

SEDGWICK COUNTY EMS

2024 OPERATIONS



Prepared January 13, 2025

VICTOR OKWO
EMS Systems & Chief Data Officer

KEVIN LANTERMAN
EMS Chief



CONTENTS

Year On Year Comparison	1
2024 Lights & Sirens Call Response Time (P1 – P2)	1
2024 Emergency Call Response Time (P1 – P6)	1
2024 Highlights	2
90th Percentile Response Time All Emergency Calls	4
Ambulance Response Time Emergency Calls	4
2024 Call Volume by City	5
2024 Emergency Call Location Density	5
Annual Call Volume	6
2024 Total Call Volume by Month	6
2024 Total Calls by Day of the Week	6
2024 Total Call Volume by Hour	7
Call & Patient Trends by Month	7
2024 Demand vs. Supply	8
Call Volume vs. Unit Hour Production by Hour of Day	8
Response Unit Hour Utilization (UHUR)	8
2024 Unit on Duty %	8
Separations By Year	9
Separations By Year	9
Involuntary By Year	9
Voluntary By Year	9
Full-Time Field Staff Turnover by Tenure Group	10
Full-Time Field Staff Turnover by Reason	10
Full-Time Field Staff Turnover by Position	10
2024 Top Dispatch Reason	11
2024 Costs	12
2024 Total Revenue Breakdown	12
2023 Expenditure Breakdown	12
2024 Bike Team Events	13
2024 Stand-By Events	16
208 Standby Events for 2024	16
College Hill	16
2024 Public Relations Events	17
Public Relations Events per Month	17
Public Relations Event Types	17
Estimated Attendance by Event	18
Attendance By Age Group and Event Type	18
Employee Hours by Event	18
2024 Honor Guard Events	19
Honor Guard Events per Month	19
Event Breakdown	20
Coordination with Allied Agencies	20
First Responder Deaths	20
Honor Guard Staffing Hours	20
2024 Ambulance Riders	21

YEAR ON YEAR COMPARISON

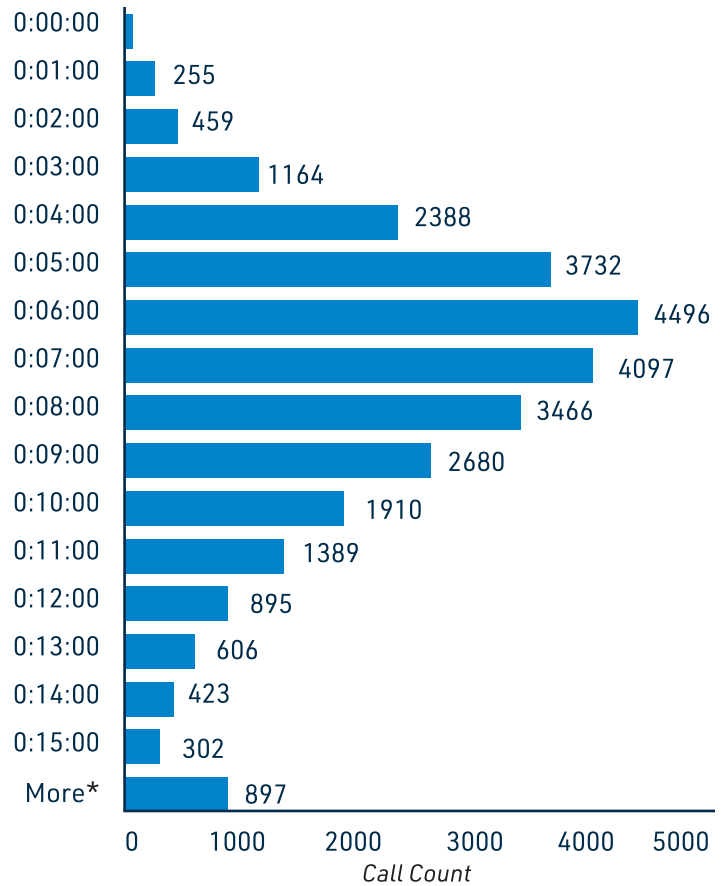
	2023	2024
Calls (Dispatches)	68,085	71,604
Emergency	61,900	65,216
Non-Emergency	6,211	6,395
Calls with Patients (valid calls)	60,741	63,102
Transport	44,366	46,437
Calls/Day	187 (avg)	196 (avg)
Calls/Month	5,674 (avg)	5,967 (avg)
P1-2 count	28,495	29,940
P7 count	2,412	2,945
P8 count	4,453	5,427
P9 count	160	30
RT: P1 - P2	7:00 (avg), 11:38 (90th %)	7:05 (avg), 11:45 (90th %)
RT: P1 - P6	7:40 (avg), 12:56 (90th %)	7:45 (avg), 13:03 (90th %)
Scheduled UH	140,160	149,328.0
Produced UH	128,735.5	136,168.0
CRV Calls	186	212
CRV calls (P1 & P2)	67	64
ICT-1 calls	1046	820
ICT-1 calls with Patients	415	374
CRV RT (All)	5:59 (avg), 11:16 (90th%)	6:26 (avg), 11:33 (90th%)
CRV RT (P1 & P2)	5:23 (avg), 09:44 (90th%)	6:50 (avg), 11:53 (90th%)

UH = Unit Hours
 RT = Response Time
 CRV = Community Response Vehicle
 ICT = Integrated Care Team

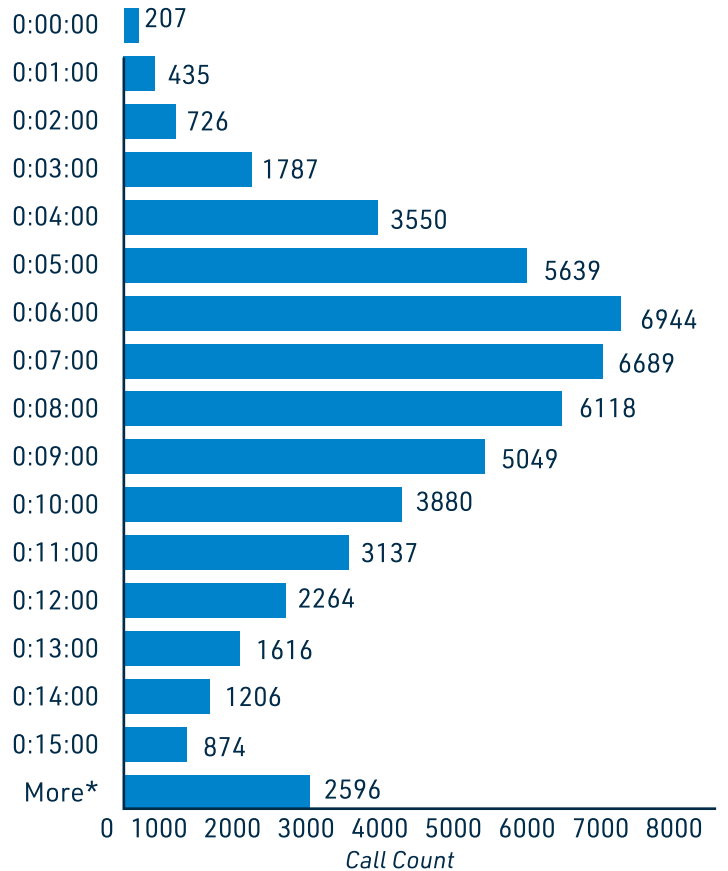
P1-P2 = Emergency, lights & sirens response
 P3-P6 = Emergency, no lights & sirens response
 P7 = Emergency interfacility transfer
 P8 = Non-emergency interfacility transfer
 P9 = Specialty care interfacility transfer

**More* includes times where units stand-off due to scene safety

2024 LIGHTS & SIRENS CALL RESPONSE TIME (P1 - P2)



2024 EMERGENCY CALL RESPONSE TIME (P1 - P6)



2024 HIGHLIGHTS



PROMOTION CEREMONY

COMMUNITY HANDS ONLY CPR EVENT

2024

January

February

March

April

May

June



HCC PARAMEDIC GRADUATION - E2P

EMS WEEK PICNIC



RIVERFEST





SGCO SUPERVISOR TRAINING SERIES GRADUATION

WINGAPALOOZA



BREAST CANCER AWARENESS T SHIRT AND DONATION TO VICTORY IN THE VALLEY



DMSU TRAINING WITH SCHC

July

August

September

October

November

December

CARDIAC SURVIVOR MEET AND GREET

SHELIA KING KEMSA SUPPORT PERSON OF THE YEAR AWARD



PROMOTION CEREMONY

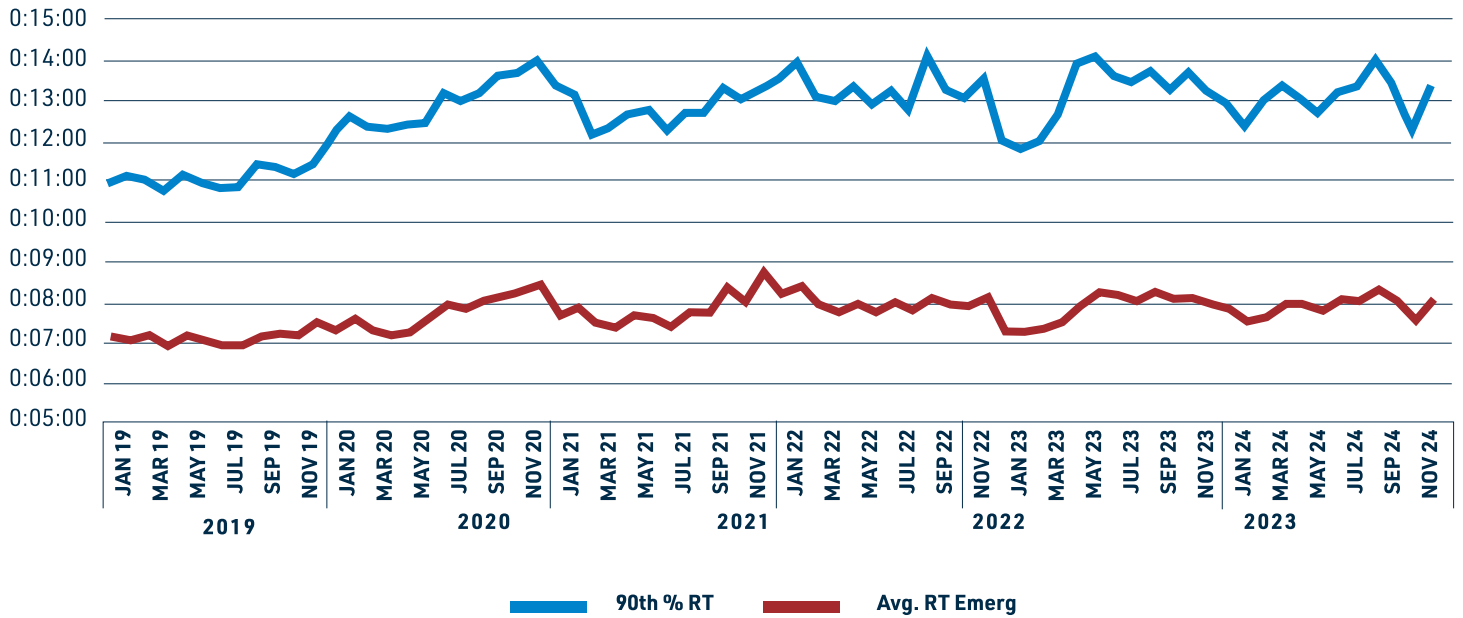
PARAMEDIC GRADUATION COWLEY COLLEGE



Priority 1 & 2 calls were **46%** of emergency calls in 2024.



