



911 Response Data for Sumter County
Emergency Response Zone
3/1/2024 – 2/28/2025

Introduction

The information included in this document is EMS data from 911 Responses for the timeframe of March 1, 2024, through February 28, 2025, submitted to the Department for 911 requests in Sumter County.

Table of Contents

Introduction 1
County Information:..... 3
Filters for all data shown..... 3
Total Call Volume 4
Call Demographics 5
Calls by Week 6
Demand Analysis (Calls by Hour of Day and Day of Week) 7
TOTAL..... 7
MAX PER HOUR..... 7
MEAN 8
MEDIAN..... 8
90TH PERCENTILE 9
TRANSPORTS 10
Count by Destination Facility 10
Count by Primary Payment Method (ePayment.01) 11
TIMES 12
Unit En Route to Scene - MAX 13
Unit En Route to Scene - MEAN 13
Unit En Route to Scene - MEDIAN..... 14
Unit En Route to Scene - 90th PERCENTILE..... 14
Scene to Destination – MAX 15
Scene to Destination – MEAN..... 15
Scene to Destination – MEDIAN 16
Scene to Destination - 90th PERCENTILE 16
Time on Task – MAX..... 17
Time on Task – MEAN 17

Time on Task – MEDIAN..... 18

Time on Task - 90th PERCENTILE..... 18

CALL LOCATIONS (ALL 911 Calls for Ground Ambulance)..... 19

HEAT MAP – SUMTER COUNTY..... 19

GEOSPATIAL CLUSTER MAP – SUMTER COUNTY 20

County Information:

- Sumter County, GA
- Population Estimate (US Census Bureau 2023): 28,890
- Area: 482.9 mi²
- County Seat: Americus
- Largest city: Americus
- Cities: Americus, Andersonville, De Soto, Plains
- Hospital(s) present:
 - Phoebe Sumter Medical Center

Filters for all data shown

NOTE: data is from GEMSIS Elite data present in Biospatial as of 4/3/2025 and represents ALL agencies reporting data for Sumter County.

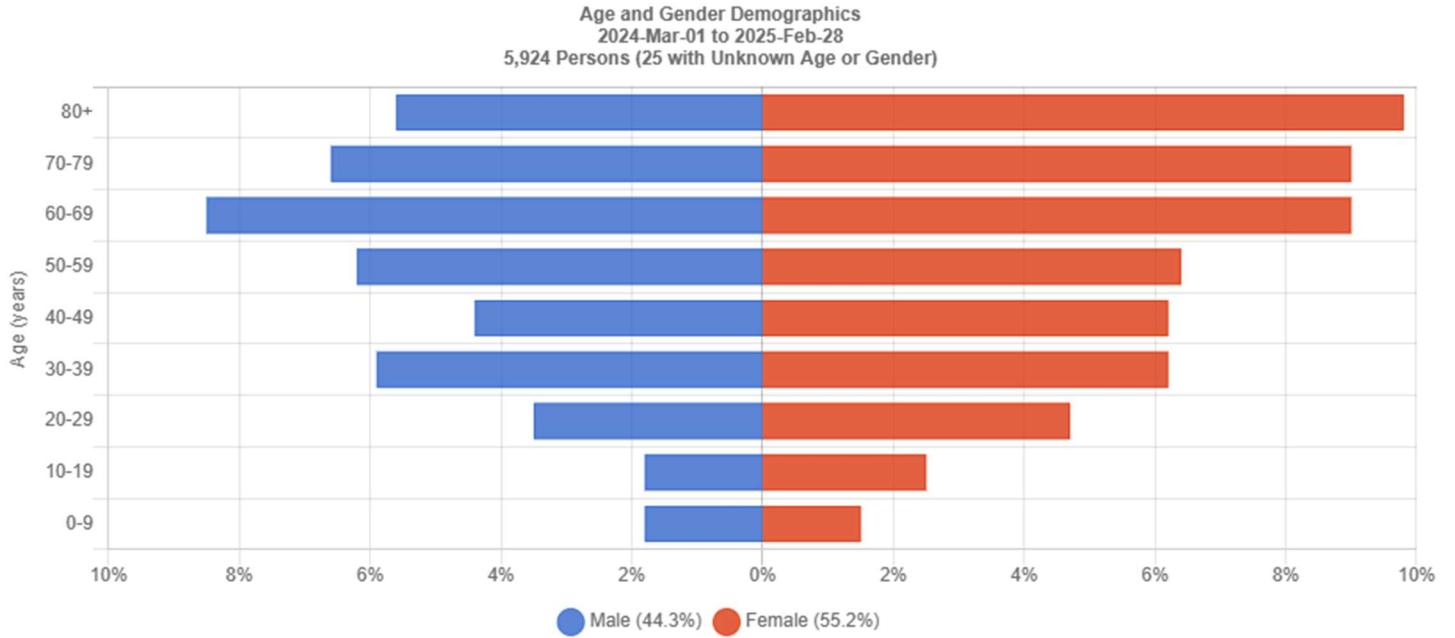
- Date Range: 3/1/2024 – 02/28/2025
- Type of Service Requested: Emergency Response (Primary Response Area, Intercept, Mutual Aid)
- County/State: Sumter County, GA
- Unit Role: Ground Transport and Air Transport-Helicopter

