



BOSTON EMERGENCY MEDICAL SERVICES



2017 VITAL STATISTICS

www.boston.gov/ems

Boston Emergency Medical Services (Boston EMS), the primary emergency medical services provider for the City of Boston, is a nationally recognized leader in the field of pre-hospital emergency medicine. The Department leverages the latest advances in both medicine and technology to bring high-quality, compassionate care to the people of Boston. Boston EMS also plays a key role in the City's emergency preparedness efforts and provides community programming designed to educate the public about important health and safety topics.

Boston Land Area: 48 sq. miles **Daytime Population:** ~1 Million **Budgeted FTEs:** 400
Peak Staffing: 21 Basic Life Support/5 Advanced Life Support Ambulances **Stations:** 16

SYSTEM WIDE CALL VOLUME			
	2017	2016	Pct. Change
Total Clinical Incidents	126,562	125,585	0.78 % increase
Total ALS and BLS Responses	149,555	148,426	0.50 % increase
Total Transports	86,023	86,717	0.80 % decrease

MEDIAN RESPONSE TIMES			
	2017	2016	Goals
Priority 1	6.4 min	6.3 min	6.0 min
Priority 2	8.6 min	8.4 min	7.0 min
Priority 3	8.6 min	8.6 min	8.0 min

INCIDENTS BY PRIORITY	NUMBER	PCT.
Priority 1	32,651	25.80%
Priority 2	58,715	46.39%
Priority 3	32,044	25.32%
Priority 4 & Other	3,252	2.49%
Total	126,562	100%

PERSONNEL	COUNT	PCT.
EMTs (Field/Dispatch)	281	70%
Paramedics	51	13%
Supervisor/Command	43	11%

INCIDENTS BY TYPE	NUMBER	PCT.
Illness (abdominal pain, fever, dizzy)	37,457	29.60%
Investigations ("man down", alarm)	25,490	20.14%
Injury (lacerations, fractures, etc.)	16,110	12.73%
Cardiac Related (unconscious, CPR, etc.)	12,237	9.67%
Respiratory (Asthma, CHF, etc.)	9,155	7.23%
Psychological/Suicidal	9,276	7.33%
Motor Vehicle (MVA, pedestrian)	6,119	4.83%
Neurological (CVA, seizures)	5,151	4.07%
Fire/ Hazmat/ Standby/ Environ.	2,360	1.86%
Trauma (penetrating injury, long fall, etc.)	1,296	1.02%
Overdose	1,911	1.51%
Total	126,562	100%

NEIGHBORHOOD	INCIDENTS	PCT.
Allston/ Brighton	6,597	5.21%
Boston Central	29,996	23.70%
Charlestown	2,595	2.05%
East Boston	7,533	5.95%
South Boston	5,966	4.71%
Roxbury	23,914	18.90%
Dorchester	28,255	22.33%
Roslindale	3,512	2.77%
Jamaica Plain	5,632	4.45%
West Roxbury	2,752	2.17%
Hyde Park	3,905	3.09%
Mattapan	5,583	4.41%
Other	322	0.25%
Total	126,562	100%

TRANSPORTS BY AGE	NUMBER	PCT.
Under 15	4,451	5.18%
15-24	9,588	11.17%
25-44	22,753	26.50%
45-64	28,862	33.61%
65-74	8,631	10.05%
75+	11,587	13.49%

