

2022 Office of Emergency Medical Services Annual Report

Connecticut Department of Public Health



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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 2022 was based on the NEMSIS version 3.4.0.

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 patient care reports (PCRs) to the OEMS.

Connecticut's EMS Structure

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 (Figures 1, 2, and 3). 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 in place 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 (CMEDS) 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 2022, 177 services submitted PCRs to the state. See Table 1 for a summary of total PCRs reported to the state as well as the minimum, maximum, and average validity scores for each reporting EMS service. For each PCR, 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 PCR and acts as the first round of quality assurance.

Connecticut issues licenses and certifications to ambulances and first responders to operate within specific geographic areas. In the following maps we categorize the PSA holders into 10 types (See definitions) or document that the PSA is unassigned for each town at three levels of service (first responder, basic, and paramedic).

Definitions:

- **Commercial (C):** For-profit organization
- **Government (G):** Operated by a state government entity
- **Hospital (H):** Owned or operated primarily by a hospital organization
- **Multiple:** More than one
- **Municipal (M):** City or town government operated
- **Non-profit (NP):** Non-profit, non-volunteer
- **Private Corporation (PC):** EMS conducted by a corporate entity as a secondary function
- **Tribal (T):** Native American tribal service
- **Unassigned (N):** No PSA
- **University (U):** University operated
- **Volunteer (V):** Combination or all volunteer

Dispatch

The number one complaint reported by dispatch for 911-response was “sick person” and the majority of 911-response calls had a dispatch priority of critical (Figure 4).

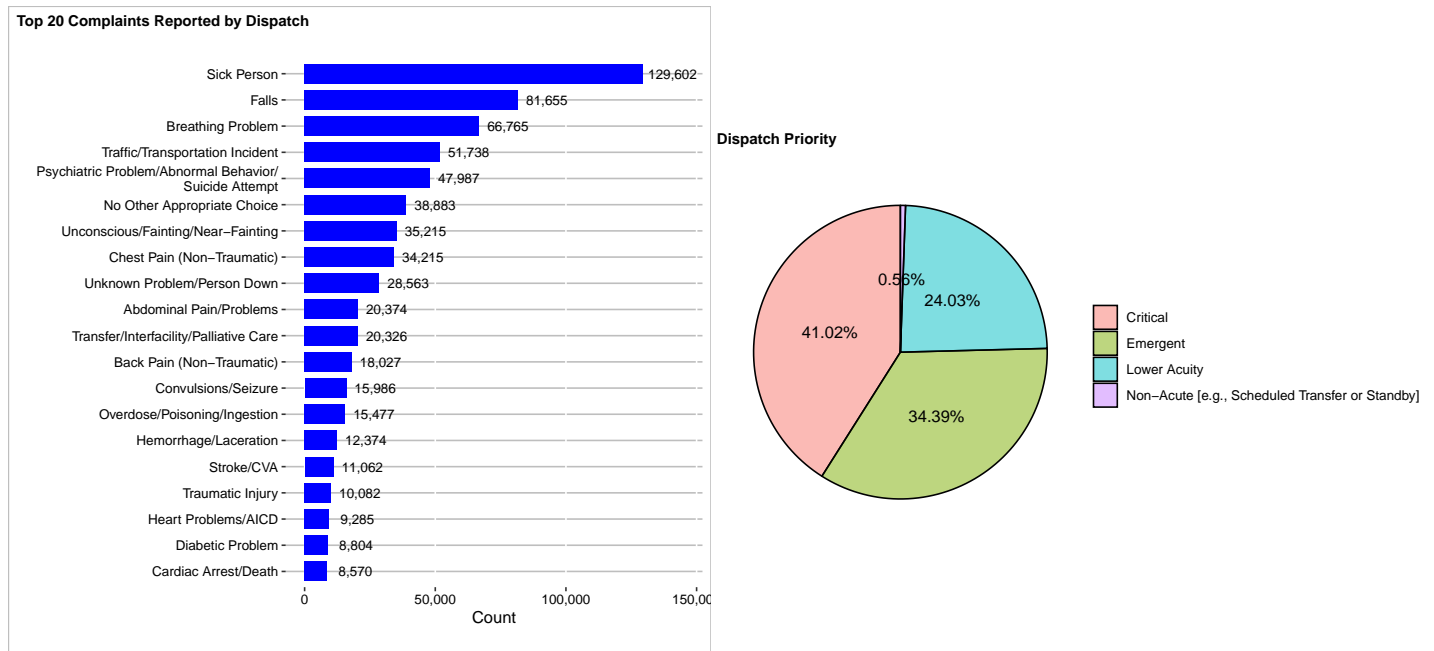


Figure 4: Complaints Reported By Dispatch and Dispatch Priority

Unit Info

90.17% of 911-responses were ground transported (n= 636,786), 9.80% of 911-responses were not transported (n= 69,225), and 0.02% of 911-responses were air transported (n= 166). 58.77% of 911-responses (n= 547,352) received advanced life support (ALS) and 41.23% (n= 384,036) received basic life support (BLS). See Table 2 for a breakdown of ALS and BLS calls by town.

- **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.

Response

There were a total of 931,388 PCR's submitted to OEMS, including 706,177 for 911-response and 6,515 for mutual aid (Figure 5). There was an average of 58,848 911-responses per month (Figure 5), 543 mutual aid calls per month (Figure 6), and an average of 7,360 calls per month when the patient refused treatment (Figure 6). The majority of 911-responses occurred between 9am and 4pm on weekdays (Figure 7). Figures 8 and 9 show the total number of 911-responses by month for the past three years (2020-2022).

Definitions for response type of service requested:

- **911 Response (Scene):** Emergent or immediate response to an incident location, regardless of method of notification

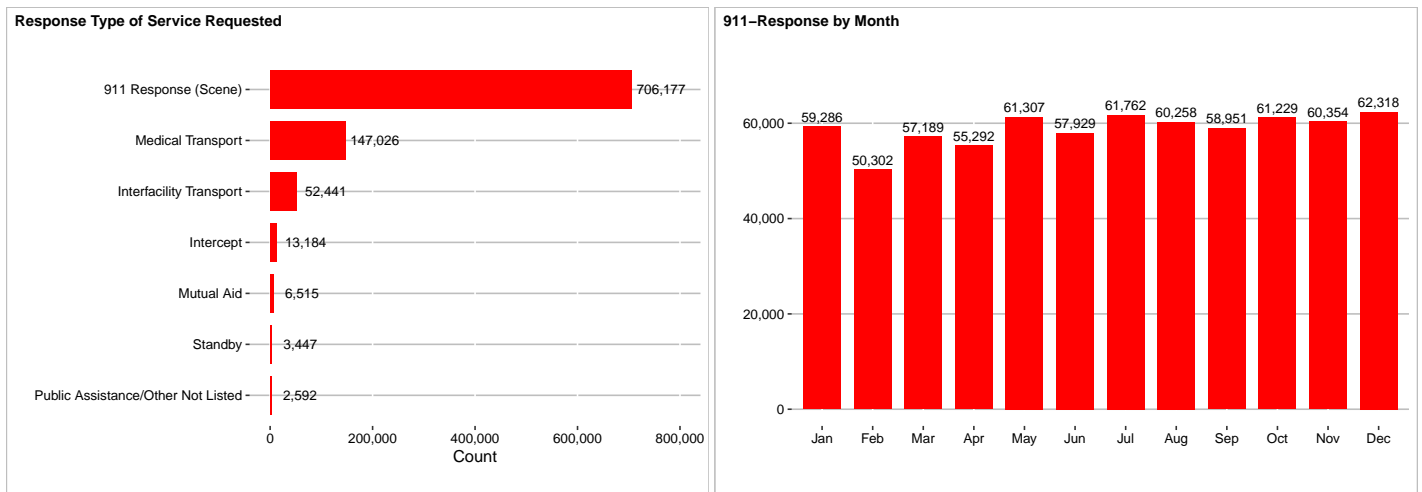


Figure 5: Response Type of Service Requested and 911-Response by Month

- **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
- **Interfacility Transport:** 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
- **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
- **Public Assistance/Other Not Listed:** The unit responded to provide non-traditional or EMS services not otherwise specified here.
- **Standby:** Initial request for service was for purposes of being available in case of a medical/traumatic emergency

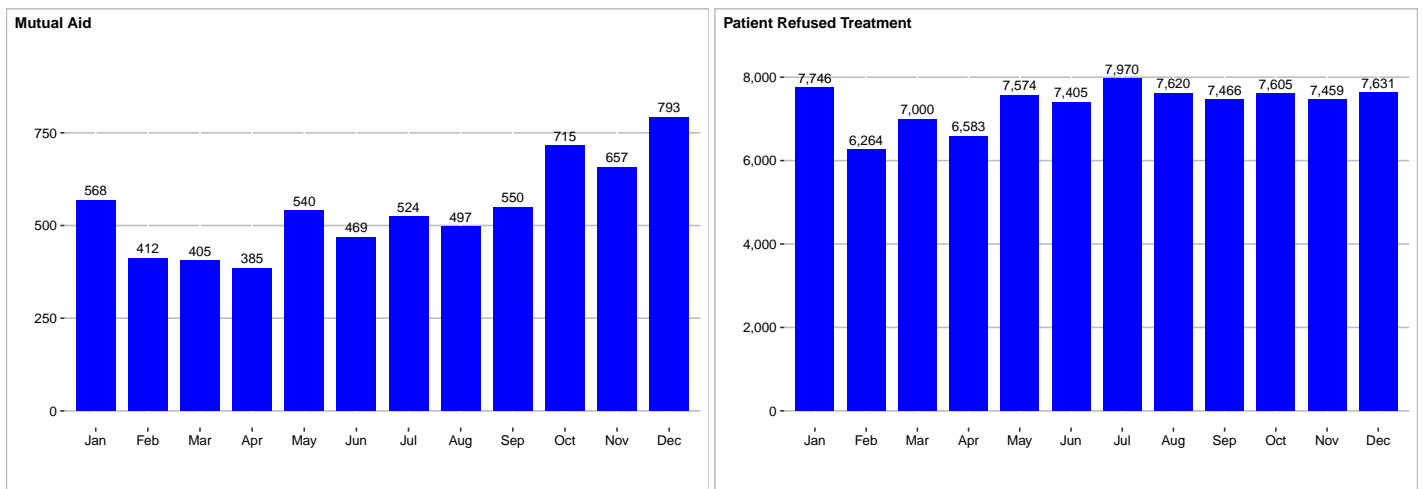


Figure 6: Mutual Aid and Refused Calls by Month

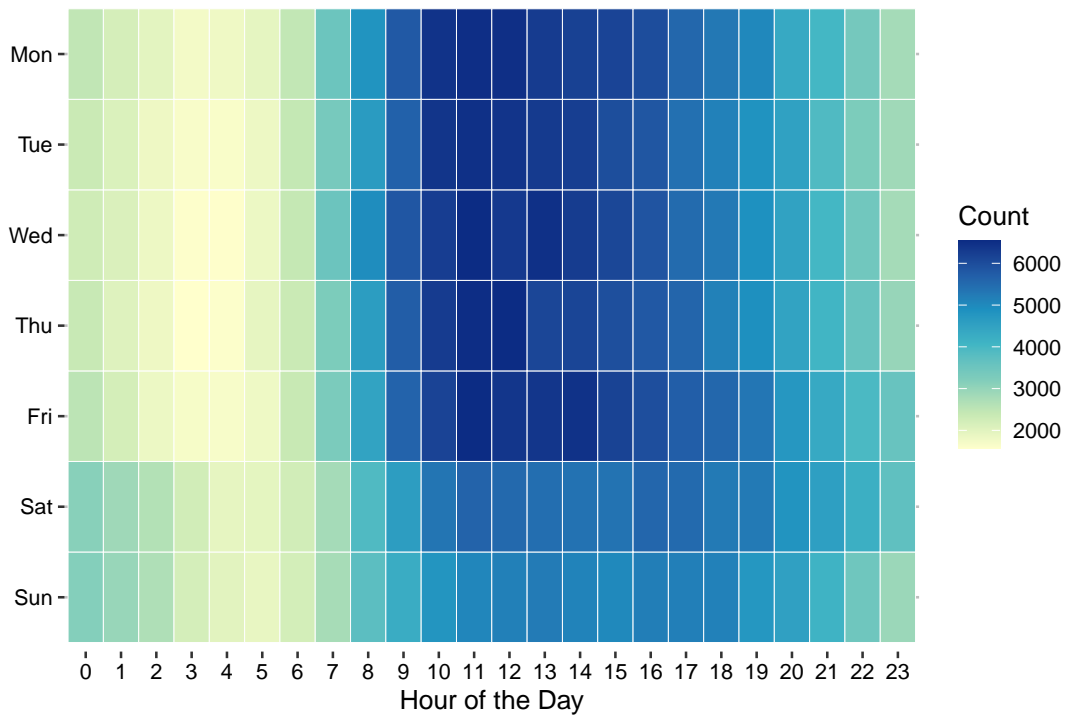


Figure 7: 911-Responses per Hour per Day

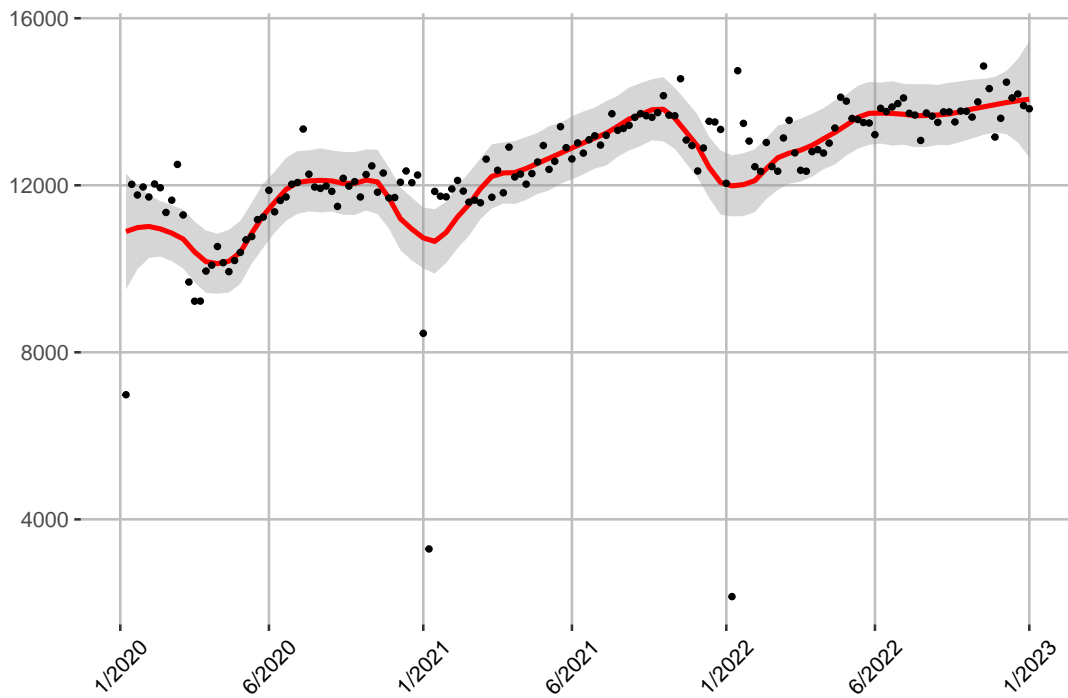


Figure 8: 911-Response Three Year Trend (2020-2022)

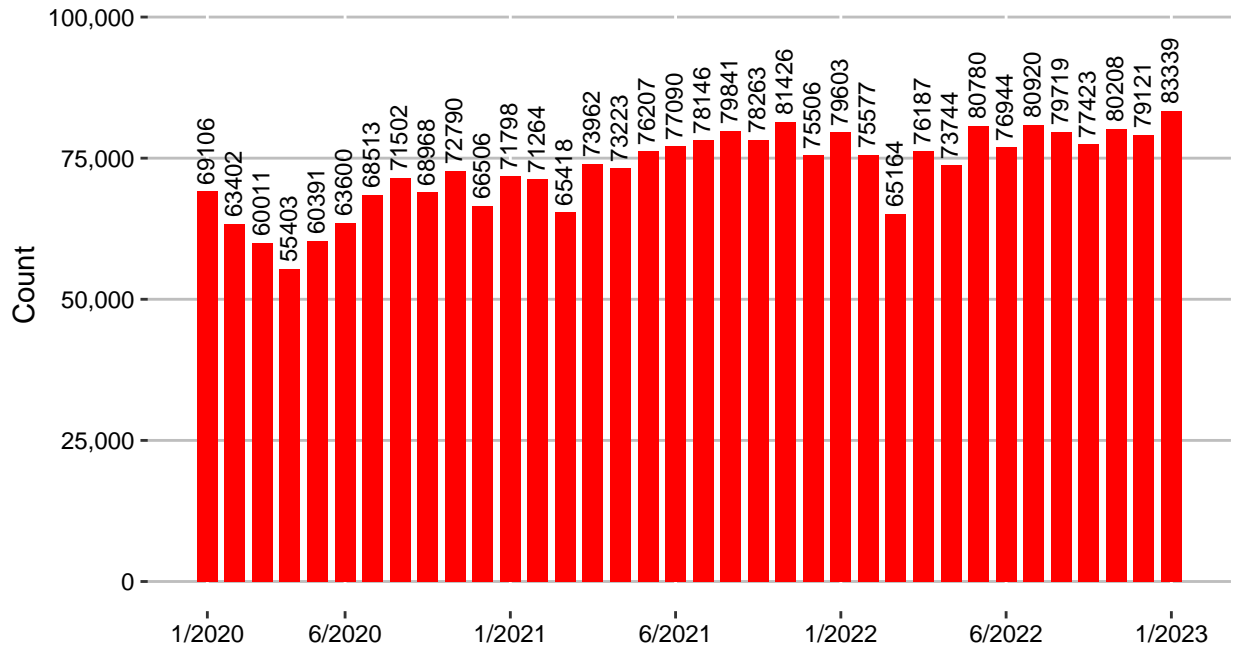


Figure 9: 911-Response by Month (2020-2022)

Incident Address

Included are two maps of 911-responses by incident location town (Figure 10 and 11). The first shows the raw number of 911-responses. The second shows 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.

