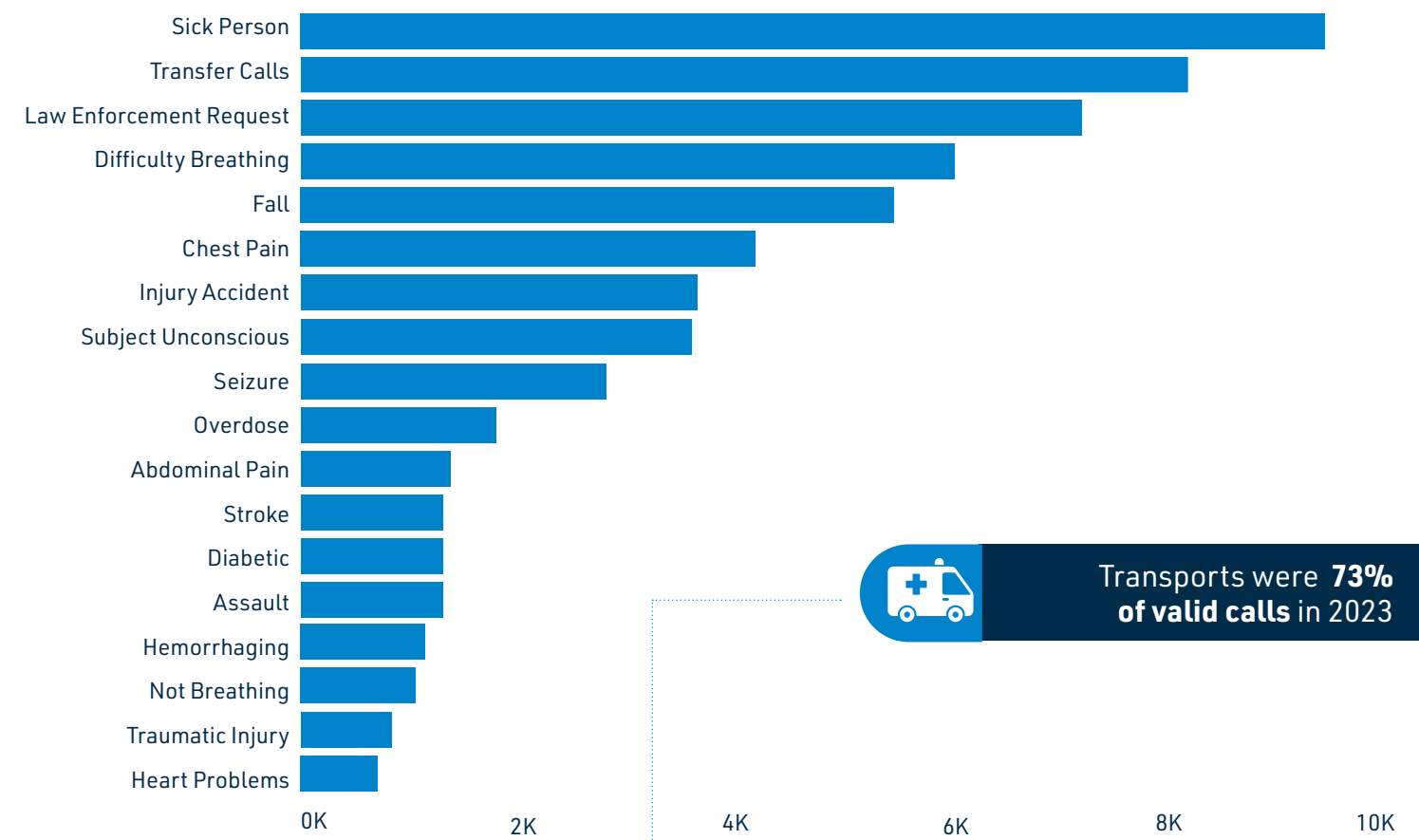
Resigned Resigned - Ineligible Rehire



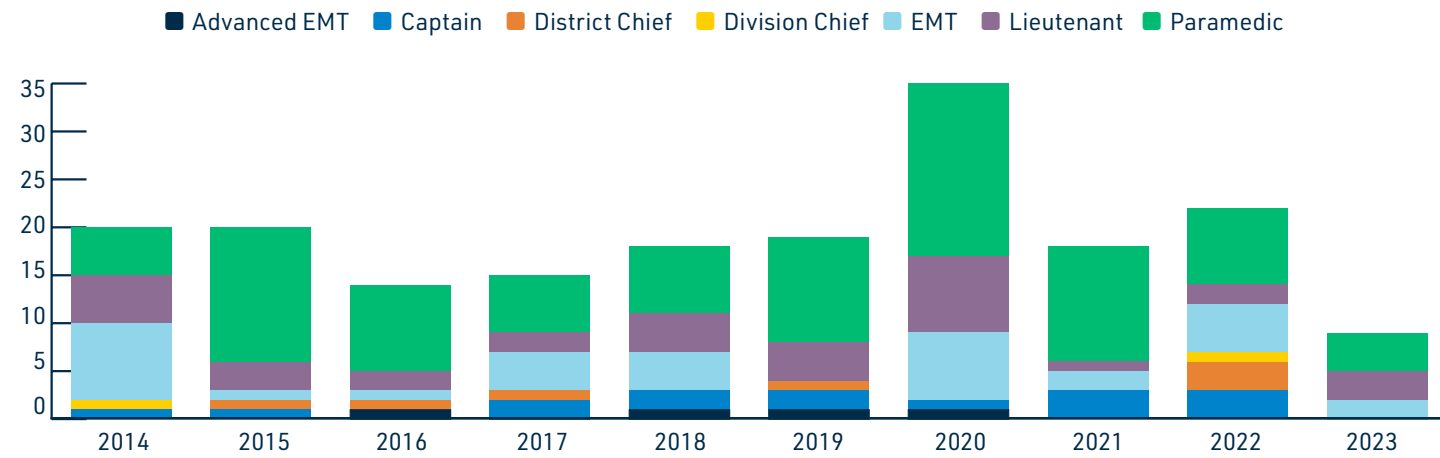
FULL-TIME FIELD STAFF TURNOVER BY TENURE GROUP



