



## 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 Ravena and ACSO. Other jurisdictions include City of Albany, Onesquethaw, Cohoes, and Colonie)*

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)