

STAR EMS

City of Troy

January 2026

DATE	RESPONSES	TRANSPORTS	CNX	AVERAGE	PERCENT
1-Jan	20	12	8	0:04:51	78%
2-Jan	37	24	13	0:06:05	59%
3-Jan	33	26	7	0:04:05	81%
4-Jan	20	16	4	0:04:50	85%
5-Jan	28	20	8	0:05:00	74%
6-Jan	30	22	8	0:04:48	69%
7-Jan	30	20	10	0:05:23	83%
8-Jan	32	24	8	12:06:40 AM	41%
9-Jan	31	22	9	12:06:04 AM	63%
10-Jan	24	19	5	0:07:14	63%
11-Jan	16	7	9	0:05:20	78%
12-Jan	25	17	8	0:05:08	60%
13-Jan	21	13	8	0:05:43	82%
14-Jan	31	21	10	0:06:05	45%
15-Jan	23	18	5	0:06:17	53%
16-Jan	29	19	10	0:05:11	77%
17-Jan	28	23	5	12:03:01 AM	93%
18-Jan	19	12	7	0:04:20	92%
19-Jan	22	13	9	0:04:38	83%
20-Jan	27	21	6	0:06:14	61%
21-Jan	24	18	6	0:07:19	30%
22-Jan	26	23	3	0:05:06	78%
23-Jan	30	19	11	0:06:33	43%
24-Jan	31	19	12	0:06:37	50%
25-Jan	21	15	6	0:05:56	60%
26-Jan	30	21	9	0:05:15	69%
27-Jan	24	19	5	12:05:13 AM	71%
28-Jan	23	15	8	0:04:57	64%
29-Jan	28	14	14	0:05:25	82%
30-Jan	30	18	12	0:04:25	82%
31-Jan	18	9	9	0:04:22	89%
	811	559	252	0:05:25	0.689677

STAR



EMS

*"We take care of people -
that's what we do"*

SERVICE PERFORMANCE REPORT

JANUARY 2026

TROY, MI





STAR EMS

Service Performance Report (Troy, MI)

January 2026

Executive Summary

During this reporting period, Star EMS responded to 800 requests for service and transported 552 patients, resulting in a 69% transport rate. Emergency response times averaged 5 minutes 30 seconds, demonstrating strong deployment position and operational readiness. Call processing times reflect efficient dispatch operations and system coordination. Conversely, the area experienced significant inclement weather, particularly around January 26th due to a winter storm, contributing to hazardous road conditions and slowed travel. There were no service failures, no patient complaints regarding ambulance arrival times, and Star EMS maintained consistent, high-quality performance without incident.

Response Volume Overview

Total Ambulance Responses	800
Total Transports	552
Emergency response to scene (Light & Sirens) resulting in transport	395
Non-emergent response to scene (No Lights & Sirens) resulting in transport	157
Total Cancellations	248
Transport Rate	69%
Cancellation Rate	31%

Performance Metrics

Emergency Response Time Average	5:30
Average Non-Emergency Response Time	9:07
Emergency Call Processing Time (EMD Instructions)	1:24
Non-Emergency Call Processing Time	2:59
Average Transports per Day	17.81
Incidents With Multiple Resources Sent	139
Arrived at scene < 6 minutes (Emergency Lights/Sirens)	279
Arrived at scene > 6 minutes (Emergency Lights/Sirens)	116
Arrived at scene < 15 minutes (non-emergent = No Lights/Sirens)	140
Arrived at scene > 15 minutes (non-emergent = No Lights/Sirens)	17
Resident complaints and/or undesirable outcomes related to response time	0

Summary by Chief Complaint

Chief Complaint Summary	Count
Abdominal Pain	9
Acute Respiratory Distress (Dyspnea)	9
Alcohol intoxication	1
Altered Mental Status	12
Back Pain	1
Behavioral/psychiatric episode	1
Cardiac arrest	3
Cardiac arrhythmia/dysrhythmia	6
Chest Pain / Discomfort	7
Chronic Obstructive Pulmonary Disease (COPD)	1
Congestive heart failure (CHF)	1
Dehydration	1
Gastrointestinal hemorrhage	1
Hemorrhage	2
Hypertension	2
Hypotension	2
Injury	6
Injury of Head	8
Malaise	1
Nausea	2
Pain, acute due to trauma	2
Respiratory Failure	6
Seizure	7
Sepsis/Septicemia	2
Shortness of breath	6
ST elevation myocardial infarction (STEMI)	4
Stroke	11
Syncope / Fainting	3

Of the 800 requests for service, 117 resulted in emergency transport to a hospital.