Total Call Volume

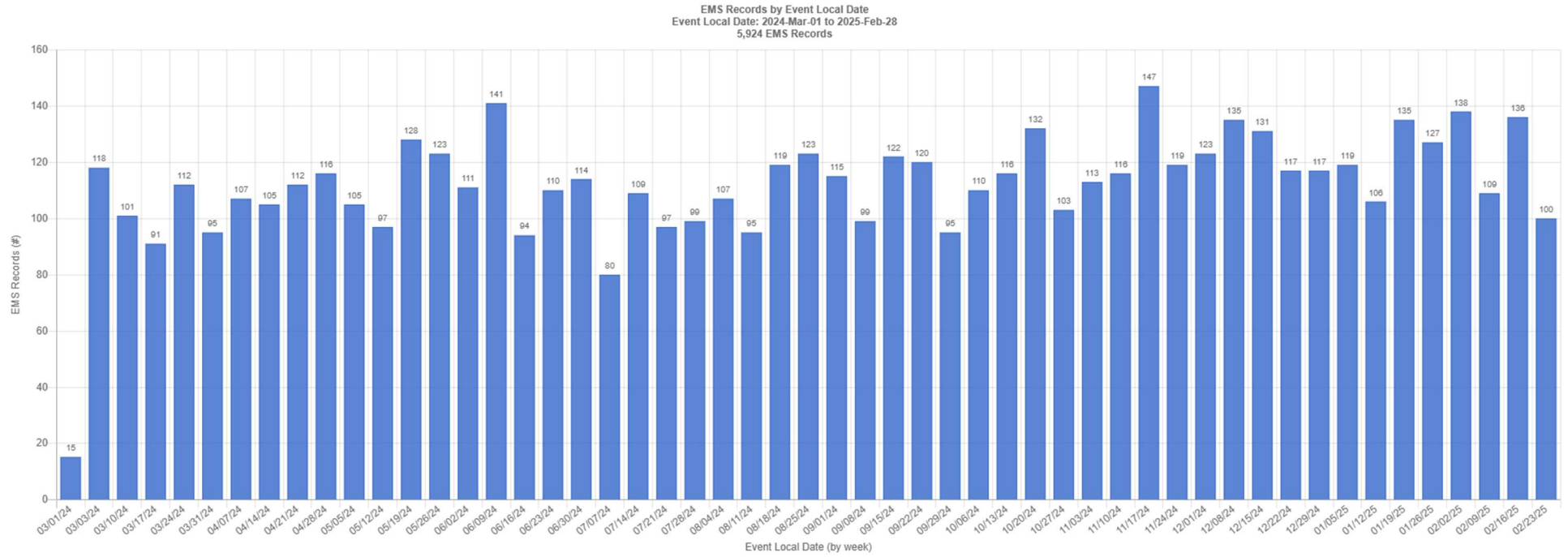
- Call Volume: 5,924
- Breakdown by Incident/Patient Disposition:

INCIDENT/PATIENT DISPOSITION	EMS Records
Treated, Transported by this EMS Unit	5,097
Refused Evaluation/Care, No Transport	401
Treated, Released (AMA)	156
Evaluated, No Treatment/Transport Required	114
Treated, Released (per protocol)	35
Dead at Scene, RA, Transported	26
Treated, Law Enforcement Transport	17
Canceled on Scene (No Patient Contact)	16
Dead at Scene, No RA, No Transport	13
Treated, Private Vehicle Transport	11
Canceled (Prior to Arrival)	9
Treated, Transferred Care to Another EMS Unit	8
Non-Patient Transport	6
Refused Evaluation/Care, Transported	4
Canceled on Scene (No Patient Found)	3
Dead at Scene, No RA, Transported	3
Assist, Public	2
Standby - Support Provided	2
Dead at Scene, RA, No Transport	1
TOTAL	5,924

Call Demographics

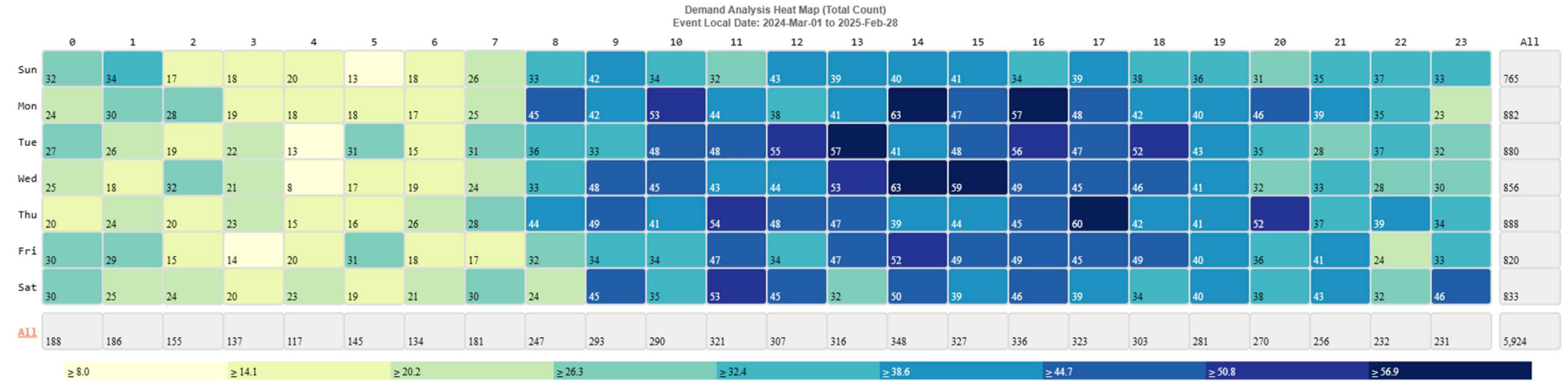


Calls by Week



Demand Analysis (Calls by Hour of Day and Day of Week)