2023 TOP DISPATCH REASON



FULL-TIME FIELD STAFF TURNOVER BY POSITION

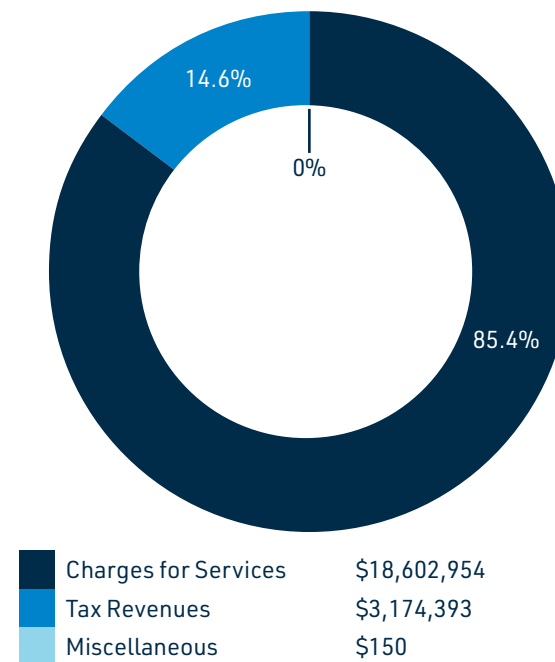


 Transports were **73%** of valid calls in 2023

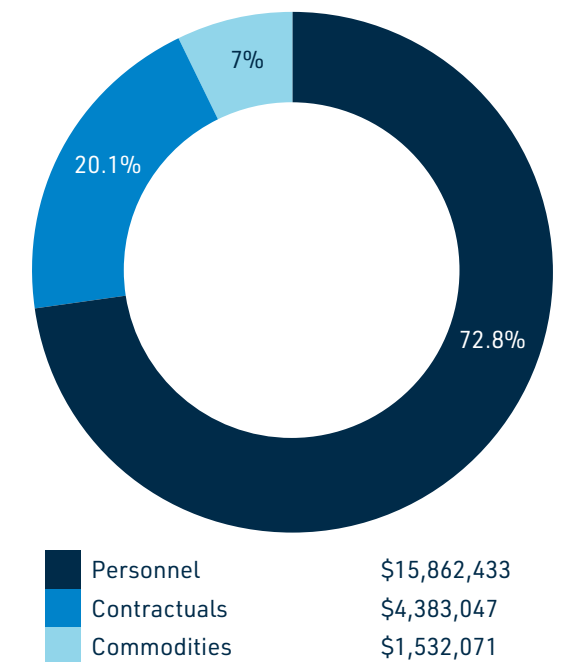
SCEMS produced **91.8%** of scheduled unit hours in 2023 vs 87.1% in 2022.



