



February 9, 2009

To: Newaygo County Public Safety / Judicial Committee

Subject: December / January - Ambulance Response Performance Report

Our Hesperia staff did an outstanding job in the months of December and January despite the challenges that *Old Man Winter* provided. Our response times were very good despite the winter driving conditions. No customer complaints were received in this two month period.

We finished the year stronger than budgeted. Our revenues were higher than projected with expenses being only slightly higher than budgeted mostly in the area of staff salaries. We are in the process of approving our 2009 budget and we will hope that our financial performance remains strong despite the continued bad financial forecasts nationally.

It is a pleasure to provide service in Newaygo County and I look forward to continually looking for ways to better serve our customers. Please contact me if you have any questions regarding the attached report.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Schmiedeknecht". The signature is fluid and cursive, with a long horizontal stroke at the end.

Tom Schmiedeknecht

Attachment: Newaygo December 08, January 09 – Response Report

**PRO-MED REPORT TO NEWAYGO COUNTY
BOARD OF COMMISSIONERS
PUBLIC SAFETY / JUDICIAL COMMITTEE
MEETING
RESPONSE TIMES
DEC 08 - JAN 09**

VILLAGE OF HESPERIA

PRIORITY 1 CALLS	4	100% 3 minutes or less Average Response = 2 min
PRIORITY 2 CALLS	1	

DENVER TOWNSHIP

PRIORITY 1 CALLS	5	100% 8 minutes or less Average Response = 6.4 min
PRIORITY 2 CALLS	7	

TROY TOWNSHIP

PRIORITY 1 CALLS	2	100% 21 minutes or less Average Response = 11.5 min
PRIORITY 2 CALLS	1	

BEAVER TOWNSHIP

PRIORITY 1 CALLS	0	100% 0 minutes or less Average Response = 0 min
PRIORITY 2 CALLS	0	

OTHER CALLS

FREMONT	PRIORITY 2 CALLS	12
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OTHER CALLS CONT...

GARFIELD	PRIORITY 1 CALLS	2
WHITECLOUD	PRIORITY 1 CALLS	1

TOTAL CALLS **35**

TURNED OVER CALLS

STAND BY

FROM LIFE TO PROMED	3
FROM PRO-MED TO LIFE	0

FOR PROMED	0
FOR LIFE	0