



BOSTON EMERGENCY MEDICAL SERVICES



2016 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:** 396
Peak Staffing: 19 Basic Life Support/5 Advanced Life Support Ambulances **Stations:** 16

SYSTEM WIDE CALL VOLUME			
	2016	2015	Pct. Change
Total Clinical Incidents	125,585	122,161	2.80 % increase
Total ALS and BLS Responses	148,426	144,711	2.56 % increase
Total Transports	86,717	85,487	1.44 % increase

MEDIAN RESPONSE TIMES			
	2016	2015	Goals
Priority 1	6.3 min	6.6 min	6.0 min
Priority 2	8.4 min	8.7 min	7.0 min
Priority 3	8.6 min	8.9 min	8.0 min

INCIDENTS BY PRIORITY	NUMBER	PCT.
Priority 1	33,209	26.4%
Priority 2	57,682	45.9%
Priority 3	31,979	25.5%
Priority 4 & Other	2,698	2.2 %
Total	125,585	100%

PERSONNEL	COUNT	PCT.
EMTs (Field/Dispatch)	277	70%
Paramedics	51	13%
Supervisor/Command	43	11%

INCIDENTS BY TYPE	NUMBER	PCT.
Illness (abdominal pain, fever, dizzy)	37,270	29.7%
Investigations ("man down", alarm)	24,788	19.7%
Injury (lacerations, fractures, etc.)	15,986	12.7%
Cardiac Related (unconscious, CPR, etc.)	12,610	10.0%
Respiratory (Asthma, CHF, etc.)	9,030	7.2%
Psychological/Suicidal	9,008	7.2%
Motor Vehicle (MVA, pedestrian)	6,382	5.1%
Neurological (CVA, seizures)	5,106	4.1%
Fire/ Hazmat/ Standby/ Environ.	2,361	1.9%
Trauma (penetrating injury, long fall, etc.)	1,265	1.0%
Overdose	1,779	1.4%
Total	125,585	100%

NEIGHBORHOOD	INCIDENTS	PCT.
Allston/ Brighton	6,390	5.1 %
Boston Central	29,721	23.7%
Charlestown	2,407	1.9%
East Boston	7,181	5.7%
South Boston	5,618	4.5%
Roxbury	23,521	18.7%
Dorchester	28,750	22.9%
Roslindale	3,557	2.8%
Jamaica Plain	5,871	4.7%
West Roxbury	2,808	2.2%
Hyde Park	3,939	3.2%
Mattapan	5,419	4.3%
Other	403	0.3 %
Total	125,585	100%

TRANSPORTS BY AGE	NUMBER	PCT.
Under 15	4,721	5.4%
15-24	9,956	11.5%
25-44	23,430	27.0%
45-64	29,517	34.0%
65-74	8,523	9.8 %
75+	10,649	12.3%

OTHER SYSTEM HIGHLIGHTS

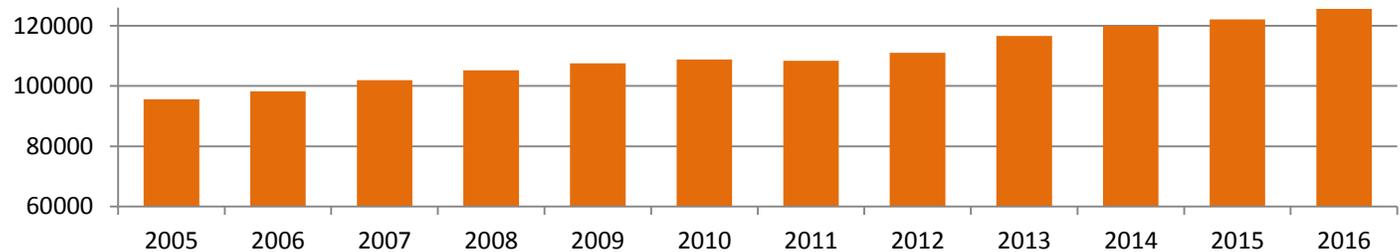
Specialized Clinical Care

# of Intubations	607	# of Pts. Treated with CPAP	305
Boston EMS Dispatch - Central Medical Emergency Direction (CMED)			
CMED Cities & Towns Served	61	CMED Patches	52,149
Community Initiatives / Training / Special Events			
% Patients Rated Service as Excellent or Good	94%	# of Special Events Provided Medical Coverage	710
# of Individuals Taught CPR	3,587	New EMTs who Graduated from the Academy	20
Car Seat Checks Performed	396	Students who Completed Boston EMS EMT Course	67

SIGNIFICANT EVENTS

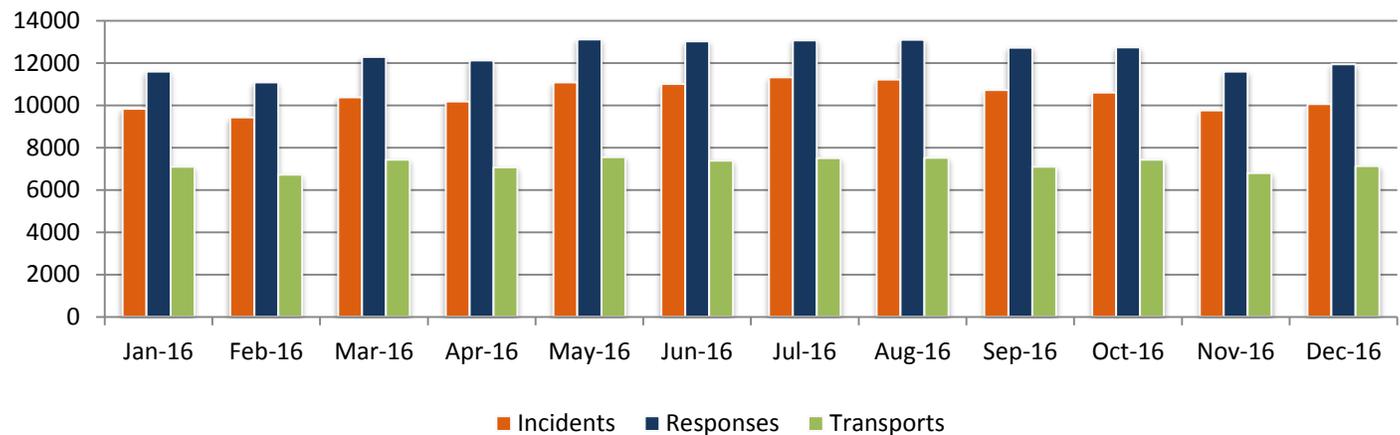
- Boston EMS hosted the *When Terror Strikes: Lessons Learned from the Paris Attacks* seminar; over 550 attendees from seven different states and four different countries participated.
- The second season of *Boston EMS* aired on the ABC network with an average viewership of 2.2 million.
- In 2016, Boston EMS celebrated the promotions of 1 Superintendent-in-Chief, 2 Superintendents, 3 Deputy Superintendents, 1 Training Captain and 5 Lieutenants and 3 Paramedics as well as the graduation of 20 new EMTs.
- The department received 5 awards at the 16th Annual Metro Boston EMS Council Region IV Awards.

BOSTON EMS CLINICAL INCIDENTS BY YEAR



Boston EMS has seen a 31% increase in clinical incidents since 2005.

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.