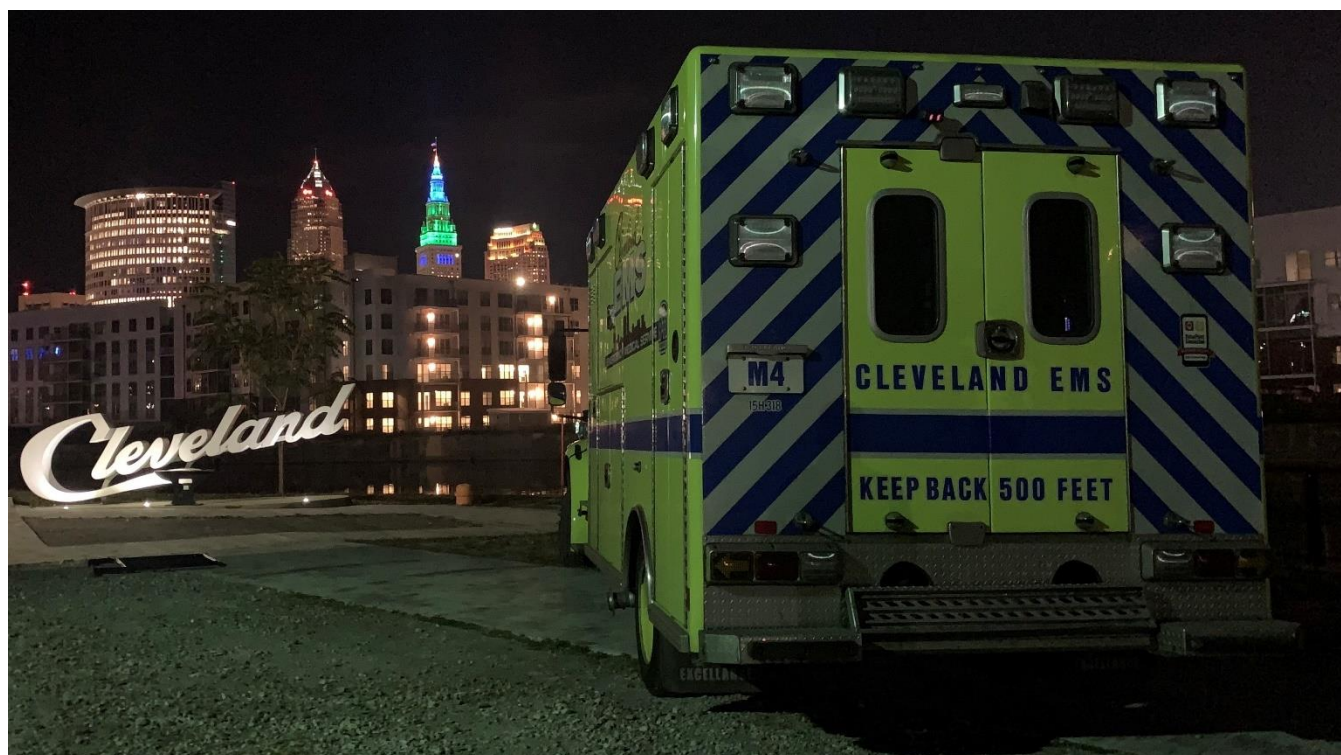# Cleveland EMS 2025 Response Statistics

Report produced by Timothy Sommerfelt for CARE 1975

All statistics derived from public records obtained by CARE 1975

For any questions or comments regarding this report, please email tsommerfelt@care1975.com.

Table of Contents

Service Overview:

Cleveland EMS (CEMS) is the primary provider of 911 medical treatment and transport for the City of Cleveland, Ohio. During 2025, 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) fire companies and 5 ALS fire companies. 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 2025	23 day / 19 night*
CFD ALS Engine	5
CFD BLS Engine	18
CFD BLS Ladder	11
CFD BLS Rescue	2
Total CFD	36
CCF Mobile Stroke	1

General Statistics:

Total Emergency calls for 2025	108,063
Total Transports for 2025	78,182
No on-scene time	7,054
Calls with a recorded on-scene time	101,009

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/PNOTS	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

