## Call Prioritization Times (CPT)

### Analytics

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Requested By:  
Delivery Date:

### Data Summary

<table>
<thead>
<tr>
<th>Agency</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Range</td>
<td>Sep 1, 2018 – Sep 30, 2018</td>
</tr>
<tr>
<td>No. of Agencies Involved</td>
<td>1</td>
</tr>
<tr>
<td>Protocol Version</td>
<td>13.1</td>
</tr>
<tr>
<td>Total Calls (N)</td>
<td>18,317</td>
</tr>
<tr>
<td>Test Calls/Outliers Excluded (n [%])</td>
<td>1,079 (5.9%)</td>
</tr>
<tr>
<td>Calls Analyzed (n [%])</td>
<td>17,238 (94.1%)</td>
</tr>
</tbody>
</table>

Note: Small sample sizes should be interpreted with caution
Call Distribution by Hour of Day

- Call Volume (n)
- Hour of Day (24-hour)

Median Call Prioritization Time (CPT) by Hour of Day*

- Median CPT (in seconds)
- Hour of Day (24-hour)

*Attention should be given to any moderate/major fluctuations throughout the day
CASE ENTRY & KQS

Median Time by Top 10 Most Commonly Used Chief Complaint Protocols
(N=13,668 - out of 17,238)

*Time in Case Entry and Time in Key Questions are subsets of the Total Time.
The Time in Key Questions is stacked for reference of call utilization

Median Time by Priority Level (N=17,238)

*Time in Case Entry and Time in Key Questions are subsets of the Total Time.
The Time in Key Questions is stacked for reference of call utilization
Elapsed Time to Start of PAIs
by Time Critical Dispatch Codes*

- 31-D-2 (n=296)
- 21-D-4 (n=176)
- 9-E-1 (n=125)
- 23-D-2 (n=65)
- 24-D-3 (n=60)
- 17-D-3 (n=48)
- 11-D-1 (n=24)
- 9-D-1 (n=21)
- 31-D-1 (n=16)
- 9-E-3 (n=15)
- 23-D-1 (n=13)
- 9-E-2 (n=8)
- 30-D-2 (n=7)
- 9-D-2 (n=6)
- 21-D-2 (n=5)

Median Time (in seconds)

*Some call types may naturally have longer call times

Elapsed Time to Start of PAIs
by Priority Level*

- ECHO (n=182)
- DELTA (n=6,028)
- CHARLIE (n=4,047)
- BRAVO (n=3,330)
- ALPHA (n=3,168)
- OMEGA (n=483)

Median Time (in seconds)

*Some call types may naturally have longer call times
Calls Dispatched within Individual Call Prioritization Time Cut-Off (N=17,238)

Call Prioritization Time (in seconds)

Percentage of Calls Dispatched (%)

Calls Dispatched by Specific Call Prioritization Time Cut-Off (N=17,238)

Percentage of Calls Dispatched (%)

Call Prioritization Time (in seconds)