



**IG REF: 30323-24**

Call Demand, Conveyances and Response Time Figures For  
Fermanagh January - August 2024

Month	Number of Calls Received	Number of Conveyances	Average Response Time				Number of Instances where Response Targets were exceeded			
			Category 1	Category 2	Category 3	Category 4	Category 1	Category 2	Category 3	Category 4
January	781	409	0:13:44	0:44:42	1:34:11	0:00:00	25	199	36	0
February	688	385	0:10:24	0:42:35	1:04:38	0:00:00	16	167	18	0
March	720	385	0:11:02	0:36:30	0:52:02	0:00:00	19	170	14	0
April	707	431	0:12:06	0:34:13	0:58:41	0:00:00	20	171	18	0
May	727	393	0:08:36	0:29:16	0:54:17	0:00:00	12	159	18	0
June	778	421	0:14:33	0:38:12	0:59:15	1:08:33	27	188	20	0
July	777	399	0:13:51	0:37:09	1:08:36	0:00:00	15	196	23	0
August	789	415	0:14:59	0:40:57	1:14:51	0:00:00	19	182	18	0
<b>Grand Total</b>	<b>5967</b>	<b>3238</b>	<b>0:12:30</b>	<b>0:37:56</b>	<b>1:05:41</b>	<b>1:08:33</b>	<b>153</b>	<b>1432</b>	<b>165</b>	<b>0</b>

Out of Performance Reasons for Delays
DISTANCE TO INCIDENT - RES
INCORRECT LOCATION GIVEN
MOBILE DATA FAILURE
NEAREST AMBULANCE COMMITTED
NEAREST CREW ON COMPENSATORY REST
NIAS LATE FINISH PROTOCOL APPLIED - ALLOC
NO VEHICLE AT NEAREST D.P. - ACTIVATION
RE-PRIORITISED AMPDS CALL
REST PERIOD AGREEMENT APPLIED
RRV ASSESSING PATIENT - CONVEYING
SLOW TURN OUT BY CREW - RES
STAFF SHORTAGE AT NEAREST D.P - RES
VOLUME OF WORK - EAC - ACTIVATION
VOLUME OF WORK - OPERATIONS - RES
WAITING FOR VEHICLE TO CLEAR

*\*Please note that the mean response target for Category 1 and 2 incidents is 8 minutes and 18 minutes respectively. Category 3 and 4 incidents do not have a mean response target, rather a 90th Percentile target of 120 and 180 minutes respectively. Category 1 and 2 response times include Interfacility Transfers and Healthcare Professional Calls, whilst Category 3 and 4 do not.*