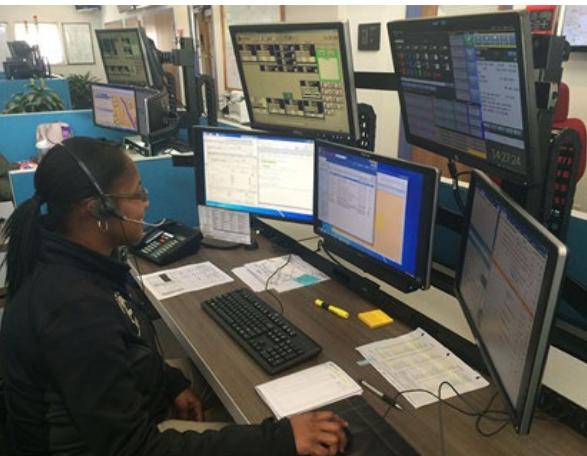


**Memorandum Of
Understanding
agreement with
Piedmont-Athens
Regional Medical Center**

ACCFD



ACC 911



NEMS



Semi-annual performance presentation to Mayor and Commission

This quarterly update provides a summary of EMS performance elements for Athens-Clarke County, highlighting key data points and observed trends. The intent is to keep the Mayor and Commission informed of service levels, response performance, and any emerging patterns that may influence future EMS needs.



EMS System **Process** Key Performance Indicators

FY26 Q1 July 25 – Sept. 25



OUR MISSION

Help our community become safer and more resilient by providing professional services and protection with integrity.

Honesty

Dependability

Teamwork

Professionalism

Camaraderie

System **Structure** Key Performance Indicators

Total Number of 24hr. *Medical First Responder Vehicles: 15

<u>Apparatus Type</u>	<u>Apparatus Available for EMS Calls</u>
Engine	9
HazMat Unit	1
Rescue Unit	1
Support Apparatus	1
Truck or Aerial	3
Total	15



Apparatus Type	Station								
	Station 1	Station 2	Station 3	Station 4	Station 5	Station 6	Station 7	Station 8	Station 9
Engine	1	1	1	1	1	1	1	1	1
Aerial	1		1				1		
Rescue Unit				1					
HazMat Unit	1								
Support Apparatus									1

*Medical First Responder Vehicle - means a motor vehicle registered by the Department for the purpose of providing response to emergencies.

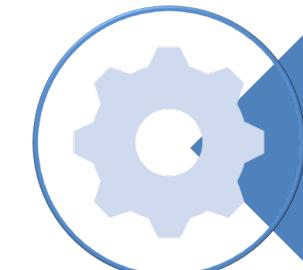
System **Structure** Key Performance Indicators

2. System Saturation

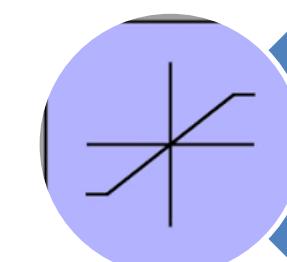
# of Units	Commitment Count	Avg. Duration
1	2942	0:16:29
2	1829	0:16:21
3	891	0:17:23
4	451	0:18:22
5	265	0:18:34
6	182	0:18:59
7	140	0:20:37
8	100	0:21:17
9	50	0:16:28
10	29	0:16:43
11	17	0:15:59
12	4	0:13:24
13	1	0:22:45



