



## Delmar-Bethlehem 2019 EMS Response Report

### Number of Calls

3,607 calls

Average of 300 calls per month/9.88 calls per day  
(8% increase in volume since 2016)

A patient was transported to the hospital on 68.4% of calls (2,467 patients)  
(70.3% in 2018)

### Volunteer Commitment

#### **More than 15,000 Scheduled and Documented Volunteer Responder Hours during 2019**

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

#### **1,378 calls were answered by 69 volunteer EMTs, AEMTs, and Paramedics**

*10% increase in the number of calls handled by volunteers since 2017 (1,258 in 2017)*

### Shift Statistics

67.2% Daytime Calls (6 am to 6 pm)

32.8% Evening/Night Calls (6 pm to 6 am)

### Originating Station

North Station – 65.4%

South Station/Sabic – 34.6%

### Average Number of Calls Per Shift

6 am to 6 pm – 6.72 (4.4 transports)

6 pm to midnight – 2.27 (1.1 transports)

Midnight to 6 am – 1.01 (0.75 transports)

### Mutual Aid Provided/Received

Mutual aid was received for 21 calls

Mutual aid was provided for 31 calls

### Call Distribution by Time of Day

10.8% between midnight and 6 am

10.8% between 6 am and 9 am

19.2% between 9 am and noon

18.1% between noon and 3 pm

16.6% between 3 pm and 6 pm

14.9% between 6 pm and 9 pm

9.6% between 9 pm and midnight

Busiest Time Period: 8 am to 6 pm

### Response Time

*(Call received to ambulance enroute; includes both scheduled and unscheduled EMS crews)*

Average = 2.33 minutes

### Priority of Dispatch

Alpha – 39.4% (*lower priority*)

Bravo — 24.6%

Charlie — 21.3%

Delta — 12.3% (436 calls)

Echo — 1.4% (51 calls) (*highest priority*)

Already on Scene, Stand-by, or Walk-In – 1.1%

### Average Time Per Call

54.97 minutes to ambulance back in service

71.2 minutes if patient transported

Avg Time On Scene: 20.04 minutes