

# Cleveland EMS 2024 Response Statistics



Report produced by Timothy Sommerfelt for CARE 1975

All statistics derived from public records obtained by CARE 1975

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**Service Overview:**

Cleveland EMS (CEMS) is the primary provider of 911 medical treatment and transport for the City of Cleveland, Ohio. During 2024, the target staffing for Cleveland EMS was 23 Advanced Life Support (ALS) ambulances during daytime hours and 19 at night. When staffing allowed, more ambulances were operated up to 25 daytime ambulances and 21 nighttime ambulances.

CEMS was assisted by the Cleveland Fire Department (CFD), which staffed 31 Basic Life Support (BLS) units and 5 ALS non-transport units. CFD units provided patient care prior to the arrival of CEMS and accompanied CEMS to the hospital if the patient was in critical condition. CEMS was also assisted by the Cleveland Clinic Foundation (CCF) Mobile Stroke Unit, which is a private ambulance designed to provide specialized treatment to stroke patients.

CEMS ALS Ambulances 2023	23 day / 19 night*
CFD ALS Engine	5
CFD BLS Engine	18
CFD BLS Ladder	11
CFD BLS Rescue	2
<b>Total CFD</b>	<b>36</b>
CCF Mobile Stroke	1

**General Statistics:**

Total Emergency calls for 2024	107,652
Total Transports for 2024	77,081
No onscene time	5,785
Calls with a recorded on-scene time	101,867

**Goals:** Historically, Cleveland EMS attempts to meet the National Fire Protection Association (NFPA) standard 1710, which calls for a BLS resource to arrive within 6 minutes from receipt of call and an ALS resource to arrive within 10 minutes from receipt of call.

**Call Prioritization:** Cleveland EMS utilizes a priority dispatch system. Dispatchers assign each call a letter prefix from Alpha-Echo to grade the severity of each call.

Alpha	BLS minor injury/illness
Bravo	BLS patient cannot walk
Charlie	ALS resources needed
Delta	ALS life-threatening emergency
Echo	ALS Inadequate breathing
Other	Non-common dispatch designation

**In-service Disposition:** Upon completion of the call, CEMS medics assign an in-service disposition to each call. This uses the same grading scale rating calls from Alpha-Echo, but also incorporates when a patient refuses to go to the hospital and situations where the unit cannot locate a patient.

TRA	Transported Alpha- BLS minor injury/illness
TRB	Transported Bravo- BLS patient cannot walk
TRC	Transported Charlie- ALS resources needed
TRDM	Transported Delta Medical- ALS life-threatening medical
NOTS1	Transported critical adult trauma
NOTS2	Transported serious adult trauma
NOTS3	Transported Minor adult trauma
TRDT	Transported pediatric trauma
TRET	Transported traumatic Cardiac Arrest
TEM/TALS	Transported Echo Medical- medical cardiac arrest
DOA/TREA	Dead On Arrival
REFUSAL	Patient refused transport
CCFMS	Patient transported by CCF mobile stroke unit
GOA/UTL	Patient is Gone on Arrival or Unable to be Located.
Other	CFD, CPD, or another agency handled.

### Response Times and In-service Disposition by Dispatch Priority

<b>Overall 2024 statistics</b>				TRA	14,894	15%
<b>Calls with recorded onscene time</b>	<b>101,861</b>			TRB	19,090	19%
<b>Average Start-to-Dispatch</b>	<b>4:41</b>			TRC	27,443	27%
<b>Median Start-to-Dispatch</b>	<b>2:34</b>			TRDM	3,770	4%
under 4 min	80,141	79%		NOTS1	602	1%
under 3 min	64,140	63%		NOTS2	3,966	4%
under 2 min	28,055	28%		NOTS3	5,427	5%
under 1 min	1,835	2%		TRDT/PNOTS	927	1%
				TRET	57	0.1%
<b>Average Dispatch-to-Onscene</b>	<b>7:35</b>			TEM/TALS	424	0.4%
<b>Median Dispatch-to-Onscene</b>	<b>6:58</b>			<b>Transports</b>	<b>76,600</b>	<b>75%</b>
under 20 minutes	101,185	99%		DOA/TREA	917	1%
under 15 minutes	97,816	96%		REFUSAL	10,723	11%
under 10 minutes	79,771	78%		CCFMS	161	0.2%
under 8 minutes	62,664	62%		GOA/UTL	3,377	3%
under 6 minutes	38,268	38%		Other	10,089	10%

<b>2024 overall</b>		
<b>Average Start-to-Onscene</b>	<b>12:16</b>	
<b>Median Start-to-Onscene</b>	<b>10:00</b>	
Under 20 minutes	93,167	91%
under 15 minutes	82,719	81%
under 10 minutes	50,840	50%
under 8 minutes	29,543	29%
under 6 minutes	10,591	10%