90TH PERCENTILE RESPONSE TIME ALL EMERGENCY CALLS



AMBULANCE RESPONSE TIME EMERGENCY CALLS

	Average	90th%
Andale	0:16:21	0:21:51
Bel Aire	0:09:18	0:13:50
Cheney*	0:18:15	0:27:34
Clearwater*	0:16:00	0:23:16
Colwich	0:12:01	0:17:28
Derby	0:08:05	0:13:48
Garden Plain	0:13:07	0:19:36
Goddard	0:09:02	0:15:36
Haysville	0:09:03	0:14:37
Kechi	0:09:24	0:12:51
Maize	0:08:21	0:14:27

	Average	90th%
Park City	0:07:31	0:12:08
Sedgwick County	0:15:15	0:20:18
Valley Center	0:10:24	0:16:36
Wichita	0:07:29	0:12:25

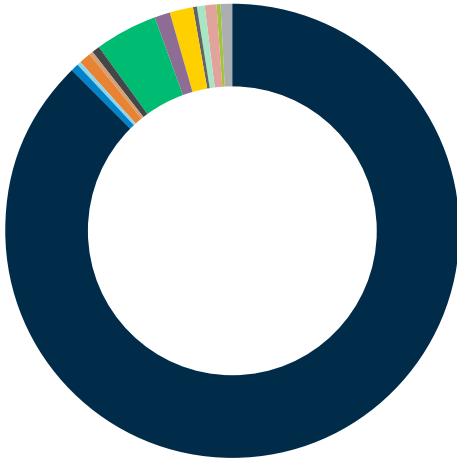
*Does not include RT of ALS first response unit, i.e., CRV

CRV Response Time	Average	90th%
Clearwater	0:04:53	0:09:17
Cheney	0:05:58	0:10:00

Emergency calls **increased 5.2%** in 2024.



2024 CALL VOLUME BY CITY

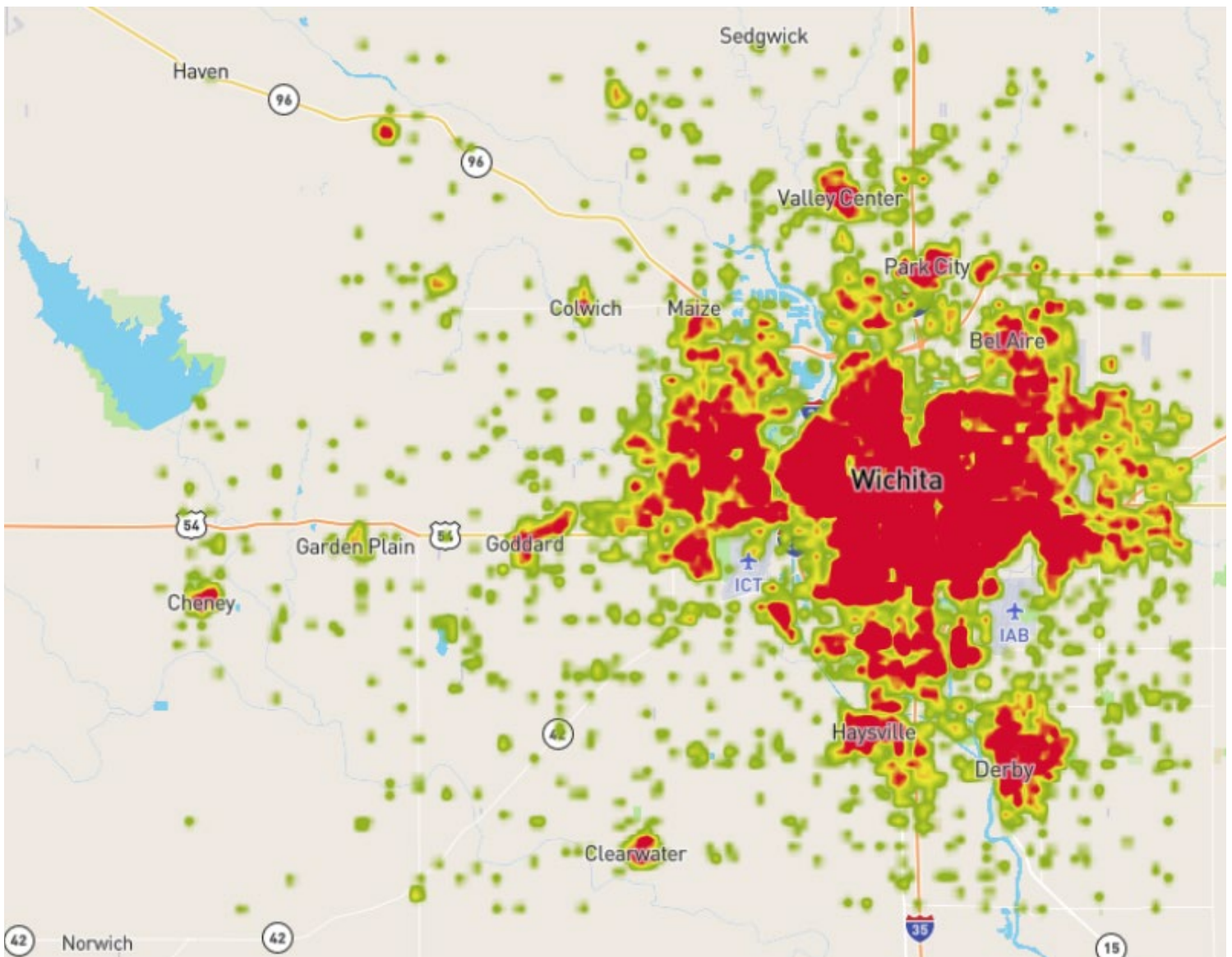


	Calls	%		Calls	%
Wichita	62,747	87.63%	Garden Plain	102	0.14%
Others	466	0.65%	Goddard	689	0.96%
Andale	63	0.09%	Haysville	1,329	1.86%
BelAire	655	0.91%	Kechi	112	0.16%
Clearwater	357	0.50%	Maize	484	0.68%
Cheney	210	0.29%	Park City	600	0.84%
Colwich	110	0.15%	Sedgwick	74	0.10%
Derby	3,049	4.26%	Valley Center	557	0.78%

