

**TOWN OF GLASTONBURY  
REQUEST FOR PROPOSAL  
RPGL-2015-11  
EMERGENCY MEDICAL SERVICES  
ADDENDUM NO. 1  
OCTOBER 23, 2014**

The attention of respondents submitting proposals for the above-referenced project is called to the following Addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or other change, are all to be included in and form a part of the proposed Contract Documents for the work. Respondents shall acknowledge this Addendum in the Bid Proposal by inserting its number in Attachment A (page 12).

*Question 1.* What is the Town's total transport volume, advanced life support transports and payor mix?

*Question 2.* If available, annual emergency medical services 911 call volume in Glastonbury for the last three calendar years categorized by:

- a. Advance Life Support completed transports, Basic Life Support completed transports, canceled calls
- b. Above call volume as it occurs within the hours of 0600 to 1800 vs 1800 to 0600.

*Question 3.* If available, any current EMS response time requirements set forth for by the Town.

*Question 4.* If available, historical data on ambulance response time for the past three years.

**The following document is included in this addendum to answer the questions above:**

- 2013 Year End EMS Report

**END OF ADDENDUM NO. 1 TEXT**

# **GVAA**

*Glastonbury Volunteer Ambulance Association, Inc.*

# **2013**

**YEAR END EMS REPORT**



*Prepared by*

***Glastonbury Police Department***

**COMMUNICATIONS**



# The Glastonbury Police Department



COMMUNICATIONS - DISPATCH CENTER

February 9, 2014

Glastonbury Volunteer Ambulance Association responded to 2,973 calls in 2013. This represents a 3.5% increase in call volume over 2012. Of the 2,973 calls, 2,101 or 70.7% resulted in a transport to one of the area hospitals. 460 calls (15.5%) resulted in Patient refusals. Another 208 calls (7.0%) were lift assists only. GVAA assisted the Glastonbury Volunteer Fire Department by standing by at 16 fire calls. There were 3 requests for Mutual Aid by other towns in 2013. 87 calls were cancelled by Dispatch or Police Officers on scene prior to arrival. 1,170 (39.4%) calls resulted in a transport to Hartford Hospital. 394 (13.3%) calls resulted in a transport to St Francis Hospital, and 333 (11.2%) calls resulted in a transport to Manchester Hospital. The remaining transports were made to other area hospitals. There were no requests for Life Star Helicopter in 2013.

Glastonbury Volunteer Ambulance Association Personnel spent 52 hours providing Community Service to the residents of Glastonbury. Another 6 hours were spent performing Public Presentations.

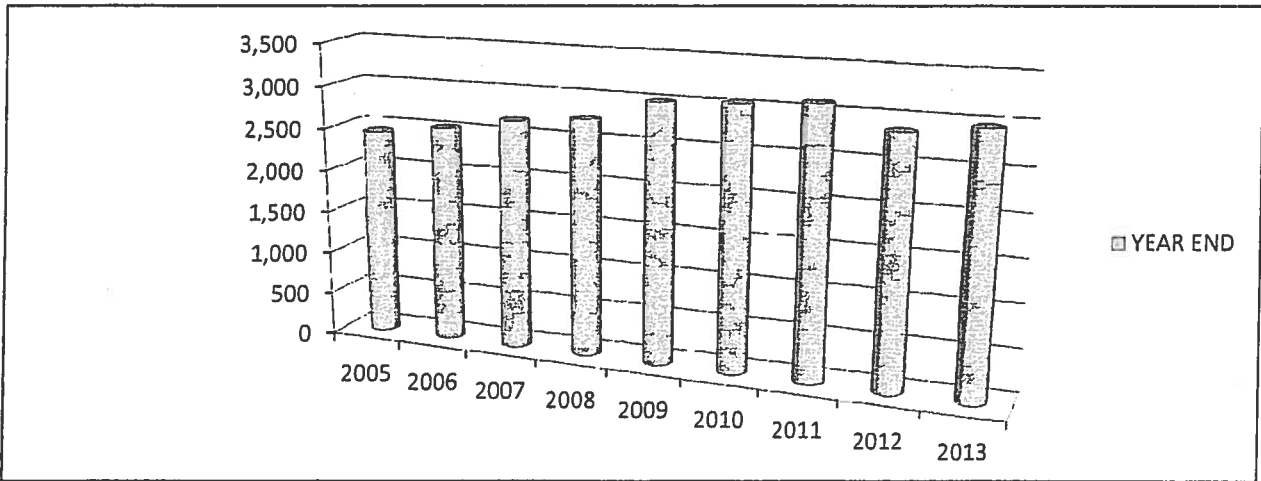


2108 Main Street Glastonbury Connecticut 06033 860-633-8301



TOTAL EMS CALLS SINCE 2005 = 25,455 - AVERAGE 2,823 PER YEAR

2013	➔	2,973 CALLS
2012	➔	2,870 CALLS
2011	➔	3,113 CALLS
2010	➔	3,051 CALLS
2009	➔	3,012 CALLS
2008	➔	2,765 CALLS
2007	➔	2,683 CALLS
2006	➔	2,544 CALLS
2005	➔	2,444 CALLS



**YEAR END REPORT**

**HIGH VOLUME ADDRESSES**

ADDRESS	# OF CALLS	# OF CALLS	# OF CALLS	DIFFERENCE	PERCENTAGE
	2011	2012	2013		2012 CALLS
479 GRISWOLD ST PRIVATE RESIDENCE	25	10	9	-60%	0.3%
1175 HEBRON AVENUE GLASTONBURY HEALTH CARE	152	127	100	-16%	4.4%
1177 HEBRON AVENUE MOUNTAIN LAUREL	91	96	81	5%	3.3%
17 TALCOTT ROAD PRIVATE - GROUP HOME	14	7	1	-50%	0.2%
1824 MANCHESTER ROAD BUCKINGHAM ESTATES - MEMORY CARE	28	45	51	61%	1.6%
85 DOUGLAS RD PRIVATE RESIDENCE	21	13	16	-38%	0.5%
193 WELLES STREET NAUBUC GREEN ELDERLY HOUSING	103	112	93	9%	3.9%
2108 MAIN STREET GLASTONBURY POLICE DEPARTMENT	27	34	26	26%	1.2%
222 WILLIAMS STREET EAST SOAP FACTORY CONDOMINIUMS	19	9	9	-53%	0.3%
27 SYCAMORE STREET PRIME HEALTH CARE	37	19	16	-49%	0.7%
2955 MAIN STREET PRIVATE - JAYCEES GROUP HOME	12	19	13	58%	0.7%
31 SYCAMORE STREET ST FRANCIS CARE	5	4	13	-20%	0.1%
320 HUBBARD STREET GLASTONBURY HIGH SCHOOL	25	24	12	-4%	0.8%
320 WESTERN BLVD PRO-HEALTH PHYSICIANS	19	21	25	11%	0.7%
330 WESTERN BLVD HARTFORD SPECIALTIES	7	10	8	43%	0.3%
676 HEBRON AVENUE HARTFORD MEDICAL GROUP	15	28	20	87%	1.0%
72 SALMON BROOK DR GENESIS HEALTH CARE	240	194	154	-19%	6.8%
379 NAUBUC AVENUE PRO-HEALTH PHYSICIANS	21	27	10	29%	0.9%
622 HEBRON AVENUE GLASTONBURY WELLNESS CENTER	10	5	10	-50%	0.2%
43 / 45 CANIONE RD HERBERT T CLARK CONGREGATE HOUSING	204	139	130	-32%	4.8%
KNOX LA TOWN OF GLASTONBURY HOUSING COMPLEX	25	30	44	20%	1.0%
704 HEBRON AVENUE MEDICAL OFFICE COMPLEX	12	12	18	0%	0.4%
154 ROBIN ROAD PRIVATE RESIDENCE	5	12	15	140%	0.4%
<b>TOTAL AMR PASS OFF CALLS :</b>	<b>110</b>	<b>43</b>	<b>10</b>	<b>-61%</b>	<b>1.5%</b>
	<b>1,227</b>	<b>1,040</b>	<b>884</b>	<b>-18%</b>	<b>36.2%</b>
	TOTAL 2011	TOTAL 2012	TOTAL 2013	DIFFERENCE	2013 PERCENTAGE

Glastonbury Volunteer Ambulance Association, Inc.

