



Delmar-Bethlehem 2024 EMS Response Report

Number of Calls

4,712 calls (4,440 calls in 2023)

Average of 393 calls per month/12.9 calls per day
(6.1% increase over 2023; 28.9% increase since 2020)

3,091 transports/average of 8.5 per day

Patient transported to the hospital on 65.6% of calls
(2,875/66.4% in 23; 2,744/66.4% in 22)

This is a 7.5% increase over 2023

Volunteer Commitment

16,000 Scheduled and Documented Volunteer Hours during 2024

Includes actual scheduled responder hours, unscheduled responses to additional calls, community service, & management/leadership time.

1,585 calls were answered by 65 volunteer EMTs, AEMTs, and Paramedics (1,478/58 in 23)
Volunteers participated in 33.6% of calls

26% increase in the number of calls handled by volunteers in the last seven years (1,258 in 2017)

- **10 Volunteers Were on Call for More Than 400 Hours During 2024**
- **28 Volunteers Were on Call for More Than 150 Hours During 2024**

Day vs. Night Calls

69% Day Calls (6 am to 6 pm) (66.7% in 2023)

31% Evening/Night Calls (6 pm to 6 am)

Average Number of Calls Per Shift

Day - 6 am to 6 pm – 8.4 (5.6 transports)

(8.0/5.3 in 23)

Evening - 6 pm to midnight – 2.7 (1.8 transports)

(2.9/1.76 in 23)

Night - Midnight to 6 am – 1.22 (0.8 transports)

(1.26/0.84 in 23)

Staffing Level

ALS – 67.6%

BLS – 32.4%

Transport Level

ALS – 45.5%

BLS – 54.5%

Dispatch Priority – no lights/sirens 2/3 of calls

Alpha – 46.3% (lower priority – no lights & sirens)

Bravo – 20.1% (no lights and sirens)

Charlie – 18.8%

Delta – 12.9% (609 calls)

Echo – 1.3% (59 calls) (highest priority)

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

Destination Hospital

Albany Medical Center – 40.8% (1,261 transports)

St. Peter's Hospital – 40.3% (1,246 transports)

Albany Memorial Hosp – 9.5% (294 transports)

Samaritan Hospital – 2.1% – (66 transports)

VA Hospital – 5.5% (171 transports)

Ellis Hospital – 11 transports

Capital District Psychiatric Center – 5 transports

Saratoga Hospital – 1 transport

Westchester Medical Center – 1 transport

Columbia Memorial Hospital – 1 transport

Mutual Aid Provided/Received

Mutual aid was **provided** for 79 calls (63 in 2023)

(most frequent destinations were the City of Albany and Ravena. Other jurisdictions include ACSO, Onequethaw, Cohoes, Rotterdam, and Schenectady, Greene, and Rensselaer Counties)

Mutual aid was **received** for 96 calls (77 in 2023)

Call Distribution by Time of Day

(3-hour increments)

(Busiest hours: 9 am to 6 pm)

5.9% between midnight and 3 am

5.1% between 3 am and 6 am

11.4% between 6 am and 9 am

18.7% between 9 am and noon

17.4% between noon and 3 pm

17.2% between 3 pm and 6 pm

15.0% between 6 pm and 9 pm

9.0% between 9 pm and midnight

Call Distribution by Station

62.7% North Station
37.3% South Station

Response Time (*Dispatched to DBEMS enroute*)
Average = 1.78 minutes (*1.84 minutes in 2023*)
(*Day 1.53 min; Evening 1.97 min; Night 2.81 min*)

Average Time Per Call

Avg Time On Scene: 20.63 minutes
(*20.26 in 23*)

63.3 minutes avg. from dispatch to back in service
(*63 in 23; 61 in 22; 60.6 in 21; 58.6 in 20*)

81.5 minutes avg. when patient transported
(*82.5 in 23; 81 in 22, 77.4 in 21; 74.2 in 20*)

(*each additional minute per call with transport = 51.5 additional hours/year (103 hours for a two-person crew)*)
(*370 additional hours or 740 person hours due to the lengthening of calls since 2020*)

Delays in Transfer of Care

(*arriving at hospital until care is transferred to ER staff*)

Less than 20 minutes on 70.4% of transports
Less than 30 minutes on 84.4% of transports
Less than 45 minutes on 91.1% of transports (92% in 2023; 79.8% in 2022)

45 minutes or longer = 271 (8.9% of transports)
(*217/7.7% in 23; 553/20.1% in 22*)

60 minutes or longer = 146 (4.8% of transports)
(*130/4.7% in 23; 250/9.1% in 22*)

Time exceeded 90 minutes 50 times in 2024
(1.7% of transports -- average delay 117 minutes)
(*34 in 2023; 50 in 2022*)

Busiest Months

August 427 calls
December 427 calls
September 407 calls

Slowest Months

April 337 calls
February 372 calls
October 382 calls

Busiest Days

Tue - avg of 14.6 calls
Mon - avg of 13.4 calls
Fri - avg of 13.2 calls

Slowest Days

Sat - avg of 12.6 calls
Wed - avg of 12.6 calls
Thur - avg of 12.5 calls
Sun - avg of 11.4 calls

Medical Category

General Illness/Sick Person	19.1%
Fall/Lift Assist	17.5%
Unknown Medical Alarm/Problem	8.0%
Cardiac (cardiac arrest excluded)	5.8%
Respiratory	5.5%
Standby	5.0%
Traffic Accident	4.4%
Syncope/Fainting/Uncx/Dizziness	4.1%
Abdominal Pain	4.0%
Bleeding/Trauma/Burn/Fracture	3.5%
Behavioral/Mental Health	3.4%
Altered Mental Status	2.7%
Pain	2.4%
Diabetes	2.2%
Seizure	1.6%
Cardiac/Respiratory Arrest	1.5%
Stroke	1.4%
Weakness	1.2%
Back Pain	1.2%

Less Than 1%

- Substance Abuse (40 responses) 0.9%
 - (65 in 2023)
- Allergies 0.9%
- Assault 0.3%
- Headache 0.6%
- Choking 0.3%
- GI Bleeding 0.3%
- Animal Bite 0.1%
- Pregnancy/Childbirth 0.1%
- Attempted Suicide 0.1%
- Eye Problem 0.1%
- Poisoning 0.2%
- Carbon Monoxide Poisoning 0.2%
- Transfer 0.1%
- Stab/GSW 3 responses
- Heat/Cold Exposure 2 response
- Drowning 1 response
- Electrocution 1 response

Patient Encounters By Age

Under age 18	170	4.3% of patients
19-44	601	15.4%
45-49	97	2.5%
50-54	126	3.2%
55-60	196	5%
61-64	331	8.5%
65-69	368	9.4%
71-74	388	9.9%
75-79	496	12.7%
80-84	425	10.9%
85+	713	18.2%

Senior Citizens (65 and older) made up 61.1% of patient encounters during 2024

n=3,911