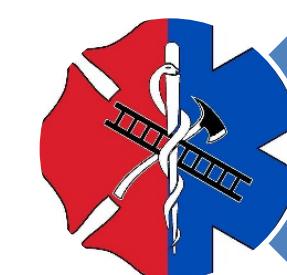
Total EMS Capable Apparatus:
15



0 High Utilization Events (HUE)*



Full Saturation: 0 Times

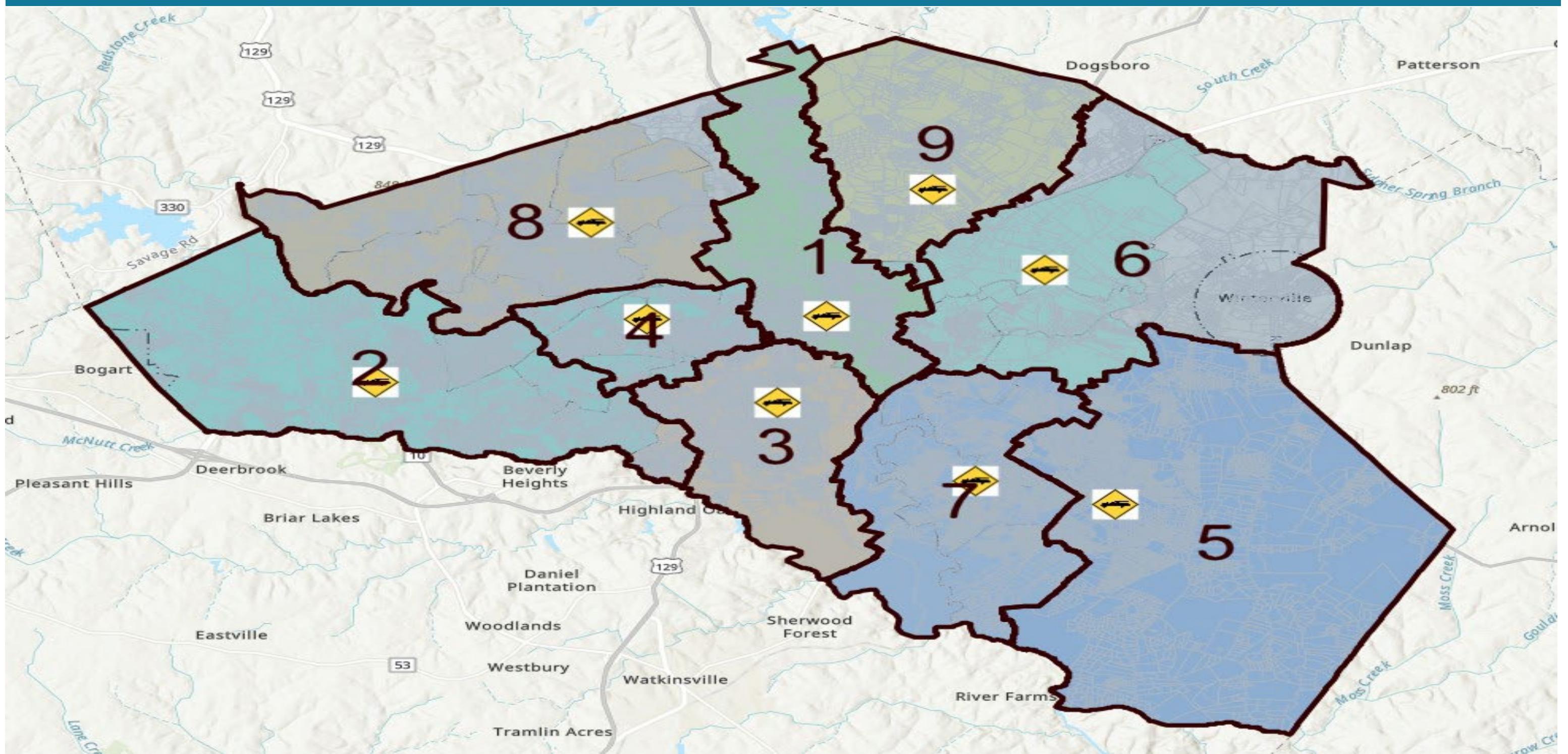


Incident Types Include: Fire and EMS

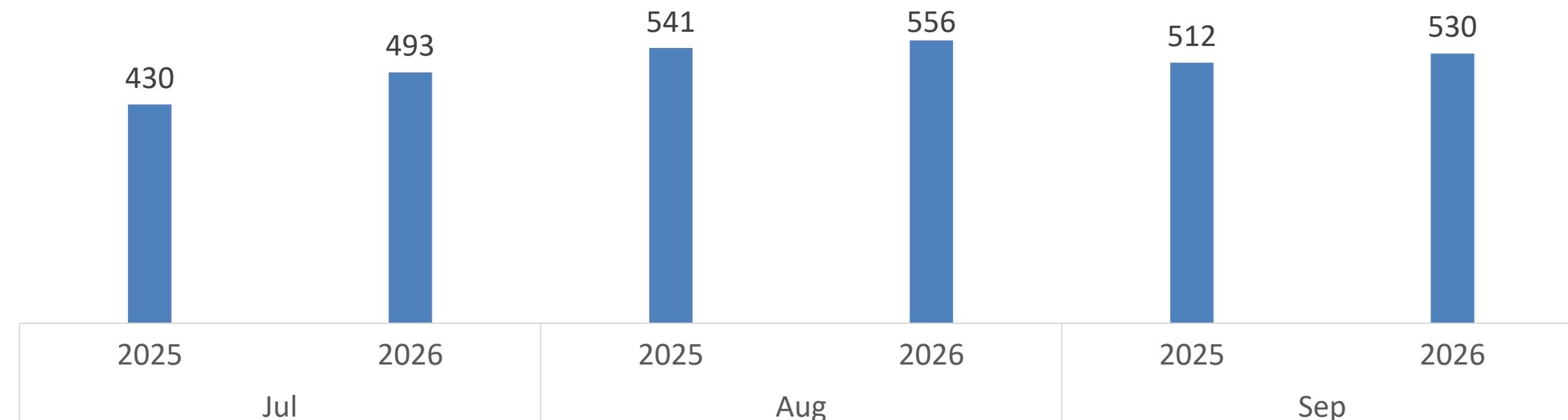
*A high utilization event is any period in time that more than 90% of apparatus are on calls