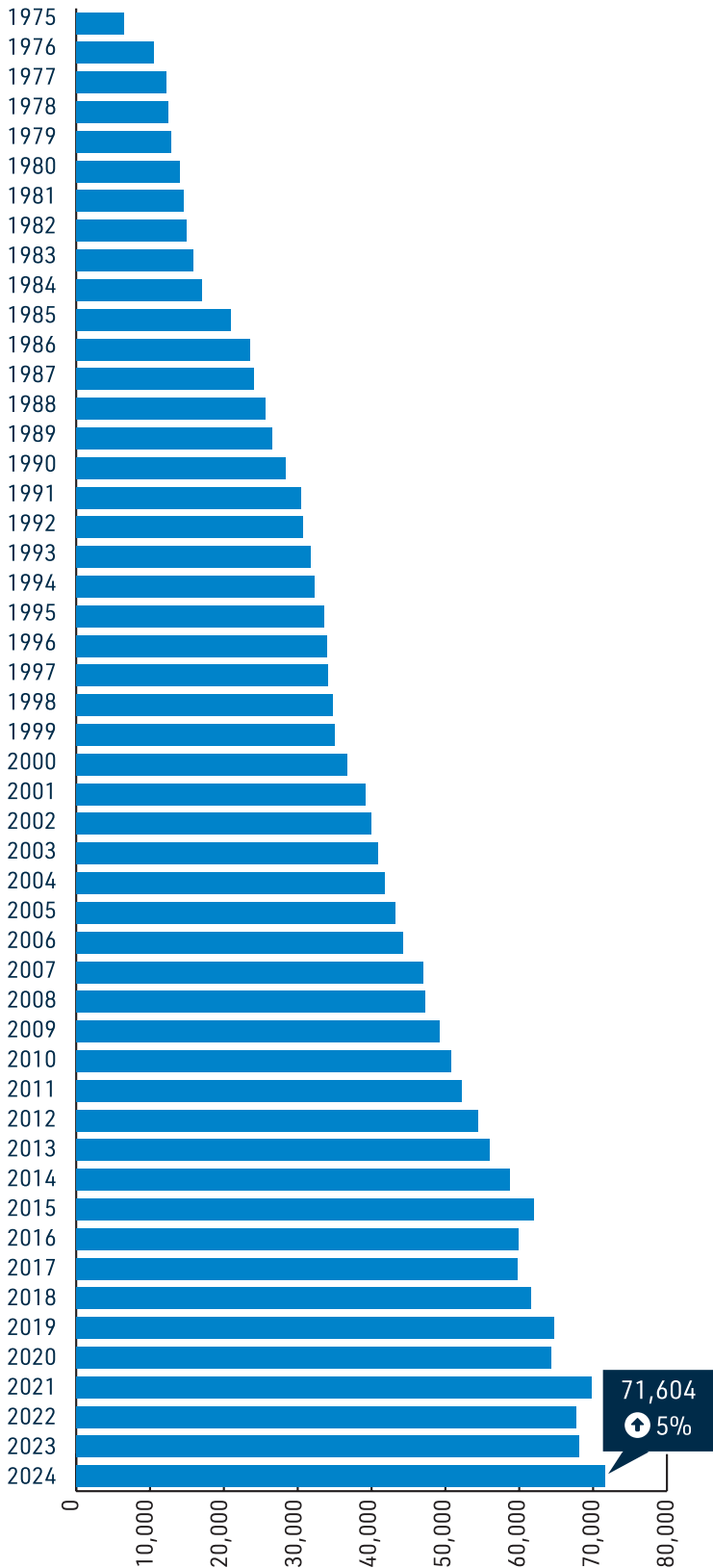


Call Volume **increased**
5% in 2024

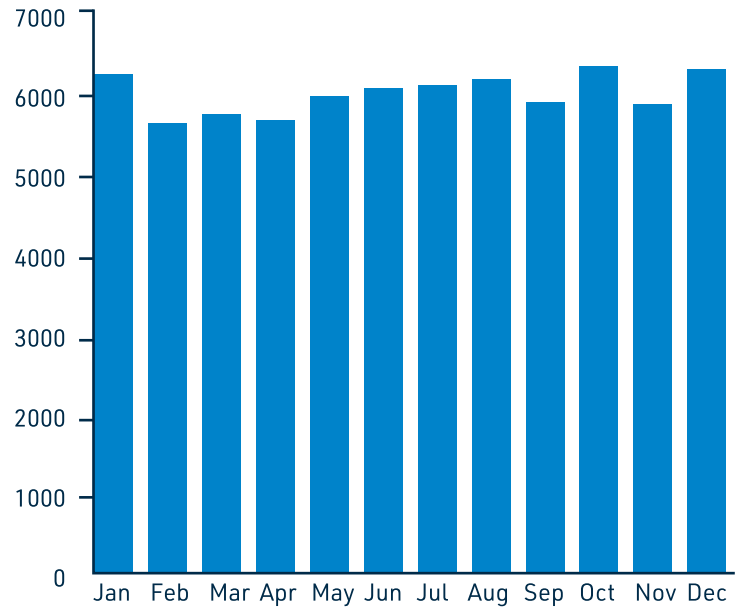
2024 EMERGENCY CALL LOCATION DENSITY



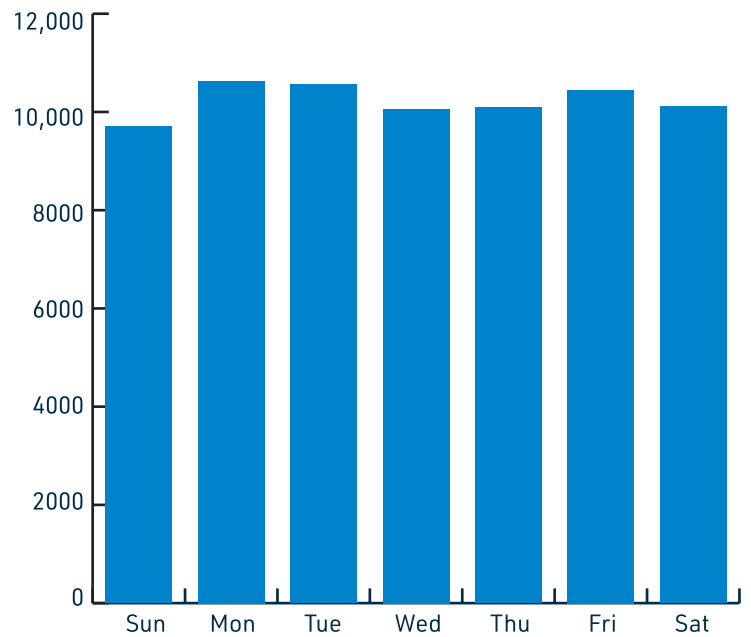
ANNUAL CALL VOLUME



2024 TOTAL CALL VOLUME BY MONTH



2024 TOTAL CALLS BY DAY OF THE WEEK



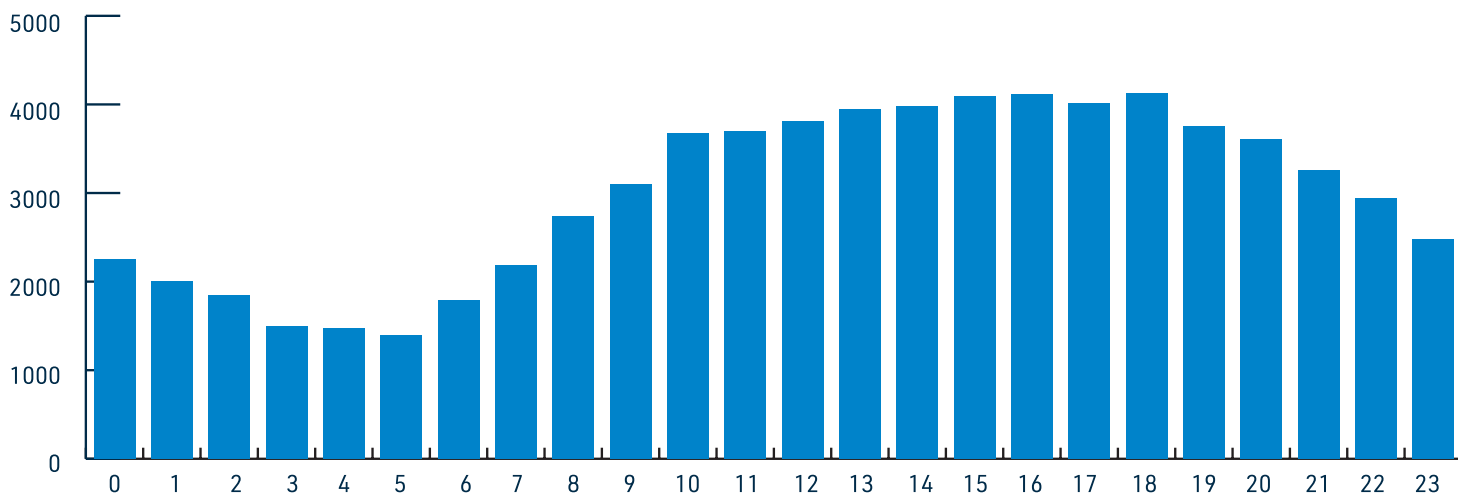
October had the highest number of calls: **6,303**

February had the lowest number of calls: **5,598**



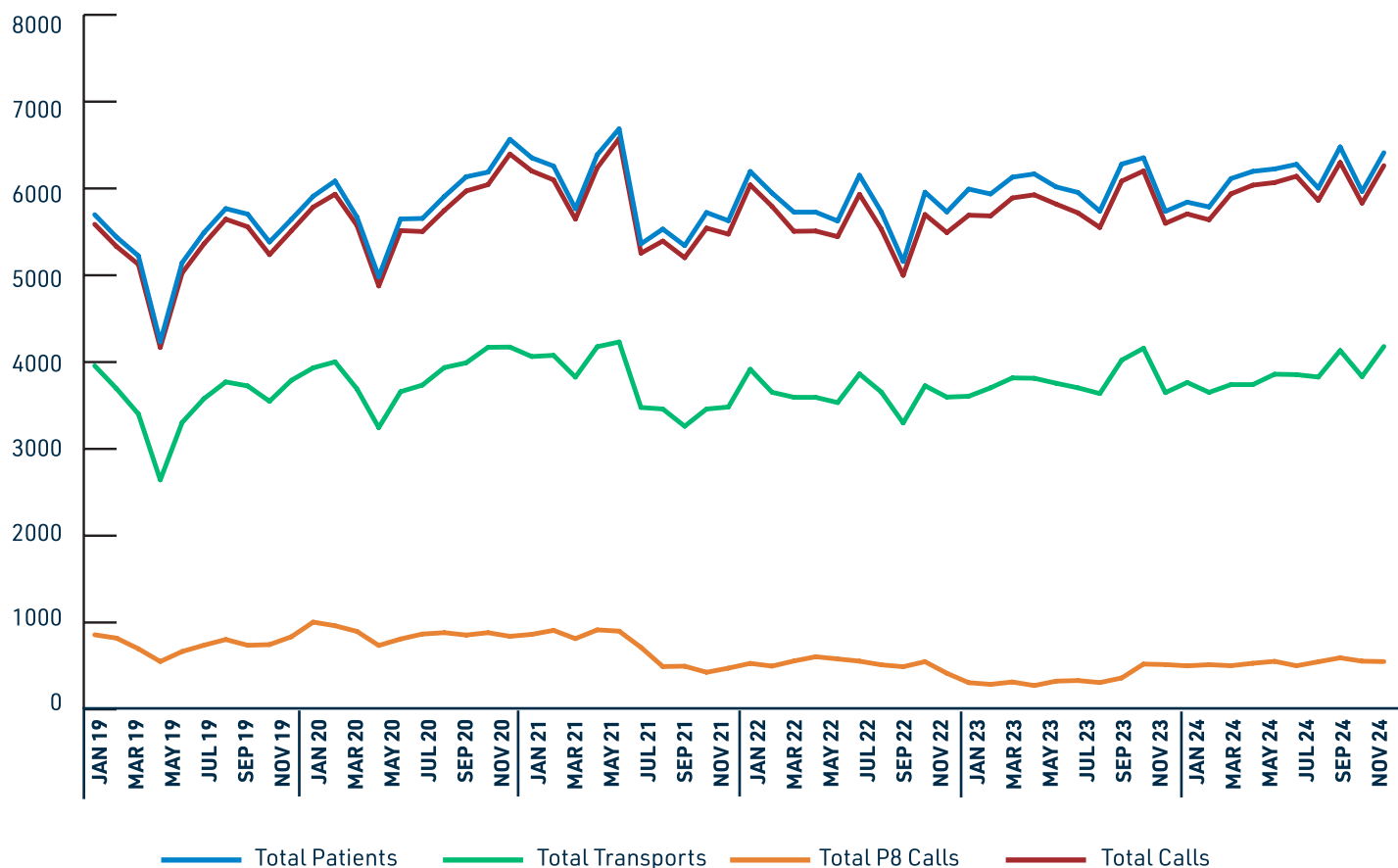
Highest call day:
256 (6/24/24)

2024 TOTAL CALL VOLUME BY HOUR

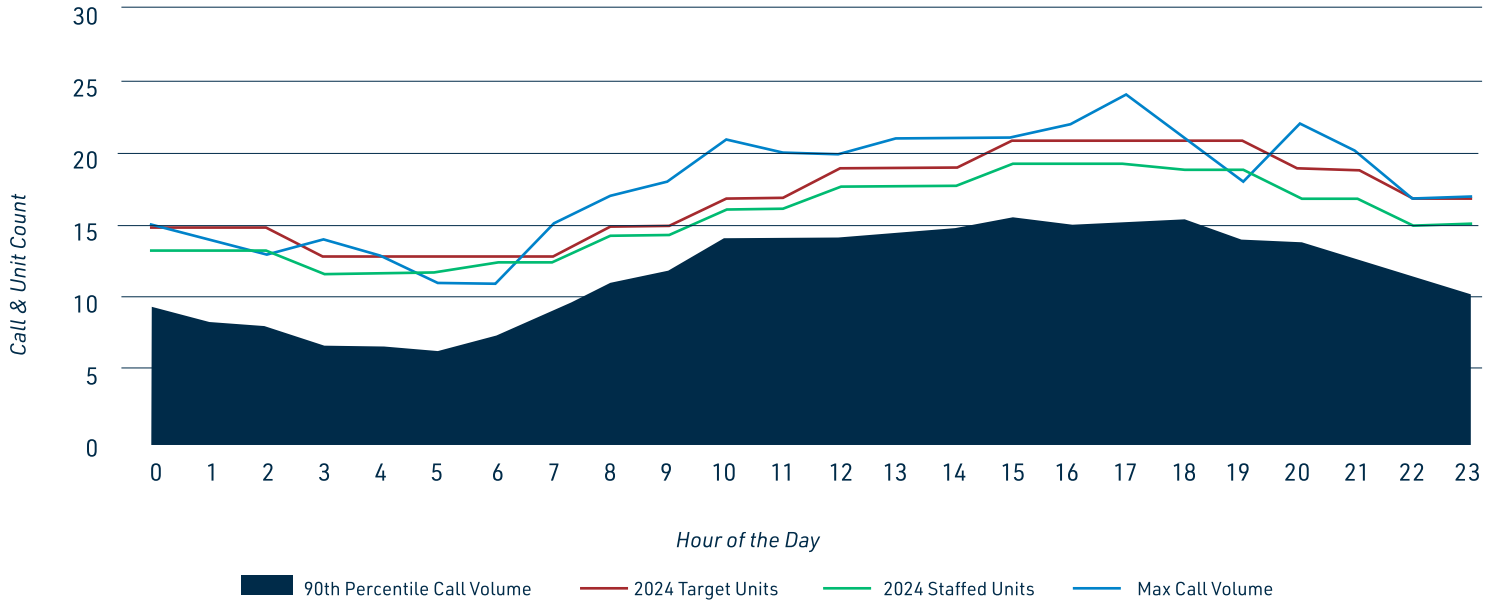


Lowest call day: **146**
(11/17/24)

