2023 Office of Emergency Medical Services Annual Report

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Introduction

The Office of Emergency Medical Services (OEMS) has statutory authority for the statewide collection of Emergency Medical System (EMS) data. The OEMS interacts within a network of local, regional, statewide, and national stakeholders and shares data with the National Emergency Medical Services Information System (NEMSIS). The office works with software vendors to standardize submissions and assure the correct processing of records. Data collection for year 2023 began in NEMSIS version 3.4.0, starting in June agencies transitioned to NEMSIS version 3.5.0. 174 of 178 agencies successfully switched to NEMSIS 3.5.0 by December 31st, 2023. While the two data standard versions are overall consistent, there are some noticeable differences between the data sets that will make certain comparisons between this annual report and those that came before difficult. For instance the change from one disposition element in NEMSIS 3.4.0 to four disposition elements in NEMSIS 3.5.0.

The purpose of this report is to meet the requirements of the Connecticut General Statutes (19a-177 (8)) and to provide statistics on Connecticut EMS calls filtered by demographics (i.e. age, sex, and race), time (i.e. day of the week, time of day), and location (i.e. town and county). This report only reflects what was reported by EMS providers in electronic patient care reports (ePCRs) to the OEMS.

Connecticut has 169 towns. It is the responsibility of OEMS and the individual jurisdiction to identify the primary service area (PSA) provider and to define the level of resources to be provided to that area. Connecticut issues licenses and certifications to ambulances and first responders to operate within specific geographic areas. We published Primary Service Area maps for first responder, basic, and paramedic levels in the 2022 annual report. Services throughout the state include volunteer, municipal, hospital-based and commercial organizations. It is up to the individual jurisdiction to define acceptable levels of service and response, including response time standards as part of their local EMS plan. Local agencies have to establish mutual aid agreements with back-up agencies in order to ensure continuity of service.

Requests for 911-response are handled by Public Service Answering Points (PSAPs) for the 396 EMS services throughout the state. Pre-hospital (field) to hospital communications (on-line medical direction) is coordinated via the 13 Centralized Medical Emergency Direction (CMED) communication centers situated throughout the state. EMS agencies are assigned specific CMED resources based on their geography and sponsoring hospital.

All licensed and certified services that transport patients are required by statute to collect and submit electronic data to OEMS. In 2023, 178 services submitted ePCRs to the state. See Table 1 for a summary of total ePCRs reported to the state as well as the minimum, maximum, and average validity scores for each reporting EMS service. For each ePCR, validation rules check for completeness and highlight fields red or orange if the rule is not satisfied thereby notifying users of data fields that require their attention. The validation score reflects the completeness of each ePCR and acts as the first round of quality assurance.

For the sections Complaints Reported by Dispatch, Unit Level Characteristics, All ePCR Responses, and Scene Info we used all submitted ePCRs or a subset of 911 responses from all submitted ePCRs. For patient level information we used a de-duplicated set of ePCRs as described in Section Patient Level Information.

Complaints Reported by Dispatch

Complaints reported by dispatch for 911-responses were similar in pattern to dispatched calls in 2022 (Figure 1).
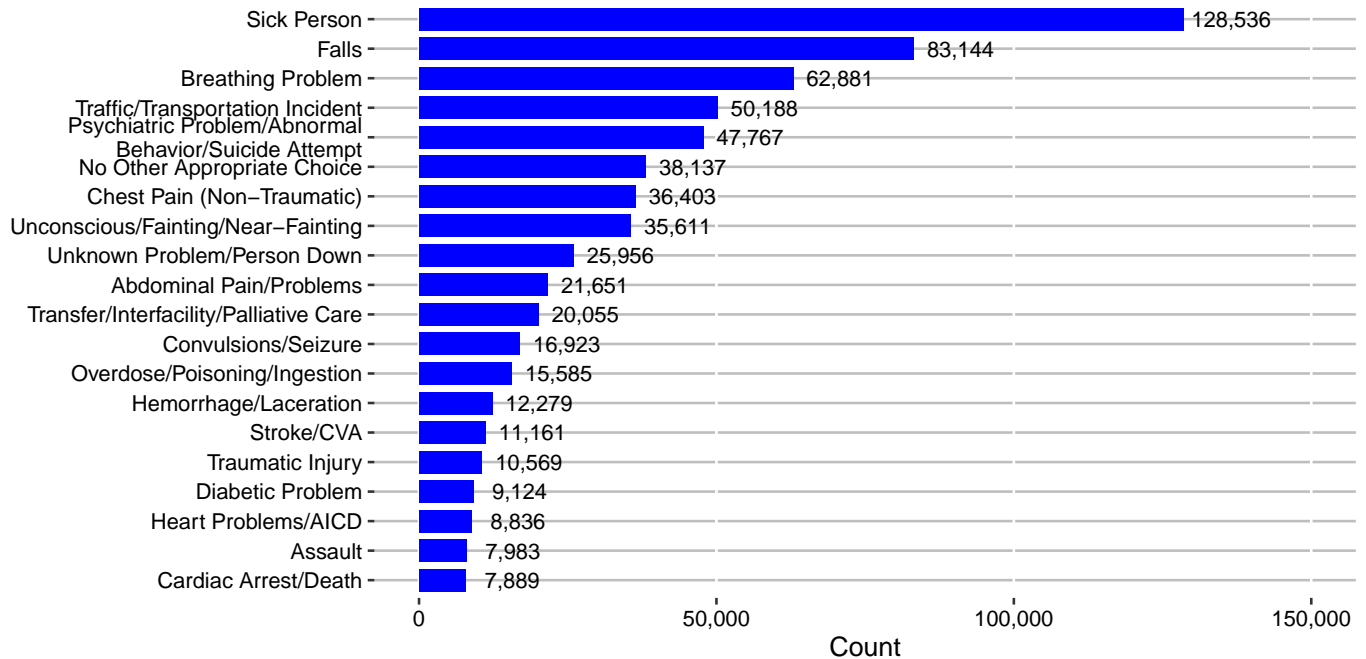
Figure 1: Top 20 Complaints Reported By Dispatch

Unit Level Characteristics

For 56.68% of 911-responses (n= 396,401) the unit was equipped with advanced life support (ALS), for 43.28% of 911-responses (n= 302,668) the unit was equipped with basic life support (BLS), and for the remainder level of care of this unit was not recorded (n= 273). Table 2 provides a breakdown by agency of the level of care (ALS or BLS) the unit is able to provide based on the units' treatment capabilities for the specific EMS event regardless of patient need.

- **Advanced Life Support (ALS)**: Transportation by ground ambulance vehicle with the provision of medically necessary supplies and services including the provision of at least one ALS intervention by ALS personnel trained to the level of the Advanced EMT or paramedic.
- **Basic Life Support (BLS)**: Transportation by ground ambulance vehicle as defined by the state. The ambulance must be staffed by an individual who is qualified as an EMT-basic per state guidelines.

All ePCR Responses

There were a total of 935,372 ePCRs submitted to OEMS, including 699,344 for 911-response, 26,619 for intercepts, and 9,700 for mutual aid (Figure 2). 69.25% of 911-responses were treated and transported (n= 484,301) (Figure 2). There was an average of 58,279 911-responses per month and an average of 40,358 911-responses where the patient was treated & transported per month (Figure 3), and 808 mutual aid ePCRs submitted per month (Figure 3). The majority of 911-responses occurred between 9am and 4pm on weekdays (Figure 4). Figure 5 shows the total number of 911-responses for the past four years (2020-2023). Whereas figure 5 shows the total number of treated and transported 911-responses for the past four years (2020-2023).
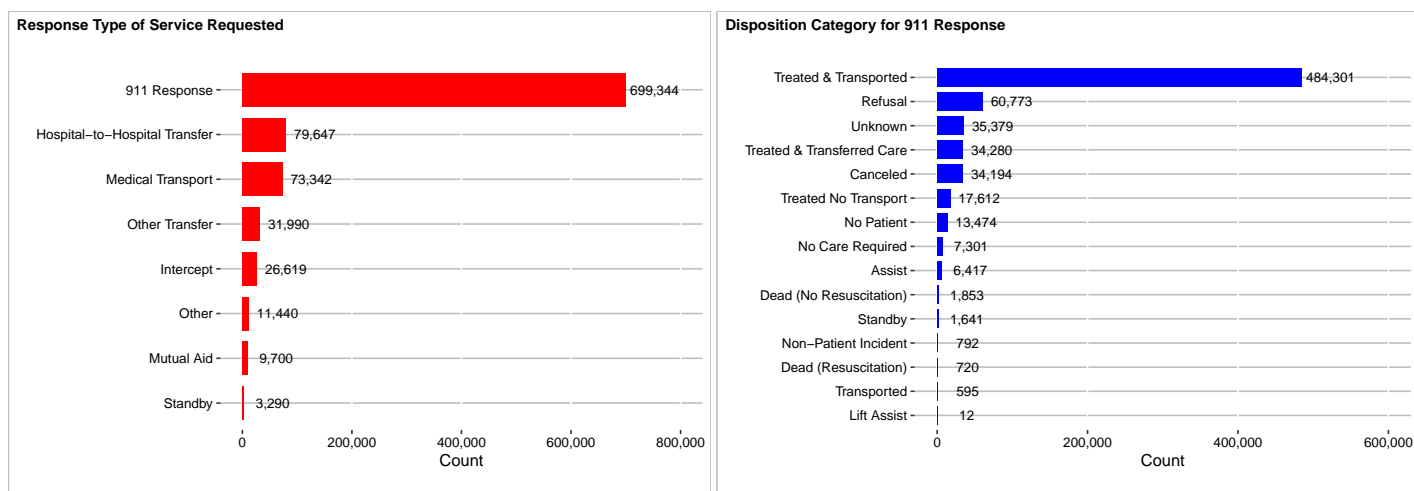
Figure 2: Response Type of Service Requested and Disposition Categories for 911-Response

Definitions for response type of service requested:

- **911 Response (Scene)**: Emergent or immediate response to an incident location, regardless of method of notification
- **Medical Transport**: Transports that are not between hospitals or that do not require an immediate response. These are generally for the purpose of transportation to or from an appointment, performance of a procedure, or long-term care
- **Hospital-to-Hospital Transfer**: Any transfer, after initial assessment and stabilization, from and to a healthcare facility. This would include specialty hospitals, for the purpose of continuation of acute care, and emergent transfer requests. Relabeled from Interfacility Transport in NEMSIS 3.4.0
- **Intercept**: When one EMS provider meets a transporting EMS unit vehicle with the intent of receiving a patient or providing a higher level of care
- **Mutual Aid**: Unit responded to a request to assist another EMS service
- **Standby**: Initial request for service was for purposes of being available in case of a medical/traumatic emergency
- **Other Transfer**: Includes Non-Hospital Facility to Non-Hospital Facility Transfers and Non-Hospital Facility to Hospital Facility Transfers
- **Other**: Any other Response Type of Service Requested
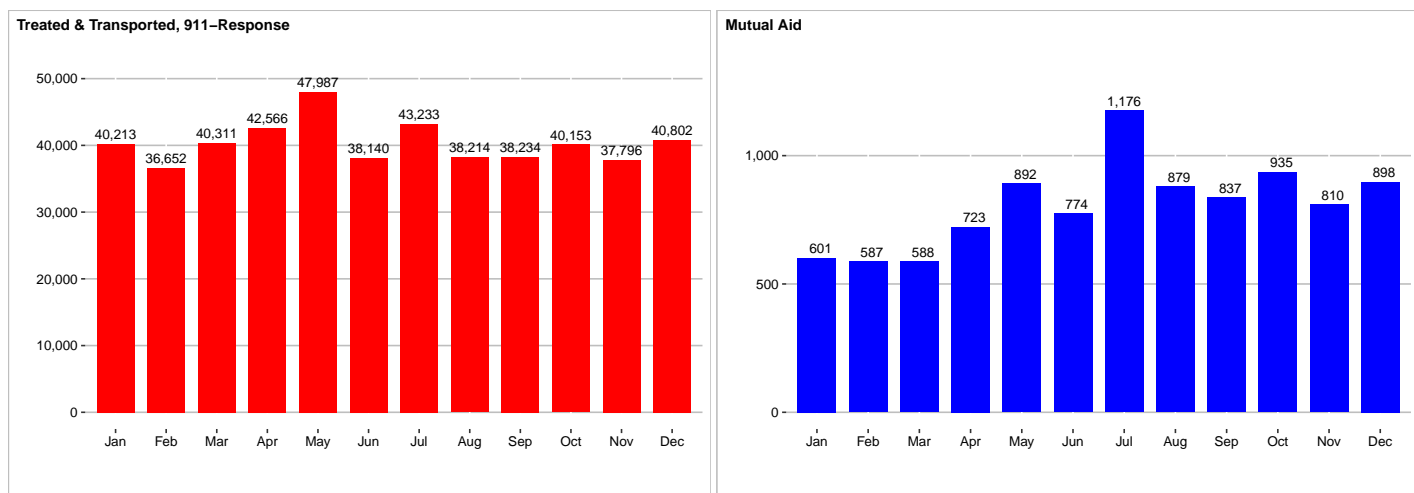
Figure 3: Treated and Transported and Mutual Aid by Month
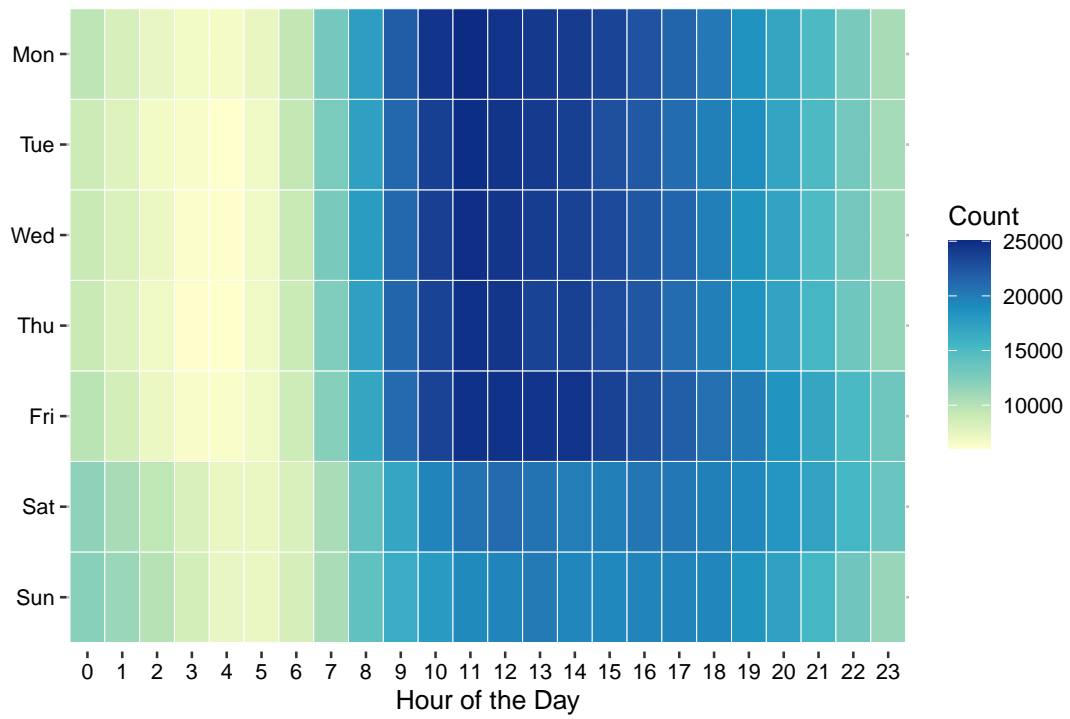
Figure 4: 911-Responses per Hour per Day
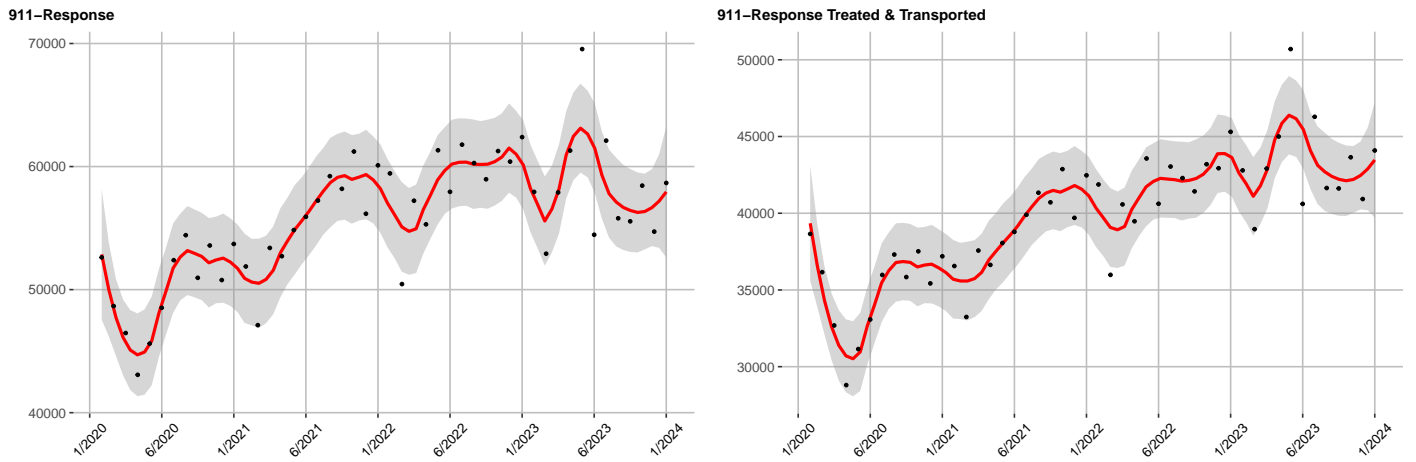
Figure 5: 911-Response and 911-Response Treated and Transported- Four Year Trend (2020-2023)

Response Times

The response time metric was calculated as the difference between the time 'Unit Notified by Dispatch' to 'Unit Arrived on Scene'. This metric provides the time it takes a unit to respond to the scene location. Across all 911-responses (n=699,344) the average response time was **8.75** minutes.

However, there were potential outliers given that the minimum response time was -7.0553×10^4 minutes and the maximum response time was 195,843 minutes. We identified outliers by calculating the interval between the 2.5 and 97.5 percentiles of 911 response times. 911 response times under 1 minutes or over 20 minutes were excluded as they lay outside this 95% interval. This resulted in excluding 13% (n=96,285) of observations. After removing potential outliers, there were a total of 639,378 911-responses with a mean response time of **7.37** minutes (Figure 6 and Table 3).

The fractile times include the time from first tone to the service en-route to scene (Tone-En Route), the time to arrival at scene (En Route-Scene), time at scene (Scene-Depart Scene), time from scene to disposition (Depart Scene-Destination), and the turn around time (Destination-Back in Service). Figure 6 provides the average fractile times across all calls and Table 4 provides the fractile times for each town.
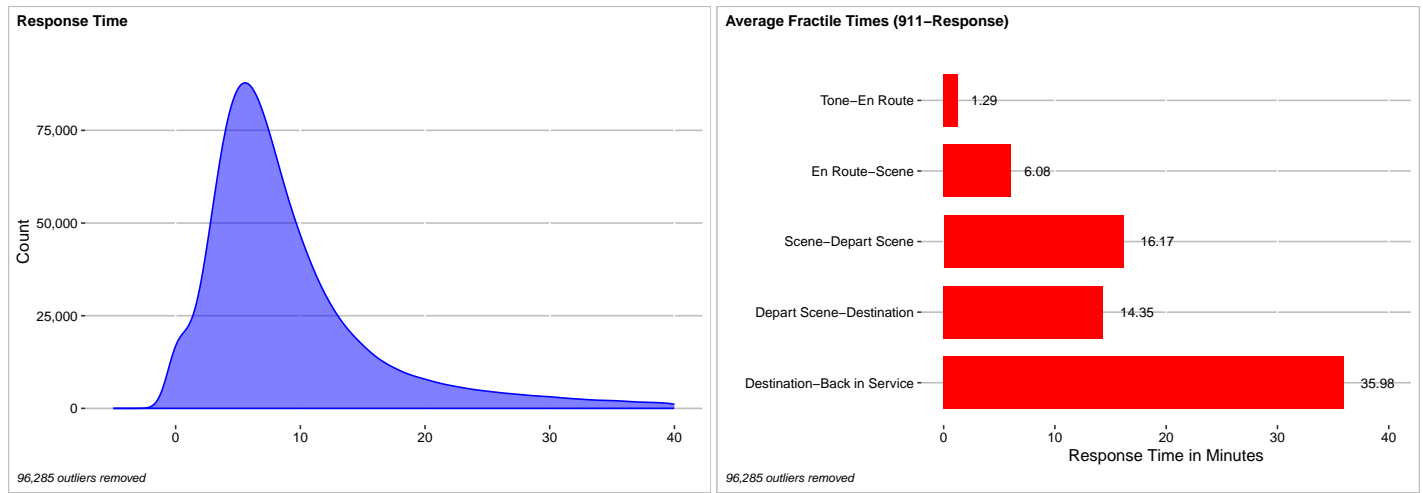
Figure 6: Overall Response Time and Average Fractile Times

Response Times by Town, Class, and Mode

For the 633,205 911-responses where the incident town was one of the 169 town's in Connecticut, towns were categorized into urban, suburban, and rural classes by population density. The categories were based on the US Census definition of Urban (greater than or equal to 1,000 people per square mile) and the Connecticut State Office of Rural Health definition of Rural (10,000 people or less and less than 500 people per square mile). Figure 7 indicates which towns were classified as urban, suburban, and rural.

- **Urban** (n=45) with population density of greater than or equal to 1,000 people/square mile
- **Suburban** (n=33) with population density of less than 1,000 and greater than or equal to 500 people/square mile
- **Rural** (n=91) with population density less than 500 people/square mile and a population of 10,000 or less.
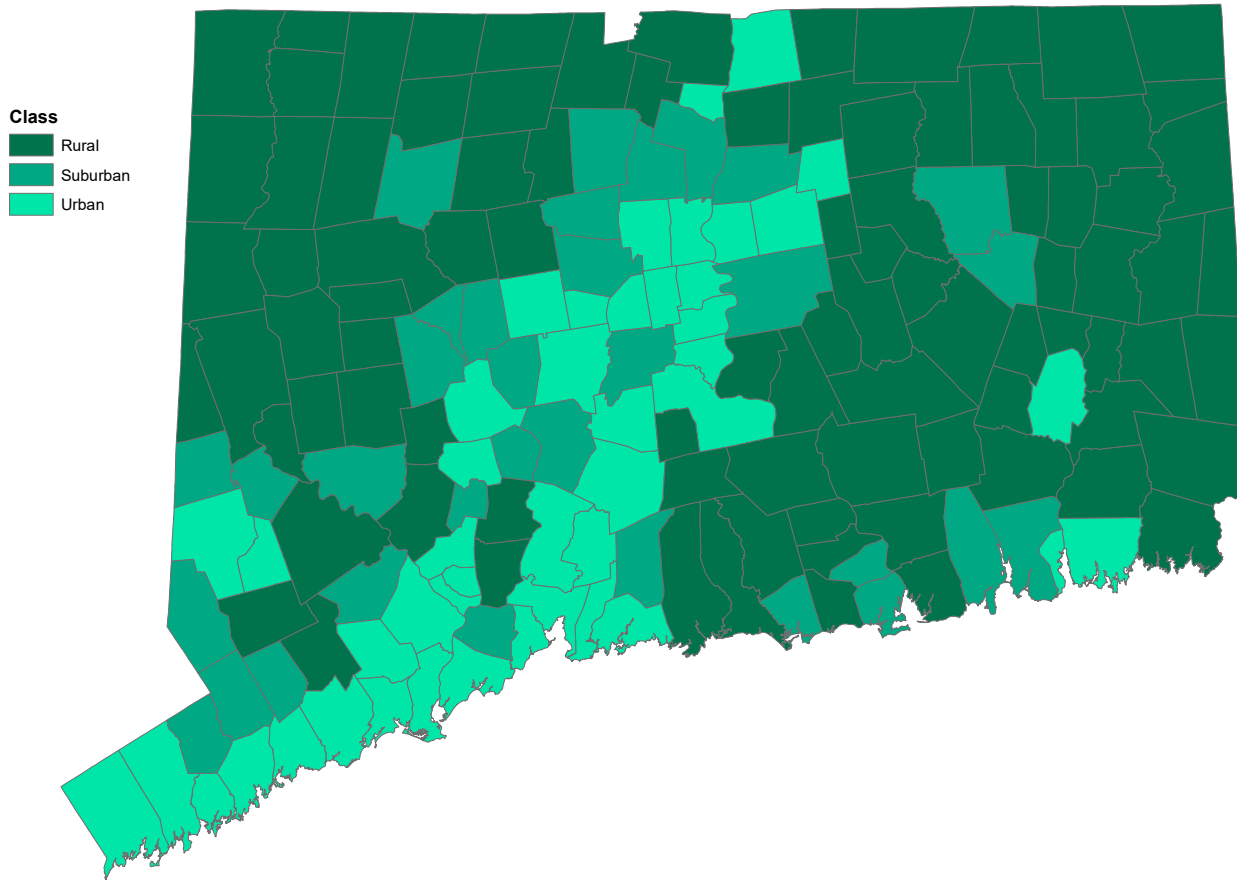
Figure 7: Town Class

Urban towns had the most 911-responses 461,086 and shortest average response time of 6.98 minutes. Suburban towns had 94,651 calls with an average response time of 7.83 minutes. Rural towns had the fewest calls 77,468 and the longest average response time of 9.1 minutes. Figure 8 shows the distribution of response times in minutes by class (Urban, Suburban, Rural). See Tables 5 for response times by town and class. Figure 8 shows the distribution of response times by response mode, i.e. whether the response was emergent or non-emergent. Figure 9 maps the mean response time for each town. Emergent responses had more calls (n=497,857) and a mean response time of 7.02 while Non-emergent responses had fewer calls (n=136,530) and a longer average response time 8.59. As can be seen from the density plot (Figure 9), Non-emergent response times are right skewed indicating a greater number that are longer than the median response time.
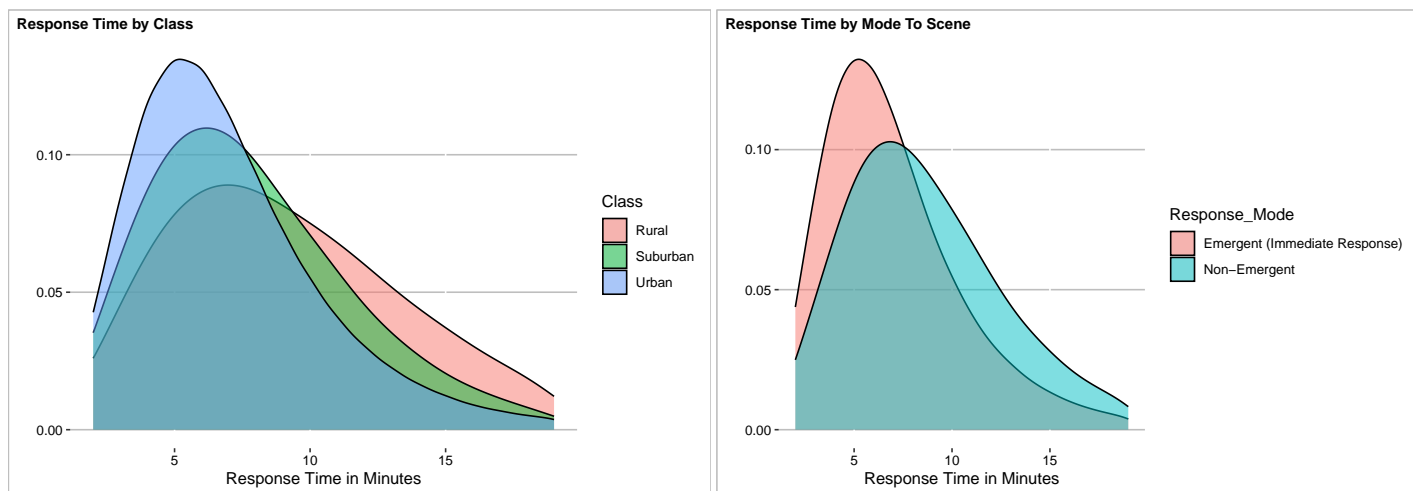
Figure 8: Distribution of Response Time by Class and Response Mode
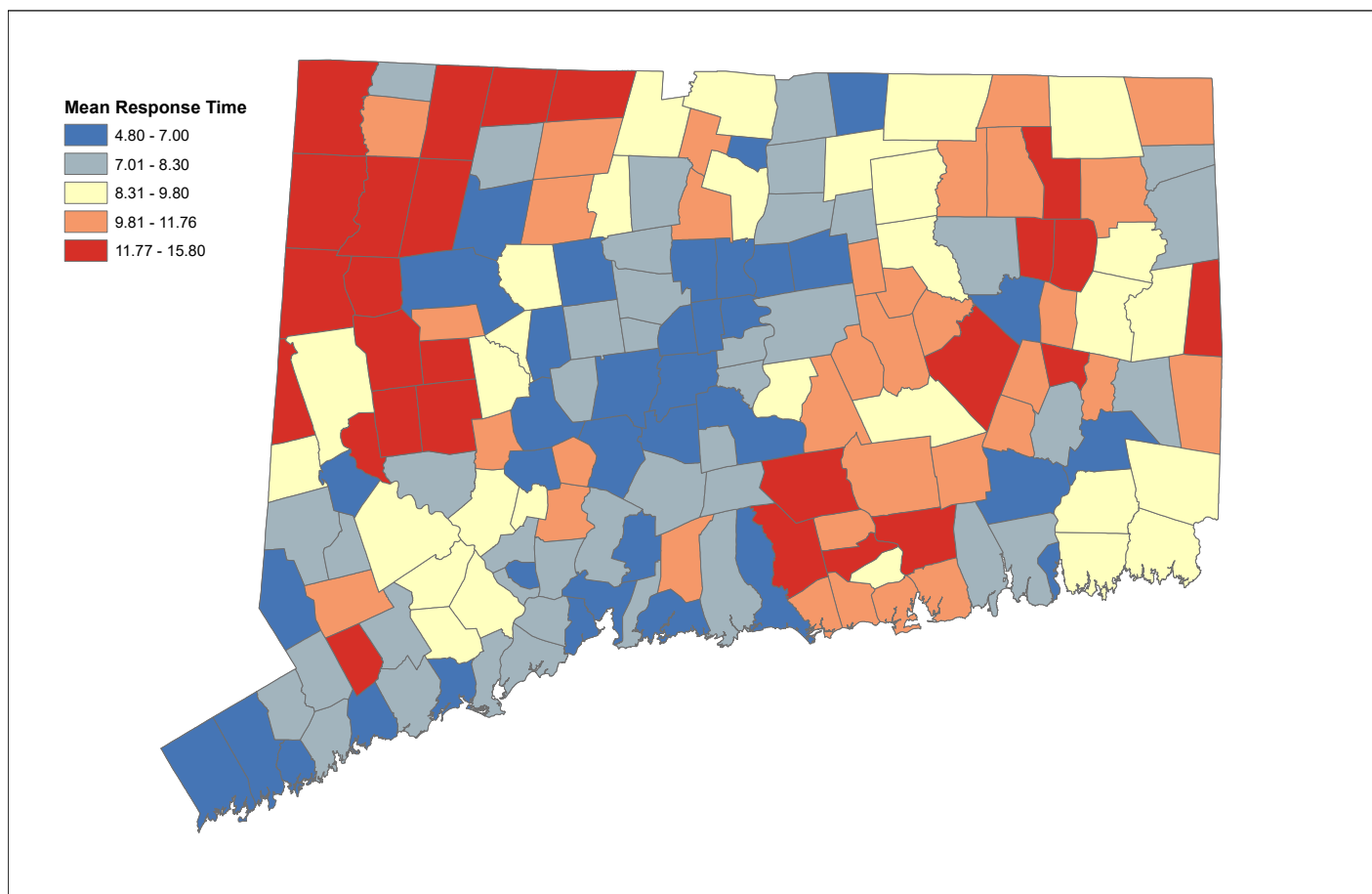
Figure 9: Town Response Time

Scene Info

144,897 (20.72%) of 911-responses used lights and sirens to the scene (Figure 10). Response delay is defined as the reason the EMS crew was delayed responding to the patient and scene delay is defined as the reason the EMS crew was delayed reaching the patient once on scene. Distance and Traffic were the most cited reasons for response delay (Figure 10). Safety and patient access were the most cited reasons for scene delay (Figure 11). Map 12 shows the distribution of all submitted 911-response ePCRs by town and the rate of 911-responses per 1,000 people for each town. For example, a rate of 50 means there were 50 calls for every 1,000 people.
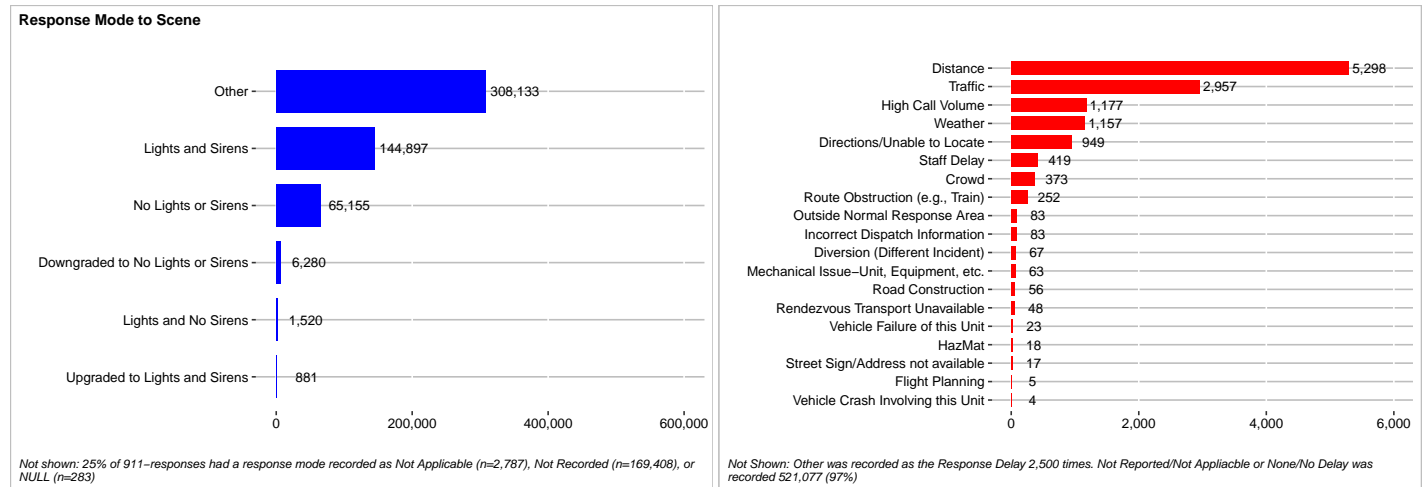
Figure 10: Response Mode and Response Delay for 911-Responses
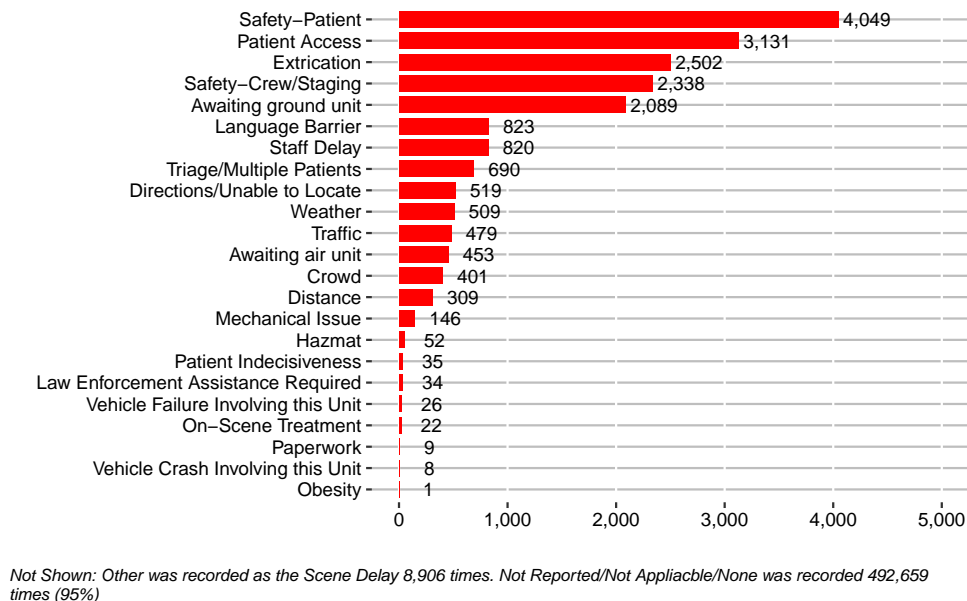
Figure 11: Scene Delay for 911-Responses
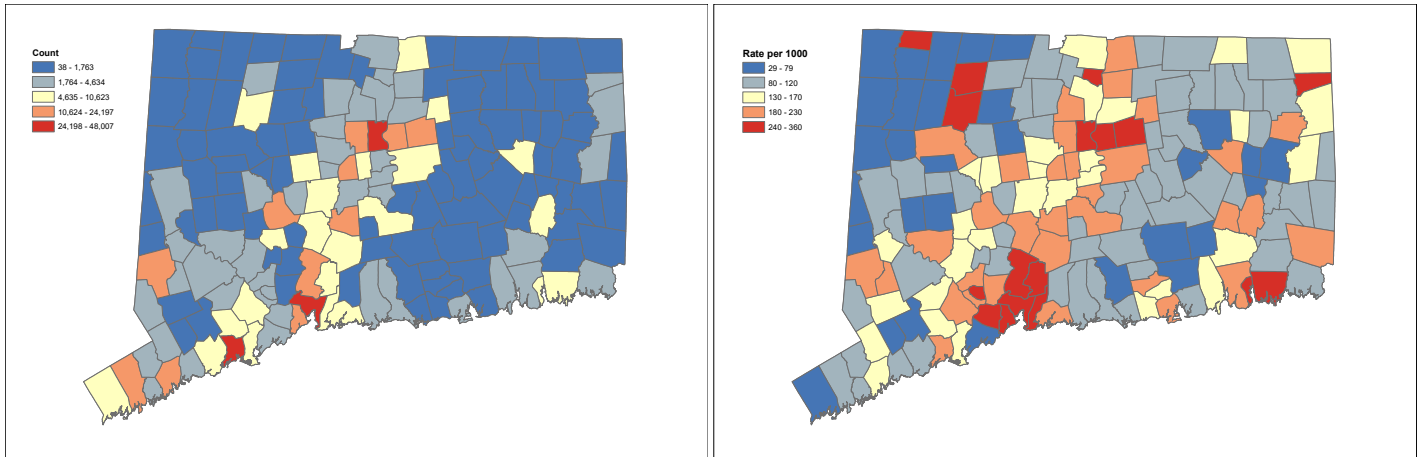
Figure 12: Town Call Volume – All Submitted ePCRs

Crew Info

There were 7,364 unique, active EMS professionals as identified by the reported crew member IDs on the ePCRs. The number of EMS professionals has increased over time since 2020 (Figure 13). Table 6 provides the number of active members as reported on ePCRs broken down by agency and year. Some EMS professionals ride for multiple EMS agencies.
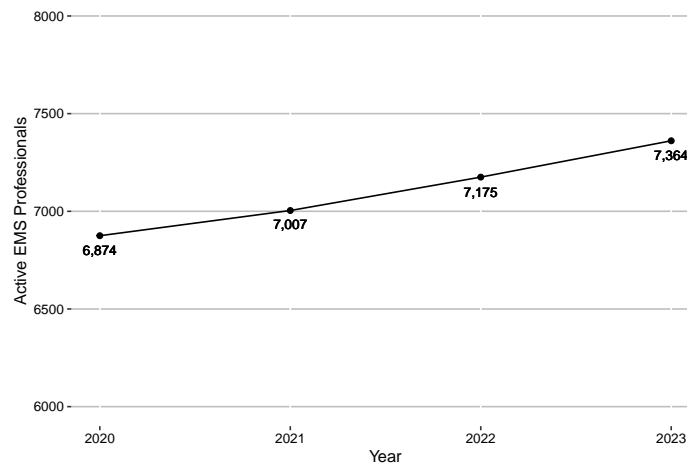
Figure 13: Active EMS Professionals over Time

Patient Level Information

Deduplication of Records

There were a total of 935,372 ePCRs and 699,344 911-response ePCRs submitted to OEMS in 2023. Because multiple agencies and EMS providers may respond to and then submit an ePCR for the same patient, in the 2023 annual report we are reporting on a de-duplicated set of ePCRs when referring to patient level data. De-duplication was accomplished by taking into account the patient's last name, date of birth, and incident city and then prioritizing by level of service whereby if a paramedic and an EMT submitted an ePCR for the same patient the paramedic's ePCR was retained for patient level analysis. Through this de-duplication process we are better able to estimate the number of pre-hospital patients in Connecticut. There were a total of 678,219 de-duplicated ePCRs and 505,581 911-response ePCRs identified in 2023. Therefore the data presented in this 2023 report at the patient level should not be directly compared to the data presented in the annual reports from 2021 and 2022 as these reports were not de-duplicated.