Overall 2025 statistics							
					TRA	14,616	14%
Calls with recorded onscene time	**101,009**				TRB	18,994	19%
Average Start-to-Dispatch	**5:21**				TRC	27,795	28%
Median Start-to-Dispatch	**2:44**				TRDM	3,595	4%
under 4 min	73,956	73%			NOTS1	663	1%
under 3 min	57,440	57%			NOTS2	4,398	4%
under 2 min	23,695	23%			NOTS3	5,851	6%
under 1 min	1,388	1%			TRDT/PNOTS	900	1%
					TRET	99	0.1%
Average Dispatch-to-Onscene	**7:49**				TEM/TALS	413	0.4%
Median Dispatch-to-Onscene	**7:12**				**Transports**	**77,324**	**77%**
under 20 minutes	99,991	99%			DOA/TREA	998	1%
under 15 minutes	96,038	95%			REFUSAL	10,264	10%
under 10 minutes	76,918	76%			CCFMS	157	0.2%
under 8 minutes	59,410	59%			GOA/UTL	3,311	3%
under 6 minutes	35,452	35%			Other	8,955	9%

2025 overall	101,009	
Average Start-to Onscene	13:09	
Median Start-to-Onscene	10:32	
Under 20 minutes	90,145	89%
under 15 minutes	78,338	78%
under 10 minutes	45,498	45%
under 8 minutes	25,488	25%
under 6 minutes	8,627	9%

Echo 2025 statistics						
				TRA	169	5%
Calls with recorded onscene time	3,551			TRB	297	8%
Average Start-to-Dispatch	2:39			TRC	1,341	38%
Median Start-to-Dispatch	1:53			TRDM	371	10%
under 4 min	3,230	91%		NOTS1	6	0.2%
under 3 min	2,970	84%		NOTS2	14	0.4%
under 2 min	1,972	56%		NOTS3	9	0.3%
under 1 min	121	3%		TRDT/PNOTS	9	0.3%
				TRET	4	0.1%
Average Dispatch-to-Onscene	7:18			TEM/TALS	224	6%
Median Dispatch-to-Onscene	6:37			Transports	2,444	69%
Under 20 minutes	3532	99%		DOA/TREA	705	20%
under 15 minutes	3442	97%		REFUSAL	215	6%
under 10 minutes	2884	81%		CCFMS	0	0%
under 8 minutes	2311	65%		GOA/UTL	37	1%
under 6 minutes	1470	41%		Other	150	4%

Delta 2025 statistics						
				TRA	2,742	9%
Calls with recorded onscene time	31,215			TRB	4,320	14%
Average Start-to-Dispatch	3:43			TRC	10,910	35%
Median Start-to-Dispatch	2:26			TRDM	47	0.2%
under 4 min	25,611	82%		NOTS1	546	2%
under 3 min	20,897	67%		NOTS2	1,879	6%
under 2 min	9,596	31%		NOTS3	1,719	6%
under 1 min	313	1%		TRDT/PNOTS	325	1%
				TRET	72	0.2%
Average Dispatch-to-Onscene	7:35			TEM/TALS	146	0.5%
Median Dispatch-to-Onscene	6:55			Total Transports	22,706	73%
Under 20 minutes	30,975	99%		DOA/TREA	225	1%
under 15 minutes	29,881	96%		REFUSAL	3,007	10%
under 10 minutes	24,504	79%		CCFMS	3	0.0%
under 8 minutes	19,257	62%		GOA/UTL	1,112	4%
under 6 minutes	11,927	38%		Other	2,362	8%

Charlie 2025 statistics						
Charlie 2025 statistics				TRA	4,527	18%
Calls with recorded onscene time	**24,615**			TRB	5,390	22%
Average Start-to-Dispatch	**4:27**			TRC	9,937	40%
Median Start-to-Dispatch	**2:46**			TRDM	960	4%
under 4 min	18,502	75%		NOTS1	14	0.1%
under 3 min	13,975	57%		NOTS2	188	1%
under 2 min	4,859	20%		NOTS3	158	1%
under 1 min	112	0%		TRDT/PNOTS	20	0%
				TRET	1	0.0%
Average Dispatch-to-Onscene	**8:07**			TEM/TALS	25	0.1%
Median Dispatch-to-Onscene	**7:28**			**Total Transports**	**21,220**	**86%**
Under 20 minutes	24,373	99%		DOA/TREA	0	0%
under 15 minutes	23,300	95%		REFUSAL	1,705	7%
under 10 minutes	18,152	74%		CCFMS	150	1%
under 8 minutes	13,804	56%		GOA/UTL	462	2%
under 6 minutes	7,901	32%		Other	1,078	4%

