



Delmar-Bethlehem 2022 EMS Response Report

Number of Calls

4,318 calls (4,095 calls in 2021)

Average of 341 calls per month/11.8 calls per day
(5% increase over 21 & 18% increase over 20)

2,744 transports/average of 7.5 per day

Patient transported to the hospital on 66.4% of calls
(2,722/66.4% in 2021)

This is a 1% increase over 2021

Volunteer Commitment

**More than 15,000 Scheduled and Documented
Volunteer Responder Hours during 2022**

*Includes actual scheduled hours, unscheduled
responses to additional calls, and
management/leadership time.*

**1,410 calls were answered by 55 volunteer
EMTs, AEMTs, and Paramedics (1,429/57 in 21)**
Volunteers participated in 33% of calls

*12% increase in the number of calls handled by
volunteers in the last five years (1,258 in 2017)*

- **10 Volunteers Were on Call for More
Than 400 Hours During 2022**
- **16 Volunteers Were on Call for More
Than 200 Hours During 2022**

Shift Statistics

66.7% Day Calls (6 am to 6 pm) (66.6% in 2021)

33.3% Evening/Night Calls (6 pm to 6 am)

Average Number of Calls Per Shift

Day - 6 am to 6 pm – 7.9 (4.92 transports)
(7.5/5.08 in 21)

Evening - 6 pm to midnight – 2.8 (1.72 transports)
(2.6/1.65 in 21)

Night - Midnight to 6 am – 1.15 (0.87 transports)
(1.1/0.73 in 21)

Priority of Dispatch

Alpha – 42% (lower priority)

Bravo — 23.6%

Charlie — 17.8%

Delta — 14.6% (632 calls)

Echo — 1.7% (73 calls) (highest priority)

Already on Scene, Stand-by, or Walk-In – 0.4%

Destination Hospital

Albany Medical Center – 1,047 transports

AMC Massry Children's Hospital – 140 transports

St. Peter's Hospital – 1,266 transports

Albany Memorial Hosp – 122 transports (72 in 21)

Samaritan Hospital – 64 transports (31 in 21)

VA Hospital – 97 transports

Ellis Hospital – 6 transports

Capital District Psychiatric Center – 2 transports

Columbia Memorial Hospital – 1 transport

UCM Treat-in-Place -- No Transport – 6 (program
launched in December 2022)

Mutual Aid Provided/Received

Mutual aid was **provided** for 48 calls (57 in 2021)
(11 Ravena, 10 Cohoes, 8 Albany, 6 Coxsackie,
4 ACSO, 5 Guilderland, 2 Onesquethaw, 2
Rensselaer County)

Mutual aid was **received** for 53 calls (35 in 2021)

Call Distribution by Time of Day

(Busiest hours: 9 am to 6 pm)

11.8% between midnight and 6 am

11.2% between 6 am and 9 am

17.8% between 9 am and noon

17.6% between noon and 3 pm

17.1% between 3 pm and 6 pm

13.9% between 6 pm and 9 pm

10.5% between 9 pm and midnight

Response Time *(Call dispatched to EMS enroute)*

Average = 1.95 minutes *(2.08 minutes in 2021)*

(Day 1.6 min; Evening 2.2 min; Night 3.4 min)

Average Time Per Call

60.99 minutes to crew back in service

(60.61 in 21; 58.57 in 20; 54.97 in 19)

80.72 minutes when patient transported

(77.36 in 21; 74.18 in 20; 71.2 in 19)

(each additional minute per call with transport = 46 additional hours/year)

(Increase of 154 hours over 2021; 301 hours over 2020; 406 hours over 2019)

Avg Time On Scene: 20.33 minutes

(20.11 in 21)

Avg Time for UCM Treat-in-Place: 60 minutes

(25% reduction in time compared to transport)

Delays in Transfer of Care

(arriving at hospital until back in service)

Less than 20 minutes on 18.8% of transports

Less than 30 minutes on 47.9% of transports

Less than 45 minutes on 79.8% of transports

45 minutes or longer = 553 (20.1% of transports)

(585/17.5% in 21)

60 minutes or longer = 250 (9.1% of transports)

(183/6.7% in 21)

Time exceeded 90 minutes 50 times in 2022

Busiest Months

December 405 calls

May 393 calls

March 392 calls

June 384 calls

Slowest Months

February 300 calls

August 322 calls

November 333 calls

January 338 calls

Busiest Days

Fri-- avg of 12.6 calls

Mon-- avg of 12.4 calls

Thur-- avg of 12.3 calls

Tue-- avg of 11.9 calls

Slowest Days

Wed--avg of 11.6 calls

Sat-- avg of 11.6 calls

Sun-- avg of 10.8 calls

Medical Category

Fall/Lift Assist	17.8%
General Illness/Sick Person	14.8%
Respiratory	5.6%
Cardiac (cardiac arrest excluded)	4.9%
Unknown Medical Alarm/Problem	6.9%
Standby	5.4%
Syncope/Fainting/Dizziness	4.5%
Bleeding/Trauma/Burn/Fracture	3.9%
Abdominal Pain	3.7%
Traffic Accident	4.5%
Pain	2.7%
Behavioral/Mental Health	4.2%
Altered Mental Status	2.6%
Weakness	2.0%
Diabetes	2.0%
Back Pain	1.6%
Cardia Arrest	2.8%
Seizure	1.9%
Stroke	1.3%
Substance Abuse	1.4%
Headache	0.5%
Allergies	0.6%
Assault	0.7%
GI Bleeding	0.4%
Choking	0.3%
Poisoning	0.3%
Carbon Monoxide Poisoning	0.2%
Pregnancy/Childbirth	0.1%
Animal Bite	0.1%
Eye Problem	0.1%
Heat/Cold Exposure	0.1%