Scene Incident Location

Scene incident location was categorized into 13 categories. 46.45% of 911-responses are called to a private residence (n= 117,255) (Figure 14).

Scene Incident Location

Not Shown: 50% of 911–responses had a location recorded as Not Applicable (n= 967), Not Recorded (n=32,065) or Null (n=220,101)
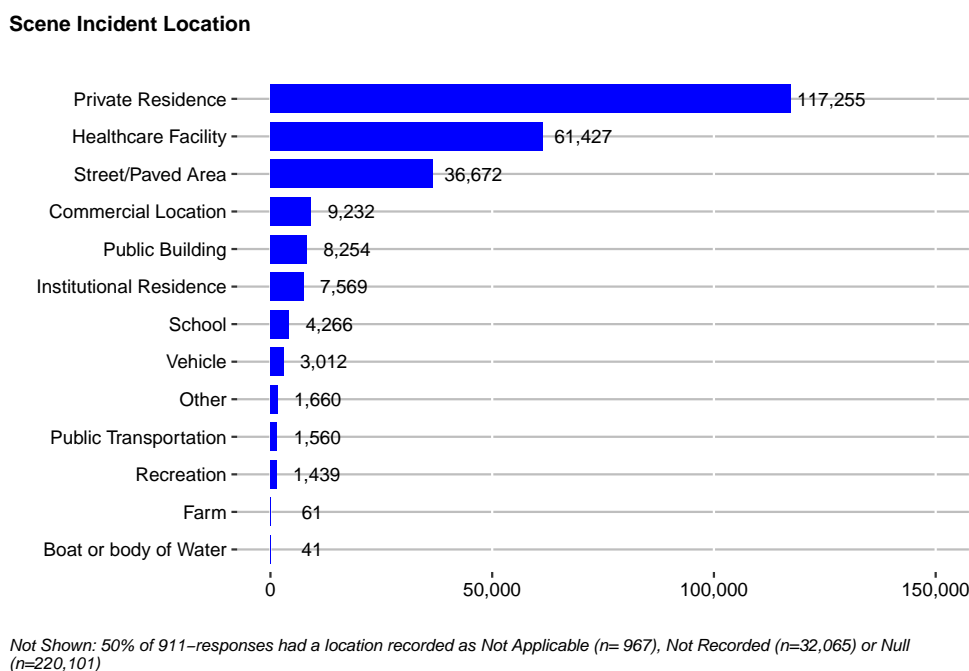
Figure 14: Incident Location

Patient Demographics

47.87% of patients (n= 242,024) were male, 50.15% of patients (n= 253,534) were female (Figure 15). 44% of patients were white (n=220,981), 14% were Black or African American (n=68,793), 10% were Hispanic (n=50,697), and 3% of patients were recorded as Asian, other, Indian, or Hawaiian. The other 30% (n=150,410) of patients did not have a race recorded (Figure 15). Of patients with a recorded race, 98% were reported as single race while 2% were reported with multiple races. Males and females between the ages of 50 and 90 represented the majority of 911-responses (Figure 16).
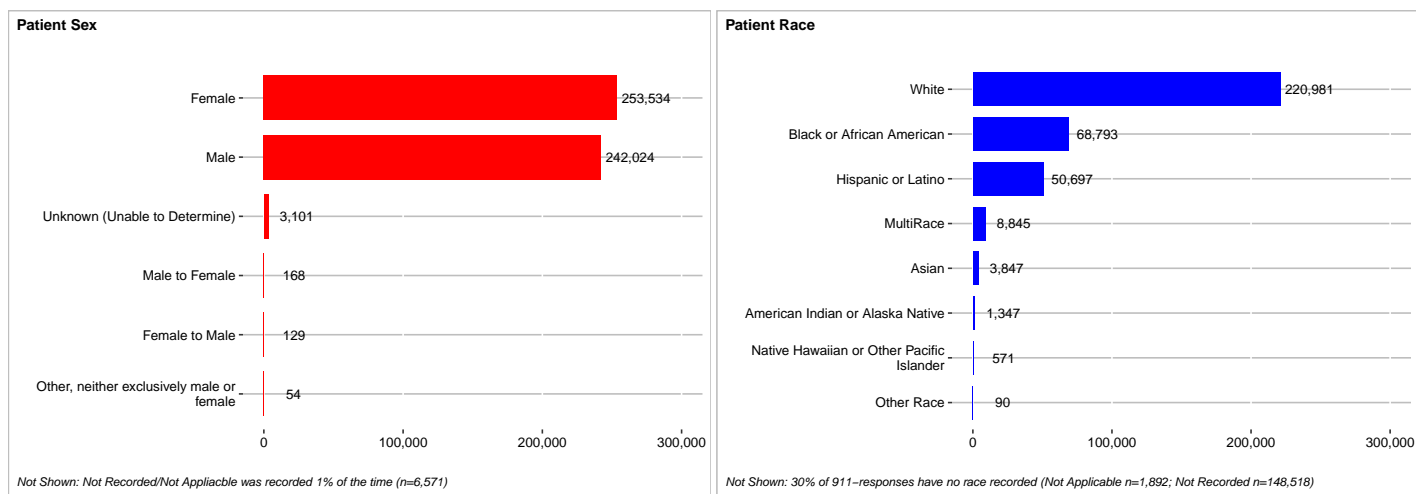
Figure 15: Patient Sex and Race

Not Shown: <1% of 911−response patients (n=3,264) do not have an age recorded
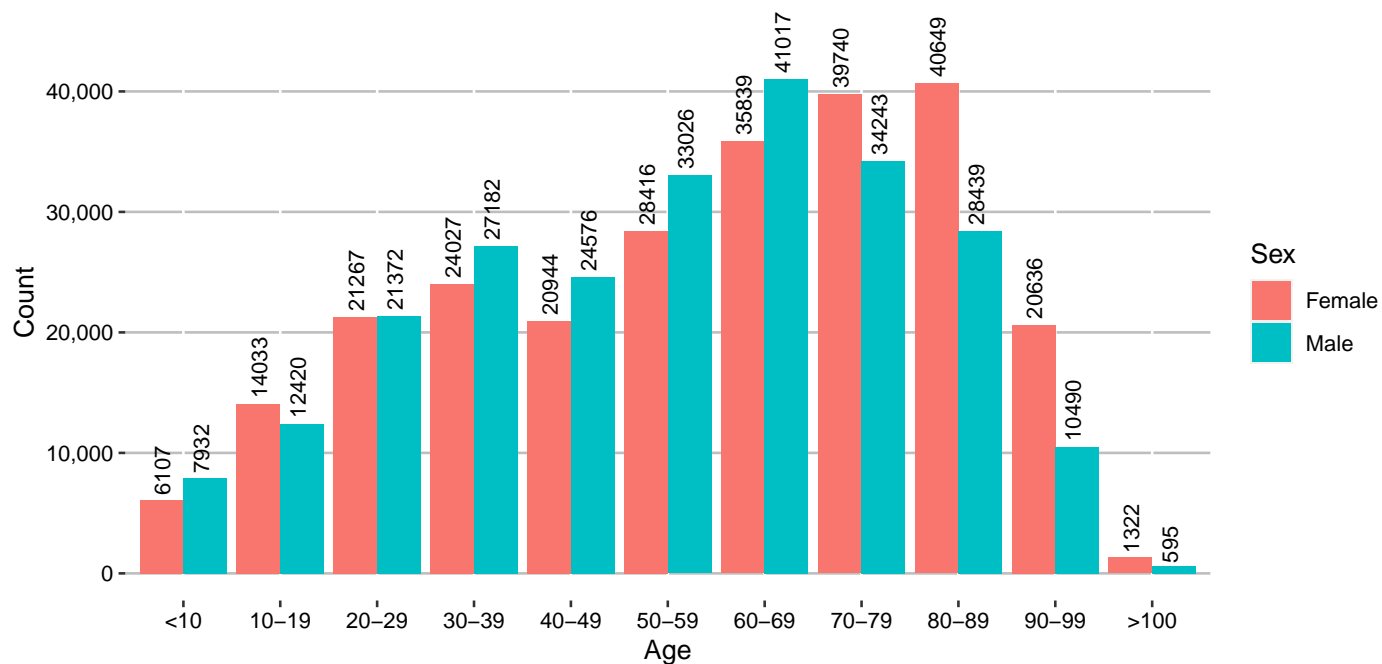
Figure 16: Patient Age and Sex

Pediatric Calls

7% (n=37,348) of patients were 18 or younger. Figure 17 shows pediatric 911-responses broken down by age and gender and the location of pediatric 911-responses with most occurring in private residences. Figure 18 shows the 911-response call volume for pediatric patients as well as broken down by age categories for subsets of pediatric patients. Overall mental illness is the highest primary impression reported for pediatric patients but this is only true for pediatric patients over 10 years of age, for patients 1-9 it is unspecified injury, and for patients less than 1 it is fever (18).

Figure 17: Patient Age and Sex and Patient Incident Location

Pediatric (<18) 911–response Top 10 Primary Impressions

Primary Impression	Count
Mental illness, NOS (F99)	2,288
Injury, unspecified (T14.90)	2,141
Behavioral / psychiatric disorder (F99)	1,077
Other emotional symptoms (R45.89)	962
Pain, acute (G89.1)	959
Other symptoms and signs involving emotional state (R45.89)	830
General exam, no complaint (Z00)	675
Fainting/collapse (R55)	625
Injury, unspecified, initial encounter (T14.90XA)	617
Child general exam, no finding (Z00.129)	613

Pediatric (<1) 911–response Top 10 Primary Impressions

Primary Impression	Count
Fever (R50.9)	201
Injury, unspecified (T14.90)	177
Child general exam, no finding (Z00.129)	161
General exam, no complaint (Z00)	150
Febrile convulsions (R56.0)	120
Respiratory distress (J80)	107
Common cold (J00)	86
Other general symptoms and signs (R68.89)	86
Allergic reaction, NOS (T78.40)	83
Encounter for general examination without complaint, suspected or reported diagnosis (Z00)	75

Pediatric (1–4) 911–response Top 10 Primary Impressions

Primary Impression	Count
Injury, unspecified (T14.90)	211
Fever (R50.9)	164
Child general exam, no finding (Z00.129)	103
Febrile convulsions (R56.0)	100
General exam, no complaint (Z00)	93
Pain, acute (G89.1)	78
Allergic reaction, NOS (T78.40)	68
Seizure, epileptic (G40.909)	66
Injury, unspecified, initial encounter (T14.90XA)	62
Encounter for general examination without complaint, suspected or reported diagnosis (Z00)	61

Pediatric (5–9) 911–response Top 10 Primary Impressions

Primary Impression	Count
Injury, unspecified (T14.90)	325
Mental illness, NOS (F99)	226
Pain, acute (G89.1)	139
Child general exam, no finding (Z00.129)	110
General exam, no complaint (Z00)	104
Behavioral / psychiatric disorder (F99)	101
Other emotional symptoms (R45.89)	96
Allergic reaction, NOS (T78.40)	91
Fever (R50.9)	91
Injury, unspecified, initial encounter (T14.90XA)	86

Pediatric (10–14) 911–response Top 10 Primary Impressions

Primary Impression	Count
Mental illness, NOS (F99)	1,007
Injury, unspecified (T14.90)	521
Behavioral / psychiatric disorder (F99)	512
Other emotional symptoms (R45.89)	392
Other symptoms and signs involving emotional state (R45.89)	354
Mental disorder, not otherwise specified (F99)	294
Pain, acute (G89.1)	243
Fainting/collapse (R55)	182
Injury, unspecified, initial encounter (T14.90XA)	165
Anxiety (F41.9)	156

Pediatric (15–18) 911–response Top 10 Primary Impressions

Primary Impression	Count
Mental illness, NOS (F99)	1,038
Injury, unspecified (T14.90)	907
Other emotional symptoms (R45.89)	473
Behavioral / psychiatric disorder (F99)	460
Pain, acute (G89.1)	456
Other symptoms and signs involving emotional state (R45.89)	390
Fainting/collapse (R55)	357
Anxiety (F41.9)	306
Injury, unspecified, initial encounter (T14.90XA)	284
Mental disorder, not otherwise specified (F99)	252

Figure 18: Top 10 Reported 911-Response Primary Impressions for Pediatrics

Patient Assessment

Initial patient acuity was primarily lower acuity (n = 316,916) (Figure 19). The most cited provider primary impression was Weakness (n=26,590) (Figure 20). Being uncooperative and language were the most frequently reported barriers to patient care (Figure 20).

Not Shown: 16% of 911–responses where Initial Patient Acuity was not recorded (n=79,766), not applicable (n=2,380)
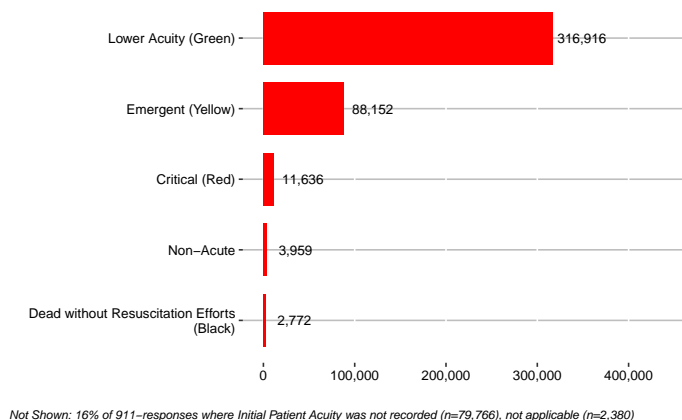
Figure 19: Initial Patient Acuity
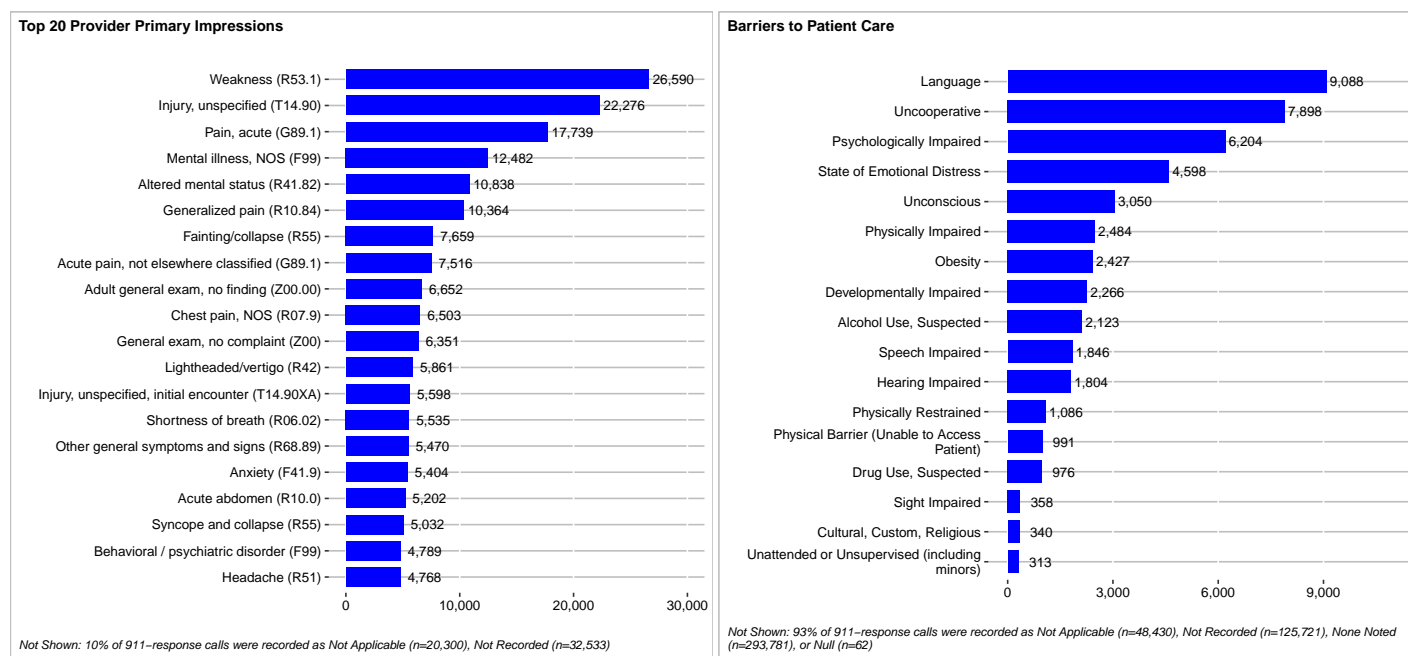
Figure 20: Patient Assessment

Medications, Protocols, and Procedures

In 2023, there were 142,194 documented medications given to 96,806 unique patients. Figure 21 shows the top 10 medications given to all patients, adults, and pediatric patients age 18 and under. There were 636,969 documented procedures provided to 284,813 unique patients. Figure 22 shows the leading procedures documented. There were 186,623 documented protocols other than "Not Recorded" or "Not Applicable" provided to 182,711 unique patients. Figure 22 also shows the leading protocols documented.

All ages

Medication	Count
Oxygen	42,708
Sodium Chloride	17,652
Ondansetron	12,571
Aspirin	10,369
Fentanyl	5,995
Albuterol / Ipratropium	5,252
Nitroglycerin	5,240
Albuterol	4,625
Naloxone	3,701
Midazolam	2,901

Adult

Medication	Count
Oxygen	41,616
Sodium Chloride	17,139
Ondansetron	12,222
Aspirin	10,336
Fentanyl	5,640
Nitroglycerin	5,224
Albuterol / Ipratropium	5,092
Albuterol	4,369
Naloxone	3,634
Midazolam	2,689

Pediatric

Medication	Count
Oxygen	1,092
Sodium Chloride	513
Fentanyl	355
Ondansetron	349
Albuterol	256
Midazolam	212
Diphenhydramine	183
Albuterol / Ipratropium	160
Epinephrine 1 MG/ML	141
Acetaminophen	135

Figure 21: Top 10 Medications Given to All Patients, Adults, and Pediatrics

Procedures

- IV, insertion — 60,319
- ECG, 12 lead — 50,475
- Vein, Extremity — 41,111
- 12 Lead ECG Obtained — 40,373
- ALS Assessment — 36,761
- Evaluation/observation — 29,190
- Evaluation procedure — 25,431
- Isolation precautions — 25,290
- Contact Medical Control — 20,668
- Capillary blood glucose measurement — 19,987

Protocols

- General–Universal Patient Care/ Initial Patient Contact — 96,461
- Other — 12,674
- General–Pain Control — 10,768
- General–Behavioral/Patient Restraint — 9,894
- Injury–General Trauma Management — 8,086
- Medical–Respiratory Distress/Asthma/COPD/Reactive Airway — 5,798
- General–Overdose/Poisoning/Toxic Ingestion — 5,087
- General–Individualized Patient Protocol — 5,042
- Medical–Cardiac Chest Pain — 3,758
- Medical–Altered Mental Status — 3,748

Not Shown: Not Recorded 473,691 times and Not Applicable 21,789 times

Figure 22: Top 10 Procedures and Protocols

Call Types of Interest

We classified 911-responses into 23 categories based on injury cause description and 38 categories based on provider primary impressions. We used these categories to further classify injury and medical calls into 56 call types (Figure 23). 10% (n=50,271) of 911-responses had an injury cause description and provider primary impression of not recorded (Figure 23). If we split the population at the age of 18, adults and pediatrics have varying emergencies (Figure 24). Of note, the change from NEMSIS 3.4 to NEMSIS 3.5 was accompanied by software changes for some agencies which led to a different order of choices of injury cause description and provider primary impression which complicates comparisons of certain call types.

- Medical – General — 222,696
- Trauma – Fall — 38,310
- Medical – Pain — 34,672
- Medical – Mental Health — 32,235
- Medical – Substance Use Disorder – Alcohol — 14,734
- Medical – Health Services — 12,489
- Medical – Respiratory Distress — 10,283
- Trauma – Transport Accident – Car — 9,732
- Trauma – Transport Accident – Other — 8,338
- Medical – Seizure — 5,862
- Trauma – Assault — 5,809
- Trauma – General — 5,584
- Medical – Cold & Flu — 5,167
- Medical – Stroke — 4,978
- Medical – Diabetic Emergency — 4,422
- Medical – Cardiac Arrest — 4,369
- Medical – Angina — 4,079
- Medical – Cardiac – Other — 3,997
- Medical – Infectious Disease — 3,786
- Medical – Hypertension — 2,743

Not Shown: 10% of 911–responses were reported as Not Recorded (n=50,347)

Figure 23: Top 20 Reported 911-Response by Call Type

21
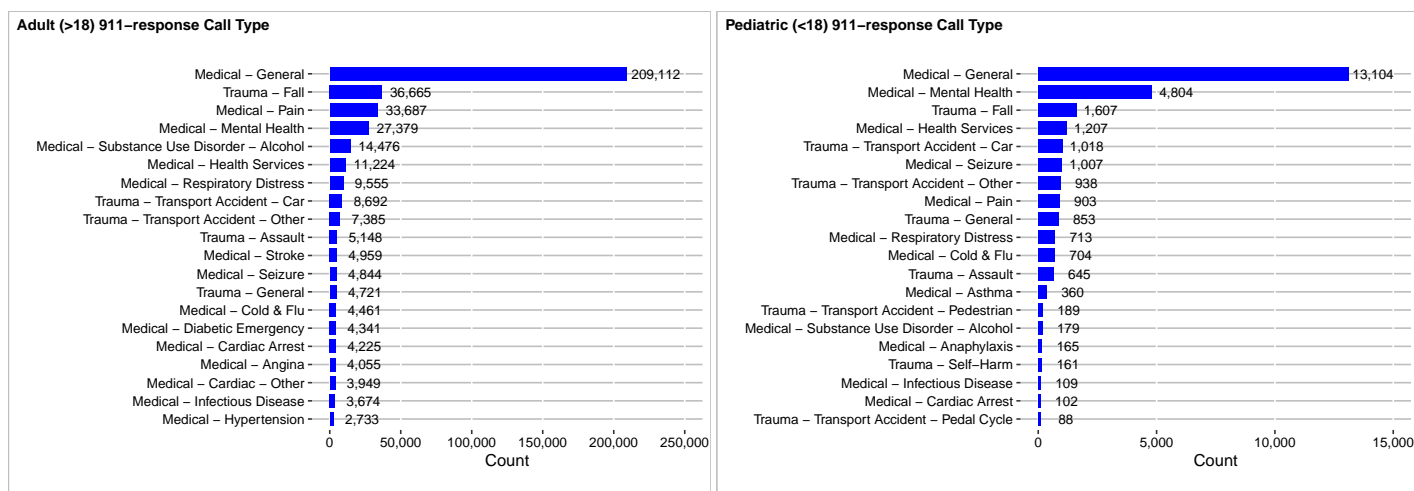
Figure 24: Top 20 Reported 911-Response Categories for Adults and Children

74.34% of patients (n= 345,887) had no injury, 20.12% of patients (n= 93,620) had an injury, and the remainder were recorded as not applicable, not recorded, or unknown (Figure 25).

Figure 25: Possible Injury and Mechanism of Injury

There were 75,119 (80%) ePCRs with a 911-response and injury recorded when mechanism of injury was also recorded. In Figure 25 we show the mechanism of injury for 911-response with possible injury. The majority of mechanism of injury was recorded as Blunt (n=51,709) (Figure 25). For 911-response with possible injury (n=93,620) recorded, trauma center criteria and injury risk factors are shown in Figure 26.

Trauma Criteria

Trauma Criteria	Count
Glasgow Coma Score <= 13	1,523
All penetrating injuries to head, neck, torso, and extremities proximal to elbow or knee	638
Systolic Blood Pressure <90 mmHg	557
Respiratory Rate <10 or >29 breaths per minute (<20 in infants aged <1 year) or need for ventilatory support	459
Pelvic fractures	242
Open or depressed skull fracture	182
Crushed, degloved, mangled, or pulseless extremity	144
Two or more proximal long–bone fractures	135
Chest wall instability or deformity (e.g., flail chest)	101
Unable to follow commands (motor GCS < 6)	54
Age >= 65 years: SBP < 110 mmHg	51
Paralysis	49
Room–air pulse oximetry < 90%	33
Suspected spinal injury with new motor or sensory loss	32
Active bleeding requiring a tourniquet or wound packing with continuous pressure	25
Age 10–64 years: SBP < 90 mmHg	21
Amputation proximal to wrist or ankle	19
Respiratory distress or need for respiratory support	18
RR < 10 or > 29 breaths/min	5
Single System Injury–Neurological	2
Age >= 10 years: HR > SBP	1

Not Shown: 96% of 911–responses with posible injury (Yes) had Trauma Center Criteria recorded as Not Applicable (n=36,407), Not Recorded (n=52,455), or Null (n=4,907)

Figure 26: Trauma Center Criteria

Next we report on certain types of calls in more depth including falls, transport accidents, assaults, asthma, influenza like illnesses and other respiratory illnesses, substance use disorders, mental health and self harm, cardiac, and strokes.

Fall

There were 38,312 911-responses categorized as falls. The majority of these occurred in female patients between 70 and 100 years old (Figure 27). For patients over the age of 45, most falls occurred in a private residence (Figure 27). Figure 28 shows a four year temporal trend in 911-responses to injuries categorized as falls (2020-2023) where each point on the plot is the monthly count.
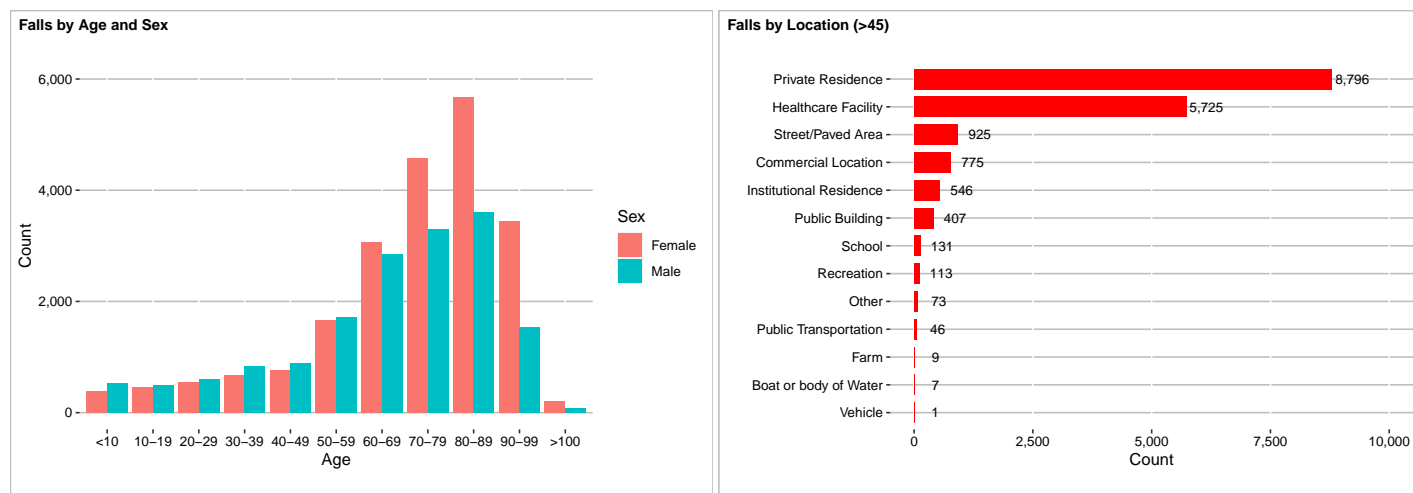
Figure 27: Fall Injuries
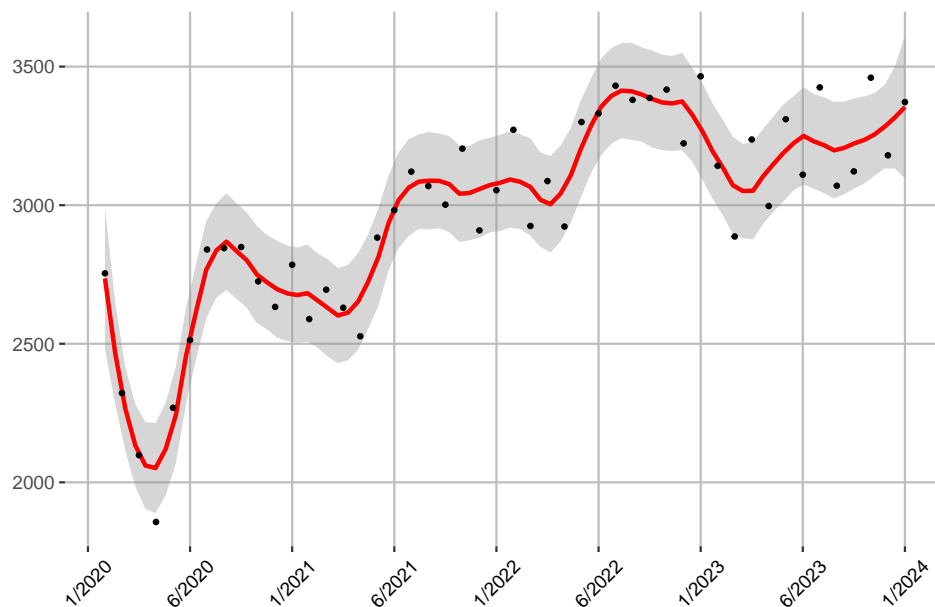
Figure 28: Falls Four Year Trend (2020-2023)