2013

CALL DISPOSITION	FIRST QUARTER				SECOND QUARTER				THIRD QUARTER				FOURTH QUARTER				YEAR END				YEAR END TOTALS	PERCENTAGE		
	S4-1		S4-2		S4-1		S4-2		S4-1		S4-2		S4-1		S4-2		S4-1		S4-2				ASM	
	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2	S4-1	S4-2			ASM	ASM
Cancelled by Dispatch	1	2	4	1	2	4	1	0	1	4	3	1	5	1	0	0	0	9	11	8	2	2	30	1.0%
Cancelled by Police Officer	0	6	2	4	1	8	4	2	1	4	6	5	5	4	3	2	7	22	15	13	13	57	1.9%	
Cleared - Community Service	0	0	0	0	4	0	2	0	2	1	1	0	2	2	1	0	8	3	4	0	0	15	0.5%	
Cleared - Public Presentation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0.1%	
Cleared Fire Stand-By	0	0	0	0	0	2	2	0	1	2	3	0	1	3	1	1	2	7	6	1	1	16	0.5%	
Cleared No Transport	0	1	0	0	1	2	1	0	0	0	0	0	0	0	0	0	1	3	1	0	0	5	0.2%	
Cleared Patient Refusal	11	63	32	12	17	56	36	10	26	37	39	5	42	42	23	9	96	198	130	36	460	15.5%		
Lift Assist Only	6	29	13	0	9	32	18	3	19	19	15	1	20	16	8	0	54	96	54	4	208	7.0%		
No Patient Contact	2	7	2	1	4	5	6	0	3	2	3	2	4	3	4	0	13	17	15	3	48	1.6%		
No Transport - Patient Presumed	0	3	6	1	1	3	1	0	3	4	0	0	5	3	1	0	9	13	8	1	31	1.0%		
Transport to CCMC	1	17	8	3	6	9	3	7	7	12	11	3	10	13	4	2	24	51	26	15	116	3.9%		
Transport to Hartford Hospital	21	152	90	26	42	147	61	28	66	118	82	31	129	97	47	33	258	514	280	118	1170	39.4%		
Transport to UCONN Med CTR	0	0	0	0	0	2	0	0	2	1	1	1	3	1	0	0	5	4	1	1	11	0.4%		
Transport to Marlborough Clinic	1	6	4	1	2	4	6	1	5	4	1	0	2	5	3	0	10	19	14	2	45	1.5%		
Transport to Manchester Hospital	8	37	26	6	5	39	26	7	21	33	14	9	45	38	6	13	79	147	72	35	333	11.2%		
Transport to Middlesex Hospital	0	5	3	0	1	3	0	0	0	4	0	0	2	4	0	0	3	16	3	0	22	0.7%		
Transport to New Britain General	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	1	3	0	4	0.1%		
Transport to Rockville General	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	5	0	5	0.2%		
Transport to St Francis Hospital	6	33	31	16	16	61	28	11	22	41	24	19	39	25	12	10	83	160	95	56	394	13.3%		
Transport to Yale New Haven Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%	
Transport to Midstate Medical Ctr	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0.0%		
Transported by Life Star	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%	
<b>TOTAL CALLS :</b>	<b>57</b>	<b>361</b>	<b>221</b>	<b>71</b>	<b>111</b>	<b>377</b>	<b>196</b>	<b>69</b>	<b>179</b>	<b>288</b>	<b>206</b>	<b>77</b>	<b>314</b>	<b>257</b>	<b>119</b>	<b>70</b>	<b>661</b>	<b>1283</b>	<b>742</b>	<b>287</b>	<b>2,973</b>			
<b>TOTAL CALLS</b>	<b>54 UNIT 1</b>				<b>54 UNIT 2</b>				<b>54 UNIT 3</b>				<b>ASM</b>											
<b>2,973</b>	22%				43%				25%				10%											

# Glastonbury Volunteer Ambulance Association, Inc.

2009 - 2013 COMPARISON

CALL DISPOSITION	2009	2010	2011	2012	2013	TOTALS
	54-1	54-2	54-3	54-2	54-3	54-1
Cancelled by Dispatch	14	3	0	1	18	30
Cleared Fire Stand-By	5	7	4	0	16	16
Cleared No Transport	13	1	2	1	17	5
Cleared Patient Refusal	178	93	82	57	410	460
Transport to CCMC	56	30	30	18	134	116
Transport to Hartford Hospital	482	324	220	192	1218	1170
Transport to John Dempsey	3	1	1	6	11	11
Transport to Marlborough Clinic	25	14	8	2	49	45
Transport to Manchester Hospital	198	131	70	77	476	333
Transport to Middlesex Hospital	12	9	1	7	29	22
Transport to New Britain General	1	0	0	2	3	4
Transport to St Francis Hospital	149	105	92	62	409	394
Transported by Life Star	1	2	0	0	3	0
Lift Assist Only	67	38	20	1	126	208
Transport to Rockville General	3	2	0	1	6	5
No Patient Contact	8	6	5	2	21	48
Cancelled by Police Officer	12	7	5	7	31	57
Cleared - Community Service	4	2	1	0	7	15
Cleared - Public Presentation	0	3	2	0	5	2
Mutual Aid Calls	3	2	2	0	7	4
No Transport - Patient Presumed	10	6	4	3	23	31
<b>TOTAL CALLS :</b>	<b>1241</b>	<b>785</b>	<b>547</b>	<b>439</b>	<b>3012</b>	<b>2973</b>

2009						
54-1	54-2	54-3	ASM	TOTALS		
14	3	0	1	18		
5	7	4	0	16		
13	1	2	1	17		
178	93	82	57	410		
56	30	30	18	134		
482	324	220	192	1218		
3	1	1	6	11		
25	14	8	2	49		
198	131	70	77	476		
12	9	1	7	29		
1	0	0	2	3		
149	105	92	62	409		
1	2	0	0	3		
67	38	20	1	126		
3	2	0	1	6		
8	6	5	2	21		
12	7	5	7	31		
4	2	1	0	7		
0	3	2	0	5		
3	2	2	0	7		
10	6	4	3	23		
54-1	54-2	54-3	ASM	2009 CALLS		
1241	785	547	439	3012		

2010						
54-1	54-2	54-3	ASM	TOTALS		
14	11	5	3	33		
9	6	6	2	23		
0	0	1	1	2		
121	158	111	51	441		
36	39	26	17	118		
321	451	292	169	1233		
5	6	6	3	20		
23	26	11	6	66		
112	162	99	59	432		
8	11	3	3	25		
0	0	0	2	2		
112	123	104	56	395		
0	1	3	3	7		
56	58	43	1	158		
1	0	0	1	2		
8	7	6	1	22		
2	9	7	9	27		
4	4	3	0	11		
1	0	2	0	3		
5	3	0	0	8		
8	12	2	1	23		
54-1	54-2	54-3	ASM	2010 CALLS		
846	1087	730	388	3051		

2011						
54-1	54-2	54-3	ASM	TOTALS		
13	2	11	1	27		
6	8	4	2	20		
1	1	2	1	5		
139	144	134	46	463		
16	40	27	14	97		
307	440	370	150	1267		
2	6	4	1	13		
9	15	12	4	40		
102	151	95	43	391		
5	11	15	6	37		
0	0	0	1	1		
113	123	124	75	435		
0	0	1	1	2		
52	55	62	6	175		
0	0	0	1	1		
8	10	16	2	36		
13	21	10	7	51		
11	5	3	0	19		
3	2	0	0	5		
1	2	2	0	5		
7	8	8	2	25		
54-1	54-2	54-3	ASM	2011 CALLS		
808	1042	900	363	3113		

2012						
54-1	54-2	54-3	ASM	TOTALS		
8	18	10	1	37		
2	11	3	0	16		
5	3	4	0	12		
69	175	102	36	382		
27	68	22	10	127		
223	546	258	124	1151		
0	6	3	0	9		
8	28	12	4	52		
55	165	81	43	344		
2	15	9	5	31		
0	4	2	0	6		
48	185	98	49	380		
0	0	1	0	1		
39	111	42	2	194		
1	0	0	0	1		
3	10	7	0	20		
12	23	9	4	48		
12	4	2	0	18		
5	0	1	0	6		
2	9	0	0	11		
5	16	7	5	33		
54-1	54-2	54-3	ASM	2012 CALLS		
524	1389	673	284	2870		

2013						
54-1	54-2	54-3	ASM	TOTALS		
9	11	8	2	30		
2	7	6	1	16		
1	3	1	0	5		
96	198	130	36	460		
24	51	26	15	116		
259	514	280	118	1170		
5	4	1	1	11		
10	19	14	2	45		
79	147	72	35	333		
3	16	3	0	22		
0	1	3	0	4		
83	160	95	56	394		
0	0	0	0	0		
54	96	54	4	208		
0	0	5	0	5		
13	17	15	3	48		
7	22	15	13	57		
8	3	4	0	15		
0	0	2	0	2		
1	0	3	0	4		
9	13	8	1	31		
54-1	54-2	54-3	ASM	2013 CALLS		
661	1282	743	287	2973		

YEAR END REPORT  
JANUARY - DECEMBER 2013

## CALL SUMMARY

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During the Period from January thru December of 2013, there were 2,973 calls for service. This is a 3.5 % increase over 2012. Listed below is a breakdown of calls.

87 calls were cancelled ( 3 % )

3 calls were requests for Mutual Aid

16 calls were Fire Stand-by's

48 calls were no patient contact.

208 calls were Lift Assists Only. ( 7 % )

460 calls were no transport due to Patient Refusals ( 15.5 % )

31 calls were no transport due to Patients being Presumed.

1,170 calls were transported to Hartford Hospital ( 39.4 % )

333 calls were transported to Manchester Memorial Hospital ( 11.2 % )

394 calls were transported to St Francis Hospital ( 13.3 % )

116 calls were transported to Children's Hospital ( 3.9 % )

45 calls were transported to Marlborough Medical Ctr ( 1.5 % )

43 calls were transported to various Hospitals ( 1.4 % )

no calls were transported by LifeStar Helicopter

GVAA Personnel spent 52 hours performing Community Service.

GVAA Personnel spent 6 hours performing Public Presentations.

Of the 2,973 calls for service, 2,101 or 70.7 % were transported to Hospitals. ASM was the Primary on 9.7 % of the total calls.