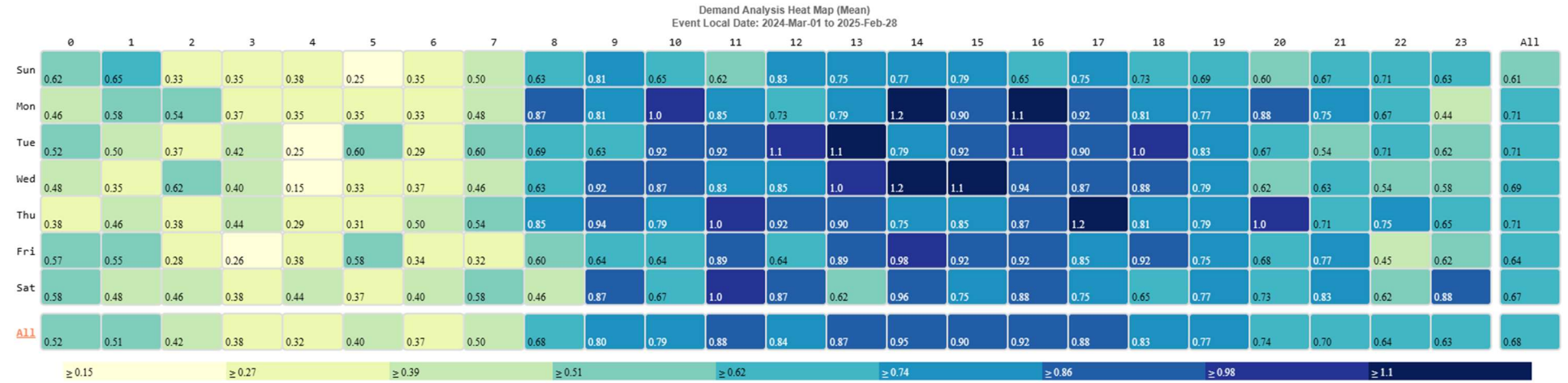
TOTAL



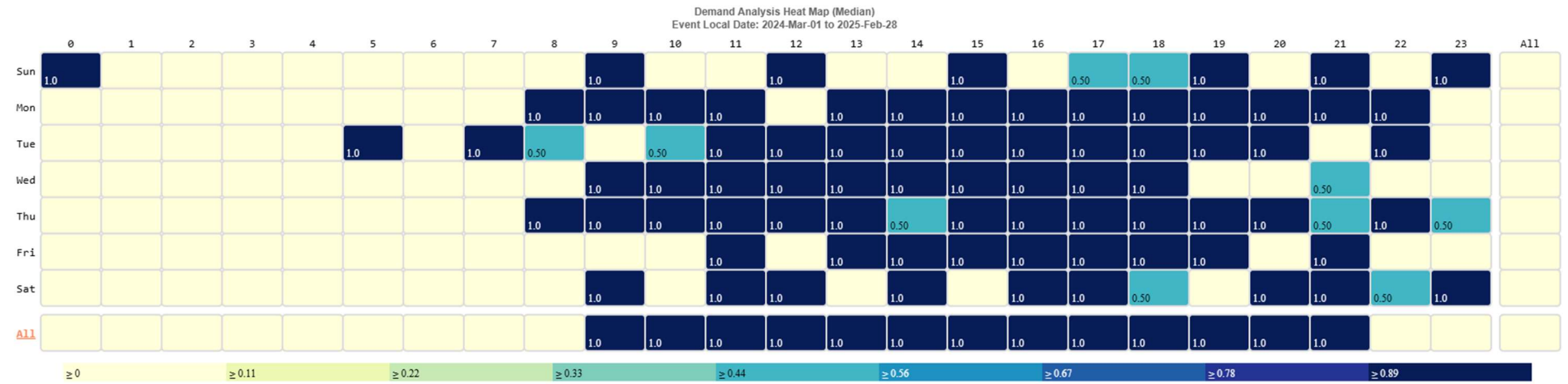
MAX PER HOUR



MEAN

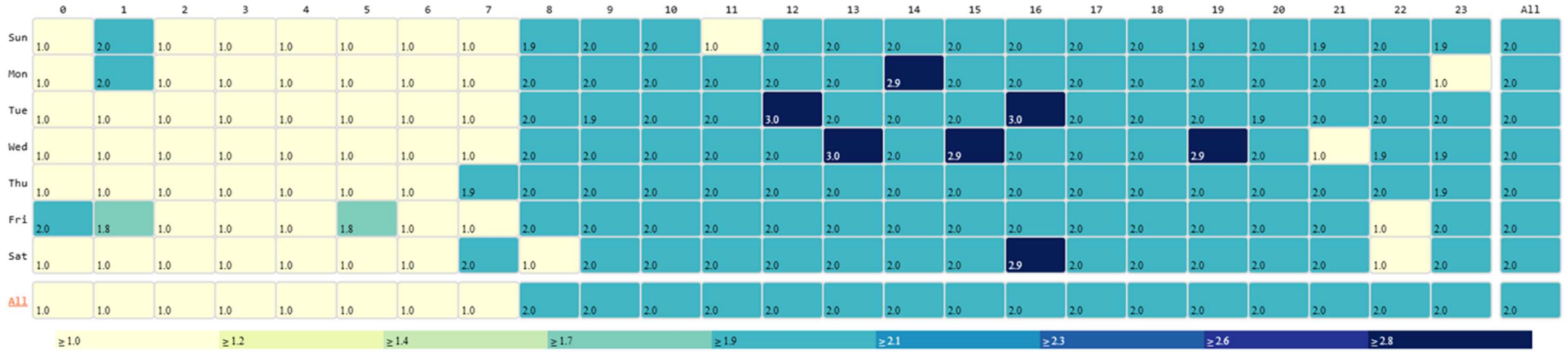


MEDIAN



90TH PERCENTILE

Demand Analysis Heat Map (90th Percentile)
Event Local Date: 2024-Mar-01 to 2025-Feb-28



TRANSPORTS

COUNTS BY DESTINATION FACILITY (Additional Filter for Transports Data)

- Count by Destination Facility Transport Disposition = *Transported by this EMS Unit (this Crew Only), Transported by Another EMS Unit, w/Member of Another EMS Unit*

DESTINATION FACILITY	COUNT
Phoebe Sumter Medical Center (GA)	4,141
Phoebe Putney Memorial Hospital (GA)	410
Atrium Health Navicent (GA)	17
Children's Hospital Navicent Health (GA)	15
Crisp Regional Hospital (GA)	9
Southeast Health Medical Center (AL)	8
St. Francis-Emory Healthcare (GA)	8
Emory University Hospital (GA)	8
Children's Healthcare of Atlanta at Scottish Rite (GA)	7
Emory University Hospital Midtown (GA)	7
Piedmont Columbus Regional Midtown (GA)	6
Archbold Northside Center for Behavioral and Psychiatric Car (GA)	5
Houston Healthcare-Warner Robins (GA)	4
Flint River Community Hospital (GA)	4
Grady Memorial Hospital (GA)	3
Peachford Behavioral Health System of Atlanta (GA)	3
Phoebe Worth Medical Center (GA)	2
Wellstar MCG Health (GA)	2
Ridgeview Institute (GA)	1
Anchor Hospital (GA)	1
SGMC Health (GA)	1
Piedmont Macon Medical Center (GA)	1
Emory Saint Joseph's Hospital (GA)	1
Bradley Center of Saint Francis (GA)	1
Tallahassee Memorial Hospital (FL)	1
Turning Point Hospital (GA)	1
Lakeview Behavioral Health System (GA)	1
Liberty Regional Medical Center (GA)	1
Children's Hospital at Midtown (GA)	1
St. Joseph's Hospital Savannah (GA)	1
Medical Center Barbour (AL)	1
Joseph M. Still Burn Center at Doctors Hospital (GA)	1
Columbus Specialty Hospital (GA)	1
Phoebe North (GA)	1
Evans Memorial Hospital (GA)	1
Riverside Treatment Center at Flint River Hospital (GA)	1
Memorial Health University Medical Center (GA)	1
Ridgeview Institute - Monroe (GA)	1
Greenleaf Center (GA)	1
Tift Regional Medical Center (GA)	1
Children's Egleston Hospital (GA)	1
Taylor Regional Hospital (GA)	1
Not Reported	529
TOTAL	5,212

Count by Primary Payment Method (ePayment.01)

PRIMARY PAYMENT METHOD (ePayment.01)	COUNT
Insurance	4,470
Medicare	318
Self Pay	162
Medicaid	147
No Insurance Identified	38
Contracted Payment	30
Other Government	24
Payment by Facility	13
Other Payment Option	5
Not Billed	1
Not Reported	4
TOTAL	5,212