Transport Accident

There were 20,841 injuries categorized as transport accidents. The majority of these occurred in patients between 20 and 40 years old (Figure 29). Weekdays between 3pm and 6pm had the highest number of transport accidents (Figure 29). Figure 30 shows a four year temporal trend in 911-responses to injuries categorized as transport accidents (2020-2023).
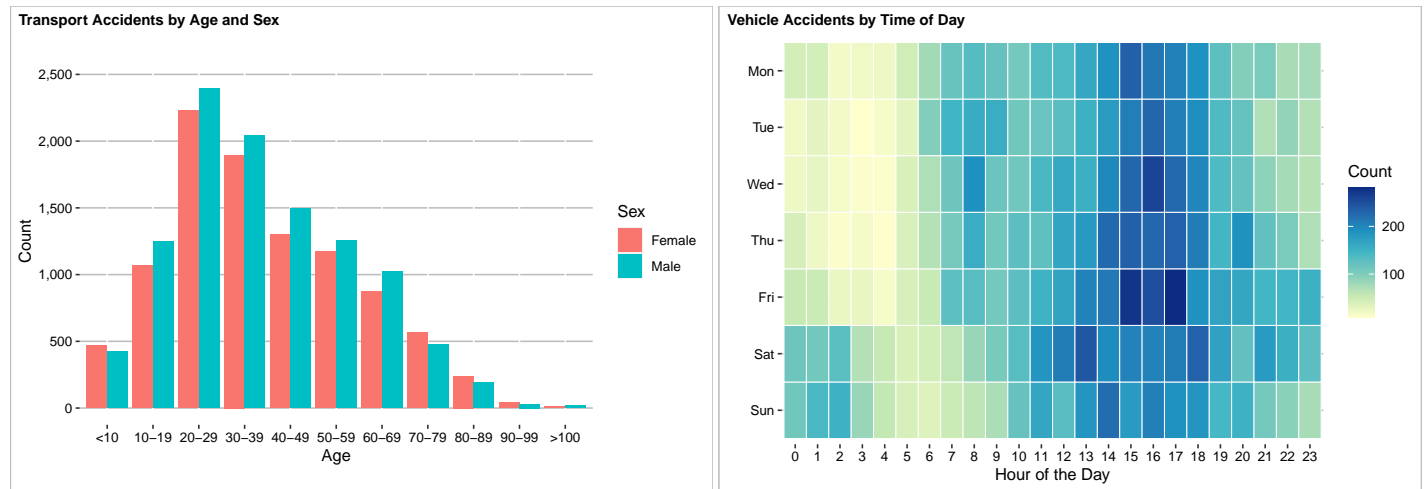
Figure 29: Transport Accidents
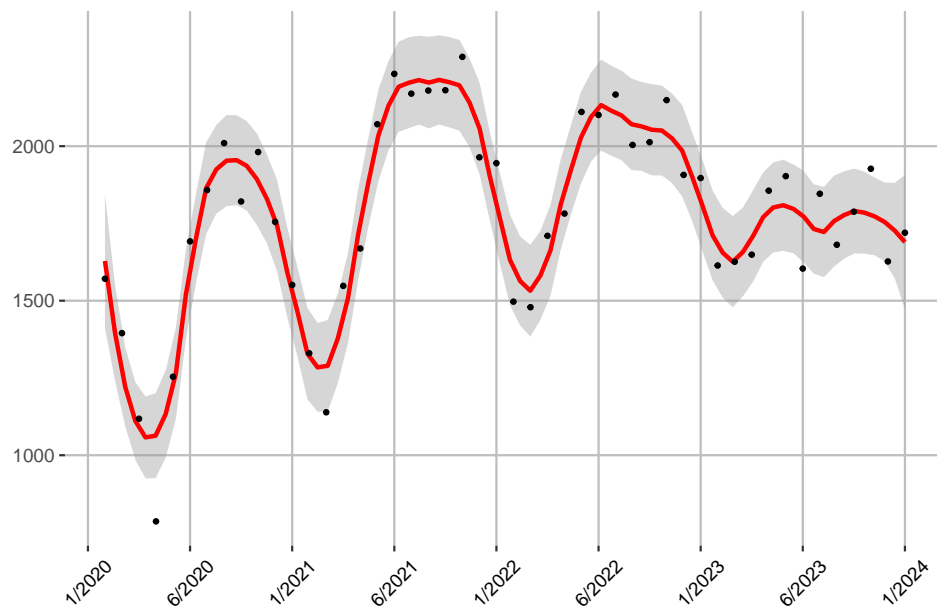
Figure 30: Transport Accidents Four Year Trend (2020-2023)

Assault

There were 5,809 injuries categorized as assault. The majority of these occurred in patients between 20 and 40 years old and were higher for male patients (Figure 31). Figure 32 shows a four year temporal trend in 911-responses to injuries categorized as assaults (2020-2023).
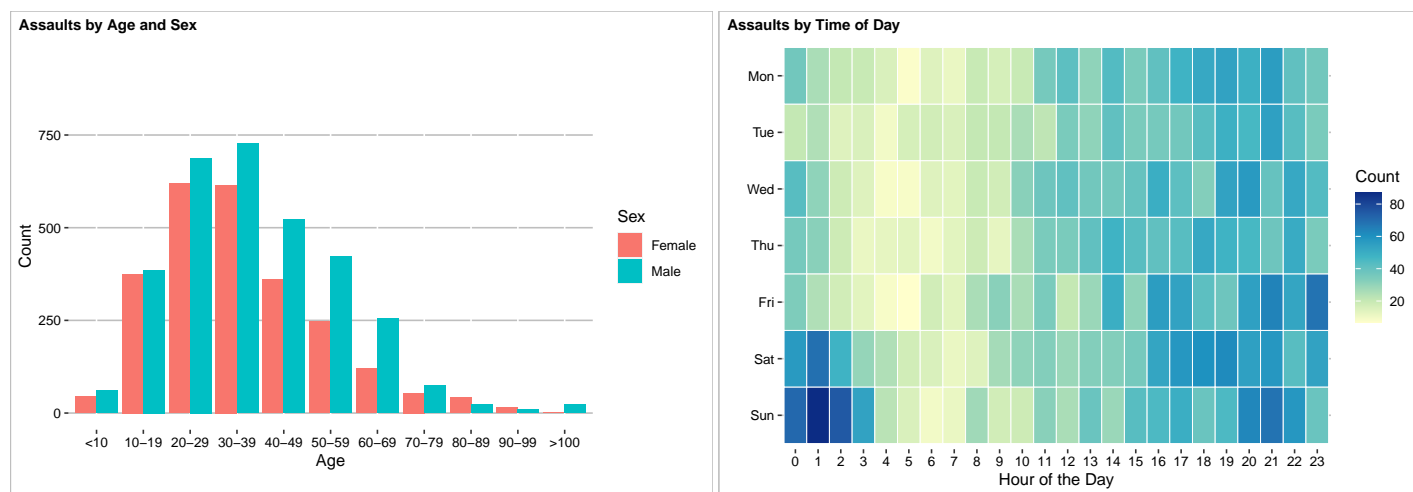
Figure 31: Assault Injuries
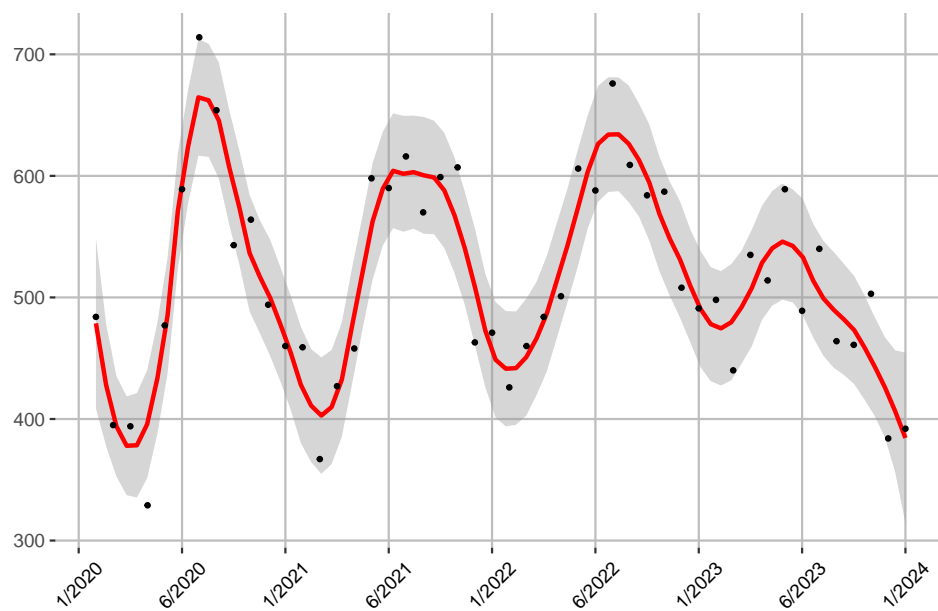
Figure 32: Assaults Four Year Trend (2020-2023)

Asthma

There were 2,002 911-responses for asthma (Figure 33). Figure 33 shows a four year temporal trend in 911-responses to asthma cases (2020-2023).
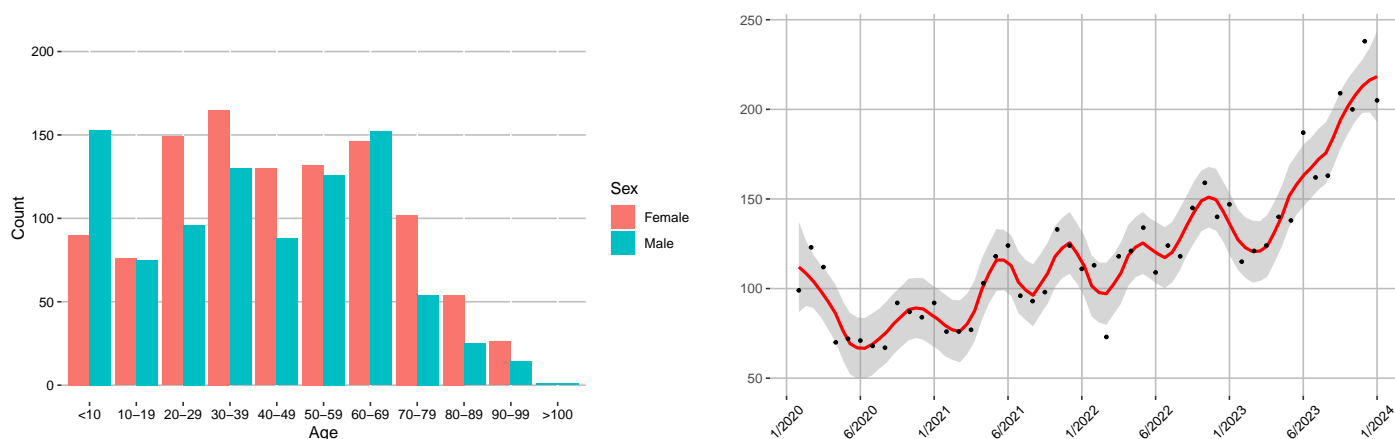
Figure 33: Asthma by Age and Sex and Asthma Trend

Influenza Like Illness (ILI) and Respiratory Distress

There were 16,637 911-responses for influenza like illness (ILI) and respiratory distress. There were more 911-responses for ILI and respiratory distress in October through December and patients between the ages of 60 and 90 had the highest incidence. Figure 34 shows a four year temporal trend in 911-responses to calls categorized as respiratory/ILI cases (2020-2023).
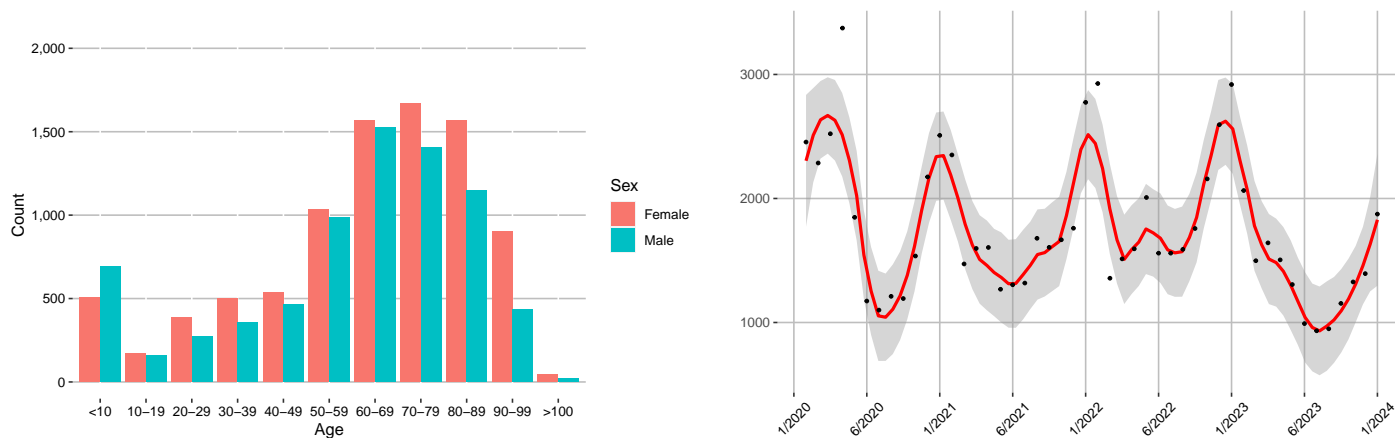
Figure 34: ILI and Respiratory Distress Cases by Age and Sex and Four Year Trend (2020-2023)

Substance Use Disorder

There were 22,009 911-responses for substance use disorders. Male patients, especially those age 30-60, had the most drug related calls (Figure 35). There were 6,629 suspected opioid overdose calls of which 194 were fatal. Figure 36 shows a four year temporal trend in 911-responses to calls categorized as suspected opioid cases (2020-2023).
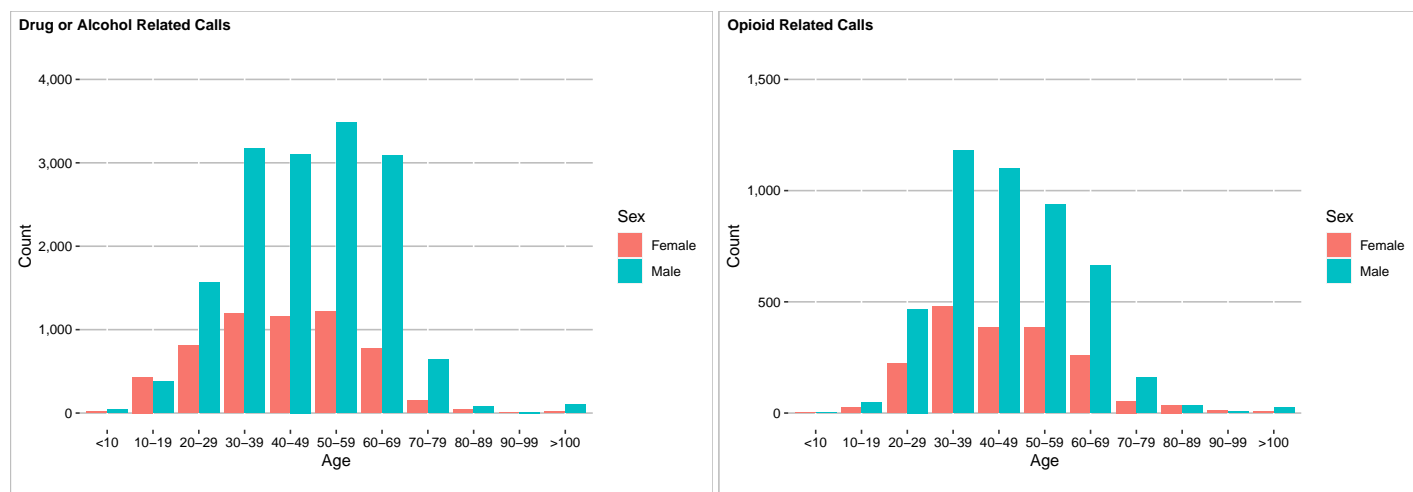
Figure 35: Drug and Opioid Related Calls by Age and Sex
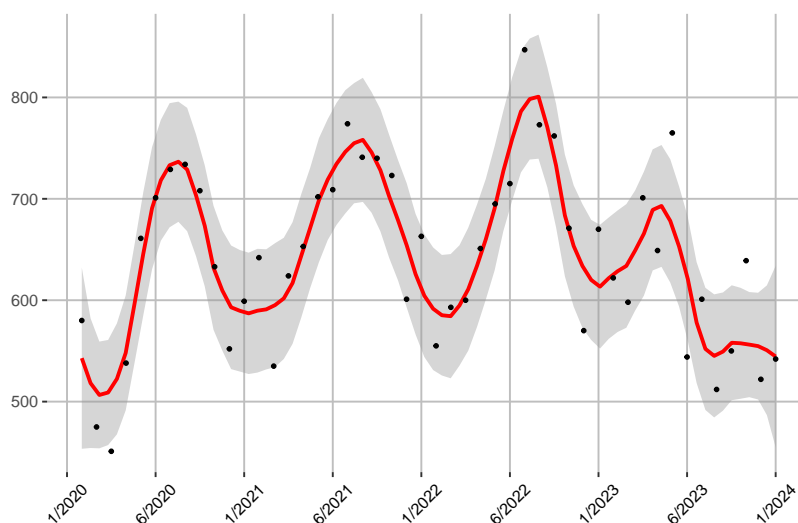
Figure 36: Suspected Opioid Overdoses Four Year Trend (2020-2023)

76.96% of patients who received Narcan (n= 3,540) did not have Narcan administered prior to EMS arrival while 21.93% of patients who received Narcan (n= 1,009) did (Figure 37). 68.42% of Narcan (n= 2,886) was administered by a paramedic. Just 4.17% of Narcan (n= 176) was administered by a non-healthcare professional (Figure 37). 66.81% of patients (n= 2,711) improved after Narcan was administered, 33.05% of patients (n= 1,341) remained unchanged, and 0.15% of patients (n= 6) worsened with Narcan (Figure 37).

Number of Times Narcan Administered per Patient

0.68%
1.43%
18.12%
79.76%

1
2
3
4 or more

Narcan Administered prior to EMS Arrival?

22.18%
77.82%

No
Yes
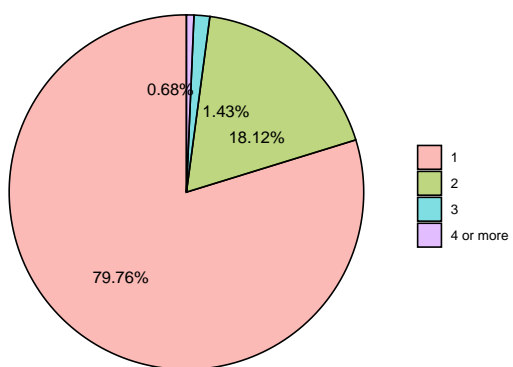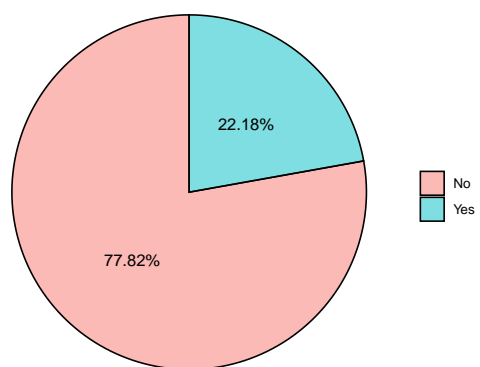
Who Administered Narcan?

5.81%
20.13%
4.97%
3.67%
68.42%

EMS
Law Enforcement
Other
Paramedic
Patient/Lay
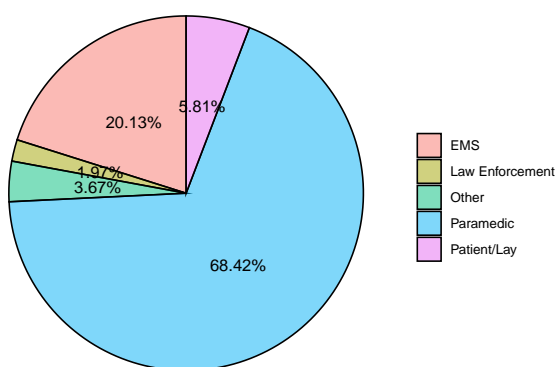
Patient Response to Narcan?

0.15%
33.05%
66.81%

Improved
Unchanged
Worse
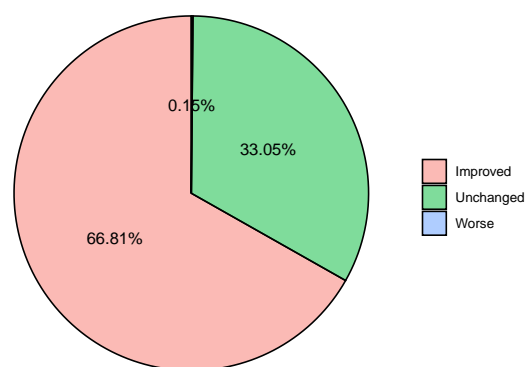
Figure 37: Naloxone Administration

Mental Health and Self Harm

There were 33,634 911-responses for patients with injuries categorized as self harm or with mental health emergencies. Patients between the ages of 10 and 40 had the most mental health emergencies (Figure 38). Figure 38 shows the four year temporal trend in 911-responses categorized as mental health from 2020-2023.
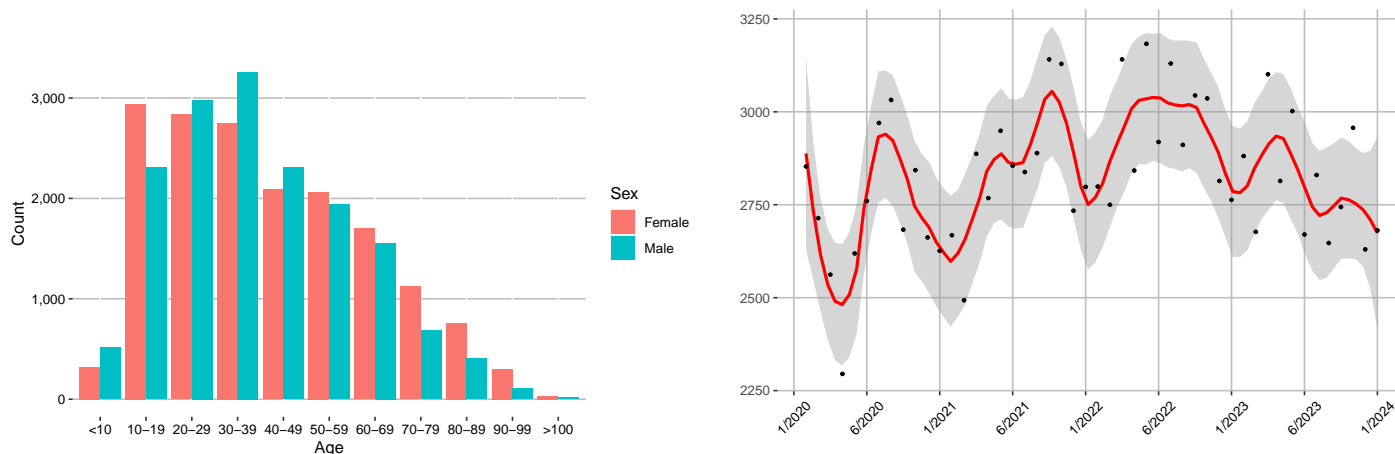
Figure 38: Mental Health and Self Harm 911-Response by Age and Sex and Four year Trend (2020-2023)

Cardiac

There were 14,450 911-responses for patients with cardiac emergencies. Males between the ages of 50 and 80 represented the most cardiac related and cardiac arrest calls (Figure 39). Figure 41 shows reported cardiac arrest by etiology and sex for 911-response calls. There were 4,422 cardiac arrests. In cardiac arrest calls, cardiopulmonary resuscitation (CPR) was provided prior to EMS arrival approximately half of the time and included both ventilation and compression the majority of the time (Figure 40). An automated external defibrillator (AED) was used with defibrillation in 7.32% of cardiac arrest calls. Most cardiac arrests occurred prior to EMS arrival (Figure 41) and in a private residence (Figure 42). Figures (40, 41, 42, 43) are based on values reported by providers on ePCRs.
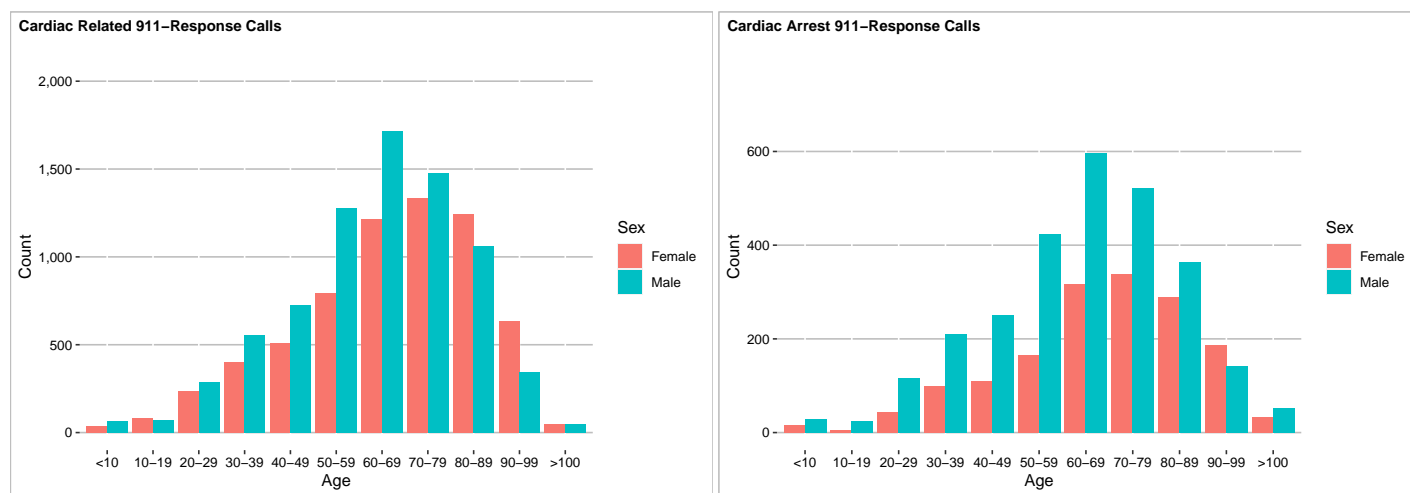
Figure 39: Cardiac Related and Cardiac Arrest Calls by Age and Sex
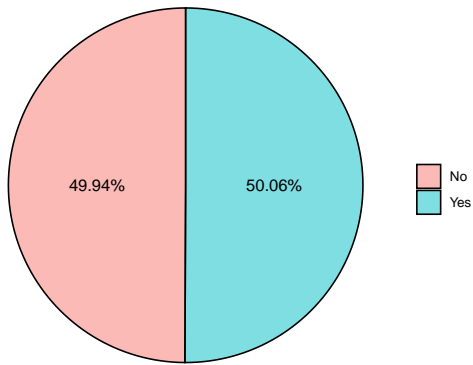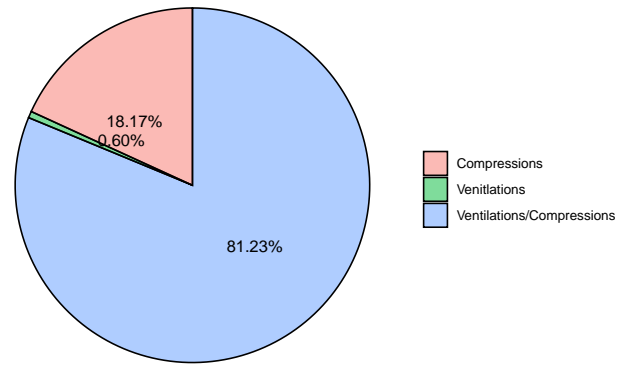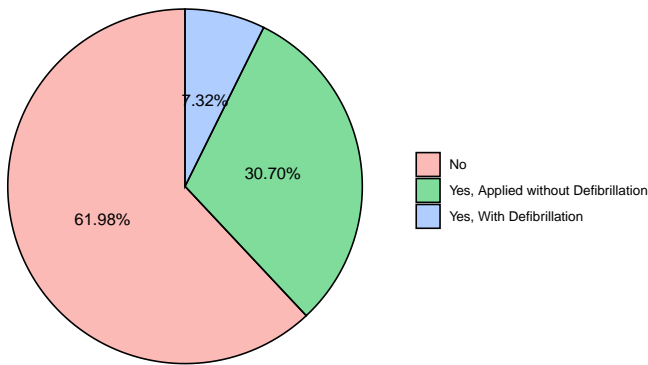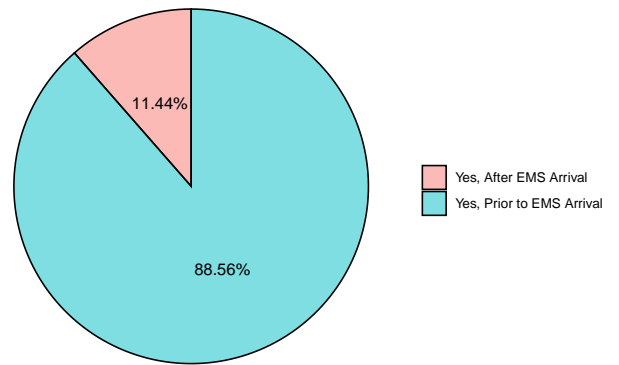
Figure 40: CPR Provided, Type of CPR, AED Used, During 911-Response?
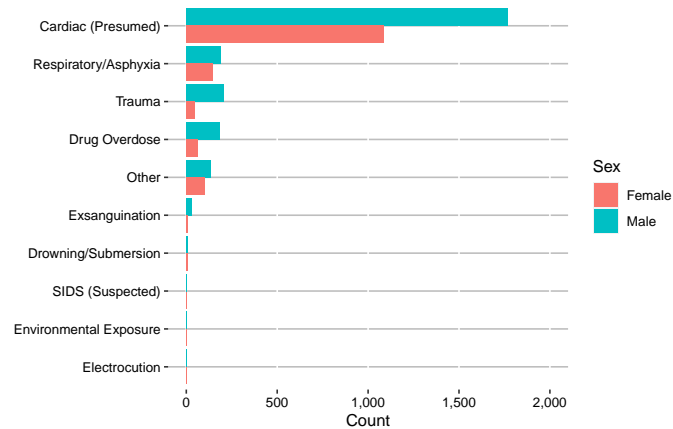
Figure 41: Cardiac Arrest by Etiology and Sex
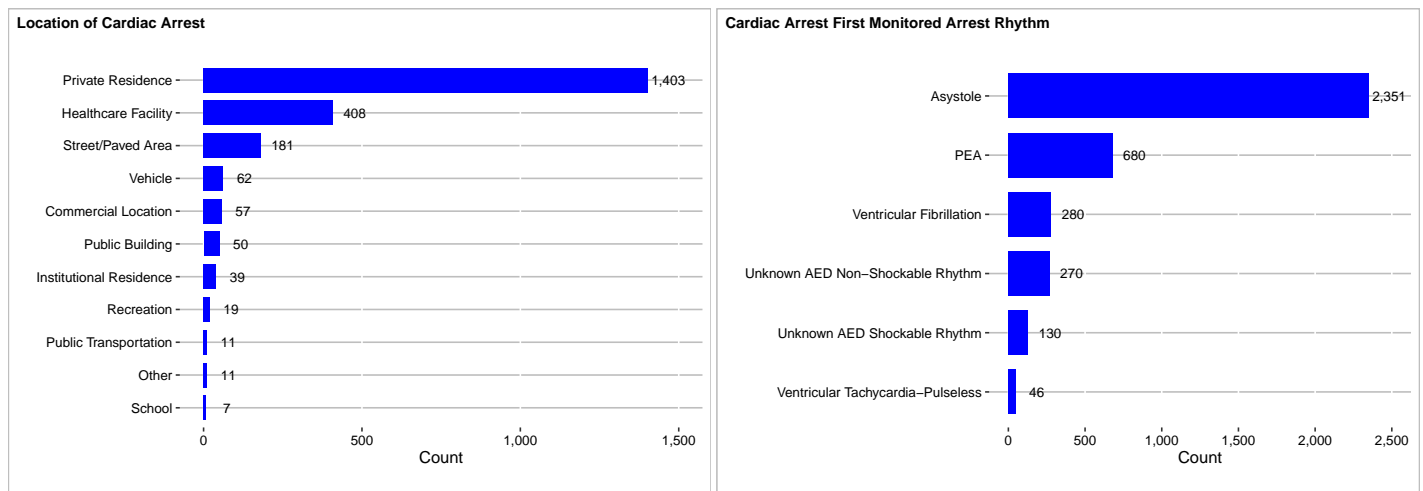
Figure 42: Cardiac Arrest Location and First Monitored Rhythm
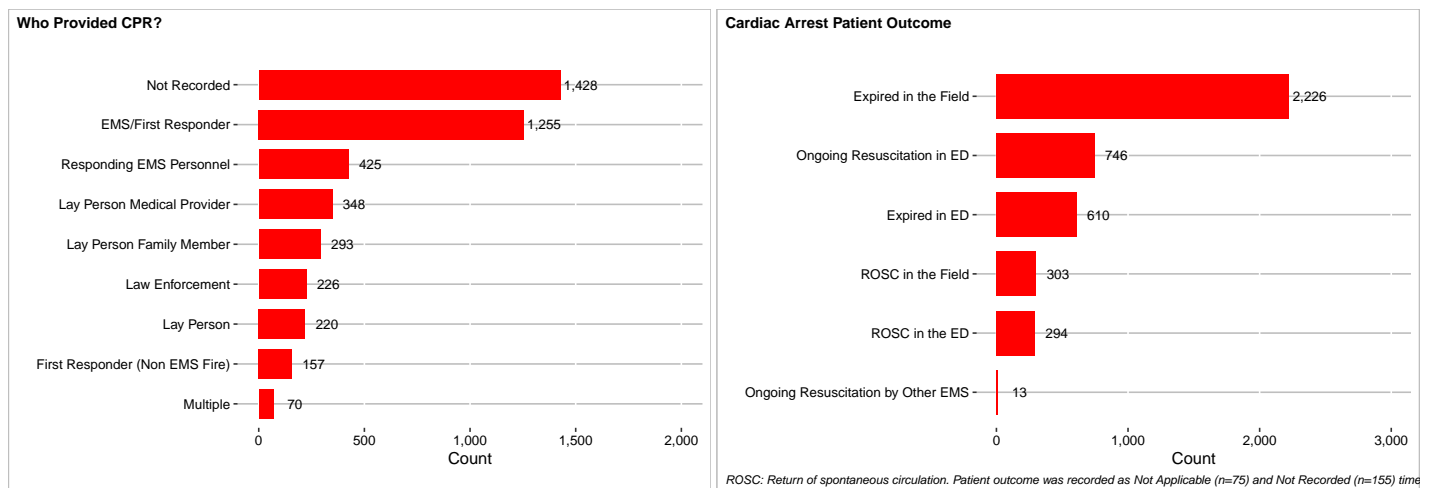
Figure 43: Who provided CPR and Patient Outcome

Stroke

There were 5,817 911-response for calls categorized as stroke or TIA. Females between 80-90 years old had the highest frequency of strokes compared to other age brackets (Figure 44).