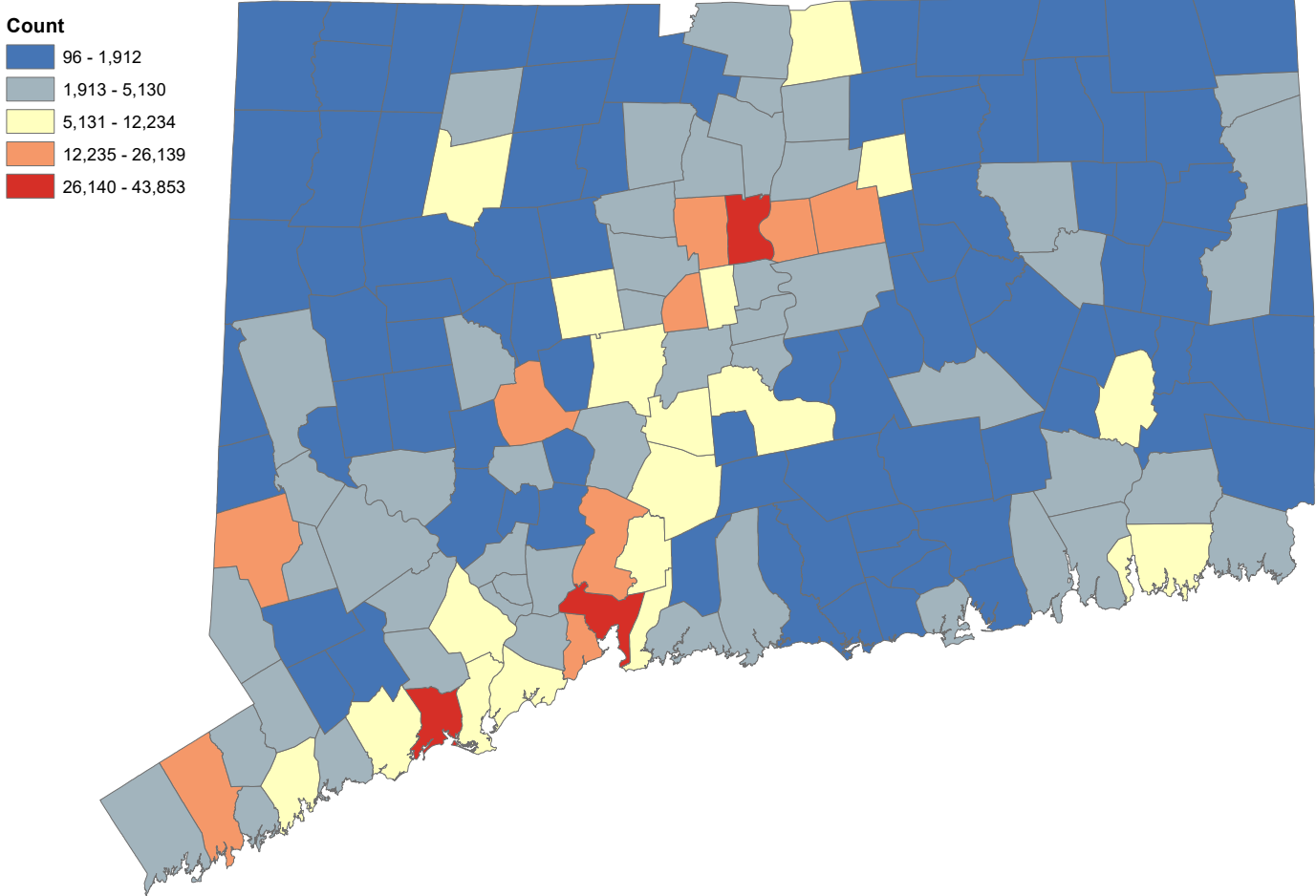


Figure 10: Town Call Volume

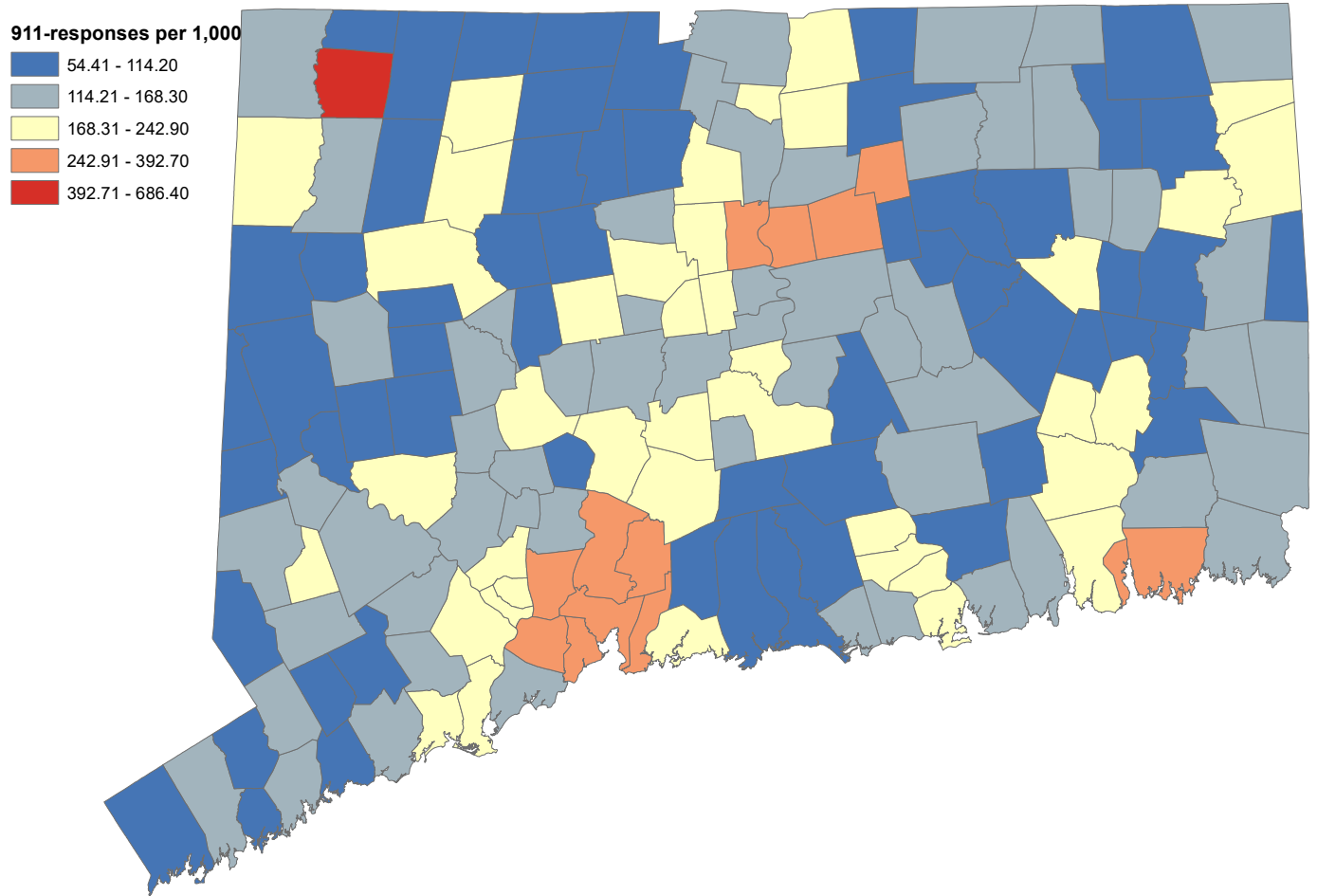


Figure 11: Town Call Volume Rate

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=706,177) the average response time was **8.84** minutes.

However, there were potential outliers given that the minimum response time was -1428 minutes and the maximum response time was 129,604 minutes. We identified outliers by calculating the interval between the 2.5 and 97.5 percentiles of response time. Response times under 0 minutes or over 40 minutes were excluded as they lay outside this 95% interval. This resulted in excluding 5% (n=35,529) of observations. After removing potential outliers, there were a total of 670,648 911-responses with a mean response time of **7.86** minutes (Figure 12 and Table 3).

The fractile times include the time from dispatch to tone (Dispatch-Tone), 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 12 provides the average fractile times across all calls and Table 4 provides the fractile times for each town.

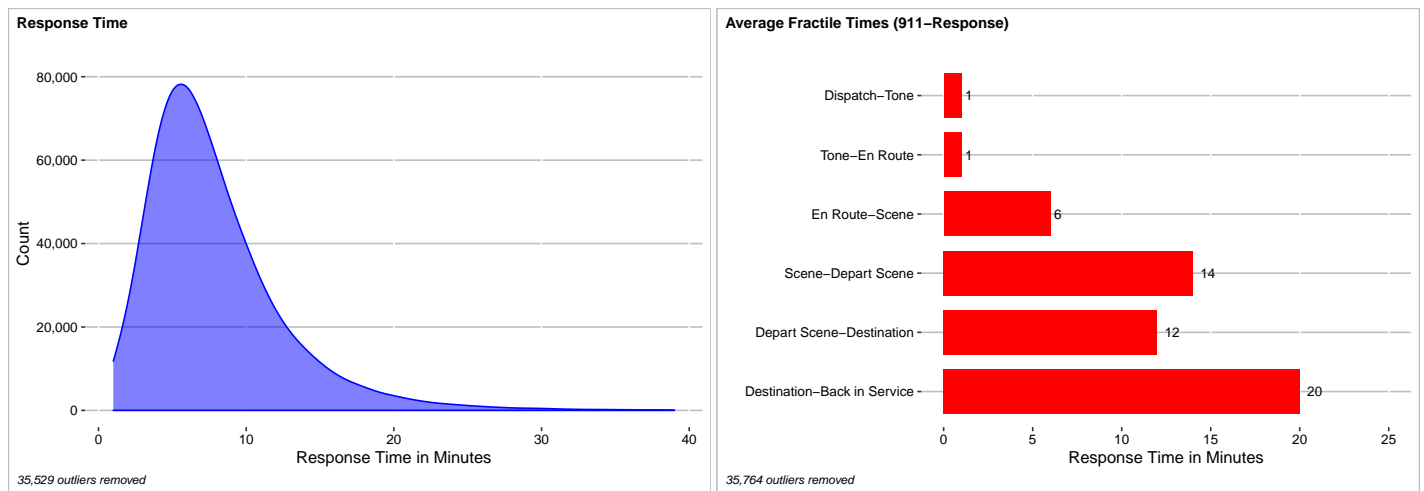


Figure 12: Overall Response Time and Average Fractile Times

Response Times by Town, Class, and Mode

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 13 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.

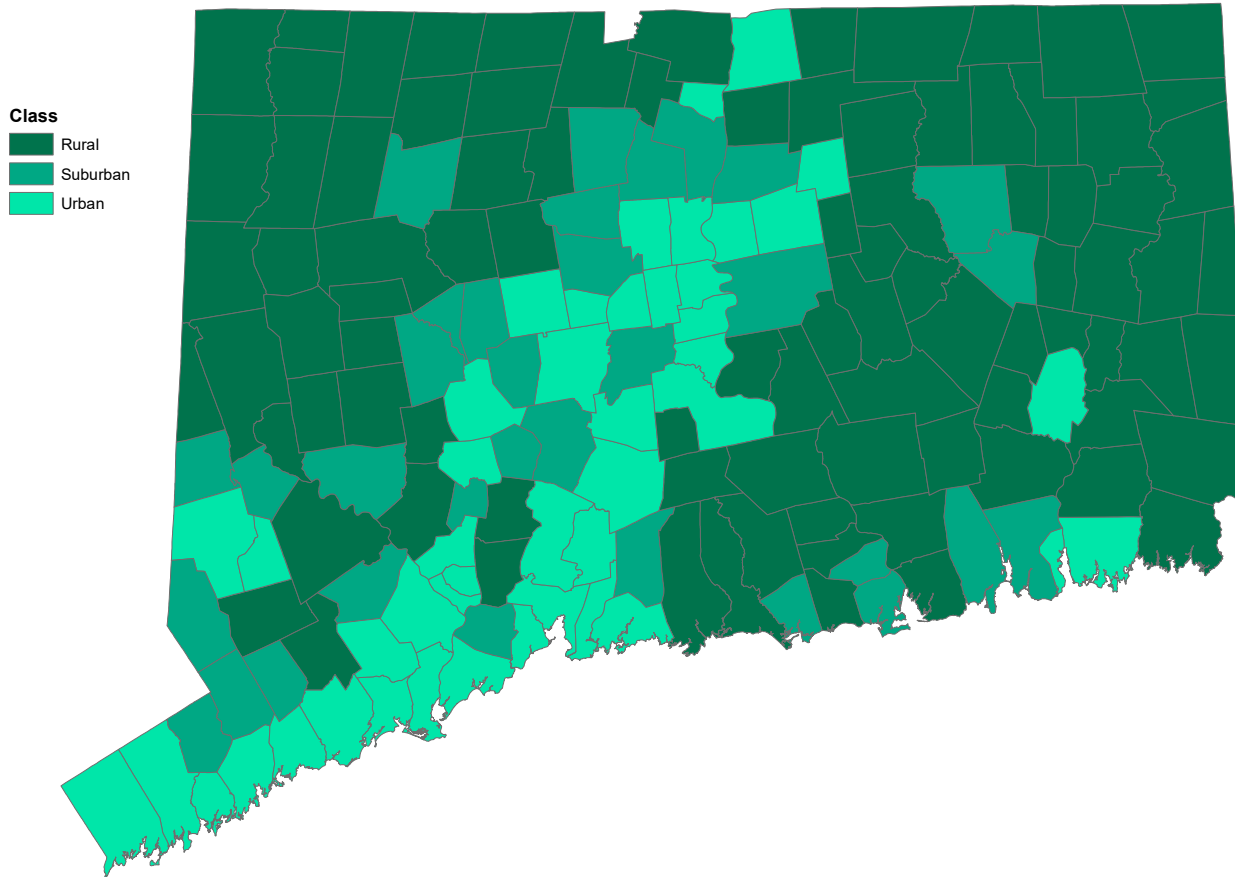


Figure 13: Town Class

Urban towns had the most calls 483,913 and shortest average response time of 7.39 minutes. Suburban towns had 95,789 calls with an average response time of 8.12 minutes. Rural towns had the fewest calls 89,895 and the longest average response time of 10.07 minutes. Figure 14 shows the distribution of response times in minutes by class (Urban, Suburban, Rural). The density plot for Rural response times is right skewed. While the median response times for Urban (7 minutes), Suburban (7 minutes), and Rural (9 minutes) are aligned, Rural towns have a higher number of calls where the response times are longer than the median which increases the average response time for Rural towns (10.07 minutes). See Tables 5 for response times by town and class. Figure 14 shows the distribution of response times by response mode, i.e. whether the response was emergent or non-emergent. Figure 15 maps the mean response time for each town. Emergent responses had more calls (n=519,842) and a mean response time of 7.4 while Non-emergent responses had fewer calls (n=142,594) and a longer average response time 9.41. However, the median response times for Emergent (8) and Non-emergent (6) calls were only two minutes different. As can be seen from the density plot (15), Non-emergent response times are right skewed indicating a greater number that are longer than the median response time.

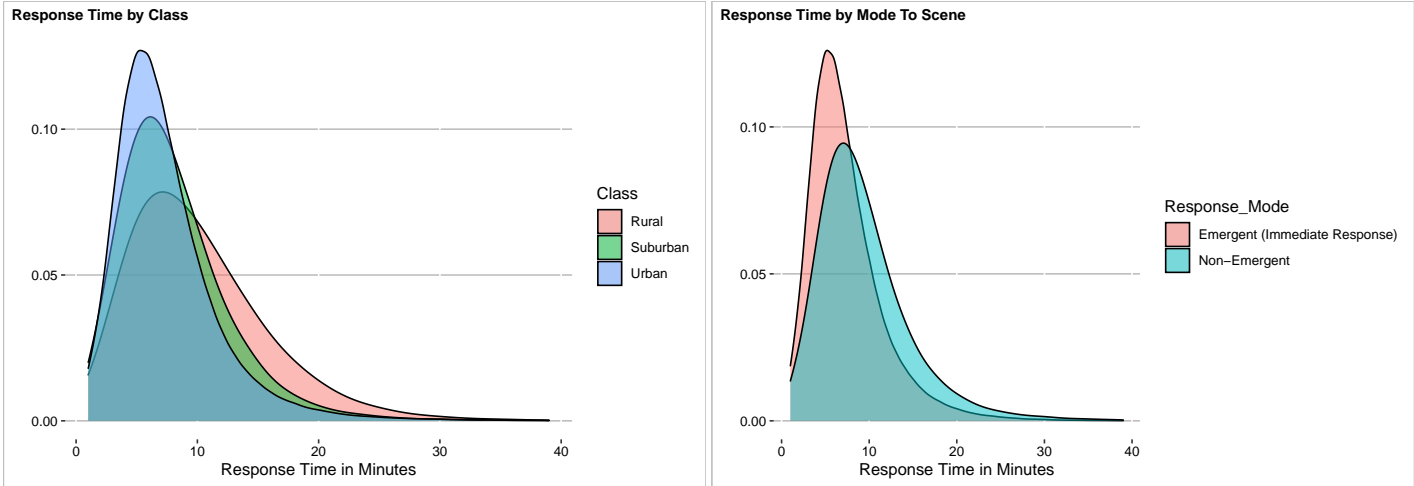


Figure 14: Distribution of Response Time by Class and Response Mode

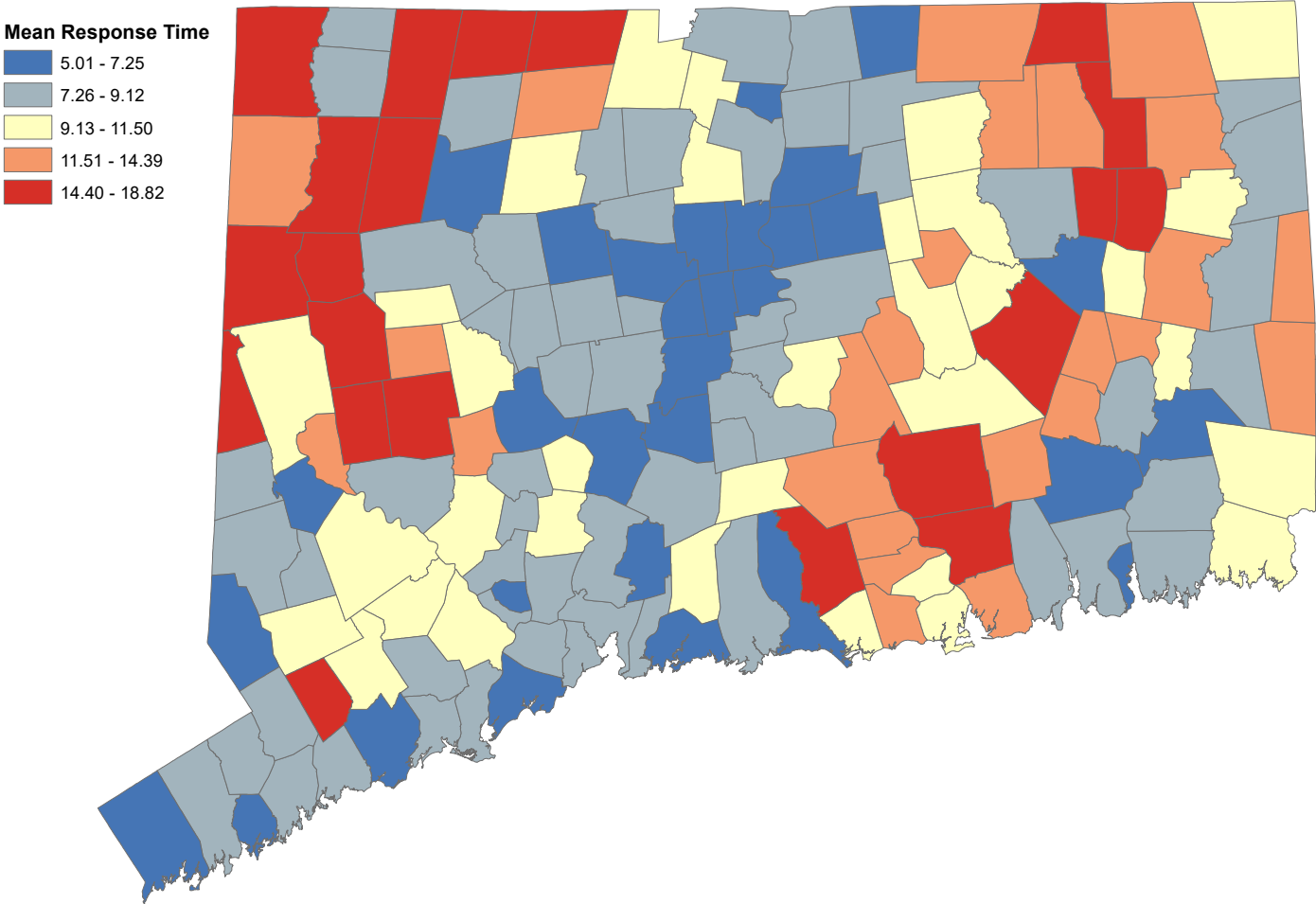


Figure 15: Town Response Time

Crew Info

There were 7,136 active EMS professionals as identified by the reported crew member IDs on the PCRs. Table 6 provides the number of active members as reported on PCRs broken down by agency and year.

Scene Info

The majority of 911-responses used lights and sirens to the scene (n=370,012) (Figure 16). Scene incident location was categorized into 16 categories. 61.03% of 911-responses are called to a private residence (n= 390,685) (Figure 16). Scene delay is defined as the reason the EMS crew was delayed reaching the patient once on scene. Safety and patient access were the most cited reasons for scene delay (Figure 17).