TIMES

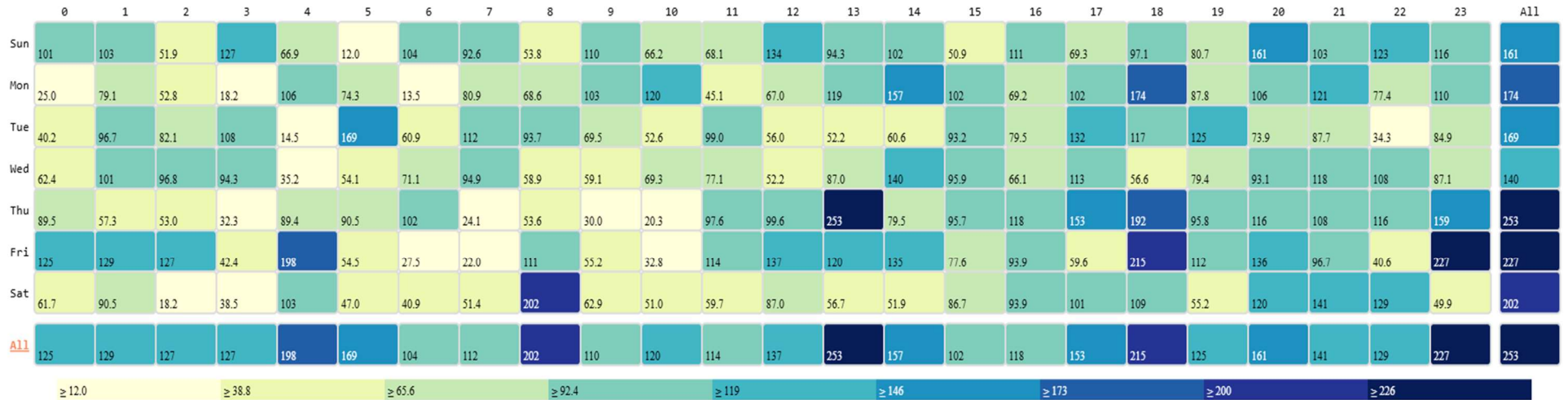
The following pages show the following time intervals as calculated in Biospatial:

- Unit En Route to Scene: is the difference in minutes between the unit en route time (eTimes.05) and the time of unit arrival on scene (eTimes.06).
- Scene to Destination: is the difference in minutes between the time the unit left the scene (eTimes.09) and the time of patient arrival at destination (eTimes.11).
- Time on Task: is the difference in minutes between the unit notified by dispatch time (eTimes.03) and the time of unit back in service (eTimes.13).

NOTE: Time intervals are calculated for ALL calls that include both times used to calculate the interval.

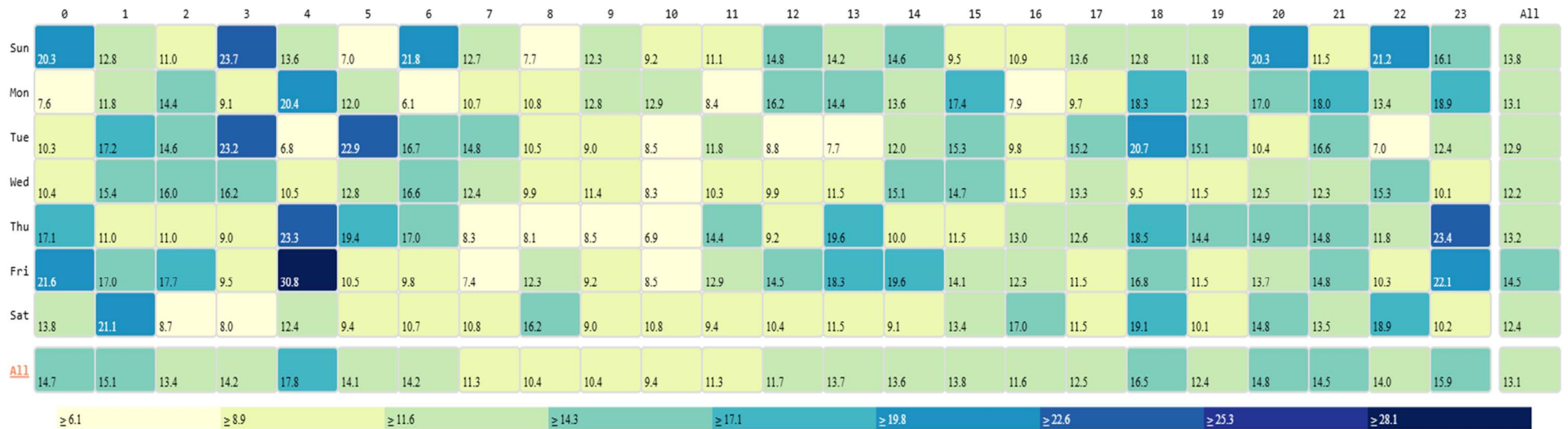
Unit En Route to Scene - MAX

Max Unit En Route to Scene Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
5,882 EMS Records



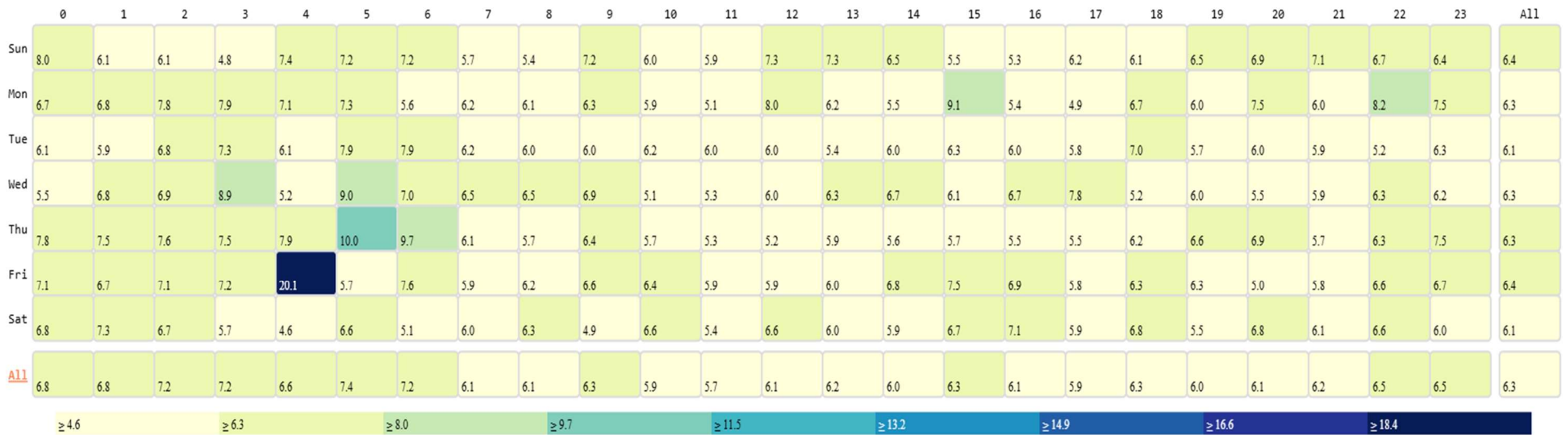
Unit En Route to Scene - MEAN

Mean Unit En Route to Scene Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
5,882 EMS Records