System **Structure** Key Performance Indicators

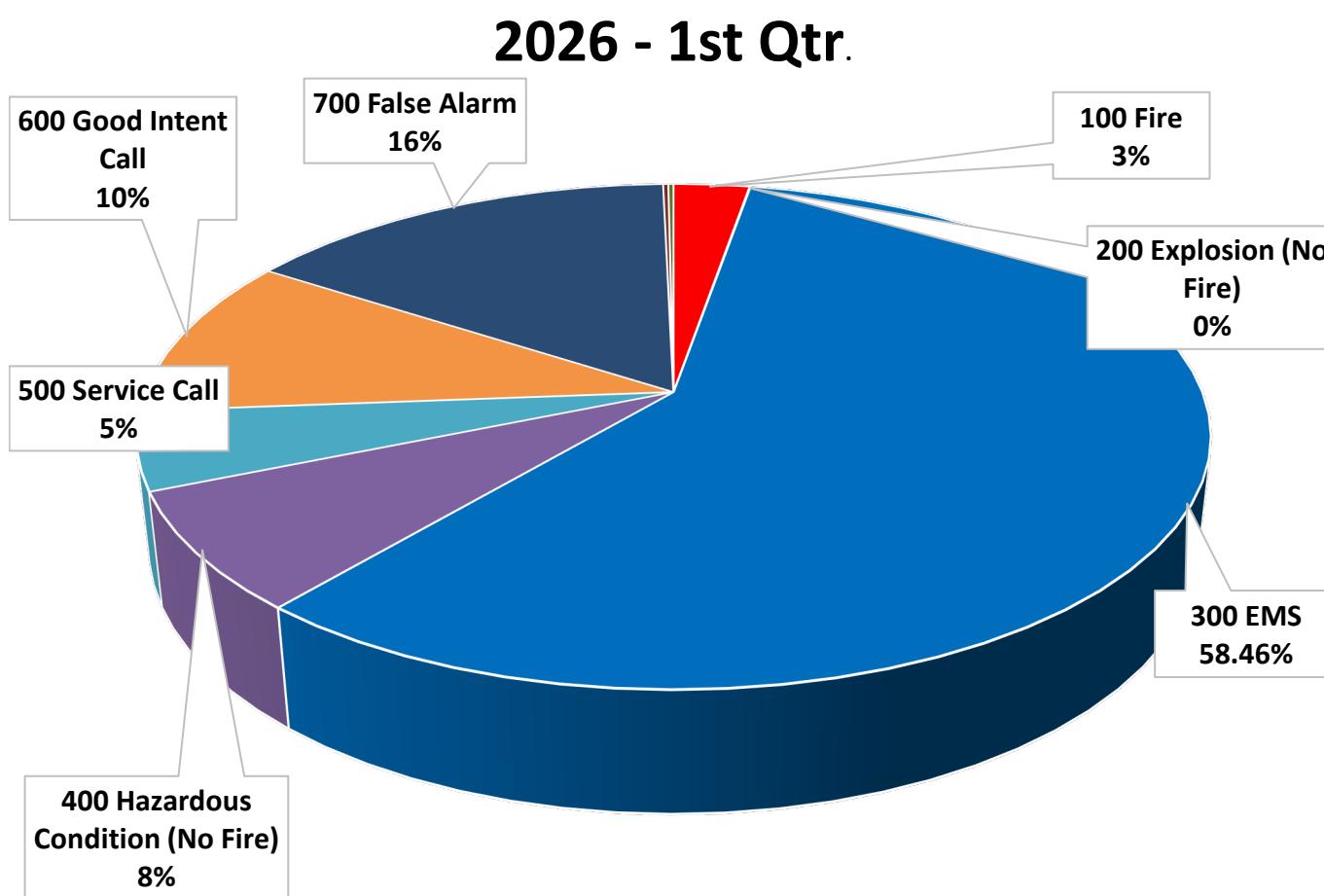
4. Coverage Zones



Number of EMS Incidents: Year over Year



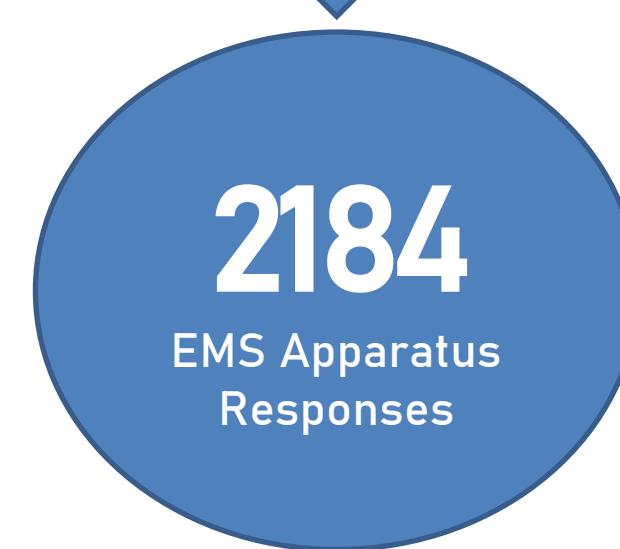
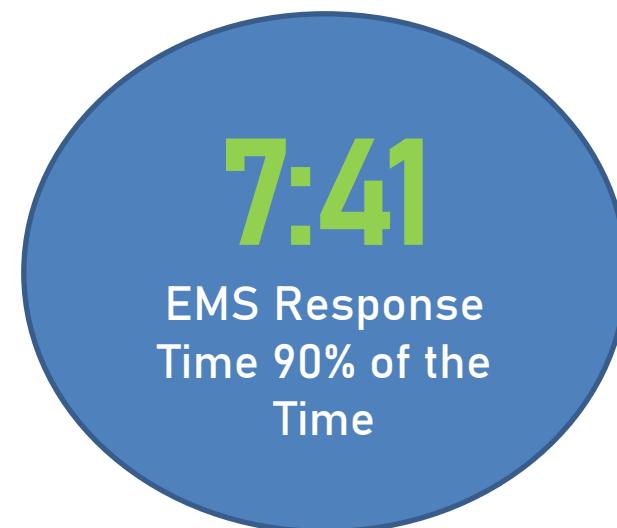
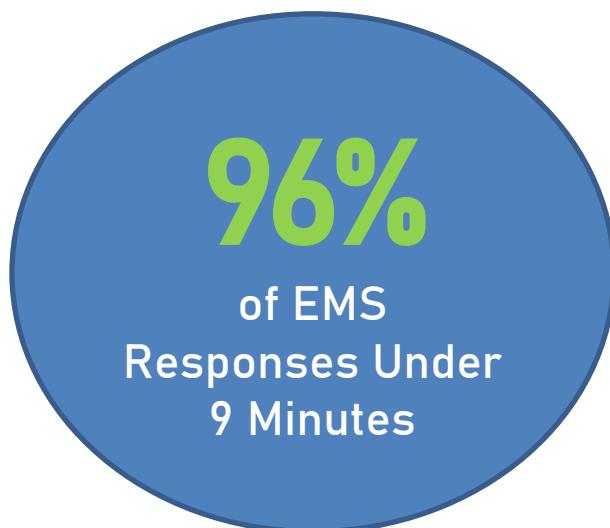
Incident Type Breakdown



Incident Type Group	FY26 Q1	FY25 Q1
100 - Fire	73	102
200 - Overpressure Rupture, Explosion, Overheat	1	2
300 - Rescue & EMS	1579	1483
400 - Hazardous Condition	205	208
500 - Service Call	135	149
600 - Good Intent Call	279	243
700 - False Alarm	419	430
800 - Severe Weather & Natural Disaster	5	6
900 - Special Incident	5	4
Grand Total	2701	2627

