



Delmar-Bethlehem 2021 EMS Response Report

Number of Calls

4,095 calls (3,653 calls in 2020)

Average of 341 calls per month/11.2 calls per day

This is a 12% increase over 2020

2,722 transports/average of 7.5 per day

Patient transported to the hospital on 66.4% of calls

(2,444/6.7%/66.9% in 2020)

This is a 13% increase over 2020

Volunteer Commitment

**More than 15,000 Scheduled and Documented
Volunteer Responder Hours during 2021**

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

**1,429 calls were answered by 57 volunteer
EMTs, AEMTs, and Paramedics (1,372/62 in '20)**

Volunteers participated in 35% of calls

*14% increase in the number of calls handled by
volunteers since 2017 (1,258 in 2017)*

Shift Statistics

66.6% Day Calls (6 am to 6 pm) (65.8% in 2020)

33.4% Evening/Night Calls (6 pm to 6 am)

Average Number of Calls Per Shift

Day - 6 am to 6 pm – 7.5 (5.08 transports)

Evening - 6 pm to midnight – 2.6 (1.65 transports)

Night - Midnight to 6 am – 1.1 (0.73 transports)

Destination Hospital

Albany Medical Center – 1,108 transports

AMC Massry Children's Hospital – 120 transports

St. Peter's Hospital – 1,219 transports

Albany Memorial Hospital – 72 transports

Samaritan Hospital – 31 transports

VA Hospital – 85 transports

Ellis Hospital – 12 transports

Capital District Psychiatric Center – 4 transports

Mutual Aid Provided/Received

Mutual aid was **provided** for 57 calls (30 in 2020)
(11 Ravena, 27 Albany, 9 ACSO, 3 Guilderland)
(38 transports; 19 cancelled)

Mutual aid was **received** for 35 calls (30 in 2020)

Call Distribution by Time of Day

(Busiest hours: 9 am to 6 pm)

10.7% between midnight and 6 am

10.3% between 6 am and 9 am

18.1% between 9 am and noon

17.7% between noon and 3 pm

17.9% between 3 pm and 6 pm

15.1% between 6 pm and 9 pm

10.1% between 9 pm and midnight

Response Time (Call dispatched to EMS enroute)

Average = 2.08 minutes (2.12 minutes in 2020)

(Day 1.6 min; Evening 2.1 min; Night 3.6 min)

Priority of Dispatch

Alpha – 40.7% (lower priority)

Bravo — 22.9%

Charlie — 19%

Delta — 15% (615 calls) **(up from 375 in 2020)**

Echo — 1.8% (73 calls) (highest priority)

Already on Scene, Stand-by, or Walk-In – 0.6%

Average Time Per Call

60.61 minutes to crew back in service

(58.57 in '20; 54.97 in '19)

77.36 minutes if patient transported

(74.18 in '20; 71.2 in '19)

(each additional minute = 45 hours/year)

(Increase of 143 hrs over 2020/277 hrs over 2019)

Avg Time On Scene: 20.11 minutes

(20.74 in '20)

Delays in Transfer of Care

(arriving at hospital until back in service)

45 minutes or longer = 485 (17.5% of transports)

60 minutes or longer = 183 (6.7% of transports)

Medical Category

Fall/Lift Assist	17.6%
General Illness/Sick Person	16.0%
Respiratory	6.3%
Cardiac	5.5%
Unknown Medical Alarm/Problem	5.4%
Standby	5.2%
Syncope/Fainting/Dizziness	4.5%
Bleeding/Trauma/Burn/Fracture	4.2%
Abdominal Pain	4.0%
Traffic Accident	3.9%
Pain	3.3%
Behavioral/Mental Health	3.1%
Altered Mental Status	2.4%
Weakness	2.2%
Diabetes	2.1%
Back Pain	1.8%
Cardia Arrest	1.7%
Seizure	1.7%
Stroke	1.7%
Substance Abuse/Poisoning	1.2%
Headache	0.7%
Allergies	0.7%
Assault	0.5%
GI Bleeding	0.4%
Choking	0.3%
Pregnancy/Childbirth	0.1%
Animal Bite	0.1%
Eye Problem	0.1%
Heat/Cold Exposure	0.1%

Busiest Months

September 364 calls
August 357 calls
November 356 calls
October 350 calls

Slowest Months

February 306 calls
April 314 calls
March 332 calls
July 341 calls

Busiest Days

Mon-- avg of 12.2 calls
Thur-- avg of 12.2 calls
Fri-- avg of 11.9 calls
Wed-- avg of 10.9 calls

Slowest Days

Tue- avg of 10.5 calls
Sun-- avg of 10.5 calls
Sat-- avg of 10.4 calls