Stroke Related 911–Response Calls
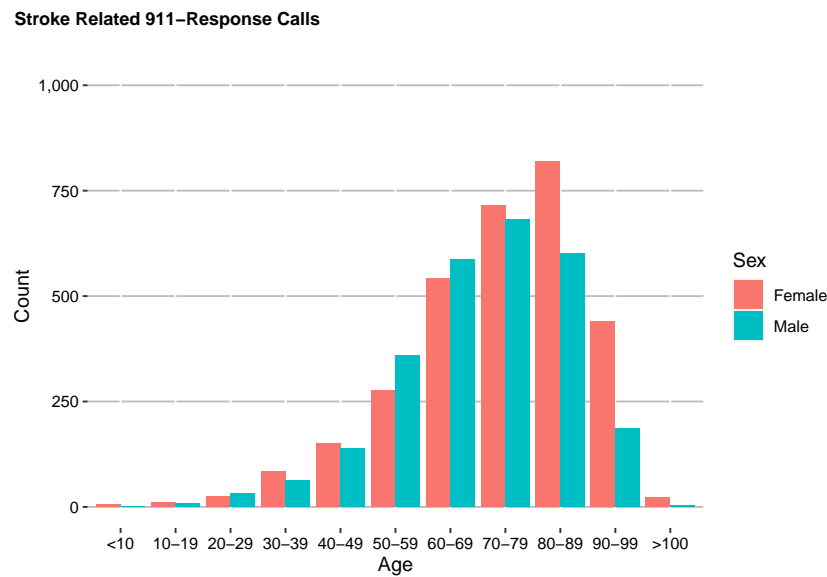
Figure 44: Stroke 911-Response Calls by Age and Sex

Transport/Disposition

Probably the most significant difference between NEMSIS 3.4 and NEMSIS 3.5 is that one disposition field in NEMSIS 3.4 was broken down into 4 disposition fields in NEMSIS 3.5. We classified combinations of the NEMSIS 3.5 disposition fields into major call types. The majority of 911-response patients were treated and transported (n=390,219) (Figure 45) and of those 90.30% did not use lights and sirens from the scene to destination (n=276,628) (Figure 45). Disposition patient acuity, defined by NEMSIS as the acuity of the patient's condition after EMS care, for 911-response was primarily lower acuity 78.70% (Figure 46).
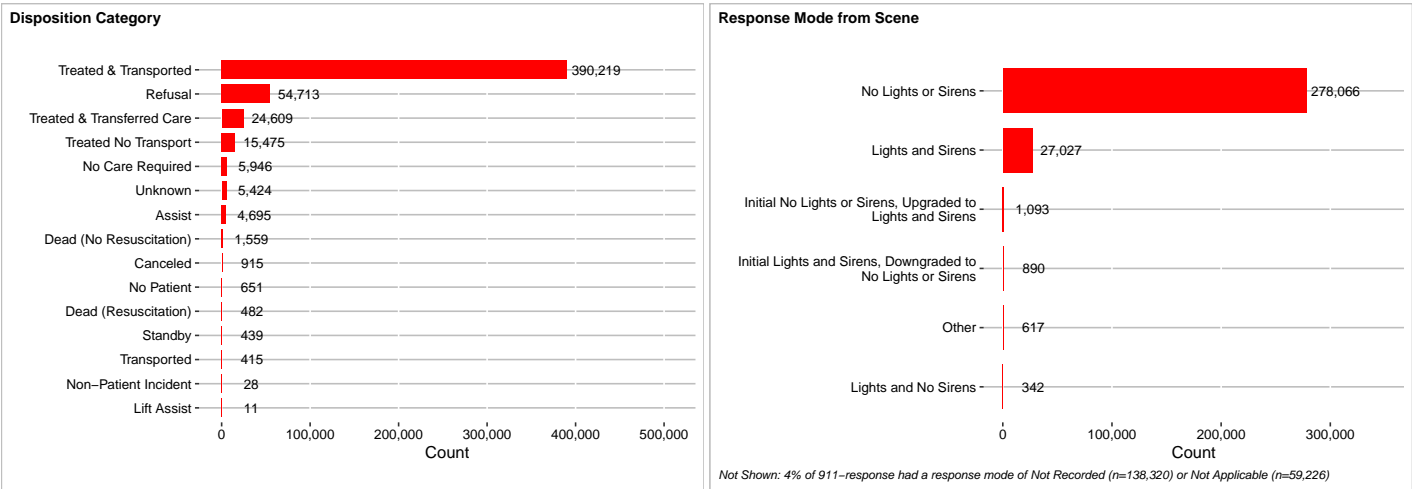
Figure 45: Disposition Category and Response Mode

Transport delay is defined as the reason the EMS crew was delayed transporting the patient from the scene to disposition. Safety, traffic, and distance were cited most frequently as the transport delay reasons (Figure 47). Turn around delay is

Disposition Patient Acuity

Lower Acuity (Green) — 270,119
Emergent (Yellow) — 60,220
Critical (Red) — 6,269
Non–Acute — 3,597
Dead without Resuscitation Efforts (Black) — 1,367
Dead With Resuscitation Efforts — 697
Unchanged — 684
Improved — 280
Worse — 3

Not Shown: 32% of 911–responses had Disposition Patient Acuity reported as not recorded (n=124,900) or not applicable (n=37,445)
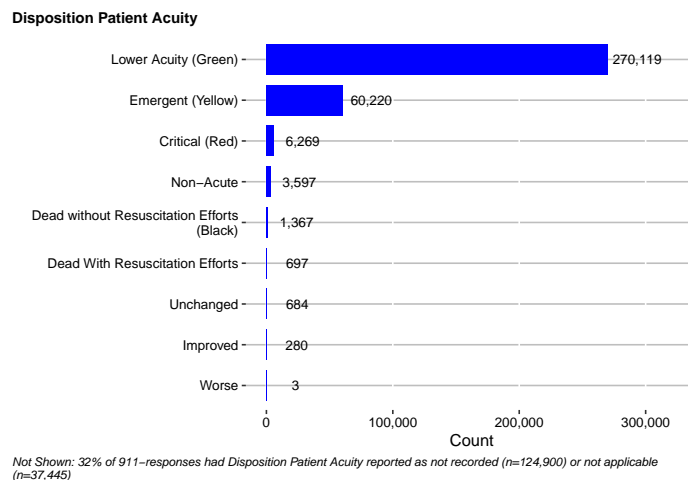
Figure 46: Disposition Patient Acuity

defined as the reason the EMS crew was delayed turning around their unit from the last transport. Decontamination, clean-up, and documentation were cited most frequently as the turn around delay reason (Figure 47). The location the patient was transported to was categorized into 70 categories including 56 facilities (Table 7).

Transport Delay

Distance — 706
Traffic — 698
Safety — 353
Crowd — 310
Weather — 264
Staff Delay — 193
Patient Condition Change — 114
Diversion — 105
Route Obstruction — 88
Directions/Unable To Locate — 55
Rendezvous Transport Unavailable — 52
Vehicle Failure of this Unit — 36
HazMat — 19
Vehicle Crash Involving this Unit — 10

Not Shown: Not Recorded/Not Applicable/None/No Delay was documented 99% (n=516,520) of the time. Other was recorded as the Transport Delay 1,554 times

Turn Around Delay

Clean–Up — 4,104
Documentation — 3,951
Decontamination — 3,945
Distance — 1,495
Staff Delay — 1,186
Equipment/Supply Replenishment — 1,117
Weather — 416
EMS Crew Accompanies Patient for Facility Procedure — 214
Equipment Failure — 84
Rendezvous Transport Unavailable — 44
Route Obstruction — 38
Vehicle Failure of this Unit — 18
Vehicle Crash of this Unit — 11

Not Shown: Not Recorded/Not Applicable/None was documented 96% (n=502,228) of the time. Other was recorded as the Turnaround Delay 2,226 times

Figure 47: Transport and Turnaround Delay for 911-Responses

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Tables

Table 1: Agency Validity Scores across all Submitted Patient Care Reports

Name	Total ePCR	Min	Max	Average
AMR Bridgeport	55,171	74.00	100.00	95.20
AMR Hartford	49,460	36.00	100.00	95.58
AMR New Haven	111,954	65.00	100.00	95.24
AMR Waterbury	42,542	19.00	100.00	95.11
Aetna Ambulance Service Inc.	26,078	21.00	99.00	85.14
Allington FD 3rd District (W haven)	1,605	74.00	100.00	92.06
Ambulance Service of Manchester LLC	29,726	34.00	99.00	85.12
American Ambulance Service Inc.	27,386	55.00	100.00	91.83
American Legion Ambulance Fund	2,214	65.00	99.00	88.75
Andover Vol. Fire Dept	309	54.00	99.00	83.18
Ansonia Rescue & Medical Services	4,475	44.00	100.00	84.02
Ashford Vol. Fire Dept.	357	78.00	99.00	92.54
Baltic Fire Dept.	173	49.00	99.00	85.01
Bantam Fire Co.	463	14.00	99.00	81.44
Beacon Hose	878	43.00	99.00	89.56
Bethany Vol. Fire Dept. Ambulance	594	43.00	99.00	83.27
Bethel Police Paramedic Division	2,158	33.00	99.00	83.49
Bethel Volunteer Fire Dept.	1,780	38.00	100.00	91.19
Bethlehem Ambulance Assn.	525	59.00	100.00	89.74
Bloomfield Vol. Ambulance	1,904	80.00	100.00	95.07
Bozrah Vol. Fire Company	521	70.00	99.00	90.69
Bradley Airport Emergency	570	68.00	100.00	91.02
Branford Fire Department-EMS	5,232	35.00	100.00	92.26
Bridgewater Vol. Fire Dept.	163	48.00	99.00	87.91
Bristol Hospital EMS, LLC	16,738	65.00	100.00	92.45
Brookfield Vol. Fire Co.	2,912	8.00	99.00	81.69
Burlington Vol. Fire Dept.	813	56.00	100.00	85.34
Canterbury FD	333	28.00	98.00	78.48
Canton Vol. Fire & EMS	1,092	49.00	100.00	87.76
Chester Hose Company	579	46.00	99.00	86.32
Chesterfield Fire Co.	213	46.00	99.00	82.39
City of New Haven Department of Fire Service	10,054	7.00	100.00	84.95
Clinton Vol. Fire Department	1,696	71.00	99.00	90.20
Colchester Hayward Vol. Fire Co.	1,544	56.00	99.00	87.04
Columbia FD	451	55.00	99.00	85.00
Cornwall Vol. Fire Dept.	236	59.00	98.00	82.92
Cromwell Fire Dept.	2,321	47.00	99.00	89.10
Danbury EMS dba Nuvance Health Ambulance	15,818	21.00	99.00	78.32
Darien EMS	2,151	32.00	99.00	79.57
Deep River Ambulance Assn.	907	40.00	100.00	84.29
East Haddam Ambulance Assn. Inc.	880	73.00	100.00	90.31
East Hampton Ambulance Assn.	1,110	24.00	99.00	91.48
East Hartford Fire Department	6,215	19.00	100.00	84.98
East Haven Fire Department	4,652	56.00	100.00	91.67
East Lyme Ambulance	2,741	68.00	100.00	89.87
East Windsor Ambulance Assn.	4,789	66.00	100.00	91.44
Easton Vol. EMS	593	48.00	99.00	83.04
Echo Hose Hook & Ladder Vol. Amb.	7,686	27.00	99.00	80.52
Electric Boat Corporation	402	56.00	99.00	84.47
Ellington Vol. Ambulance Corps	1,727	68.00	100.00	93.02
Enfield Community Ambulance	8,069	68.00	100.00	91.97
Essex Ambulance Assn.	1,211	30.00	99.00	86.97
Falls Village Vol. Fire Dept.	63	55.00	99.00	77.77
Franklin Vol. Fire Dept.	146	70.00	99.00	90.23
Gardner Lake Vol. Fire Co.	402	31.00	99.00	84.19
Georgetown Vol. Fire Dept.	785	65.00	100.00	84.91
Glastonbury Vol. Ambulance Assn.	4,763	50.00	99.00	88.78
Goshen Vol. Fire Co.	213	40.00	99.00	84.22
Granby Ambulance Assn.	1,857	64.00	100.00	92.71
Greenwich EMS	6,272	42.00	100.00	87.69
Groton Ambulance Assn.	5,113	65.00	100.00	89.30
Guilford FD Ambulance	2,662	67.00	100.00	92.15

Name	Total ePCR	Min	Max	Average
Haddam Vol. Ambulance Service	981	31.00	100.00	81.58
Hamden FD	8,391	43.00	100.00	90.12
Hamilton Sundstrand EMS	39	48.00	99.00	80.28
Hartford Healthcare Corporation	2,798	55.00	99.00	91.07
Hartford Hospital - Life Star	1,216	60.00	99.00	90.53
Harwinton Ambulance Assn.	639	62.00	99.00	90.09
Hatzalah of Waterbury inc	870	67.00	99.00	86.39
Hebron Vol. Fire Dept.	826	63.00	99.00	90.04
Heritage Village Ambulance Assn.	1,263	52.00	99.00	85.30
Hunter's Ambulance Service	60,062	-102.00	100.00	86.76
KB Ambulance Corps Inc.	9,333	48.00	100.00	88.12
Kent Fire Dept.	217	83.00	97.00	91.31
Killingworth Ambulance Assn.	576	57.00	99.00	87.54
Lawrence & Memorial Hospital	6,247	24.00	99.00	81.86
Lebanon Volunteer Fire Dept. Inc.	506	70.00	100.00	90.37
LifeNet, NY	20	58.00	98.00	84.75
Lime Rock Park (seasonal)	119	76.00	100.00	91.96
Lisbon Fire Dept. Inc.	687	58.00	100.00	88.82
Litchfield Vol. Ambulance Assn.	1,333	73.00	100.00	89.25
Lyme Ambulance Assn.	321	60.00	99.00	86.22
Madison Ambulance Association Inc.	2,078	60.00	100.00	92.44
Med-Trans dba SkyHealth	196	57.00	100.00	96.24
Middlebury FD	948	35.00	99.00	81.43
Middlesex Hospital	19,055	60.00	100.00	90.68
Milford Fire Rescue and EMS	6,236	22.00	99.00	80.40
Mohegan Fire Co.	855	18.00	99.00	79.26
Mohegan Tribal FD	3,590	61.00	100.00	93.68
Monroe Vol. EMS	2,094	37.00	100.00	84.33
Montville Fire Co. Ambulance	887	47.00	99.00	79.57
Mortlake Fire Co. Inc.	1,279	60.00	99.00	89.69
Mystic River Ambulance Assn.	2,907	65.00	99.00	90.00
Naugatuck Ambulance Corps. Inc	6,300	32.00	99.00	83.82
Nelson Amb. Svc.	19,828	37.00	100.00	89.85
New Britain EMS Inc.	17,596	-8.00	100.00	87.73
New Canaan Vol. Ambulance Corps	2,003	53.00	99.00	83.22
New Fairfield Vol. FD	1,040	35.00	99.00	79.66
New Hartford Vol. Fire Dept. Amb. Svc.	969	32.00	99.00	78.05
New London Fire Dept.	6,347	57.00	100.00	86.70
New Milford Community Ambulance	3,449	57.00	99.00	85.23
Newington EMS	1,929	41.00	100.00	90.81
Newtown Volunteer Ambulance	3,765	28.00	99.00	79.80
Norfolk Lions Club Ambulance	263	25.00	99.00	77.98
North Branford Fire Department	1,684	68.00	100.00	91.73
North Canaan Vol. Ambulance Corps	1,108	34.00	99.00	82.67
North Haven Fire Department	2,692	67.00	100.00	88.49
North Stonington Ambulance Assn.	937	46.00	100.00	84.05
Northern Duchess Paramed	217	79.00	100.00	92.38
Norwalk Hospital Assn.	16,131	12.00	100.00	83.31
Oakdale Fire Co.	557	47.00	99.00	83.73
Old Lyme South End Vol. Amb. Assn.	932	68.00	99.00	89.76
Old Saybrook Amb. Assn.	2,181	51.00	99.00	81.01
Oxford Ambulance Assn. Inc.	1,475	53.00	99.00	84.66
Pfizer Inc	62	38.00	100.00	79.44
Plymouth Vol. Ambulance Corps	1,763	39.00	99.00	80.11
Pratt & Whitney Div. of UTC	93	38.00	99.00	81.09
Pratt & Whitney-Med Team Middletown	37	82.00	100.00	92.49
Putnam E.M.S. Ambulance Service Inc.	3,114	64.00	99.00	88.49
Redding Fire District	235	62.00	99.00	85.26
Ridgefield Fire Department	3,010	23.00	99.00	75.22
Rocky Hill Vol. Ambulance	766	66.00	100.00	92.46
Roxbury Ambulance Assn.	266	40.00	99.00	81.81
Roy B Pettengill Ambulance	621	53.00	99.00	89.02
SKMP Enterprises dba Access Ambulance Service	18,100	36.00	100.00	88.89
Salisbury Vol. Ambulance Service	662	62.00	99.00	89.51
Scotland FD	169	31.00	100.00	52.93

Table 1: Agency Validity Scores across all Submitted Patient Care Reports
(continued)

Name	Total ePCR	Min	Max	Average
Seymour Ambulance	3,016	44.00	99.00	84.94
Sharon Fire Dept. Ambulance Squad	448	61.00	99.00	89.24
Sherman Vol. Fire Dept.	362	36.00	98.00	78.00
Sikorsky Aircraft Corporation	118	52.00	100.00	84.08
Simsbury Volunteer Amb. Assn.	2,574	74.00	100.00	91.86
Somers Fire Dept. Ambulance Div.	1,736	59.00	100.00	92.64
South Manchester Fire Dept.	7,751	34.00	100.00	92.28
Southbury Ambulance Assn.	3,192	31.00	99.00	83.57
Stafford Ambulance Assn.	1,202	48.00	100.00	86.41
Stamford EMS Inc.	19,203	25.00	99.00	82.78
Stonington Vol. Ambulance Corps	461	67.00	99.00	88.26
Stony Hill Vol. Fire Co.	1,493	58.00	99.00	84.30
Storm Engine Co. Amb. & Rescue Corps	1,830	59.00	99.00	84.67
Stratford EMS	9,387	40.00	99.00	85.19
Submarine Base Fire Dept.	740	29.00	99.00	76.10
Suffield Vol. Ambulance Assn.	2,079	66.00	100.00	92.60
Thomaston Volunteer Ambulance	1,254	52.00	100.00	88.32
Tolland Fire Dept.	1,142	58.00	100.00	87.55
Town of Coventry Fire/EMS	1,059	60.00	99.00	87.73
Town of Mansfield Fire & Emergency Services	1,668	57.00	99.00	87.33
Town of Preston Fire Department	415	35.00	99.00	75.22
Trinity Health of New England EMS	39,702	43.00	100.00	90.11
Trumbull EMS	5,829	55.00	100.00	92.68
UCONN Fire Dept Storrs	2,063	61.00	100.00	89.96
Valley EMS	5,631	24.00	100.00	87.18
Vernon Fire Dept.	4,777	61.00	100.00	89.44
Voluntown Volunteer Fire Company #1	259	56.00	99.00	82.35
Wallingford Dept. of Fire Svs.	7,351	56.00	100.00	91.17
Warren Vol. Fire Co. Inc.	139	43.00	99.00	80.47
Washington Ambulance Assn. Inc.	586	48.00	99.00	81.66
Waterford Ambulance Assn.	3,788	67.00	100.00	90.33
West Hartford Fire Department	6,471	51.00	100.00	87.82
West Haven FD 1st District	4,903	59.00	100.00	92.76
West Redding Vol. Fire Dept. District Co	233	32.00	99.00	76.43
West Shore Fire 2nd District (W Haven)	2,069	66.00	100.00	92.07
Westbrook Ambulance Assn.	869	63.00	100.00	92.03
Westerly Ambulance RI	1,212	65.00	100.00	93.90
Western Connecticut Health Network Affiliates dba Nuvance Health Ambulance	14,107	49.00	100.00	87.66
Weston Vol. EMS	637	66.00	99.00	89.32
Westport EMS	3,702	-12.00	100.00	82.31
Wethersfield Vol. Ambulance Assn.	2,180	68.00	100.00	90.11
Willimantic Fire Dept.	3,814	59.00	99.00	81.22
Willington Fire Dept.	738	62.00	99.00	88.67
Wilton Vol Ambulance	1,864	55.00	99.00	86.07
Windham Community Memorial Hospital	5,136	16.00	99.00	79.62
Windsor Locks Lions Club Ambulance	2,513	34.00	96.00	80.08
Windsor Vol. Ambulance Inc.	3,974	64.00	100.00	88.95
Winsted Area Ambulance Assn.	2,522	29.00	99.00	83.05
Wolcott Vol. Ambulance Assn.	2,045	51.00	100.00	92.98
Woodbury Ambulance Assn.	998	49.00	99.00	82.48
Woodstock EMS/Woodstock Vol. Fire Assoc.	813	56.00	100.00	83.27
All	**935,372**	**48.51**	**99.41**	**86.59**

Table 2: Responding Unit's Level of Care by Agency

Name	ALS	BLS
AMR Bridgeport	24,926	16,458
AMR Hartford	19,174	15,221
AMR New Haven	24,970	47,180
AMR Waterbury	25,892	5,311
Aetna Ambulance Service Inc.	15,935	6,731
Allington FD 3rd District (W haven)	1,430	170
Ambulance Service of Manchester LLC	10,813	14,536
American Ambulance Service Inc.	7,940	4,837
American Legion Ambulance Fund	0	2,142
Andover Vol. Fire Dept	2	306
Ansonia Rescue & Medical Services	0	4,105
Ashford Vol. Fire Dept.	0	352
Baltic Fire Dept.	0	49
Bantam Fire Co.	96	302
Beacon Hose	0	700
Bethany Vol. Fire Dept. Ambulance	0	590
Bethel Police Paramedic Division	2,115	0
Bethel Volunteer Fire Dept.	0	1,509
Bethlehem Ambulance Assn.	45	449
Bloomfield Vol. Ambulance	1,806	6
Bozrah Vol. Fire Company	0	490
Bradley Airport Emergency	498	71
Branford Fire Department-EMS	5,013	151
Bridgewater Vol. Fire Dept.	0	152
Bristol Hospital EMS, LLC	7,753	3,545
Brookfield Vol. Fire Co.	2,769	51
Burlington Vol. Fire Dept.	623	54
Canterbury FD	3	295
Canton Vol. Fire & EMS	962	71
Chester Hose Company	1	240
Chesterfield Fire Co.	2	166
City of New Haven Department of Fire Service	4,670	5,304
Clinton Vol. Fire Department	0	1,602
Colchester Hayward Vol. Fire Co.	6	1,506
Columbia FD	13	139
Cornwall Vol. Fire Dept.	0	105
Cromwell Fire Dept.	0	2,290
Danbury EMS dba Nuvance Health Ambulance	14,099	1,382
Darien EMS	2	2,011
Deep River Ambulance Assn.	1	795
East Haddam Ambulance Assn. Inc.	0	332
East Hampton Ambulance Assn.	0	1,041
East Hartford Fire Department	5,225	627
East Haven Fire Department	4,498	92
East Lyme Ambulance	0	2,652
East Windsor Ambulance Assn.	3,498	893
Easton Vol. EMS	0	566
Echo Hose Hook & Ladder Vol. Amb.	4,036	3,643
Electric Boat Corporation	0	402
Ellington Vol. Ambulance Corps	0	1,448
Enfield Community Ambulance	7,396	301
Essex Ambulance Assn.	0	1,206
Falls Village Vol. Fire Dept.	0	63
Franklin Vol. Fire Dept.	1	115
Gardner Lake Vol. Fire Co.	27	360
Georgetown Vol. Fire Dept.	3	756
Glastonbury Vol. Ambulance Assn.	0	4,687
Goshen Vol. Fire Co.	0	192
Granby Ambulance Assn.	1,685	28
Greenwich EMS	5,579	305
Groton Ambulance Assn.	0	4,956
Guilford FD Ambulance	2,594	13
Haddam Vol. Ambulance Service	8	971
Hamden FD	4,390	3,829
Hamilton Sundstrand EMS	2	37

Name	ALS	BLS
Hartford Healthcare Corporation	NA	NA
Hartford Hospital - Life Star	56	0
Harwinton Ambulance Assn.	1	603
Hatzalah of Waterbury inc	4	25
Hebron Vol. Fire Dept.	0	521
Heritage Village Ambulance Assn.	32	1,214
Hunter's Ambulance Service	20,110	8,680
KB Ambulance Corps Inc.	4,445	3,338
Kent Fire Dept.	0	217
Killingworth Ambulance Assn.	0	185
Lawrence & Memorial Hospital	5,765	55
Lebanon Volunteer Fire Dept. Inc.	0	490
LifeNet, NY	1	0
Lime Rock Park (seasonal)	0	7
Lisbon Fire Dept. Inc.	1	560
Litchfield Vol. Ambulance Assn.	0	1,331
Lyme Ambulance Assn.	0	222
Madison Ambulance Association Inc.	1,936	20
Med-Trans dba SkyHealth	26	0
Middlebury FD	0	886
Middlesex Hospital	3,127	612
Milford Fire Rescue and EMS	1,112	1,165
Mohegan Fire Co.	16	838
Mohegan Tribal FD	595	1,288
Monroe Vol. EMS	51	2,009
Montville Fire Co. Ambulance	13	867
Mortlake Fire Co. Inc.	0	1,183
Mystic River Ambulance Assn.	4	2,792
Naugatuck Ambulance Corps. Inc	1,677	4,541
Nelson Amb. Svc.	2,257	2,585
New Britain EMS Inc.	16,820	679
New Canaan Vol. Ambulance Corps	0	1,981
New Fairfield Vol. FD	1,008	17
New Hartford Vol. Fire Dept. Amb. Svc.	0	960
New London Fire Dept.	92	6,245
New Milford Community Ambulance	1,914	1,485
Newington EMS	0	1,868
Newtown Volunteer Ambulance	1,458	2,247
Norfolk Lions Club Ambulance	1	254
North Branford Fire Department	1,556	74
North Canaan Vol. Ambulance Corps	112	851
North Haven Fire Department	2,152	493
North Stonington Ambulance Assn.	0	930
Northern Duchess Paramed	174	0
Norwalk Hospital Assn.	12,091	3,670
Oakdale Fire Co.	7	536
Old Lyme South End Vol. Amb. Assn.	0	858
Old Saybrook Amb. Assn.	0	2,133
Oxford Ambulance Assn. Inc.	0	1,468
Pfizer Inc	1	61
Plymouth Vol. Ambulance Corps	1	1,726
Pratt & Whitney Div. of UTC	0	92
Pratt & Whitney-Med Team Middletown	0	19
Putnam E.M.S. Ambulance Service Inc.	0	3,040
Redding Fire District	1	186
Ridgefield Fire Department	2,477	521
Rocky Hill Vol. Ambulance	195	567
Roxbury Ambulance Assn.	6	244
Roy B Pettengill Ambulance	0	600
SKMP Enterprises dba Access Ambulance Service	133	687
Salisbury Vol. Ambulance Service	0	230
Scotland FD	0	168
Seymour Ambulance	1	2,969
Sharon Fire Dept. Ambulance Squad	0	144
Sherman Vol. Fire Dept.	10	347
Sikorsky Aircraft Corporation	0	118

Table 2: Responding Unit's Level of Care by Agency *(continued)*

Name	ALS	BLS
Simsbury Volunteer Amb. Assn.	2,233	220
Somers Fire Dept. Ambulance Div.	977	425
South Manchester Fire Dept.	6,959	744
Southbury Ambulance Assn.	2,005	1,175
Stafford Ambulance Assn.	1	1,174
Stamford EMS Inc.	18,915	161
Stonington Vol. Ambulance Corps	0	271
Stony Hill Vol. Fire Co.	2	1,347
Storm Engine Co. Amb. & Rescue Corps	1	1,812
Stratford EMS	8,233	957
Submarine Base Fire Dept.	0	559
Suffield Vol. Ambulance Assn.	1,542	476
Thomaston Volunteer Ambulance	1	1,046
Tolland Fire Dept.	11	1,126
Town of Coventry Fire/EMS	5	1,054
Town of Mansfield Fire & Emergency Services	0	1,607
Town of Preston Fire Department	1	414
Trinity Health of New England EMS	21,922	9,317
Trumbull EMS	3,143	2,379
UCONN Fire Dept Storrs	731	793
Valley EMS	5,440	0
Vernon Fire Dept.	0	4,666
Voluntown Volunteer Fire Company #1	0	258
Wallingford Dept. of Fire Svs.	3,075	4,226
Warren Vol. Fire Co. Inc.	0	138
Washington Ambulance Assn. Inc.	4	558
Waterford Ambulance Assn.	0	3,642
West Hartford Fire Department	5,692	621
West Haven FD 1st District	4,449	445
West Redding Vol. Fire Dept. District Co	15	210
West Shore Fire 2nd District (W Haven)	1,903	158
Westbrook Ambulance Assn.	0	768
Westerly Ambulance RI	1,047	36
Western Connecticut Health Network Affiliates dba Nuvance Health Ambulance	8	138
Weston Vol. EMS	4	563
Westport EMS	3,144	548
Wethersfield Vol. Ambulance Assn.	0	2,079
Willimantic Fire Dept.	0	3,799
Willington Fire Dept.	0	695
Wilton Vol Ambulance	33	1,823
Windham Community Memorial Hospital	5,097	0
Windsor Locks Lions Club Ambulance	2,347	61
Windsor Vol. Ambulance Inc.	3,657	272
Winsted Area Ambulance Assn.	1	2,461
Wolcott Vol. Ambulance Assn.	1,858	93
Woodbury Ambulance Assn.	0	992
Woodstock EMS/Woodstock Vol. Fire Assoc.	5	770

Table 3: Response Times by Agency

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
AMR Bridgeport	55,171	18,065	37,106	33%	6.88	6.85	6.92	0.02
AMR Hartford	49,460	17,585	31,875	36%	7.28	7.24	7.32	0.02
AMR New Haven	111,954	45,799	66,155	41%	7.90	7.87	7.93	0.02
AMR Waterbury	42,542	14,562	27,980	34%	7.51	7.47	7.54	0.02
Aetna Ambulance Service Inc.	26,078	4,951	21,127	19%	6.80	6.75	6.85	0.02
Allington FD 3rd District (W haven)	1,605	68	1,537	4%	5.24	5.14	5.34	0.05
Ambulance Service of Manchester LLC	29,726	5,283	24,443	18%	7.42	7.38	7.46	0.02
American Ambulance Service Inc.	27,386	15,315	12,071	56%	7.87	7.80	7.93	0.03
American Legion Ambulance Fund	2,214	199	2,015	9%	8.90	8.75	9.05	0.08
Andover Vol. Fire Dept	309	23	286	7%	11.41	11.04	11.79	0.19
Ansonia Rescue & Medical Services	4,475	807	3,668	18%	5.32	5.24	5.41	0.04
Ashford Vol. Fire Dept.	357	31	326	9%	8.84	8.47	9.21	0.19
Baltic Fire Dept.	173	126	47	73%	11.64	10.69	12.59	0.47
Bantam Fire Co.	463	119	344	26%	10.47	10.05	10.89	0.22
Beacon Hose	878	237	641	27%	8.77	8.46	9.08	0.16
Bethany Vol. Fire Dept. Ambulance	594	75	519	13%	9.49	9.13	9.86	0.19
Bethel Police Paramedic Division	2,158	304	1,854	14%	9.17	8.98	9.36	0.10
Bethel Volunteer Fire Dept.	1,780	365	1,415	21%	7.00	6.80	7.20	0.10
Bethlehem Ambulance Assn.	525	119	406	23%	12.16	11.81	12.51	0.18
Bloomfield Vol. Ambulance	1,904	130	1,774	7%	9.42	9.26	9.57	0.08
Bozrah Vol. Fire Company	521	74	447	14%	10.30	9.86	10.73	0.22
Bradley Airport Emergency	570	25	545	4%	4.99	4.81	5.16	0.09
Branford Fire Department-EMS	5,232	214	5,018	4%	6.70	6.61	6.78	0.04
Bridgewater Vol. Fire Dept.	163	37	126	23%	12.33	11.71	12.94	0.31
Bristol Hospital EMS, LLC	16,738	6,176	10,562	37%	7.43	7.37	7.49	0.03
Brookfield Vol. Fire Co.	2,912	296	2,616	10%	6.33	6.23	6.43	0.05
Burlington Vol. Fire Dept.	813	229	584	28%	6.39	6.15	6.63	0.12
Canterbury FD	333	53	280	16%	9.34	8.90	9.78	0.22
Canton Vol. Fire & EMS	1,092	132	960	12%	8.55	8.31	8.80	0.12
Chester Hose Company	579	353	226	61%	9.64	9.14	10.15	0.26
Chesterfield Fire Co.	213	53	160	25%	7.64	7.05	8.24	0.30
City of New Haven Department of Fire Service	10,054	682	9,372	7%	5.34	5.29	5.39	0.03
Clinton Vol. Fire Department	1,696	310	1,386	18%	10.16	9.94	10.38	0.11
Colchester Hayward Vol. Fire Co.	1,544	119	1,425	8%	8.29	8.09	8.49	0.10
Columbia FD	451	304	147	67%	9.38	8.72	10.05	0.34
Cornwall Vol. Fire Dept.	236	186	50	79%	15.32	14.42	16.22	0.45
Cromwell Fire Dept.	2,321	74	2,247	3%	7.01	6.89	7.13	0.06
Danbury EMS dba Nuvance Health Ambulance	15,818	1,175	14,643	7%	7.92	7.86	7.98	0.03
Darien EMS	2,151	277	1,874	13%	7.05	6.92	7.19	0.07
Deep River Ambulance Assn.	907	194	713	21%	12.73	12.49	12.97	0.12
East Haddam Ambulance Assn. Inc.	880	597	283	68%	10.86	10.34	11.38	0.26
East Hampton Ambulance Assn.	1,110	211	899	19%	9.76	9.50	10.03	0.13
East Hartford Fire Department	6,215	655	5,560	11%	5.13	5.07	5.19	0.03
East Haven Fire Department	4,652	252	4,400	5%	5.36	5.29	5.43	0.03
East Lyme Ambulance	2,741	180	2,561	7%	6.81	6.69	6.92	0.06
East Windsor Ambulance Assn.	4,789	981	3,808	20%	8.74	8.61	8.87	0.06
Easton Vol. EMS	593	126	467	21%	7.51	7.12	7.90	0.20
Echo Hose Hook & Ladder Vol. Amb.	7,686	531	7,155	7%	9.72	9.64	9.80	0.04
Electric Boat Corporation	402	63	339	16%	4.75	4.43	5.07	0.16
Ellington Vol. Ambulance Corps	1,727	368	1,359	21%	8.15	7.97	8.33	0.09
Enfield Community Ambulance	8,069	1,075	6,994	13%	7.66	7.59	7.74	0.04
Essex Ambulance Assn.	1,211	148	1,063	12%	8.68	8.47	8.89	0.11
Falls Village Vol. Fire Dept.	63	9	54	14%	10.72	9.68	11.76	0.52
Franklin Vol. Fire Dept.	146	53	93	36%	8.96	8.04	9.87	0.46
Gardner Lake Vol. Fire Co.	402	65	337	16%	11.67	11.18	12.16	0.25
Georgetown Vol. Fire Dept.	785	66	719	8%	6.79	6.58	7.00	0.11
Glastonbury Vol. Ambulance Assn.	4,763	250	4,513	5%	7.57	7.48	7.67	0.05
Goshen Vol. Fire Co.	213	53	160	25%	12.71	12.15	13.28	0.29
Granby Ambulance Assn.	1,857	258	1,599	14%	9.32	9.12	9.51	0.10
Greenwich EMS	6,272	1,206	5,066	19%	5.57	5.49	5.66	0.05
Groton Ambulance Assn.	5,113	560	4,553	11%	8.26	8.16	8.36	0.05
Guilford FD Ambulance	2,662	153	2,509	6%	7.43	7.30	7.57	0.07
Haddam Vol. Ambulance Service	981	250	731	25%	11.99	11.72	12.27	0.14