# GVA - 2013 HOSPITAL TRANSPORTS



## EMS YEAR END REPORT BY NATURE

JANUARY - DECEMBER

NATURE	TOTAL NUMBER OF CALLS	%
MEDICAL EMERGENCY	1,654	55.6%
MEDICAL ALARMS	130	4.4%
AMBULANCE ONLY CALLS	602	20.2%
LIFT ASSISTS	220	7.4%
MVA WITH INJURIES	76	2.6%
MVA WITH INJURIES ( STATE POLICE )	49	1.6%
FIRE DEPT ASSIST CALLS	18	0.6%
POLICE DEPT ASSIST CALLS	164	5.5%
PUBLIC SERVICE CALLS	19	0.6%
MUTUAL AID CALLS	3	0.1%
OTHER	38	1.3%
<b>TOTAL CALLS:</b>	<b>2,973</b>	

YEAR END 2013 EMS REPORT  
 JANUARY - DECEMBER 2013

## RESPONSE TIME ANALYSIS

RESPONSE TIMES	GVA	ASM
<i>AVERAGE TIME</i>		
From Time of Call to Enroute	03:59	05:24
<b>Earliest time to Enroute</b>	<b>03:49</b>	<b>05:14</b>
From time of call to Arrival on Scene	06:03	10:39
<b>Earliest time to Arrival</b>	<b>06:00</b>	<b>10:40</b>
On Scene	01:04:32	34:04
<b>Total time for Incidents</b>	<b>01:12:12</b>	<b>46:19</b>
NUMBER OF ENTRIES :	<b>2,811</b>	<b>222</b>

# Glastonbury Volunteer Ambulance Association, Inc.

2013

YEAR END EMS TIME ANALYSIS REPORT

JANUARY - DECEMBER 2013

HOUR	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	% of calls by hour	
								61	2.05%
00:00 - 00:59	1	8	11	11	9	13	8	61	2.05%
01:00 - 01:59	11	10	5	13	9	11	14	73	2.46%
02:00 - 02:59	10	11	7	3	9	11	4	55	1.85%
03:00 - 03:59	7	5	11	4	7	8	6	48	1.61%
04:00 - 04:59	8	10	5	9	5	4	11	52	1.75%
05:00 - 05:59	10	5	6	4	9	5	13	52	1.75%
06:00 - 06:59	16	15	7	11	8	7	9	73	2.46%
07:00 - 07:59	11	19	14	16	17	14	12	103	3.46%
08:00 - 08:59	24	32	22	22	26	19	15	160	5.38%
09:00 - 09:59	29	28	30	22	33	23	23	188	6.32%
10:00 - 10:59	32	26	24	29	16	33	21	181	6.09%
11:00 - 11:59	36	28	22	32	30	33	20	201	6.76%
12:00 - 12:59	30	28	23	24	25	25	24	179	6.02%
13:00 - 13:59	21	27	26	21	24	23	26	168	5.65%
14:00 - 14:59	18	21	28	22	18	21	14	142	4.78%
15:00 - 15:59	23	20	24	31	31	21	17	167	5.62%
16:00 - 16:59	22	36	29	25	26	22	25	185	6.22%
17:00 - 17:59	18	28	30	22	20	16	19	153	5.15%
18:00 - 18:59	18	26	19	17	24	30	26	160	5.38%
19:00 - 19:59	16	32	11	21	31	17	25	153	5.15%
20:00 - 20:59	22	14	17	15	24	21	20	133	4.47%
21:00 - 21:59	19	19	14	17	24	20	14	127	4.27%
22:00 - 22:59	9	17	11	10	13	18	13	91	3.06%
23:00 - 23:59	6	12	8	6	12	11	13	68	2.29%
<b>Total by Day :</b>	<b>417</b>	<b>477</b>	<b>404</b>	<b>407</b>	<b>450</b>	<b>426</b>	<b>392</b>	<b>2,973</b>	
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY		
<b>% of calls by Day :</b>	14.03%	<b>16.04%</b>	13.59%	13.69%	15.14%	14.33%	13.19%		

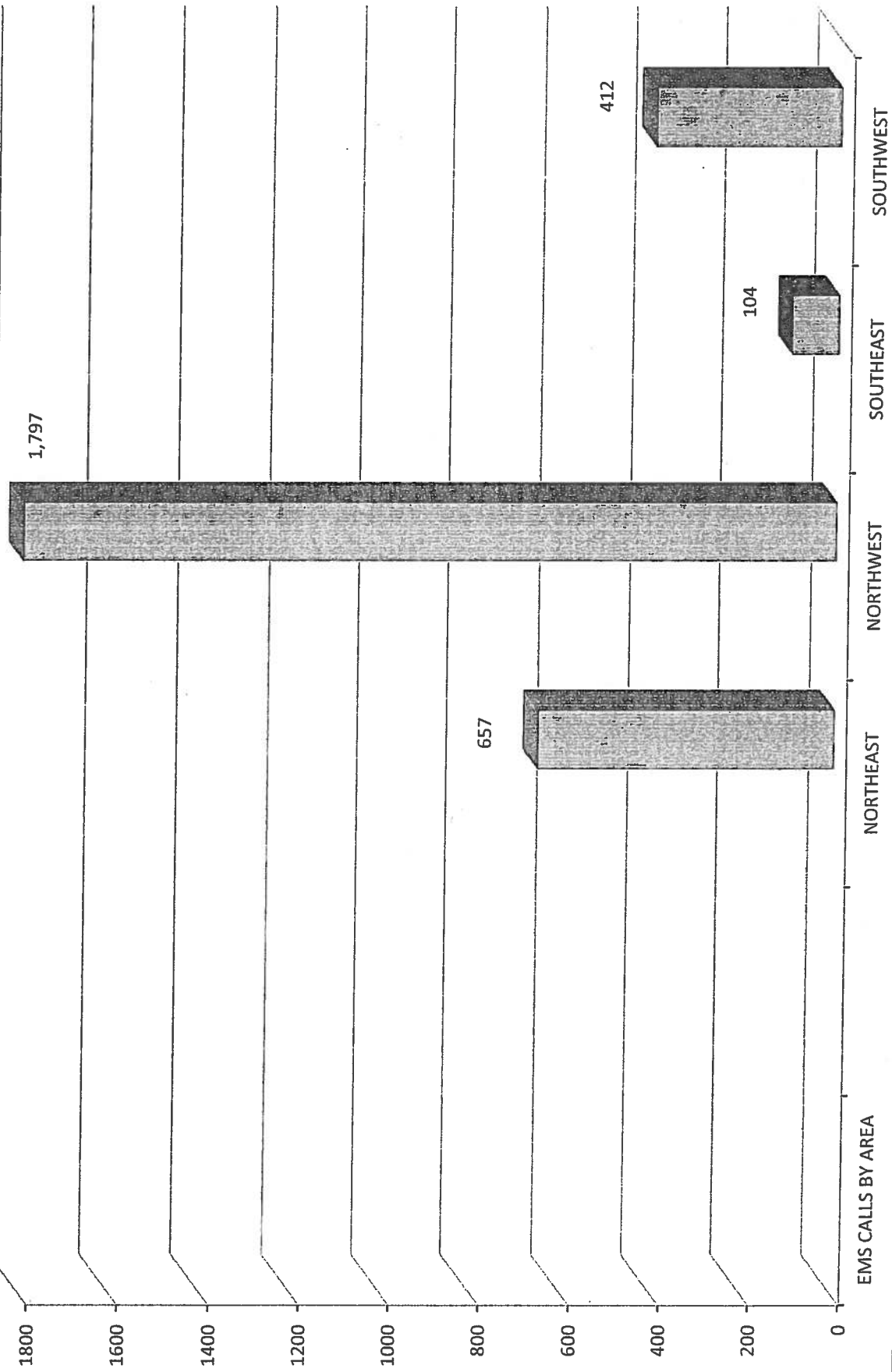
EMS YEAR END REPORT BY AREA

JANUARY - DECEMBER

AREA	TOTAL NUMBER OF CALLS	%
NORTHEAST SECTION OF TOWN	657	22.1%
NORTHWEST SECTION OF TOWN	1797	60.4%
SOUTHEAST SECTION OF TOWN	104	3.5%
SOUTHWEST SECTION OF TOWN	412	13.9%
MUTUAL AID CALLS	3	0.1%
<b>TOTAL CALLS:</b>	<b>2,973</b>	