<b>Echo 2024 statistics</b>				TRA	226	6%
<b>Calls with recorded onscene time</b>	<b>4,061</b>			TRB	374	9%
<b>Average Start-to-Dispatch</b>	<b>2:13</b>			TRC	1,532	38%
<b>Median Start-to-Dispatch</b>	<b>1:48</b>			TRDM	466	11%
under 4 min	3,824	94%		NOTS1	6	0.1%
under 3 min	3,545	87%		NOTS2	9	0.1%
under 2 min	2,487	61%		NOTS3	22	0.5%
under 1 min	142	3%		TRDT/PNOTS	1	0.02%
				TRET	4	0.1%
<b>Average Dispatch-to-Onscene</b>	<b>7:06</b>			TEM/TALS	268	7%
<b>Median Dispatch-to-Onscene</b>	<b>6:28</b>			<b>Transports</b>	<b>2,908</b>	<b>72%</b>
Under 20 minutes	4,042	99%		DOA/TREA	665	16%
under 15 minutes	3,944	97%		REFUSAL	279	7%
under 10 minutes	3,339	82%		CCFMS	1	0.02%
under 8 minutes	2,729	67%		GOA/UTL	46	1%
under 6 minutes	1,778	44%		Other	162	4%

<b>Delta 2023 statistics</b>				TRA	2,909	9%
<b>Calls with recorded onscene time</b>	<b>31,499</b>			TRB	4,420	14%
<b>Average Start-to-Dispatch</b>	<b>3:02</b>			TRC	11,095	35%
<b>Median Start-to-Dispatch</b>	<b>2:18</b>			TRDM	1,834	6%
under 4 min	27,377	87%		NOTS1	492	2%
under 3 min	23,139	73%		NOTS2	1,751	6%
under 2 min	11,153	35%		NOTS3	1,486	5%
under 1 min	458	1%		TRDT/PNOTS	351	15
				TRET	41	0.1%
<b>Average Dispatch-to-Onscene</b>	<b>7:22</b>			TEM/TALS	135	0.4%
<b>Median Dispatch-to-Onscene</b>	<b>6:44</b>			<b>Total Transports</b>	<b>24,514</b>	<b>78%</b>
Under 20 minutes	31,300	99%		DOA/TREA	178	1%
under 15 minutes	30,362	96%		REFUSAL	2,989	9%
under 10 minutes	25,211	80%		CCFMS	3	0%
under 8 minutes	20,265	64%		GOA/UTL	1,119	4%
under 6 minutes	12,758	41%		Other	2,696	9%

<b>Charlie 2023 statistics</b>				TRA	4,532	18%
<b>Calls with recorded onscene time</b>	<b>24,567</b>			TRB	5,404	22%
<b>Average Start-to-Dispatch</b>	<b>3:55</b>			TRC	9,564	39%
<b>Median Start-to-Dispatch</b>	<b>2:38</b>			TRDM	1,011	4%
under 4 min	19,808	81%		NOTS1	8	0%
under 3 min	15,305	62%		NOTS2	140	1%
under 2 min	5,609	23%		NOTS3	153	1%
under 1 min	138	0.6%		TRDT/PNOTS	2	0%
				TRET	1	0%
<b>Average Dispatch-to-Onscene</b>	<b>7:52</b>			TEM/TALS	15	0.1%
<b>Median Dispatch-to-Onscene</b>	<b>7:13</b>			<b>Total Transports</b>	<b>20,830</b>	<b>85%</b>
Under 20 minutes	24,376	99%		DOA/TREA	7	0%
under 15 minutes	23,424	95%		REFUSAL	1,795	7%
under 10 minutes	18,724	76%		CCFMS	154	1%
under 8 minutes	14,409	59%		GOA/UTL	472	2%
under 6 minutes	8,408	34%		Other	1,309	5%

<b>Bravo 2023 statistics</b>				TRA	2,065	11%
<b>Calls with recorded onscene time</b>	<b>19,414</b>			TRB	2,911	15%
<b>Average Start-to-Dispatch</b>	<b>4:40</b>			TRC	1,471	8%
<b>Median Start-to-Dispatch</b>	<b>2:48</b>			TRDM	176	1%
under 4 min	14,151	73%		NOTS1	71	0.3%
under 3 min	10,751	55%		NOTS2	1,513	8%
under 2 min	4,447	23%		NOTS3	2,644	14%
under 1 min	312	2%		TRDT/PNOTS	389	2%
				TRET	5	0%
<b>Average Dispatch-to-Onscene</b>	<b>7:35</b>			TEM/TALS	3	0%
<b>Median Dispatch-to-Onscene</b>	<b>6:59</b>			<b>Total Transports</b>	<b>11,248</b>	<b>58%</b>
Under 20 minutes	19,292	99%		DOA/TREA	50	0.3%
under 15 minutes	18,676	96%		REFUSAL	3,298	17%
under 10 minutes	15,267	79%		CCFMS	0	0%
under 8 minutes	11,994	62%		GOA/UTL	1,273	7%
under 6 minutes	7,281	38%		Other	3,545	18%

