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October 27, 2008

Chief Gregg Cleveland  
La Crosse Fire Department  
726 5<sup>th</sup> Avenue South  
La Crosse, WI 54601

Dear Gregg:

Please find enclosed the response report you requested in your letter dated September 30, 2008.

The patient's name, response address and nature of the call have been redacted as this information is confidential patient health information in accordance with federal regulation.

As you are aware, with the implementation of emergency medical dispatch (EMD) in April 2008, we currently respond to approximately 60% of "emergency calls" using red-lights and siren and 30% of the 'emergency' calls are responded to without the use of red-lights and siren. Therefore, the responses are broken down in two reports; one for "HOT" responses (red light and siren), and one for "COLD" responses (non-red light and siren).

It is important to note for your records, that for the 2,443 "HOT" emergency responses in the City of La Crosse (excluding May 2008 per your request), Tri-State Ambulance had an average response time of 4 minutes, 42.4 seconds with the response time clock starting at the moment the ambulance was dispatched to the call. This means that our ACTIVATION TIME, the time from notification of a call to the time the ambulance initiates a response, is included in this time calculation.

Further, Tri-State's fractile response time at the 90% confidence interval for emergency calls for the same data set is 7 minutes, 30 seconds. This means that 90% of the emergency calls had a response time LESS THAN 7 minutes, 30 seconds. In other words, only 10% of the calls had a response time LONGER than 7 minutes, 30 seconds. The fractile time also includes ACTIVATION TIME in the calculation.

Sincerely,

A handwritten signature in blue ink that reads "Matt Zavadsky".

Matt Zavadsky  
Director

cc: Jim Klock, President, Tri-State Ambulance, Inc.