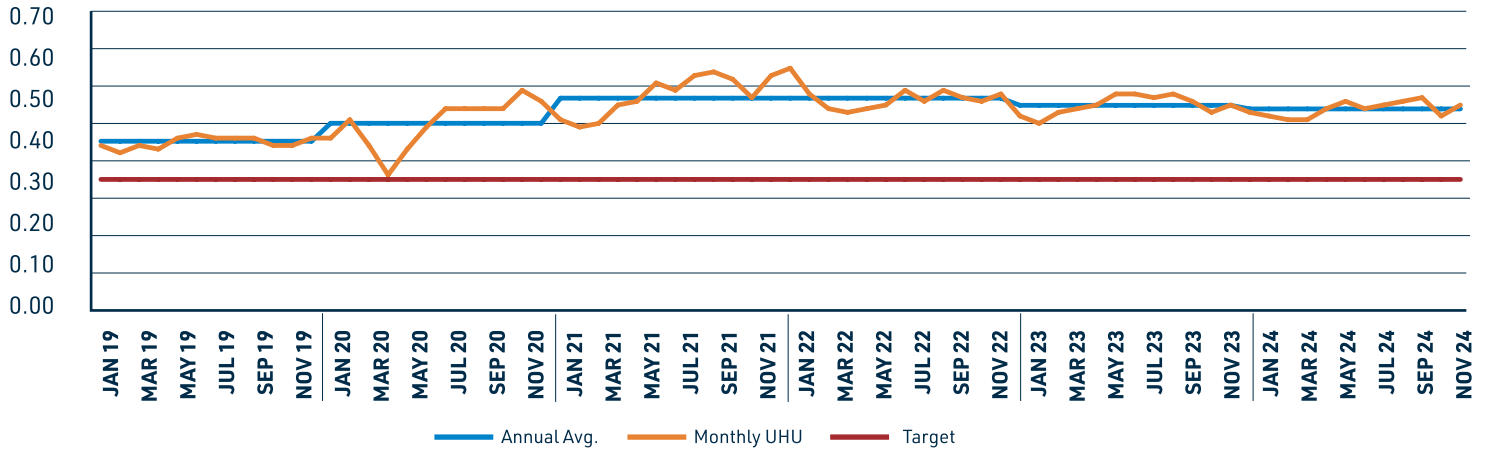
CALL & PATIENT TRENDS BY MONTH



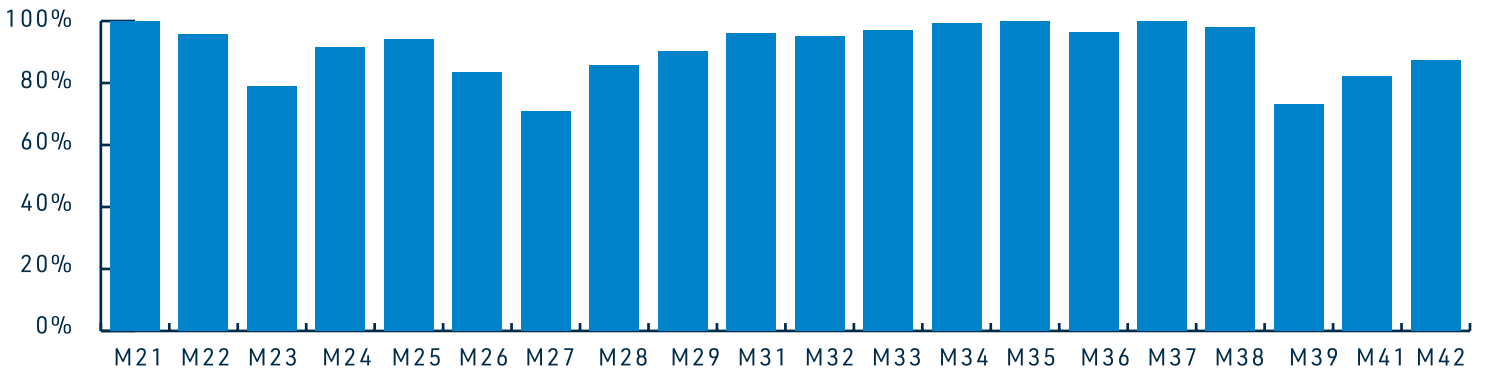
2024 DEMAND VS. SUPPLY CALL VOLUME VS. UNIT HOUR PRODUCTION BY HOUR OF DAY



RESPONSE UNIT HOUR UTILIZATION (UHUR)