Table 3: Response Times by Agency *(continued)*

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Hamden FD	8,391	746	7,645	9%	5.59	5.54	5.64	0.03
Hamilton Sundstrand EMS	39	7	32	18%	4.62	3.61	5.64	0.50
Hartford Healthcare Corporation	2,798	NA	NA	NA%	NA	NA	NA	NA
Hartford Hospital - Life Star	1,216	1,202	14	99%	13.79	11.76	15.81	0.94
Harwinton Ambulance Assn.	639	70	569	11%	9.11	8.82	9.40	0.15
Hatzalah of Waterbury inc	870	846	24	97%	8.12	6.26	9.99	0.90
Hebron Vol. Fire Dept.	826	374	452	45%	7.32	6.94	7.70	0.19
Heritage Village Ambulance Assn.	1,263	65	1,198	5%	6.97	6.78	7.16	0.09
Hunter's Ambulance Service	60,062	33,532	26,530	56%	6.46	6.42	6.50	0.02
KB Ambulance Corps Inc.	9,333	2,686	6,647	29%	9.38	9.28	9.48	0.05
Kent Fire Dept.	217	53	164	24%	12.98	12.33	13.63	0.33
Killingworth Ambulance Assn.	576	451	125	78%	15.39	14.87	15.92	0.27
Lawrence & Memorial Hospital	6,247	1,762	4,485	28%	9.78	9.66	9.90	0.06
Lebanon Volunteer Fire Dept. Inc.	506	147	359	29%	12.62	12.18	13.05	0.22
LifeNet, NY	20	NA	NA	NA%	NA	NA	NA	NA
Lime Rock Park (seasonal)	119	115	4	97%	6.25	-0.67	13.17	2.17
Lisbon Fire Dept. Inc.	687	173	514	25%	10.64	10.28	11.00	0.18
Litchfield Vol. Ambulance Assn.	1,333	40	1,293	3%	6.57	6.39	6.75	0.09
Lyme Ambulance Assn.	321	168	153	52%	13.39	12.69	14.08	0.35
Madison Ambulance Association Inc.	2,078	289	1,789	14%	6.89	6.73	7.05	0.08
Med-Trans dba SkyHealth	196	NA	NA	NA%	NA	NA	NA	NA
Middlebury FD	948	207	741	22%	11.73	11.46	12.00	0.14
Middlesex Hospital	19,055	16,028	3,027	84%	9.83	9.69	9.97	0.07
Milford Fire Rescue and EMS	6,236	3,987	2,249	64%	6.33	6.23	6.43	0.05
Mohegan Fire Co.	855	28	827	3%	6.66	6.45	6.86	0.10
Mohegan Tribal FD	3,590	2,053	1,537	57%	4.50	4.39	4.62	0.06
Monroe Vol. EMS	2,094	219	1,875	10%	9.69	9.55	9.84	0.07
Montville Fire Co. Ambulance	887	42	845	5%	6.88	6.69	7.07	0.10
Mortlake Fire Co. Inc.	1,279	176	1,103	14%	9.07	8.84	9.29	0.11
Mystic River Ambulance Assn.	2,907	438	2,469	15%	8.88	8.75	9.01	0.07
Naugatuck Ambulance Corps. Inc	6,300	729	5,571	12%	7.06	6.97	7.14	0.04
Nelson Amb. Svc.	19,828	15,570	4,258	79%	7.29	7.17	7.40	0.06
New Britain EMS Inc.	17,596	940	16,656	5%	6.42	6.38	6.47	0.02
New Canaan Vol. Ambulance Corps	2,003	195	1,808	10%	8.05	7.88	8.23	0.09
New Fairfield Vol. FD	1,040	90	950	9%	9.39	9.14	9.65	0.13
New Hartford Vol. Fire Dept. Amb. Svc.	969	128	841	13%	10.33	10.07	10.60	0.14
New London Fire Dept.	6,347	317	6,030	5%	4.46	4.41	4.51	0.03
New Milford Community Ambulance	3,449	211	3,238	6%	9.52	9.39	9.64	0.06
Newington EMS	1,929	205	1,724	11%	6.15	6.01	6.28	0.07
Newtown Volunteer Ambulance	3,765	453	3,312	12%	8.96	8.84	9.09	0.06
Norfolk Lions Club Ambulance	263	148	115	56%	12.34	11.65	13.02	0.35
North Branford Fire Department	1,684	154	1,530	9%	10.52	10.32	10.72	0.10
North Canaan Vol. Ambulance Corps	1,108	230	878	21%	7.59	7.33	7.85	0.13
North Haven Fire Department	2,692	118	2,574	4%	6.15	6.05	6.26	0.05
North Stonington Ambulance Assn.	937	80	857	9%	8.84	8.61	9.07	0.12
Northern Duchess Paramed	217	117	100	54%	13.39	12.64	14.14	0.38
Norwalk Hospital Assn.	16,131	1,954	14,177	12%	8.04	7.99	8.10	0.03
Oakdale Fire Co.	557	32	525	6%	7.40	7.14	7.66	0.13
Old Lyme South End Vol. Amb. Assn.	932	160	772	17%	10.52	10.23	10.80	0.15
Old Saybrook Amb. Assn.	2,181	412	1,769	19%	10.48	10.29	10.67	0.10
Oxford Ambulance Assn. Inc.	1,475	160	1,315	11%	9.06	8.84	9.27	0.11
Pfizer Inc	62	19	43	31%	3.51	3.05	3.97	0.23
Plymouth Vol. Ambulance Corps	1,763	202	1,561	11%	7.14	6.98	7.30	0.08
Pratt & Whitney Div. of UTC	93	13	80	14%	4.59	4.16	5.01	0.21
Pratt & Whitney-Med Team Middletown	37	23	14	62%	3.71	2.20	5.22	0.70
Putnam E.M.S. Ambulance Service Inc.	3,114	312	2,802	10%	7.41	7.28	7.54	0.07
Redding Fire District	235	62	173	26%	10.79	10.20	11.37	0.30
Ridgefield Fire Department	3,010	180	2,830	6%	6.55	6.43	6.67	0.06
Rocky Hill Vol. Ambulance	766	40	726	5%	8.41	8.20	8.62	0.11
Roxbury Ambulance Assn.	266	123	143	46%	12.82	12.12	13.52	0.35
Roy B Pettengill Ambulance	621	122	499	20%	10.90	10.58	11.21	0.16
SKMP Enterprises dba Access Ambulance Service	18,100	17,568	532	97%	11.14	10.75	11.54	0.20
Salisbury Vol. Ambulance Service	662	524	138	79%	13.31	12.60	14.02	0.36
Scotland FD	169	18	151	11%	9.41	8.78	10.04	0.32
Seymour Ambulance	3,016	324	2,692	11%	7.68	7.55	7.82	0.07

Name	Total	Outliers	Total- **Outliers**	**Percent**	**Mean**	**Low CI**	**High CI**	**SD**
Sharon Fire Dept. Ambulance Squad	448	320	128	71%	11.87	11.16	12.58	0.36
Sherman Vol. Fire Dept.	362	135	227	37%	13.68	13.24	14.12	0.22
Sikorsky Aircraft Corporation	118	37	81	31%	3.64	3.23	4.05	0.21
Simsbury Volunteer Amb. Assn.	2,574	249	2,325	10%	7.41	7.27	7.55	0.07
Somers Fire Dept. Ambulance Div.	1,736	455	1,281	26%	6.99	6.78	7.19	0.11
South Manchester Fire Dept.	7,751	435	7,316	6%	5.43	5.38	5.48	0.03
Southbury Ambulance Assn.	3,192	156	3,036	5%	8.12	8.00	8.24	0.06
Stafford Ambulance Assn.	1,202	131	1,071	11%	8.21	7.97	8.46	0.12
Stamford EMS Inc.	19,203	1,906	17,297	10%	6.62	6.57	6.67	0.03
Stonington Vol. Ambulance Corps	461	211	250	46%	8.85	8.37	9.33	0.24
Stony Hill Vol. Fire Co.	1,493	420	1,073	28%	7.25	6.98	7.51	0.14
Storm Engine Co. Amb. & Rescue Corps	1,830	153	1,677	8%	6.57	6.40	6.74	0.09
Stratford EMS	9,387	1,060	8,327	11%	7.33	7.27	7.40	0.03
Submarine Base Fire Dept.	740	235	505	32%	5.93	5.72	6.14	0.11
Suffield Vol. Ambulance Assn.	2,079	189	1,890	9%	9.21	9.05	9.37	0.08
Thomaston Volunteer Ambulance	1,254	287	967	23%	8.26	8.02	8.51	0.12
Tolland Fire Dept.	1,142	93	1,049	8%	9.27	9.02	9.53	0.13
Town of Coventry Fire/EMS	1,059	109	950	10%	8.22	8.00	8.44	0.11
Town of Mansfield Fire & Emergency Services	1,668	157	1,511	9%	7.57	7.39	7.76	0.10
Town of Preston Fire Department	415	36	379	9%	6.44	6.11	6.77	0.17
Trinity Health of New England EMS	39,702	11,664	28,038	29%	6.65	6.62	6.69	0.02
Trumbull EMS	5,829	627	5,202	11%	8.36	8.28	8.44	0.04
UCONN Fire Dept Storrs	2,063	788	1,275	38%	6.97	6.71	7.23	0.13
Valley EMS	5,631	1,211	4,420	22%	8.47	8.38	8.57	0.05
Vernon Fire Dept.	4,777	308	4,469	6%	6.94	6.86	7.01	0.04
Voluntown Volunteer Fire Company #1	259	31	228	12%	10.18	9.62	10.73	0.28
Wallingford Dept. of Fire Svs.	7,351	365	6,986	5%	6.88	6.81	6.96	0.04
Warren Vol. Fire Co. Inc.	139	40	99	29%	12.55	11.81	13.28	0.37
Washington Ambulance Assn. Inc.	586	251	335	43%	14.39	14.02	14.75	0.19
Waterford Ambulance Assn.	3,788	323	3,465	9%	7.78	7.67	7.89	0.05
West Hartford Fire Department	6,471	392	6,079	6%	5.59	5.53	5.65	0.03
West Haven FD 1st District	4,903	280	4,623	6%	5.05	4.98	5.11	0.03
West Redding Vol. Fire Dept. District Co	233	48	185	21%	12.12	11.51	12.73	0.31
West Shore Fire 2nd District (W Haven)	2,069	167	1,902	8%	4.87	4.77	4.97	0.05
Westbrook Ambulance Assn.	869	171	698	20%	10.10	9.80	10.41	0.16
Westerly Ambulance RI	1,212	182	1,030	15%	8.01	7.83	8.20	0.10
Western Connecticut Health Network Affiliates dba Nuvance Health Ambulance	14,107	14,017	90	99%	12.24	11.25	13.24	0.50
Weston Vol. EMS	637	260	377	41%	14.69	14.35	15.03	0.17
Westport EMS	3,702	639	3,063	17%	7.12	6.99	7.24	0.06
Wethersfield Vol. Ambulance Assn.	2,180	222	1,958	10%	7.62	7.49	7.74	0.06
Willimantic Fire Dept.	3,814	199	3,615	5%	6.70	6.59	6.80	0.05
Willington Fire Dept.	738	94	644	13%	10.00	9.68	10.31	0.16
Wilton Vol Ambulance	1,864	167	1,697	9%	8.03	7.85	8.20	0.09
Windham Community Memorial Hospital	5,136	1,090	4,046	21%	9.47	9.34	9.61	0.07
Windsor Locks Lions Club Ambulance	2,513	236	2,277	9%	5.25	5.14	5.37	0.06
Windsor Vol. Ambulance Inc.	3,974	281	3,693	7%	8.05	7.95	8.15	0.05
Winsted Area Ambulance Assn.	2,522	235	2,287	9%	7.27	7.12	7.43	0.08
Wolcott Vol. Ambulance Assn.	2,045	200	1,845	10%	7.49	7.36	7.63	0.07
Woodbury Ambulance Assn.	998	461	537	46%	14.46	14.14	14.77	0.16
Woodstock EMS/Woodstock Vol. Fire Assoc.	813	184	629	23%	8.38	8.06	8.70	0.16
All	**935,372**	**96,285**	**639,378**	**13%**	**8.54**	**8.21**	**8.87**	**0.16**

Table 4: Median Fractile Times

Town	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
Andover	8.00	3.50	13.00	17.00	38.00
Ansonia	1.00	4.00	13.00	6.00	14.00
Ashford	2.00	9.00	12.00	24.00	39.00
Avon	1.00	7.00	14.00	19.00	23.00
Barkhamsted	2.00	8.00	19.00	21.00	21.00
Beacon Falls	4.00	4.00	14.00	14.00	18.00
Berlin	1.00	5.00	19.00	13.00	24.00
Bethany	2.00	5.00	16.00	24.00	22.00
Bethel	1.00	4.00	17.00	13.00	12.00
Bethlehem	7.50	5.00	11.00	23.00	29.00
Bloomfield	1.00	10.00	17.00	18.00	31.00
Bolton	0.00	10.50	16.00	18.00	34.00
Bozrah	4.00	6.00	13.00	8.00	16.00
Branford	1.00	5.00	15.00	17.00	28.00
Bridgeport	1.00	5.00	12.00	9.00	20.00
Bridgewater	8.00	4.00	16.00	15.00	15.00
Bristol	1.00	6.00	16.00	8.00	14.00
Brookfield	0.00	5.00	16.00	15.00	16.00
Brooklyn	3.00	5.00	14.00	17.00	17.00
Burlington	0.00	6.00	19.00	21.00	22.00
Canaan	5.00	5.00	16.50	23.50	28.00
Canterbury	2.00	7.00	18.00	18.00	18.00
Canton	2.00	5.00	17.00	25.00	23.00
Chaplin	2.00	12.00	13.00	13.00	18.00
Cheshire	0.00	5.00	16.00	20.00	25.00
Chester	2.00	7.00	14.00	20.00	29.50
Clinton	6.00	4.00	12.00	11.00	15.50
Colchester	2.00	5.00	11.00	15.00	24.00
Colebrook	3.00	11.00	21.00	25.00	22.00
Columbia	1.00	7.00	12.00	10.00	16.00
Cornwall	10.00	8.00	11.00	22.00	13.00
Coventry	1.00	7.00	15.00	15.00	33.00
Cromwell	1.00	5.00	17.00	10.00	20.00
Danbury	1.00	6.00	14.00	9.00	8.00
Darien	2.00	4.00	17.00	13.00	23.00
Deep River	9.00	4.00	13.00	17.00	28.00
Derby	1.00	5.00	14.00	6.00	16.00
Durham	1.00	7.00	15.00	16.50	21.50
East Granby	2.00	9.00	16.00	25.00	23.00
East Haddam	2.00	9.00	16.00	27.00	22.00
East Hampton	3.00	6.00	16.00	16.00	19.00
East Hartford	0.00	5.00	12.00	14.00	31.00
East Haven	1.00	5.00	15.00	16.00	25.00
East Lyme	2.00	5.00	11.00	15.00	19.00
East Windsor	0.00	6.00	13.00	22.00	24.00
Eastford	2.00	13.00	13.00	20.50	20.00
Easton	1.00	5.00	16.00	19.00	19.00
Ellington	2.00	6.00	17.00	14.00	31.00
Enfield	0.00	7.00	16.00	24.00	29.00
Essex	2.00	5.00	15.00	12.00	20.00
Fairfield	1.00	6.00	15.00	16.00	20.00
Farmington	1.00	6.00	15.00	11.00	21.00
Franklin	1.00	7.00	12.50	10.00	25.00
Glastonbury	1.00	6.00	17.00	17.00	28.50
Goshen	9.00	5.00	18.00	17.00	16.00
Granby	2.00	6.00	18.00	32.00	23.00
Greenwich	0.00	5.00	18.00	8.00	14.00
Griswold	0.00	5.00	12.00	15.00	16.00
Groton	2.00	5.00	12.00	16.00	14.00
Guilford	1.00	5.00	13.00	19.00	23.00
Haddam	2.00	9.00	17.00	17.00	25.00
Hamden	1.00	6.00	14.00	18.00	24.00
Hampton	2.00	12.00	14.00	20.00	25.00
Hartford	0.00	6.00	14.00	8.00	29.00

Table 4: Median Fractile Times *(continued)*

Town	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
Hartland	2.00	12.00	20.00	39.00	23.00
Harwinton	2.00	5.00	16.00	13.00	16.00
Hebron	0.00	7.00	13.00	15.00	29.00
Kent	7.00	7.00	17.00	26.00	20.00
Killingly	2.00	5.00	13.00	14.00	18.00
Killingworth	11.00	6.00	15.00	21.00	37.00
Lebanon	4.00	8.00	13.00	14.00	22.00
Ledyard	1.00	8.00	13.00	20.00	16.00
Lisbon	5.00	4.00	13.00	12.00	17.00
Litchfield	2.00	3.00	16.00	10.00	18.00
Lyme	8.00	7.00	18.00	25.00	20.00
Madison	1.00	5.00	18.00	21.00	22.00
Manchester	0.00	5.00	13.00	12.00	30.00
Mansfield	1.00	5.00	12.00	13.00	24.00
Marlborough	6.00	4.00	14.00	5.00	13.00
Meriden	0.00	4.00	17.00	9.00	25.00
Middlebury	7.00	5.00	16.00	11.00	21.00
Middlefield	0.00	6.00	19.00	15.00	21.50
Middletown	0.00	6.00	16.00	7.50	21.00
Milford	1.00	5.00	13.00	11.00	15.00
Monroe	1.00	8.00	17.00	23.00	26.00
Montville	1.00	3.00	13.00	13.00	16.00
Morris	2.00	7.00	20.00	16.00	20.00
Naugatuck	2.00	5.00	15.00	13.00	20.00
New Britain	1.00	4.00	13.00	6.00	17.00
New Canaan	2.00	5.00	18.00	16.00	16.00
New Fairfield	1.00	8.00	17.00	17.00	4.00
New Hartford	2.00	8.00	19.00	21.00	26.00
New Haven	0.00	5.00	12.00	10.00	26.00
New London	1.00	2.00	7.00	4.00	5.00
New Milford	2.00	7.00	16.00	8.00	14.00
Newington	1.00	5.00	16.00	16.00	26.00
Newtown	0.00	8.00	18.00	19.00	17.00
Norfolk	9.00	3.50	23.00	29.00	43.00
North Branford	2.00	9.00	21.00	21.00	29.00
North Canaan	3.00	3.00	15.00	25.00	25.50
North Haven	1.00	5.00	17.00	18.00	22.00
North Stonington	2.00	7.00	10.00	19.00	14.00
Norwalk	2.00	5.00	14.00	7.00	0.00
Norwich	1.00	6.00	13.00	8.00	16.00
Old Lyme	2.00	7.00	15.00	17.00	16.00
Old Saybrook	6.00	5.00	12.00	10.00	13.00
Orange	0.00	7.00	17.00	17.00	26.00
Oxford	1.00	8.00	17.00	17.00	17.00
Plainfield	3.00	5.00	13.00	9.00	15.00
Plainville	1.00	6.00	16.00	13.00	23.00
Plymouth	2.00	4.00	16.00	13.00	17.00
Pomfret	2.00	9.00	15.00	11.00	19.00
Portland	0.00	8.00	16.00	11.00	22.00
Preston	1.00	5.00	13.00	13.50	14.00
Prospect	0.00	10.00	14.00	13.00	21.00
Putnam	2.00	4.00	14.00	5.00	15.00
Redding	2.00	7.00	17.00	26.00	17.00
Ridgefield	1.00	5.00	12.00	17.00	15.00
Rocky Hill	0.00	6.00	17.00	18.00	33.00
Roxbury	10.00	5.00	16.00	27.00	21.00
Salem	5.00	6.00	13.00	20.00	25.00
Salisbury	9.00	6.00	18.00	15.00	16.00
Scotland	2.00	7.00	13.00	17.00	19.00
Seymour	1.00	5.00	15.00	11.00	16.00
Sharon	8.00	4.00	16.00	4.00	12.00
Shelton	1.00	8.00	17.00	14.00	18.00
Sherman	10.00	6.00	16.00	22.00	30.00
Simsbury	1.00	6.00	19.00	25.00	20.00
Somers	0.00	4.00	16.00	14.00	24.00

Table 4: Median Fractile Times *(continued)*

Town	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
South Windsor	0.00	6.00	16.00	18.00	33.00
Southbury	1.00	6.00	15.00	22.00	33.00
Southington	1.00	5.00	17.00	15.00	22.00
Sprague	5.00	8.00	12.00	15.00	18.00
Stafford	1.00	7.00	17.00	11.00	26.00
Stamford	1.00	5.00	14.00	8.00	0.00
Sterling	3.00	11.00	13.00	15.00	17.00
Stonington	2.00	6.00	15.00	15.00	16.00
Stratford	1.00	6.00	15.00	12.00	20.00
Suffield	3.00	6.00	20.00	26.00	33.00
Thomaston	2.00	4.00	16.00	15.00	19.00
Thompson	2.00	8.00	15.00	13.00	17.00
Tolland	2.00	6.00	17.00	18.00	38.00
Torrington	0.00	5.00	14.00	7.00	14.00
Trumbull	2.00	6.00	18.00	14.00	20.00
Union	2.00	10.00	16.00	16.50	30.00
Vernon	1.00	5.00	16.00	10.00	28.00
Voluntown	4.00	5.00	12.00	22.00	21.00
Wallingford	1.00	5.00	14.00	16.00	31.00
Warren	8.00	5.00	15.00	22.00	25.50
Washington	10.00	7.00	19.00	20.00	34.00
Waterbury	1.00	6.00	12.00	7.00	21.00
Waterford	1.00	6.00	12.00	10.00	22.00
Watertown	1.00	8.00	14.00	12.00	23.00
West Hartford	1.00	5.00	16.00	13.00	26.00
West Haven	1.00	5.00	15.00	14.00	24.00
Westbrook	4.00	5.00	13.00	7.00	16.00
Weston	6.00	8.00	20.00	23.00	20.00
Westport	1.00	5.00	15.00	14.00	0.00
Wethersfield	0.00	6.00	18.00	14.00	32.00
Willington	2.00	8.00	13.00	21.00	37.00
Wilton	2.00	5.00	16.00	15.00	16.00
Winchester	2.00	4.00	20.00	17.00	18.00
Windham	2.00	4.00	12.00	5.00	16.00
Windsor	0.00	7.00	16.00	16.00	30.00
Windsor Locks	0.00	4.00	13.00	20.00	29.00
Wolcott	2.00	6.00	15.00	14.00	22.00
Woodbridge	0.00	6.00	18.00	18.00	26.00
Woodbury	11.00	7.00	16.00	23.00	28.00
Woodstock	1.00	8.00	15.00	14.00	18.00
All	1.29	6.08	16.17	14.35	35.98

Table 5: Average Response Times by Class and Town

Town	Count	Mean	Low CI	High CI	SD
Rural					
Andover	338	11.76	11.39	12.12	0.19
Ashford	487	10.96	10.55	11.37	0.21
Barkhamsted	319	10.25	9.87	10.64	0.19
Bethany	579	9.91	9.56	10.26	0.18
Bethlehem	392	12.07	11.72	12.43	0.18
Bolton	433	10.71	10.38	11.04	0.17
Bozrah	474	10.36	9.94	10.79	0.21
Bridgewater	134	12.17	11.57	12.78	0.31
Brooklyn	1,607	9.30	9.12	9.48	0.09
Burlington	601	6.51	6.26	6.75	0.13
Canaan	38	10.97	9.54	12.41	0.71
Canterbury	342	9.74	9.33	10.15	0.21
Canton	980	8.49	8.26	8.72	0.12
Chaplin	293	13.19	12.80	13.57	0.19
Chester	340	11.09	10.62	11.56	0.24
Colchester	1,590	8.71	8.52	8.91	0.10
Colebrook	69	14.01	13.35	14.68	0.33
Columbia	340	10.20	9.81	10.58	0.19
Cornwall	49	15.80	15.11	16.48	0.34
Coventry	1,252	9.05	8.85	9.26	0.10
Deep River	780	12.65	12.42	12.88	0.12
Durham	654	8.20	7.95	8.46	0.13
East Granby	596	10.40	10.07	10.73	0.17
East Haddam	360	11.53	11.06	12.00	0.24
East Hampton	1,071	10.07	9.83	10.32	0.12
East Windsor	2,070	7.57	7.41	7.74	0.08
Eastford	148	13.86	13.31	14.42	0.28
Easton	490	8.00	7.60	8.41	0.21
Ellington	1,631	8.44	8.27	8.61	0.09
Franklin	177	10.92	10.26	11.57	0.33
Goshen	158	12.64	12.07	13.21	0.29
Granby	1,053	8.70	8.48	8.92	0.11
Griswold	1,356	7.21	6.97	7.44	0.12
Guilford	2,522	7.34	7.21	7.48	0.07
Haddam	756	12.07	11.81	12.34	0.14
Hampton	197	13.62	13.12	14.13	0.26
Hartland	109	13.38	12.78	13.98	0.30
Harwinton	531	8.78	8.49	9.06	0.14
Hebron	750	9.99	9.63	10.35	0.18
Kent	174	13.20	12.57	13.82	0.32
Killingly	2,244	8.05	7.90	8.19	0.07
Killingworth	179	15.27	14.84	15.71	0.22
Lebanon	599	12.49	12.16	12.82	0.17
Ledyard	1,354	9.63	9.43	9.83	0.10
Lisbon	502	10.22	9.86	10.57	0.18
Litchfield	1,461	6.99	6.80	7.18	0.10
Lyme	154	13.66	12.97	14.34	0.35
Madison	1,814	6.94	6.78	7.10	0.08
Marlborough	563	10.65	10.35	10.94	0.15
Middlebury	947	11.39	11.16	11.61	0.12
Middlefield	369	7.54	7.23	7.86	0.16
Montville	2,850	5.74	5.62	5.85	0.06
Morris	174	10.53	10.03	11.03	0.25
New Hartford	523	9.94	9.60	10.29	0.18
New Milford	3,250	9.52	9.40	9.65	0.06
Newtown	3,226	8.95	8.82	9.07	0.07
Norfolk	117	12.19	11.48	12.90	0.36
North Canaan	879	7.67	7.41	7.93	0.13
North Stonington	901	9.13	8.89	9.37	0.12
Old Lyme	860	10.85	10.58	11.13	0.14
Oxford	1,793	9.80	9.62	9.99	0.09
Plainfield	2,129	8.91	8.77	9.06	0.07
Pomfret	444	10.82	10.49	11.15	0.17
Portland	1,025	8.78	8.58	8.99	0.10

Table 5: Average Response Times by Class and Town *(continued)*

Town	Count	Mean	Low CI	High CI	SD
Preston	432	7.00	6.68	7.33	0.17
Putnam	2,449	7.56	7.41	7.71	0.08
Redding	1,329	10.05	9.80	10.30	0.13
Roxbury	133	12.95	12.23	13.68	0.36
Salem	327	11.54	11.04	12.05	0.26
Salisbury	191	13.12	12.51	13.72	0.31
Scotland	84	10.95	9.92	11.98	0.52
Sharon	174	11.97	11.36	12.57	0.31
Sherman	235	13.71	13.29	14.14	0.22
Somers	1,033	6.09	5.89	6.30	0.10
Sprague	113	12.41	11.74	13.07	0.34
Stafford	1,272	8.86	8.63	9.09	0.12
Sterling	326	13.85	13.57	14.13	0.14
Stonington	2,040	9.30	9.14	9.46	0.08
Suffield	2,232	9.11	8.97	9.25	0.07
Thompson	1,213	10.66	10.43	10.88	0.11
Tolland	1,368	9.56	9.34	9.78	0.11
Union	108	10.80	9.86	11.73	0.47
Voluntown	251	10.79	10.25	11.33	0.28
Warren	87	12.31	11.51	13.11	0.40
Washington	342	14.41	14.05	14.77	0.18
Westbrook	929	10.17	9.91	10.44	0.14
Willington	651	10.37	10.05	10.70	0.17
Winchester	2,423	7.28	7.14	7.43	0.08
Woodbridge	1,763	7.34	7.18	7.50	0.08
Woodbury	651	14.47	14.19	14.76	0.14
Woodstock	715	9.22	8.88	9.55	0.17
Suburban					
Avon	2,055	8.03	7.86	8.19	0.08
Beacon Falls	679	8.87	8.57	9.17	0.15
Berlin	2,900	6.47	6.37	6.56	0.05
Bloomfield	3,903	10.86	10.74	10.98	0.06
Brookfield	2,588	6.31	6.21	6.42	0.05
Cheshire	5,607	6.30	6.22	6.39	0.05
Clinton	1,521	10.19	9.99	10.39	0.10
East Lyme	3,006	7.55	7.42	7.67	0.06
Essex	1,038	8.62	8.41	8.83	0.11
Farmington	4,409	7.38	7.28	7.48	0.05
Glastonbury	6,076	7.75	7.66	7.84	0.05
Mansfield	1,478	7.28	7.10	7.47	0.09
Monroe	3,001	9.69	9.58	9.81	0.06
New Canaan	2,408	7.87	7.72	8.01	0.07
New Fairfield	935	9.36	9.11	9.62	0.13
North Branford	1,557	10.52	10.33	10.72	0.10
Old Saybrook	1,919	10.43	10.26	10.61	0.09
Orange	3,348	8.30	8.17	8.44	0.07
Plymouth	1,517	6.99	6.83	7.15	0.08
Prospect	767	10.42	10.18	10.65	0.12
Ridgefield	2,669	6.55	6.42	6.67	0.06
Simsbury	2,295	7.47	7.32	7.61	0.07
South Windsor	3,663	7.08	6.97	7.18	0.05
Southbury	4,207	7.77	7.67	7.87	0.05
Thomaston	1,042	8.54	8.30	8.78	0.12
Torrington	8,685	6.37	6.30	6.43	0.03
Waterford	4,260	8.02	7.92	8.12	0.05
Watertown	2,312	9.78	9.64	9.91	0.07
Weston	645	13.40	13.10	13.69	0.15
Wilton	2,476	7.90	7.76	8.04	0.07
Windham	5,461	6.51	6.43	6.59	0.04
Windsor	4,365	8.51	8.41	8.61	0.05
Wolcott	1,859	7.52	7.39	7.65	0.07
Urban					
Ansonia	4,634	5.71	5.63	5.79	0.04
Bethel	3,957	7.43	7.31	7.55	0.06
Branford	5,054	6.71	6.63	6.79	0.04

Table 5: Average Response Times by Class and Town *(continued)*

Town	Count	Mean	Low CI	High CI	SD
Bridgeport	29,976	6.82	6.78	6.86	0.02
Bristol	10,623	7.49	7.43	7.56	0.03
Cromwell	2,563	7.38	7.26	7.50	0.06
Danbury	14,749	7.94	7.88	8.00	0.03
Darien	2,530	6.80	6.68	6.91	0.06
Derby	2,616	7.06	6.93	7.20	0.07
East Hartford	13,930	6.59	6.54	6.64	0.02
East Haven	9,727	7.49	7.41	7.56	0.04
Enfield	7,151	7.74	7.66	7.81	0.04
Fairfield	6,925	7.04	6.96	7.11	0.04
Greenwich	4,992	5.52	5.44	5.60	0.04
Groton	8,964	8.40	8.32	8.47	0.04
Hamden	17,017	7.61	7.55	7.67	0.03
Hartford	34,947	6.84	6.80	6.87	0.02
Manchester	17,279	6.22	6.18	6.26	0.02
Meriden	12,318	5.60	5.55	5.65	0.02
Middletown	9,885	6.98	6.92	7.05	0.03
Milford	3,044	7.18	7.06	7.30	0.06
Naugatuck	5,239	6.90	6.81	6.98	0.04
New Britain	16,879	6.51	6.46	6.55	0.02
New Haven	48,007	6.94	6.91	6.97	0.02
New London	7,000	4.80	4.74	4.85	0.03
Newington	5,239	6.85	6.76	6.94	0.05
North Haven	5,842	6.28	6.20	6.36	0.04
Norwalk	12,758	8.05	7.99	8.11	0.03
Norwich	8,486	7.84	7.77	7.92	0.04
Plainville	2,529	7.60	7.47	7.73	0.07
Rocky Hill	3,199	7.31	7.20	7.42	0.06
Seymour	3,703	7.73	7.62	7.83	0.05
Shelton	7,056	9.62	9.54	9.70	0.04
Southington	5,518	6.82	6.74	6.91	0.04
Stamford	16,683	6.70	6.65	6.75	0.03
Stratford	8,742	7.45	7.38	7.52	0.04
Trumbull	5,306	8.41	8.33	8.49	0.04
Vernon	5,640	7.38	7.30	7.46	0.04
Wallingford	7,617	7.26	7.18	7.34	0.04
Waterbury	24,197	6.96	6.92	7.00	0.02
West Hartford	12,639	6.37	6.31	6.42	0.03
West Haven	15,614	6.55	6.50	6.60	0.03
Westport	2,977	6.99	6.87	7.12	0.06
Wethersfield	4,300	6.91	6.82	7.00	0.05
Windsor Locks	3,035	5.17	5.08	5.25	0.04

Table 6: Active Crew Members by Agency

Name	2020	2021	2022	2023
AMR Bridgeport	256	291	293	282
AMR Hartford	270	288	281	312
AMR New Haven	502	564	539	566
AMR Waterbury	201	223	284	248
Aetna Ambulance Service Inc.	155	175	196	198
Allington FD 3rd District (W haven)	22	21	20	19
Ambulance Service of Manchester LLC	159	168	168	178
American Ambulance Service Inc.	258	195	168	134
American Legion Ambulance Fund	44	35	29	37
Andover Vol. Fire Dept	19	21	25	24
Ansonia Rescue & Medical Services	43	39	33	32
Ashford Vol. Fire Dept.	21	13	20	24
Baltic Fire Dept.	20	14	12	21
Bantam Fire Co.	27	29	27	26
Beacon Hose	31	43	58	38
Bethany Vol. Fire Dept. Ambulance	34	39	34	37
Bethel Police Paramedic Division	31	31	35	28
Bethel Volunteer Fire Dept.	2	9	39	51
Bethlehem Ambulance Assn.	26	29	38	21
Bloomfield Vol. Ambulance	64	62	63	65
Bozrah Vol. Fire Company	35	29	33	31
Bradley Airport Emergency	28	27	27	37
Branford Fire Department-EMS	87	87	89	94
Bridgewater Vol. Fire Dept.	13	15	21	18
Bristol Hospital EMS, LLC	75	86	94	82
Brookfield Vol. Fire Co.	70	61	46	48
Burlington Vol. Fire Dept.	28	41	49	49
Canterbury FD	21	19	21	24
Canton Vol. Fire & EMS	45	44	37	24
Chester Hose Company	22	20	23	18
Chesterfield Fire Co.	27	25	27	23
City of New Haven Department of Fire Service	137	98	78	258
Clinton Vol. Fire Department	27	13	21	36
Colchester Hayward Vol. Fire Co.	59	64	51	48
Columbia FD	7	8	14	13
Cornwall Vol. Fire Dept.	6	4	3	4
Cromwell Fire Dept.	40	63	51	38
Danbury EMS dba Nuvance Health Ambulance	69	82	95	100
Darien EMS	119	123	120	146
Deep River Ambulance Assn.	28	30	36	32
East Haddam Ambulance Assn. Inc.	56	43	39	38
East Hampton Ambulance Assn.	46	30	34	49
East Hartford Fire Department	108	110	114	109
East Haven Fire Department	56	53	53	64
East Lyme Ambulance	47	48	48	46
East Windsor Ambulance Assn.	54	60	70	79
Easton Vol. EMS	25	24	24	19
Echo Hose Hook & Ladder Vol. Amb.	81	70	83	132
Electric Boat Corporation	27	29	27	29
Ellington Vol. Ambulance Corps	54	49	44	55
Enfield Community Ambulance	61	48	45	42
Essex Ambulance Assn.	21	23	32	24
Falls Village Vol. Fire Dept.	5	6	6	5
Franklin Vol. Fire Dept.	19	17	12	16
Gardner Lake Vol. Fire Co.	12	11	10	25
Georgetown Vol. Fire Dept.	36	52	29	32
Glastonbury Vol. Ambulance Assn.	35	42	44	41
Goshen Vol. Fire Co.	19	22	20	16
Granby Ambulance Assn.	48	49	42	43
Greenwich EMS	62	95	101	113
Groton Ambulance Assn.	27	27	39	27
Guilford FD Ambulance	51	42	52	56
Haddam Vol. Ambulance Service	23	26	24	16

Name	2020	2021	2022	2023
Hamden FD	80	87	89	89
Hamilton Sundstrand EMS	17	15	14	15
Hartford Healthcare Corporation	5	7	14	23
Hartford Hospital - Life Star	40	42	47	58
Harwinton Ambulance Assn.	49	56	41	42
Hatzalah of Waterbury inc	NA	NA	NA	26
Hebron Vol. Fire Dept.	24	46	38	35
Heritage Village Ambulance Assn.	37	40	33	26
Hunter's Ambulance Service	211	213	221	340
KB Ambulance Corps Inc.	60	72	71	96
Kent Fire Dept.	25	28	40	26
Killingworth Ambulance Assn.	17	11	22	21
Lawrence & Memorial Hospital	25	33	29	36
Lebanon Volunteer Fire Dept. Inc.	30	34	31	39
LifeNet, NY	7	9	13	9
Lime Rock Park (seasonal)	NA	16	11	17
Lisbon Fire Dept. Inc.	15	26	31	32
Litchfield Vol. Ambulance Assn.	29	29	24	24
Lyme Ambulance Assn.	31	15	11	20
Madison Ambulance Association Inc.	45	42	37	37
Med-Trans dba SkyHealth	17	18	16	29
Middlebury FD	28	29	34	35
Middlesex Hospital	63	83	105	91
Milford Fire Rescue and EMS	32	40	58	63
Mohegan Fire Co.	25	32	31	27
Mohegan Tribal FD	53	51	54	55
Monroe Vol. EMS	55	44	53	55
Montville Fire Co. Ambulance	30	33	34	32
Mortlake Fire Co. Inc.	26	22	31	33
Mystic River Ambulance Assn.	22	50	44	29
Naugatuck Ambulance Corps. Inc	37	44	41	43
Nelson Amb. Svc.	136	200	199	202
New Britain EMS Inc.	69	80	74	98
New Canaan Vol. Ambulance Corps	18	14	10	11
New Fairfield Vol. FD	52	59	54	55
New Hartford Vol. Fire Dept. Amb. Svc.	55	50	48	47
New London Fire Dept.	53	57	44	21
New Milford Community Ambulance	84	84	82	68
Newington EMS	138	83	60	59
Newtown Volunteer Ambulance	82	79	81	76
Norfolk Lions Club Ambulance	23	20	20	22
North Branford Fire Department	55	56	50	53
North Canaan Vol. Ambulance Corps	33	33	36	30
North Haven Fire Department	39	31	33	24
North Stonington Ambulance Assn.	NA	32	34	28
Northern Duchess Paramed	102	103	65	41
Norwalk Hospital Assn.	67	65	62	65
Oakdale Fire Co.	34	34	39	30
Old Lyme South End Vol. Amb. Assn.	27	26	20	28
Old Saybrook Amb. Assn.	35	30	29	24
Oxford Ambulance Assn. Inc.	75	70	65	62
Pfizer Inc	10	11	11	9
Plymouth Vol. Ambulance Corps	36	36	50	44
Pratt & Whitney Div. of UTC	14	16	17	18
Pratt & Whitney-Med Team Middletown	17	12	20	15
Putnam E.M.S. Ambulance Service Inc.	38	35	33	41
Redding Fire District	24	25	25	10
Ridgefield Fire Department	40	38	34	37
Rocky Hill Vol. Ambulance	91	81	74	66
Roxbury Ambulance Assn.	19	19	18	21
Roy B Pettengill Ambulance	18	30	25	22
SKMP Enterprises dba Access Ambulance Service	68	175	182	180
Salisbury Vol. Ambulance Service	38	32	37	29
Scotland FD	23	24	23	25
Seymour Ambulance	41	36	48	44