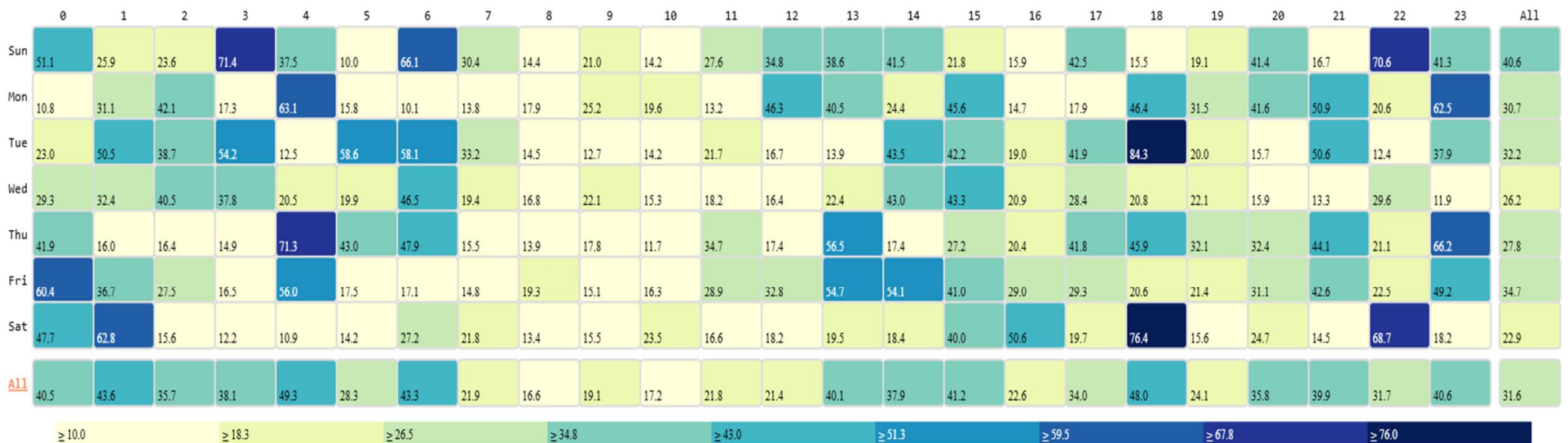
Unit En Route to Scene - MEDIAN

Median Unit En Route to Scene Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
5,882 EMS Records



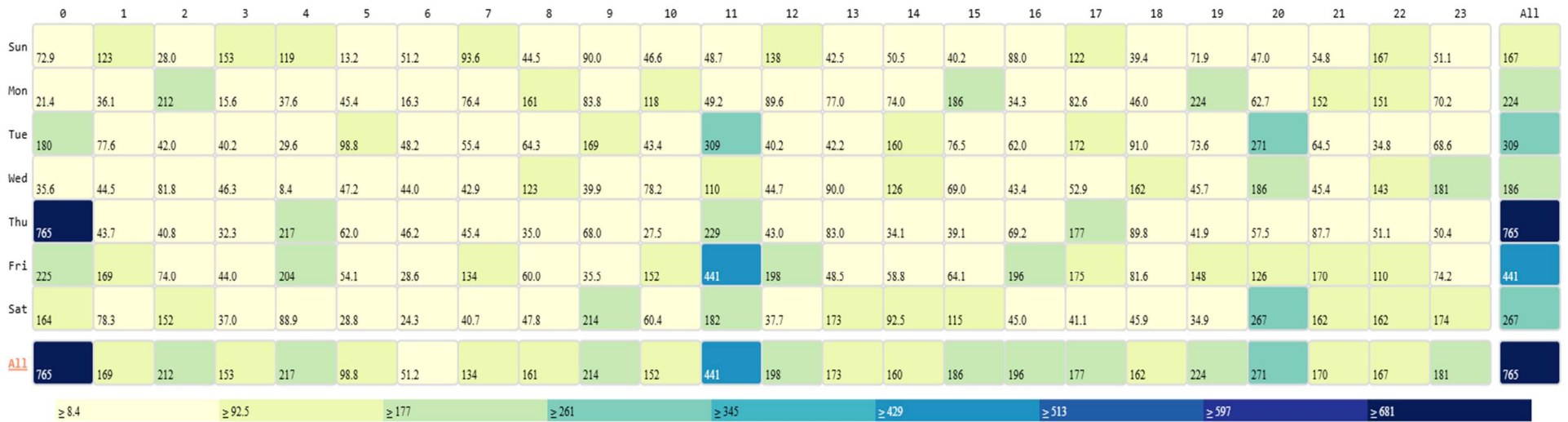
Unit En Route to Scene - 90th PERCENTILE

90th Percentile Unit En Route to Scene Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
5,882 EMS Records



