



Delmar-Bethlehem 2025 EMS Response Report

Number of Calls

4,909 calls (*4,712 calls in 2024*)

Average of 409 calls per month/13.5 calls per day

(4.2% increase over 2024; 34.4% increase since 2020)

3,308 transports/average of 9.1 per day

Patient transported to the hospital on 67.4 % of calls
(*3,091/65.6% in 24*)

This is a 7% increase over 2024

Volunteer Commitment

15,000 Scheduled and Documented Volunteer Hours during 2025

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

1,542 calls were answered by 67 volunteer EMTs, AEMTs, Paramedics, and EVOs
(*1,585/65 in 24*)

Volunteers participated in 31.5% of calls

23% increase in the number of calls handled by volunteers in the last eight years (1,258 in 2017)

- **15 Volunteers Were on Call for More Than 300 Hours During 2025**
- **26 Volunteers Were on Call for More Than 150 Hours During 2025**

Day vs. Night Calls

70.5% Day Calls (6 am to 6 pm) (*69% in 2024*)

29.5% Evening/Night Calls (6 pm to 6 am)

Average Number of Calls Per Shift

Day - 6 am to 6 pm – 9.5 (6.5 transports)
(*8.4/5.6 in 24*)

Evening - 6 pm to midnight – 2.9 (1.9 transports)
(*2.7/1.8 in 24*)

Night - Midnight to 6 am – 1.1 (0.7 transports)
(*1.22/0.8 in 24*)

Staffing Level

ALS – 70.7%

BLS – 29.3%

Transport Level

ALS – 49.6%

BLS – 50.4%

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

Alpha – 45% (*lower priority – no lights & sirens*)

Bravo – 20.1% (*no lights and sirens*)

Charlie – 18.1%

Delta – 15.5% (763 calls)

Echo – 1.1% (53 calls) (*highest priority*)

Already on Scene, Stand-by, or Walk-In – 0.2%

Destination Hospital

Albany Medical Center – 41.9% (1,385 transports)

St. Peter's Hospital – 42.7% (1,413 transports)

Albany Memorial Hosp 7.1% (235 transports)

Samaritan Hospital – 1.7% (56 transports)

VA Hospital – 5.9% (196 transports)

Ellis Hospital – 0.4% (13 transports)

Capital District Psychiatric Center – 4 transports

Saratoga Hospital – 2 transport

Columbia Memorial Hospital – 1 transport

Mutual Aid Provided/Received

Mutual aid was **provided** for 54 calls (*79 in 2024*)

(Most frequent destinations were Rensselaer and ACSO. Other jurisdictions include City of Albany, Colonie, and Cohoes)

Mutual aid was **received** for 117 calls (*96 in 2024*)

Call Distribution by Time of Day

(3-hour increments)

(Busiest hours: 9 am to 6 pm)

6.5% between midnight and 3 am

4.8% between 3 am and 6 am

12.4% between 6 am and 9 am

17.1% between 9 am and noon

18.6% between noon and 3 pm

17.2% between 3 pm and 6 pm

13.9% between 6 pm and 9 pm

9.6% between 9 pm and midnight

Call Distribution by Station

64.3% North Station

35.7% South Station

Response Time (Dispatched to DBEMS enroute)

Average = 1.78 minutes (*1.78 minutes in 2024*)

(*Day 1.56 min; Evening 2.01 min; Night 2.87 min*)

Average Time Per Call

Avg Time On Scene: 21.60 minutes

(20.63 in 24)

(60 outliers of greater than 60 minutes excluded)

63.9 minutes avg. from dispatch to back in service

(63.3 in 24; 63 in 23; 61 in 22; 60.6 in 21)

66 outliers > 4 hours excluded

82.4 minutes avg. when patient transported

(81.5 in 24; 82.5 in 23; 81 in 22, 77.4 in 21)

57 outliers > 4 hours excluded

(each additional minute per call with transport = 55.1 additional hours/year (110.2 hours for a two-person crew)

(275 additional hours or 551 person hours due to the lengthening of calls since 2021)

Delays in Transfer of Care at Hospital

(arrive at hospital to care transferred to ER staff)

Less than 20 min. 74.6% of the time (70.4% in 24)

Less than 30 min. 89% of the time (84.4% in 24)

Less than 45 min. 95.2% of the time (91% in 2024; 92% in 2023; 79.8% in 2022)

45 minutes or longer = 160 (4.8% of transports)

(271/8.9% in 24; 217/7.7% in 23; 553/20.1% in 22)

60 minutes or longer = 78 (2.4% of transports)

(146/4.8% in 24; 30/4.7% in 23; 250/9.1% in 22)

Time exceeded 90 minutes 26 times in 2025

(0.8% of transports -- average delay 110 minutes)

(50 in 2024; 34 in 2023; 50 in 2022)

Busiest Months

January 475 calls

December 452 calls

July 450 calls

Slowest Months

February 359 calls

March 364 calls

April 370 calls

Busiest Days

Mon - avg of 14.3 calls

Wed - avg of 14.3 calls

Fri - avg of 14.1 calls

Slowest Days

Thur-avg of 13.7 calls

Tue - avg of 13.7 calls

Sat - avg of 12.4 calls

Sun - avg of 12.1 calls

Medical Category

Fall/Lift Assist	18.7%
General Illness/Sick Person	17.8%
Unknown Medical Alarm/Problem	7.6%
Respiratory	6.1%
Cardiac (cardiac arrest excluded)	6.0%
Standby	5.2%
Syncope/Fainting/Uncx/Dizziness	4.7%
Bleeding/Trauma/Burn/Fracture	4.2%
Traffic Accident	3.8%
Abdominal Pain	3.3%
Behavioral/Mental Health	3.3%
Pain	2.2%
Altered Mental Status	2.1%
Seizure	1.8%
Diabetes	1.6%
Stroke	1.6%
Back Pain	1.3%
Weakness	1.1%
Cardiac/Respiratory Arrest	1.1%
• (4 documented ROSC with meaningful positive outcome)	

Less Than 1%

• Substance Abuse (37 responses)	0.8%
◦ (40 in 2024, 65 in 2023)	
• Allergies	0.7%
• Assault	0.5%
• Headache	0.5%
• GI Bleeding	0.5%
• Choking	0.3%
• Eye Problem	0.3%
• Animal Bite	0.2%
• Pregnancy/Childbirth	0.1%
• Attempted Suicide	0.1%
• Poisoning	0.1%
• Carbon Monoxide Poisoning	0.1%
• Heat/Cold Exposure	0.1%
• Transfer	0.1%
• Stab/GSW	1 response
• Drowning	1 response

Patient Encounters By Age

Under age 18	172	4.2% of patients
19-44	550	13.4%
45-49	157	3.8%
50-54	132	3.2%
55-59	178	4.3%
60-64	276	6.7%
65-69	434	10.6%
70-74	455	11.1%
75-79	556	13.5%
80-84	466	11.3%
85+	734	17.9%

Senior Citizens (65 and older) made up 64.4% of patient encounters during 2025

n=4,110

National Comparison – Age of Patients

DBEMS: 29.2% of patients over the age of 80

National Average: 16.4% of patients over the age of 80 (NEMSIS Summary of 2023)