Table 6: Active Crew Members by Agency *(continued)*

Name	2020	2021	2022	2023
Sharon Fire Dept. Ambulance Squad	29	27	25	23
Sherman Vol. Fire Dept.	23	24	23	22
Sikorsky Aircraft Corporation	32	33	31	28
Simsbury Volunteer Amb. Assn.	57	50	46	39
Somers Fire Dept. Ambulance Div.	38	56	60	57
South Manchester Fire Dept.	80	85	117	119
Southbury Ambulance Assn.	64	60	72	63
Stafford Ambulance Assn.	28	25	28	24
Stamford EMS Inc.	63	63	88	91
Stonington Vol. Ambulance Corps	6	19	21	17
Stony Hill Vol. Fire Co.	45	51	49	44
Storm Engine Co. Amb. & Rescue Corps	37	33	39	34
Stratford EMS	177	99	92	88
Submarine Base Fire Dept.	13	14	19	21
Suffield Vol. Ambulance Assn.	110	73	75	77
Thomaston Volunteer Ambulance	37	33	22	18
Tolland Fire Dept.	42	61	42	39
Town of Coventry Fire/EMS	29	31	38	81
Town of Mansfield Fire & Emergency Services	34	33	39	30
Town of Preston Fire Department	18	18	21	18
Trinity Health of New England EMS	196	158	213	220
Trumbull EMS	95	119	122	125
UCONN Fire Dept Storrs	24	29	32	49
Valley EMS	53	42	41	34
Vernon Fire Dept.	35	34	34	53
Voluntown Volunteer Fire Company #1	24	29	32	29
Wallingford Dept. of Fire Svs.	100	97	100	101
Warren Vol. Fire Co. Inc.	8	7	9	10
Washington Ambulance Assn. Inc.	24	24	27	34
Waterford Ambulance Assn.	36	57	65	60
West Hartford Fire Department	91	89	86	65
West Haven FD 1st District	47	56	56	62
West Redding Vol. Fire Dept. District Co	18	20	22	24
West Shore Fire 2nd District (W Haven)	34	32	33	31
Westbrook Ambulance Assn.	53	42	39	33
Westerly Ambulance RI	54	54	54	64
Western Connecticut Health Network Affiliates dba Nuvance Health Ambulance	82	101	109	108
Weston Vol. EMS	38	39	39	38
Westport EMS	128	115	97	98
Wethersfield Vol. Ambulance Assn.	20	13	44	47
Willimantic Fire Dept.	30	30	39	10
Willington Fire Dept.	23	20	23	15
Wilton Vol Ambulance	72	52	49	39
Windham Community Memorial Hospital	21	NA	20	24
Windsor Locks Lions Club Ambulance	22	22	22	22
Windsor Vol. Ambulance Inc.	53	48	46	37
Winsted Area Ambulance Assn.	55	48	44	53
Wolcott Vol. Ambulance Assn.	59	63	58	52
Woodbury Ambulance Assn.	19	21	19	16
Woodstock EMS/Woodstock Vol. Fire Assoc.	22	23	27	47

Table 7: Patient Disposition for 911 Response

Facility	Count
HARTFORD HOSPITAL (70025)	38,739
YALE-NEW HAVEN HOSPITAL (70022)	36,589
ST FRANCIS HOSPITAL & MEDICAL CENTER (70002)	25,120
BRIDGEPORT HOSPITAL (70010)	25,096
HOSPITAL OF ST. RAPHAEL (70001)	23,361
HOSPITAL OF CENTRAL CONNECTICUT (70035)	19,767
ST VINCENTS MEDICAL CENTER (70028)	17,006
LAWRENCE & MEMORIAL HOSPITAL (70007)	16,628
SAINT MARYS HOSPITAL (70016)	15,724
STAMFORD HOSPITAL (70006)	13,735
WATERBURY HOSPITAL (70005)	13,034
WILLIAM W BACKUS HOSPITAL (70024)	12,616
MIDSTATE MEDICAL CENTER (70017)	12,409
JOHN DEMPSEY HOSPITAL (70036)	12,197
MIDDLESEX HOSPITAL (70020)	10,561
MANCHESTER MEMORIAL HOSPITAL (70027)	8,458
CHARLOTTE HUNGERFORD HOSPITAL (70011)	8,430
BRISTOL HOSPITAL (70029)	7,449
GRIFFIN HOSPITAL (70031)	7,402
WINDHAM HOSPITAL (70021)	7,214
CONNECTICUT CHILDRENS MEDICAL CENTER (73300)	6,485
DAY KIMBALL HOSPITAL (70003)	4,836
SHORELINE MEDICAL CENTER (79904)	3,747
GREENWICH HOSPITAL ASSOCIATION (70018)	3,536
JOHNSON MEMORIAL HOSPITAL (70008)	3,455
ROCKVILLE GENERAL HOSPITAL (70012)	2,886
PLAINFIELD EMERGENCY CARE CENTER (79901)	1,587
NEW MILFORD HOSPITAL (70038)	1,409
BAYSTATE MEDICAL CENTER (220077)	1,286
BRADLEY MEMORIAL HOSPITAL (70009)	1,238
WESTERLY HOSPITAL (410013)	994
YALE-NEW HAVEN SHORELINE MEDICAL CENTER (79905)	913
MILFORD HOSPITAL INC (70019)	906
WEST HAVEN VA MEDICAL CENTER (70037)	795
MARLBOROUGH MEDICAL CENTER (79903)	763
DANBURY HOSPITAL (70033)	641
SHARON HOSPITAL (70004)	616
OTHER HOSPITAL (990000)	438
HARTFORD HEALTHCARE HEALTHCENTER WINSTED (79906)	347
PEQUOT HEALTH CENTER (79902)	315
ASSISTED OR SENIOR LIVING FACILITY (990012)	280
NORWALK HOSPITAL ASSOCIATION (70034)	257
REHAB (990004)	250
MERCY MEDICAL CENTER (220066)	153
MUTUAL AID AMBULANCE (990013)	122
PATIENT RESIDENCE (990003)	115
HARRINGTON MEMORIAL HOSPITAL (220019)	99
FAIRVIEW HOSPITAL (221302)	44
DIALYSIS (990010)	27
AIR TRANSPORT (990001)	26
WHITE PLAINS HOSPITAL MEDICAL CENTER (330304)	25
RHODE ISLAND HOSPITAL (410007)	21
NOBLE HOSPITAL (220065)	16
NURSING HOME OR LONG TERM CARE (990002)	10
DOCTOR OFFICE (990005)	10
INSTITUTE OF LIVING (71101)	9
WESTCHESTER MEIDCAL CENTER (330234)	8
NATCHAUG HOSPITAL (71100)	8
UMASS MEMORIAL MEDICAL CENTER UNIVERSITY CAMPUS (222841)	5
POLICE DEPARTMENT (990008)	3
MOUNT SINAI HOSPITAL - MOUNT SINAI HOSPITAL OF QUEENS (330024)	2
BERKSHIRE MEDICAL CENTER (220046)	2
HASBRO CHILDRENS HOSPITAL (410121)	2
HOLYOKE MEDICAL CENTER (220024)	2
BRIGHAM AND WOMENS HOSPITAL (222341)	1

EMS Performance Measure Report

Performance measures were identified by the CEMSAB data committee and/or based on NEMSQA Measures. The intent of the performance measures is to understand what percentage of patients are receiving specific pre-hospital procedures on scene during the EMS encounter **that are documented in the ePCR.**

Supected Opioid Overdoses

Based on ESO Performance Metrics to look at opioid overdoses and treatment in place.

- **What percentage of patients given Naloxone were not Transported?** (Figure 48)
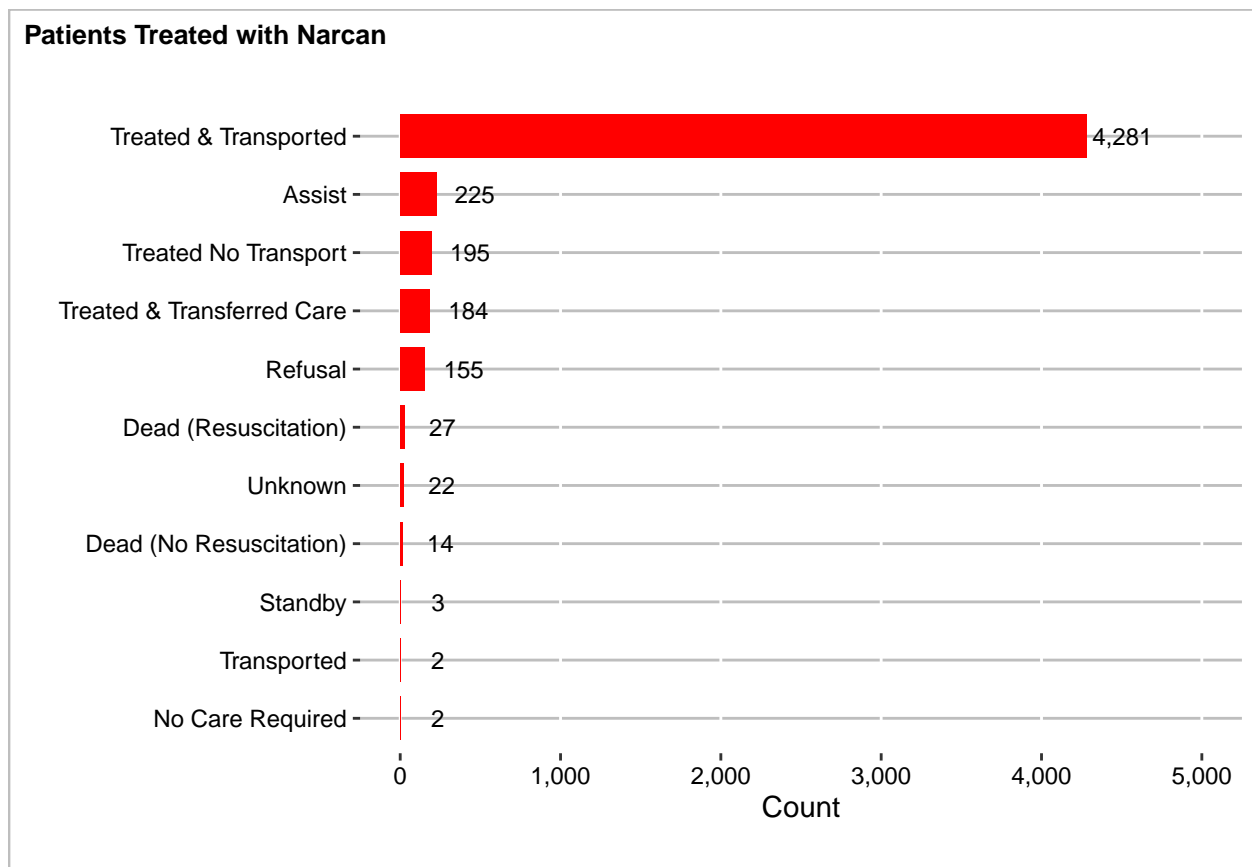
Figure 48: Dispositions for patients treated with Narcan

Ketamine Administration

Based on ESO Performance Metrics to look at a sedation dose of ketamine and documentation of weight and end tidal carbon dioxide. A ketamine sedation dose was defined as an administration of 200 mg or more of ketamine via the IM route.

- **Percentage of patients given a sedation dose of ketamine with weight and end tidal carbon dioxide documented?** (Figure 49)
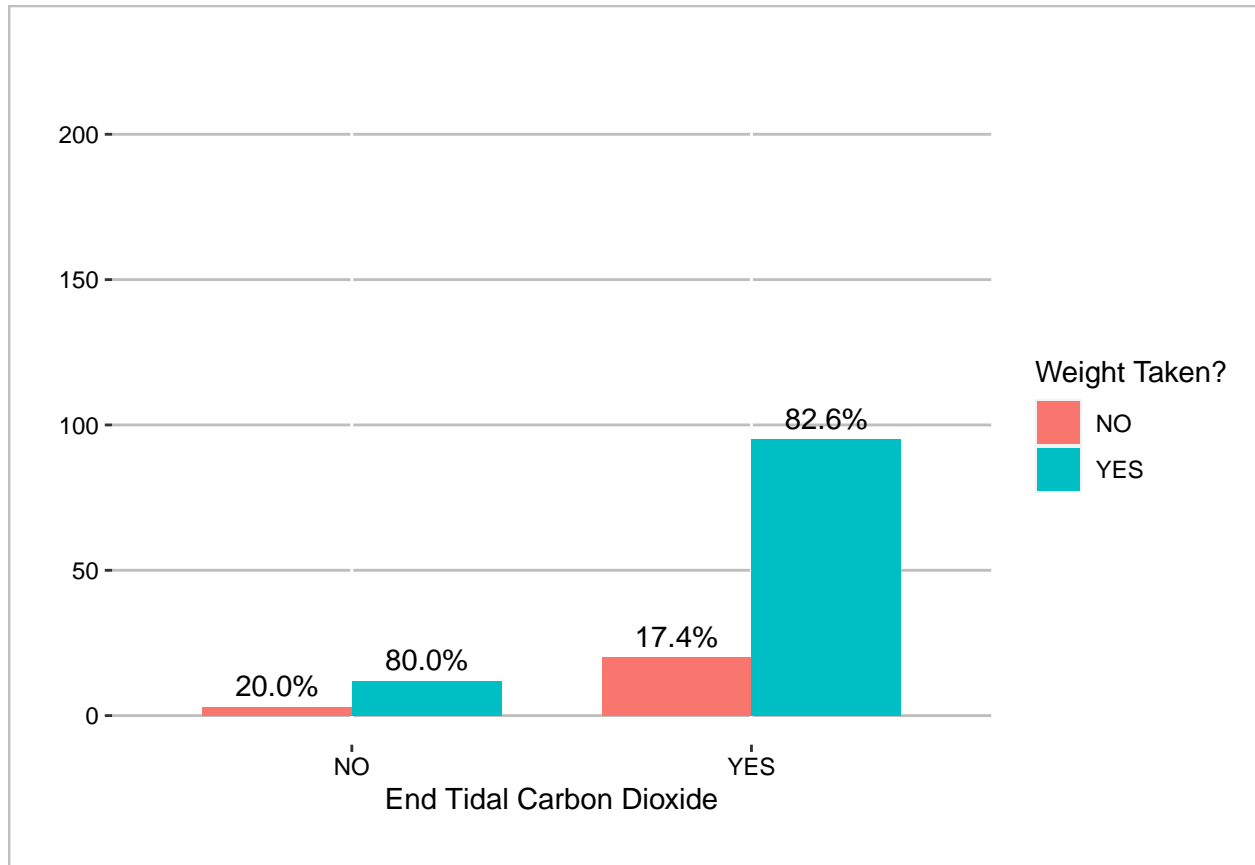
Figure 49: Ketamine – Documentation of Weight and End Tidal Carbon Dioxide

Stroke

Patients with potential stroke were identified as transported patients originating from a 911-response for responsive (not unresponsive or Glasgow Coma Scale (GCS) > 9) patients with a primary or secondary impression of stroke. For patients with potential stroke:

- **What percentage had their blood glucose level (BGL) taken?** (Figure 50)
- **What percentage had their last known well (LKW) taken?** (Figure 51)
- **What percentage did scene time exceed 15 minutes?** (Figure 52)
- **What percentage was a stroke alert activated?** (Figure 53)
- **What percentage was a stroke assessment performed and documented (NEMSQA Stroke-01)?** (Figure 54)
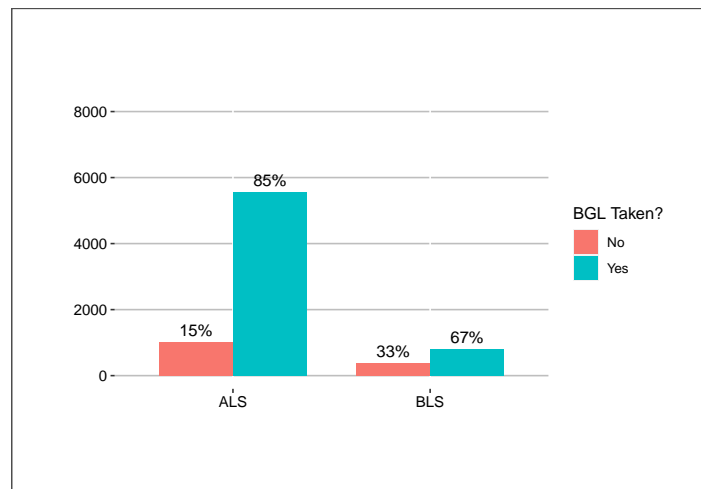
Figure 50: Stroke Patient with Blood Glucose Level Taken
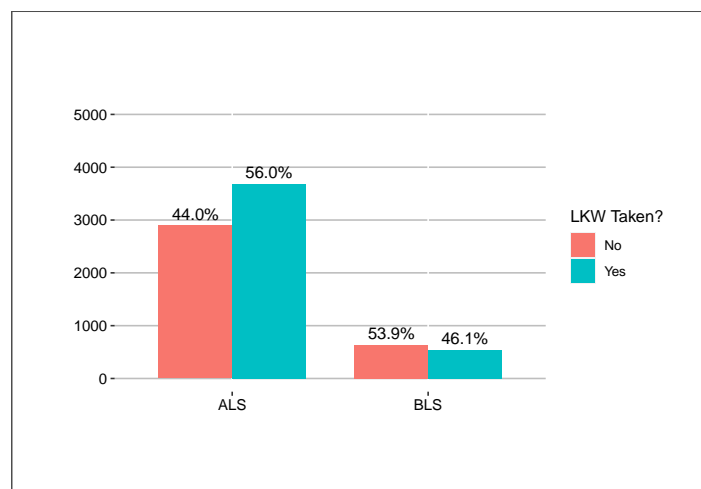
Figure 51: Stroke Patient with Last Known Well Documented
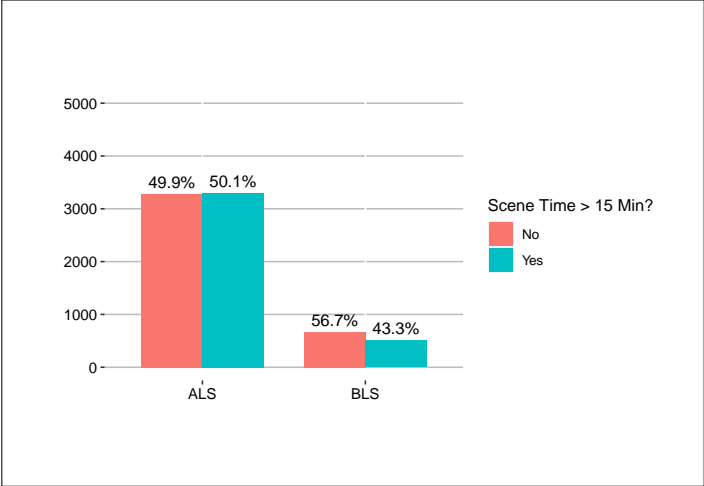
Figure 52: Stroke Patient with Scene Time over 15 Minutes
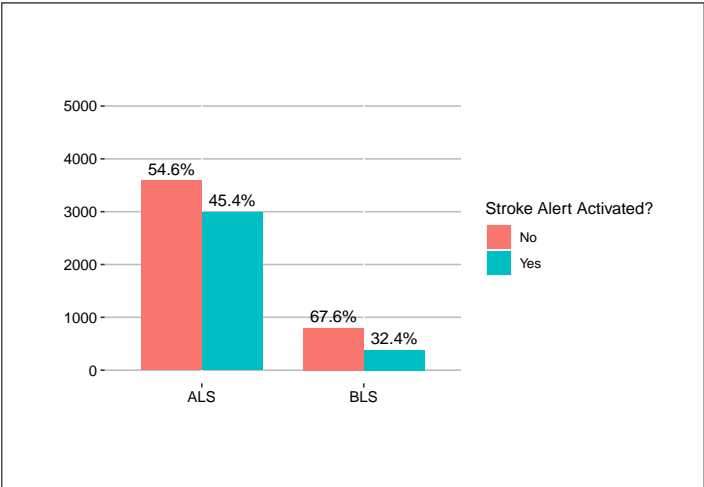
Figure 53: Stroke Patient with Stroke Alert Activation
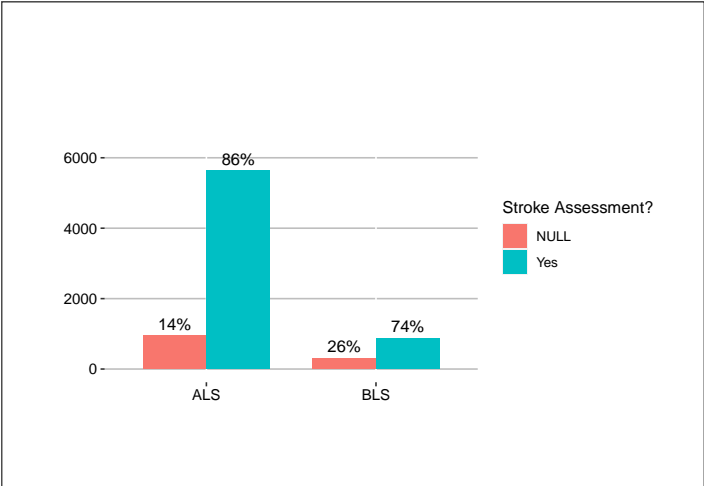
Figure 54: Stroke Patient with Stroke Assessment

Altered Mental Status

Patients with altered mental status were identified as transported patients originating from 911-response with a Glasgow Coma Scale of less than 15. For patients with altered mental status:

- **What percentage had their blood glucose level checked?** (Figure 55)
- **What percentage had glucose given if their blood glucose level was low (BGL < 60)?** (Figure 56)
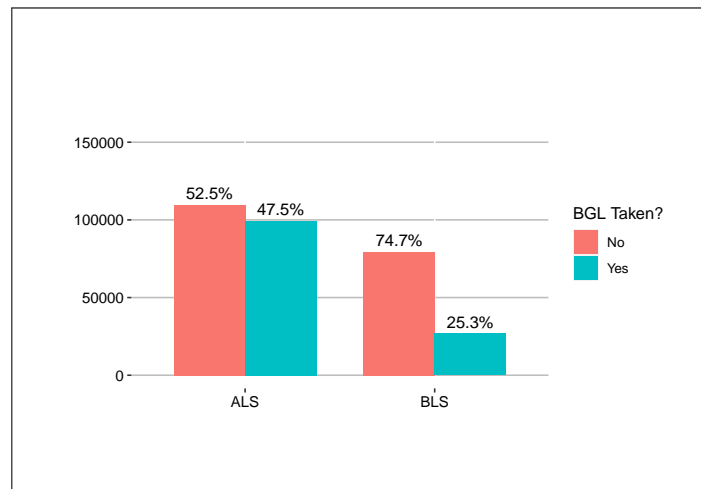
Figure 55: BGL checked for patients with altered mental status (GCS < 15)
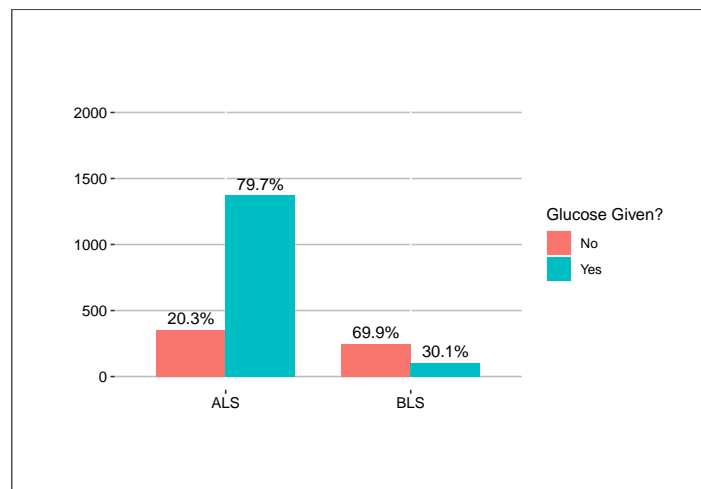
Figure 56: For patients with altered mental status and BGL < 60, was Glucose given?

Hypoglycemia

Patients with symptomatic hypoglycemia were identified as transported patients originating from 911-response with a provider's primary impression of hypoglycemic and a recorded GSC < 15 or a provider's primary impression of altered mental status and a low blood glucose level (BGL < 60). For patients with with symptomatic hypoglycemia:

- **What percentage received treatment to correct their hypoglycemia (NEMSQA Hypoglycemia-01)?** (Figure 57)
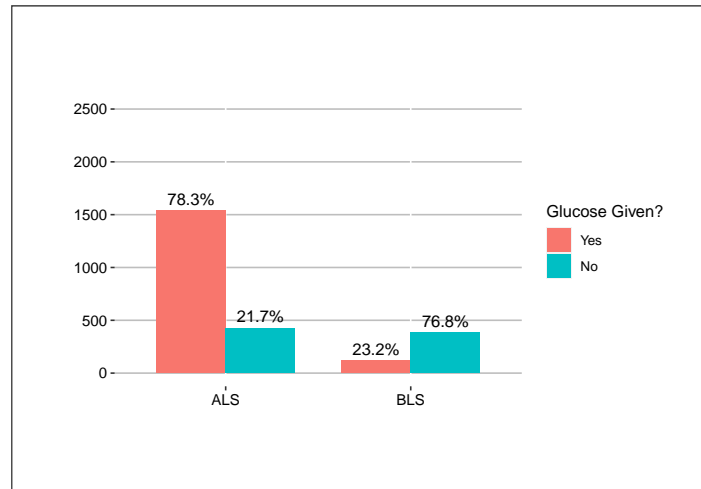
Figure 57: For patients identified as symptomatic hypoglycemia, was glucose given?

Cardiac Arrest Scene Time

Suspected cardiac arrest patients are identified as transported patients originating from a 911-response with documented cardiac arrest. For suspected cardiac arrest patients:

- **What percentages was scene time greater than 30 minutes?** (Figure 58)
- **What percentage without return of spontaneous circulation (ROSC) prior to Emergency Department (ED) arrival was scene time greater than 30 minutes?** (Figure 59)
- **What percentage with ROSC prior to ED arrival was scene time greater than 30 minutes?** (Figure 60)
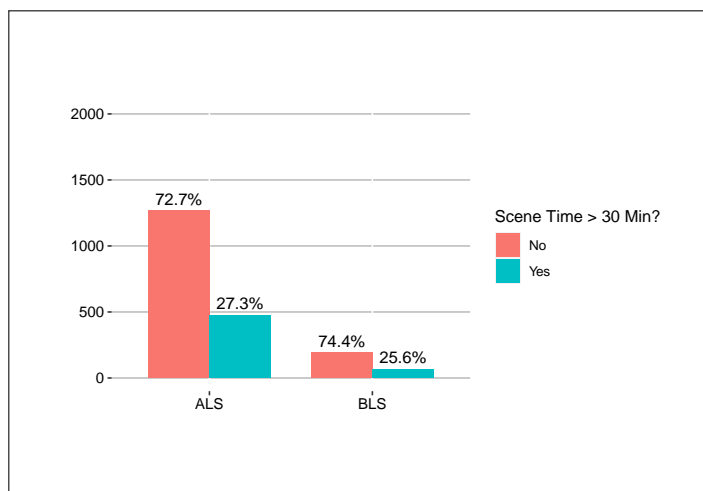
Figure 58: Scene Time for Cardiac Arrest
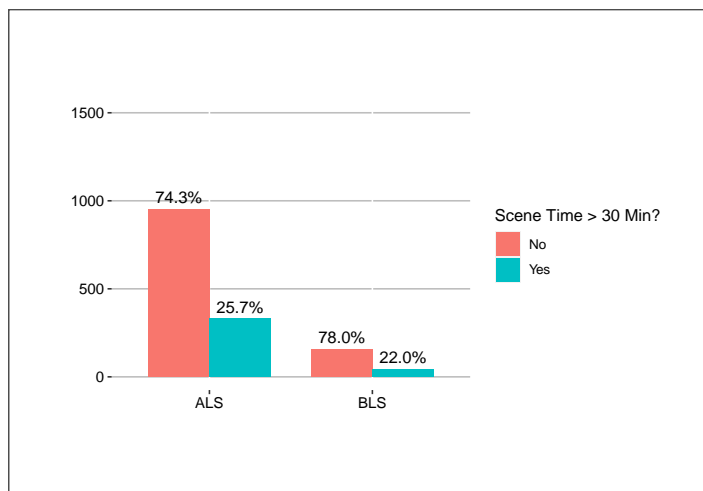
Figure 59: Scene Time for Cardiac Arrest without ROSC
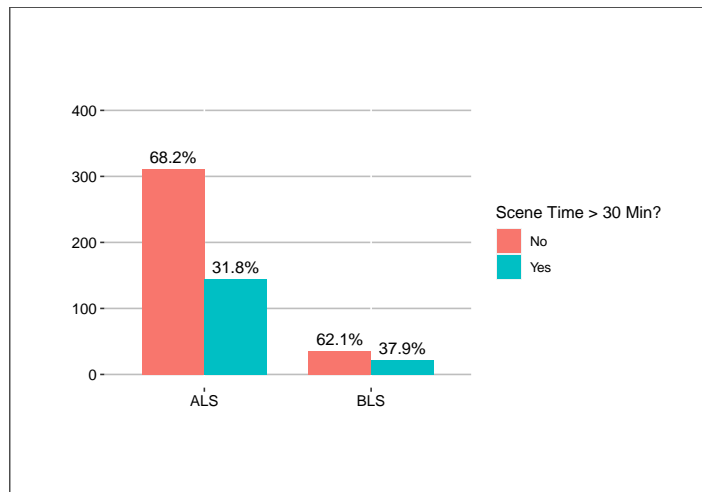
Figure 60: Scene Time for Cardiac Arrest with ROSC

Airway Management

Intubation

Patients with intubation were identified as transported patients originating from a 911-response with an intubation procedure performed and documented. For intubated patients:

- **What is the number of successful intubation attempts for patients 18 and under?** (Figure 61)
- **What is the number of successful intubation attempts for patients older than 18?** (Figure 62)
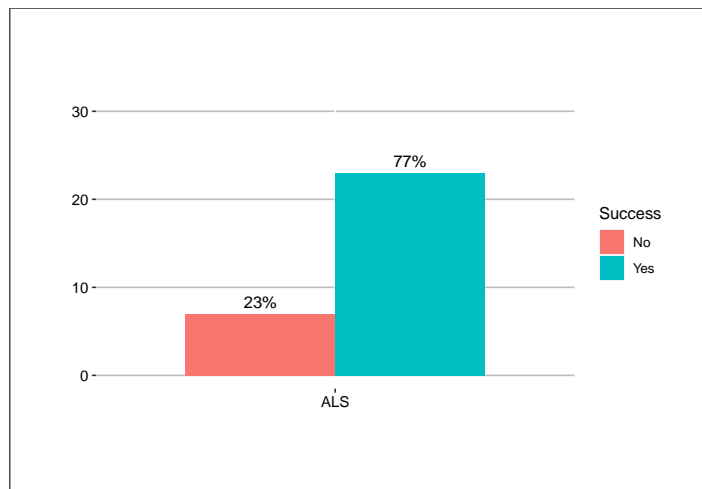
Figure 61: Intubation Success - 18 and Under
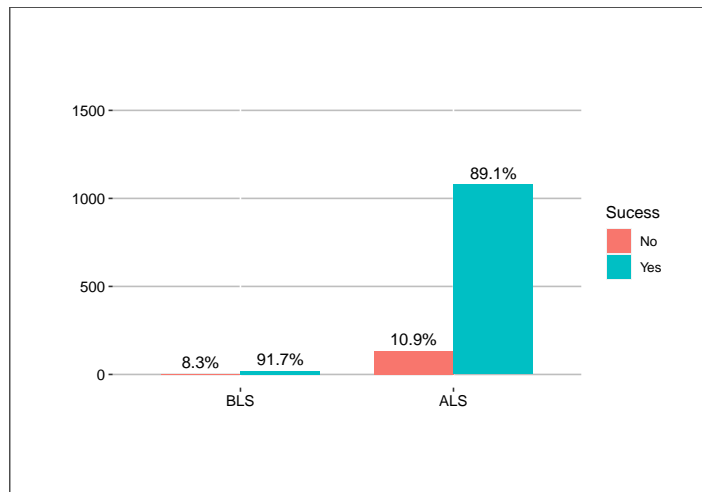
Figure 62: Intubation Success - Over 18

Respiratory Assessment

Patients experiencing respiratory distress were identified as transported patients originating from a 911-response with a provider primary or secondary impression of respiratory distress. For patients experiencing respiratory distress what percent had pulse oximetry and respiratory rate assessed?

