

# WAKE COUNTY EMERGENCY MEDICAL SERVICES

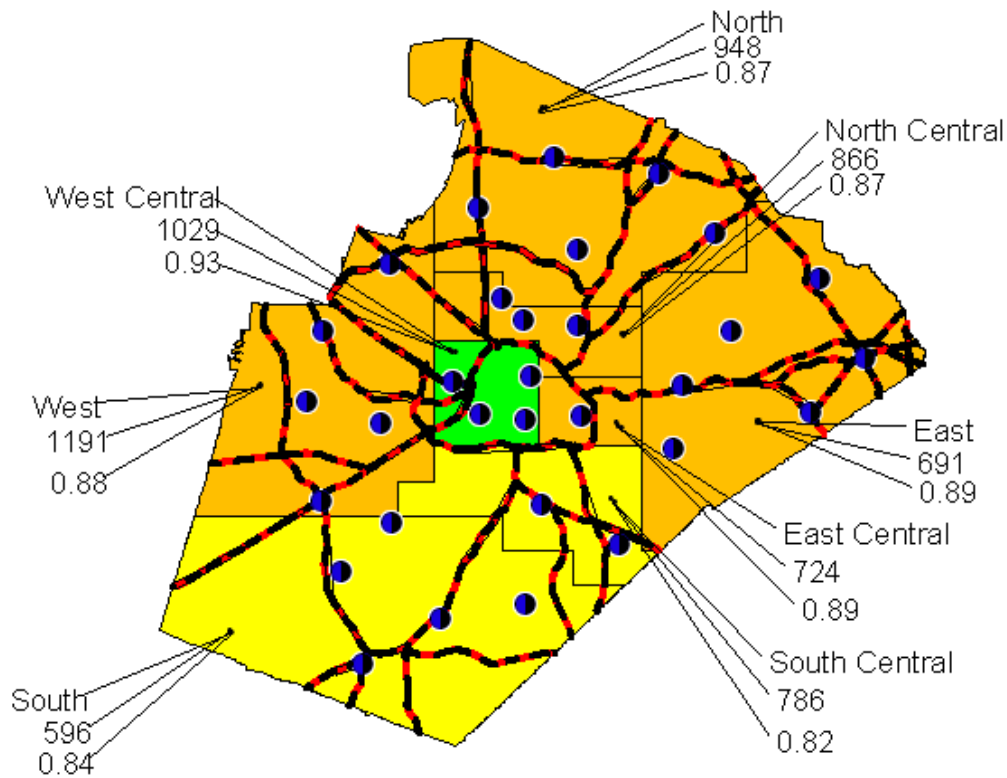
August 2011

## SUMMARY OF EMS SYSTEM PERFORMANCE

DISPATCH VOLUME: 6895 (ambulance responses)  
1502 (non-emergent)  
5393 (emergent)

PERFORMANCE: 88% of emergent calls met the 11:59 response standard  
(The goal is 90% compliance with this standard)

At the 90<sup>th</sup> percentile, emergent response performance was 13.90 minutes. The goal is 11.99 minutes or less (11 minutes 59 seconds).



Met Standard 85 - 89%

Met standard 90% or more

Met standard 80 - 85%