

South County Emergency Medical Services **Monthly Update**

December 2015

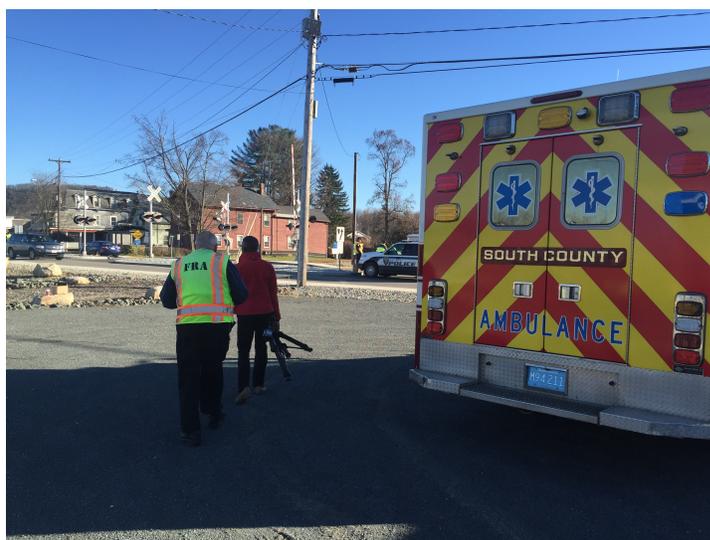
South County EMS teamed up with the Federal Railroad Administration, Deerfield Police, the South Deerfield Fire District and Amtrak Police in November to promote railroad-crossing safety. Operation Lifesaver is a North American safety campaign with the mission to reduce civilian railroad fatalities. On November 20th local emergency responders stationed themselves at the Elm St railroad crossing the Deerfield. For a couple hours personnel handed out informational packets and were on hand to answer questions and interact with the public.

The Elm St crossing was chosen because of the high amount of traffic that travels over it on a daily basis, especially during school and work transition times. Local media outlets were on hand to grant us an even larger audience.

November also pushed South County EMS' response to multiple simultaneous calls within our jurisdiction.

South County EMS staffs two full time staff members 24/7. This staffing model allows us to respond immediately with one ambulance. With our call volume of approximately 1000 calls a year, this single staffed ambulance covers our need 95% of the time. For the remaining 5% of the time, when we experience second or even third requests for ambulances at once, we utilize our local EMTs and Paramedics who live and work in the area. This is exactly how our communities responded to emergencies under the previous EMS department models.

It goes without saying that the same concerns regarding a lack of local responders under our previous system is still a concern when we have the occasional need for additional ambulances now. South County EMS is currently reviewing our staffing models and looking for smarter ways to cover these simultaneous calls. Occasionally South County EMS relies on neighboring EMS agencies to provide mutual-aid response for calls in our jurisdiction, and in turn we provide the same backup responses to them when they need it. This is standard operating practice in all emergency service disciplines, and allows us all to provide a high level of service with fiscal and operational practicality. Though we do sometimes rely on this mutual-aid response, our response time statistics represent averages for all of our ambulances, and our citizens can still expect to see an ambulance at their door in 7 minutes on average.



Statistics:

In the 11 months of 2015 (January-November), South County EMS responded to 684 calls.

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| Total Runs (2015): | 742 |
| Transports: | 551 |
| ALS: | 396 |
| BLS: | 155 |
| Refusals: | 132 |
| Other: | 59 |
| Deerfield: | 391 |
| Sunderland: | 211 |
| Whately: | 105 |
| Greenfield: | 16 |
| Turners: | 1 |
| Conway: | 8 |
| Amherst: | 0 |
| Hatfield: | 2 |
| Other: | 8 |

Total Runs (7/1/14 – 12/31/14): 505

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|-------------|-----|
| Transports: | 359 |
| ALS: | 212 |
| BLS: | 147 |
| Refusals: | 120 |
| Others: | 26 |
| Deerfield: | 257 |
| Sunderland: | 141 |
| Whately: | 66 |
| Greenfield: | 24 |
| Turners: | 4 |
| Conway: | 6 |
| Amherst: | 4 |
| Hatfield: | 2 |
| Ashfield: | 1 |

Average response time (from dispatch to arrival on scene): **7:11**

Respectfully,

Chief Zachary Smith, Paramedic
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