



## Delmar-Bethlehem 2020 EMS Response Report – 1/1/21

### Number of Calls

3,653 calls (3,607 calls in 2019)

Average of 304 calls per month/10 calls per day

A patient was transported to the hospital on 66.9% of calls (2,444 patients)/6.7 transports per day (68.4% in 2019)

### Volunteer Commitment

#### **More than 15,000 Scheduled and Documented Volunteer Responder Hours during 2020**

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

#### **1,372 calls were answered by 62 volunteer EMTs, AEMTs, and Paramedics (1,378/69 in '19)**

*9% increase in the number of calls handled by volunteers since 2017 (1,258 in 2017)*

### Shift Statistics

65.8% Day Calls (6 am to 6 pm) (67.2% in 2019)

34.2% Evening/Night Calls (6 pm to 6 am)

### Originating Station

North Station – 62%

South Station/Sabic – 38%

### Average Number of Calls Per Shift

Day - 6 am to 6 pm – 6.55 (4.4 transports)

Evening - 6 pm to midnight – 2.33 (1.61 transports)

Night - Midnight to 6 am – 1.1 (0.69 transports)

### Destination Hospital

Albany Medical Center – 1,078 transports

AMC Massry Childrens Hospital – 88 transports

St. Peter's Hospital – 1,138 transports

Albany Memorial Hospital – 52 transports

Samaritan Hospital – 18 transports

VA Hospital – 59 transports

Ellis Hospital – 8 transports

Capital District Psychiatric Center – 3 transports

### Mutual Aid Provided/Received

Mutual aid was **provided** for 30 calls (31 in 2019)  
(16 Ravena, 8 Albany, 5 ACSO, 1 Guilderland)

Mutual aid was **received** for 30 calls (21 in 2019)  
(29 of 30 by ACSO)

### Call Distribution by Time of Day

*(Busiest hours: 8 am to 6 pm)*

11.1% between midnight and 6 am

12.6% between 6 am and 9 am

18.6% between 9 am and noon

19.2% between noon and 3 pm

17.4% between 3 pm and 6 pm

14.3% between 6 pm and 9 pm

9.0% between 9 pm and midnight

### Response Time (Call received to EMS enroute)

Average = 2.12 minutes (2.33 minutes in 2019)

*(Day 1.69 min; Evening 2.45 min; Night 3.87 min)*

### Priority of Dispatch

Alpha – 41.3% (lower priority)

Bravo — 25.2%

Charlie — 20.8%

Delta — 10.3% (375 calls)

Echo — 1.7% (62 calls) (highest priority)

Already on Scene, Stand-by, or Walk-In – 0.7%

### Average Time Per Call

58.57 minutes to crew back in service (54.97 in 19)

74.18 minutes if patient transported (71.2 in 19)

Avg Time On Scene: 20.74 minutes (20.04 in 19)

### Busiest Months

December 355 calls

September 334 calls

July 321 calls

October 318 calls

### Slowest Months

April 237 calls

November 283 calls

March 285 calls

May 299 calls

### Busiest Days

Fri-avg of 10.73 calls

Wed- avg of 10.65 calls

Tue- avg of 10.54 calls

Mon- avg of 10.02 calls

### Slowest Days

Sun- avg of 8.71 calls

Sat- avg of 9.78 calls

Thur- avg of 9.8 calls