

Whatcom Medic One Data Overview

Source: Whatcom Medic One/City of Bellingham 2010 Adopted Budget

Emergency Medical Services (Countywide) Inputs	2006 Actual	2007 Actual	2008 Actual	2009 Budget	2010 Budget
Total Group Expenditures	\$ 6.458	\$ 7.024	\$ 6.792	\$ 7.876	\$ 7.875

Emergency Medical Services Group Workload	2006 Actual	2007 Actual	2008 Actual	2009 Actual
Medic One Service Population (all Whatcom County)	184,300	188,300	191,000	199,300
Total EMS Incidents within City limits	4,819	6,754	6,764	7,399
Total Whatcom Medic One Incidents, county wide	11,085	10,221	10,063	9,100

Emergency Medical Services Effectiveness	2006 Actual	2007 Actual	2008 Actual	2009 Actual	Benchmark or Target
Turnout time - % of instances where time from alarm receipt until medic unit wheels roll to an ALS incident is within one minute	40%	22%	52%	57%	90%
Travel response - % of time arrival at ALS incident within City limits is within 8 minutes from leaving the station	89%	89%	88%	86%	90%
AVERAGE Travel response time for arrival at ALS incident outside City limits - minutes	12:48 min	13:22 min	13:34 min	13:29 min	n/a
EMS PATIENT SURVEY RESPONSES - A survey form is given to all users of Whatcom Medic One. Responses to selected questions are shown in this table.					
% of respondents rating paramedic professionalism as Superior (3, scale of 0-3)	90%	90%	89%	90%	increase
% of Respondents rating how well patient's needs were met as Superior (3, scale of 0-3)	88%	86%	87%	89%	increase
% of Respondents that, if it were a choice, would choose (Y/N) Whatcom Medic One again for Emergency Medical services	93%	95%	96%	92%	increase

Whatcom Medic One Data Overview

Source: *Whatcom Medic One/City of Bellingham 2010 Adopted Budget*

Survey Results	2004 Actual	2006 Actual	2008* Actual	Benchmark or Target
<i>Residents surveyed that rate the job the City is doing as good or excellent in...</i>				
Providing Medic One emergency medical services	78%	80%	75%	Increase

*The City of Bellingham conducts a biennial service priorities and customer satisfaction survey. In 2004 and 2006, the survey was limited to registered voters in Bellingham. In 2008, the survey population included residents of Bellingham without requiring that they be registered to vote. Complete survey results can be found at www.cob.org/government/public/opinion/index.aspx.