System **Process** Key Performance Indicators

2. Total Response Time



System **Process** Key Performance Indicators

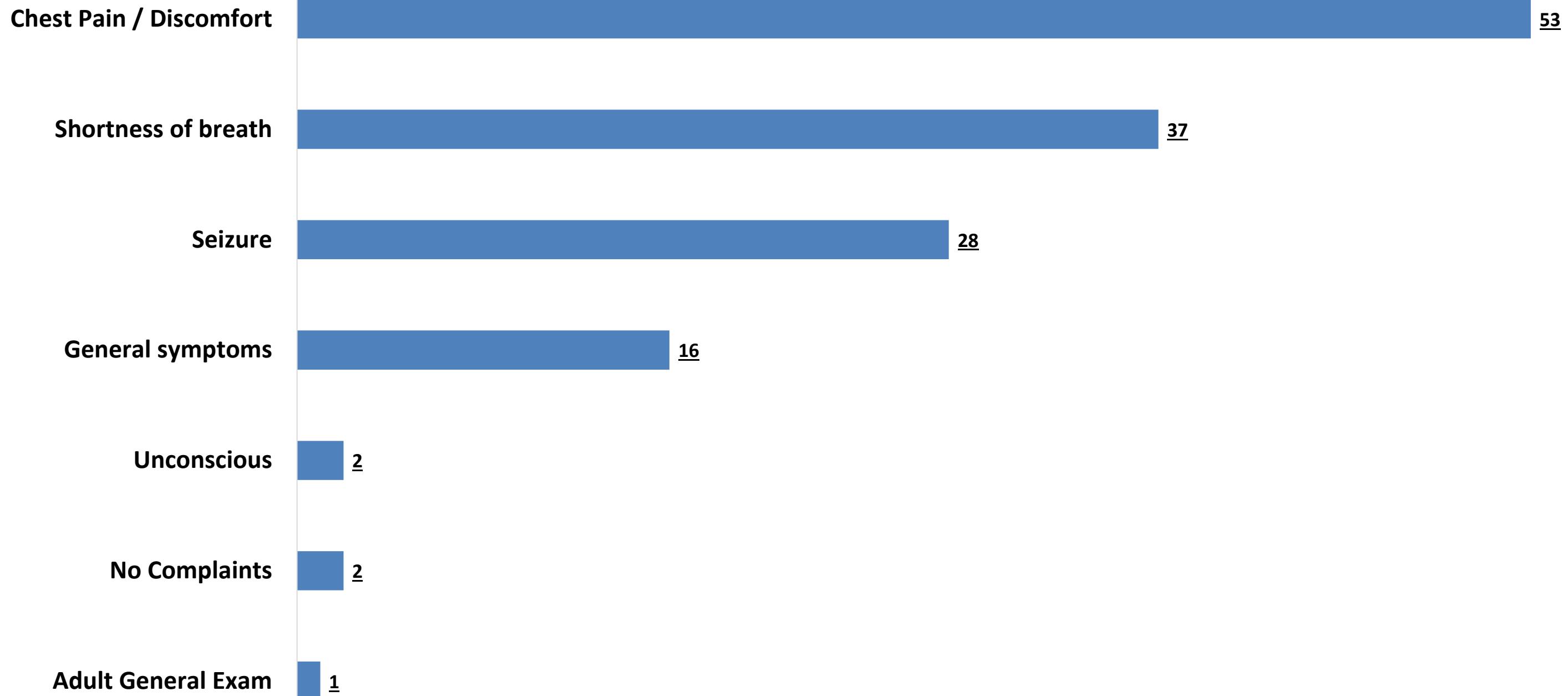
3. Concurrent Incidents

Incidents	# of Occurrences	Avg. Duration
1	1183	0:21:24
2	263	0:22:29
3	32	0:21:18
4	3	0:20:57

There were 3 times that there were 4 or more EMS calls happening at the same time.

System Process Key Performance Indicators

5. Chief Complaint : Top 10 Chief Complaints



System **Clinical Care & Outcome** Key Performance Indicators

- 1. Bystander CPR**
- 2. Bystander AED**
- 5. CPR Performed**

BYSTANDER CPR

3

BYSTANDER AED

0

CPR PERFORMED

16

**PATIENTS TREATED WITH
NARCAN**

6



NATIONAL
EMERGENCY MEDICAL SERVICES

+

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National EMS Key
Performance Indicators
FY26 Q1 July 25 - Sept. 25

Blue Cross/Blue Shield
in network 9/1/2025



System Structure

- 1A. Total Response Vehicles: Number of 24/12 Hour Ambulance in Service: Nine with one 12-hour QRV with Paramedic response and One Paramedic Supervisor in QRV.
 - An additional five ambulances are available to the system; they are 12-hour trucks that are primarily IFT; however, they can be used in the system for overload.

