

The 2022 and 2023 EMS data below shows two important measures by ambulance:

- **Dispatch to en route**, which means the length of time between when the ambulance is dispatched to when the ambulance leaves the garage.
- **Response time**, which means the length of time between the notification to the ambulance and the arrival of the ambulance at the incident scene. It is important to understand that response times are not adjusted for miles traveled and that these stats do include non-emergent transfers.

The Morrow County Ambulance Service Area Plan requires response times as follows:

- Twenty (20) minutes on 90% of all EMS calls in rural areas.
- Four and one-half (4 1/2) hours on 90% of all calls in frontier areas.

MCHD has consistently been in compliance with the ASA Plan standards. However, to improve response times, in 2021 the MCHD board approved a significant investment to increase staffing. The new model provides for 8 full-time employees in each location working 12-hour shifts for 24/7 coverage. Boardman went live in 2021, Irrigon in 2022, and Heppner is transitioning in 2023. The improvement in response times is evident below.

2023	BOARDMAN						IRRIGON						HEPPNER						IONE		
	899			898			299			298			599			598			699		
	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs
January	0.2	3.8	47	1.0	10.2	6	1.0	3.5	52	0.1	3.9	4	3.5	8.7	26	6.0	11.5	2	N/A	N/A	0
February	0.2	5.8	43	1.1	12.4	1	1.0	3.3	33	5.0	5.0	3	5.6	21.5	22	9.0	10.0	7	N/A	N/A	0
TOTAL			90			7			85			7			48			9			0

2022	BOARDMAN						IRRIGON						HEPPNER						IONE		
	899			898			299			298			599			598			699		
	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs	Dispatch to En Route	Response Time	Number of Runs
January	1.00	5.05	51	0.47	6.50	2	8.00	11.97	43	N/A	N/A	0	5.00	12.50	20	4.00	8.00	9	N/A	N/A	0
February	1.24	5.02	48	5.17	6.97	2	5.54	8.90	18	N/A	N/A	0	6.00	15.00	23	10.14	15.04	2	N/A	N/A	0
March	1.00	4.74	46	0.05	3.10	1	5.61	8.49	22	8.50	10.00	2	7.00	9.93	16	2.72	11.18	2	7.13	11.28	1
April	1.02	3.78	34	0.45	3.72	10	6.20	9.03	22	N/A	N/A	0	7.00	17.00	16	7.00	29.00	2	N/A	N/A	0
May	0.60	4.00	46	0.00	0.00	1	6.00	8.93	34	N/A	N/A	0	5.97	12.63	18	18.59	29.47	6	N/A	N/A	0
June	0.58	3.69	38	1.07	2.65	8	6.02	8.60	36	8.00	13.00	1	6.00	4.00	41	1.00	5.00	5	N/A	N/A	0
July	0.86	5.00	48	1.03	5.03	4	6.00	8.80	34	0.00	20.00	1	6.00	17.00	31	29.00	30.60	1	N/A	N/A	1
August	0.45	2.68	7	0.45	3.82	31	5.45	8.13	39	6.97	11.87	1	5.00	13.00	35	0.50	5.50	2	N/A	N/A	0
September	N/A	N/A	0	0.83	5.15	49	5.19	7.61	20	5.35	7.60	11	6.00	11.00	24	11.00	13.50	2	N/A	N/A	0
October	0.52	2.35	25	0.25	4.02	17	5.00	10.00	3	6.00	9.82	42	3.00	10.27	27	36.00	36.00	3	0.00	22.00	1
November	0.34	4.16	42	0.08	10.00	9	0.00	14.00	3	1.00	5.09	48	6.00	12.50	38	4.37	22.00	7	N/A	N/A	0
December	0.28	6.14	54	N/A	N/A	0	1.00	5.01	64	1.14	8.05	6	5.00	12.00	26	1.00	19.00	9	N/A	N/A	0
TOTAL			439			134			338			112			315			50			3