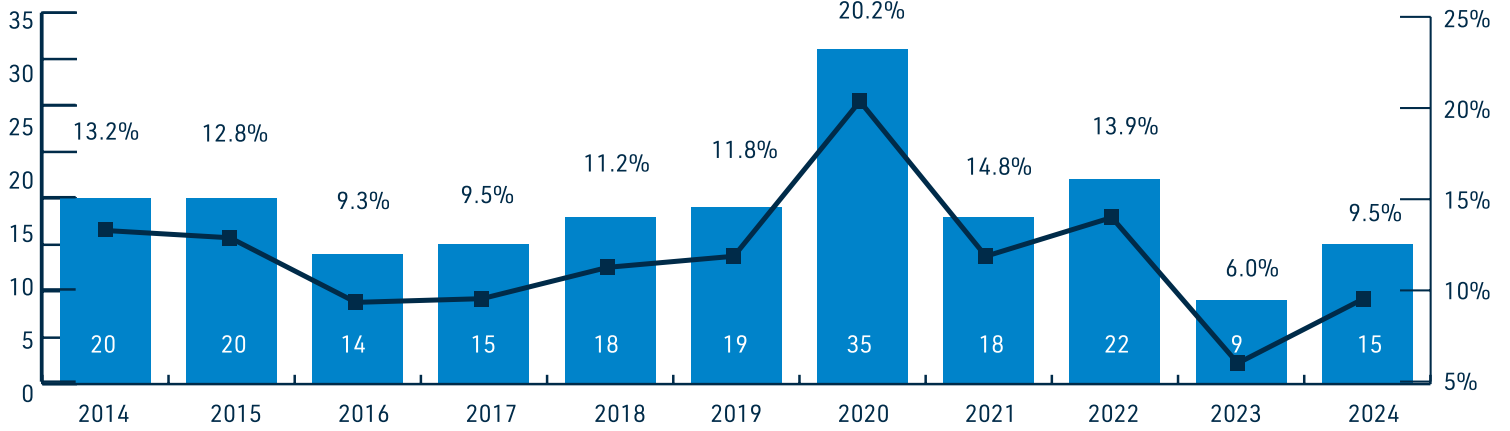


2024 UNIT ON DUTY %



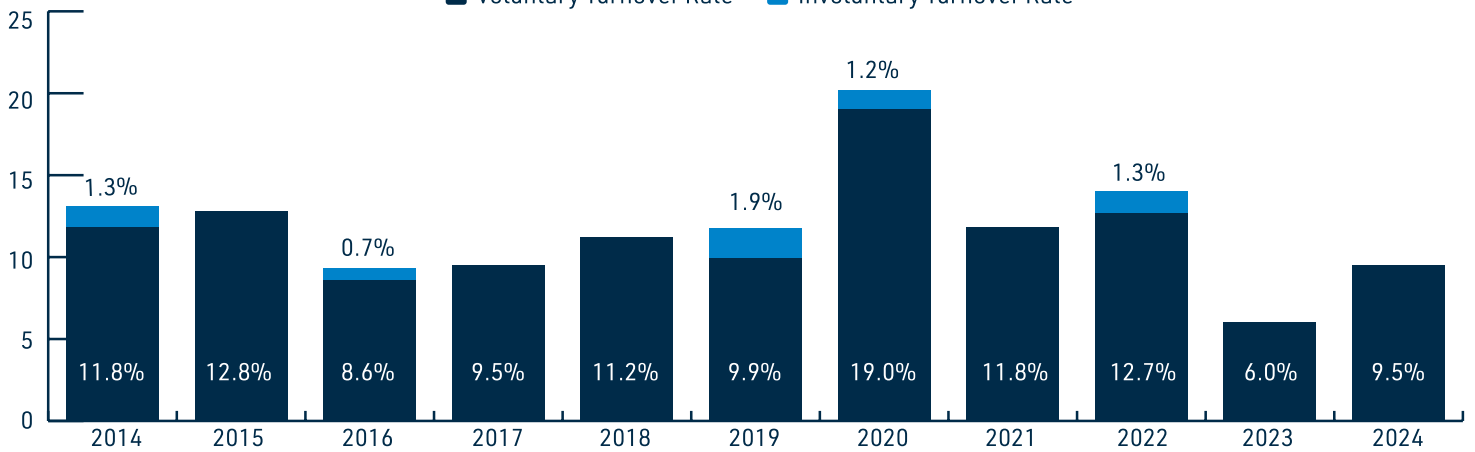
SEPARATIONS BY YEAR

Total Separations Turnover Rate



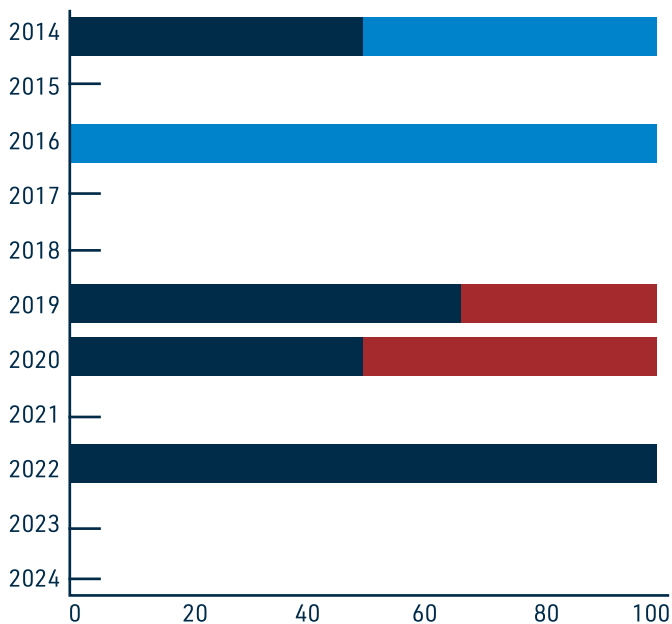
SEPARATIONS BY YEAR

Voluntary Turnover Rate Involuntary Turnover Rate



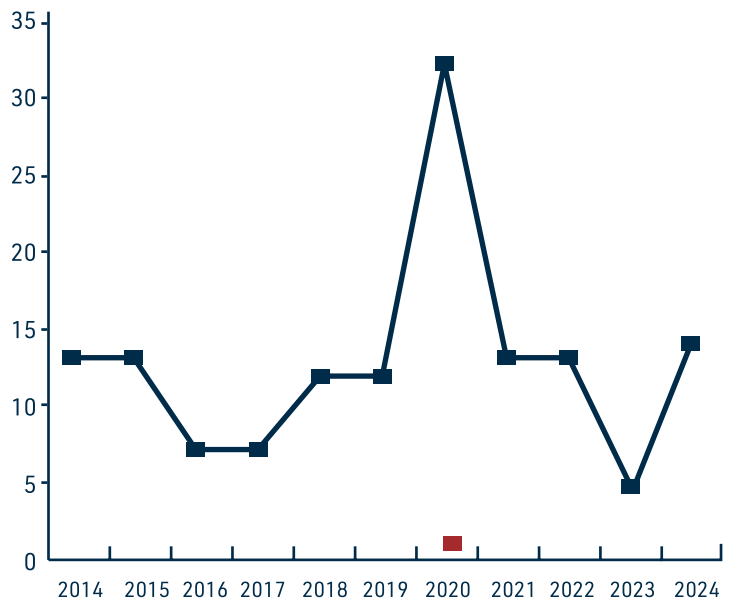
INVOLUNTARY BY YEAR

Discharged Disability Discharged - Ineligible Rehire



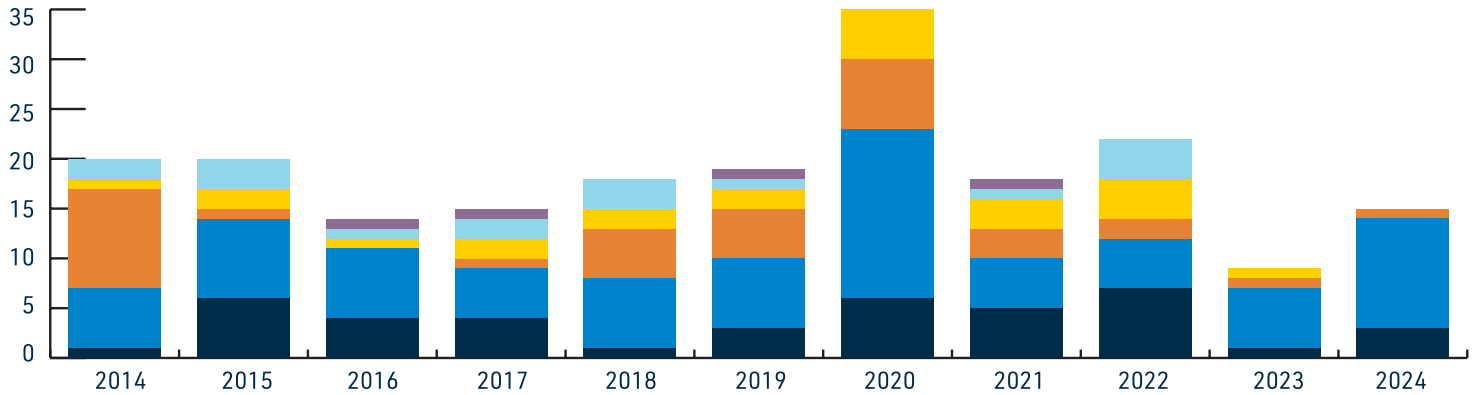
VOLUNTARY BY YEAR

Resigned Resigned - Ineligible Rehire



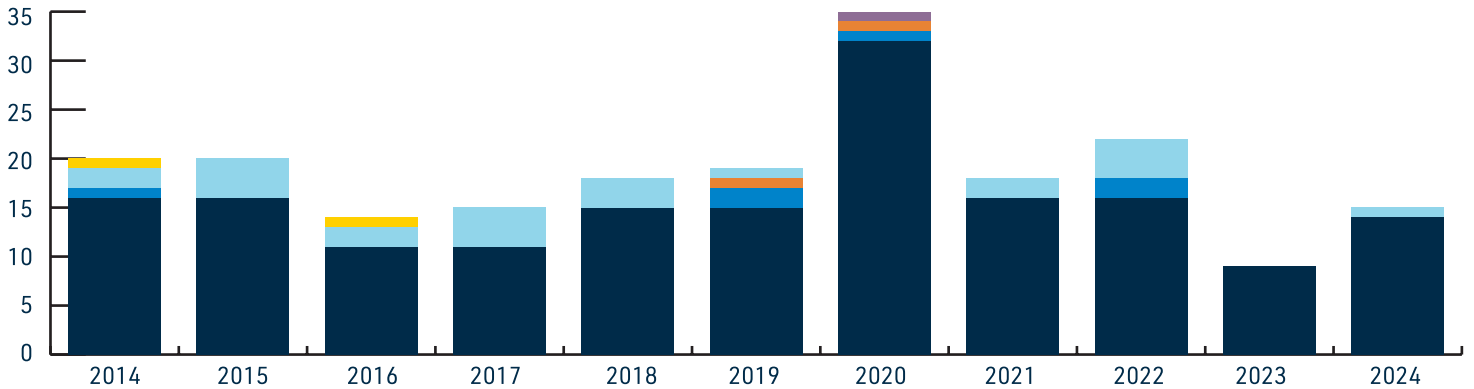
FULL-TIME FIELD STAFF TURNOVER BY TENURE GROUP

Tenure Groups: ■ <1 Year ■ 1-5 Years ■ 5-10 Years ■ 10-20 Years ■ 20-30 Years ■ 30+ Years



FULL-TIME FIELD STAFF TURNOVER BY REASON

Reasons: ■ Resigned ■ Discharged ■ Discharged- Ineligible Rehire ■ Retirement ■ Disability ■ Resigned - Ineligible Rehire

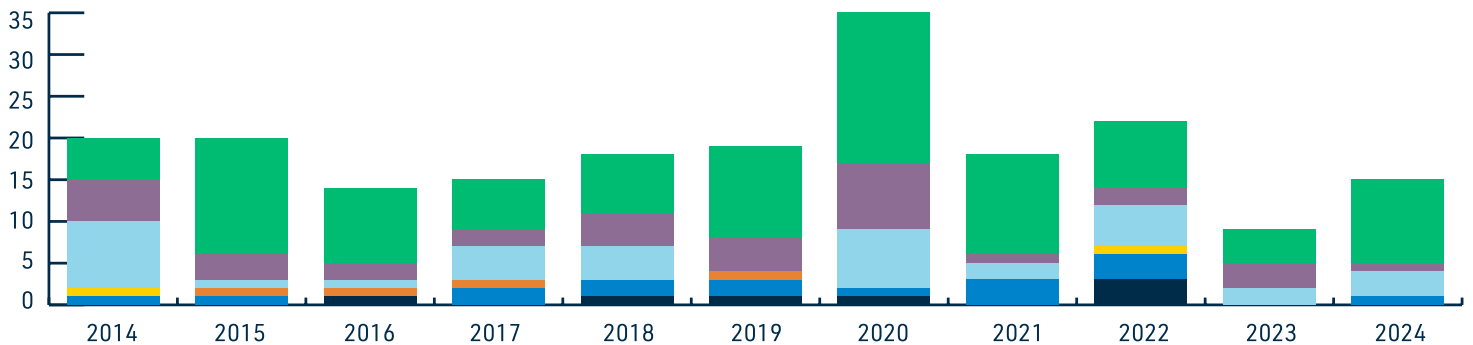


SCEMS produced **91.2%** of scheduled unit hours in 2024 vs 91.8% in 2023.

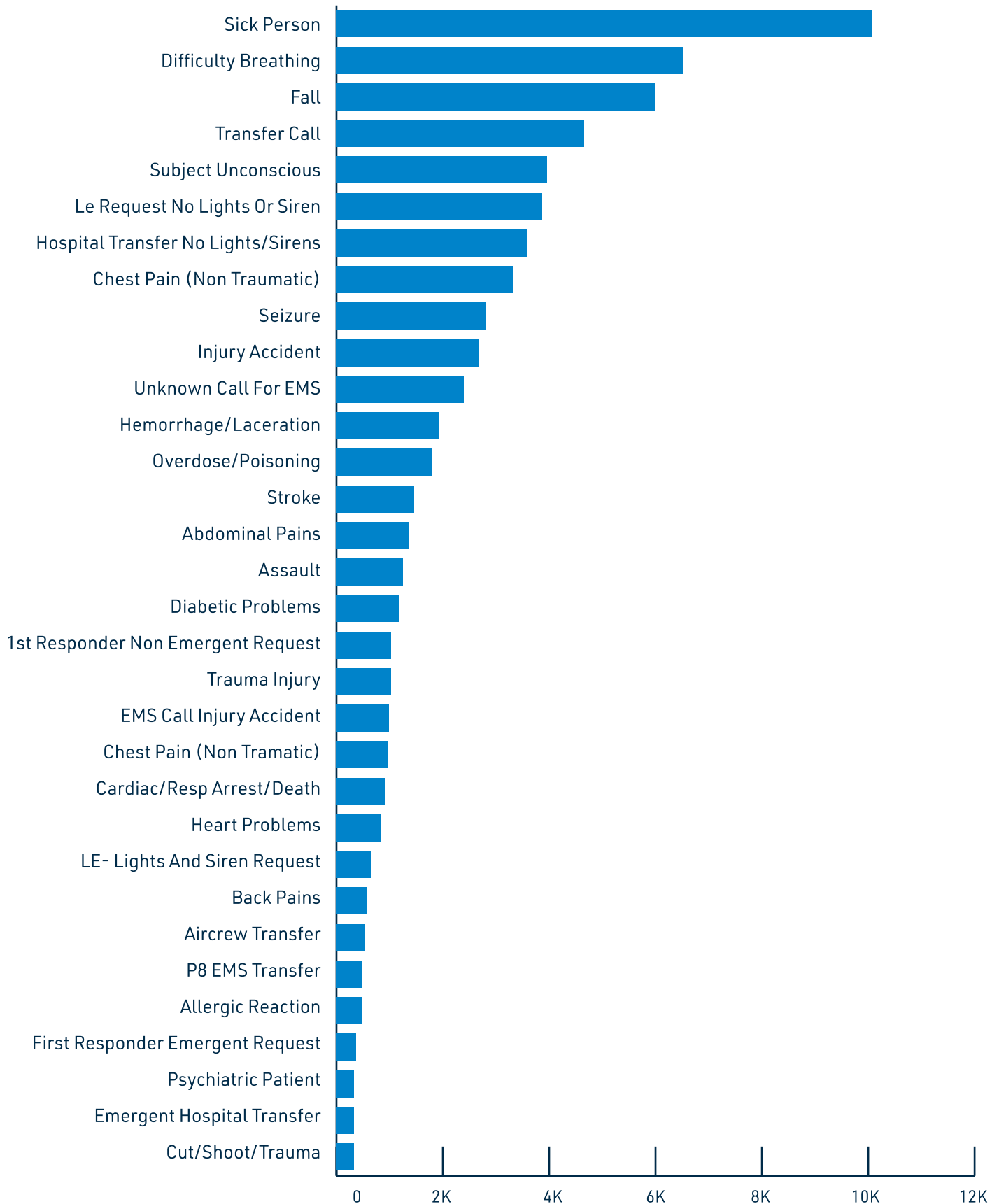


FULL-TIME FIELD STAFF TURNOVER BY POSITION

Positions: ■ Advanced EMT ■ Captain ■ District Chief ■ Division Chief ■ EMT ■ Lieutenant ■ Paramedic



2024 TOP DISPATCH REASON

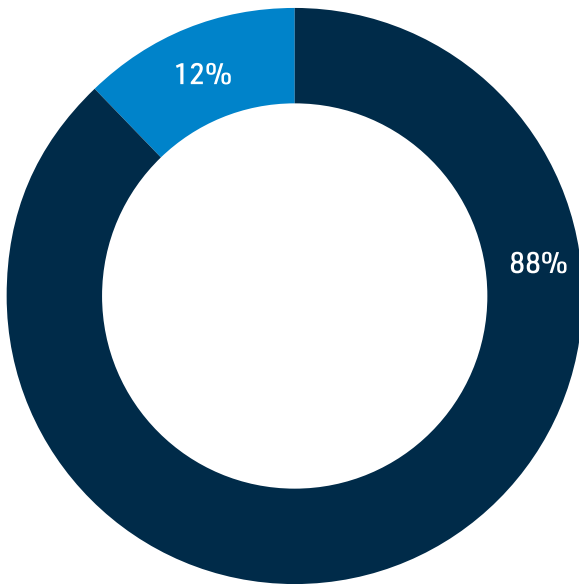


2024 COSTS

Fuel Quantity (Gallons Used)	199,627
Fuel Quantity (Ambulance)	190,335
Fuel Quantity (Support Vehicle)	9,292
Fuel Cost(\$)	\$505,743.68
Fuel Cost(\$) (Ambulance)	\$485,862.11
Fuel Cost(\$) (Support Vehicle)	\$19,881.57