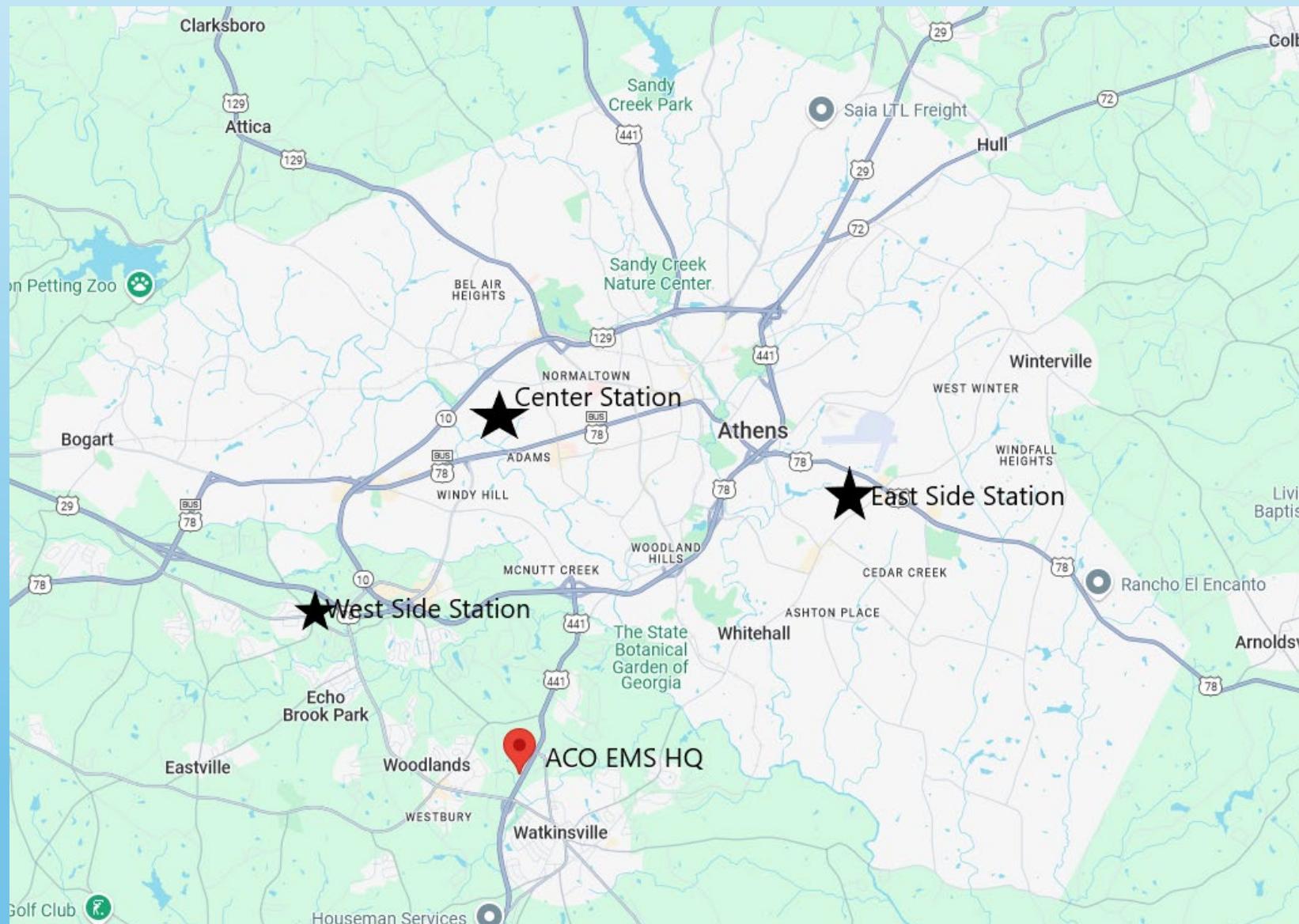
Type	Total
QRV	2
Transporting Ambulance	11

Station Location	Total Number
Center Station	4
East Side Station	4
Head Quarters	2
West Side	1