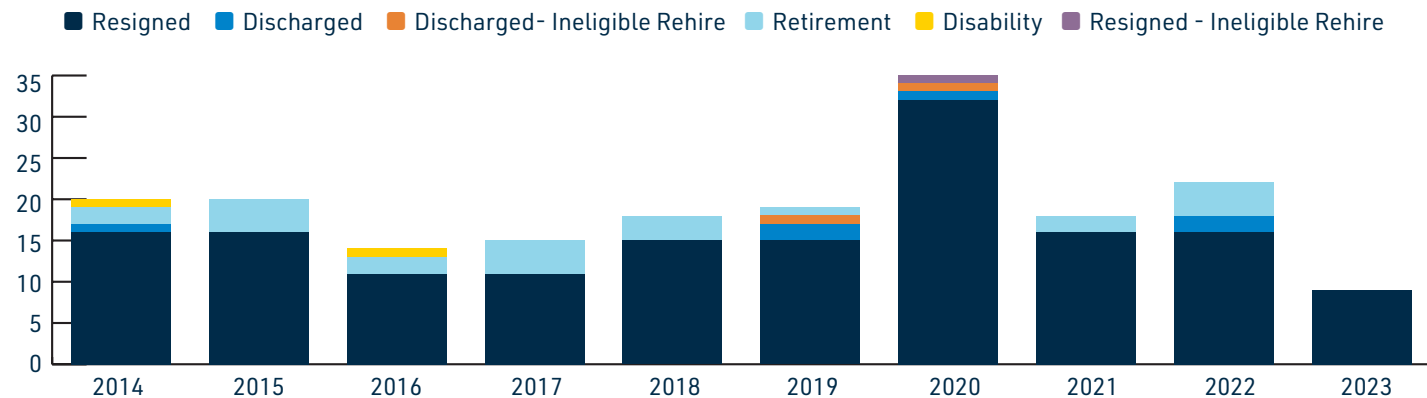
2023 REVENUE BREAKDOWN



2023 EXPENDITURE BREAKDOWN

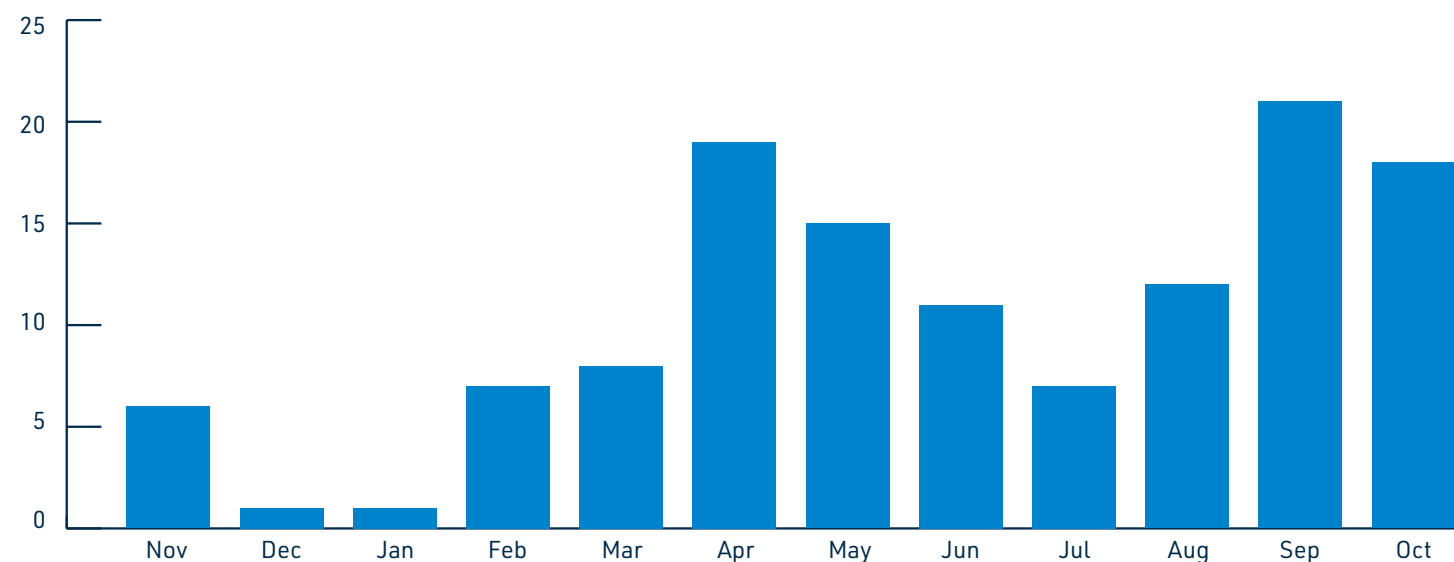


FULL-TIME FIELD STAFF TURNOVER BY REASON



# PUBLIC RELATIONS EVENTS

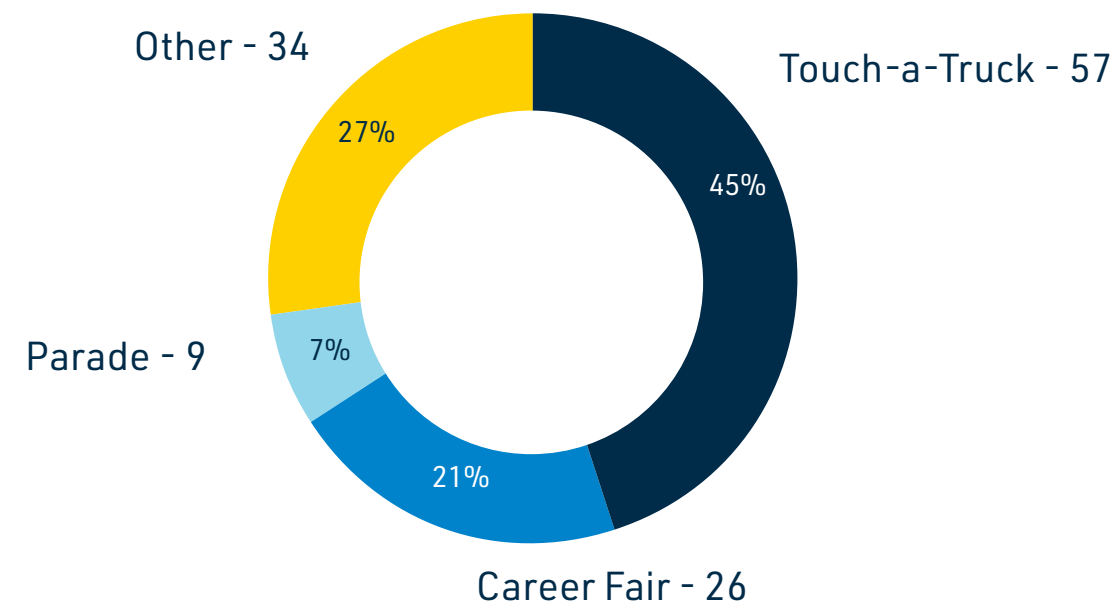
NUMBER OF PR EVENTS BY MONTH



SCEMS was present at **126 events in 2023**, compared to 42 in 2022.



Over **22,615 people** were estimated to attend these events in 2023.



There were over **20 events** where Hands Only CPR was taught to over **300 citizens**.