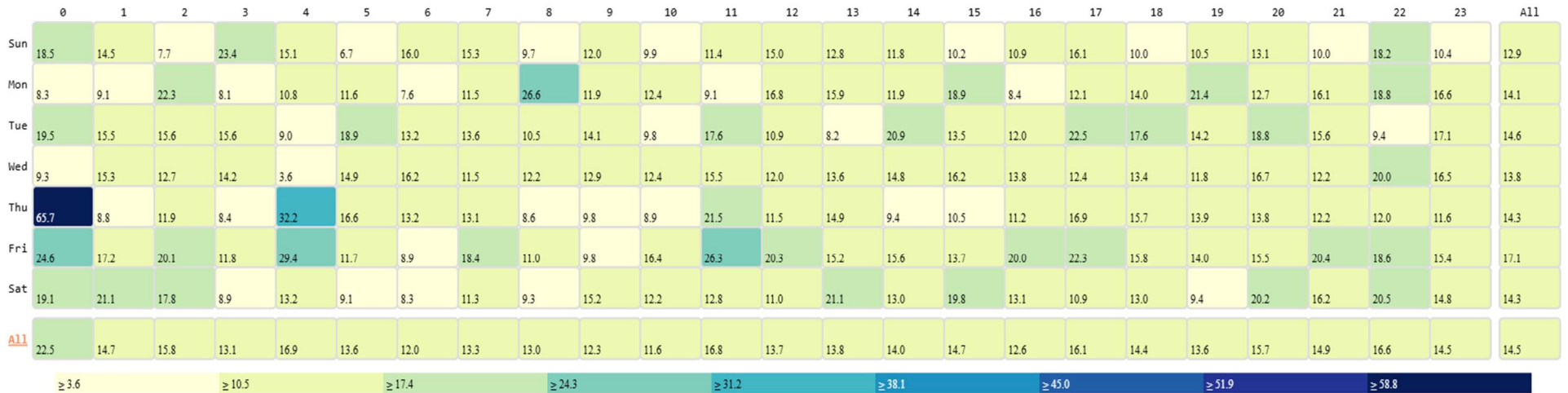
Scene to Destination – MAX

Max Scene to Destination Time (minutes)
 Event Local Date: 2024-Mar-01 to 2025-Feb-28
 4,979 EMS Records



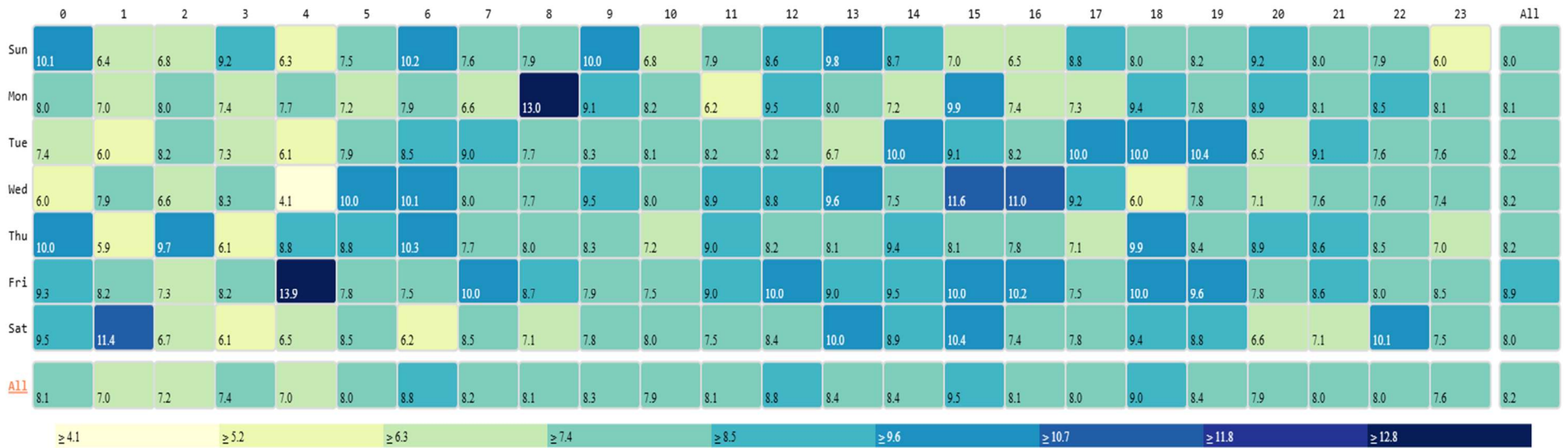
Scene to Destination – MEAN

Mean Scene to Destination Time (minutes)
 Event Local Date: 2024-Mar-01 to 2025-Feb-28
 4,979 EMS Records



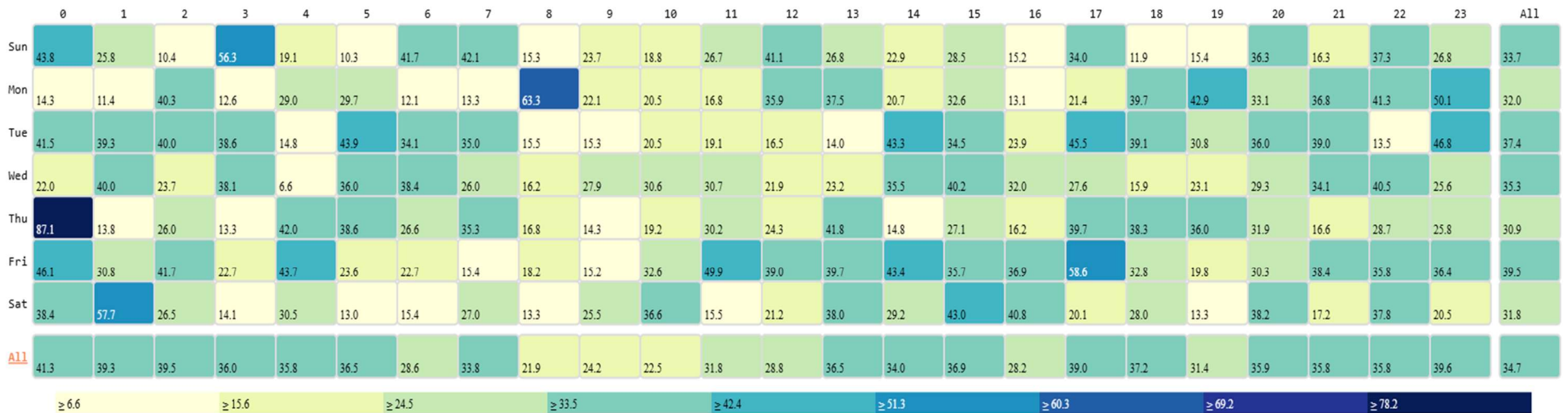
Scene to Destination – MEDIAN

Median Scene to Destination Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
4,979 EMS Records