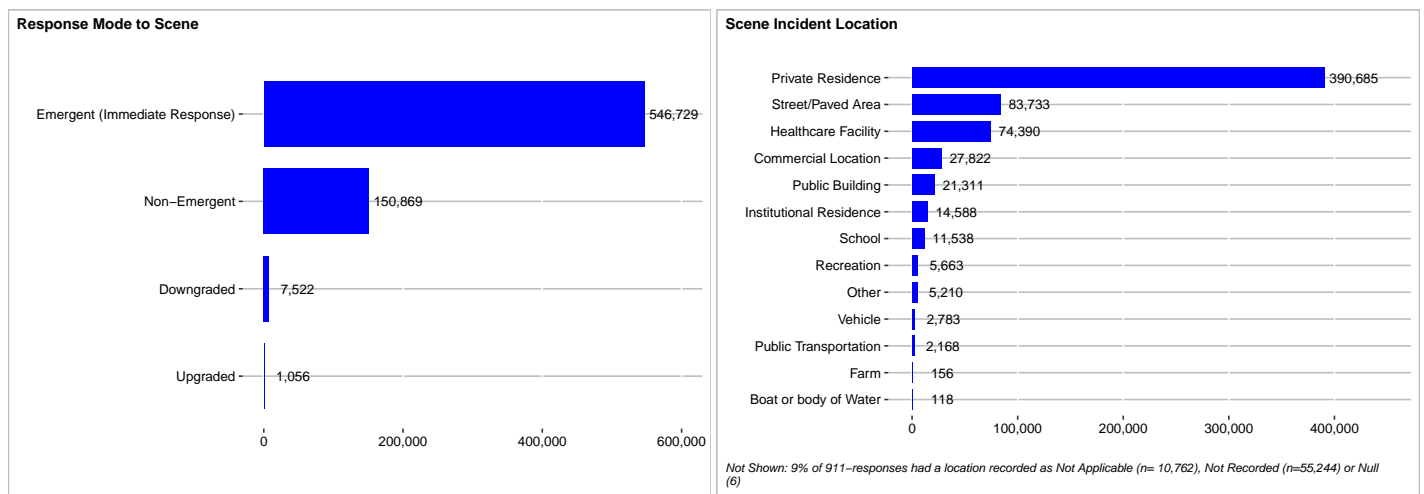
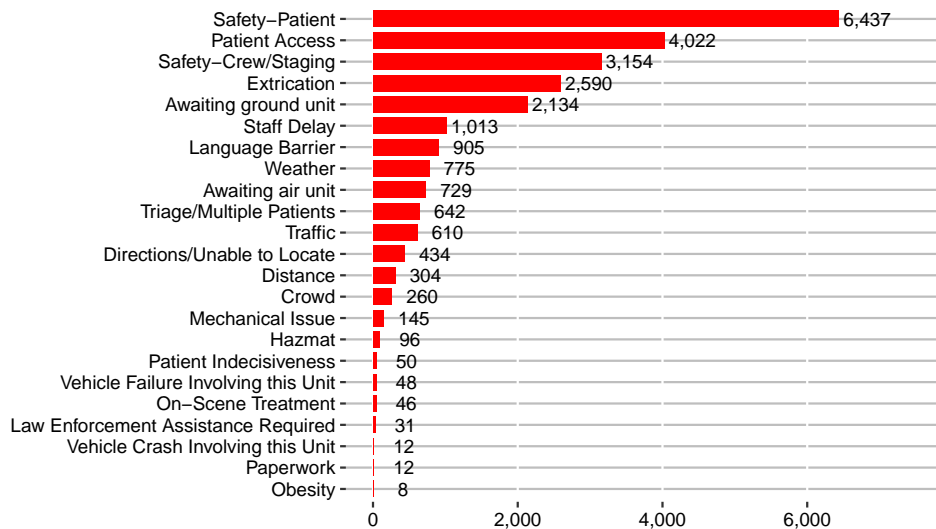


Figure 16: Response Mode and Incident Location



Not Shown: Other was recorded as the Scene Delay 11,213 times. Not Reported/Not Applicable/None was recorded 688,428 times

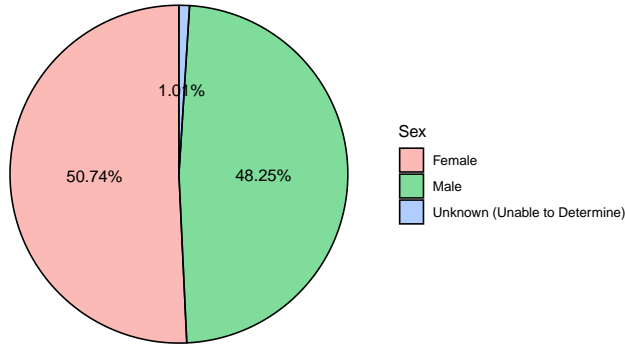
Figure 17: Scene Delay for 911-Responses

Patient Info

48.25% of patients (n= 298,262) were male, 50.74% of patients (n= 313,653) were female, and the remainder were recorded as unable to determine (Figure 18). 36% of patients were white (n=253,189), 11% were black (n=76,048), 7% were Hispanic (n=50,497), and 2% of patients were recorded as Asian, other, Indian, or Hawaiian. The other 44% (n=308,951) of patients did not have a race recorded (Figure 18). Of patients with a recorded race, 97% were reported as single race while 3% were reported with multiple races. Males and females between the ages of 50 and 90 represented the majority of 911-responses (Figure 19).

Patient Sex

Not Shown: 12% of 911-responses have no sex recorded (Not Applicable n=23,152; Not Recorded n=64,894)



Patient Race

Not Shown: 44% of 911-responses have no race recorded (Not Applicable n=4,854; Not Recorded n=304,097)

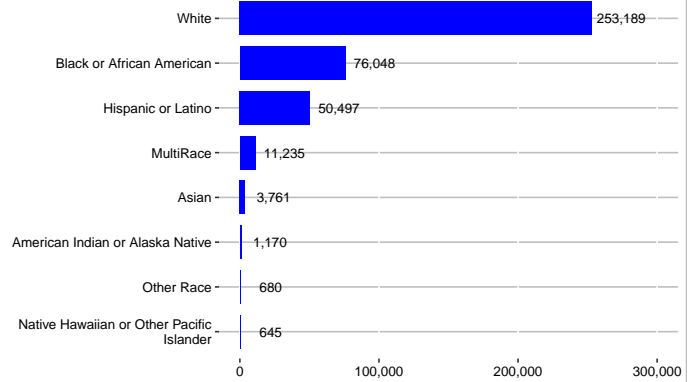
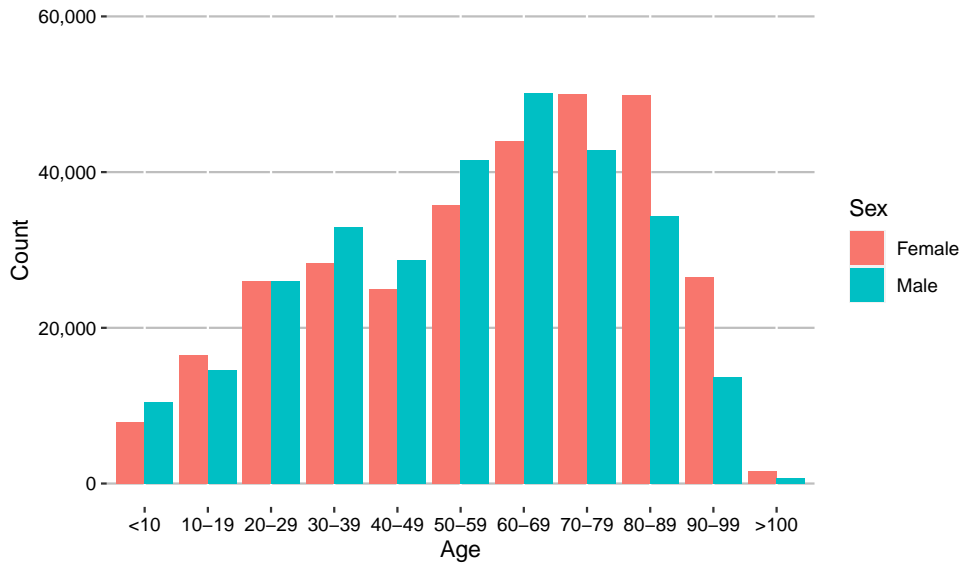


Figure 18: Patient Sex and Race



Not Shown: 15% of 911-response patients (n=109,122) do not have an age recorded

Figure 19: Patient Age and Sex

Patient Assessment

Initial patient acuity was primarily lower acuity (n = 378613) (Figure 20). The most cited provider primary impression was unspecified injury (n=39,019) (Figure 21). Being uncooperative and language were the most frequently reported barriers to patient care (Figure 21).

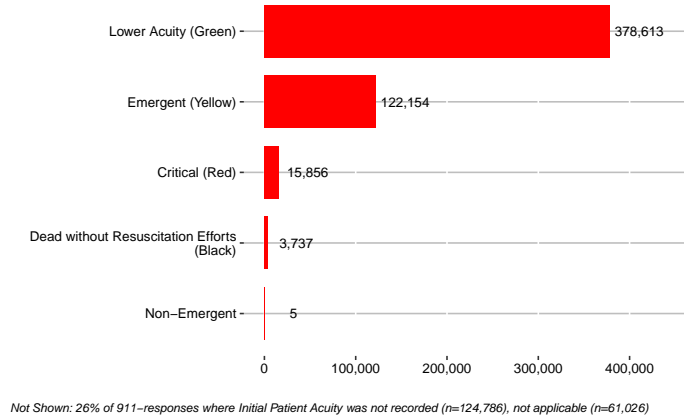


Figure 20: Initial Patient Acuity

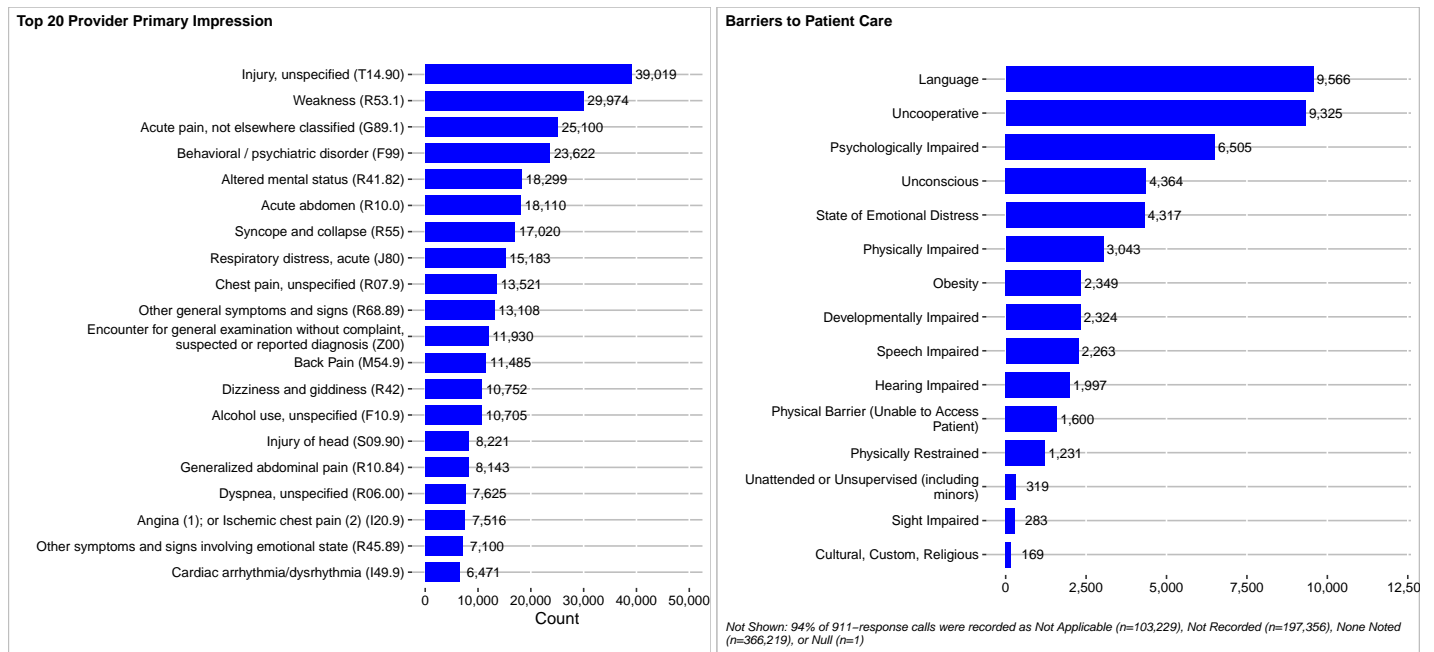
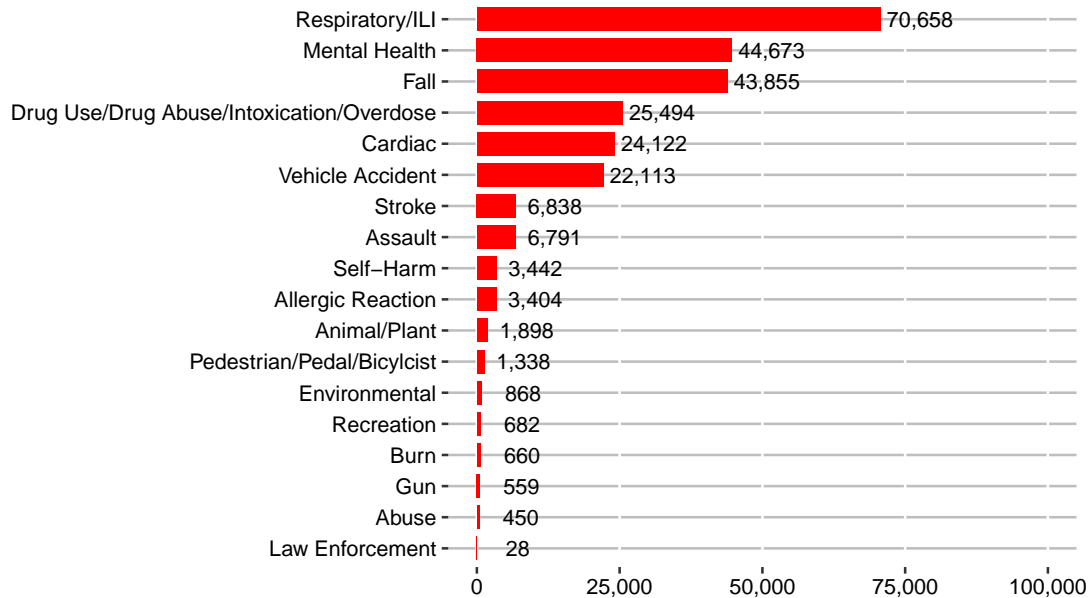


Figure 21: Patient Assessment

Call Type

We classified 911-responses into 18 injury and medical call types (Figure 22) based on the injury cause description and provider primary impression data fields of the PCR. Nevertheless, 49% (n=342,896) of 911-responses were something other than the 18 call types shown (Figure 22). If we split the population at the age of 18, adults and pediatrics have varying emergencies. The highest number of 911-responses for adults (>18) was Respiratory/Influenza Like Illness (ILI) (n=64,163) whereas for patients <18 the highest frequency of 911-responses was for mental health emergencies (n=6,638) (Figure 23).



*Not Shown: 15% of 911-responses were reported as Not Recorded (n=60,680), Not Applicable (n=44,728).
Another 49% were categorized as 'Other' (n=342,896)*

Figure 22: Reported 911-Response by Call Type

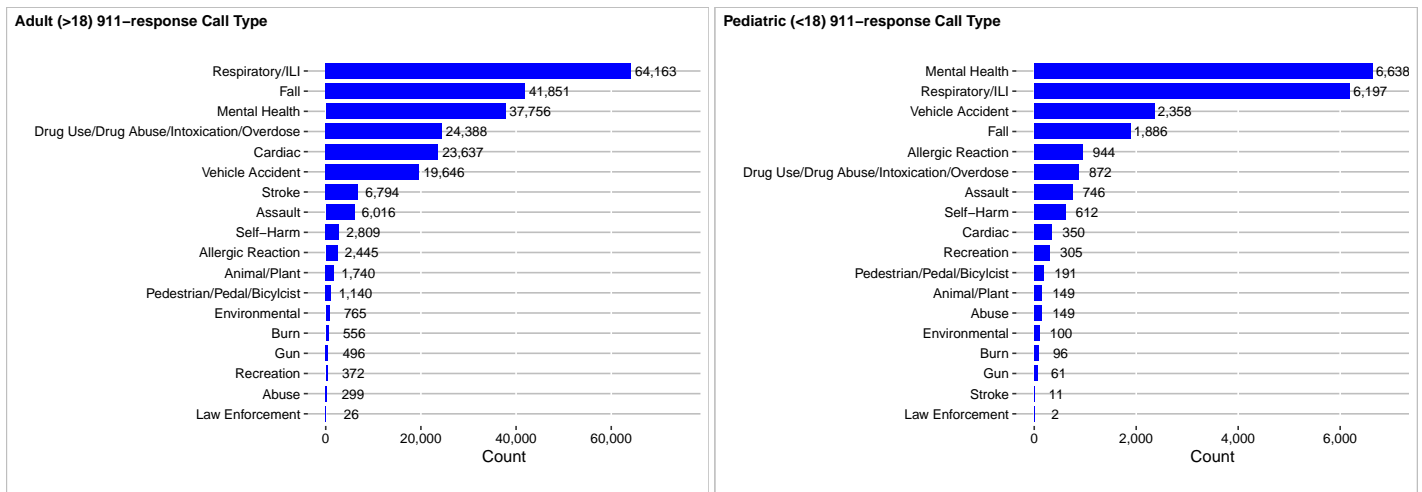
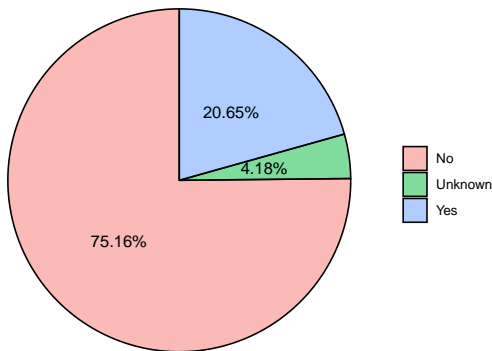


Figure 23: Reported 911-Response Categories for Adults and Children

75.16% of patients (n= 409,475) had no injury, 20.65% of patients (n= 112,501) had an injury, and the remainder were recorded as unknown (Figure 24). 79.29% of patients (n= 210,290) had no work related injury, 1.10% of patients (n= 2,911) had a work related injury, and the remainder were recorded as unknown (Figure 24).

Possible Injury?

Not Shown: For 23% of 911-responses Possible Injury was recorded as not applicable (n=42,637) or not recorded (n=118,770)



Work Related Illness?

Not Shown: 62% of 911-responses recorded Work Related Illness as Not Applicable (n=57,226), Not Recorded (n=254,685), Not reporting (n=15), or NULL (n=129,033)

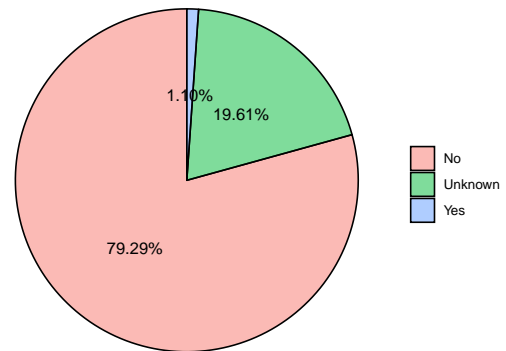
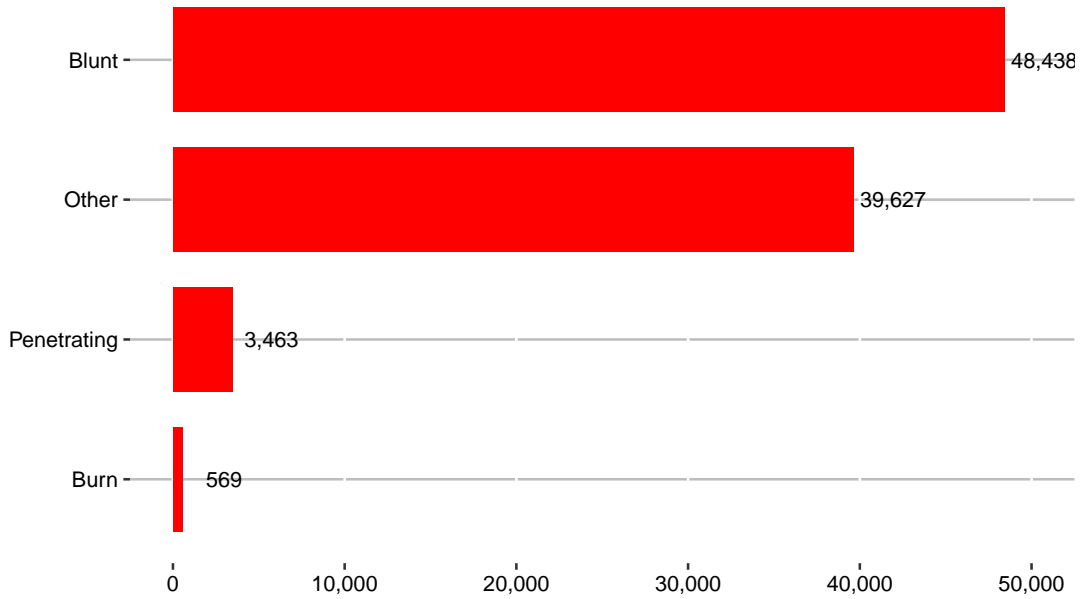


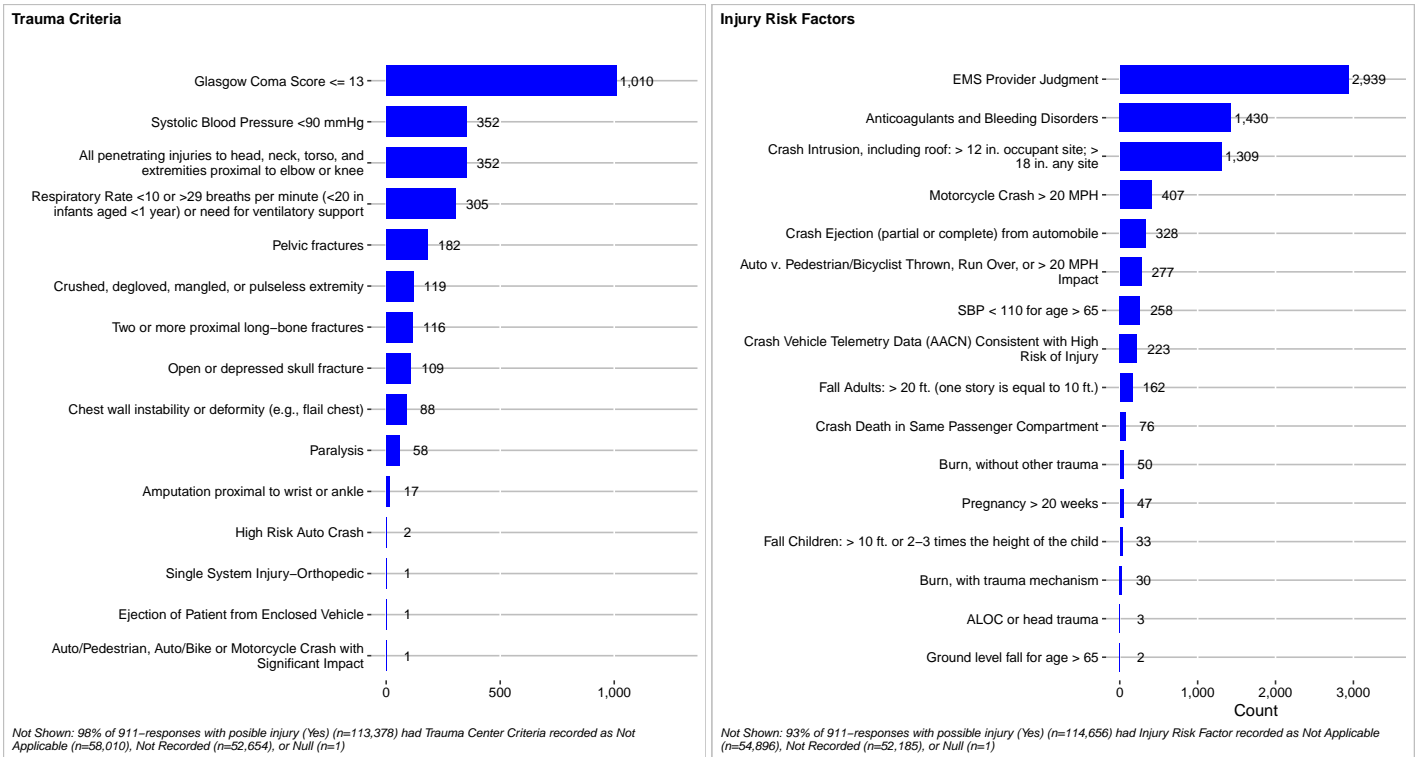
Figure 24: Possible Injury and Work Related Injuries

There were 101,566 (11%) PCRs with a 911-response when mechanism of injury was 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 other (n=39,627) (Figure 25). For 911-response with possible injury (n=112,501) recorded, trauma center criteria and injury risk factors are shown in Figure 26.