Total Response Vehicles by Type 1B

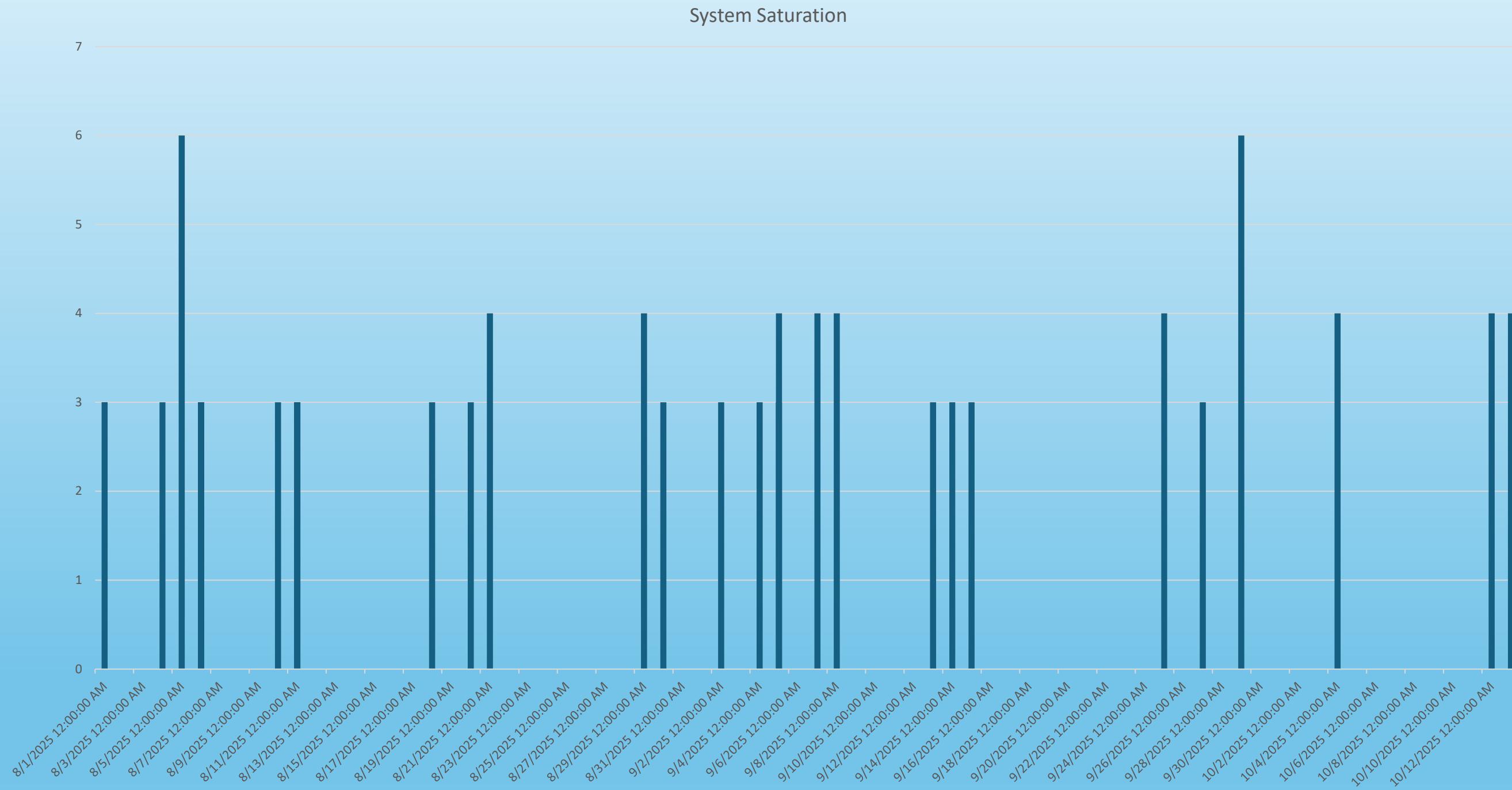
ALS-Paramedic	BLS-Advance Level	Location
301/302-24/7 307-12hr	311-12hr	Eastside
304/305-24/7 310-13hr QRV-1 12hr float	308 12hr	Center
325 (Supervisor) 401/403-24/7		Headquarters
402 24/7		West Side

4. Coverage Zones



Station	Units
Center	304,305,310,308, QRV-1
West	402
East	301,302,311,307
HQ	325,403,401