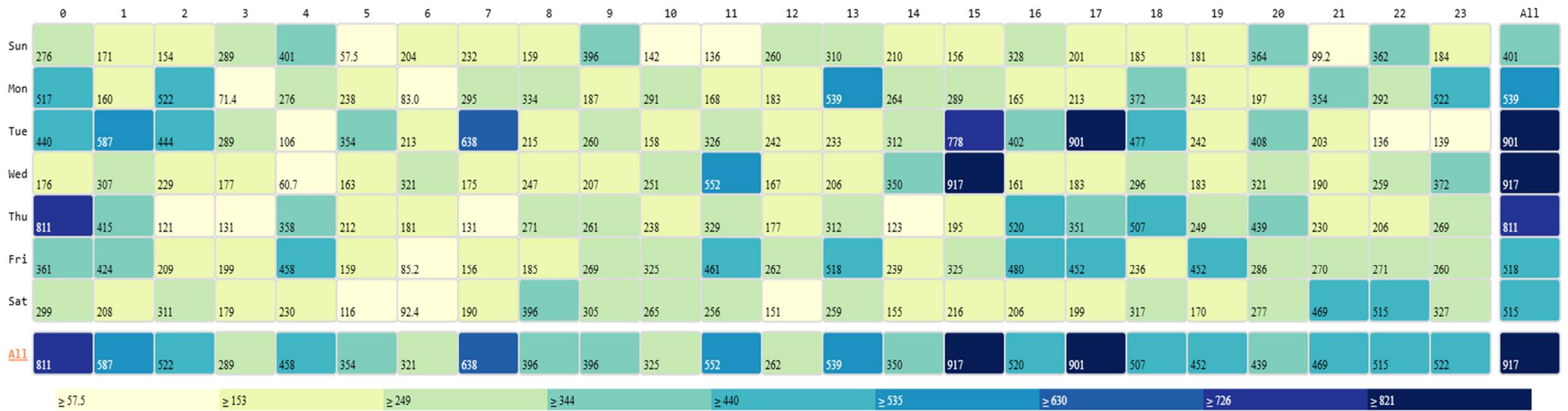
Scene to Destination - 90th PERCENTILE

90th Percentile Scene to Destination Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
4,979 EMS Records



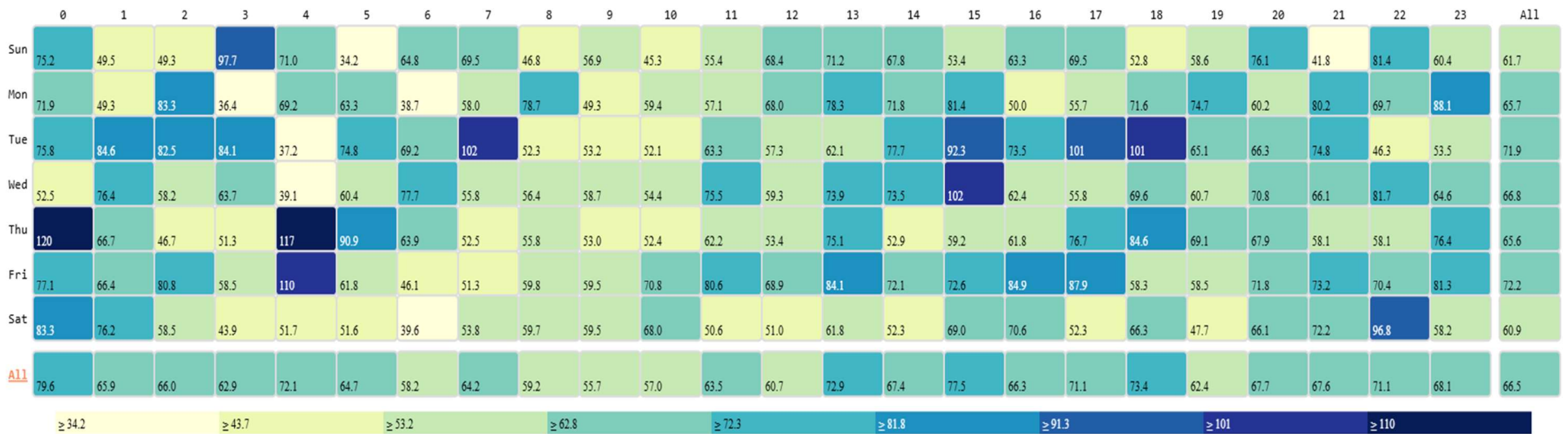
Time on Task – MAX

Max Unit Notified to Back in Service Time (minutes)
 Event Local Date: 2024-Mar-01 to 2025-Feb-28
 4,272 EMS Records



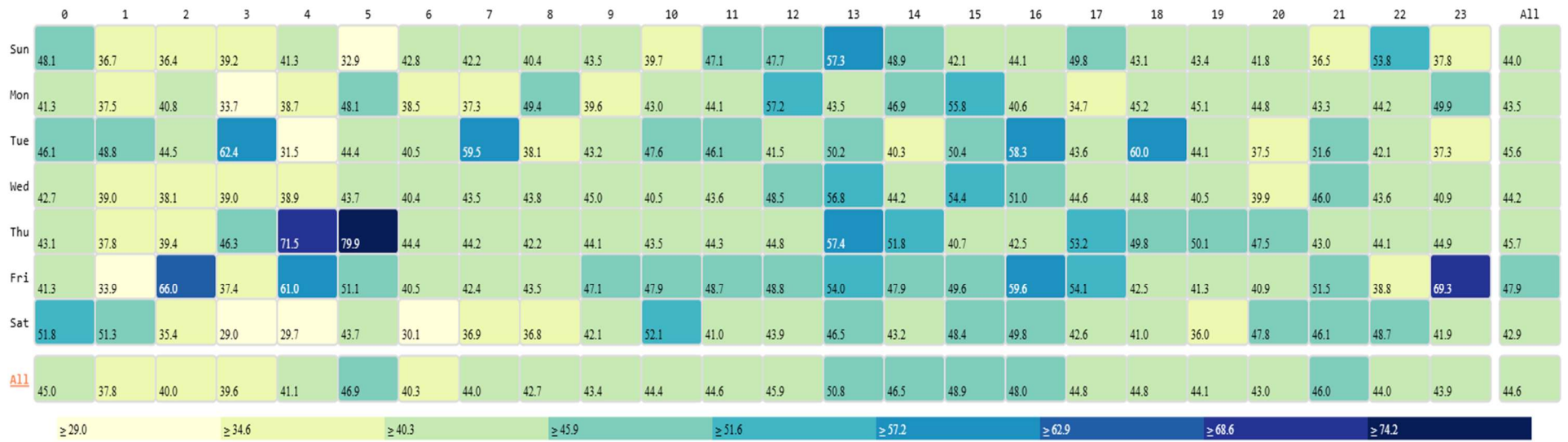
Time on Task – MEAN

Mean Unit Notified to Back in Service Time (minutes)
 Event Local Date: 2024-Mar-01 to 2025-Feb-28
 4,272 EMS Records