Not Shown: 90% of 911-responses with possible injury equal to Yes where mechanism of injury is Null (n=829,822)

Figure 25: Mechanism of Injury



Not Shown: 98% of 911-responses with possible injury (Yes) (n=113,378) had Trauma Center Criteria recorded as Not Applicable (n=58,010), Not Recorded (n=52,654), or Null (n=1)

Not Shown: 93% of 911-responses with possible injury (Yes) (n=114,656) had Injury Risk Factor recorded as Not Applicable (n=54,896), Not Recorded (n=52,185), or Null (n=1)

Figure 26: Trauma Center Criteria and Injury Risk Factors

Next we report on certain types of calls in more depth including falls, vehicle accidents, assaults, firearm related, burns, asthma, influenza like illnesses and other respiratory illnesses, mental health and self harm, cardiac, and strokes.

Fall

There were 42,359 injuries 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 three year temporal trend in 911-responses to injuries categorized as falls (2020-2022).

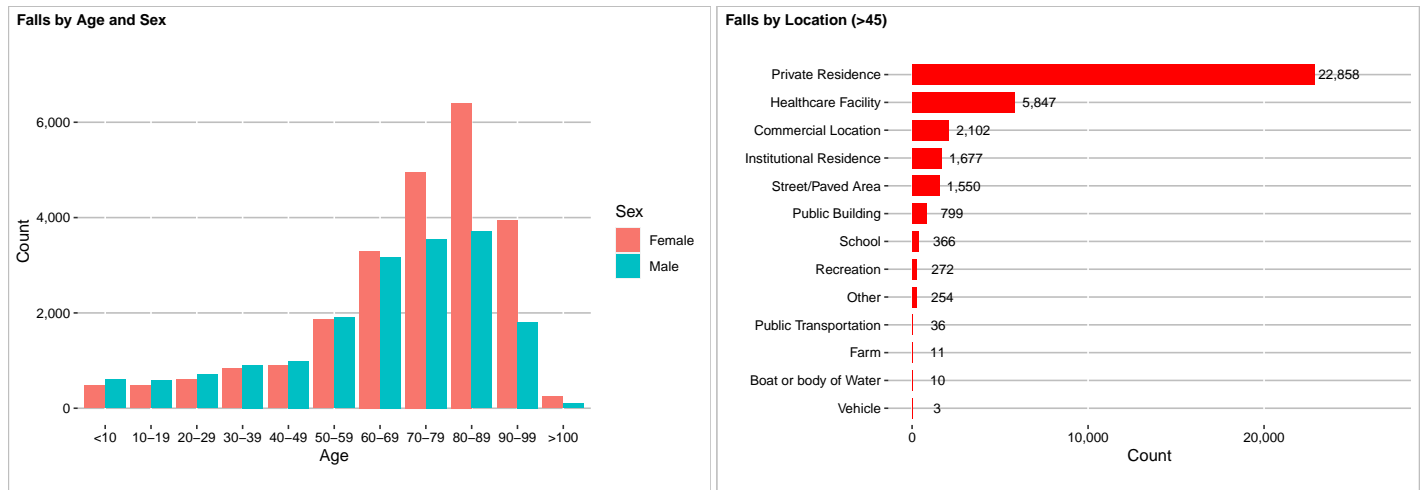


Figure 27: Fall Injuries

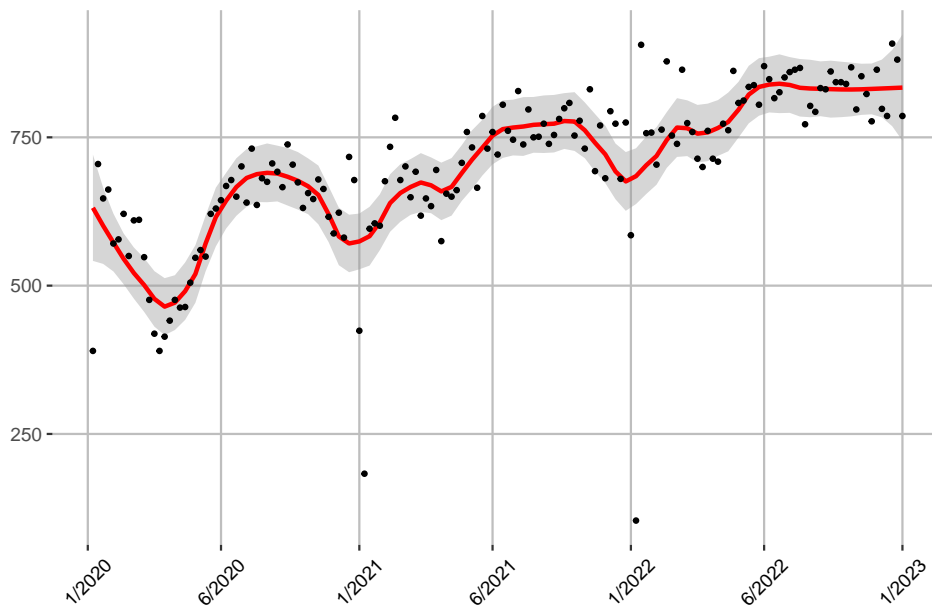


Figure 28: Falls Three Year Trend (2020-2022)

Vehicle Accident

There were 21,487 injuries categorized as vehicle 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 vehicle accidents (Figure 29). Figure 30 shows a three year temporal trend in 911-responses to injuries categorized as vehicle accidents (2020-2022).

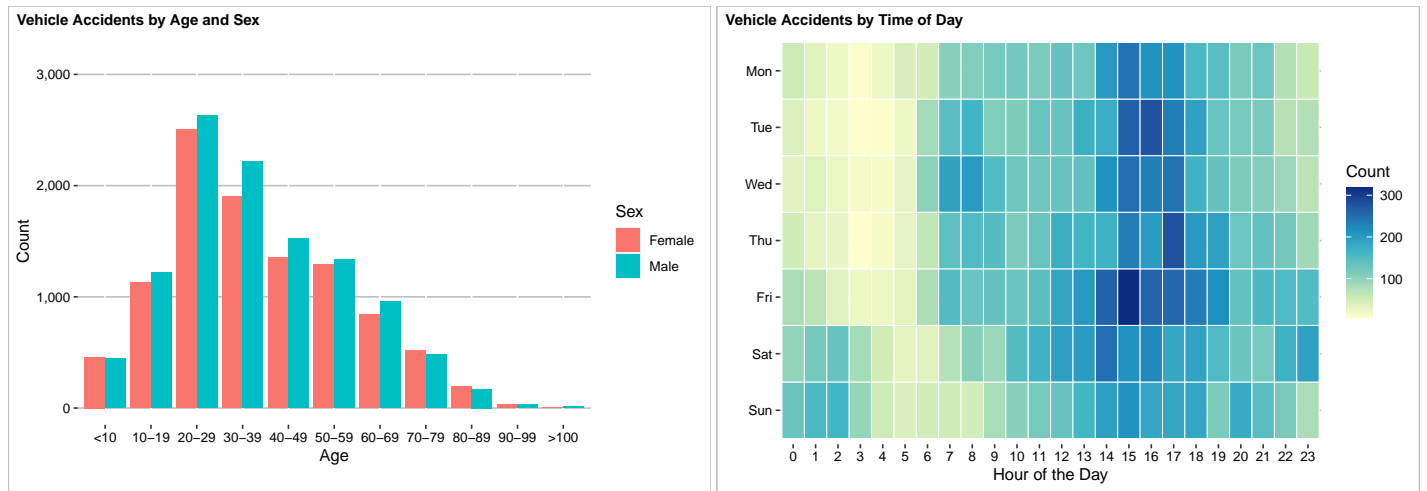


Figure 29: Vehicle Accidents

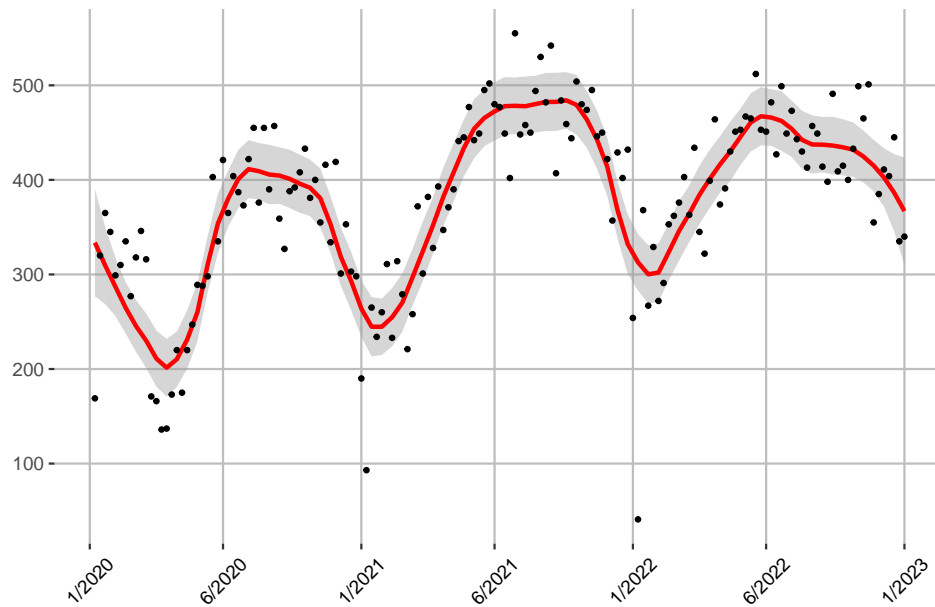


Figure 30: Vehicle Accidents Three Year Trend (2020-2022)

Assault

There were 6,676 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).

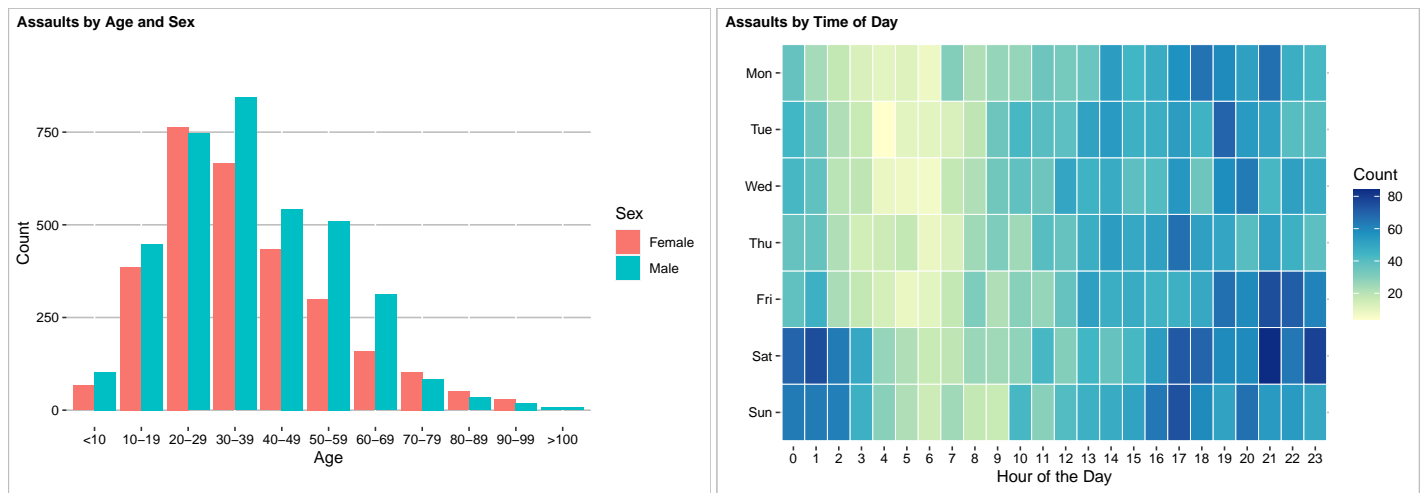


Figure 31: Assault Injuries

Firearm

There were 550 injuries categorized as involving firearms. Male patients represented the majority of injuries caused by firearms (Figure 32). Figure 33 shows a three year temporal trend in 911-responses to injuries categorized as firearm accidents (2020-2022).

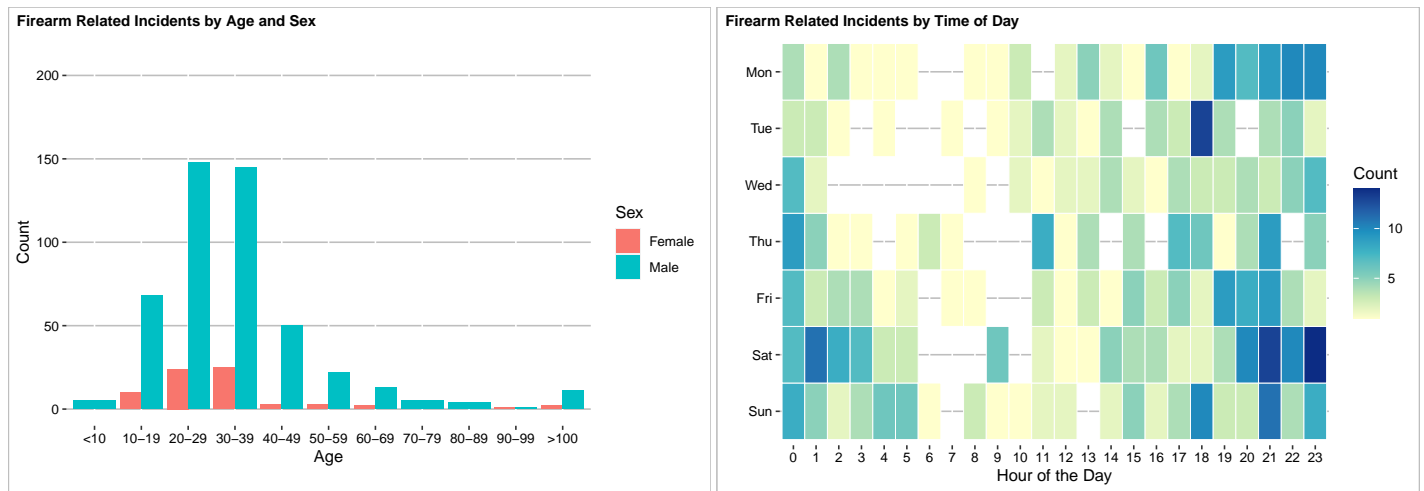


Figure 32: Firearm Injuries

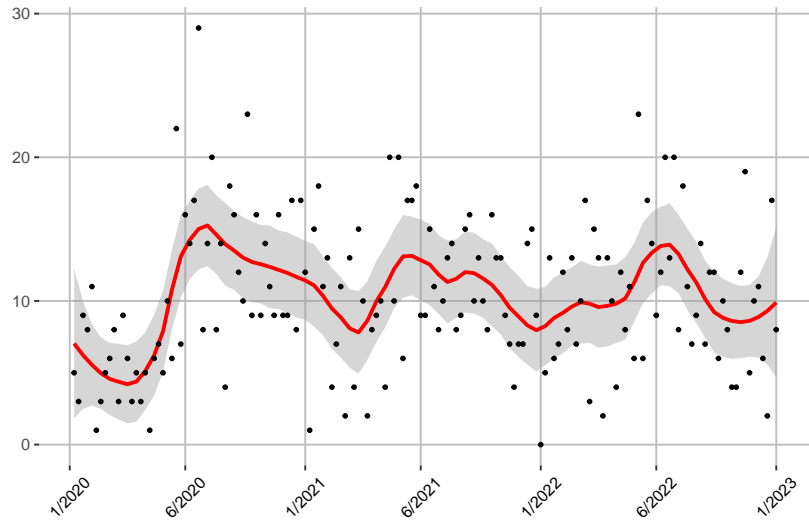


Figure 33: Firearm Injuries Three Year Trend (2020-2022)

Burn

There were 463 injuries categorized as burns. Males across most age categories had more burn incidents than females (Figure 34).

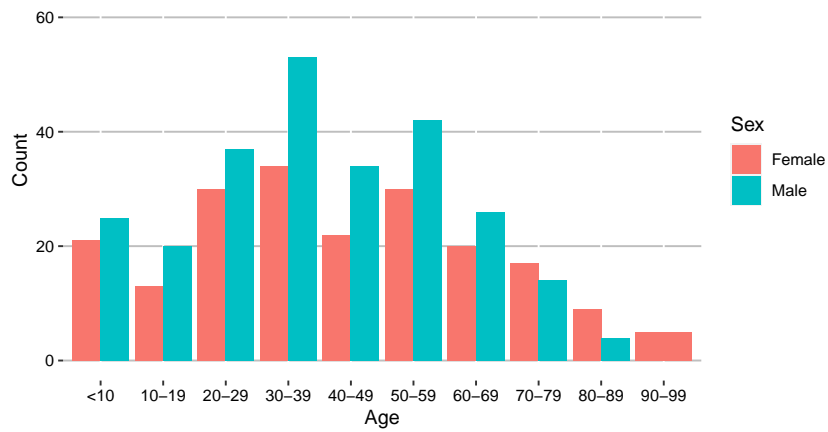


Figure 34: Burn by Age and Sex

Asthma

There were 2,281 911 responses for asthma (Figure 35). Figure 36 shows a three year temporal trend in 911-responses to asthma cases (2020-2022).

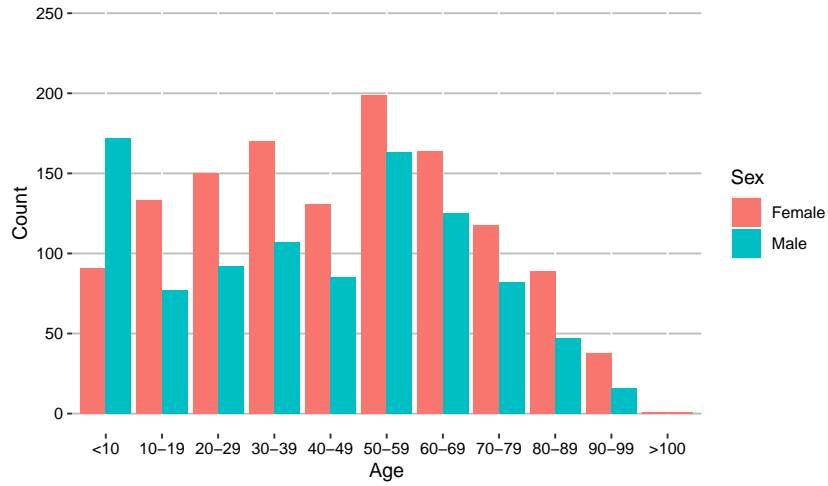


Figure 35: Asthma by Age and Sex

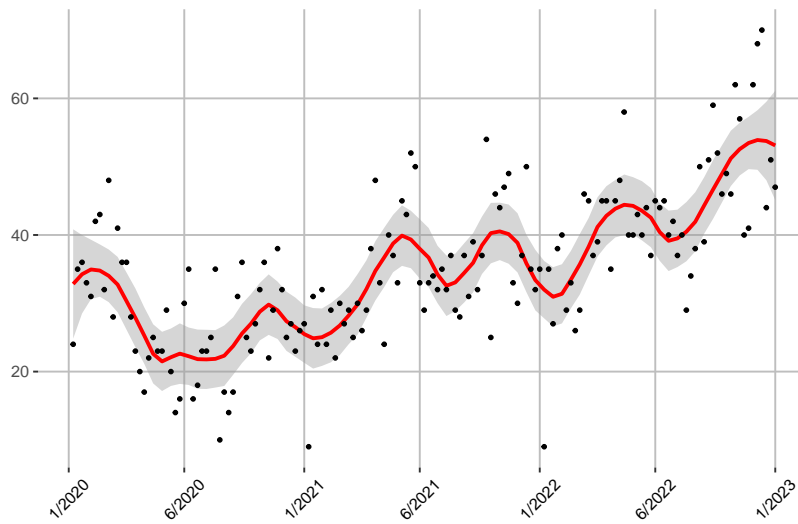


Figure 36: Asthma Three Year Trend (2020-2022)

Influenza Like Illness (ILI)

There were 70,658 911-responses for respiratory or influenza like illness (ILI). There were more 911-responses for respiratory/ILI in October through December and patients between the ages of 60 and 90 had the highest incidence. Figure 38 shows a three year temporal trend in 911-responses to calls categorized as respiratory/ILI cases (2020-2022).