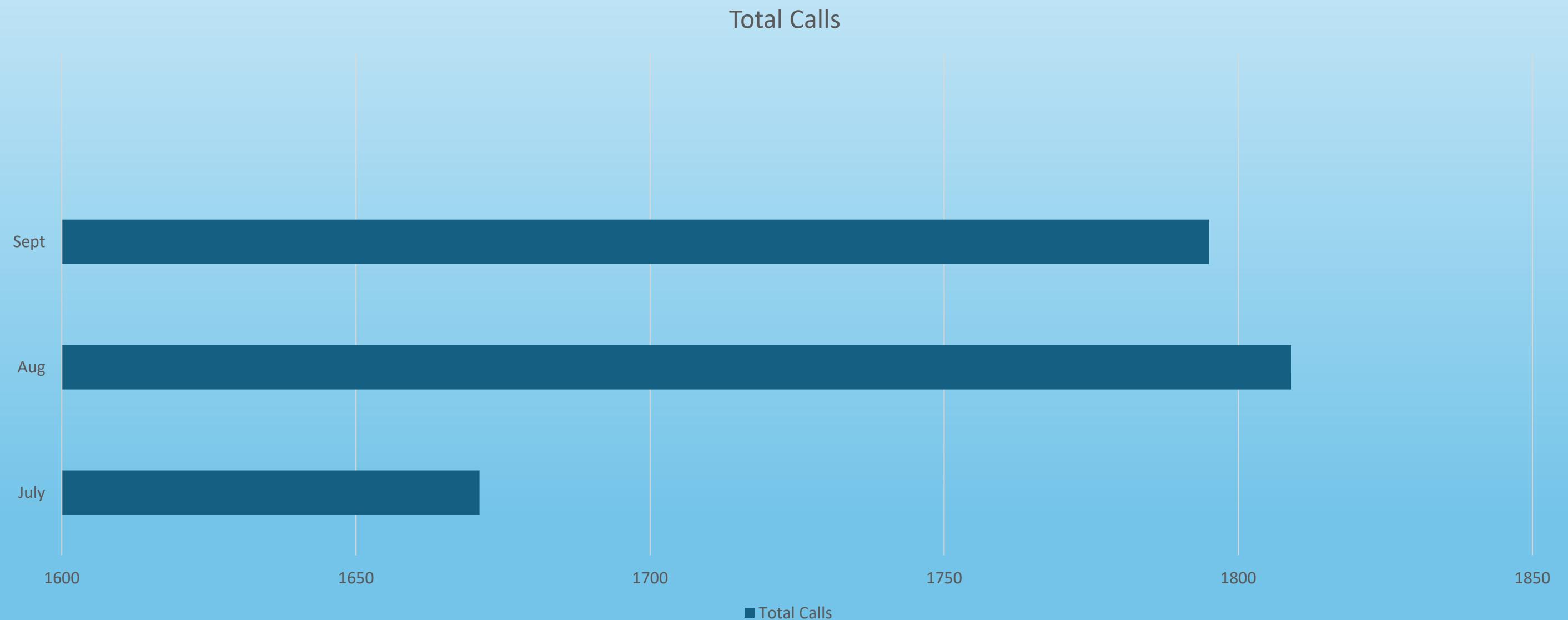
2. System Saturation



System Saturation

- During the previous quarter, there were 12 times that no unit was available to respond or had a prolonged response due to distance.

Calls Per Month



Raw Data

- July 2025-1671 July 2024-1582
- August 2025-1809 August 2024-1811
- September 2025-1795 September 2024-1627

3. Percent ALS vs. BLS

- ALS Units Staffed: 77.8% (Staffed with Paramedic/AEMT)
- BLS Units Staffed: 22.2% (Staffed with AEMTs)

4	5	7	2	77.8%	22.2%
12 Hour 911 Unit Count-Clarke County	24 Hour 911 Unit Count-Clarke County	ALS-P/ALS-A 911 Count-Clarke	ALS-A/ALS-B 911 Count-Clark	% of ALS-P/ALS-A 911 Count-Clarke	% of ALS-A/ALS-B 911 Count-Clarke
2	1	1	1	3	
12 Hour IFT Unit Count-Clarke County	24 Hour IFT Unit Count-Clarke County	ALS-P/BLS-B IFT Count-Clarke	ALS-A/BLS-B IFT Count-Clarke	BLS-B IFT Count-Clarke	

- 911 Ambulance- Ambulance dedicated to 911 response
- IFT- Interfacility Ambulance (Not dedicated to 911, but are able to respond to 911 if system backs up)
- 24-hour 911 unit is staffed with two 12-hour crews (AM/PM)

System Processing-Urban

- 1. Alarm Processing Time- Athens-Clarke: 91.8%
- 2. Total Response Time (90%)- 08:58 (P1 and P2 Calls)
- 3. Average Response Time: 6:37 (P-1 Calls)
- 4. Total of Non-Transport 31.7%
- 5. Total number of Concurrent incidents: 102

System Processing-Non-Urban

- 1. Alarm Processing Time- Athens-Clarke: 90.6%
- 2. Total Response Time (90%)-11:31 (P-1 and P-2 Calls)
- 3. Total of Non-Transport 28.6%
- 4. Total number of Concurrent incidents: 102
- Average total response time is 09:14 (Priority 1 Calls)

Top 10 Chief Complaints

Top 10 Chief Complaints

Sick Person- 947

Falls-686

Breathing Problems-517

Well Person Check-443

Unconscious/Fainting- 403

Traffic Accidents- 342

Chest pain- 323

Psychiatric Problems-253

Convulsions/Seizures-192

Abdominal Pain-133

Clinical Care and Outcome

- 1.Bystander CPR- 4
- 2.Bystander AED-1
- 3.Utstein Survival-1.16%
- 5. CPR Performed-91

Athens-Clarke County Central Dispatch

FY26 Q1	*APCO 15 Sec	ACC911 Assisted CPR
July	88.4%	1
August	87.4%	2
September	86.6%	5
Total:	87.9%	8

*Association of Public-Safety Communications Officials (APCO)