<b>Alpha 2023 statistics</b>				TRA	5,069	25%
<b>Calls with recorded onscene time</b>	<b>20,426</b>			TRB	5,919	29%
<b>Average Start-to-Dispatch</b>	<b>08:54</b>			TRC	3,711	18%
<b>Median Start-to-Dispatch</b>	<b>3:04</b>			TRDM	268	1%
under 4 min	13,245	65%		NOTS1	20	0.1%
under 3 min	9,781	48%		NOTS2	516	3%
under 2 min	3,082	15%		NOTS3	1,090	5%
under 1 min	189	1%		TRDT/PNOTS	157	0.8%
				TRET	1	0%
<b>Average Dispatch-to-Onscene</b>	<b>7:50</b>			TEM/TALS	4	0%
<b>Median Dispatch-to-Onscene</b>	<b>7:17</b>			<b>Total Transports</b>	<b>16,755</b>	<b>82%</b>
Under 20 minutes	20,279	99%		DOA/TREA	8	0%
under 15 minutes	19,538	96%		REFUSAL	2,225	11%
under 10 minutes	15,581	76%		CCFMS	3	0%
under 8 minutes	11,893	58%		GOA/UTL	454	2%
under 6 minutes	7,111	35%		Other	981	5%

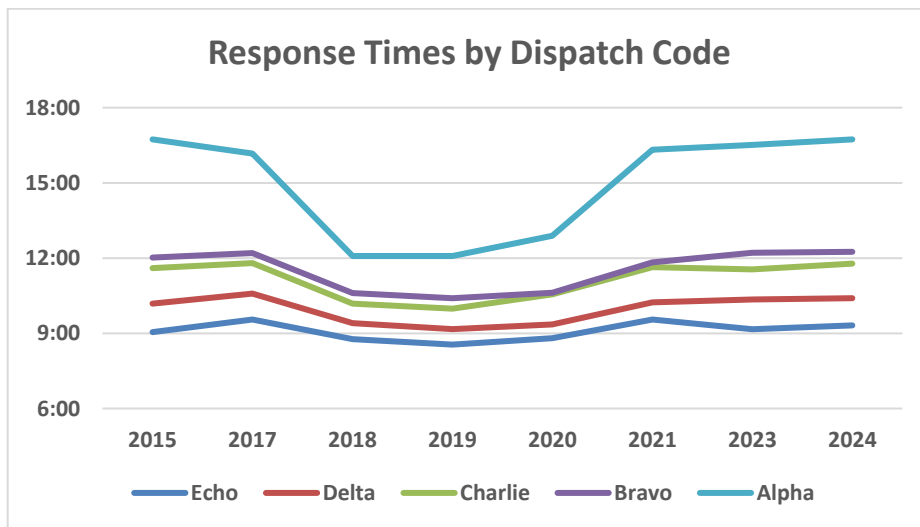
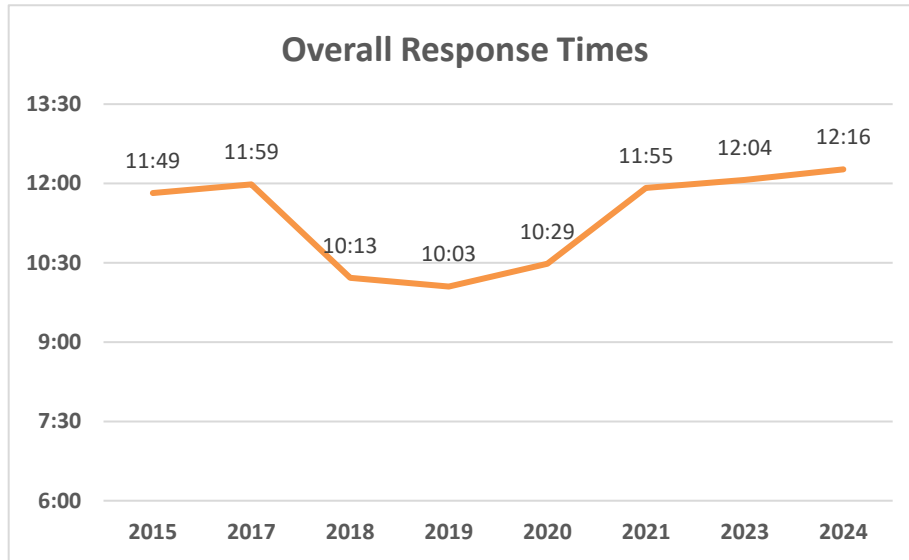
<b>Other 2023 statistics</b>				TRA	93	5%
<b>Calls with recorded onscene time</b>	<b>1,899</b>			TRB	62	3%
<b>Average Start-to-Dispatch</b>	<b>1:56</b>			TRC	70	4%
<b>Median Start-to-Dispatch</b>	<b>1:29</b>			TRDM	15	15
under 4 min	1,736	91%		NOTS1	5	0.3%
under 3 min	1,619	85%		NOTS2	37	2%
under 2 min	1,276	67%		NOTS3	48	3%
under 1 min	596	31%		TRDT/PNOTS	8	0.3%
				TRET	5	0.3%
<b>Average Dispatch-to-Onscene</b>	<b>5:39</b>			TEM/TALS	2	0.1%
<b>Median Dispatch-to-Onscene</b>	<b>5:40</b>			<b>Total Transports</b>	<b>345</b>	<b>18%</b>
Under 20 minutes	1,897	99.9%		DOA/TREA	9	0.3%
under 15 minutes	1,878	99%		REFUSAL	137	7%
under 10 minutes	1,685	89%		CCFMS	0	0%
under 8 minutes	1,434	76%		GOA/UTL	13	1%
under 6 minutes	1,019	54%		Other	1,395	73%