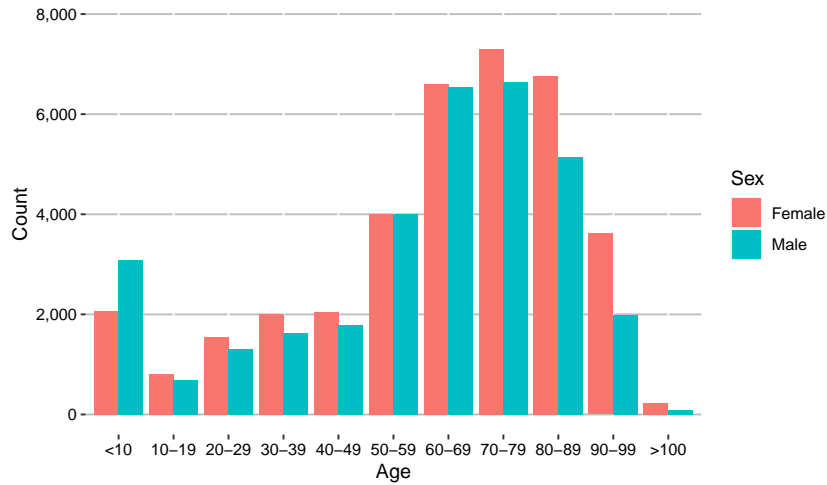


Figure 37: Respiratory Related/ILI Cases by Age and Sex

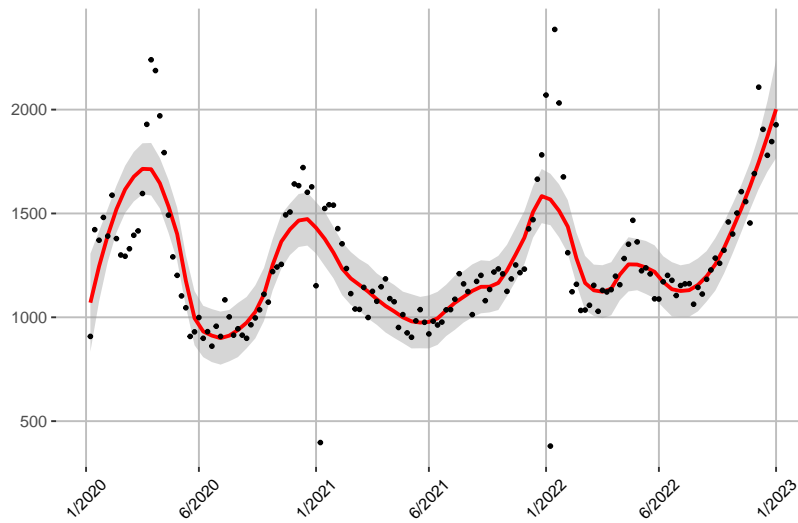


Figure 38: Respiratory/ILI Three Year Trend (2020-2022)

Drug Use/Drug Abuse/Intoxication/Overdose

There were 25,494 911-responses for Drug Use/Drug Abuse/Intoxication/Overdose. Male patients, especially those age 30-60, had the most drug related calls (Figure 39). There were 13,180 suspected opioid overdose calls of which 397 were fatal. Figure 41 shows a three year temporal trend in 911-responses to calls categorized as suspected opioid cases (2020-2022).

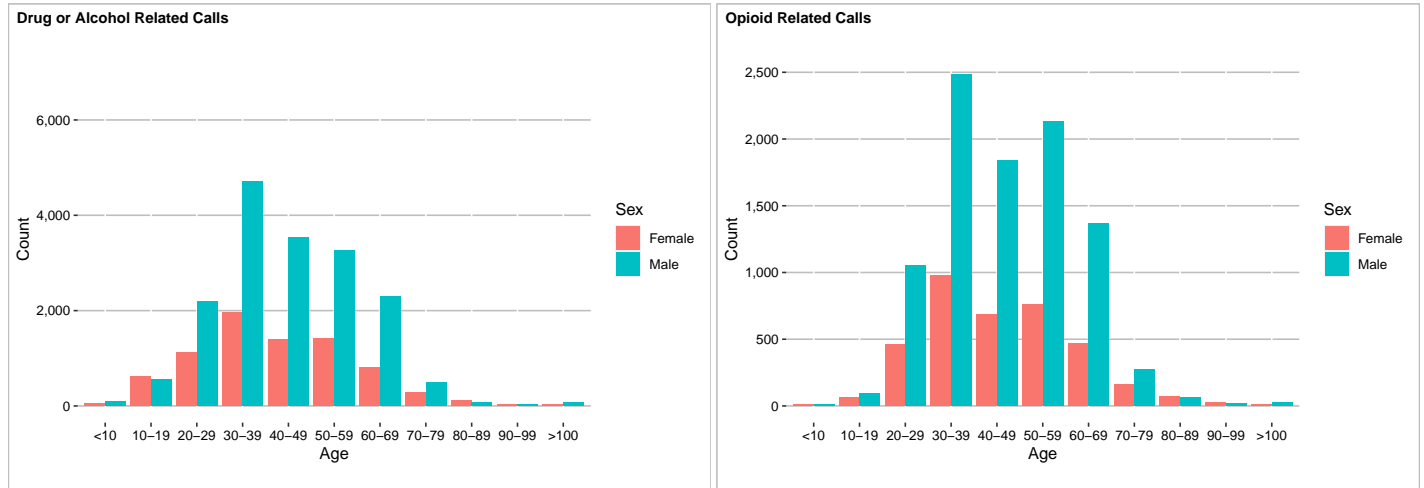


Figure 39: Drug and Opioid Related Calls by Age and Sex

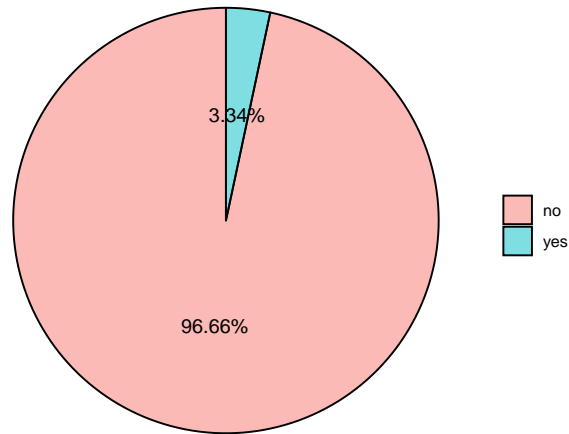


Figure 40: Percent of Fatalities for Suspected Opioid Overdoses

79.13% of patients who received Narcan (n= 6,047) did not have Narcan administered prior to EMS arrival while 20.86% of patients who received Narcan (n= 1,594) did (Figure 42). 67.52% of Narcan (n= 4,670) was administered by a paramedic. Just 5.54% of Narcan (n= 383) was administered by a non-healthcare professional (Figure 42). 61.84% of patients (n= 4,176) improved after Narcan was administered, 38.00% of patients (n= 2,566) remained unchanged, and 0.16% of patients (n= 11) worsened with Narcan (Figure 42).

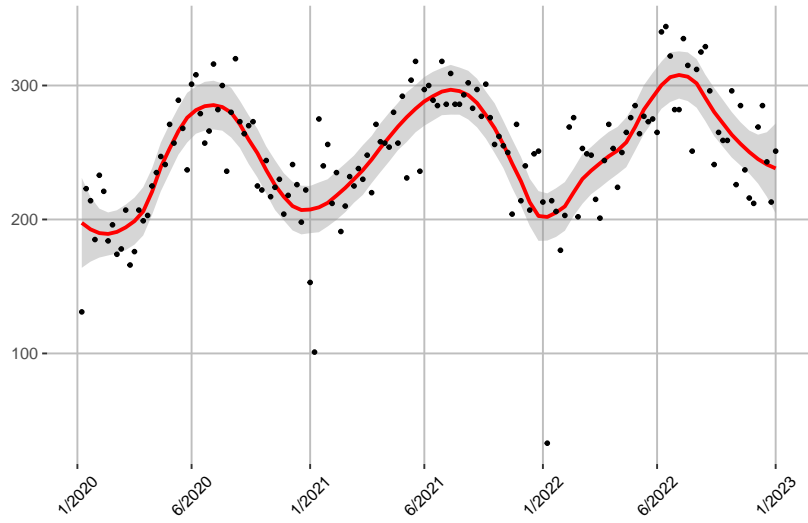
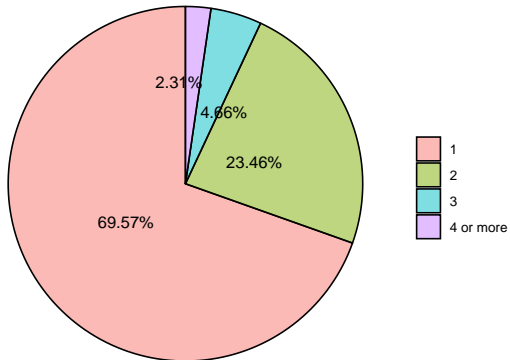
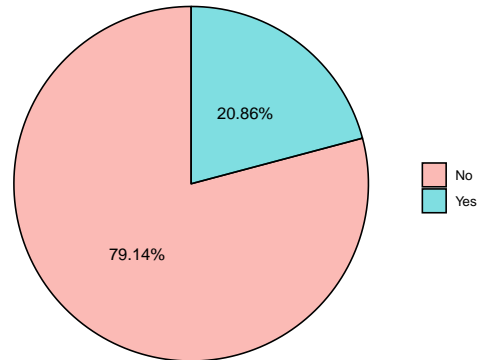


Figure 41: Suspected Opioid Overdoses Three Year Trend (2020-2022)

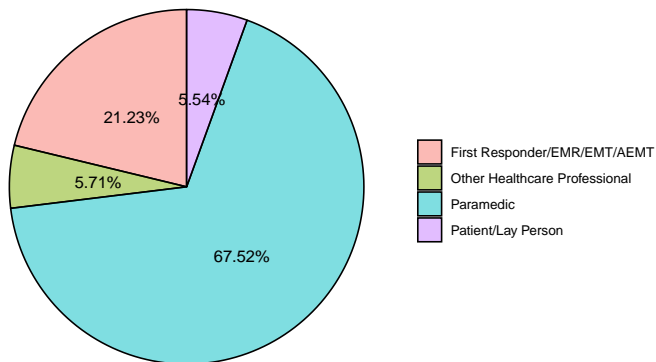
Number of Times Narcan Administered per Patient



Narcan Administered prior to EMS Arrival?



Who Administered Narcan?



Patient Response to Narcan?

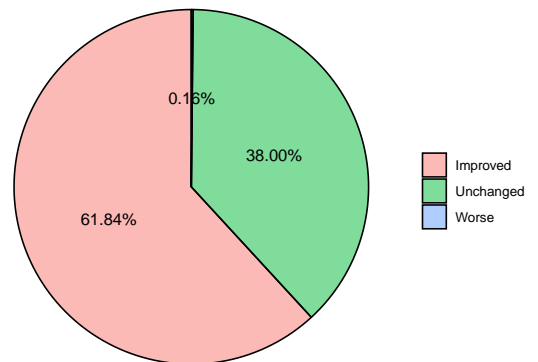


Figure 42: Naloxone Administration

Mental Health and Self Harm

There were 48,115 911-responses for patients with injuries categorized as self harm and with mental health emergencies. Patients between the ages of 10 and 40 had the most mental health emergencies (Figure 43). Because mental health is the number one pediatric (<18) 911-response call type, Figure 44 shows the three year temporal trend in 911-responses categorized as mental health from 2020-2022. Consistently spikes in pediatric mental health 911-responses occur in the months of March and April.

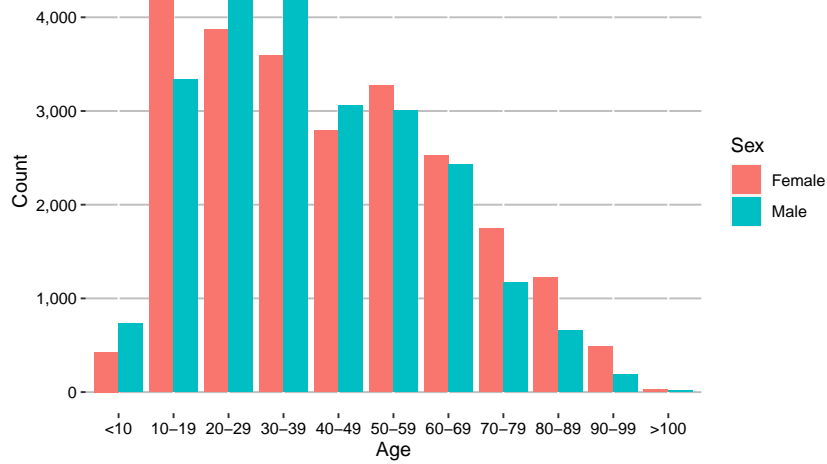


Figure 43: Mental Health and Self Harm 911-Response by Age and Sex

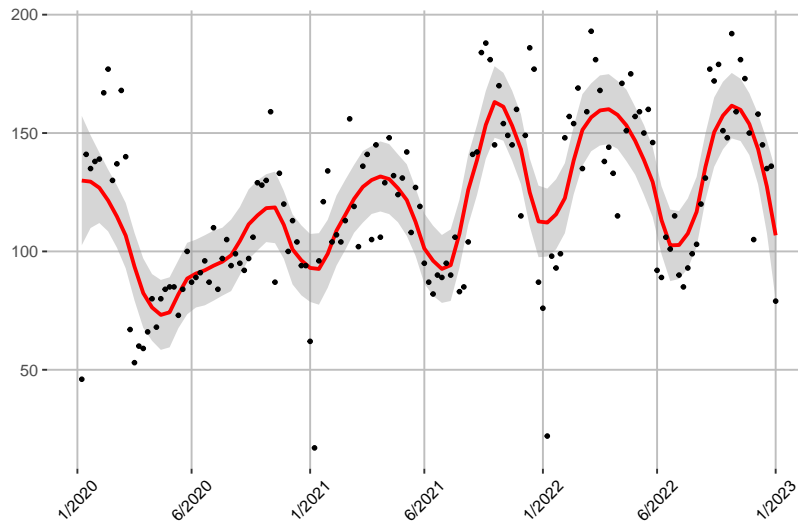


Figure 44: Mental Health (<18) Three Year Trend (2020-2022)

Cardiac

There were 24,122 911-responses for patients with cardiac emergencies. Males between the ages of 50 and 80 represented the most cardiac related and cardiac arrest calls (Figure 45). Figure 47 shows reported cardiac arrest by etiology and sex for 911-response calls. There were 11,558 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 46). An automated external defibrillator (AED) was used with defibrillation in 11.94% of cardiac arrest calls. Most cardiac arrests occurred prior to EMS arrival (Figure 47) and in a private residence (Figure 48). Figures (46, 47, 48, 49) are based on values reported by providers on PCRs.

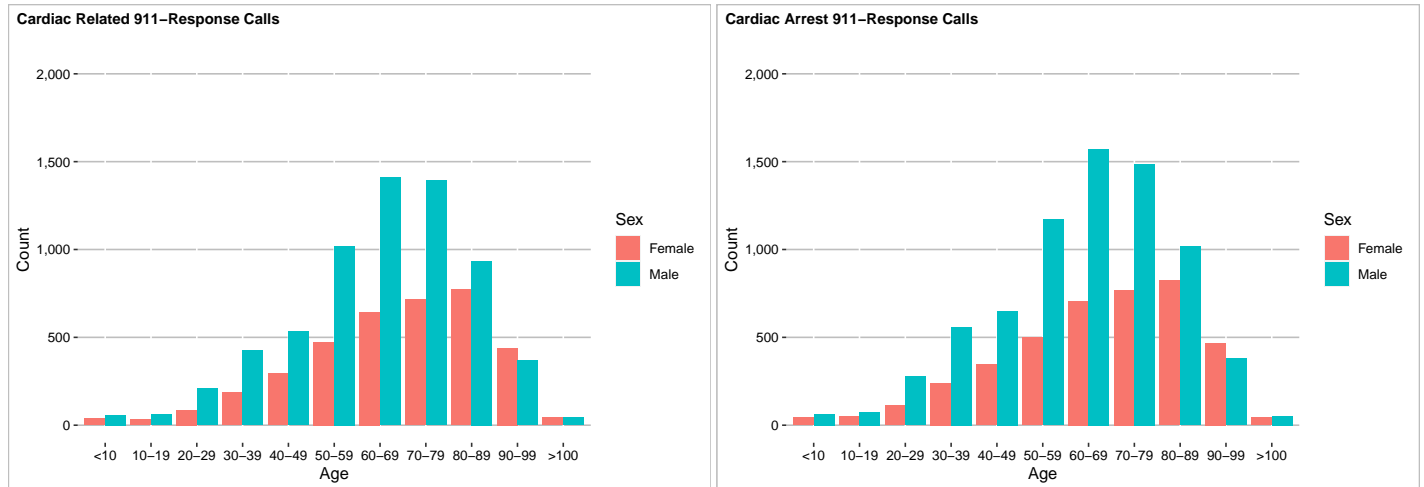
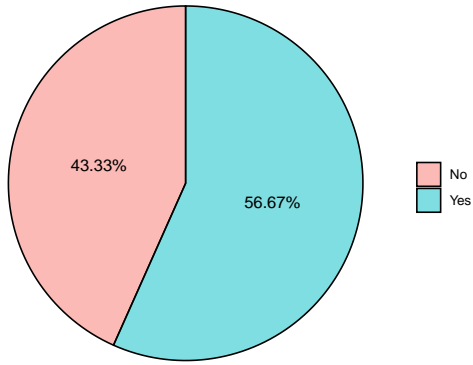
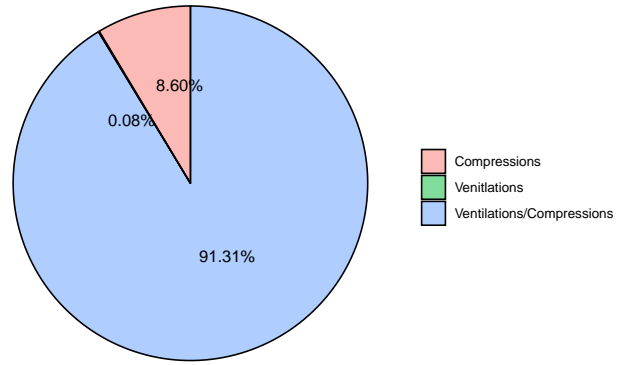


Figure 45: Cardiac Related and Cardiac Arrest Calls by Age and Sex

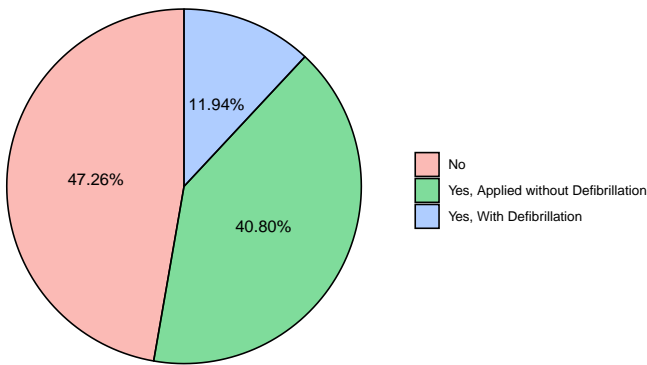
CPR prior to EMS Arrival?



Type of CPR Provided



AED Used?



Cardiac Arrest During 911-Response

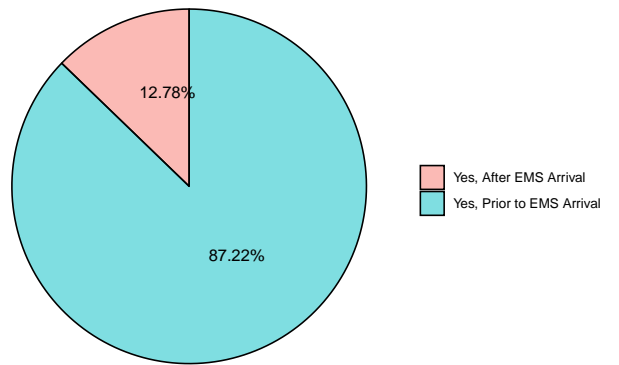


Figure 46: CPR Provided, Type of CPR, AED Used, During 911-Response?