Series1 Series2

# 2013 EMS CALLS BY AREA OF TOWN



EMS YEAR END REPORT BY AREA

2007 - 2013

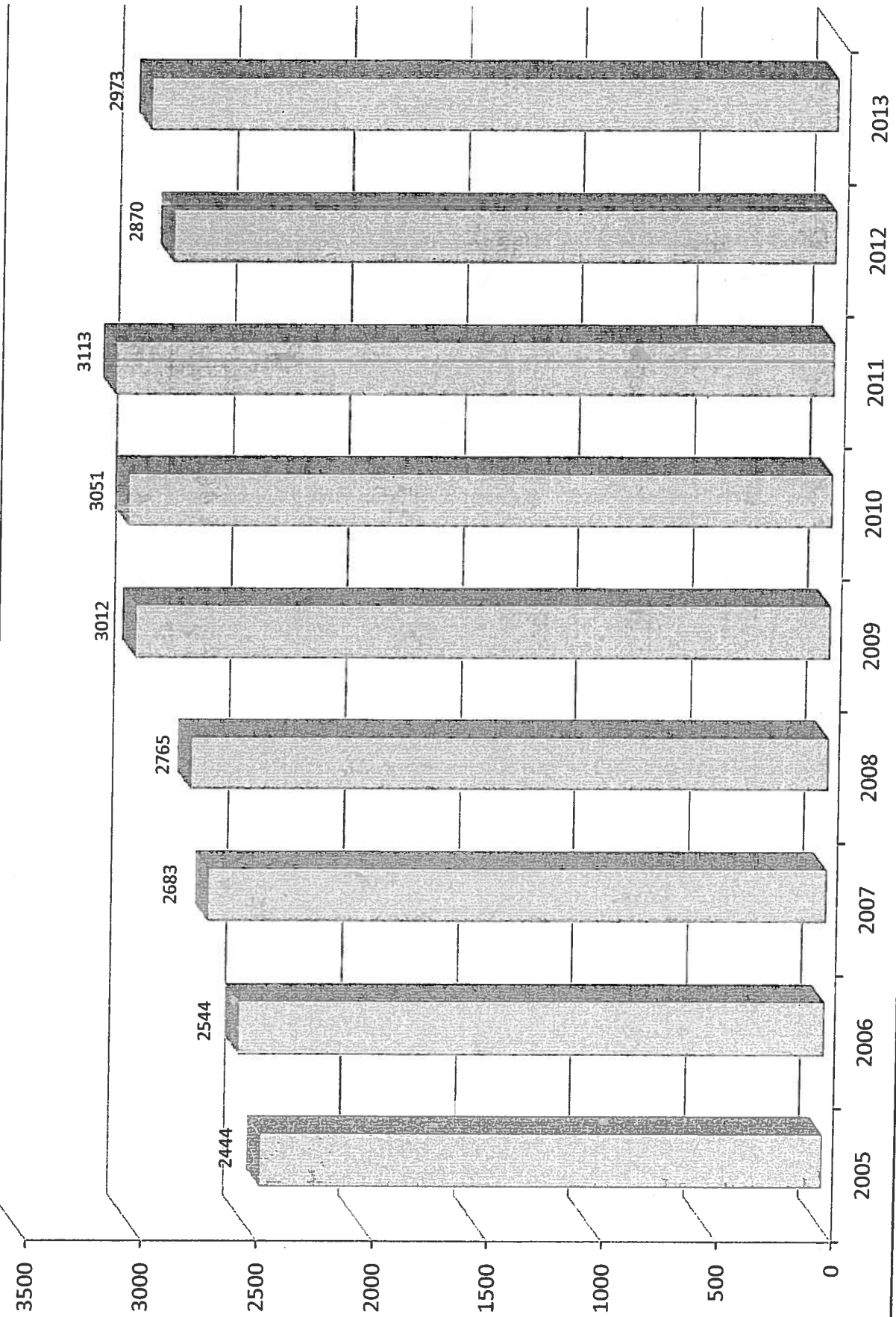
AREA	TOTALS	2007	2008	2009	2010	2011	2012	2013	%
NORTHEAST SECTION OF TOWN	4,643	671	738	637	677	649	614	657	22.7%
NORTHWEST SECTION OF TOWN	12,222	1505	1525	1831	1892	1931	1741	1797	59.7%
SOUTHEAST SECTION OF TOWN	653	105	80	89	84	92	99	104	3.2%
SOUTHWEST SECTION OF TOWN	2,904	394	418	448	390	437	405	412	14.2%
MUTUAL AID CALLS	45	8	4	7	8	4	11	3	0.2%

**TOTAL CALLS:**

**20,467**

# GVAAC CALL VOLUME 2005 - 2013

Series1





## TRANSPORT / NO TRANSPORT REPORT

2004 THRU 2013



YEAR	TOTAL CALLS	TRANSPORTS	NO TRANSPORT	PERCENTAGE OF TOTAL CALLS TRANSPORTED
2004	2,399	1,891	508	78.8%
2005	2,444	1,881	563	77.0%
2006	2,533	1,951	593	77.0%
2007	2,683	2,086	597	77.7%
2008	2,765	2,052	713	74.2%
2009	3,012	2,339	613	77.7%
2010	3,051	2,301	750	75.4%
2011	3,113	2,190	923	70.4%
2012	2,870	2,104	766	73.3%
2013	2,973	2,101	872	70.7%

**THE FOLLOWING PAGES**

**CONTAIN DATA BY MONTH**

**OR BY QUARTER**

**FOURTH QUARTER EMS REPORT  
OCTOBER - DECEMBER 2013****CALL SUMMARY**

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During the Fourth Quarter of 2013, there were 760 calls for Service. This was a 1.2 % decrease in the number of calls during the same period in 2012. Listed below is a breakdown of calls.

20 calls were cancelled ( 2.6 % )

There were no requests for Mutual Aid.

6 calls were Fire Stand-by's

11 calls were no patient contact.

44 calls were Lift Assists Only. ( 5.8 % )

116 calls were no transport due to Patient Refusals ( 15.3 % )

9 calls were no transport due to Patients being Presumed.

306 calls were transported to Hartford Hospital ( 40 % )

102 calls were transported to Manchester Memorial Hospital ( 13.4 % )

86 calls were transported to St Francis Hospital ( 11.3 % )

29 calls were transported to Children's Hospital ( 3.8 % )

25 calls were transported to various Hospitals ( 3.3 % )

no calls were transported by Life Star Helicopter

Of the 760 calls for service, 548 or 72.1 % were transported to Hospitals. ASM was the Primary on 9.2 % of the total calls.

THIRD QUARTER EMS REPORT  
JULY - SEPTEMBER 2013CALL SUMMARY

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During the Third Quarter of 2013, there were 750 calls for Service. This is a 7.9 % increase over the same period in 2012. Listed below is a breakdown of calls.

25 calls were cancelled ( 3.3 % )

There was 1 request for Mutual Aid.

6 calls were Fire Stand-by's

10 calls were no patient contact.

54 calls were Lift Assists Only. ( 7.2 % )

107 calls were no transport due to Patient Refusals ( 14.3 % )

7 calls were no transport due to Patients being Presumed.

297 calls were transported to Hartford Hospital ( 39.6 % )

77 calls were transported to Manchester Memorial Hospital ( 10.3 % )

106 calls were transported to St Francis Hospital ( 14.1 % )

33 calls were transported to Children's Hospital ( 4.4 % )

24 calls were transported to various Hospitals ( 3.2 % )

no calls were transported by Life Star Helicopter

Of the 750 calls for service, 537 or 71.6 % were transported to Hospitals. ASM was the Primary on 10 % of the total calls.

SECOND QUARTER EMS REPORT  
APRIL - JUNE 2013

CALL SUMMARY

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During the Second Quarter of 2013, there were 753 calls for Service. This is a 2.3 % increase over the same period in 2012. Listed below is a breakdown of calls.

22 calls were cancelled ( 2.9 % )

There was 1 request for Mutual Aid.

4 calls were Fire Stand-by's

15 calls were no patient contact.

62 calls were Lift Assists Only. ( 8.2 % )

119 calls were no transport due to Patient Refusals ( 15.8 % )

5 calls were no transport due to Patients being Presumed.

278 calls were transported to Hartford Hospital ( 36.9 % )

77 calls were transported to Manchester Memorial Hospital ( 10.2 % )

116 calls were transported to St Francis Hospital ( 15.4 % )

25 calls were transported to Children's Hospital ( 3.3 % )

19 calls were transported to various Hospitals ( 2.5 % )

There were no transports by Life Star Helicopter

Of the 753 calls for service, 515 or 68.4 % were transported to Hospitals. ASM was the Primary on 9.2 % of the total calls.

FIRST QUARTER EMS REPORT  
JANUARY - MARCH 2013

## CALL SUMMARY

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During the First Quarter of 2013, there were 710 calls for Service. This is a 5.1 % increase over the same period in 2012. Listed below is a breakdown of calls.

12 calls were cancelled ( 1.7 % )

There was 1 request for Mutual Aid.

There were no calls for Fire Stand-by's

12 calls were no patient contact.

48 calls were Lift Assists Only. ( 6.8 % )

118 calls were no transport due to Patient Refusals ( 16.6 % )

10 calls were no transport due to Patients being Presumed.

289 calls were transported to Hartford Hospital ( 40.7 % )

77 calls were transported to Manchester Memorial Hospital ( 10.8 % )

86 calls were transported to St Francis Hospital ( 12.1 % )

29 calls were transported to Children's Hospital ( 4.1 % )

20 calls were transported to various Hospitals ( 2.8 % )

There were no transports by Life Star Helicopter

Of the 710 calls for service, 501 or 70.6 % were transported to Hospitals. ASM was the Primary on 10 % of the total calls.