Bravo 2025 statistics						
Bravo 2025 statistics				TRA	2,131	11%
Calls with recorded onscene time	**19,271**			TRB	2,851	15%
Average Start-to-Dispatch	**6:11**			TRC	1,639	9%
Median Start-to-Dispatch	**3:01**			TRDM	164	1%
under 4 min	12,861	67%		NOTS1	65	0.3%
under 3 min	9,540	50%		NOTS2	1,704	9%
under 2 min	3,782	20%		NOTS3	2,757	14%
under 1 min	323	2%		TRDT/PNOTS	390	2%
				TRET	8	0%
Average Dispatch-to-Onscene	**7:46**			TEM/TALS	11	0%
Median Dispatch-to-Onscene	**7:11**			**Total Transports**	**11,720**	**61%**
Under 20 minutes	19,110	99%		DOA/TREA	51	0.3%
under 15 minutes	18,383	95%		REFUSAL	3,151	16%
under 10 minutes	14,737	76%		CCFMS	2	0%
under 8 minutes	11,361	59%		GOA/UTL	1,207	6%
under 6 minutes	6,783	35%		Other	3,140	16%

Alpha 2025 statistics				TRA	4,972	24%
Calls with recorded onscene time	20,634			TRB	6,052	29%
Average Start-to-Dispatch	10:05			TRC	3,892	19%
Median Start-to-Dispatch	3:20			TRDM	250	1%
under 4 min	12,359	60%		NOTS1	21	0.1%
under 3 min	8,806	43%		NOTS2	585	3%
under 2 min	2,569	12%		NOTS3	1,164	6%
under 1 min	122	1%		TRDT/PNOTS	144	1%
				TRET	0	0%
Average Dispatch-to-Onscene	8:06			TEM/TALS	5	0%
Median Dispatch-to-Onscene	7:28			Total Transports	17,085	83%
Under 20 minutes	20,442	99%		DOA/TREA	4	0%
under 15 minutes	19,501	95%		REFUSAL	2,100	10%
under 10 minutes	15,317	74%		CCFMS	1	0%
under 8 minutes	11,570	56%		GOA/UTL	484	2%
under 6 minutes	6,621	32%		Other	960	5%

Other 2025 statistics				TRA	75	4%
Calls with recorded onscene time	1,723			TRB	84	5%
Average Start-to-Dispatch	2:31			TRC	76	4%
Median Start-to-Dispatch	1:35			TRDM	3	0.2%
under 4 min	1,534	89%		NOTS1	11	1%
under 3 min	1,393	81%		NOTS2	28	2%
under 2 min	1,058	61%		NOTS3	44	3%
under 1 min	537	31%		TRDT/PNOTS	12	1%
				TRET	14	1%
Average Dispatch-to-Onscene	5:33			TEM/TALS	4	0.2%
Median Dispatch-to-Onscene	5:32			Total Transports	351	20%
Under 20 minutes	1,720	100%		DOA/TREA	5	0.3%
under 15 minutes	1,695	98%		REFUSAL	123	7%
under 10 minutes	1,496	87%		CCFMS	1	0.1%
under 8 minutes	1,288	75%		GOA/UTL	9	1%
under 6 minutes	948	55%		Other	1,234	72%

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.

