



BOSTON EMERGENCY MEDICAL SERVICES



2018 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:** 420
Peak Staffing: 21 Basic Life Support/5 Advanced Life Support Ambulances **Stations:** 16

SYSTEM WIDE CALL VOLUME			
	2018	2017	Pct. Change
Total Clinical Incidents	126,419	126,562	0.11% decrease
Total ALS and BLS Responses	154,417	156,106	1.08 % decrease
Total Transports	85,697	86,023	0.38 % decrease

MEDIAN RESPONSE TIMES			
	2018	2017	Goals
Priority 1	6.3 min	6.4 min	6.0 min
Priority 2	8.5 min	8.6 min	7.0 min
Priority 3	8.4 min	8.6 min	8.0 min

PERSONNEL	COUNT	PCT.
EMTs (Field/Dispatch)	301	70%
Paramedics	51	13%
Supervisor/Command	43	11%

NEIGHBORHOOD	INCIDENTS	PCT.
Allston/ Brighton	6,241	4.94%
Boston Central	29,772	23.55%
Charlestown	2,534	2.00%
East Boston	7,726	6.11%
South Boston	5,757	4.55%
Roxbury	23,716	18.76%
Dorchester	28,180	22.29%
Roslindale	3,441	2.72%
Jamaica Plain	6,040	4.78%
West Roxbury	3,080	2.44%
Hyde Park	4,071	3.22%
Mattapan	5,560	4.40%
Other	301	0.24%
Total	126,419	100%

INCIDENTS BY PRIORITY	NUMBER	PCT.
Priority 1	31,194	24.68%
Priority 2	58,681	46.42%
Priority 3	33,634	26.61%
Priority 4 & Other	2,910	2.30%
Total	126,419	100%

INCIDENTS BY TYPE	NUMBER	PCT.
Illness (abdominal pain, fever, dizzy)	39,014	30.86%
Investigations (person down, alarm)	25,087	19.84%
Injury (lacerations, fractures, etc.)	15,952	12.62%
Cardiac Related (unconscious, CPR, etc.)	11,983	9.48%
Respiratory (Asthma, CHF, etc.)	9,117	7.21%
Psychological/Suicidal	9,446	7.47%
Motor Vehicle (MVA, pedestrian)	5,652	4.47%
Neurological (CVA, seizures)	4,906	3.88%
Fire/ Hazmat/ Standby/ Environ.	2,237	1.77%
Trauma (penetrating injury, long fall, etc.)	1,096	0.87%
Overdose	1,929	1.53%
Total	126,419	100%

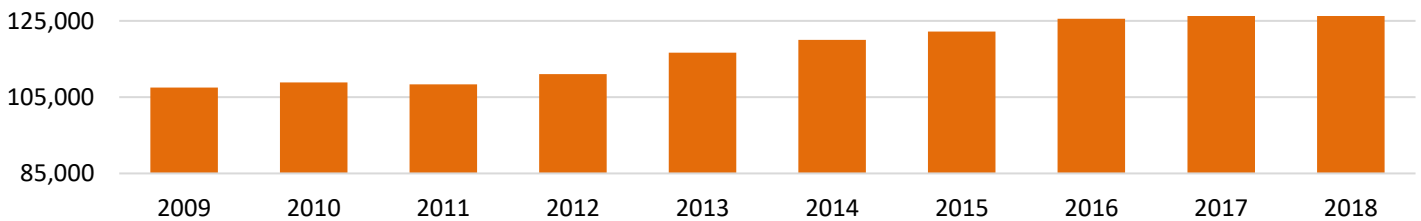
TRANSPORTS BY AGE	NUMBER	PCT.
Under 15	4,422	5.16%
15-24	8,924	10.41%
25-44	23,080	26.93%
45-64	27,700	32.32%
65-74	9,425	11.00%
75+	12,145	14.17%

OTHER SYSTEM HIGHLIGHTS			
Specialized Clinical Care			
# of Intubations	649	# of Pts. Treated with CPAP	313
Community Initiatives / Training / Special Events			
% Patients Rated Service as Excellent or Good	97%	# of Special Events Provided Medical Coverage	849
# of Individuals Taught CPR	3,300	New EMTs who Graduated from the Academy	19
Families Served at Car Seat Checks	463	Students who Completed Boston EMS EMT Course	68

SIGNIFICANT EVENTS

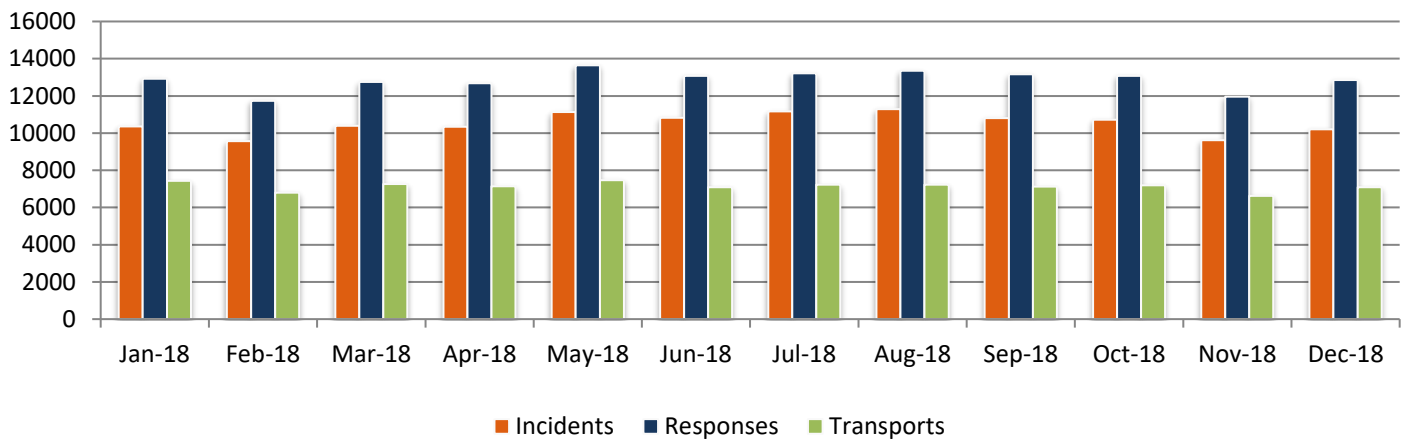
- Squad 80, more widely known as the Community Assistance Team, responded to 2,048 incidents during their first year of service. During that time, the non-transport unit connected 438 individuals to recovery and homeless services.
- Boston EMS worked collaboratively with the Mayor's Office of Workforce Development to develop an EMT career track for qualified residents. Twenty-five residents were pre-screened and selected for the first cohort which were eligible to enroll in the 2018 Fall EMT Course at no-cost.
- Boston EMS was successfully approved for classification of the EMT course as a Pre-Apprenticeship and for the EMT Academy to be recognized as an Apprenticeship.
- The department received 5 awards at the 18th Annual Metro Boston EMS Council Region IV Awards.

BOSTON EMS CLINICAL INCIDENTS BY YEAR



Boston EMS has seen an 18% 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.