## EMS FOURTH QUARTER REPORT BY NATURE

OCTOBER - DECEMBER

NATURE	TOTAL NUMBER OF CALLS
MEDICAL EMERGENCY	413
MEDICAL ALARMS	28
AMBULANCE ONLY CALLS	179
LIFT ASSISTS	48
MVA WITH INJURIES	16
MVA WITH INJURIES ( STATE POLICE )	15
FIRE DEPT ASSIST CALLS	4
POLICE DEPT ASSIST CALLS	38
PUBLIC SERVICE CALLS	6
MUTUAL AID CALLS	0
OTHER	13
<b>TOTAL CALLS:</b>	<b>760</b>

EMS THIRD QUARTER REPORT BY NATURE

JULY - SEPTEMBER

NATURE	TOTAL NUMBER OF CALLS
MEDICAL EMERGENCY	427
MEDICAL ALARMS	37
AMBULANCE ONLY CALLS	142
LIFT ASSISTS	57
MVA WITH INJURIES	23
MVA WITH INJURIES ( STATE POLICE )	11
FIRE DEPT ASSIST CALLS	5
POLICE DEPT ASSIST CALLS	30
PUBLIC SERVICE CALLS	4
MUTUAL AID CALLS	1
OTHER	13
<b>TOTAL CALLS:</b>	<b>750</b>



## EMS SECOND QUARTER REPORT BY NATURE

APRIL - JUNE

NATURE	TOTAL NUMBER OF CALLS
MEDICAL EMERGENCY	423
MEDICAL ALARMS	34
AMBULANCE ONLY CALLS	149
LIFT ASSISTS	60
MVA WITH INJURIES	16
MVA WITH INJURIES ( STATE POLICE )	12
FIRE DEPT ASSIST CALLS	7
POLICE DEPT ASSIST CALLS	41
PUBLIC SERVICE CALLS	7
MUTUAL AID CALLS	1
OTHER	3
<b>TOTAL CALLS:</b>	<b>753</b>

EMS FIRST QUARTER REPORT BY NATURE

JANUARY - MARCH

NATURE	TOTAL NUMBER OF CALLS
MEDICAL EMERGENCY	391
MEDICAL ALARMS	31
AMBULANCE ONLY CALLS	132
LIFT ASSISTS	55
MVA WITH INJURIES	21
MVA WITH INJURIES ( STATE POLICE )	11
FIRE DEPT ASSIST CALLS	2
POLICE DEPT ASSIST CALLS	55
PUBLIC SERVICE CALLS	2
MUTUAL AID CALLS	1
OTHER	9
<b>TOTAL CALLS:</b>	<b>710</b>

**FOURTH QUARTER EMS REPORT  
OCTOBER - DECEMBER 2013**

**RESPONSE TIME ANALYSIS**

<b>RESPONSE TIMES</b>	<b>GVAA</b>	<b>ASM</b>
<i>AVERAGE TIME</i>		
From Time of Call to Enroute	03:56	06:44
<b>Earliest time to Enroute</b>	<b>03:50</b>	<b>06:14</b>
From time of call to Arrival on Scene	05:48	11:44
<b>Earliest time to Arrival</b>	<b>05:48</b>	<b>11:52</b>
On Scene	01:06:24	32:53
<b>Total time for Incidents</b>	<b>01:14:13</b>	<b>46:34</b>
NUMBER OF ENTRIES :	711	61

THIRD QUARTER EMS REPORT  
JULY - SEPTEMBER 2013

## RESPONSE TIME ANALYSIS

RESPONSE TIMES	GVA	ASM
<i>AVERAGE TIME</i>		
From Time of Call to Enroute	03:54	04:17
<b>Earliest time to Enroute</b>	<b>03:44</b>	<b>04:14</b>
From time of call to Arrival on Scene	05:45	10:15
<b>Earliest time to Arrival</b>	<b>05:42</b>	<b>10:15</b>
On Scene	01:04:26	36:10
<b>Total time for Incidents</b>	<b>01:11:46</b>	<b>47:49</b>
NUMBER OF ENTRIES :	706	55

**SECOND QUARTER EMS REPORT  
APRIL - JUNE 2013**

**RESPONSE TIME ANALYSIS**

<b>RESPONSE TIMES</b>	<b>GVA</b>	<b>ASM</b>
<i>AVERAGE TIME</i>		
From Time of Call to Enroute	03:30	04:51
<b>Earliest time to Enroute</b>	<b>03:15</b>	<b>04:51</b>
From time of call to Arrival on Scene	06:42	10:32
<b>Earliest time to Arrival</b>	<b>06:38</b>	<b>10:32</b>
On Scene	01:02:55	32:29
<b>Total time for Incidents</b>	<b>01:09:52</b>	<b>46:19</b>
NUMBER OF ENTRIES :	724	57

**FIRST QUARTER EMS REPORT  
JANUARY - MARCH 2013**

**RESPONSE TIME ANALYSIS**

<b>RESPONSE TIMES</b>	<b>GVAA</b>	<b>ASM</b>
<i>AVERAGE TIME</i>		
From Time of Call to Enroute	04:40	05:33
<b>Earliest time to Enroute</b>	<b>04:28</b>	<b>05:38</b>
From time of call to Arrival on Scene	05:56	09:50
<b>Earliest time to Arrival</b>	<b>05:51</b>	<b>09:51</b>
On Scene	01:04:21	35:03
<b>Total time for Incidents</b>	<b>01:13:03</b>	<b>44:20</b>
NUMBER OF ENTRIES :	670	49

# Glastonbury Volunteer Ambulance Association, Inc.

2013

FOURTH QUARTER EMS TIME ANALYSIS REPORT

OCTOBER -DECEMBER 2013

HOUR	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	% of calls by hour	
								Count	Percentage
00:00 - 00:59	0	3	0	3	4	1	3	14	1.84%
01:00 - 01:59	1	2	1	3	4	2	2	15	1.97%
02:00 - 02:59	1	3	2	0	2	4	2	14	1.84%
03:00 - 03:59	3	2	2	2	1	1	4	15	1.97%
04:00 - 04:59	2	3	1	2	1	1	3	13	1.71%
05:00 - 05:59	3	2	1	1	2	1	5	15	1.97%
06:00 - 06:59	9	5	2	4	4	2	4	30	3.95%
07:00 - 07:59	2	6	4	4	5	3	5	29	3.82%
08:00 - 08:59	6	6	7	6	6	6	5	42	5.53%
09:00 - 09:59	10	6	7	4	8	2	9	46	6.05%
10:00 - 10:59	8	7	5	9	3	7	7	46	6.05%
11:00 - 11:59	9	9	3	6	12	4	6	49	6.45%
12:00 - 12:59	6	9	8	6	3	10	5	47	6.18%
13:00 - 13:59	5	6	6	6	6	9	6	44	5.79%
14:00 - 14:59	8	5	7	9	8	5	2	44	5.79%
15:00 - 15:59	7	5	5	4	3	3	5	32	4.21%
16:00 - 16:59	6	13	4	7	9	4	5	48	6.32%
17:00 - 17:59	5	9	5	10	0	4	8	41	5.39%
18:00 - 18:59	5	6	7	4	6	5	3	36	4.74%
19:00 - 19:59	4	10	3	3	9	2	8	39	5.13%
20:00 - 20:59	6	5	3	5	7	5	5	36	4.74%
21:00 - 21:59	2	5	2	5	4	6	4	28	3.68%
22:00 - 22:59	3	2	0	2	2	7	3	19	2.50%
23:00 - 23:59	3	2	3	2	4	1	3	18	2.37%
<b>Total by Day :</b>	<b>114</b>	<b>131</b>	<b>88</b>	<b>107</b>	<b>113</b>	<b>95</b>	<b>112</b>	<b>760</b>	
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY		
% of calls by Day :	15.00%	17.24%	11.58%	14.08%	14.87%	12.50%	14.74%		

# Glastonbury Volunteer Ambulance Association, Inc.

2013

THIRD QUARTER EMS TIME ANALYSIS REPORT

JULY - SEPTEMBER 2013

HOUR	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	% of calls by hour	
								Count	Percentage
00:00 - 00:59	1	1	3	5	3	8	1	22	2.93%
01:00 - 01:59	5	4	2	3	1	4	3	22	2.93%
02:00 - 02:59	3	1	1	1	2	2	2	12	1.60%
03:00 - 03:59	2	1	3	1	1	2	1	11	1.47%
04:00 - 04:59	2	1	0	3	2	0	2	10	1.33%
05:00 - 05:59	3	1	3	1	2	1	5	16	2.13%
06:00 - 06:59	4	4	1	3	1	2	1	16	2.13%
07:00 - 07:59	4	6	3	2	4	3	1	23	3.07%
08:00 - 08:59	4	5	3	3	3	2	3	23	3.07%
09:00 - 09:59	3	10	5	6	9	4	2	39	5.20%
10:00 - 10:59	13	10	8	4	8	13	5	61	<b>8.13%</b>
11:00 - 11:59	11	8	3	10	6	13	4	55	7.33%
12:00 - 12:59	7	4	5	6	7	7	9	45	6.00%
13:00 - 13:59	6	7	9	3	5	4	7	41	5.47%
14:00 - 14:59	3	8	5	4	2	10	5	37	4.93%
15:00 - 15:59	5	4	10	11	7	10	4	51	6.80%
16:00 - 16:59	5	8	7	5	8	9	7	49	6.53%
17:00 - 17:59	4	4	9	2	8	4	4	35	4.67%
18:00 - 18:59	4	4	3	4	7	6	8	36	4.80%
19:00 - 19:59	4	7	3	4	7	6	5	36	4.80%
20:00 - 20:59	7	4	3	7	8	7	5	41	5.47%
21:00 - 21:59	5	4	1	4	9	6	4	33	4.40%
22:00 - 22:59	3	5	3	1	2	4	3	21	2.80%
23:00 - 23:59	0	7	0	1	5	2	0	15	2.00%
<b>Total by Day :</b>	<b>108</b>	<b>118</b>	<b>93</b>	<b>94</b>	<b>117</b>	<b>129</b>	<b>91</b>	<b>750</b>	
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY		
% of calls by Day :	14.40%	15.73%	12.40%	12.53%	15.60%	<b>17.20%</b>	12.13%		