Cancellation Breakdown

Patient Refusal	120
Treatment / No Transport	34
Unknown	38
Canceled by Police	20
False Alarm	12
DOA	10
Canceled by Caller	10
No Patient Found	2
Private Vehicle	2

This report reflects Star EMS commitment to prompt response, operational efficiency, and professional EMS delivery. We remain dedicated to maintaining high performance standards and delivering dependable services to the communities and partners we serve.



500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA ITEM

Date: February 20, 2026
To: Frank A. Nastasi, City Manager
From: Robert J. Bruner, Deputy City Manager
Peter Hullinger, Fire Chief
Subject: January 2026 Emergency Medical Services (EMS) Monthly Report

On May 16, 2025, a Request for Proposal for Emergency Medical Services was issued and posted online. Two hundred sixty-nine (269) vendors were notified of this bid opportunity. Five (5) attended the mandatory pre-proposal meeting on May 22, 2025, and one (1) bid proposal was received before the bid opening on June 12, 2025.

On August 25, 2025, the City Council selected Star EMS to provide Emergency Medical Services for the City of Troy starting January 1, 2026, and authorized City Administration to negotiate an acceptable 2-year agreement with the option to renew annually for three (3) years. The agreement includes the following performance standards:

2.14 Response Times (Tiered Response Model)

- a. **Priority 1 (Emergency).** A qualified medical unit (PFR, BLS, or ALS) shall arrive to the scene within 6:00 minutes of call dispatched for 90% of emergency incidents. The first-arriving unit stops the clock; additional resources are dispatched as needed. This standard corresponds to the Performance-Based Tiered Response Model (Section 9.2 of the Bid Document).
- b. **Priority 3 (Non-Emergency).** A qualified medical unit (PFR, BLS, or ALS) shall arrive on the scene within 15:00 minutes of call dispatched for 90% of non-emergency incidents.

The agreement also includes the following regarding monthly reporting:

2.4 Reporting. Provider shall submit monthly electronic reports to the City. These reports shall include response times, dispatch processing times, interagency referrals, call downgrades, and any other compliance data requested by the City or MCA. Non-compliance with this reporting requirement may be subject to contract termination based on the 90-day notice provision.

City staff and Star EMS identified the data points required by the agreement and Star EMS provided the attached report for January 2026.



STAR EMS

Service Performance Report (Troy, MI)

January 2026

Executive Summary

During this reporting period, Star EMS responded to 801 requests for service and transported 552 patients, resulting in a 68.9% transport rate. Emergency response times averaged 5 minutes 28 seconds, demonstrating strong deployment position and operational readiness. Call processing times reflect efficient dispatch operations and system coordination. Conversely, the area experienced significant inclement weather, particularly around January 26th due to a winter storm, contributing to hazardous road conditions and slowed travel. There were no service failures, no patient complaints regarding ambulance arrival times, and Star EMS maintained consistent, high-quality performance without incident.

Performance Metrics

Emergency Responses	# of Calls	% of Calls	Average Response Time
6:00 minutes or less	279	70.6%	4:05
Greater than 6:00 minutes	116	29.4%	8:49
	395		5:28

Non-emergency Responses	# of Calls	% of Calls	Average Response Time
15:00 minutes or less	140	89.2%	7:58
Greater than 15:00 minutes	17	10.8%	19:16
	157		9:11

All Responses	# of Calls	% of Calls
Total Transports	552	68.9%
Total Not Transported	248	31.0%
Interagency Referrals	1	0.1%
	801	

Average Emergency Call Processing Time	1:24
Average Non-emergency Call Processing Time	2:59

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