Overall Average Response Times

Average Response Times
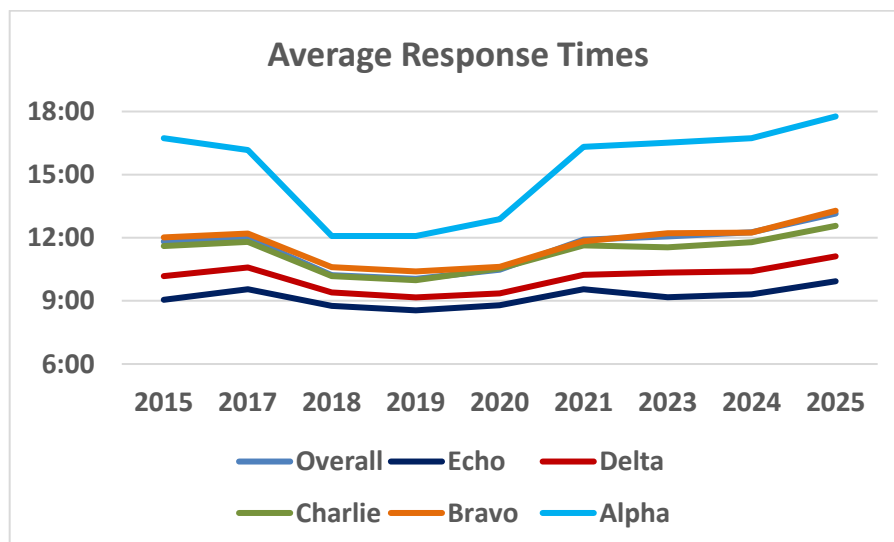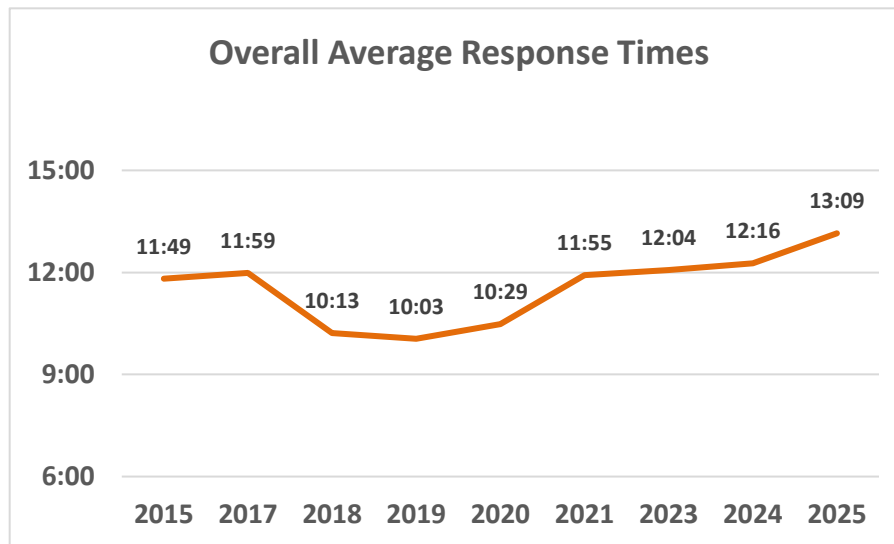
Average Response Times

	Overall	Echo	Delta	Charlie	Bravo	Alpha
2015	11:49	9:03	10:11	11:36	12:01	16:44
2017	11:59	9:33	10:35	11:48	12:12	16:10
2018	10:13	8:46	9:24	10:11	10:36	12:05
2019	10:03	8:33	9:10	9:59	10:24	12:05
2020	10:29	8:48	9:21	10:33	10:37	12:53
2021	11:55	9:33	10:14	11:38	11:50	16:19
2023	12:04	9:10	10:21	11:33	12:13	16:31
2024	12:16	9:19	10:24	11:47	12:15	16:44
2025	13:09	9:56	11:07	12:34	13:17	17:46

Unit by Unit Comparison

Unit	2025 calls	Average response time	Unit hour utilization
Medic 1	4,020	11:26	0.46
Medic 4	5,487	12:04	0.63
Medic 6	3,524	14:19	0.40
Medic 7	5,273	13:38	0.60
Medic 10	5,611	13:28	0.64
Medic 11	4,581	14:01	0.52
Medic 13*	1,771	14:48	0.40
Medic 17	4,144	12:25	0.47
Medic 20	4,713	13:17	0.54
Medic 21*	1,575	13:28	0.36
Medic 22	4,832	13:03	0.55
Medic 23	4,810	12:12	0.55
Medic 24	4,405	12:53	0.50
Medic 26	4,716	13:00	0.54
Medic 28*	2,098	14:23	0.48
Medic 30	4,782	13:27	0.55
Medic 31	4,401	13:22	0.50
Medic 33	4,592	12:34	0.52
Medic 36	4,315	13:06	0.49
Medic 38*	1,810	14:47	0.41
Medic 39	3,671	12:44	0.42
Medic 40	3,596	14:27	0.41
Medic 41	4,923	13:10	0.56
Medic 42	3,800	13:20	0.43
Medic 43	3,499	13:23	0.40
M2 and MOB units**	60	10:26	0.01

*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 2025. A Microsoft Excel spreadsheet was created, and the data was reviewed to remove events without a documented onscene time, documented dispatch time, and calls that duplicated the same information. Reasons there may not be a documented onscene time include times when units are cancelled in favor of closer unit, cancelled by another agency prior to arrival, or forget to put themselves onscene. Because of this, run times may differ slightly from those released in the City of Cleveland budget books. UHUs may be an under-estimate, because it assumes the ambulances were open all of their scheduled hours (not browned out) and does not account for dynamic stationing or other non-response tasks. In addition, 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. Lastly, the City of Cleveland underwent a rough transition to a new computer-aided dispatch system in August of 2025 with multiple technical difficulties which may have affected the recording of times.