OTHER SYSTEM HIGHLIGHTS

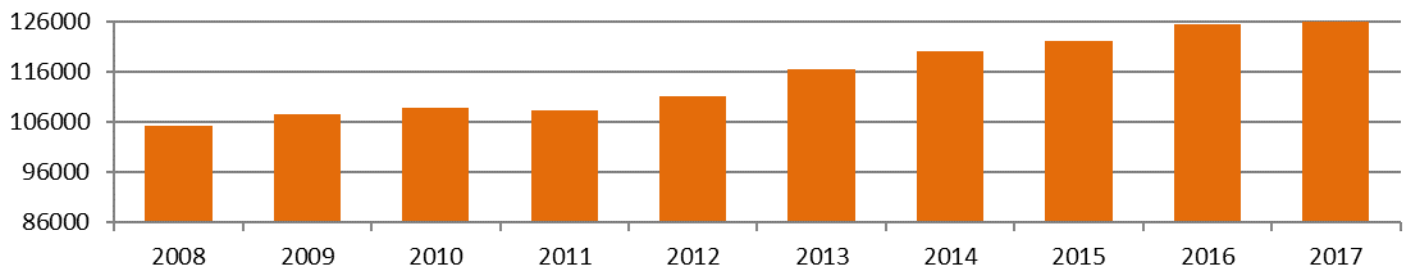
Specialized Clinical Care

# of Intubations	687	# of Pts. Treated with CPAP	332
Boston EMS Dispatch - Central Medical Emergency Direction (CMED)			
CMED Cities & Towns Served	61	CMED Patches	49,546
Community Initiatives / Training / Special Events			
% Patients Rated Service as Excellent or Good	97%	# of Special Events Provided Medical Coverage	786
# of Individuals Taught CPR	3,051	New EMTs who Graduated from the Academy	43
Families Served at Car Seat Checks	468	Students who Completed Boston EMS EMT Course	75

SIGNIFICANT EVENTS

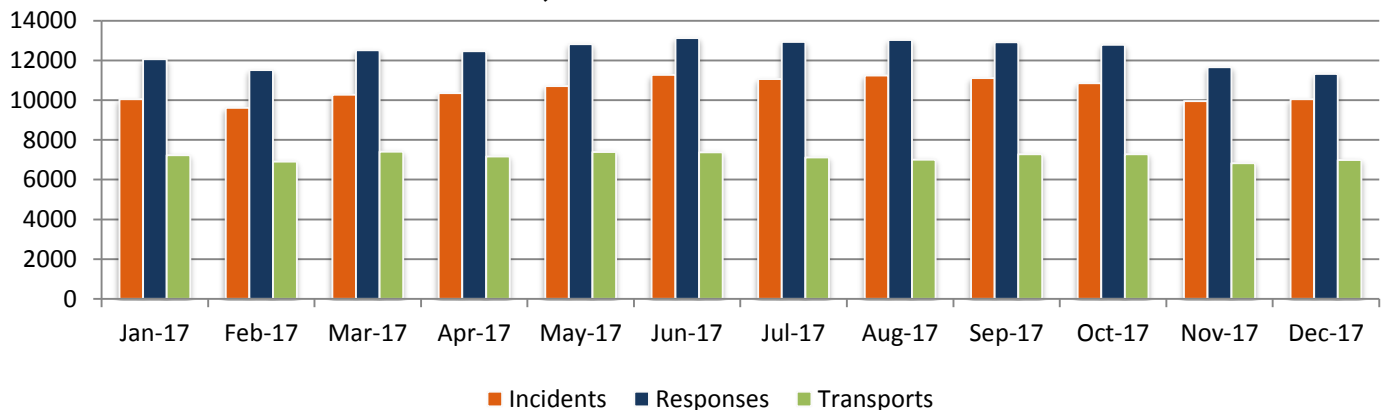
- In 2017, Boston EMS celebrated the promotions of 5 Lieutenants and 2 Paramedics as well as the graduation of 43 new EMTs.
- Boston welcomed the Rendez-Vous 2017 Tall Ships Regatta. An international event, over 6 days Boston EMS provided medical coverage at multiple venues as residents and tourists converged on Boston's historic waterfront to view the Tall Ships.
- Boston EMS personnel were highlighted in the motion picture, "Stronger", the story of Jeff Bauman.
- The Community Assistance Team, Squad 80, was established to respond to incident call types with low frequency of transport. In addition to freeing up ambulances, Squad 80 seeks to connect individuals to city services, including shelter and recovery programs.
- The department received 2 awards at the 17th Annual Metro Boston EMS Council Region IV Awards.

BOSTON EMS CLINICAL INCIDENTS BY YEAR



Boston EMS has seen a 20.3% increase in clinical incidents in the last 10 years.

CLINICAL INCIDENTS, RESPONSES & TRANSPORTS BY MONTH



Incident: Any request for 9-1-1 emergency medical service, which generates a distinct entry in the Boston public safety Computer Aided Dispatch system. One incident may have multiple patients and/or yield multiple unit responses.

Response: A response is generated for each EMS ambulance (ALS & BLS) assigned to an incident.

Transport: Count of patient trips to hospital emergency departments via ambulance.