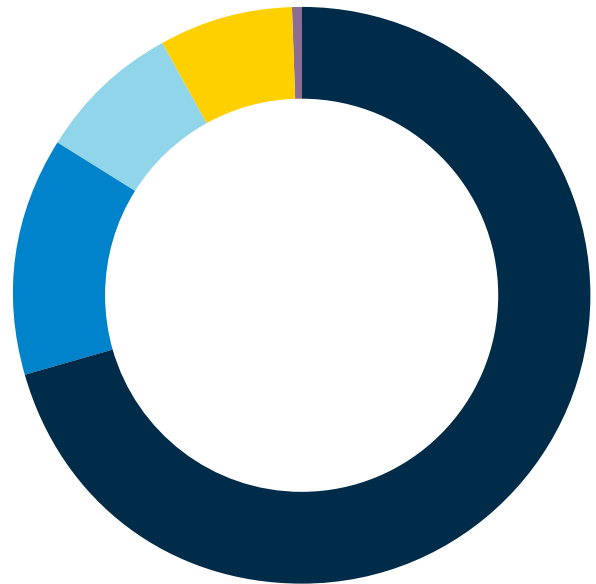
Cost per Gallon	\$2.53
Cost per Mile	\$0.44
Miles per Gallon	5.7
Miles Driven (Ambulance)	1,059,353
Miles Driven (Support Vehicle)	82,386

2024 TOTAL REVENUE BREAKDOWN



 Charges for Services	\$21,562,876
 Tax Revenues	\$2,968,203
TOTAL:	\$24,531,079.00

2024 EXPENDITURE BREAKDOWN



 Personnel	\$17,367,172
 Contractuals	\$3,268,925
 Commodities	\$1,966,568
 Capital Projects	\$1,838,995
 Interfund Transfers	\$88,419
TOTAL:	\$24,531,079.00

2024 BIKE TEAM EVENTS

TOUR DE WICHITA

4.28.2024

Est. 500 citizens

Benefit for Diabetes

- Downtown walk
- Urban bike ride
- After party

Staffed

- 3 Bike Teams
- Medical Branch

No patients



PRAIRIE FIRE HALF MARATHON

5.5.2024

Half Marathon
(7000 runners)

- 13th and McClean to Douglas and Edgemoor

Staffed

- 2 Bike Teams
- 2 UTV Team (single provider)
- Medical Branch

No patients



OPEN STREETS NOMAR

5.5.2024

Closed 21st Street from Broadway to Hood

Est. 6,000 in attendance

Staffed

- 2 Bike Team
- 2 UTV team (single provider)
- Medical Branch

1 Yellow Refusal



RIVERFEST

5.31.24 - 6.8.24

Unified command established with WPD

Staffed

- 4 Bike Teams
- 2 UTV Teams
- Medical Branch

5.31.24

- 2 Green Refusals
- 1 Yellow Transport
- 1 assist a citizen summoned by LE

6.1.24

- 1 Mitigated
- 3 Green Refusals AMA
- 2 Yellow Refusals AMA
- 3 Yellow Transports
- 1 Green transport

6.2.24

No Patients

6.3.24

- 1 Triage Green
- 1 Green Transport

6.4.24

- 2 Mitigated
- 1 request for EMS while sheltering in Century II during the storm.

6.5.24

- 1 Yellow Transport
- 3 Green Refusals AMA
- 4 Mitigated

6.6.24

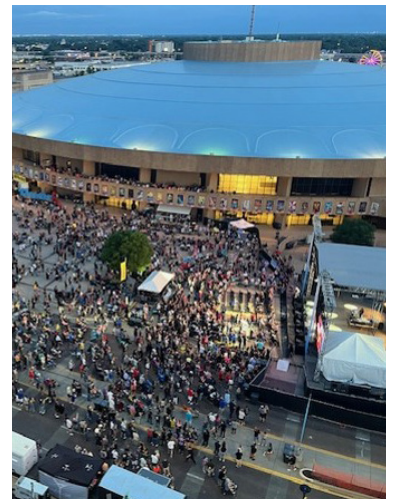
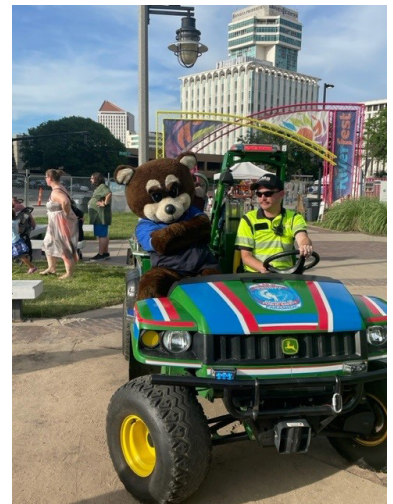
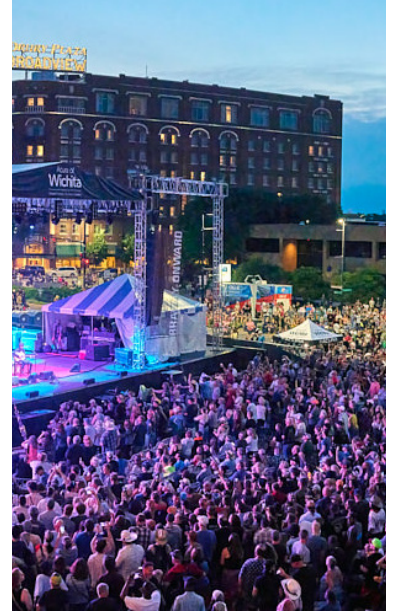
- 1 Green Refusal AMA
- 3 Mitigated

6.7.24

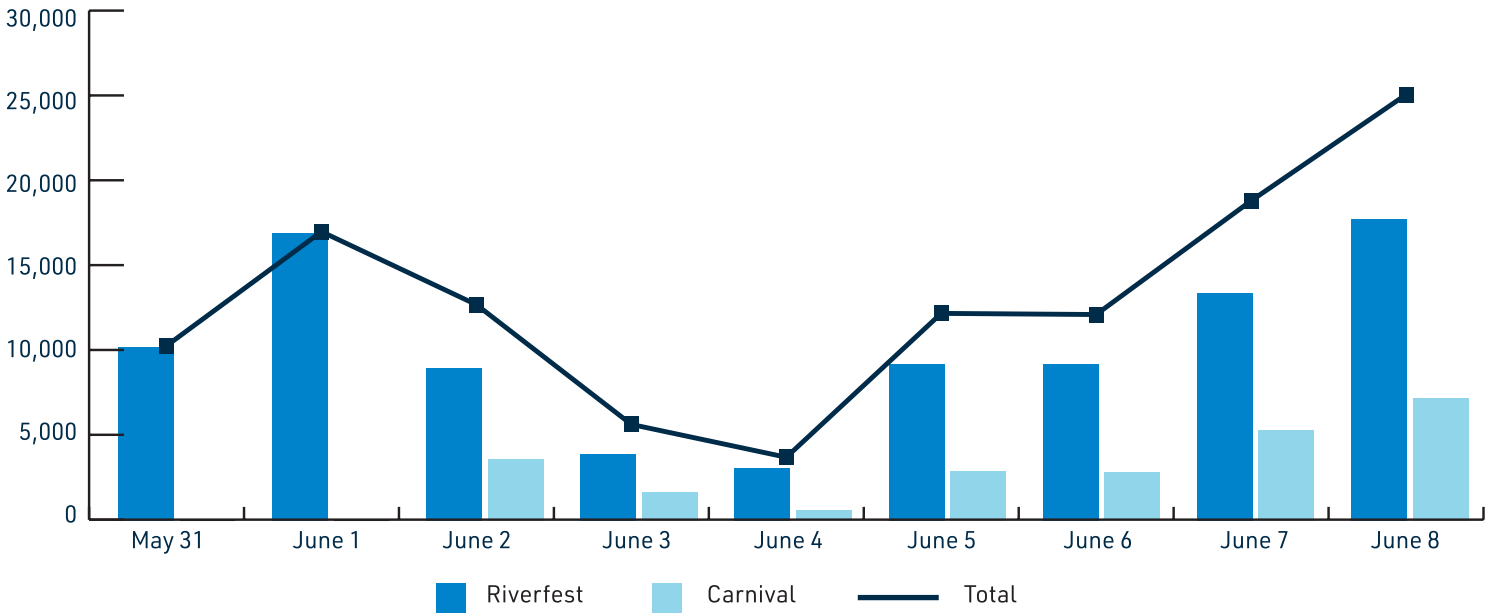
- 3 Mitigated

6.8.24

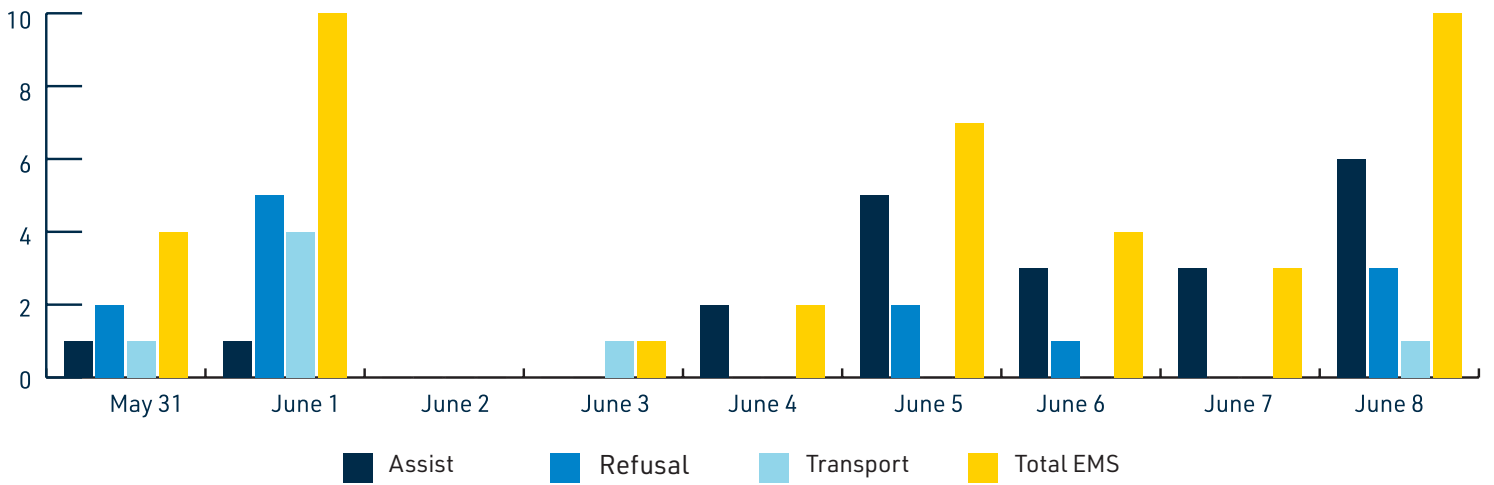
- 6 Assists
- 3 Green Refusals AMA
- 1 Yellow Transport