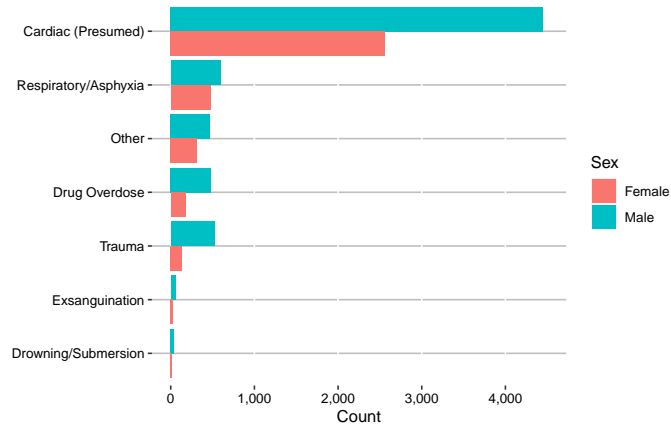


Figure 47: Cardiac Arrest by Etiology and Sex

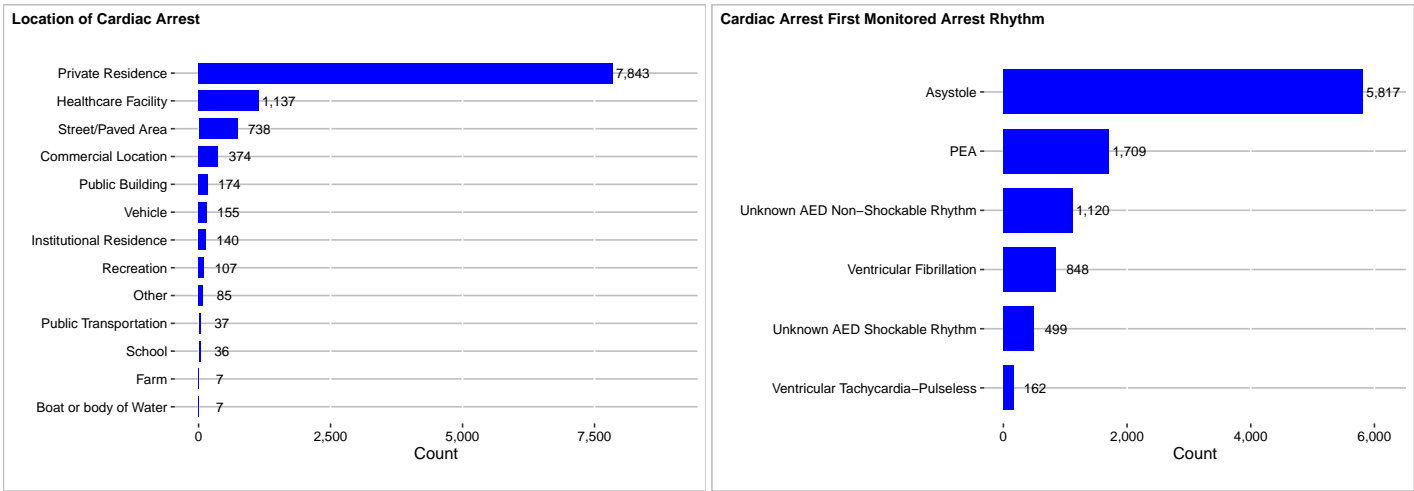


Figure 48: Cardiac Arrest Location and First Monitored Rhythm

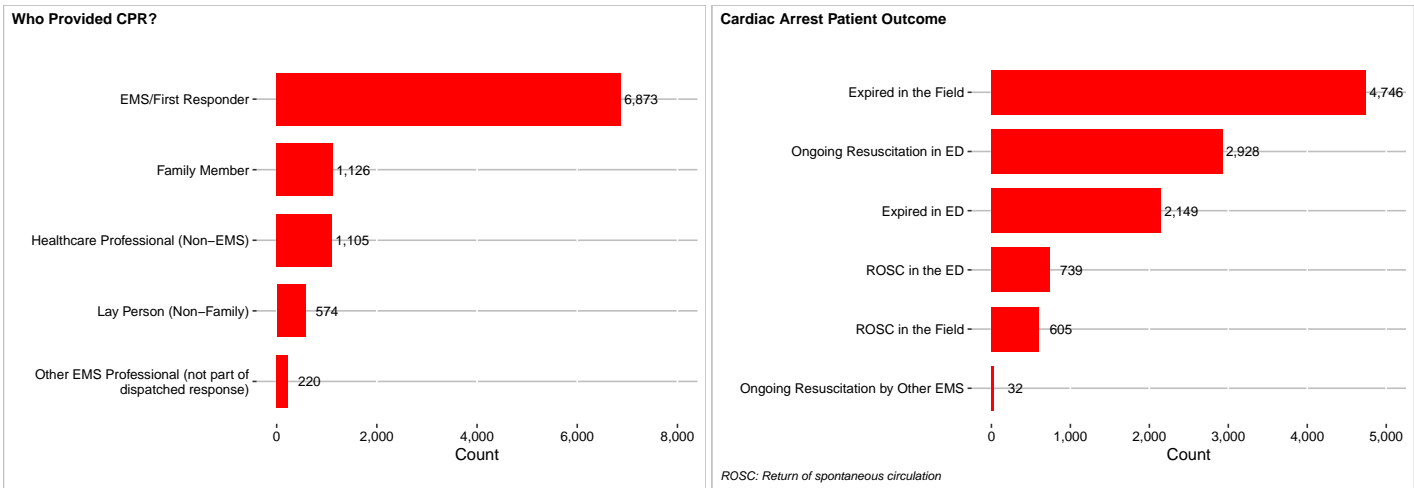


Figure 49: Who provided CPR and Patient Outcome

Stroke

There were 6,838 911-response for calls categorized as stroke. Females between 80-90 years old had the highest frequency of strokes compared to other age brackets (Figure 50).

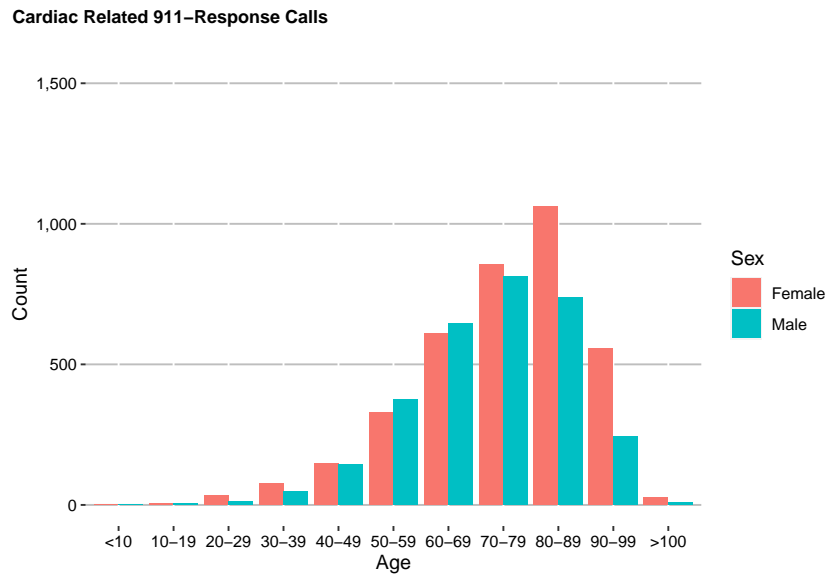


Figure 50: Stroke 911-Response Calls by Age and Sex

Transport/Disposition

The majority of 911-response patients were treated (n=469,216) (Figure 51) and 84.77% did not use lights and sirens from the scene to destination (n=303,970) (Figure 51). Disposition patient acuity, defined by NEMSIS as the acuity of the patient's condition after EMS care, for 911-response was primarily lower acuity 77.36% (Figure 52).

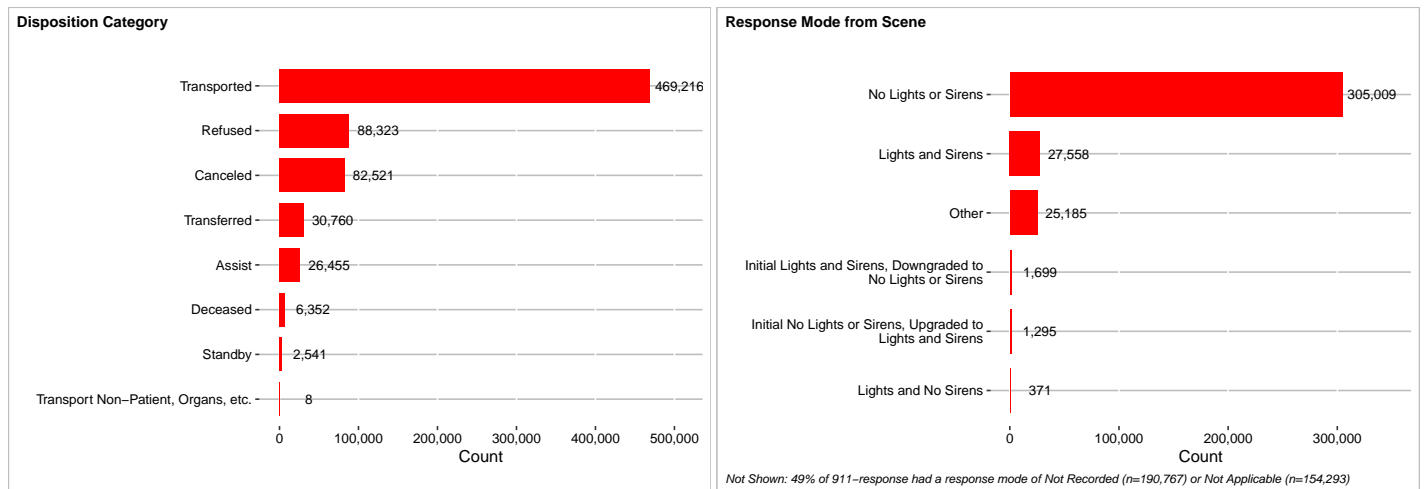
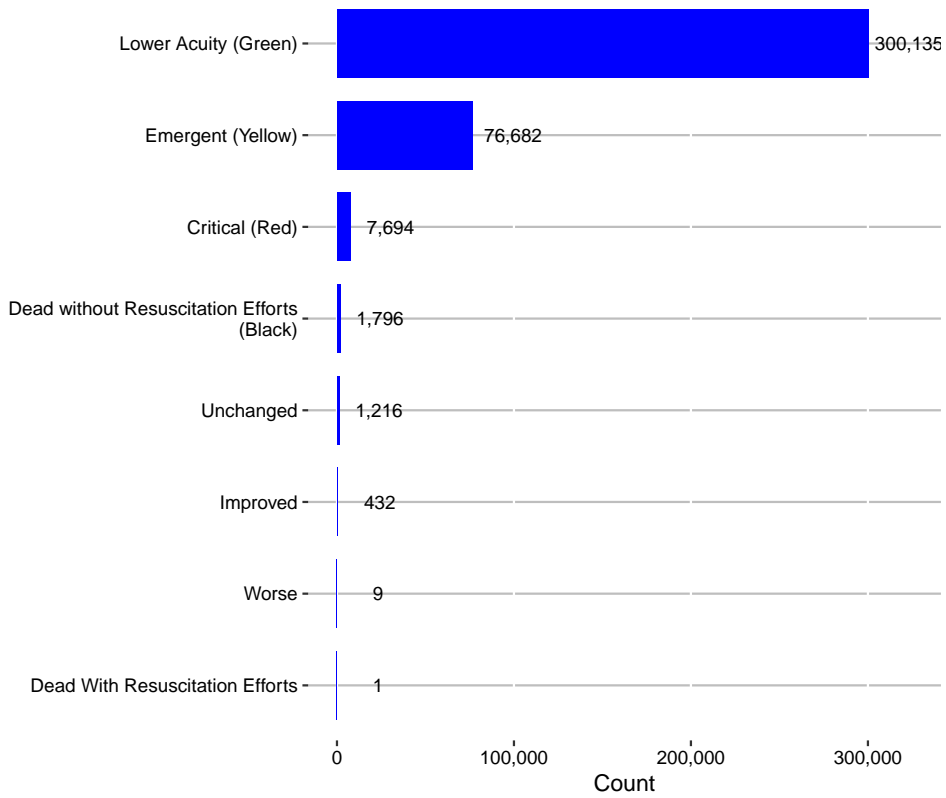


Figure 51: Disposition Category and Response Mode

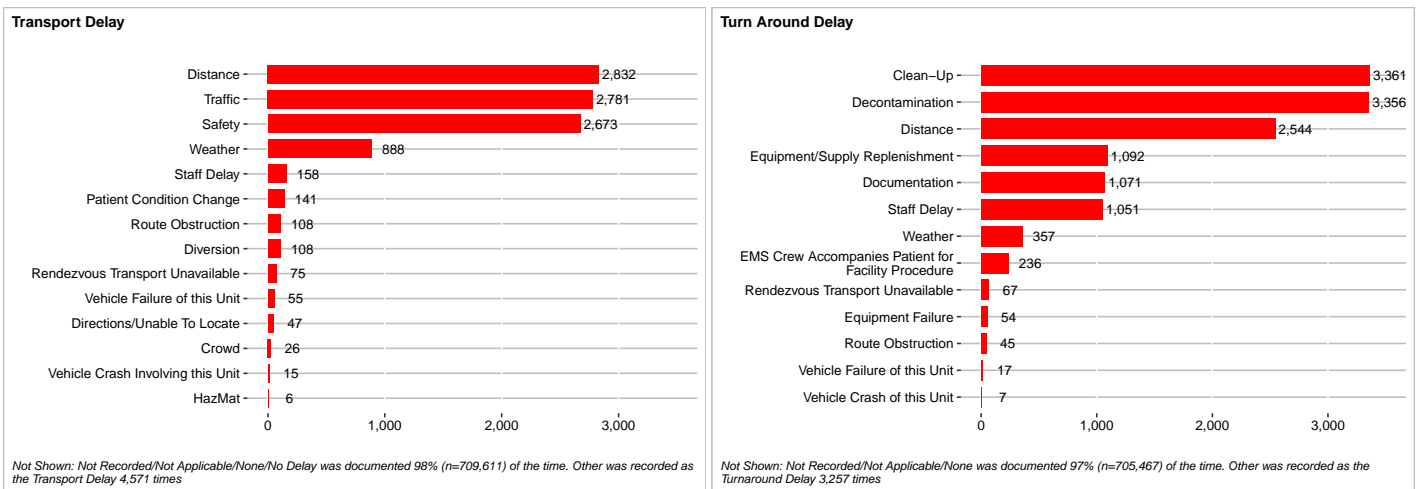
Transport delay is defined as the reason the EMS crew was delayed transporting the patient from the scene to disposition. Safety, traffic, and distance were cited most frequently as the transport delay reasons (Figure 53). Turn around delay is defined as the reason the EMS crew was delayed turning around their unit from the last transport. Decontamination, clean-up, and distance were cited most frequently as the turn around delay reason (Figure 53). The location the patient was transported to was categorized into 70 categories including 56 facilities (Table 7).

Disposition Patient Acuity



Not Shown: 45% of 911-responses had Disposition Patient Acuity reported as not recorded (n=232,995) or not applicable (n=85,217)

Figure 52: Disposition Patient Acuity



Not Shown: Not Recorded/Not Applicable/None/No Delay was documented 98% (n=709,611) of the time. Other was recorded as the Transport Delay 4,571 times

Not Shown: Not Recorded/Not Applicable/None was documented 97% (n=705,467) of the time. Other was recorded as the Turnaround Delay 3,257 times

Figure 53: Transport and Turnaround Delay for 911-Responses

Payment Information

Payment was made for EMS services as outlined in Figure 54 with the most payments paid for ALS services (n=289,432). Method of Payment is also outlined in Figure 54 with another payment option as the most often recorded method of payment (n= 71,340).

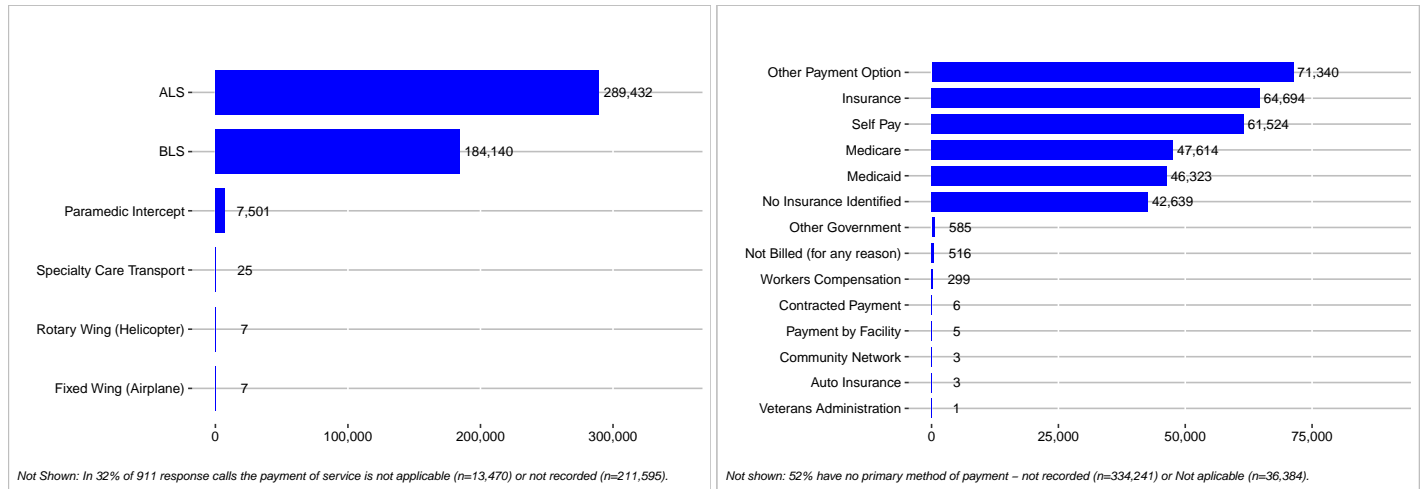


Figure 54: Payment CMS Service Level and Primary Method of Payment

Tables

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

Name	Total PCR	Min	Max	Average
AMERICAN AMBULANCE SERVICE INC	28,163	67.00	100.00	92.04
AMR Bridgeport	60,581	66.00	100.00	97.09
AMR New Haven	119,982	52.00	100.00	96.79
AMR Waterbury	43,907	56.00	100.00	97.14
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	15,747	45.00	100.00	84.86
Aetna Ambulance Service Inc	25,010	-3.00	96.00	65.66
Ambulance Service of Manchester LLC	29,665	28.00	96.00	65.11
American Legion Ambulance Fund	2,295	52.00	96.00	84.46
American Medical Response	61,845	55.00	100.00	96.91
Andover Vol. Fire Dept	280	34.00	97.00	70.13
Ansonia Rescue & Medical Services	4,210	33.00	100.00	78.60
Ashford Vol. Fire Dept.	349	68.00	100.00	92.55
Baltic Fire Dept.	195	33.00	93.00	57.85
Bantam Fire Co.	371	19.00	100.00	69.78
Beacon Hose	916	39.00	100.00	82.41
Bethany Vol. Fire Dept. Ambulance	530	40.00	96.00	73.55
Bethel Police Paramedic Division	1,773	38.00	96.00	72.20
Bethel Volunteer Fire Dept.	1,407	44.00	100.00	89.04
Bethlehem Ambulance Association	332	64.00	97.00	84.70
Bloomfield Vol. Ambulance	1,729	81.00	100.00	94.37
Bozrah Vol. Fire Company	514	67.00	98.00	85.69
Bradley Airport Emergency	473	65.00	100.00	86.24
Branford Fire Department-EMS	4,899	64.00	100.00	87.29
Bridgewater Vol. Fire Dept	169	57.00	100.00	90.88
Bristol Hospital EMS, LLC	17,320	58.00	100.00	91.89
Brookfield Vol. Fire Co.	2,806	30.00	97.00	66.46
Burlington Vol. Fire Dept.	666	56.00	96.00	76.07
Canterbury Volunteer Fire Company, Inc	285	28.00	95.00	77.12
Canton Vol. Fire & EMS	1,150	40.00	97.00	76.69
Chester Hose Company	498	49.00	97.00	82.41
Chesterfield Fire Co.	185	29.00	91.00	68.06
Clinton Vol. Fire Department	1,478	68.00	100.00	81.01
Colchester Hayward Vol. Fire Co.	1,736	51.00	97.00	80.25
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	28	49.00	87.00	72.57
Columbia FD	431	41.00	88.00	71.23
Cornwall Vol. Fire Dept.	299	53.00	96.00	76.58
Cromwell Fire Department	2,153	56.00	100.00	87.88
Danbury EMS (aka. Nuvance Health Ambulance)	15,155	34.00	98.00	65.14
Darien EMS - Post 53	2,084	35.00	96.00	67.70
Deep River Ambulance Assn.	837	46.00	100.00	79.54
East Haddam Ambulance Assn. Inc.	803	76.00	100.00	89.87
East Hampton Ambulance Assn.	959	61.00	98.00	84.42
East Hartford Fire Department	6,434	3.00	100.00	74.68
East Haven Fire Department	4,551	55.00	100.00	86.97
East Lyme Ambulance	2,576	69.00	100.00	88.58
East Windsor Ambulance Assn.	4,635	76.00	100.00	93.39
Easton Vol. EMS	720	45.00	98.00	75.41
Echo Hose Hook & Ladder Vol. Amb.	7,017	17.00	100.00	65.48
Electric Boat Corporation	348	56.00	96.00	79.12
Ellington Vol. Ambulance Corps	1,887	71.00	100.00	91.85
Enfield Community Ambulance	7,743	69.00	100.00	91.25
Essex Ambulance Assn.	1,299	43.00	96.00	79.58
Falls Village Vol. Fire Dept.	31	54.00	74.00	67.84
First Fire Taxation District of West Haven	5,225	68.00	100.00	89.90
Franklin Vol. Fire Dept.	110	57.00	95.00	84.55
Gardner Lake Vol. Fire Co.	347	33.00	96.00	71.98
Georgetown Vol. Fire Dept.	615	53.00	96.00	79.19
Glastonbury Vol. Ambulance Assn.	3,644	28.00	96.00	80.83
Goshen Vol. Fire Co.	266	13.00	96.00	69.50
Granby Ambulance Assn.	1,905	77.00	100.00	92.28
Greenwich EMS	6,103	39.00	100.00	81.25
Groton Ambulance Assn.	6,397	32.00	100.00	85.65