- **What percentage 18 and under had a respiratory assessment (NEMSQA Respiratory-01)?** (Figure 63)
- **What percentage older than 18 had a respiratory assessment? (NEMSQA Respiratory-01)** (Figure 64)
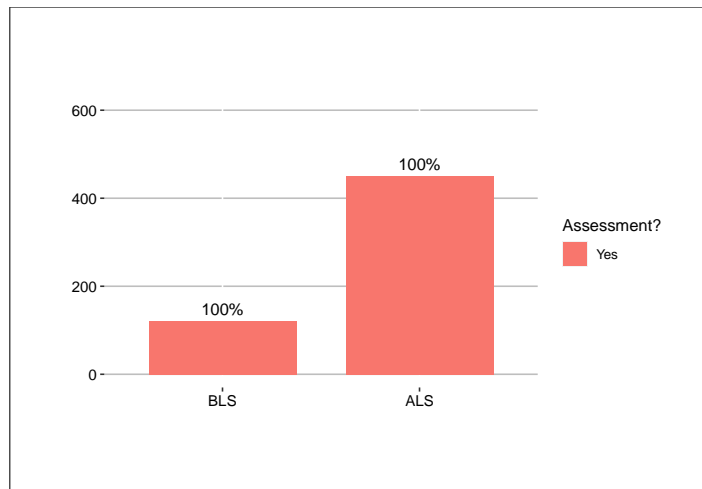
Figure 63: Respiratory Assessment - 18 and Under
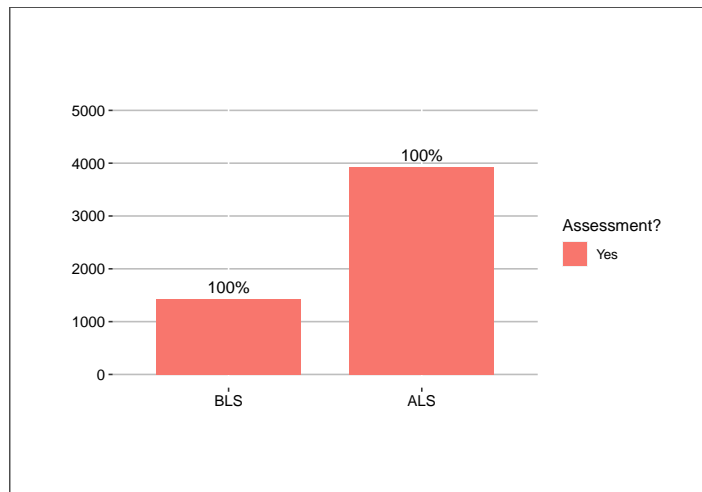
Figure 64: Respiratory Assessment - Over 18

Administration of Beta Agonist for Asthma

Patients experiencing asthma exacerbation were identified as transported patients originating from a 911-response with a provider primary or secondary impression of asthma. For patients experiencing asthma exacerbation:

- **What percentage 18 and under had an aerosolized beta agonist administered?** (Figure 65)
- **What percentage older than 18 had an aerosolized beta agonist administered?** (Figure 66)
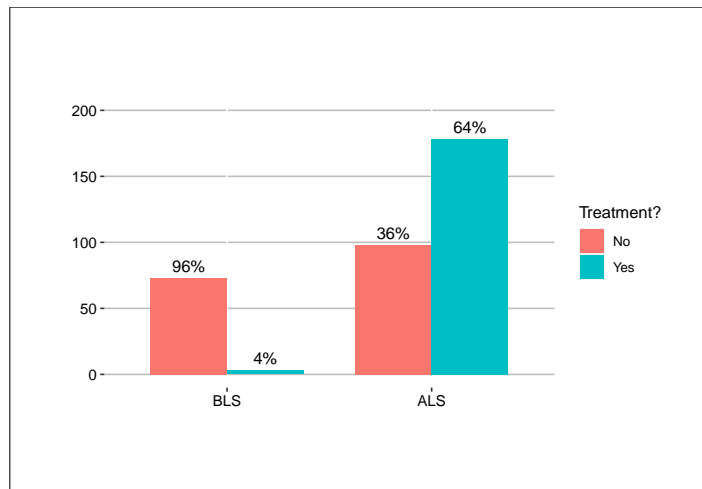
Figure 65: Asthma Treatment - 18 and Under
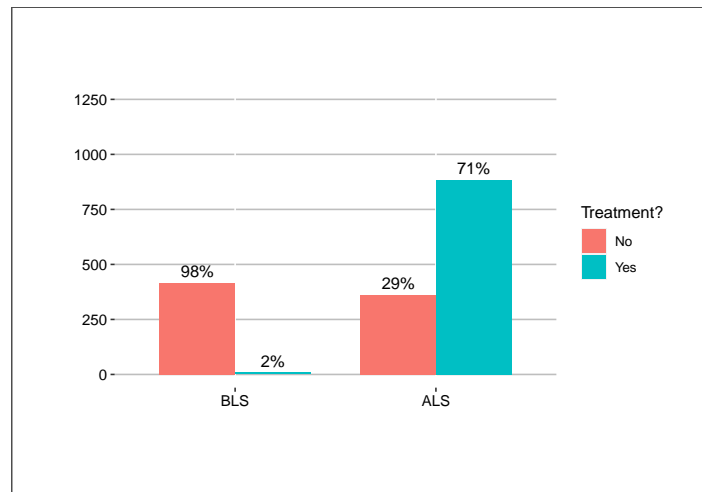
Figure 66: Asthma Treatment - Over 18

Seizure

Patient with status epilepticus were identified as treated patients originating from a 911-response with a provider primary or secondary impression of seizure. For patients with status epilepticus:

- **What percentage received benzodiazepine aimed at terminating their seizure?** (Figure 67)
- **What percentage had their blood glucose level checked?** (Figure 68)
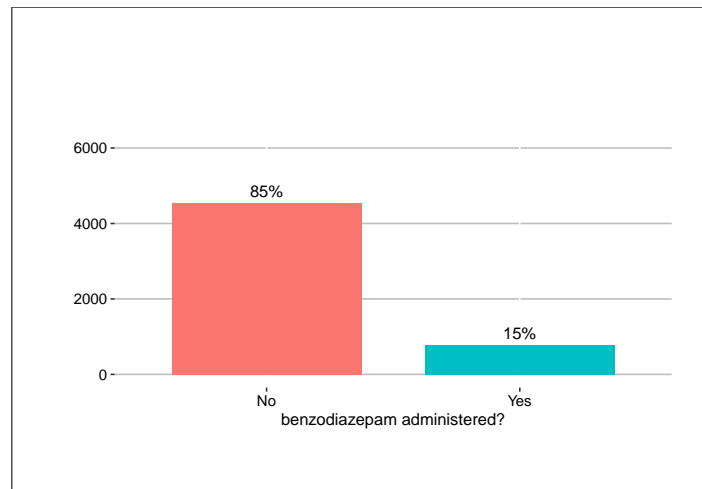
Figure 67: Seizure Patients with Benzodiazepine Administered
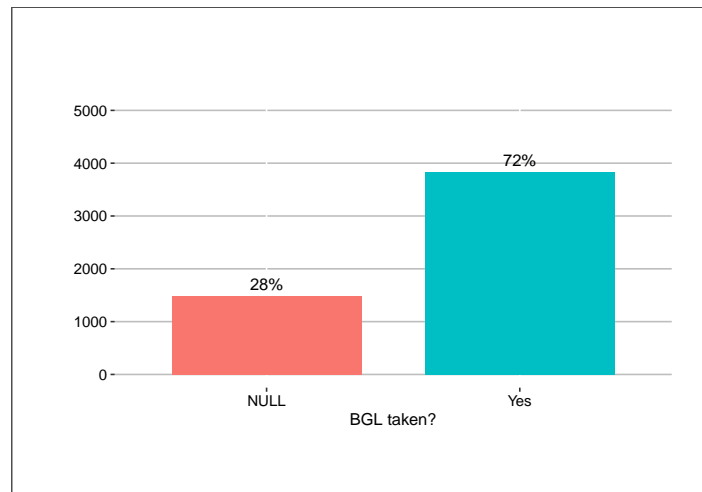
Figure 68: Seizure Patients with BGL Taken

Pediatric Weight Estimation

- **What is the percentage of 911 response requests for transported patients less than 18 years of age who received a medication and had a documented weight in kilograms or length-based weight estimate documented during the EMS response?** (Figure 69)
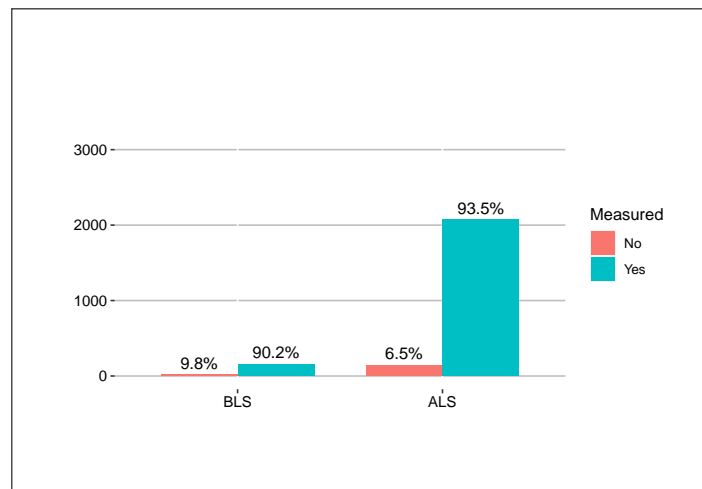
Figure 69: Pediatric Patients with Estimated Weight Measurement Documented

Pain Assessment

- **What is the percentage of EMS transports originating from a 911 request for alert patients with injury who were assessed for pain?** (Figure 70)
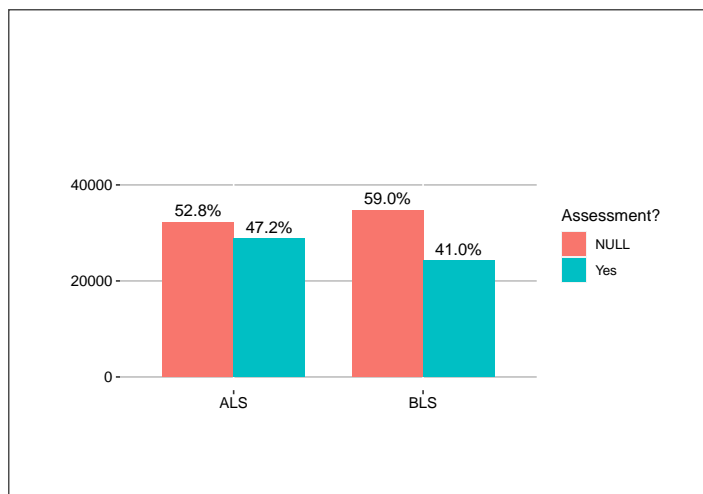
Figure 70: Trauma Patients with Pain Assessment

Pain Management

To determine if pain is being reduced (helping the patient feel better regardless of drug administration) for EMS patients during the EMS encounter. 911-response requests for alert patients, with injury, treated and transported, with two or more documented pain scores, an initial pain score of >=4, and a final pain score less than the first documented pain score.

- **What percentage showed a decrease in documented pain score for patients older than 8?** (Figure 71)
- **What percentage showed a decrease in documented pain score for patients 8 and under?** (Figure 72)
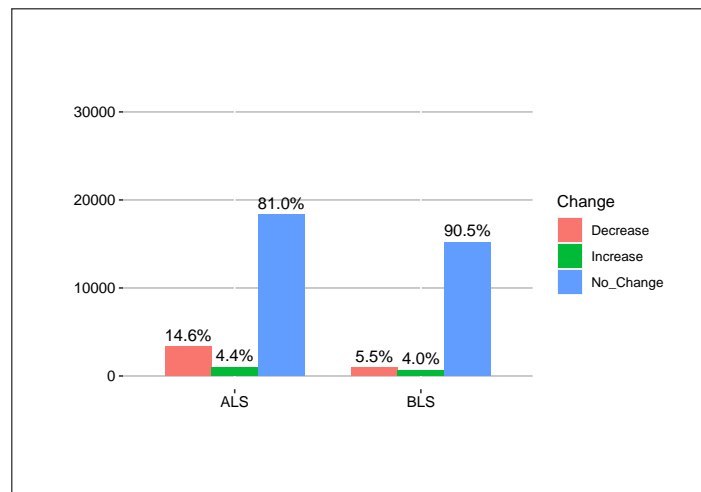
Figure 71: Over Eight Trauma Patients
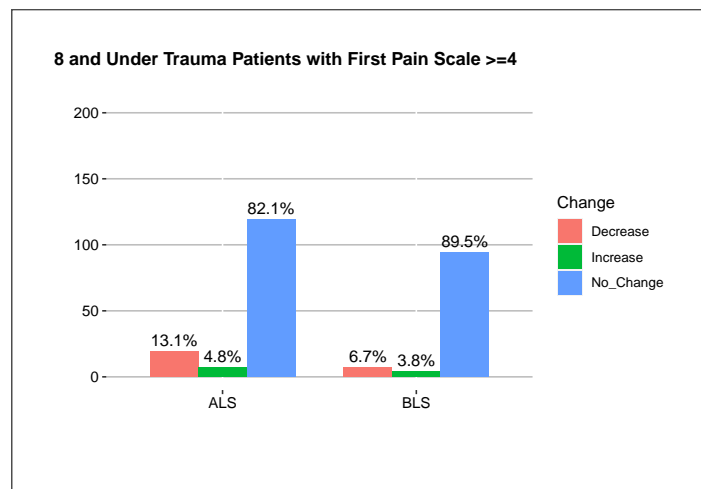
Figure 72: Eight and Under Trauma Patients

Trauma Center

- **What Percentage of EMS transports originating from a 911 request for patients who meet CDC criteria for trauma are transported to a trauma center?** (Figure 73)
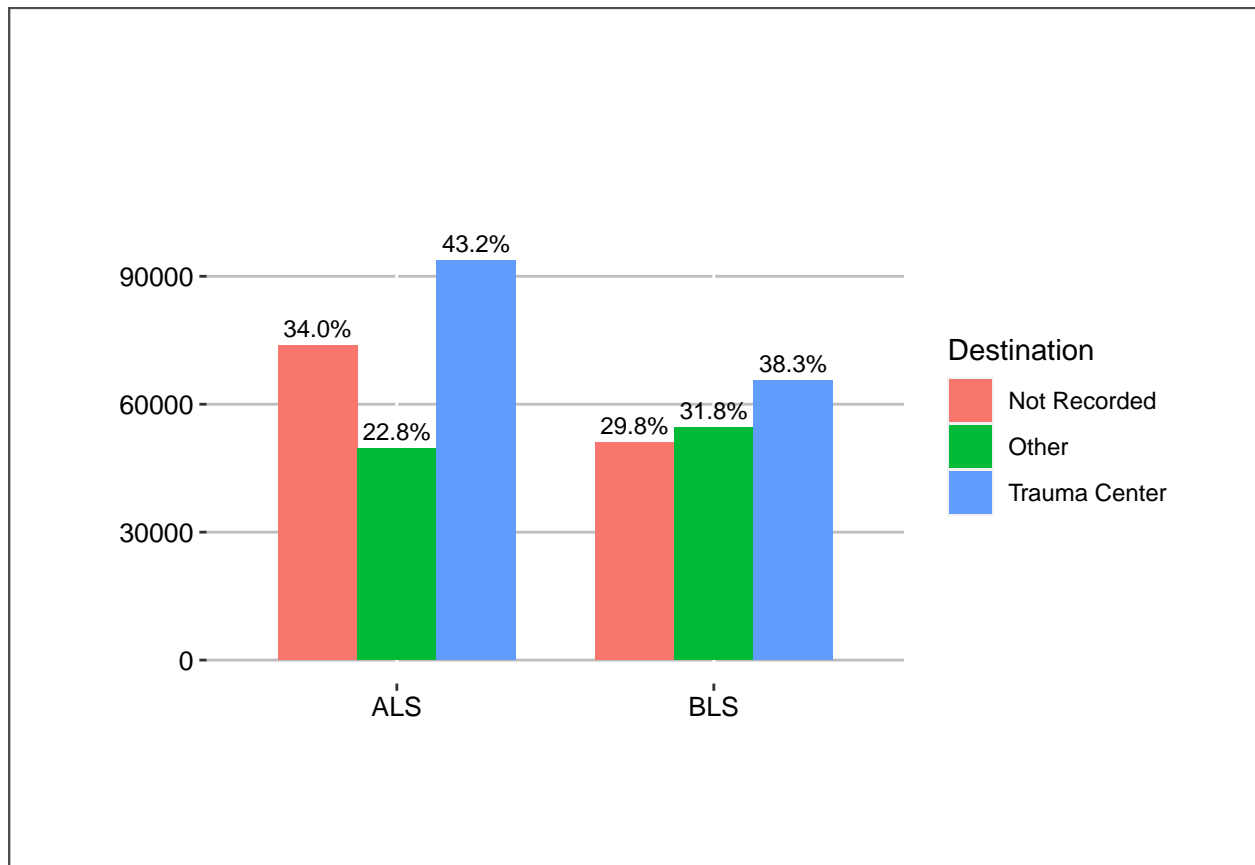
Figure 73: Trauma Patient Destination

Lights and Sirens

Includes 911-response requests when lights and sirens were documented at any point during response or transport even if downgraded to no lights or Sirens. NHTSA recommends that less than 30% of responses and less than 5% of transports use Lights & Sirens.

- **What percentage of 911-responses documented lights and sirens to the scene?** (Figure 74)
- **What percentage of 911-responses documented lights and sirens from the scene?** (Figure 75)
- **What percentage of 911-responses documented lights and sirens to scene and lights and sirens from scene?** (Figure 76)
- **What percentage of 911-responses documented no lights and sirens to scene but lights and sirens from scene?** (Figure 77)
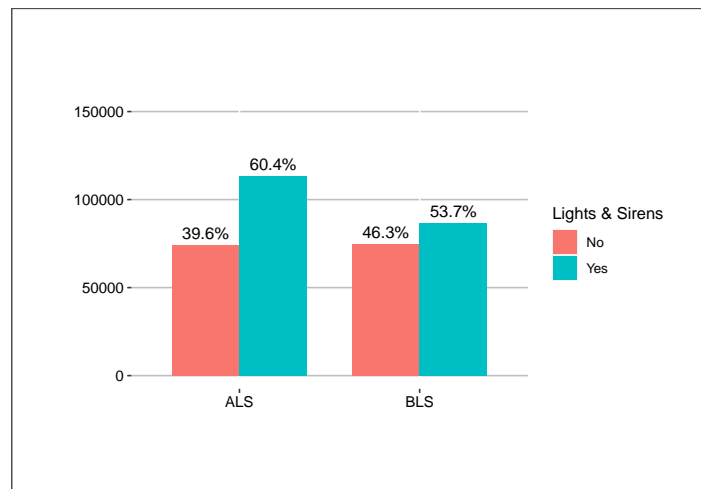
Figure 74: Lights and Sirens to Scene
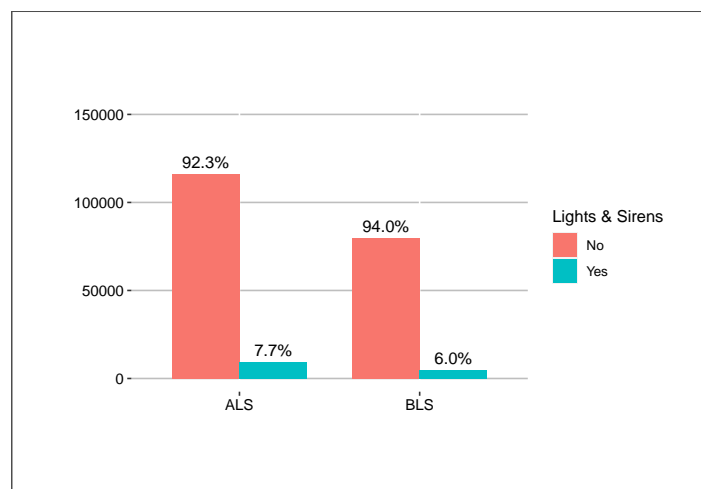
Figure 75: Lights and Sirens from Scene
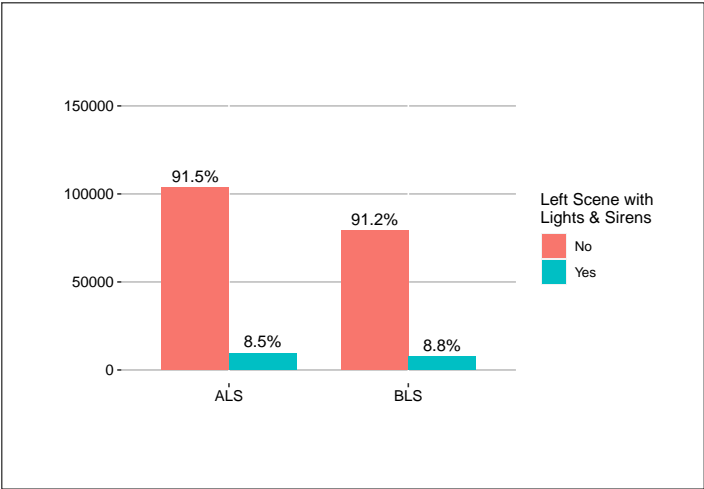
Figure 76: Lights and Sirens to Scene, percent left scene with lights and sirens
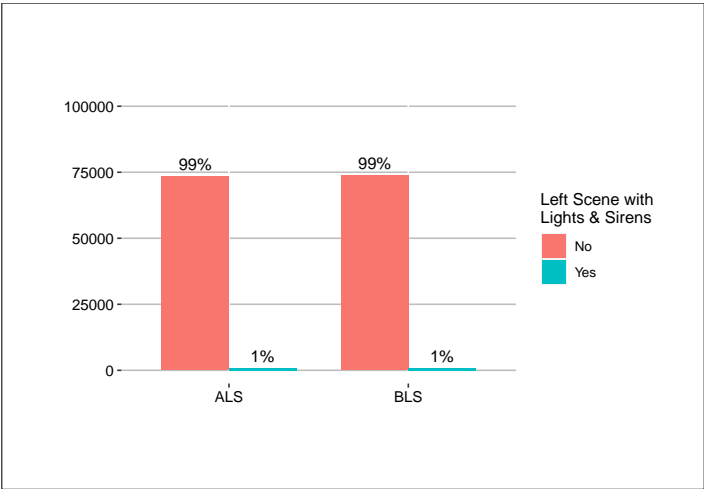
Figure 77: No Lights or Sirens to Scene, percent left scene with lights and sirens

Trauma Report

The state trauma registry is established in the state's trauma regulations and all acute care hospitals are required by regulation (Section 19a-177-7) to submit trauma data quarterly. There are twenty-seven Acute Care Hospitals in Connecticut but only 14 hospitals provide data to the state trauma registry. The state does not have registries for specific illnesses such as stroke or ST-elevation myocardial infarction (STEMI), however individual EMS services do participate in the CARES data collection program for cardiac arrest.

Of the fourteen hospitals that provide data to the state trauma registry, five are Level I, seven are Level II, two are Level III, and one is an undesignated Trauma Facility. Of the Level 1 trauma facilities, two are designated pediatric facilities and are also full service Children's hospitals. DPH Regulation 19a-177 allows for Level IV trauma centers within Connecticut; however, there is neither a state process nor current ACS process to verify Level IV trauma centers.

Here we report aggregate data across all trauma levels as well as broken down by trauma center level. This report only includes data from the fourteen reporting trauma facilities for admitted patients who meet the NTDB criteria. In addition, due to NTDB inclusion criteria the number of burn patients does not represent all burn patients in Connecticut for 2023.

In 2023, there were a total of 14,566 trauma patient records submitted to the state trauma registry. Of these 7,352 were from Level I, 4,983 from level II, and 1,445 from Level III facilities (Figure 78). Included are reports on ER admissions times (Figure 79), race (Figure 80), age and gender (Figure 81), incident location (see maps), Abbreviated Injury Scale (AIS) region (Figure 82), Mechanism of Injury (MOI) category (Figure 83), Injury Severity Score (ISS) category (Figure 84), Hospital Length of Stay (LOS) (Figure 85), and fatalities (Figure 86).
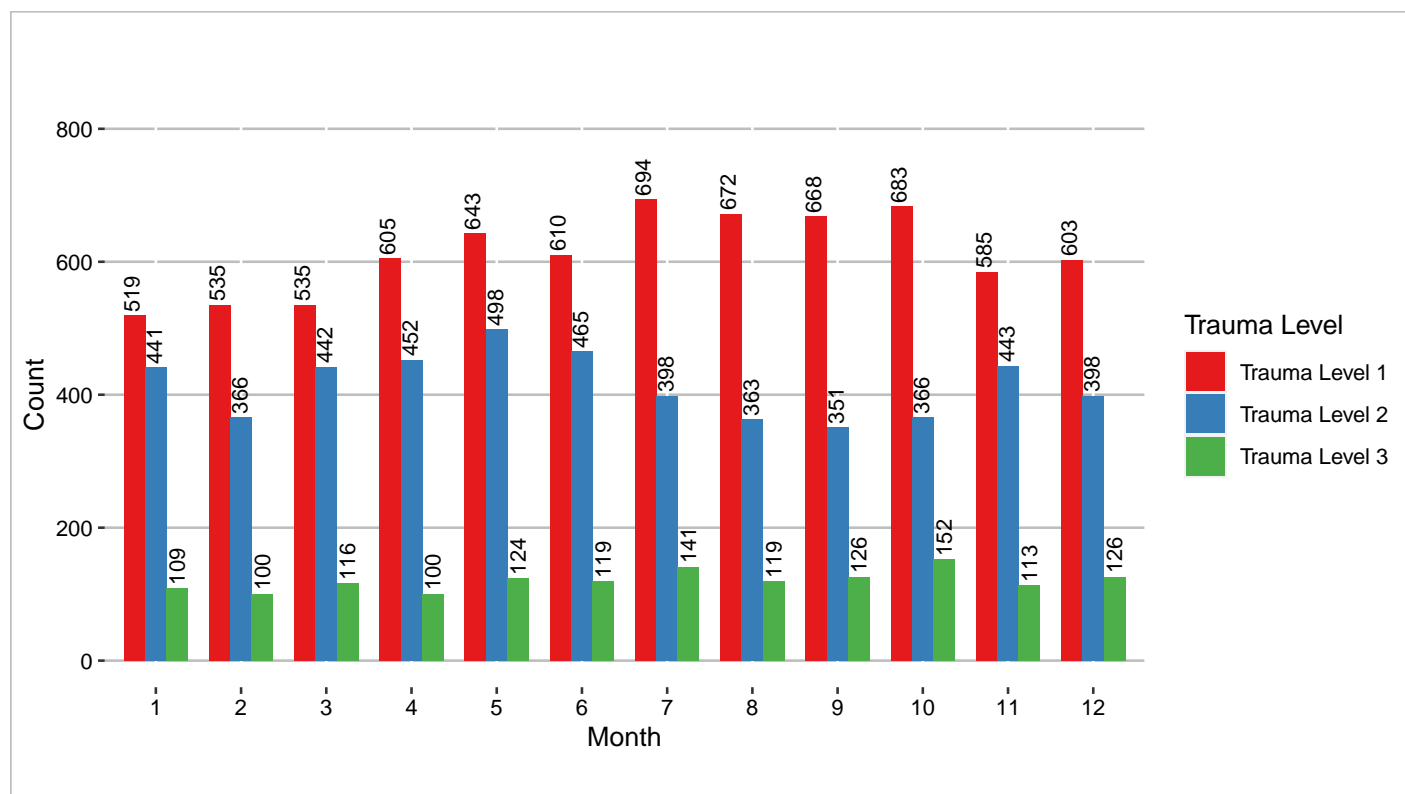
Figure 78: Level and Month
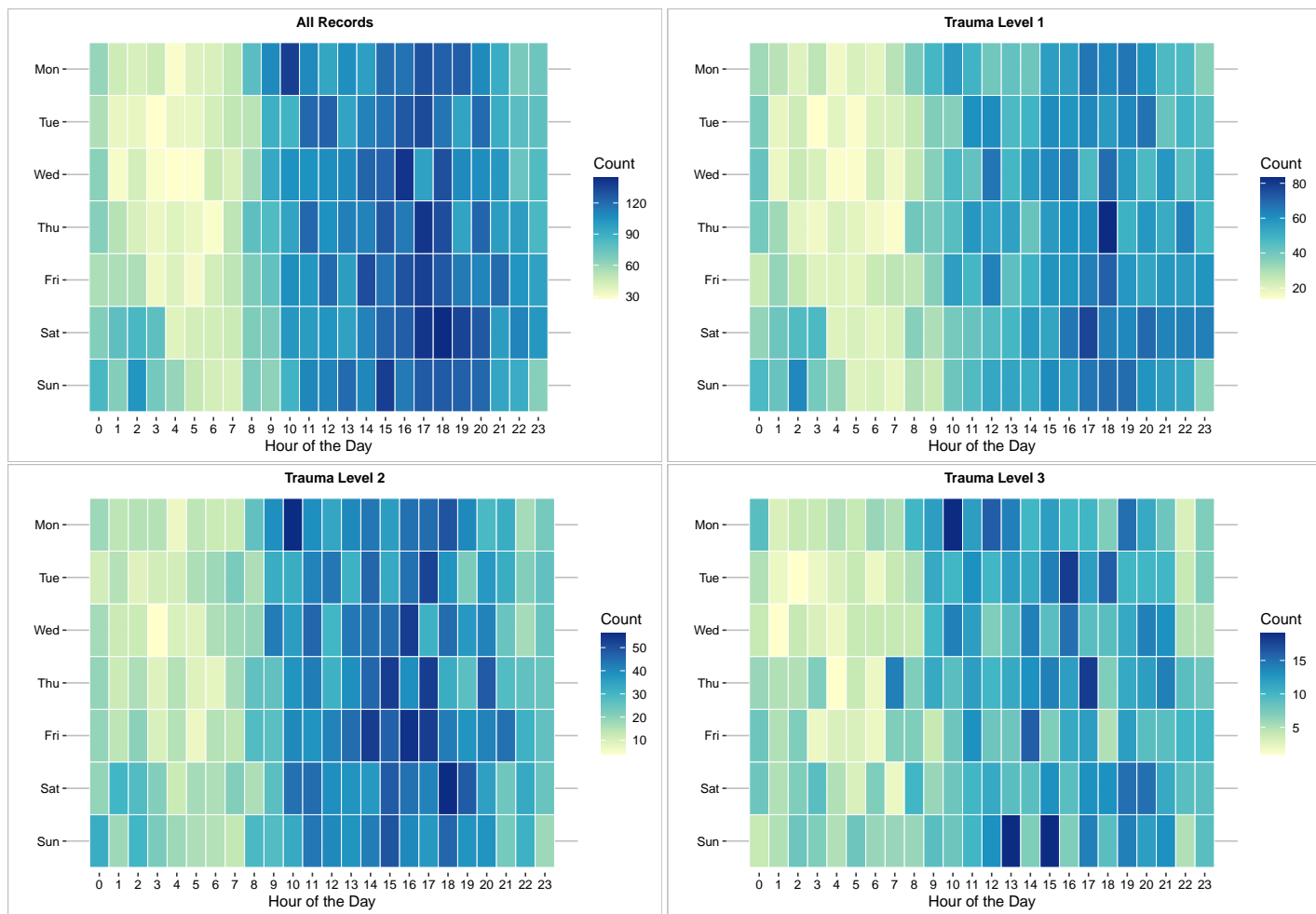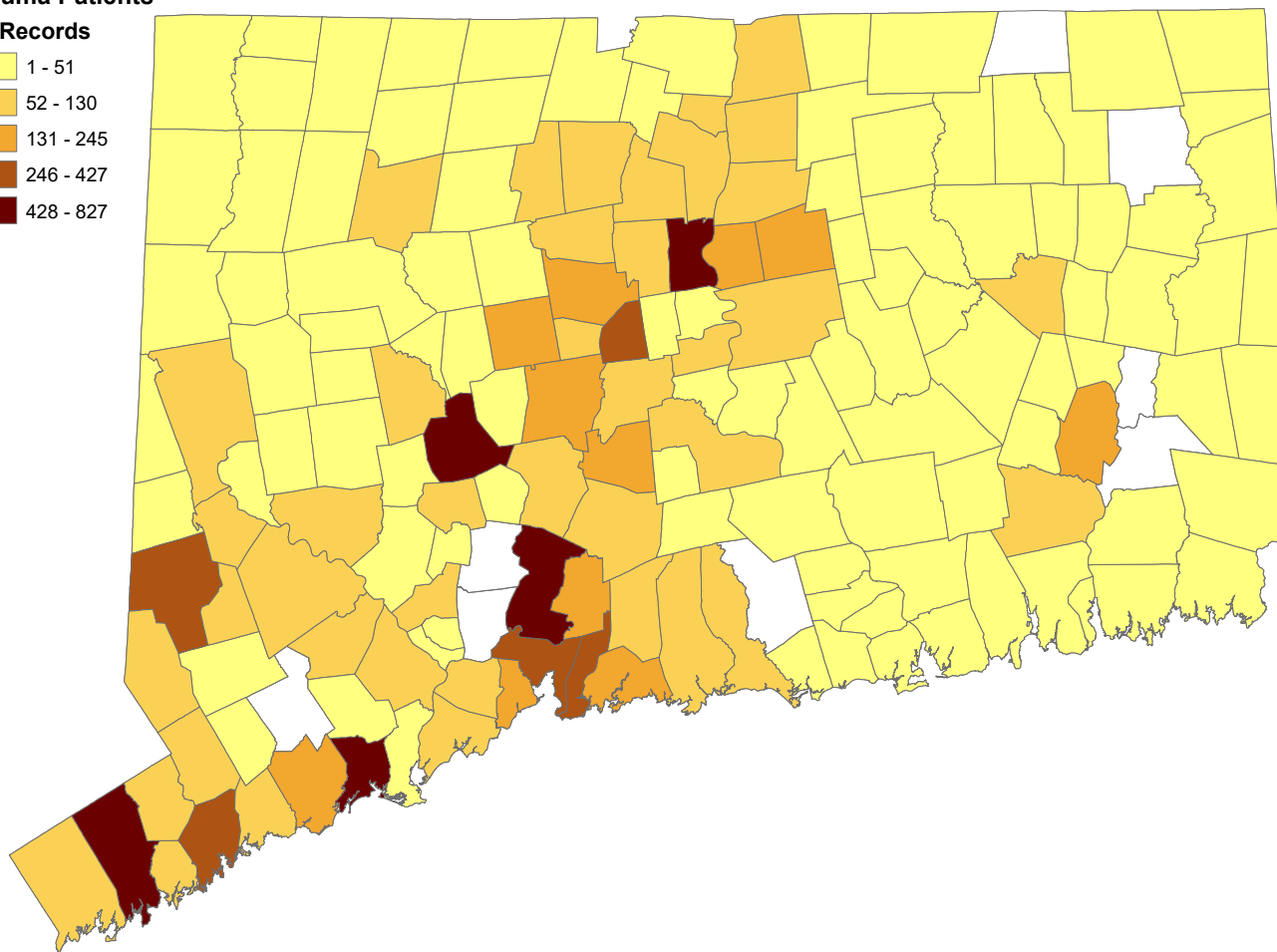
Figure 79: ER Admissions per Hour per Day
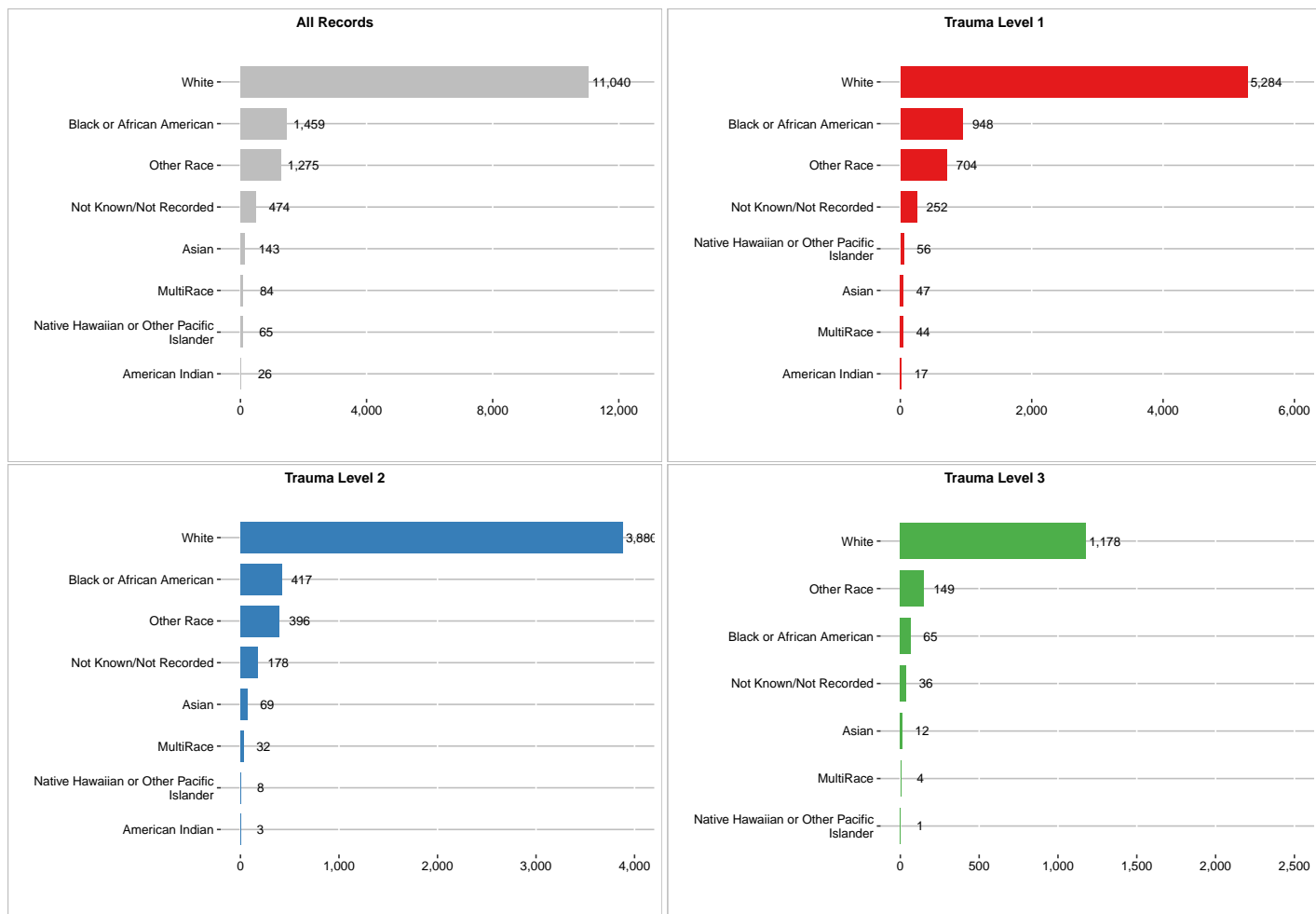
Figure 80: Race
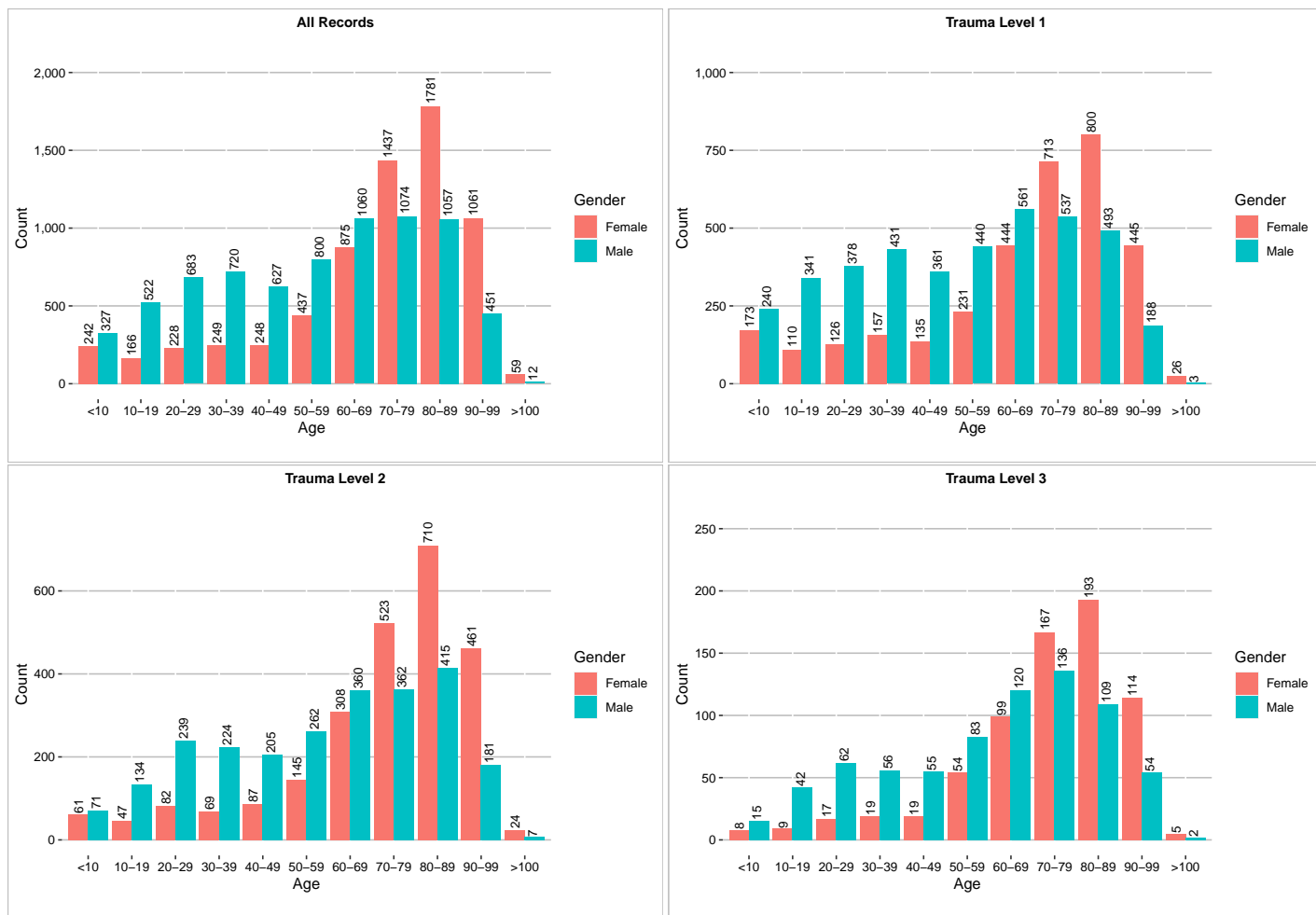
Figure 81: Age and Sex
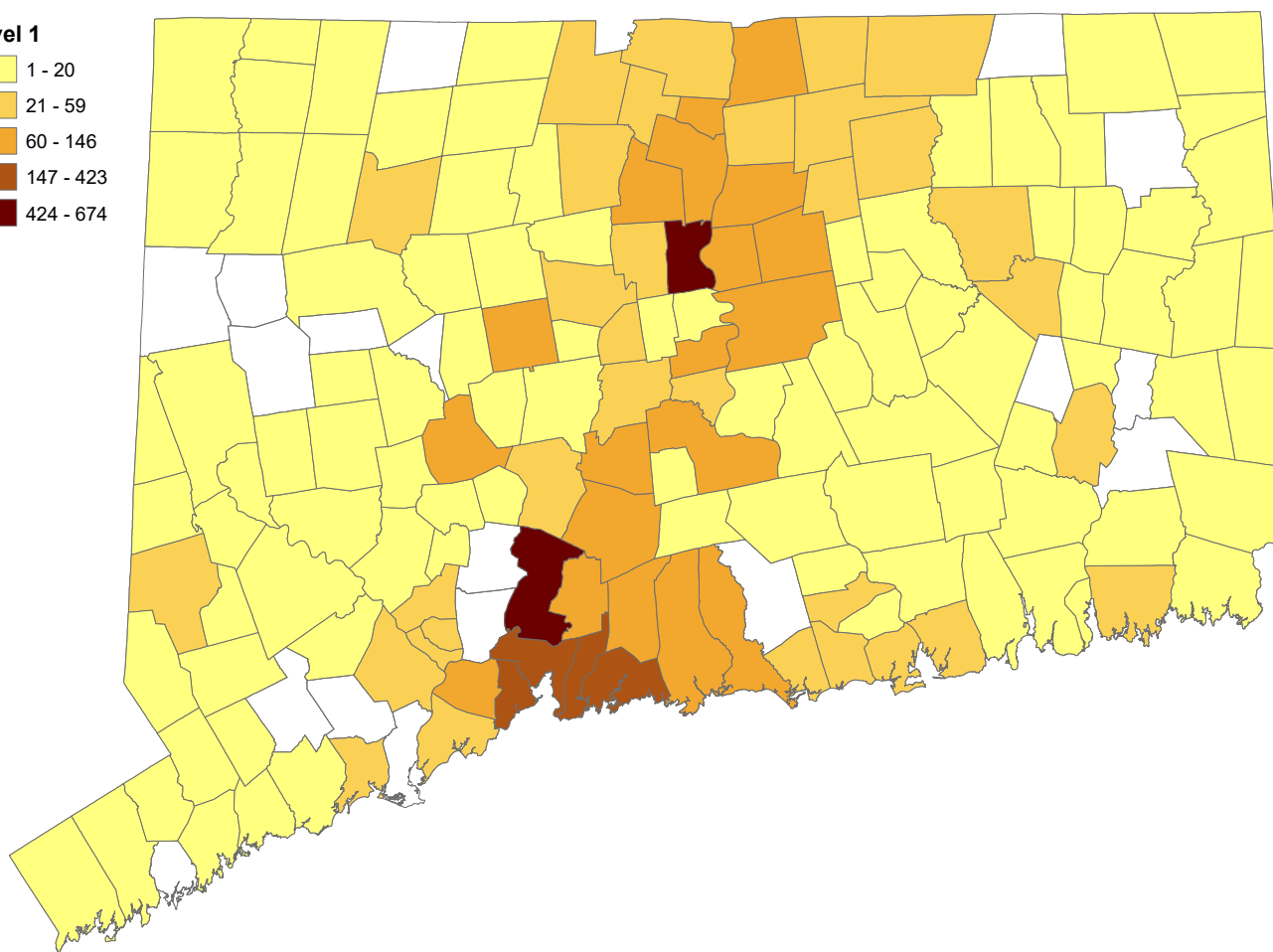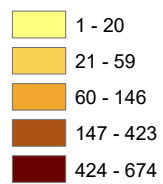
Trauma Patients