RIVERFEST ATTENDANCE



RIVERFEST CALL VOLUME



RIVERRUN

6.1.24

5K, 10K or fun run

- 900 runners in 5K and 10K
- Est. 1000 spectators

2 Bike Teams

No patients



AUTOMOBILIA MOONLIGHT CAR SHOW

8.3.2024

Staffed

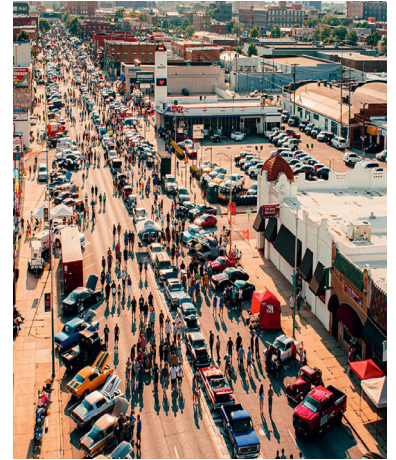
- 1 Bike Team
- 1 UTV Team

2 Patients

- 1 Transport

Complicating factors

- Crowd was too dense for even bikes to make their way through



ELSEWHERE FESTIVAL

6.21.24 - 6.22.24

Music Concert at 5 venues in downtown Wichita

Anticipated 50,000 people in attendance

6.21.24 Staffed

- Medical Branch
- 1 Bike Team
- 2 UTV

6.22.24 Staffed

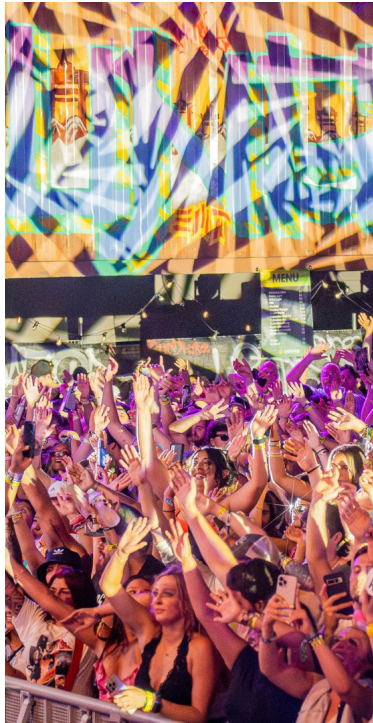
- Medical Branch
- 1 Bike Team
- 2 UTV Teams

6.21.24

- 2 Refusals
- 2 Transports

6.22.24

- No Patients



AIRSHOW

8.24.24 - 8.25.24

Hosted by McConnell Air Force Base

Staffed with DMSU and Bike Team

8.24.24 - 17 Patients

- 2 Red
- 13 Yellow
- 2 Green
- 15 Transported
- 2 Refusals

8.25.24 - Cancelled prior to doors opening due to storm damage

- Standby for crews, no patients



LAW CAMP

6.25.2024-6.27.2024

Hosted by Sheriff's Office

Staffed with DMSU

- 3 providers and an UTV

O.J. Watson Park

6.25.24- 6.27.24

No patients



ZOOBILEE

9.7.24

Benefit for Sedgwick County Zoo

Staffed

- Medical Branch
- 3 Bike Teams
- 1 UTV

3 Patient Refusals

- No Transports



OPEN STREETS DOUGLAS

10.13.2024

4.5 miles of Douglas

Staffed

- Medical Branch
- 3 Bike Teams
- 2 UTV
- No patients seen



COLLEGE HILL

10.31.24

Requested by WPD to assist with trick-or-treating

Exp. 10,000 people

Staffed

- 1 Bike Team

No Patients

- 3 lost juveniles that BT assisted in locating



PRAIRIE FIRE MARATHON

10.13.2024

Marathon loop, 13th and McLean

Staffed

- 4 Bike Teams - Staggered staffing (dropped 2 teams at noon)
- 2 UTV Team (single provider)
- Medical Branch

2 Patient Refusals



TURKEY TROT

11.23.24

Staffed

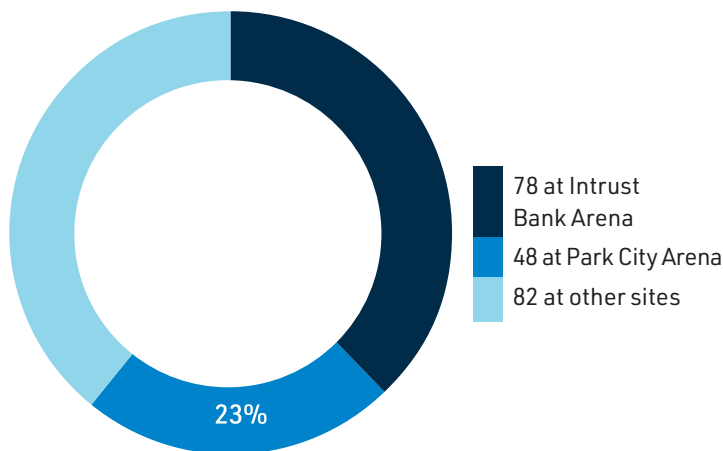
- 3 Bike Teams
- 2 UTV
- Medical Branch

2 Patient Refusals

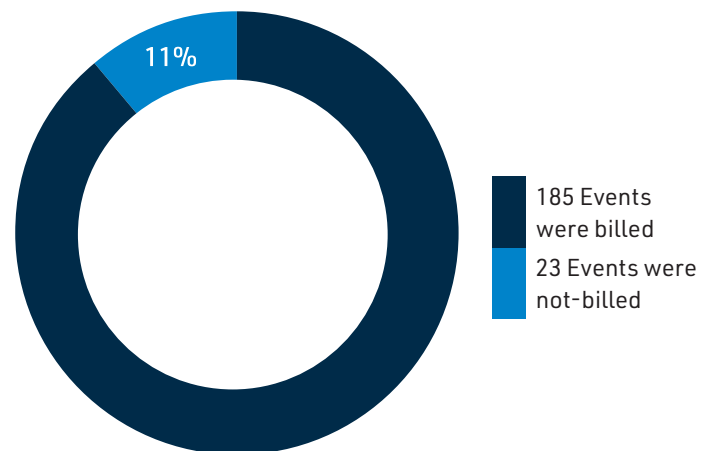


2024 STAND-BY EVENTS

208 STANDBY EVENTS FOR 2024

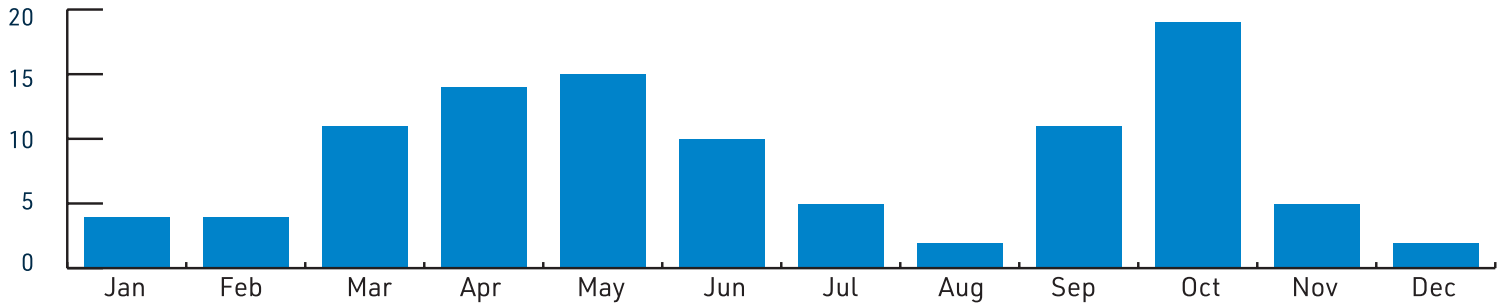


185 BILLABLE EVENTS IN 2024



2024 PUBLIC RELATIONS EVENTS

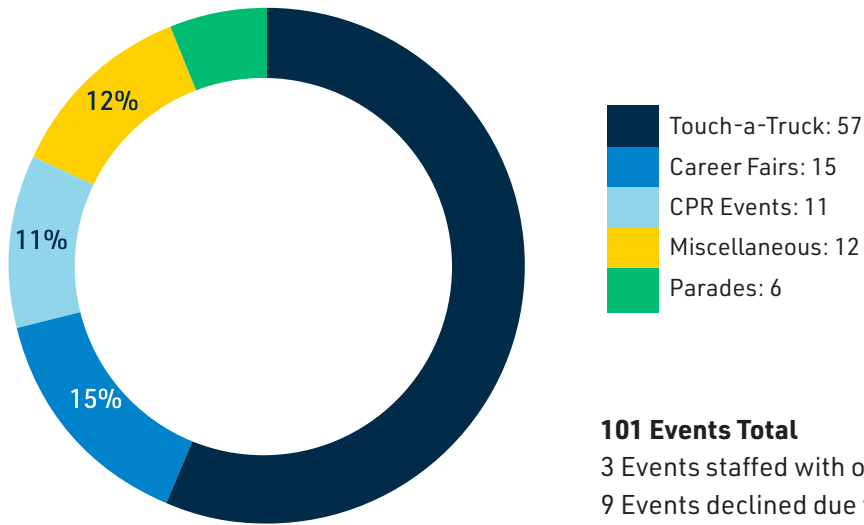
PUBLIC RELATIONS EVENTS PER MONTH



SCEMS was present at **101 events in 2024**, compared to 126 in 2023.