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

Name	Total PCR	Min	Max	Average
Guilford FD Ambulance	2,557	53.00	100.00	90.35
Haddam Vol. Ambulance Service	807	-50.00	96.00	70.09
Hamden FD	7,017	53.00	100.00	83.68
Hartford Healthcare Corporation	2,016	36.00	98.00	83.50
Harwinton Ambulance Assn.	529	69.00	100.00	87.93
Hebron Vol. Fire Dept.	852	57.00	100.00	86.51
Heritage Village Ambulance Assn.	1,347	40.00	98.00	78.82
Hunter's Ambulance Service	63,225	-104.00	100.00	81.35
KB Ambulance Corps Inc.	7,896	24.00	100.00	84.86
Kent Fire Dept.	264	80.00	97.00	90.21
Killingworth Ambulance Assn.	552	42.00	100.00	79.53
LIFE STAR Air Medical Program	1,252	58.00	97.00	86.30
Lawrence & Memorial Hospital	6,384	22.00	96.00	75.64
Lebanon Volunteer Fire Dept. Inc.	583	65.00	100.00	85.24
LifeNet, NY	34	56.00	82.00	68.91
Lime Rock Park (seasonal)	34	59.00	88.00	72.79
Lisbon Fire Dept. Inc.	626	62.00	100.00	86.79
Litchfield Vol. Ambulance Assn.	1,359	69.00	100.00	85.27
Lyme Ambulance Assn.	271	32.00	94.00	79.49
MORTLAKE FIRE COMPANY INC	1,225	64.00	100.00	89.07
Madison Ambulance Association Inc.	2,066	65.00	100.00	89.34
Manchester Fire Department	8,258	53.00	100.00	90.30
Mansfield Div. Of Fire and Emerg	1,608	46.00	99.00	79.36
Med-Trans d/b/a SkyHealth	156	61.00	100.00	96.71
Middlebury FD	835	38.00	96.00	67.59
Middlesex Hospital	17,188	63.00	100.00	88.06
Milford Fire Dept - EMS	5,884	-4.00	93.00	59.15
Mohegan Fire Co.	735	28.00	95.00	71.92
Mohegan Tribal FD	3,402	69.00	100.00	94.35
Monroe Vol. EMS	1,551	31.00	100.00	71.29
Montville Fire Co. Ambulance	811	29.00	90.00	70.27
Mystic River Ambulance Assn.	2,915	70.00	100.00	88.43
Naugatuck Ambulance Corps. Inc	5,817	-9.00	99.00	75.87
Nelson Ambulance Service	18,152	8.00	100.00	83.94
New Britain EMS	16,620	-47.00	100.00	80.53
New Canaan Vol. Ambulance Corps	1,697	36.00	97.00	77.75
New Fairfield Vol. FD	985	21.00	96.00	67.32
New Hartford Vol. Fire Dept. Amb. Svc.	1,026	24.00	96.00	65.51
New Haven Fire Department	5,014	72.00	100.00	98.17
New London Fire Dept.	6,350	64.00	100.00	84.04
New Milford Community Ambulance	2,978	19.00	96.00	77.30
Newington Vol. Ambulance Corp	1,819	63.00	100.00	91.13
Newtown Vol. Ambulance Corps	3,809	35.00	100.00	69.28
Norfolk Lions Club Ambulance	198	27.00	96.00	60.43
North Branford Fire Dept. Amb. Co. #4	1,532	67.00	100.00	90.31
North Canaan Vol. Ambulance Corps	1,017	32.00	96.00	74.09
North Haven Fire Department	2,786	44.00	100.00	81.15
North Stonington Ambulance Assoc.	751	47.00	100.00	71.13
Northern Dutchess Paramed	527	65.00	100.00	91.22
Norwalk Hospital Assn.	14,376	-23.00	98.00	71.70
Oakdale Fire Co.	570	38.00	95.00	69.34
Old Lyme South End Vol. Amb. Assn.	1,025	56.00	99.00	84.82
Old Saybrook Amb. Assn.	2,243	33.00	97.00	75.21
Oxford Ambulance Assn., Inc.	1,299	40.00	98.00	79.27
Pfizer Inc	49	37.00	89.00	61.88
Plymouth Vol. Ambulance Corps	1,428	24.00	96.00	64.27
Poquetanuck Vol. Fire Dept.	461	33.00	81.00	55.95
Pratt & Whitney Div. of UTC	92	50.00	86.00	67.75
Pratt & Whitney-Med Team-Middletown	44	68.00	97.00	91.43
Putnam E.M.S. Ambulance Service Inc.	2,497	56.00	96.00	87.29
Redding Fire & EMS Co#1	222	64.00	99.00	85.61
Ridgefield Fire Dept.	2,771	28.00	96.00	59.34
Rocky Hill Vol. Ambulance	779	67.00	100.00	91.03
Roxbury Ambulance Assn.	289	32.00	100.00	71.42
Roy B Pettengill Ambulance	634	52.00	97.00	83.16

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

Name	Total PCR	Min	Max	Average
Salisbury Vol. Ambulance Service	642	73.00	100.00	91.07
Scotland FD	183	30.00	92.00	49.75
Seymour Ambulance	2,725	31.00	99.00	77.04
Sharon Fire Dept. Ambulance Squad	400	65.00	97.00	84.02
Sherman Vol. Fire Dept.	307	29.00	100.00	69.24
Sikorsky Aircraft Corporation	153	66.00	95.00	86.22
Simsbury Volunteer Amb. Assoc.	2,463	68.00	100.00	92.31
Somers Fire Dept. Ambulance Div.	1,847	73.00	100.00	91.71
Southbury Ambulance Assn.	3,093	30.00	98.00	74.88
Stafford Ambulance Assn.	1,267	34.00	96.00	72.46
Stamford EMS Inc.	17,073	23.00	96.00	71.21
Stonington Vol. Ambulance Corps	562	68.00	100.00	85.76
Stony Hill Vol. Fire Co.	1,358	47.00	96.00	80.49
Storm Engine Co. Amb. & Rescue Corps	1,574	49.00	100.00	78.43
Stratford EMS	9,297	35.00	99.00	75.97
Submarine Base Fire Dept.	768	6.00	95.00	67.35
Suffield Vol. Ambulance Assn.	1,866	68.00	100.00	91.18
Thomaston Vol. Ambulance Corps., Inc.	1,137	57.00	100.00	82.31
Tolland Fire Dept.	1,647	62.00	98.00	85.06
Town of Coventry EMS	1,135	54.00	99.00	84.82
Trinity Health of New England EMS	38,719	22.00	100.00	84.45
Trumbull EMS	5,366	67.00	100.00	93.77
UCONN Fire Dept	2,046	64.00	100.00	86.82
Valley EMS	6,623	34.00	99.00	80.16
Vernon Fire Dept.	5,767	28.00	97.00	77.31
Voluntown Volunteer Fire Company #1	299	40.00	96.00	73.30
Wallingford Dept. of Fire Svs.	6,978	74.00	100.00	93.37
Warren Vol. Fire Co. Inc.	132	37.00	96.00	64.10
Washington Ambulance Assn. Inc.	536	41.00	98.00	69.99
Waterford Ambulance Assn.	3,784	56.00	100.00	89.53
West Hartford Fire Department	6,914	48.00	100.00	85.74
West Haven Fire Dept.-Allingtown (City of W Haven 3rd District)	1,667	65.00	100.00	88.62
West Redding Vol. Fire Dept. District Co	221	32.00	96.00	66.22
West Shore Fire District (W Haven - 2nd District)	2,131	71.00	100.00	90.75
Westbrook Ambulance Assn.	661	72.00	100.00	89.35
Westerly Ambulance RI	1,316	65.00	100.00	90.91
Western CT Health Network Affiliates dba Nuvance Health Ambulance	12,332	39.00	100.00	86.21
Weston Vol. EMS	581	65.00	99.00	89.76
Westport EMS	3,403	24.00	96.00	72.02
Wethersfield Vol. Ambulance Assn.	1,324	53.00	100.00	88.01
Willimantic Fire Dept.	3,814	-28.00	97.00	77.49
Wilmington Fire Dept.	631	36.00	94.00	72.39
Wilton Vol Ambulance	1,662	52.00	99.00	82.25
Windham Community Memorial Hospital	3,195	-4.00	98.00	65.09
Windsor Locks Lions Club Ambulance	1,680	37.00	95.00	72.27
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,953	58.00	100.00	83.68
Winsted Area Ambulance Assn.	2,325	20.00	96.00	70.37
Wolcott Vol. Ambulance	2,063	47.00	100.00	93.18
Woodbury Ambulance Assn.	878	38.00	98.00	76.33
Woodstock EMS/Woodstock Vol. Fire Assoc.	730	55.00	96.00	82.29
All	907,501	40.63	92.73	79.47

Table 2: Agencies Submitting Data by Level of Care

Name	ALS	BLS
AMERICAN AMBULANCE SERVICE INC	7,277	5,105
AMR Bridgeport	28,060	17,545
AMR New Haven	69,104	6,000
AMR Waterbury	26,403	7,300
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	227	479
Aetna Ambulance Service Inc	14,387	7,340
Ambulance Service of Manchester LLC	11,776	13,466
American Legion Ambulance Fund	2	2,245
American Medical Response	25,089	18,808
Andover Vol. Fire Dept	2	277
Ansonia Rescue & Medical Services	1	3,769
Ashford Vol. Fire Dept.	0	349
Baltic Fire Dept.	0	195
Bantam Fire Co.	77	244
Beacon Hose	0	796
Bethany Vol. Fire Dept. Ambulance	1	529
Bethel Police Paramedic Division	1,704	0
Bethel Volunteer Fire Dept.	0	1,266
Bethlehem Ambulance Association	27	247
Bloomfield Vol. Ambulance	1,617	8
Bozrah Vol. Fire Company	2	506
Bradley Airport Emergency	328	143
Branford Fire Department-EMS	4,539	303
Bridgewater Vol. Fire Dept	0	165
Bristol Hospital EMS, LLC	8,145	3,476
Brookfield Vol. Fire Co.	2,587	87
Burlington Vol. Fire Dept.	516	65
Canterbury Volunteer Fire Company, Inc	2	267
Canton Vol. Fire & EMS	1,069	25
Chester Hose Company	5	485
Chesterfield Fire Co.	5	149
Clinton Vol. Fire Department	0	1,446
Colchester Hayward Vol. Fire Co.	0	1,719
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	0	28
Columbia FD	40	382
Cornwall Vol. Fire Dept.	0	290
Cromwell Fire Department	0	2,114
Danbury EMS (aka. Nuvance Health Ambulance)	13,696	1,181
Darien EMS - Post 53	4	1,857
Deep River Ambulance Assn.	9	683
East Haddam Ambulance Assn. Inc.	0	725
East Hampton Ambulance Assn.	0	925
East Hartford Fire Department	5,507	740
East Haven Fire Department	4,362	99
East Lyme Ambulance	0	2,557
East Windsor Ambulance Assn.	3,033	1,502
Easton Vol. EMS	0	629
Echo Hose Hook & Ladder Vol. Amb.	3,096	3,878
Electric Boat Corporation	3	345
Ellington Vol. Ambulance Corps	0	1,354
Enfield Community Ambulance	7,372	133
Essex Ambulance Assn.	1	1,287
Falls Village Vol. Fire Dept.	0	31
First Fire Taxation District of West Haven	4,750	472
Franklin Vol. Fire Dept.	0	108
Gardner Lake Vol. Fire Co.	34	313
Georgetown Vol. Fire Dept.	11	596
Glastonbury Vol. Ambulance Assn.	0	3,580
Goshen Vol. Fire Co.	0	252
Granby Ambulance Assn.	1,848	36
Greenwich EMS	4,570	797
Groton Ambulance Assn.	13	6,244
Guilford FD Ambulance	2,520	12
Haddam Vol. Ambulance Service	3	793
Hamden FD	3,442	3,405

Table 2: Agencies Submitting Data by Level of Care (continued)

Name	ALS	BLS
Hartford Healthcare Corporation	43	0
Harwinton Ambulance Assn.	0	498
Hebron Vol. Fire Dept.	0	830
Heritage Village Ambulance Assn.	21	1,278
Hunter's Ambulance Service	21,859	6,600
KB Ambulance Corps Inc.	4,163	3,606
Kent Fire Dept.	0	263
Killingworth Ambulance Assn.	1	538
LIFE STAR Air Medical Program	132	0
Lawrence & Memorial Hospital	6,367	0
Lebanon Volunteer Fire Dept. Inc.	0	571
LifeNet, NY	5	0
Lime Rock Park (seasonal)	5	26
Lisbon Fire Dept. Inc.	0	604
Litchfield Vol. Ambulance Assn.	0	1,359
Lyme Ambulance Assn.	0	230
MORTLAKE FIRE COMPANY INC	0	1,210
Madison Ambulance Association Inc.	1,867	59
Manchester Fire Department	6,625	1,577
Mansfield Div. Of Fire and Emerg	0	1,597
Med-Trans d/b/a SkyHealth	NA	NA
Middlebury FD	2	752
Middlesex Hospital	7,985	674
Milford Fire Dept - EMS	3,537	2,328
Mohegan Fire Co.	3	732
Mohegan Tribal FD	509	1,320
Monroe Vol. EMS	2	1,545
Montville Fire Co. Ambulance	4	806
Mystic River Ambulance Assn.	0	2,872
Naugatuck Ambulance Corps. Inc	1,311	4,400
Nelson Ambulance Service	3,568	1,183
New Britain EMS	14,851	1,585
New Canaan Vol. Ambulance Corps	0	1,679
New Fairfield Vol. FD	933	44
New Hartford Vol. Fire Dept. Amb. Svc.	1	1,024
New Haven Fire Department	5,014	0
New London Fire Dept.	145	6,201
New Milford Community Ambulance	1,356	1,579
Newington Vol. Ambulance Corp	0	1,772
Newtown Vol. Ambulance Corps	1,594	2,187
Norfolk Lions Club Ambulance	1	195
North Branford Fire Dept. Amb. Co. #4	1,368	97
North Canaan Vol. Ambulance Corps	698	194
North Haven Fire Department	2,203	504
North Stonington Ambulance Assoc.	0	687
Northern Duches Paramed	191	1
Norwalk Hospital Assn.	11,300	2,657
Oakdale Fire Co.	25	533
Old Lyme South End Vol. Amb. Assn.	0	995
Old Saybrook Amb. Assn.	8	2,154
Oxford Ambulance Assn., Inc.	1	1,288
Pfizer Inc	1	48
Plymouth Vol. Ambulance Corps	4	1,376
Poquetanuck Vol. Fire Dept.	0	460
Pratt & Whitney Div. of UTC	4	88
Pratt & Whitney-Med Team-Middletown	0	40
Putnam E.M.S. Ambulance Service Inc.	2	2,382
Redding Fire & EMS Co#1	7	204
Ridgefield Fire Dept.	2,222	523
Rocky Hill Vol. Ambulance	314	457
Roxbury Ambulance Assn.	7	269
Roy B Pettengill Ambulance	7	615
Salisbury Vol. Ambulance Service	0	602
Scotland FD	0	182
Seymour Ambulance	0	2,677
Sharon Fire Dept. Ambulance Squad	0	398

Table 2: Agencies Submitting Data by Level of Care (continued)

Name	ALS	BLS
Sherman Vol. Fire Dept.	2	279
Sikorsky Aircraft Corporation	0	153
Simsbury Volunteer Amb. Assoc.	2,057	335
Somers Fire Dept. Ambulance Div.	728	542
Southbury Ambulance Assn.	2,079	995
Stafford Ambulance Assn.	31	1,216
Stamford EMS Inc.	16,599	360
Stonington Vol. Ambulance Corps	0	371
Stony Hill Vol. Fire Co.	8	1,261
Storm Engine Co. Amb. & Rescue Corps	0	1,548
Stratford EMS	7,886	1,204
Submarine Base Fire Dept.	0	661
Suffield Vol. Ambulance Assn.	1,364	458
Thomaston Vol. Ambulance Corps., Inc.	1	955
Tolland Fire Dept.	78	1,569
Town of Coventry EMS	43	1,089
Trinity Health of New England EMS	23,473	7,064
Trumbull EMS	2,860	2,241
UCONN Fire Dept	776	918
Valley EMS	6,496	0
Vernon Fire Dept.	48	5,612
Voluntown Volunteer Fire Company #1	1	298
Wallingford Dept. of Fire Svs.	3,277	3,697
Warren Vol. Fire Co. Inc.	0	131
Washington Ambulance Assn. Inc.	0	497
Waterford Ambulance Assn.	0	3,667
West Hartford Fire Department	6,134	630
West Haven Fire Dept.-Allingtown (City of W Haven 3rd District)	1,552	111
West Redding Vol. Fire Dept. District Co	12	207
West Shore Fire District (W Haven - 2nd District)	2,008	112
Westbrook Ambulance Assn.	0	616
Westerly Ambulance RI	1,083	80
Western CT Health Network Affiliates dba Nuvance Health Ambulance	1	5
Weston Vol. EMS	2	529
Westport EMS	2,955	446
Wethersfield Vol. Ambulance Assn.	0	1,314
Willimantic Fire Dept.	1	3,801
Willington Fire Dept.	1	596
Wilton Vol Ambulance	18	1,627
Windham Community Memorial Hospital	3,183	0
Windsor Locks Lions Club Ambulance	1,591	44
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,582	341
Winsted Area Ambulance Assn.	6	2,262
Wolcott Vol. Ambulance	1,833	137
Woodbury Ambulance Assn.	0	870
Woodstock EMS/Woodstock Vol. Fire Assoc.	0	720