All Records

- 1 - 51
- 52 - 130
- 131 - 245
- 246 - 427
- 428 - 827

Level 1
- 1 - 20
- 21 - 59
- 60 - 146
- 147 - 423
- 424 - 674

Level 2

- 1 - 25
- 26 - 79
- 80 - 189
- 190 - 378
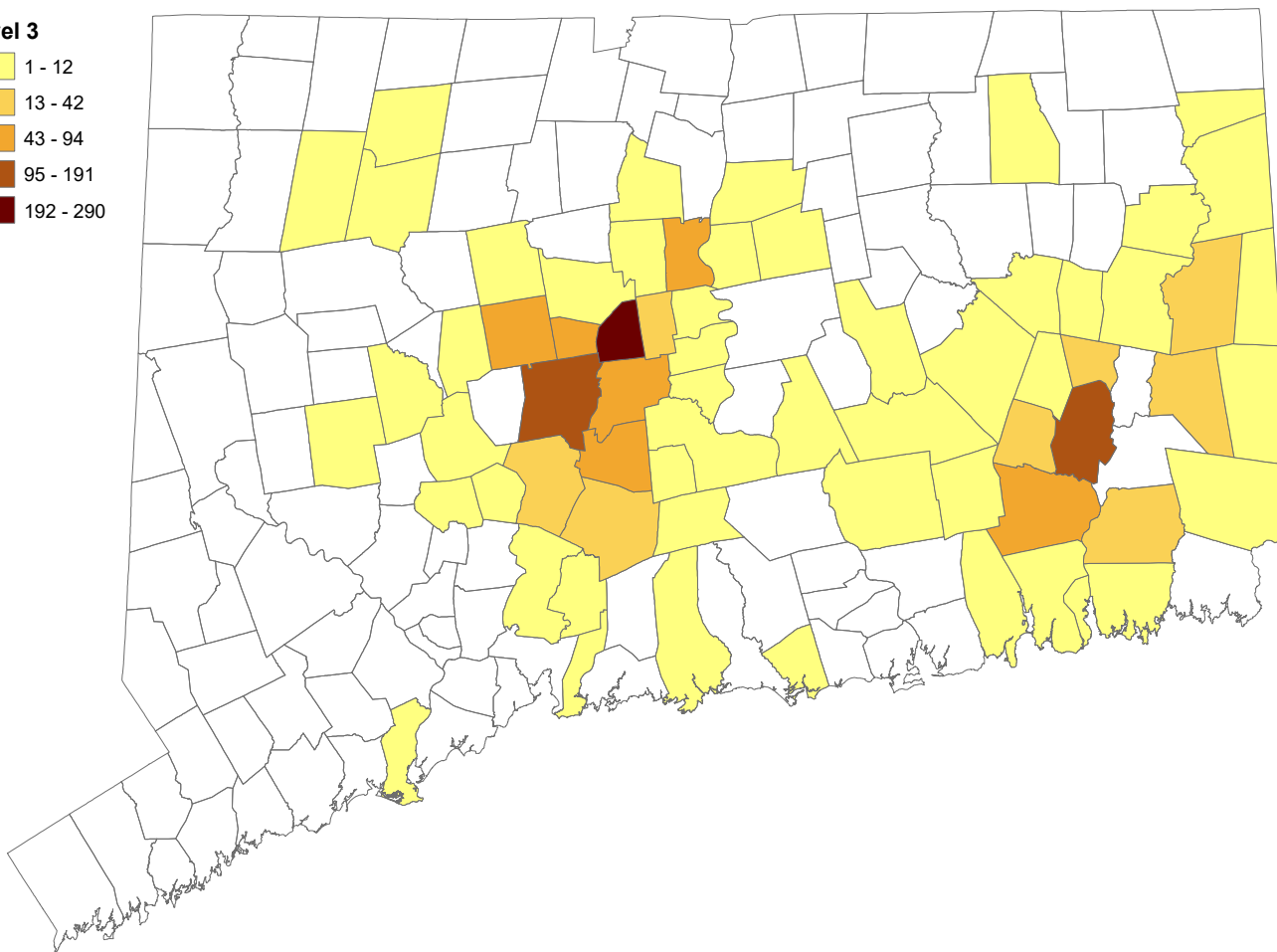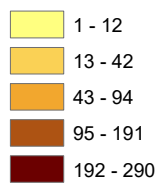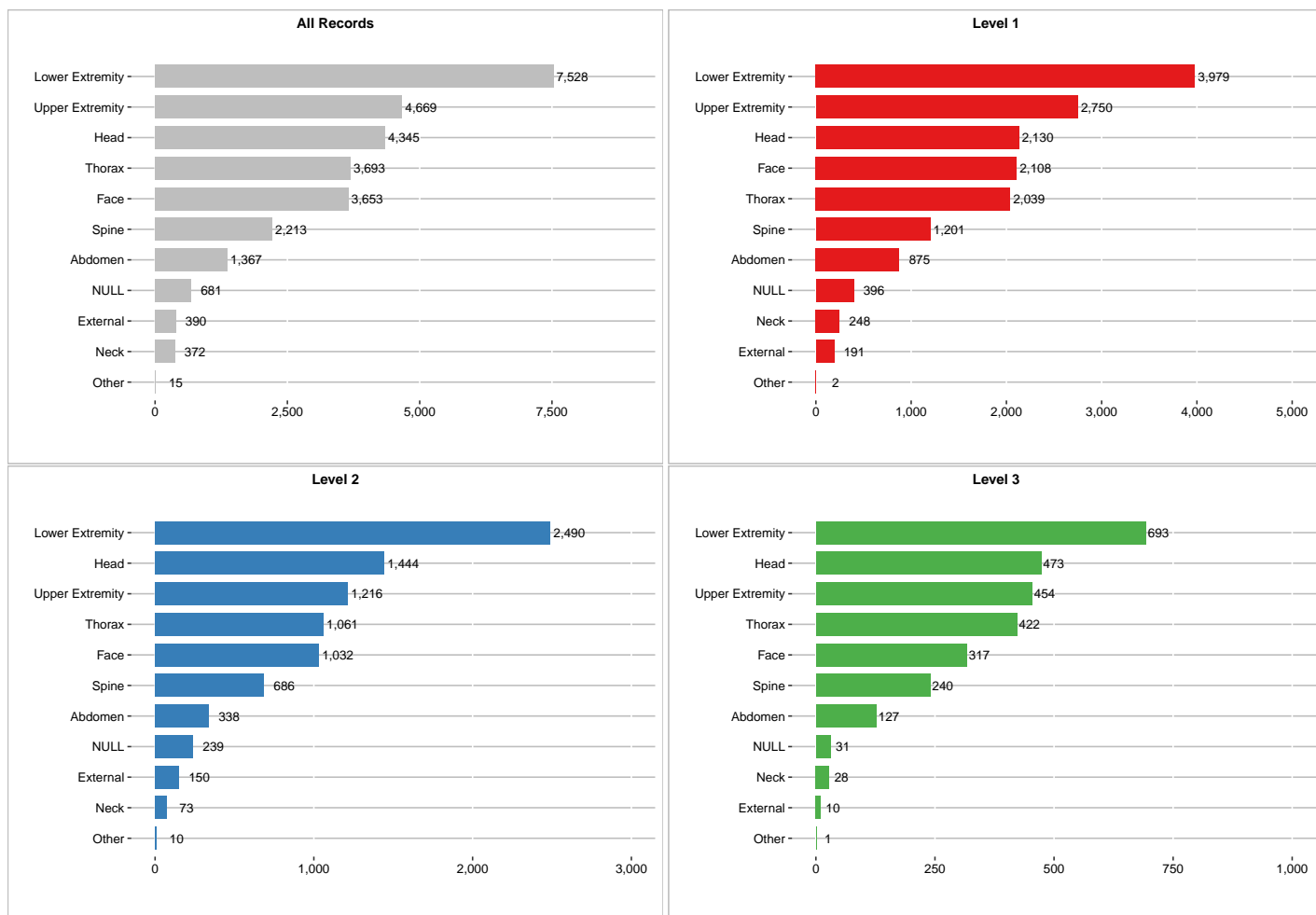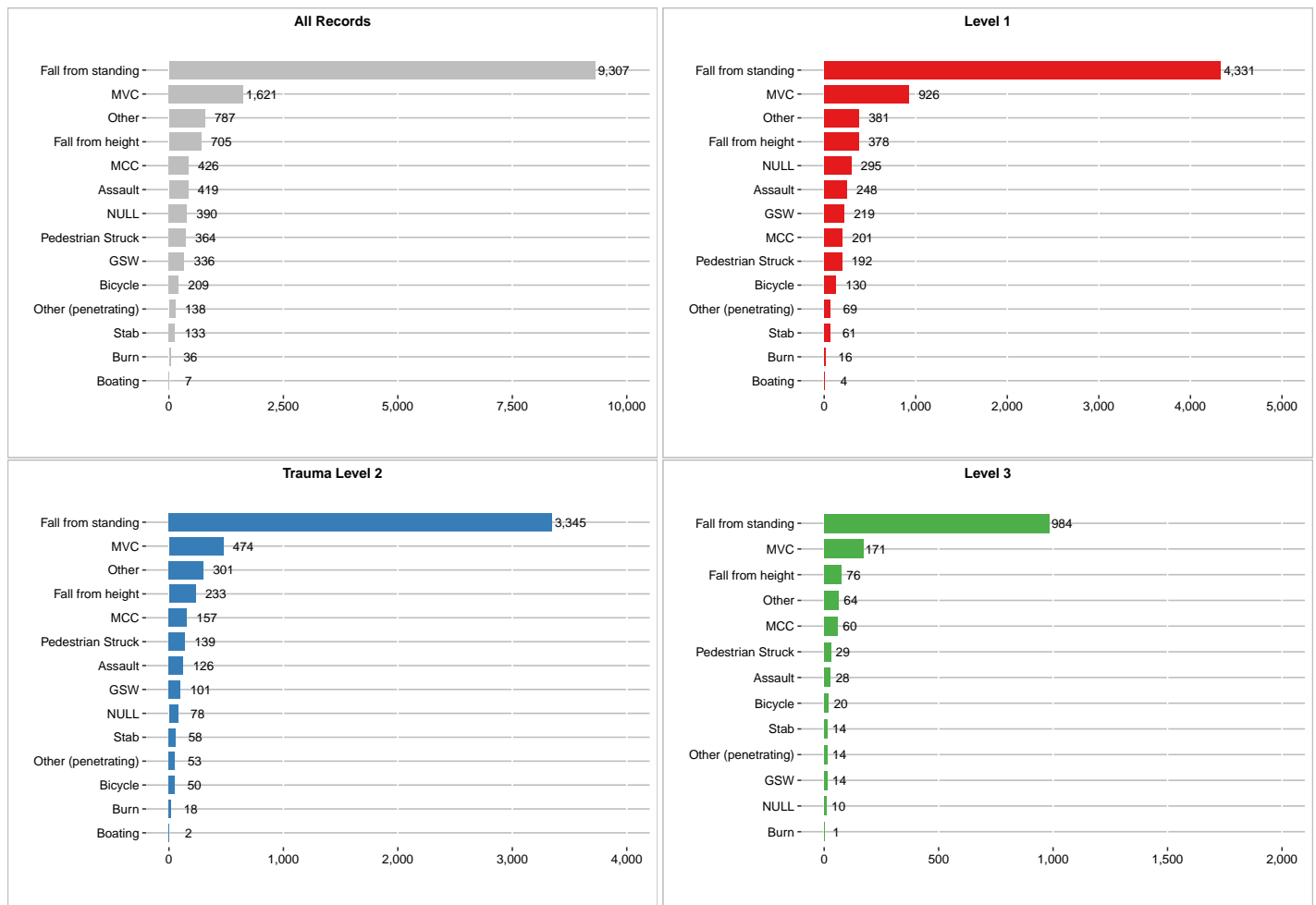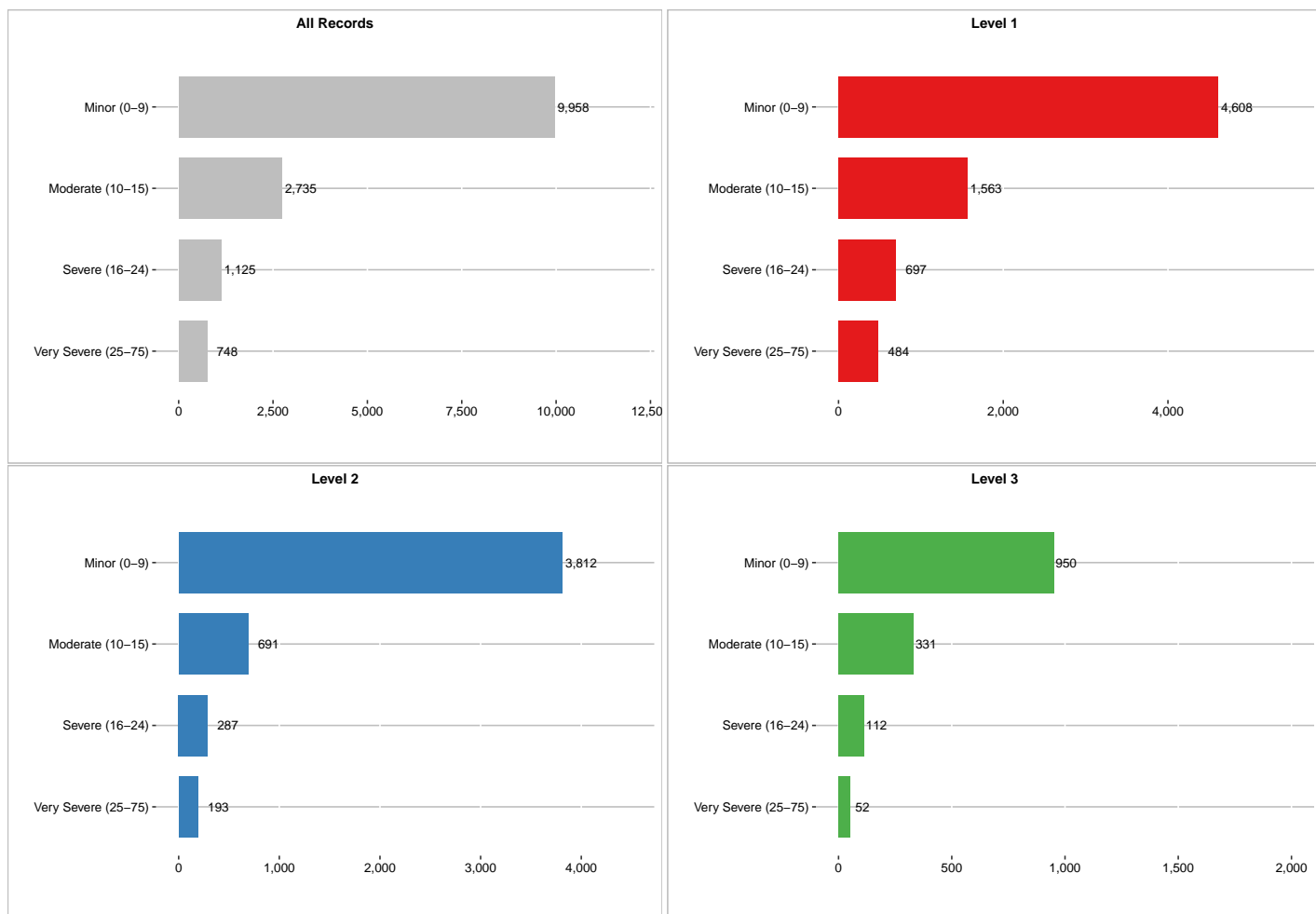- 379 - 693

Level 3

- 1 - 12
- 13 - 42
- 43 - 94
- 95 - 191
- 192 - 290
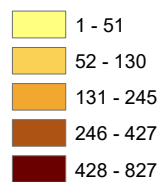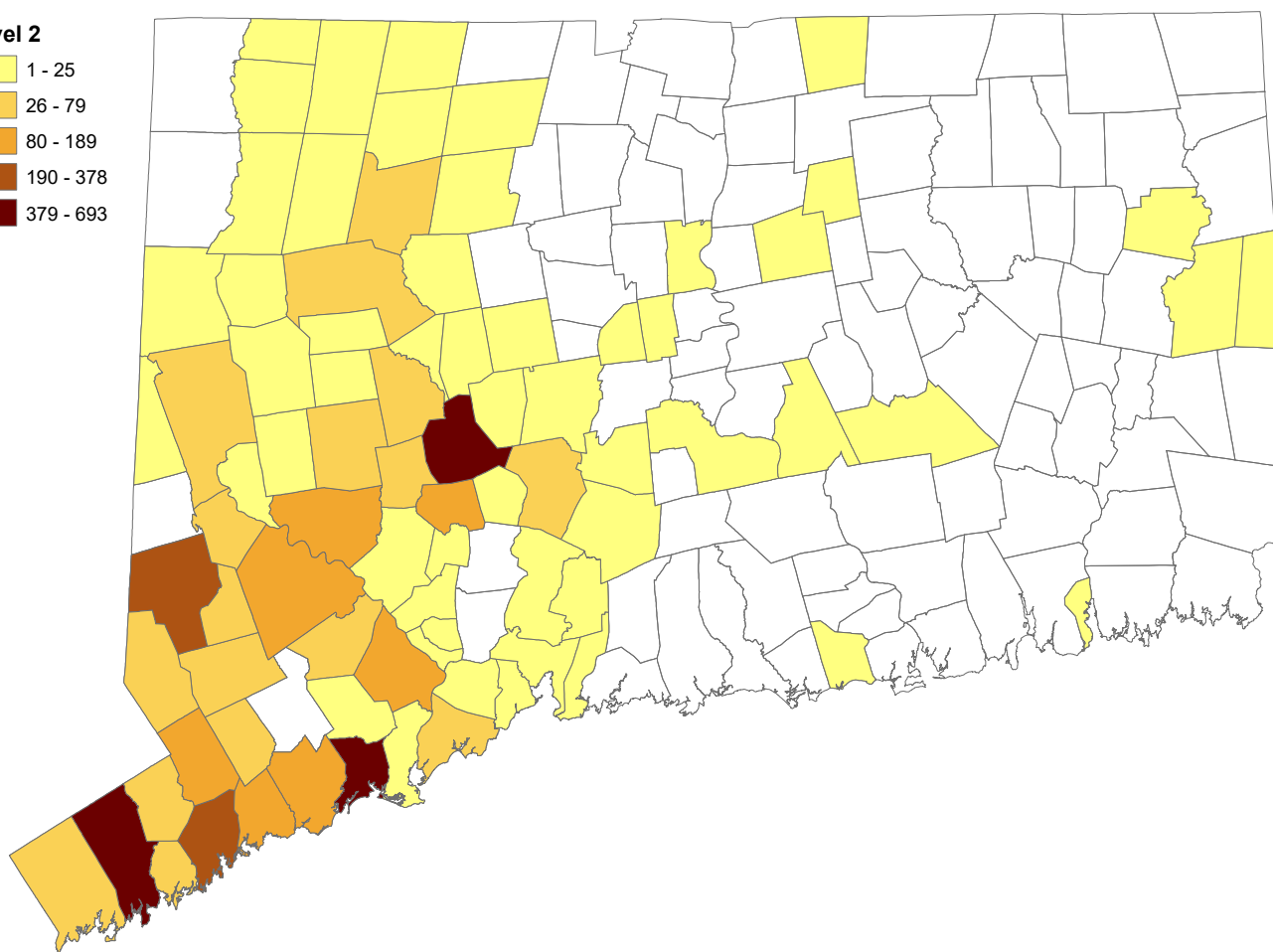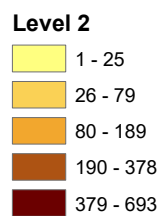
Figure 82: Abbreviated Injury Scale (AIS) Region

Figure 83: Mechanism of Injury (MOI) Category
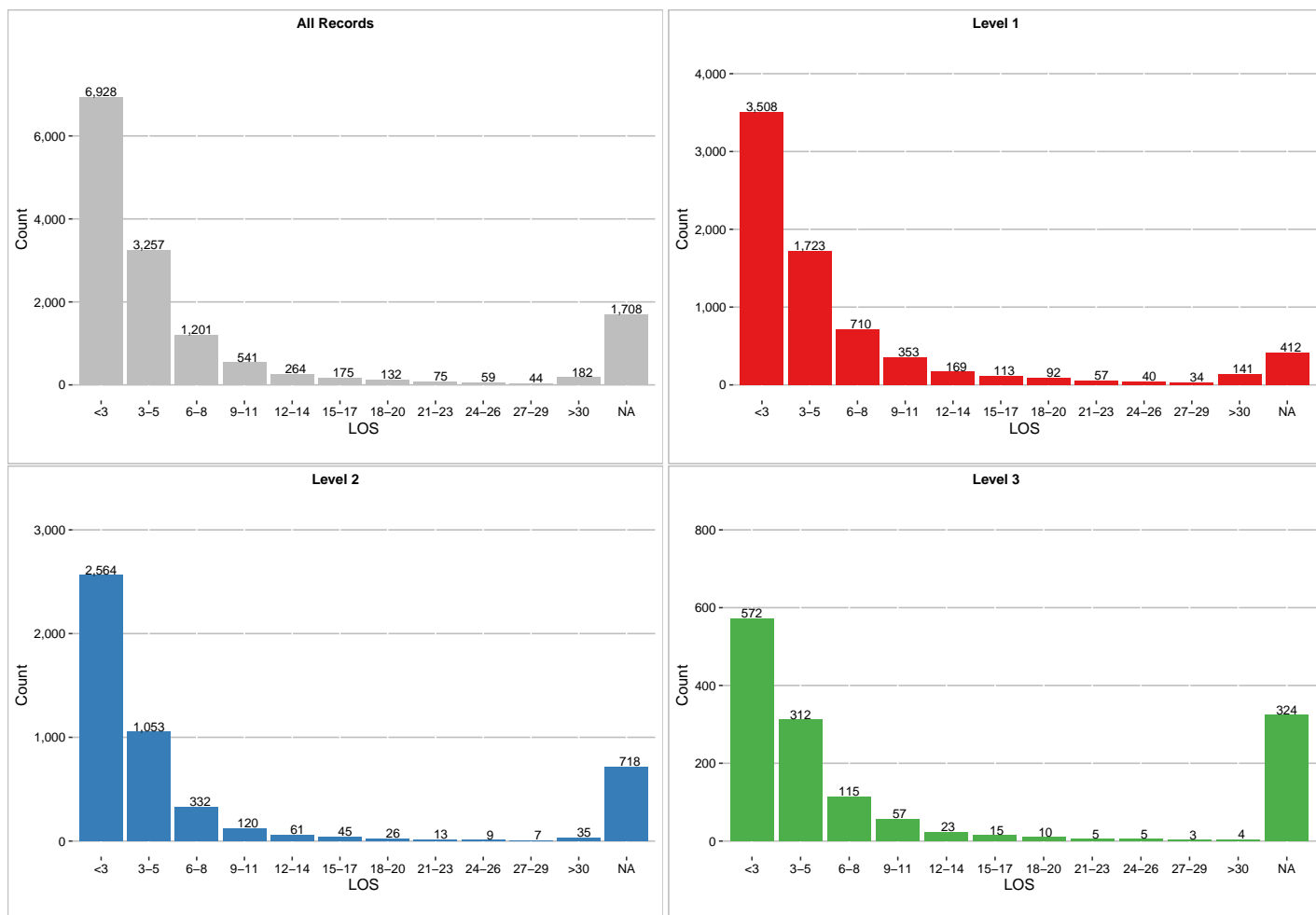
Figure 84: Injury Severity Score (ISS) Category

Figure 85: Hospital Length of Stay (LOS)

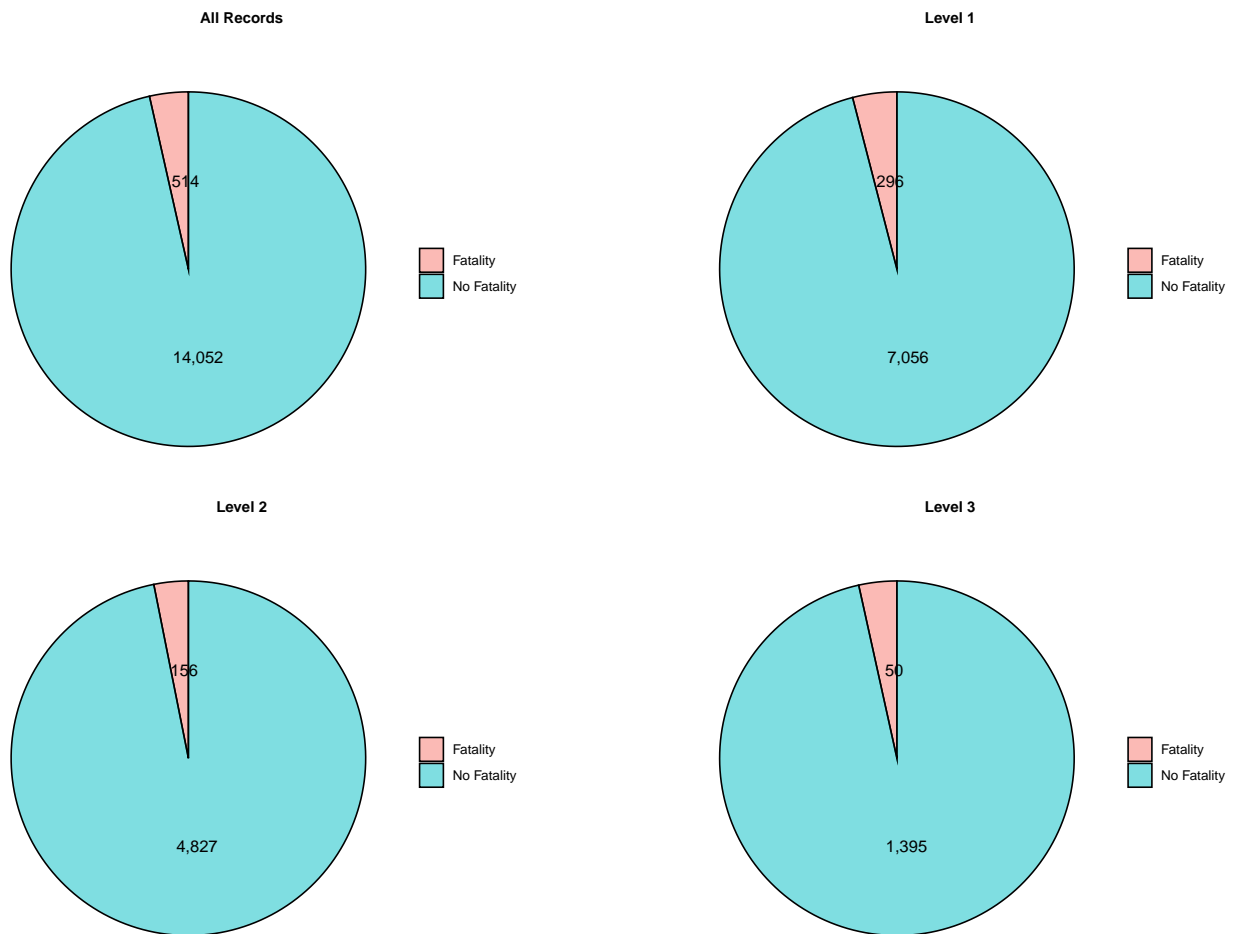Figure 86: Fatalities