# Glastonbury Volunteer Ambulance Association, Inc.

2013

FIRST QUARTER EMS TIME ANALYSIS REPORT

JANUARY - MARCH 2013

HOUR	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	% of calls by hour	
								Count	Percentage
00:00 - 00:59	0	3	5	3	1	1	2	15	2.11%
01:00 - 01:59	3	2	1	4	0	4	2	16	2.25%
02:00 - 02:59	3	3	1	1	3	3	0	14	1.97%
03:00 - 03:59	0	1	2	0	1	2	0	6	0.85%
04:00 - 04:59	2	5	2	1	1	0	2	13	1.83%
05:00 - 05:59	0	2	2	1	2	2	1	10	1.41%
06:00 - 06:59	2	3	1	3	2	2	0	13	1.83%
07:00 - 07:59	3	2	2	3	6	2	3	21	2.96%
08:00 - 08:59	9	13	4	7	8	5	2	48	6.76%
09:00 - 09:59	7	9	8	7	10	7	6	54	<b>7.61%</b>
10:00 - 10:59	7	6	6	10	1	5	7	42	5.92%
11:00 - 11:59	9	8	10	7	5	8	3	50	7.04%
12:00 - 12:59	7	1	3	5	8	3	8	35	4.93%
13:00 - 13:59	6	7	2	6	9	3	5	38	5.35%
14:00 - 14:59	1	5	9	5	4	3	3	30	4.23%
15:00 - 15:59	9	3	3	5	9	0	3	32	4.51%
16:00 - 16:59	4	9	10	4	2	6	4	39	5.49%
17:00 - 17:59	5	5	5	4	5	5	6	35	4.93%
18:00 - 18:59	6	11	5	4	5	13	5	49	6.90%
19:00 - 19:59	6	10	1	6	9	3	6	41	5.77%
20:00 - 20:59	5	3	4	2	5	5	7	31	4.37%
21:00 - 21:59	3	6	5	6	5	2	3	30	4.23%
22:00 - 22:59	1	5	4	4	4	6	5	29	4.08%
23:00 - 23:59	2	2	2	1	2	5	5	19	2.68%
<b>Total by Day :</b>	<b>100</b>	<b>124</b>	<b>97</b>	<b>99</b>	<b>107</b>	<b>95</b>	<b>88</b>	<b>710</b>	
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY		
<b>% of calls by Day :</b>	14.08%	<b>17.46%</b>	13.66%	13.94%	15.07%	13.38%	12.39%		

EMS FOURTH QUARTER REPORT BY AREA

OCTOBER - DECEMBER

AREA	TOTAL NUMBER OF CALLS
NORTHEAST SECTION OF TOWN	160
NORTHWEST SECTION OF TOWN	467
SOUTHEAST SECTION OF TOWN	36
SOUTHWEST SECTION OF TOWN	97
MUTUAL AID CALLS	0
<b>TOTAL CALLS:</b>	<b>760</b>

EMS THIRD QUARTER REPORT BY AREA

JULY - SEPTEMBER

AREA	TOTAL NUMBER OF CALLS
NORTHEAST SECTION OF TOWN	159
NORTHWEST SECTION OF TOWN	450
SOUTHEAST SECTION OF TOWN	25
SOUTHWEST SECTION OF TOWN	115
MUTUAL AID CALLS	1
<b>TOTAL CALLS:</b>	<b>750</b>

EMS SECOND QUARTER REPORT BY AREA

APRIL - JUNE

AREA	TOTAL NUMBER OF CALLS
NORTHEAST SECTION OF TOWN	168
NORTHWEST SECTION OF TOWN	466
SOUTHEAST SECTION OF TOWN	29
SOUTHWEST SECTION OF TOWN	89
MUTUAL AID CALLS	1
<b>TOTAL CALLS:</b>	<b>753</b>

EMS FIRST QUARTER REPORT BY AREA

JANUARY - MARCH

AREA	TOTAL NUMBER OF CALLS
NORTHEAST SECTION OF TOWN	170
NORTHWEST SECTION OF TOWN	414
SOUTHEAST SECTION OF TOWN	14
SOUTHWEST SECTION OF TOWN	111
MUTUAL AID CALLS	1
<b>TOTAL CALLS:</b>	<b>710</b>

FOURTH QUARTER TOTALS FOR EMS - 2013

OCTOBER - DECEMBER 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	
Cancelled by Dispatch	5	1	0	0	6	0.8%
Cancelled by Police Officer	5	4	3	2	14	1.8%
Cleared - Community Service	2	2	1	0	5	0.7%
Cleared - Public Presentation	0	0	1	0	1	0.1%
Cleared Fire Stand-By	1	3	1	1	6	0.8%
Cleared No Transport	0	0	0	0	0	0.0%
Cleared Patient Refusal	42	42	23	9	116	15.3%
Lift Assist Only	20	16	8	0	44	5.8%
No Patient Contact	4	3	4	0	11	1.4%
No Transport - Patient Presumed	5	3	1	0	9	1.2%
Transport to CCMC	10	13	4	2	29	3.8%
Transport to Hartford Hospital	129	97	47	33	306	40.3%
Transport to UCONN Med CTR	3	1	0	0	4	0.5%
Transport to Marlborough Clinic	2	5	3	0	10	1.3%
Transport to Manchester Hospital	45	38	6	13	102	13.4%
Transport to Middlesex Hospital	2	4	0	0	6	0.8%
Transport to New Britain General	0	0	0	0	0	0.0%
Transport to Rockville General	0	0	5	0	5	0.7%
Transport to St Francis Hospital	39	25	12	10	86	11.3%
Transport to Yale New Haven	0	0	0	0	0	0.0%
Transport to Midstate Medical Ctr	0	0	0	0	0	0.0%
Transported by Life Star	0	0	0	0	0	0.0%
FOURTH QUARTER 2013	54 Unit 1	54 Unit 2	54 Unit 3	ASM	TOTAL CALLS	
<b>TOTAL CALLS :</b>	<b>314</b>	<b>257</b>	<b>119</b>	<b>70</b>	<b>760</b>	
<b>PERCENTAGES OF CALLS:</b>	<b>41.3%</b>	<b>33.8%</b>	<b>15.7%</b>	<b>9.2%</b>		
<b>PERCENTAGE BLS / ALS:</b>	<b>BLS :</b>	<b>72.2%</b>	<b>ALS:</b>	<b>27.8%</b>	<b>549</b>	<b>211</b>

THIRD QUARTER TOTALS FOR EMS - 2013

JULY - SEPTEMBER 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	
Cancelled by Dispatch	1	4	3	1	9	1.2%
Cancelled by Police Officer	1	4	6	5	16	2.1%
Cleared - Community Service	2	1	1	0	4	0.5%
Cleared - Public Presentation	0	0	0	0	0	0.0%
Cleared Fire Stand-By	1	2	3	0	6	0.8%
Cleared No Transport	0	0	0	0	0	0.0%
Cleared Patient Refusal	26	37	39	5	107	14.3%
Lift Assist Only	19	19	15	1	54	7.2%
No Patient Contact	3	2	3	2	10	1.3%
No Transport - Patient Presumed	3	4	0	0	7	0.9%
Transport to CCMC	7	12	11	3	33	4.4%
Transport to Hartford Hospital	66	118	82	31	297	39.6%
Transport to UCONN Med CTR	2	1	1	1	5	0.7%
Transport to Marlborough Clinic	5	4	1	0	10	1.3%
Transport to Manchester Hospital	21	33	14	9	77	10.3%
Transport to Middlesex Hospital	0	4	0	0	4	0.5%
Transport to New Britain General	0	1	3	0	4	0.5%
Transport to Rockville General	0	0	0	0	0	0.0%
Transport to St Francis Hospital	22	41	24	19	106	14.1%
Transport to Yale New Haven	0	0	0	0	0	0.0%
Transport to Midstate Medical Ctr	0	1	0	0	1	0.1%
Transported by Life Star	0	0	0	0	0	0.0%
THIRD QUARTER 2013	54 Unit 1	54 Unit 2	54 Unit 3	ASM	TOTAL CALLS	
<b>TOTAL CALLS :</b>	<b>179</b>	<b>288</b>	<b>206</b>	<b>77</b>	<b>750</b>	
<b>PERCENTAGES OF CALLS:</b>	<b>23.9%</b>	<b>38.4%</b>	<b>27.5%</b>	<b>10.3%</b>		
<b>PERCENTAGE BLS / ALS:</b>	<b>BLS :</b>	<b>71.6%</b>	<b>ALS:</b>	<b>28.4%</b>	<b>537</b>	<b>213</b>

SECOND QUARTER TOTALS FOR EMS - 2013

APRIL - JUNE 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	
Cancelled by Dispatch	2	4	1	0	7	0.9%
Cancelled by Police Officer	1	8	4	2	15	2.0%
Cleared - Community Service	4	0	2	0	6	0.8%
Cleared - Public Presentation	0	0	1	0	1	0.1%
Cleared Fire Stand-By	0	2	2	0	4	0.5%
Cleared No Transport	1	2	1	0	4	0.5%
Cleared Patient Refusal	17	56	36	10	119	15.8%
Lift Assist Only	9	32	18	3	62	8.2%
No Patient Contact	4	5	6	0	15	2.0%
No Transport - Patient Presumed	1	3	1	0	5	0.7%
Transport to CCMC	6	9	3	7	25	3.3%
Transport to Hartford Hospital	42	147	61	28	278	36.9%
Transport to UCONN Med CTR	0	2	0	0	2	0.3%
Transport to Marlborough Clinic	2	4	6	1	13	1.7%
Transport to Manchester Hospital	5	39	26	7	77	10.2%
Transport to Middlesex Hospital	1	3	0	0	4	0.5%
Transport to New Britain General	0	0	0	0	0	0.0%
Transport to Rockville General	0	0	0	0	0	0.0%
Transport to St Francis Hospital	16	61	28	11	116	15.4%
Transport to Yale New Haven	0	0	0	0	0	0.0%
Transport to Midstate Medical Ctr	0	0	0	0	0	0.0%
Transported by Life Star	0	0	0	0	0	0.0%
SECOND QUARTER 2013	54 Unit 1	54 Unit 2	54 Unit 3	ASM	TOTAL CALLS	
<b>TOTAL CALLS :</b>	<b>111</b>	<b>377</b>	<b>196</b>	<b>69</b>	<b>753</b>	
<b>PERCENTAGES OF CALLS:</b>	<b>14.7%</b>	<b>50.1%</b>	<b>26.0%</b>	<b>9.2%</b>		
<b>PERCENTAGE BLS / ALS:</b>	<b>BLS :</b>	<b>68.9%</b>	<b>ALS:</b>	<b>31.1%</b>	<b>519</b>	<b>234</b>

