

## New Orleans EMS Response Time Audit

AD-24-0005 • April 16, 2026

### **Purpose of This Report**

The New Orleans Office of Inspector General (OIG) conducted a performance audit of the New Orleans Emergency Medical Services (NOEMS), focusing on response times to medical emergencies that required both patient transportation and Advanced Life Support (ALS).<sup>1</sup> The objective of the audit was to verify that NOEMS responded to emergency dispatches in a timely manner and in accordance with City policies and National Fire Protection Association (NFPA) best practices.

### **What the OIG Found**

The audit of NOEMS Response Time Audit resulted in the following findings:

- NOEMS did not establish and formally document performance objectives for emergency response times, as required by best practices.
- NOEMS did not respond to ALS emergencies requiring emergency transportation in a timely manner consistent with NFPA benchmarks for 23,329 (71%) of the 33,001 ALS-designated emergency medical dispatches tested.

### **What the OIG Recommended**

Based on these findings, the OIG made the following recommendations to NOEMS:

- NOEMS should formally document measurable performance objectives for emergency response times in compliance with NFPA standards, as well as implement a process to evaluate its overall performance using those benchmarks.
- The City and NOEMS should work together to develop and implement a targeted hiring and staffing plan to ensure NOEMS has adequate personnel to provide effective and efficient emergency response. NOEMS policy and City Code should be updated to reflect the same performance objectives for response times.

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<sup>1</sup> ALS refers to advanced procedures and equipment used by trained medical professionals, like paramedics, to stabilize and treat life-threatening emergencies such as cardiac arrest, heart attacks and strokes.