



SERVICE REACTION TIME

As per Oneida Nation Land Ambulance Service Delivery Performance Agreement of 2004 – 2005, hours of operation changed January 03, 2009. 20 hours of operation.

Vehicle(s) Staffed On-site:

Reaction time to respond to dispatch priority code 3 and code 4 calls:

- ✓ **Maximum of 1 minute and 00 seconds 90% of the time.**
- ✓ **Maximum of 2 minutes and 00 seconds 99% of the time.**

Reaction time to respond to dispatch priority code 8 calls:

- ✓ **Maximum of 2 minute and 00 seconds 90% of the time.**
- ✓ **Maximum of 3 minutes and 00 seconds 99% of the time.**

Reaction time to respond to dispatch priority code 1 and code 2 calls:

- ✓ **Maximum of 2 minute and 00 seconds 90% of the time.**
- ✓ **Maximum of 3 minutes and 00 seconds 99% of the time.**

Robert Wolfe, Operations Manager

April 30, 2011



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