Delmar-Bethlehem 2023 EMS Response Report

Number of Calls
4,440 calls *(4,318 calls in 2022)*
Average of 370 calls per month/12.17 calls per day
(2.8% increase over 2022; 21% increase since 2020)

2,875 transports/average of 7.87 per day
Patient transported to the hospital on 66.4% of calls
(2,744/66.4% in 22; 2,722/66.4% in 21)
This is a 4.8% increase over 2022

Volunteer Commitment
15,000 Scheduled and Documented Volunteer Hours during 2023

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

1,478 calls were answered by 58 volunteer EMTs, AEMTs, and Paramedics *(1,410/55 in 22)*
Volunteers participated in 33.3% of calls

18% increase in the number of calls handled by volunteers in the last five years (1,258 in 2017)

➢ **8 Volunteers Were on Call for More Than 400 Hours During 2023**

➢ **25 Volunteers Were on Call for More Than 200 Hours During 2023**

Day vs. Night Calls
66% Day Calls (6 am to 6 pm) *(66.7% in 2022)*
34% Evening/Night Calls (6 pm to 6 am)

Average Number of Calls Per Shift
Day - 6 am to 6 pm – 8.0 (5.3 transports)
    (7.9/4.92 in 22)
Evening - 6 pm to midnight – 2.9 (1.76 transports)
    (2.8/1.72 in 22)
Night - Midnight to 6 am – 1.26 (0.84 transports)
    (1.15/0.87 in 22)

Staffing Level	Transport Level
ALS --71%	ALS – 50.1%
BLS – 29%	BLS – 49.9%

Priority of Dispatch – *no lights & sirens on 2/3 of responses*
Alpha – 43.5% *(lower priority – no lights & sirens)*
Bravo — 22.1% *(no lights and sirens)*
Charlie —19.4%
Delta — 13.3% (589 calls)
Echo — 1.4% (65 calls) *(highest priority)*
Already on Scene, Stand-by, or Walk-In –0.2%

Destination Hospital
Albany Medical Center – 40.7% (1,169 transports)
AMC Children's Hospital 1.7% (49 transports)
St. Peter's Hospital – 41.4% (1,190 transports)
Albany Memorial Hosp 7.6% – (218 transports)
(122 in 22)
Samaritan Hospital -- 2.6% – (74 transports)
VA Hospital – 5.4% -- (156 transports)
Ellis Hospital – 11 transports
Capital District Psychiatric Center – 4 transports
Saratoga Hospital – 1 transport

Mutual Aid Provided/Received
Mutual aid was **provided** for 63 calls *(48 in 2022)*
    (most frequent destinations were the City of Albany and Ravena. Other jurisdictions include Guilderland, ACSO, Onesquethaw, Cohoes, Greene County, and Rensselaer County)

Mutual aid was **received** for 77 calls *(53 in 2022)*

Call Distribution by Time of Day
    (3-hour increments)
(Busiest hours: 9 am to 6 pm)
5.4% between midnight and 3 am
5.7% between 3 am and 6 am
11.9% between 6 am and 9 am
18.3% between 9 am and noon
17.7% between noon and 3 pm
16.3% between 3 pm and 6 pm
14.5% between 6 pm and 9 pm
9.9% between 9 pm and midnight

Call Distribution by Station

65% North Station
35% South Station

Response Time *(Call dispatched to EMS enroute)*
Average = 1.84 minutes *(1.95 minutes in 2022)*
(Day 1.49 min; Evening 2.12 min; Night 3.16 min)

Average Time Per Call

Avg Time On Scene: 20.26 minutes
        (20.33 in 22)

63 minutes avg. from dispatch to back in service
        (61 in 22; 60.6 in 21; 58.6 in 20; 54 in 19)

82.5 minutes avg. when patient transported
        (80.8 in 22, 77.4 in 21; 74.2 in 20; 71 in 19)

(each additional minute per call with transport = 48 additional hours/year (96 hours for a two-person crew)
(552 additional hours or 1,104 person hours due to the lengthening of calls since 2019)

Delays in Transfer of Care
(arriving at hospital until care is transferred to ER staff)

Less than 20 minutes on 70% of transports
Less than 30 minutes on 83% of transports
Less than 45 minutes on 92% of transports (79.8% in 2022)

45 minutes or longer = 217 (7.7% of transports)
        (553/20.1% in 22)

60 minutes or longer = 130 (4.7% of transports)
        (250/9.1% in 22)

Time exceeded 90 minutes 34 times in 2023
        (50 in 2022)

Busiest Months

Busiest Months	Slowest Months
August 410 calls	February 330 calls
October 400 calls	Mar 338 calls
May/July 386 calls	Jan 355 calls

Busiest Days / Slowest Days

Busiest Days	Slowest Days
Mon - avg of 13.3 calls	Thur -avg of 12 calls
Tue– avg of 12.9 calls	Sun– avg of 11.6 calls
Wed– avg of 12.5 calls	Sat– avg of 10.5 calls
Fri - avg of 12.4 calls	

Medical Category

Fall/Lift Assist	17.6%
General Illness/Sick Person	17.9%
Unknown Medical Alarm/Problem	6.6%
Respiratory	5.5%
Cardiac (cardiac arrest excluded)	5.1%
Standby	4.8%
Traffic Accident	4.5%
Syncope/Fainting/Uncx/Dizziness	4.5%
Bleeding/Trauma/Burn/Fracture	4.1%
Abdominal Pain	3.8%
Pain	2.7%
Behavioral/Mental Health	2.7%
Diabetes	2.1%
Altered Mental Status	1.9%
Back Pain	1.7%
Seizure	1.7%
Stroke	1.7%
Weakness	1.5%
Cardiac/Respiratory Arrest	1.5%
Substance Abuse (65 responses)	1.5%

Less Than 1%

• Allergies	0.7%
• Assault	0.7%
• Headache	0.5%
• Choking	0.4%
• GI Bleeding	0.25%
• Animal Bite	0.25%
• Pregnancy/Childbirth	0.2%
• Attempted Suicide	0.2%
• Eye Problem	0.15%
• Poisoning	0.15%
• Carbon Monoxide Poisoning	0.1%
• Stab/GSW	2 responses
• Heat/Cold Exposure	1 response