BLS CALLS      ALS CALLS



FIRST QUARTER TOTALS FOR EMS - 2013

JANUARY - MARCH 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	
Cancelled by Dispatch	1	2	4	1	8	1.1%
Cancelled by Police Officer		6	2	4	12	1.7%
Cleared - Community Service						
Cleared - Public Presentation						
Cleared Fire Stand-By						
Cleared No Transport		1			1	0.1%
Cleared Patient Refusal	11	63	32	12	118	16.6%
Lift Assist Only	6	29	13		48	6.8%
No Patient Contact	2	7	2	1	12	1.7%
No Transport - Patient Presumed		3	6	1	10	1.4%
Transport to CCMC	1	17	8	3	29	4.1%
Transport to Hartford Hospital	21	152	90	26	289	40.7%
Transport to UCONN Med CTR						
Transport to Marlborough Clinic	1	6	4	1	12	1.7%
Transport to Manchester Hospital	8	37	26	6	77	10.8%
Transport to Middlesex Hospital		5	3		8	1.1%
Transport to New Britain General						
Transport to Rockville General						
Transport to St Francis Hospital	6	33	31	16	86	12.1%
Transport to Yale New Haven						
Transport to Midstate Medical Ctr						
Transported by Life Star						
FIRST QUARTER 2013	54 Unit 1	54 Unit 2	54 Unit 3	ASM	TOTAL CALLS	
<b>TOTAL CALLS :</b>	<b>57</b>	<b>361</b>	<b>221</b>	<b>71</b>	<b>710</b>	
<b>PERCENTAGES OF CALLS:</b>	<b>8.0%</b>	<b>50.8%</b>	<b>31.1%</b>	<b>10.0%</b>		
<b>PERCENTAGE BLS / ALS:</b>	<b>BLS :</b>	<b>69.2%</b>	<b>ALS:</b>	<b>30.8%</b>	<b>491</b>	<b>219</b>

**CALL DISPOSITION BY MONTH**

**DECEMBER, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	3				3	1.19%
Cancelled by Police Officer	2	1	2	2	7	2.78%
Cleared - Community Service		1			1	0.40%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By		1	1		2	0.79%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	10	7	8	4	29	11.51%
Lift Assist Only	6	1	3		10	3.97%
No Patient Contact	1	1	1		3	1.19%
No Transport - Patient Presumed	1				1	0.40%
Transport to CCMC	2	4	1	1	8	3.17%
Transport to Hartford Hospital	52	25	21	16	114	45.24%
Transport to UCONN Med CTR		1			1	0.40%
Transport to Marlborough Clinic	2	3	2		7	2.78%
Transport to Manchester Hospital	16	14	2	1	33	13.10%
Transport to Middlesex Hospital		2			2	0.79%
Transport to New Britain General					0	0.00%
Transport to Rockville General			5		5	1.98%
Transport to St Francis Hospital	15	10		1	26	10.32%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	110	71	46	25	252	

**54 UNIT 1                      43.7%**

**54 UNIT 2                      28.2%**

**54 UNIT 3                      18.3%**

**ASM                              9.9%**

<b>BLS CALLS</b>	<b>ALS CALLS</b>
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<b>165</b>	<b>87</b>
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<b>65.5%</b>	<b>34.5%</b>
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**DECEMBER, 2013**

**CALL DISPOSITION BY MONTH**

**NOVEMBER, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1				1	0.40%
Cancelled by Police Officer	2	1			3	1.21%
Cleared - Community Service					0	0.00%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By					0	0.00%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	17	22	7	1	47	18.95%
Lift Assist Only	7	7	3		17	6.85%
No Patient Contact	3	2	2		7	2.82%
No Transport - Patient Presumed	1	2			3	1.21%
Transport to CCMC	4	4	1		9	3.63%
Transport to Hartford Hospital	37	27	16	8	88	35.48%
Transport to UCONN Med CTR	3				3	1.21%
Transport to Marlborough Clinic		1	1		2	0.81%
Transport to Manchester Hospital	16	16	3	6	41	16.53%
Transport to Middlesex Hospital	1				1	0.40%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	14	5	3	4	26	10.48%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	106	87	36	19	248	

**54 UNIT 1                      42.7%**

**54 UNIT 2                      35.1%**

**54 UNIT 3                      14.5%**

**ASM                                7.7%**

<b>BLS CALLS</b>	<b>ALS CALLS</b>
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<b>186</b>	<b>62</b>
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<b>75.0%</b>	<b>25.0%</b>
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**NOVEMBER, 2013**

**CALL DISPOSITION BY MONTH**

**OCTOBER, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1	1			2	0.77%
Cancelled by Police Officer	1	2	1		4	1.54%
Cleared - Community Service	2	1	1		4	1.54%
Cleared - Public Presentation			1		1	0.38%
Cleared Fire Stand-By	1	2		1	4	1.54%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	15	13	8	4	40	15.38%
Lift Assist Only	7	8	2		17	6.54%
No Patient Contact			1		1	0.38%
No Transport - Patient Presumed	3	1	1		5	1.92%
Transport to CCMC	4	5	2	1	12	4.62%
Transport to Hartford Hospital	40	45	10	9	104	40.00%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic		1			1	0.38%
Transport to Manchester Hospital	13	8	1	6	28	10.77%
Transport to Middlesex Hospital	1	2			3	1.15%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	10	10	9	5	34	13.08%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	<b>54 UNIT 1</b>	<b>54 UNIT 2</b>	<b>54 UNIT 3</b>	<b>ASM</b>	<b>TOTAL CALLS</b>	
	<b>98</b>	<b>99</b>	<b>37</b>	<b>26</b>	<b>260</b>	

**54 UNIT 1                      37.7%**

**54 UNIT 2                      38.1%**

**54 UNIT 3                      14.2%**

**ASM                                10.0%**

<b>BLS CALLS</b>	<b>ALS CALLS</b>
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<b>198</b>	<b>62</b>
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<b>76.2%</b>	<b>23.8%</b>
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**OCTOBER, 2013**

CALL DISPOSITION BY MONTH

SEPTEMBER, 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch		1	1		2	0.87%
Cancelled by Police Officer	1		1	2	4	1.73%
Cleared - Community Service					0	0.00%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By			1		1	0.43%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	13	13	16	1	43	18.61%
Lift Assist Only	12	7	6	1	26	11.26%
No Patient Contact	1	1	2	1	5	2.16%
No Transport - Patient Presumed	2	1			3	1.30%
Transport to CCMC	2	4		1	7	3.03%
Transport to Hartford Hospital	31	27	17	6	81	35.06%
Transport to UCONN Med CTR		1			1	0.43%
Transport to Marlborough Clinic	2				2	0.87%
Transport to Manchester Hospital	7	8	2	2	19	8.23%
Transport to Middlesex Hospital		1			1	0.43%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	13	12	3	7	35	15.15%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr		1			1	0.43%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	84	77	49	21	231	

**54 UNIT 1                      36.4%**

**54 UNIT 2                      33.3%**

**54 UNIT 3                      21.2%**

**ASM                              9.1%**

BLS CALLS	ALS CALLS
177	54
76.6%	23.4%

SEPTEMBER, 2013

CALL DISPOSITION BY MONTH

AUGUST, 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1	1			2	0.72%
Cancelled by Police Officer		2	1	2	5	1.81%
Cleared - Community Service	1				1	0.36%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By		1	2		3	1.09%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	7	10	12	2	31	11.23%
Lift Assist Only	7	8	3		18	6.52%
No Patient Contact	1				1	0.36%
No Transport - Patient Presumed		1			1	0.36%
Transport to CCMC	3	5	2	2	12	4.35%
Transport to Hartford Hospital	20	50	31	17	118	42.75%
Transport to UCONN Med CTR	1				1	0.36%
Transport to Marlborough Clinic	1	2	1		4	1.45%
Transport to Manchester Hospital	8	16	5	6	35	12.68%
Transport to Middlesex Hospital		2			2	0.72%
Transport to New Britain General			2		2	0.72%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	6	14	13	7	40	14.49%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	<b>56</b>	<b>112</b>	<b>72</b>	<b>36</b>	<b>276</b>	

**54 UNIT 1                      20.3%**

**54 UNIT 2                      40.6%**

**54 UNIT 3                      26.1%**

**ASM                                13.0%**

BLS CALLS	ALS CALLS
188	88
68.1%	31.9%

AUGUST, 2013

## CALL DISPOSITION BY MONTH

JULY, 2013

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch		2	2	1	5	2.06%
Cancelled by Police Officer		2	4	1	7	2.88%
Cleared - Community Service	1	1	1		3	1.23%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By	1	1			2	0.82%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	6	14	11	2	33	13.58%
Lift Assist Only		4	6		10	4.12%
No Patient Contact	1	1	1	1	4	1.65%
No Transport - Patient Presumed	1	2			3	1.23%
Transport to CCMC	2	3	9		14	5.76%
Transport to Hartford Hospital	15	41	34	8	98	40.33%
Transport to UCONN Med CTR	1		1	1	3	1.23%
Transport to Marlborough Clinic	2	2			4	1.65%
Transport to Manchester Hospital	6	9	7	1	23	9.47%
Transport to Middlesex Hospital		1			1	0.41%
Transport to New Britain General		1	1		2	0.82%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	3	15	8	5	31	12.76%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	39	99	85	20	243	