**Day Shift (23 ambulances) vs Night Shift (19 ambulances)**

<b>Calls received 07:00-18:59</b>	57,722	57%	<b>Calls received 19:00-06:59</b>	44,145	43%
Average response time	13:05			11:11	

## Year-to-Year Comparison

Note that 2016 is not listed. In 2016 Cleveland hosted the Republican National Convention, the CAVS championship parade and the World Series. These events necessitated several weeks of atypical EMS responses that made for unreliable statistics. We were also unable to obtain accurate data for 2022.



## Average Response Times

	Overall	Echo	Delta	Charlie	Bravo	Alpha
<b>2015</b>	11:49	9:03	10:11	11:36	12:01	16:44
<b>2017</b>	11:59	9:33	10:35	11:48	12:12	16:10
<b>2018</b>	10:13	8:46	9:24	10:11	10:36	12:05
<b>2019</b>	10:03	8:33	9:10	9:59	10:24	12:05
<b>2020</b>	10:29	8:48	9:21	10:33	10:37	12:53
<b>2021</b>	11:55	9:33	10:14	11:38	11:50	16:19
<b>2023</b>	12:04	9:10	10:21	11:33	12:13	16:31
<b>2024</b>	12:16	9:19	10:24	11:47	12:15	16:44

## Unit by Unit Comparison

Unit	2024 calls	Average response time
Medic 1	4,663	10:36
Medic 4	5,337	11:22
Medic 6	3,722	13:33
Medic 7	4,964	11:19
Medic 10	5,296	12:24
Medic 11	4,521	13:14
Medic 13*	2,059	13:46
Medic 17	4,422	12:11
Medic 20	4,988	12:19
Medic 21*	1,295	12:36
Medic 22	5,472	11:47
Medic 23	5,056	11:45
Medic 24	3,437	12:58
Medic 26	4,695	12:21
Medic 28*	1,880	14:02
Medic 30	4,281	12:02
Medic 31	4,433	12:23
Medic 33	4,643	11:59
Medic 36	4,794	12:07
Medic 38*	1,861	13:26
Medic 39	3,691	11:58
Medic 40	3,877	12:57
Medic 41	5,275	12:21
Medic 42	3,829	12:58
Medic 43	3,329	11:37
MOB units	47	7:48

\*Daytime only Unit \*\*Units were not staffed for the entire year.

### Methods and Limitations:

These statistics were compiled from a public records request filed by CARE 1975 for the actual call times for every single EMS run for the calendar year 2024. A Microsoft Excel spreadsheet was created, and the data was reviewed to remove events without a documented onscene time and calls that duplicated the same information. This is probably the reason that the run totals in this paper are different than those released in the City of Cleveland budget books. Lastly, it appears that through a computer glitch when multiple ambulances respond to the same scene, as in the case of a traffic accident with multiple patients, only the response time of the first-arriving ambulance is recorded. As multi-unit calls represent a small amount of CEMS responses, however, this is unlikely to alter trends.