PUBLIC RELATIONS EVENT TYPES

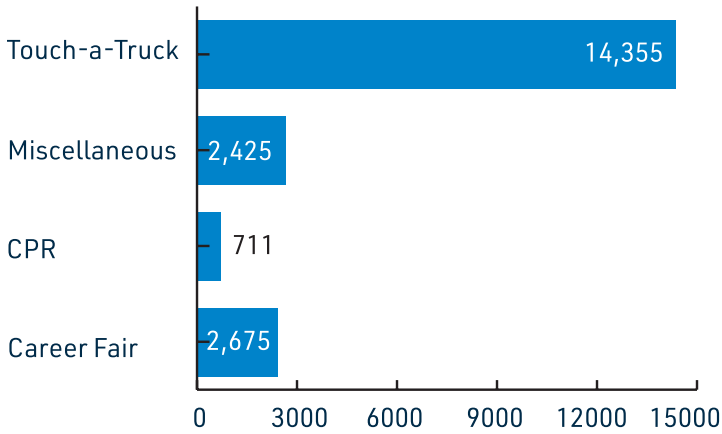


101 Events Total

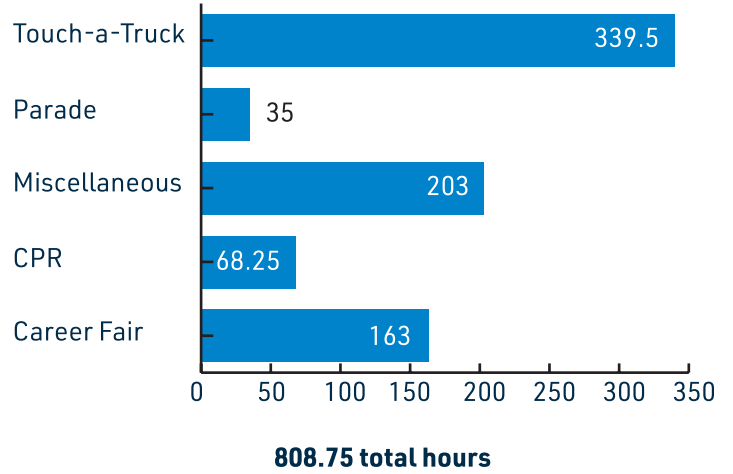
3 Events staffed with on duty units

9 Events declined due to lack of notice or staffing

ESTIMATED ATTENDANCE BY EVENT



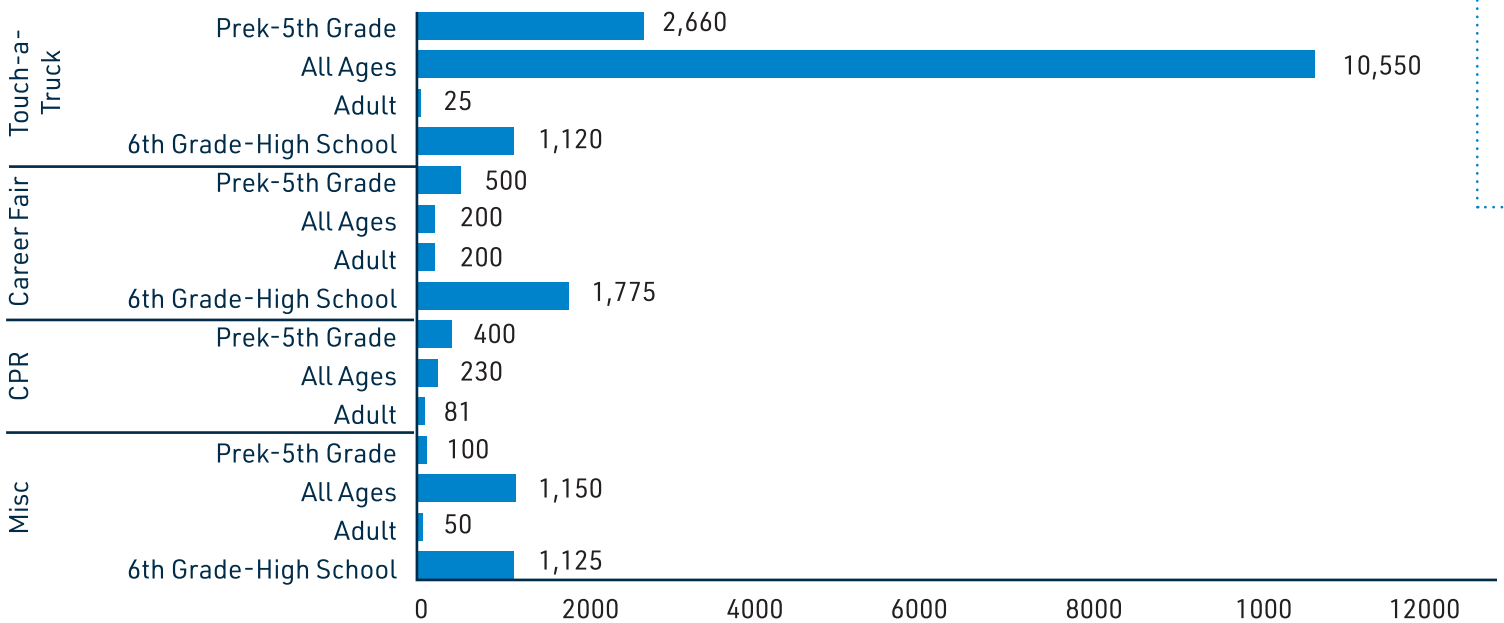
EMPLOYEE HOURS BY EVENT



Over 20,166 people were estimated to attend these events in 2024.



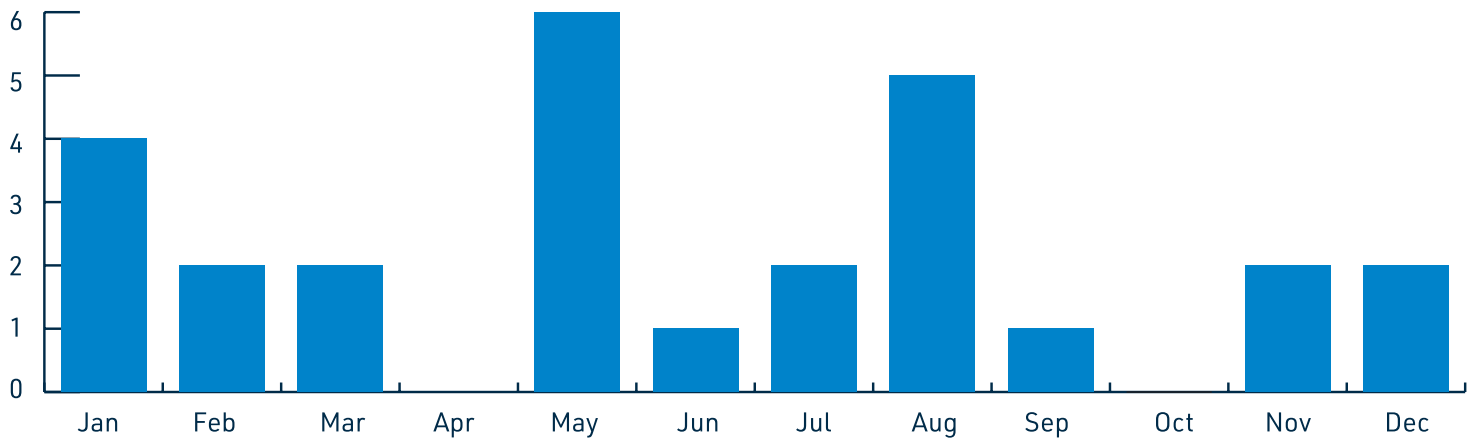
ATTENDANCE BY AGE GROUP AND EVENT TYPE



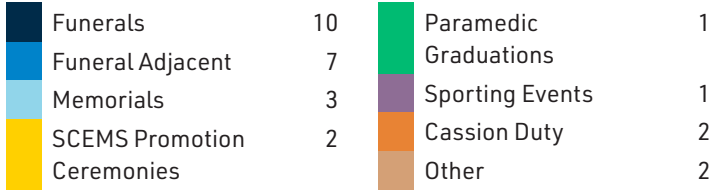
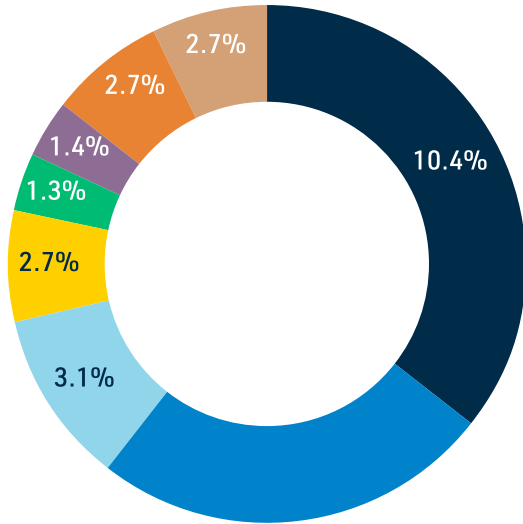


2024 HONOR GUARD EVENTS

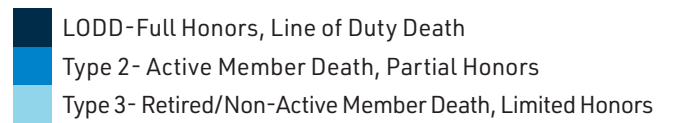
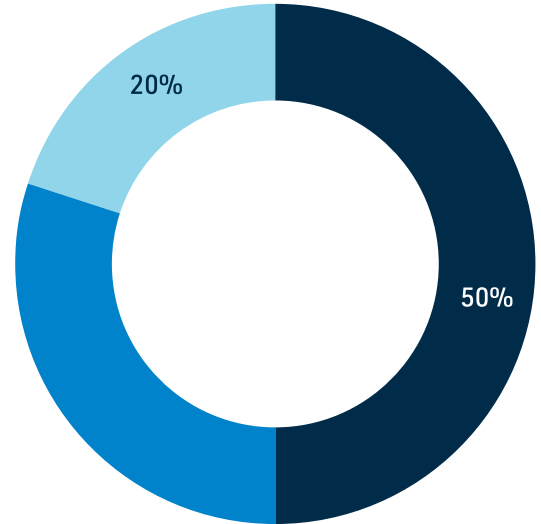
HONOR GUARD EVENTS PER MONTH



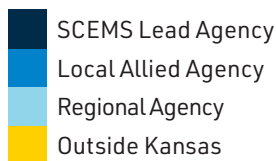
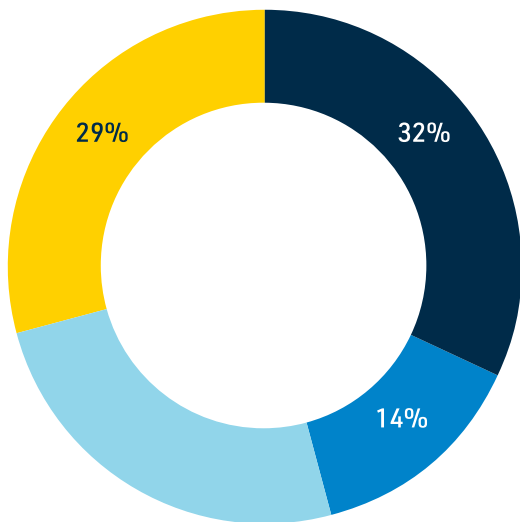
EVENT BREAKDOWN



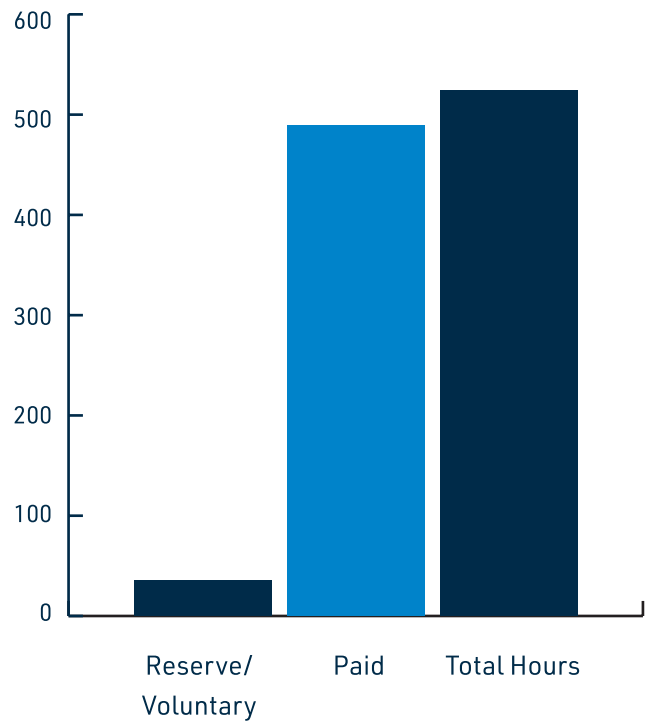
FIRST RESPONDER DEATHS



COORDINATION WITH ALLIED AGENCIES



HONOR GUARD STAFFING HOURS



2024 AMBULANCE RIDERS

EMT		CITIZEN RIDERS	
191 Students		74 Riders	
Butler	52	<i>Reasons</i>	
Cowley	5	School Project	9
Hutch	81	Family/Friends	21
Wichita State University (WSU)- Tech	53	Dispatchers	3
<i>Shifts</i>		Wichita Leadership Board of Trustees	5
Day Shift	75	TOTAL BREAKDOWN	
Mid	38	Riders	390
Night	78	EMT	191
PARAMEDIC/AEMT		AEMT	3
25 Students		Paramedic	22
22 Paramedic Students		Allied Health Professionals	100
Hutchinson Community College	6	Citizen Riders	74
<i>All 6 employed by SCEMS</i>			
Cowley Community College	16		
<i>7 employed by SCEMS</i>			
PHYSICIAN/ RN/ HOSPITAL RIDERS			
100 Riders			
Via Christi Residency	54		
Kansas College of Osteopathic Medicine	21		
Wesley Staff	5		
WSU - PA Program	3		
WSU- Bio-Medical Program	16		
<i>Shifts</i>			
Day Shift	65		
Mid Shift	19		
Night Shift	16		