<b>54 UNIT 1</b>	<b>16.0%</b>
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<b>54 UNIT 2</b>	<b>40.7%</b>
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<b>54 UNIT 3</b>	<b>35.0%</b>
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<b>ASM</b>	<b>8.2%</b>
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BLS CALLS	ALS CALLS
172	71
70.8%	29.2%

JULY, 2013

**CALL DISPOSITION BY MONTH**

**JUNE, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1	1	1		3	1.15%
Cancelled by Police Officer	1	4	2		7	2.67%
Cleared - Community Service	1		1		2	0.76%
Cleared - Public Presentation			1		1	0.38%
Cleared Fire Stand-By			1		1	0.38%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	9	23	9	3	44	16.79%
Lift Assist Only	5	9	6	2	22	8.40%
No Patient Contact	1	1	1		3	1.15%
No Transport - Patient Presumed		1			1	0.38%
Transport to CCMC	2	4	1	2	9	3.44%
Transport to Hartford Hospital	14	53	15	12	94	35.88%
Transport to UCONN Med CTR		2			2	0.76%
Transport to Marlborough Clinic	2		4		6	2.29%
Transport to Manchester Hospital	2	15	8	1	26	9.92%
Transport to Middlesex Hospital		3			3	1.15%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	10	16	8	4	38	14.50%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	<b>54 UNIT 1</b>	<b>54 UNIT 2</b>	<b>54 UNIT 3</b>	<b>ASM</b>	<b>TOTAL CALLS</b>	
	<b>48</b>	<b>132</b>	<b>58</b>	<b>24</b>	<b>262</b>	

**54 UNIT 1                      18.3%**

**54 UNIT 2                      50.4%**

**54 UNIT 3                      22.1%**

**ASM                                9.2%**

<b>BLS CALLS</b>	<b>ALS CALLS</b>
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<b>183</b>	<b>79</b>
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<b>69.8%</b>	<b>30.2%</b>
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**JUNE, 2013**



**CALL DISPOSITION BY MONTH**

**MAY, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1	3			4	1.51%
Cancelled by Police Officer		4	1	1	6	2.26%
Cleared - Community Service	2		1		3	1.13%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By		1			1	0.38%
Cleared No Transport	1	2	1		4	1.51%
Cleared Patient Refusal	4	16	17	2	39	14.72%
Lift Assist Only		13	7	1	21	7.92%
No Patient Contact		3	3		6	2.26%
No Transport - Patient Presumed		2	1		3	1.13%
Transport to CCMC	1	3	1	1	6	2.26%
Transport to Hartford Hospital	11	52	20	8	91	34.34%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic		2	2	1	5	1.89%
Transport to Manchester Hospital	1	11	9	3	24	9.06%
Transport to Middlesex Hospital					0	0.00%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	3	33	12	4	52	19.62%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	<b>54 UNIT 1</b>	<b>54 UNIT 2</b>	<b>54 UNIT 3</b>	<b>ASM</b>	<b>TOTAL CALLS</b>	
	<b>24</b>	<b>145</b>	<b>75</b>	<b>21</b>	<b>265</b>	

<b>54 UNIT 1</b>	<b>9.1%</b>
<b>54 UNIT 2</b>	<b>54.7%</b>
<b>54 UNIT 3</b>	<b>28.3%</b>
<b>ASM</b>	<b>7.9%</b>

<b>BLS CALLS</b>	<b>ALS CALLS</b>
<b>188</b>	<b>77</b>
<b>70.9%</b>	<b>29.1%</b>

**MAY, 2013**

**CALL DISPOSITION BY MONTH**

**APRIL, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch					0	0.00%
Cancelled by Police Officer			1	1	2	0.88%
Cleared - Community Service	1				1	0.44%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By		1	1		2	0.88%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	4	17	10	5	36	15.93%
Lift Assist Only	4	10	5		19	8.41%
No Patient Contact	3	1	2		6	2.65%
No Transport - Patient Presumed	1				1	0.44%
Transport to CCMC	3	2	1	4	10	4.42%
Transport to Hartford Hospital	17	42	26	8	93	41.15%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic		2			2	0.88%
Transport to Manchester Hospital	2	13	9	3	27	11.95%
Transport to Middlesex Hospital	1				1	0.44%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	3	12	8	3	26	11.50%
Transport to Yale New Haven					0	0.00%
Transport to Newington VA Hospital					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	<b>54 UNIT 1</b>	<b>54 UNIT 2</b>	<b>54 UNIT 3</b>	<b>ASM</b>	<b>TOTAL CALLS</b>	
	<b>39</b>	<b>100</b>	<b>63</b>	<b>24</b>	<b>226</b>	

<b>54 UNIT 1</b>	<b>17.3%</b>
<b>54 UNIT 2</b>	<b>44.2%</b>
<b>54 UNIT 3</b>	<b>27.9%</b>
<b>ASM</b>	<b>10.6%</b>

<b>BLS CALLS</b>	<b>ALS CALLS</b>
<b>148</b>	<b>78</b>
<b>65.5%</b>	<b>34.5%</b>

**APRIL, 2013**

**CALL DISPOSITION BY MONTH**

**MARCH, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch	1		1		2	0.90%
Cancelled by Police Officer		2	1	1	4	1.81%
Cleared - Community Service					0	0.00%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By					0	0.00%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	3	17	10	4	34	15.38%
Lift Assist Only	2	9	5		16	7.24%
No Patient Contact		2	2	1	5	2.26%
No Transport - Patient Presumed		1	2		3	1.36%
Transport to CCMC		10	2	1	13	5.88%
Transport to Hartford Hospital	9	41	31	7	88	39.82%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic		2	2		4	1.81%
Transport to Manchester Hospital		8	10		18	8.14%
Transport to Middlesex Hospital		3			3	1.36%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	2	10	14	5	31	14.03%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	17	105	80	19	221	

**54 UNIT 1                      7.7%**

**54 UNIT 2                      47.5%**

**54 UNIT 3                      36.2%**

**ASM                              8.6%**

<b>BLS CALLS</b>	<b>ALS CALLS</b>
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<b>150</b>	<b>71</b>
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<b>67.9%</b>	<b>32.1%</b>
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**MARCH, 2013**

**CALL DISPOSITION BY MONTH**

**FEBRUARY, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch		1	1	1	3	1.30%
Cancelled by Police Officer		3		1	4	1.74%
Cleared - Community Service					0	0.00%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By					0	0.00%
Cleared No Transport		1			1	0.43%
Cleared Patient Refusal	6	12	9	5	32	13.91%
Lift Assist Only	2	7	7		16	6.96%
No Patient Contact		2			2	0.87%
No Transport - Patient Presumed		1	2	1	4	1.74%
Transport to CCMC		2	2		4	1.74%
Transport to Hartford Hospital	8	48	33	9	98	42.61%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic	1	2		1	4	1.74%
Transport to Manchester Hospital	5	14	12	4	35	15.22%
Transport to Middlesex Hospital		1			1	0.43%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	2	10	8	6	26	11.30%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	24	104	74	28	230	

**54 UNIT 1                      10.4%**

**54 UNIT 2                      45.2%**

**54 UNIT 3                      32.2%**

**ASM                                12.2%**

BLS CALLS	ALS CALLS
161	69
70.0%	30.0%

**FEBRUARY, 2013**

**CALL DISPOSITION BY MONTH**

**JANUARY, 2013**

CALL DISPOSITION	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTALS	%
Cancelled by Dispatch		1	2		3	1.16%
Cancelled by Police Officer		1	1	2	4	1.54%
Cleared - Community Service					0	0.00%
Cleared - Public Presentation					0	0.00%
Cleared Fire Stand-By					0	0.00%
Cleared No Transport					0	0.00%
Cleared Patient Refusal	2	34	13	3	52	20.08%
Lift Assist Only	2	13	1		16	6.18%
No Patient Contact	2	3			5	1.93%
No Transport - Patient Presumed		1	2		3	1.16%
Transport to CCMC	1	5	4	2	12	4.63%
Transport to Hartford Hospital	4	63	26	10	103	39.77%
Transport to UCONN Med CTR					0	0.00%
Transport to Marlborough Clinic		2	2		4	1.54%
Transport to Manchester Hospital	3	15	4	2	24	9.27%
Transport to Middlesex Hospital		1	3		4	1.54%
Transport to New Britain General					0	0.00%
Transport to Rockville General					0	0.00%
Transport to St Francis Hospital	2	13	9	5	29	11.20%
Transport to Yale New Haven					0	0.00%
Transport to Midstate Medical Ctr					0	0.00%
Transported by Life Star					0	0.00%
<b>TOTAL CALLS :</b>	54 UNIT 1	54 UNIT 2	54 UNIT 3	ASM	TOTAL CALLS	
	16	152	67	24	259	

**54 UNIT 1                      6.2%**

**54 UNIT 2                      58.7%**

**54 UNIT 3                      25.9%**

**ASM                              9.3%**

BLS CALLS	ALS CALLS
180	79
69.5%	30.5%

**JANUARY, 2013**