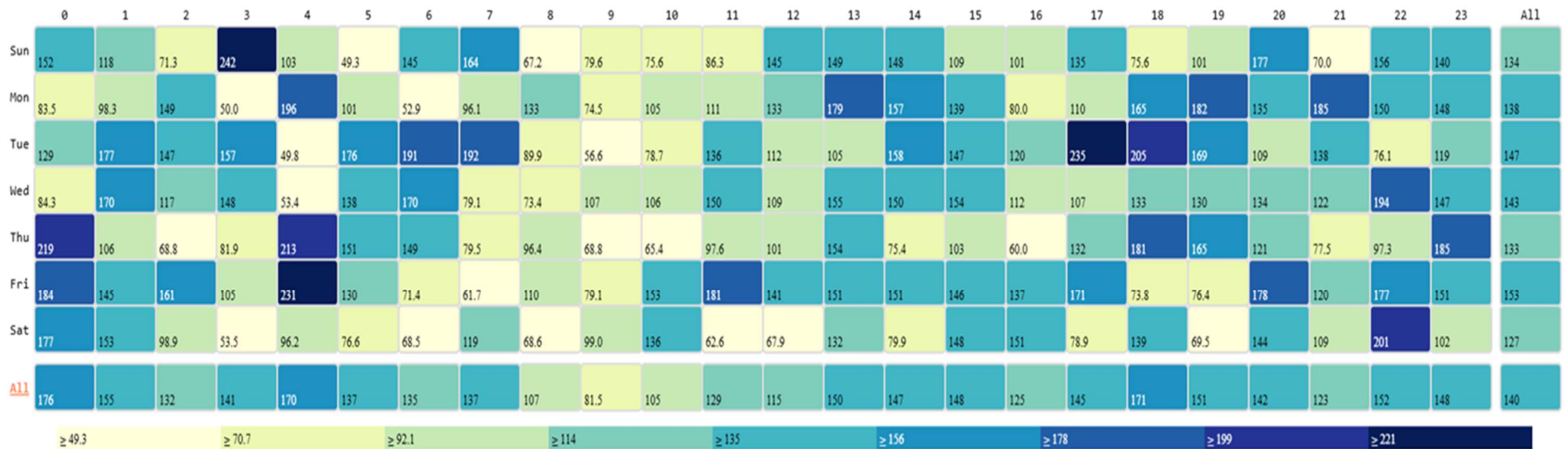
Time on Task – MEDIAN

Median Unit Notified to Back in Service Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
4,272 EMS Records



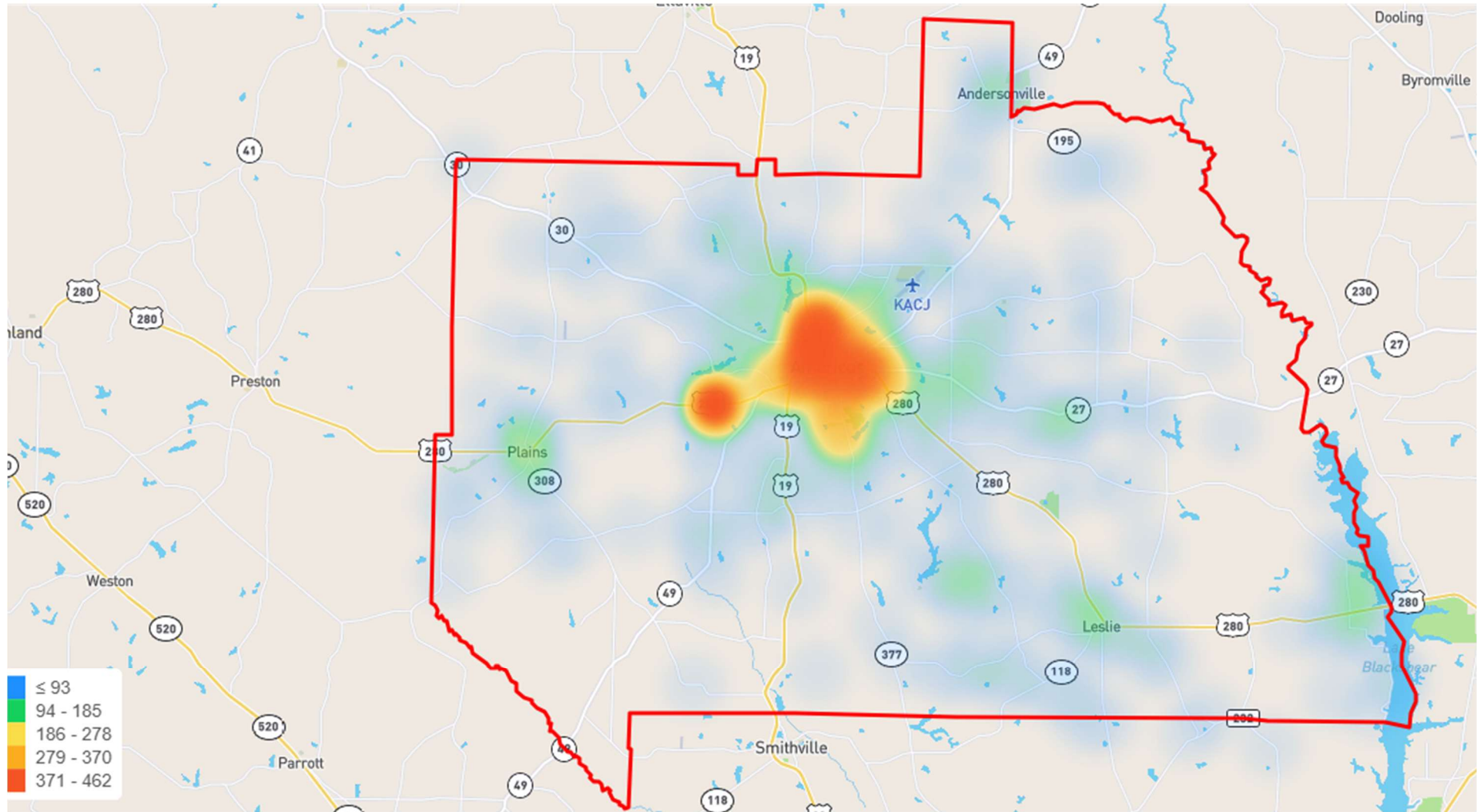
Time on Task - 90th PERCENTILE

90th Percentile Unit Notified to Back in Service Time (minutes)
Event Local Date: 2024-Mar-01 to 2025-Feb-28
4,272 EMS Records



CALL LOCATIONS (ALL 911 Calls for Ground Ambulance)

HEAT MAP – SUMTER COUNTY



GEOSPATIAL CLUSTER MAP – SUMTER COUNTY

