



EXETER DISTRICT AMBULANCE

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The statistics shown in the "DAILY CALL SUMMARY" are derived from detailed daily reports sent to Exeter District Ambulance by the Tulare County Consolidated Dispatch Center (TCCAD). We compile these into a summary report by month for internal use and as one of many simple performance measures for our team.

Category	Explanation
Date	Simple sequential date in the month
Day	Day of week. This can be important for us to track how the work week affects call volume and/or severity.
Calls	Total number of dispatches or calls received by our units
Cx Enroute	Count of those calls received that were cancelled before the unit arrives on scene. These cancellations can be due to a number of causes ranging from cancellation by Law Enforcement who may be first on scene to the subsequent dispatch of a closer unit.
Cx On Scene	Count of those calls received that our units arrived on scene and then were subsequently cancelled. These cancellations could be by Law Enforcement, Fire, or even by dispatch depending on circumstances out of our control.
Out of Zone	Any calls we respond to that is out of our primary area of service. This is by agreement with TCCAD that oversees response levels throughout Tulare County. Since speed of response is critical for the wellbeing of the patient, we can be sent to areas outside of our service area if we are available and/or closer. Our space within our service area is usually backfilled by another unit so as to maintain service levels.
Late Arrival	This is a critical measure of performance based on agreed-on contractual time blocks that are determined by distance, priority, and density.
Respond	The total number of Calls that EDA actually responded to and arrived On Scene.
Transport	The total number of Calls that EDA responded to that resulted in us physically transporting the patient to a Hospital or Emergency facility. Ambulance services are generally only reimbursed for actual transports.
RMCT	Sometimes a patient may refuse transport to a medical facility after we have arrived On Scene. While it is always advisable to be checked out by a doctor, if the patient is adamant that they intend to refuse transport, an RMCT form is completed to document that fact.