Table 3: Response Times by Agency

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
AMERICAN AMBULANCE SERVICE INC	12,382	235	12,147	2%	7.87	7.79	7.94	0.04
AMR Bridgeport	45,605	4,722	40,883	10%	7.65	7.61	7.69	0.02
AMR New Haven	75,104	2,362	72,742	3%	8.91	8.88	8.95	0.02
AMR Waterbury	33,703	2,315	31,388	7%	7.85	7.81	7.90	0.02
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	706	100	606	14%	12.59	11.99	13.20	0.31
Aetna Ambulance Service Inc	21,727	584	21,143	3%	7.03	6.97	7.09	0.03
Ambulance Service of Manchester LLC	25,242	295	24,947	1%	7.53	7.48	7.59	0.03
American Legion Ambulance Fund	2,247	106	2,141	5%	8.00	7.81	8.19	0.10
American Medical Response	43,897	1,888	42,009	4%	7.76	7.71	7.80	0.02
Andover Vol. Fire Dept	279	6	273	2%	12.13	11.72	12.54	0.21
Ansonia Rescue & Medical Services	3,770	206	3,564	5%	5.46	5.35	5.57	0.06
Ashford Vol. Fire Dept.	349	3	346	1%	11.51	10.89	12.12	0.31
Baltic Fire Dept.	195	3	192	2%	11.01	10.38	11.63	0.32
Bantam Fire Co.	321	32	289	10%	11.07	10.50	11.65	0.29
Beacon Hose	796	30	766	4%	8.53	8.22	8.84	0.16
Bethany Vol. Fire Dept. Ambulance	530	34	496	6%	10.31	9.79	10.82	0.26
Bethel Police Paramedic Division	1,704	129	1,575	8%	9.69	9.46	9.92	0.12
Bethel Volunteer Fire Dept.	1,266	47	1,219	4%	6.74	6.49	6.99	0.13
Bethlehem Ambulance Association	274	8	266	3%	13.64	13.08	14.21	0.29
Bloomfield Vol. Ambulance	1,625	7	1,618	0%	9.05	8.88	9.22	0.09
Bozrah Vol. Fire Company	508	4	504	1%	12.11	11.60	12.61	0.26
Bradley Airport Emergency	471	10	461	2%	5.06	4.85	5.27	0.11
Branford Fire Department-EMS	4,842	56	4,786	1%	6.72	6.62	6.81	0.05
Bridgewater Vol. Fire Dept	165	5	160	3%	13.76	12.98	14.54	0.40
Bristol Hospital EMS, LLC	11,621	556	11,065	5%	7.32	7.25	7.40	0.04
Brookfield Vol. Fire Co.	2,674	149	2,525	6%	6.52	6.41	6.64	0.06
Burlington Vol. Fire Dept.	581	33	548	6%	6.33	6.07	6.59	0.13
Canterbury Volunteer Fire Company, Inc	269	1	268	0%	10.16	9.51	10.81	0.33
Canton Vol. Fire & EMS	1,094	23	1,071	2%	9.37	9.08	9.66	0.15
Chester Hose Company	490	4	486	1%	10.79	10.35	11.24	0.23
Chesterfield Fire Co.	154	6	148	4%	6.26	5.66	6.86	0.30
Clinton Vol. Fire Department	1,446	74	1,372	5%	10.80	10.53	11.08	0.14
Colchester Hayward Vol. Fire Co.	1,719	18	1,701	1%	9.13	8.90	9.37	0.12
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	28	7	21	25%	3.29	2.51	4.06	0.37
Columbia FD	422	5	417	1%	10.42	9.97	10.87	0.23
Cornwall Vol. Fire Dept.	290	17	273	6%	17.31	16.60	18.01	0.36
Cromwell Fire Department	2,114	15	2,099	1%	7.33	7.18	7.47	0.07
Danbury EMS (aka. NuVance Health Ambulance)	14,877	375	14,502	3%	8.16	8.09	8.23	0.03
Darien EMS - Post 53	1,861	67	1,794	4%	6.86	6.72	7.00	0.07
Deep River Ambulance Assn.	692	29	663	4%	13.26	12.99	13.53	0.14
East Haddam Ambulance Assn. Inc.	725	13	712	2%	12.91	12.42	13.39	0.25
East Hampton Ambulance Assn.	925	41	884	4%	14.60	14.13	15.07	0.24
East Hartford Fire Department	6,247	116	6,131	2%	4.91	4.85	4.97	0.03
East Haven Fire Department	4,461	78	4,383	2%	5.23	5.16	5.30	0.04
East Lyme Ambulance	2,557	48	2,509	2%	6.54	6.42	6.67	0.06
East Windsor Ambulance Assn.	4,535	365	4,170	8%	8.80	8.66	8.94	0.07
Easton Vol. EMS	629	55	574	9%	8.75	8.26	9.24	0.25
Echo Hose Hook & Ladder Vol. Amb.	6,974	147	6,827	2%	9.87	9.77	9.97	0.05
Electric Boat Corporation	348	32	316	9%	4.98	4.60	5.35	0.19
Ellington Vol. Ambulance Corps	1,354	61	1,293	5%	8.38	8.18	8.59	0.10
Enfield Community Ambulance	7,505	420	7,085	6%	7.67	7.58	7.76	0.05
Essex Ambulance Assn.	1,288	140	1,148	11%	10.23	9.94	10.51	0.15
Falls Village Vol. Fire Dept.	31	1	30	3%	13.00	11.33	14.67	0.82
First Fire Taxation District of West Haven	5,222	91	5,131	2%	5.16	5.10	5.23	0.03
Franklin Vol. Fire Dept.	108	8	100	7%	11.49	10.21	12.77	0.64
Gardner Lake Vol. Fire Co.	347	3	344	1%	12.85	12.25	13.46	0.31
Georgetown Vol. Fire Dept.	607	34	573	6%	6.94	6.62	7.25	0.16
Glastonbury Vol. Ambulance Assn.	3,580	80	3,500	2%	7.21	7.08	7.34	0.07
Goshen Vol. Fire Co.	252	4	248	2%	14.77	14.02	15.51	0.38
Granby Ambulance Assn.	1,884	78	1,806	4%	10.18	9.95	10.40	0.11
Greenwich EMS	5,367	371	4,996	7%	5.46	5.36	5.57	0.05
Groton Ambulance Assn.	6,257	367	5,890	6%	8.62	8.50	8.74	0.06

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

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Guilford FD Ambulance	2,532	28	2,504	1%	7.65	7.51	7.79	0.07
Haddam Vol. Ambulance Service	796	81	715	10%	13.70	13.20	14.21	0.26
Hamden FD	6,847	199	6,648	3%	5.47	5.41	5.54	0.03
Hartford Healthcare Corporation	43	4	39	9%	11.00	9.40	12.60	0.79
Harwinton Ambulance Assn.	498	2	496	0%	9.20	8.80	9.60	0.20
Hebron Vol. Fire Dept.	830	36	794	4%	8.69	8.28	9.10	0.21
Heritage Village Ambulance Assn.	1,299	43	1,256	3%	7.27	7.05	7.49	0.11
Hunter's Ambulance Service	28,459	1,315	27,144	5%	6.92	6.87	6.97	0.02
KB Ambulance Corps Inc.	7,769	603	7,166	8%	10.45	10.34	10.57	0.06
Kent Fire Dept.	263	7	256	3%	15.92	15.09	16.75	0.42
Killingworth Ambulance Assn.	539	44	495	8%	17.81	17.30	18.32	0.26
LIFE STAR Air Medical Program	132	3	129	2%	20.64	19.36	21.91	0.65
Lawrence & Memorial Hospital	6,367	1,643	4,724	26%	9.97	9.82	10.11	0.07
Lebanon Volunteer Fire Dept. Inc.	571	10	561	2%	15.76	15.25	16.28	0.26
LifeNet, NY	5	0	5	0%	29.20	19.93	38.47	3.34
Lime Rock Park (seasonal)	31	NA	NA	NA%	NA	NA	NA	NA
Lisbon Fire Dept. Inc.	604	3	601	0%	12.05	11.61	12.48	0.22
Litchfield Vol. Ambulance Assn.	1,359	29	1,330	2%	7.91	7.69	8.13	0.11
Lyme Ambulance Assn.	230	7	223	3%	16.70	15.80	17.59	0.45
MORTLAKE FIRE COMPANY INC	1,210	29	1,181	2%	9.61	9.33	9.88	0.14
Madison Ambulance Association Inc.	1,926	75	1,851	4%	6.80	6.62	6.98	0.09
Manchester Fire Department	8,202	172	8,030	2%	5.10	5.05	5.16	0.03
Mansfield Div. Of Fire and Emerg	1,597	65	1,532	4%	8.08	7.87	8.28	0.10
Med-Trans d/b/a SkyHealth	NA	NA	NA	NA%	NA	NA	NA	NA
Middlebury FD	754	72	682	10%	12.51	12.12	12.91	0.20
Middlesex Hospital	8,659	1,444	7,215	17%	11.22	11.09	11.34	0.06
Milford Fire Dept - EMS	5,865	23	5,842	0%	6.51	6.44	6.58	0.04
Mohegan Fire Co.	735	11	724	1%	6.08	5.85	6.31	0.12
Mohegan Tribal FD	1,829	146	1,683	8%	4.04	3.92	4.15	0.06
Monroe Vol. EMS	1,547	36	1,511	2%	10.41	10.20	10.62	0.11
Montville Fire Co. Ambulance	810	4	806	0%	6.15	5.96	6.33	0.09
Mystic River Ambulance Assn.	2,872	280	2,592	10%	9.88	9.70	10.07	0.09
Naugatuck Ambulance Corps. Inc	5,711	316	5,395	6%	7.63	7.51	7.75	0.06
Nelson Ambulance Service	4,751	286	4,465	6%	7.92	7.77	8.07	0.07
New Britain EMS	16,436	432	16,004	3%	6.26	6.21	6.31	0.03
New Canaan Vol. Ambulance Corps	1,679	43	1,636	3%	8.55	8.33	8.78	0.11
New Fairfield Vol. FD	977	16	961	2%	8.54	8.26	8.82	0.14
New Hartford Vol. Fire Dept. Amb. Svc.	1,025	68	957	7%	10.87	10.56	11.18	0.16
New Haven Fire Department	5,014	376	4,638	7%	5.99	5.90	6.07	0.04
New London Fire Dept.	6,346	85	6,261	1%	4.71	4.66	4.77	0.03
New Milford Community Ambulance	2,935	105	2,830	4%	10.07	9.91	10.22	0.08
Newington Vol. Ambulance Corp	1,772	110	1,662	6%	5.74	5.60	5.88	0.07
Newtown Vol. Ambulance Corps	3,781	233	3,548	6%	10.04	9.88	10.21	0.08
Norfolk Lions Club Ambulance	196	53	143	27%	17.37	16.21	18.53	0.59
North Branford Fire Dept. Amb. Co. #4	1,465	41	1,424	3%	10.65	10.41	10.89	0.12
North Canaan Vol. Ambulance Corps	892	41	851	5%	7.86	7.56	8.15	0.15
North Haven Fire Department	2,707	19	2,688	1%	6.10	5.99	6.20	0.05
North Stonington Ambulance Assoc.	687	10	677	1%	9.62	9.26	9.98	0.18
Northern Duches Paramed	192	17	175	9%	16.47	15.43	17.51	0.53
Norwalk Hospital Assn.	13,957	525	13,432	4%	8.39	8.32	8.47	0.04
Oakdale Fire Co.	558	5	553	1%	7.33	7.02	7.64	0.16
Old Lyme South End Vol. Amb. Assn.	995	32	963	3%	11.76	11.42	12.10	0.17
Old Saybrook Amb. Assn.	2,162	445	1,717	21%	10.98	10.73	11.23	0.13
Oxford Ambulance Assn., Inc.	1,289	67	1,222	5%	8.55	8.29	8.81	0.13
Pfizer Inc	49	3	46	6%	3.22	2.70	3.73	0.26
Plymouth Vol. Ambulance Corps	1,380	73	1,307	5%	7.76	7.55	7.97	0.11
Poquetanuck Vol. Fire Dept.	460	18	442	4%	6.61	6.25	6.96	0.18
Pratt & Whitney Div. of UTC	92	6	86	7%	4.49	4.04	4.94	0.23
Pratt & Whitney-Med Team-Middletown	40	3	37	8%	2.86	2.24	3.49	0.31
Putnam E.M.S. Ambulance Service Inc.	2,384	136	2,248	6%	7.25	7.10	7.41	0.08
Redding Fire & EMS Co#1	211	3	208	1%	11.23	10.61	11.84	0.31
Ridgefield Fire Dept.	2,745	90	2,655	3%	6.29	6.15	6.42	0.07
Rocky Hill Vol. Ambulance	771	2	769	0%	8.28	8.04	8.52	0.12
Roxbury Ambulance Assn.	276	56	220	20%	16.16	15.23	17.10	0.48
Roy B Pettengill Ambulance	622	71	551	11%	11.61	11.23	11.99	0.19
Salisbury Vol. Ambulance Service	602	52	550	9%	16.11	15.55	16.67	0.29

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

Name	Total	Outliers	Total- Outliers	Percent	Mean	Low CI	High CI	SD
Scotland FD	182	5	177	3%	11.16	10.34	11.98	0.42
Seymour Ambulance	2,677	175	2,502	7%	7.91	7.72	8.09	0.09
Sharon Fire Dept. Ambulance Squad	398	10	388	3%	12.88	12.34	13.42	0.28
Sherman Vol. Fire Dept.	281	67	214	24%	16.63	15.89	17.37	0.38
Sikorsky Aircraft Corporation	153	39	114	25%	3.15	2.85	3.45	0.15
Simsbury Volunteer Amb. Assoc.	2,392	68	2,324	3%	7.79	7.62	7.95	0.08
Somers Fire Dept. Ambulance Div.	1,270	52	1,218	4%	6.56	6.35	6.78	0.11
Southbury Ambulance Assn.	3,074	122	2,952	4%	8.34	8.21	8.46	0.07
Stafford Ambulance Assn.	1,247	64	1,183	5%	10.71	10.42	11.00	0.15
Stamford EMS Inc.	16,959	537	16,422	3%	7.35	7.29	7.42	0.03
Stonington Vol. Ambulance Corps	371	18	353	5%	8.69	8.23	9.14	0.23
Stony Hill Vol. Fire Co.	1,269	186	1,083	15%	8.12	7.80	8.43	0.16
Storm Engine Co. Amb. & Rescue Corps	1,548	87	1,461	6%	7.36	7.11	7.60	0.12
Stratford EMS	9,090	569	8,521	6%	7.56	7.49	7.64	0.04
Submarine Base Fire Dept.	661	37	624	6%	5.78	5.51	6.06	0.14
Suffield Vol. Ambulance Assn.	1,822	43	1,779	2%	9.06	8.86	9.25	0.10
Thomaston Vol. Ambulance Corps., Inc.	956	30	926	3%	8.16	7.85	8.46	0.16
Tolland Fire Dept.	1,647	31	1,616	2%	10.78	10.51	11.06	0.14
Town of Coventry EMS	1,132	93	1,039	8%	8.57	8.32	8.82	0.13
Trinity Health of New England EMS	30,537	2,013	28,524	7%	6.81	6.76	6.85	0.02
Trumbull EMS	5,101	154	4,947	3%	8.88	8.77	8.99	0.06
UCONN Fire Dept	1,694	68	1,626	4%	7.15	6.87	7.43	0.14
Valley EMS	6,496	1,093	5,403	17%	8.98	8.88	9.08	0.05
Vernon Fire Dept.	5,660	346	5,314	6%	9.04	8.91	9.17	0.07
Voluntown Volunteer Fire Company #1	299	11	288	4%	11.55	10.81	12.28	0.38
Wallingford Dept. of Fire Svs.	6,974	116	6,858	2%	6.71	6.63	6.79	0.04
Warren Vol. Fire Co. Inc.	131	8	123	6%	15.15	14.25	16.06	0.46
Washington Ambulance Assn. Inc.	497	85	412	17%	19.00	18.46	19.55	0.28
Waterford Ambulance Assn.	3,667	112	3,555	3%	7.75	7.63	7.87	0.06
West Hartford Fire Department	6,764	146	6,618	2%	5.77	5.71	5.83	0.03
West Haven Fire Dept.-Allington (City of W Haven 3rd District)	1,663	37	1,626	2%	5.42	5.32	5.52	0.05
West Redding Vol. Fire Dept. District Co	219	3	216	1%	12.03	11.30	12.77	0.37
West Shore Fire District (W Haven - 2nd District)	2,120	61	2,059	3%	4.83	4.72	4.93	0.05
Westbrook Ambulance Assn.	616	38	578	6%	12.90	12.46	13.34	0.22
Westerly Ambulance RI	1,163	45	1,118	4%	8.41	8.17	8.64	0.12
Western CT Health Network Affiliates dba Nuvance Health Ambulance	6	0	6	0%	10.00	5.08	14.92	1.91
Weston Vol. EMS	531	23	508	4%	18.06	17.61	18.52	0.23
Westport EMS	3,401	207	3,194	6%	7.71	7.55	7.86	0.08
Wethersfield Vol. Ambulance Assn.	1,314	37	1,277	3%	7.43	7.26	7.61	0.09
Willimantic Fire Dept.	3,802	67	3,735	2%	6.96	6.84	7.08	0.06
Willington Fire Dept.	597	26	571	4%	10.30	9.98	10.63	0.17
Wilton Vol Ambulance	1,645	37	1,608	2%	8.17	7.95	8.40	0.11
Windham Community Memorial Hospital	3,183	454	2,729	14%	10.16	9.96	10.37	0.11
Windsor Locks Lions Club Ambulance	1,635	36	1,599	2%	5.19	5.03	5.35	0.08
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	3,923	173	3,750	4%	7.72	7.61	7.82	0.06
Winsted Area Ambulance Assn.	2,268	113	2,155	5%	8.34	8.13	8.55	0.11
Wolcott Vol. Ambulance	1,970	60	1,910	3%	7.28	7.13	7.44	0.08
Woodbury Ambulance Assn.	870	138	732	16%	17.41	17.00	17.82	0.21
Woodstock EMS/Woodstock Vol. Fire Assoc.	720	187	533	26%	10.52	9.95	11.09	0.29
All	668,275	35,764	632,511	5%	7.96	7.95	7.97	0.01

Table 4: Median Fractile Times

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
Andover	0.0	7	4.0	14.0	18.0	34.0
Ansonia	-6.0	1	4.0	13.0	6.0	14.0
Ashford	0.0	3	8.0	12.0	23.0	40.0
Avon	1.0	0	7.0	15.0	18.0	23.0
Barkhamsted	0.0	2	8.0	20.0	19.0	28.0
Beacon Falls	1.0	3	4.0	14.0	15.0	18.0
Berlin	1.0	1	5.0	19.0	13.0	24.0
Bethany	1.0	2	5.0	17.0	24.0	23.0
Bethel	1.0	1	5.0	17.0	13.0	7.0
Bethlehem	1.0	8	5.0	10.0	24.0	30.0
Bloomfield	1.0	0	10.0	17.0	17.0	28.0
Bolton	0.0	0	11.0	15.0	17.0	32.0
Bozrah	0.0	5	7.0	14.0	8.0	17.0
Branford	2.0	2	4.0	14.0	16.0	27.0
Bridgeport	1.0	1	6.0	13.0	8.0	19.0
Bridgewater	1.0	9	4.0	18.0	14.0	16.0
Bristol	1.0	1	6.0	16.0	8.0	14.0
Brookfield	NA	0	6.0	16.0	15.0	16.0
Brooklyn	0.0	3	5.0	12.0	17.0	17.0
Burlington	1.0	0	6.0	18.0	19.0	22.0
Canaan	0.0	3	3.0	15.0	24.0	20.0
Canterbury	0.0	3	7.0	16.0	17.0	17.0
Canton	0.0	2	6.0	17.0	25.0	27.0
Chaplin	0.0	2	13.0	11.0	15.0	19.0
Cheshire	1.0	0	5.0	15.0	21.0	27.0
Chester	7.5	2	7.0	15.0	20.0	28.0
Clinton	NA	5	5.0	12.0	11.0	17.0
Colchester	1.0	2	6.0	11.0	15.0	24.0
Colebrook	0.0	3	10.5	20.0	22.0	27.0
Columbia	0.0	6	4.0	12.0	11.0	17.0
Cornwall	0.0	9	7.0	16.0	23.0	15.0
Coventry	0.0	1	7.0	15.0	16.0	32.0
Cromwell	2.0	1	6.0	16.0	11.0	19.0
Danbury	1.0	1	6.0	14.0	9.0	8.0
Darien	2.0	1	5.0	17.0	13.0	22.0
Deep River	1.0	8	4.0	14.0	16.0	26.0
Derby	1.0	1	5.0	15.0	6.0	17.0
Durham	1.0	1	7.0	16.0	16.0	21.0
East Granby	1.0	2	8.0	19.0	25.0	25.0
East Haddam	2.5	2	9.0	16.0	27.0	21.0
East Hampton	1.0	3	7.0	15.0	15.0	19.0
East Hartford	1.0	0	5.0	12.0	14.0	29.0
East Haven	1.0	1	6.0	15.0	16.0	21.0
East Lyme	0.0	2	5.0	12.0	15.0	17.0
East Windsor	3.0	0	6.0	13.0	22.0	25.0
Eastford	0.0	3	13.0	10.5	21.0	20.0
Easton	1.0	1	5.0	16.0	19.0	19.0
Ellington	0.0	2	6.0	17.0	17.0	37.0
Enfield	2.0	0	7.0	15.0	23.0	28.0
Essex	2.0	2	5.0	16.0	12.0	21.0
Fairfield	1.0	1	5.0	16.0	15.0	19.0
Farmington	1.0	1	6.0	15.0	10.0	21.0
Franklin	0.0	1	7.0	15.0	13.0	25.5
Glastonbury	2.0	1	5.0	17.0	16.0	27.0
Goshen	0.0	9	5.0	16.0	17.0	16.0
Granby	1.5	2	6.0	20.0	31.0	24.0
Greenwich	0.0	0	5.0	18.0	8.0	15.0
Griswold	0.0	1	5.0	12.0	14.0	16.0
Groton	0.0	2	6.0	13.0	15.0	15.0
Guilford	1.0	1	6.0	12.5	19.0	25.0
Haddam	1.0	1	10.0	17.0	18.0	22.0
Hamden	1.0	1	6.0	14.0	18.0	20.0
Hampton	0.0	3	13.0	14.0	21.0	27.0
Hartford	1.0	0	6.0	14.0	8.0	27.0

Table 4: Median Fractile Times (*continued*)

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
Hartland	0.0	2	11.0	23.0	37.0	21.0
Harwinton	1.0	2	5.0	18.0	13.0	19.0
Hebron	0.0	2	6.0	13.0	15.0	29.0
Kent	0.0	7	8.0	14.0	27.0	21.0
Killingly	0.0	2	5.0	13.0	14.0	17.0
Killingworth	1.0	10	7.0	16.0	21.0	36.0
Lebanon	1.0	7	8.0	14.0	14.0	17.0
Ledyard	0.0	1	7.0	13.0	19.0	15.0
Lisbon	0.0	6	5.0	14.0	12.0	18.0
Litchfield	0.0	3	3.0	17.0	10.0	20.0
Lyme	2.0	6	9.0	18.0	25.0	25.5
Madison	NA	1	5.0	17.0	21.0	22.0
Manchester	1.0	0	5.0	12.0	12.0	28.0
Mansfield	1.0	2	5.0	12.0	15.0	24.0
Marlborough	2.5	5	5.0	14.0	5.0	14.0
Meriden	1.0	0	5.0	17.0	9.0	23.0
Middlebury	1.0	6	6.0	15.0	11.0	22.0
Middlefield	1.0	0	7.0	17.0	14.0	22.0
Middletown	1.0	0	6.0	16.0	7.0	21.0
Milford	2.0	2	5.0	12.0	10.0	14.0
Monroe	0.0	1	8.0	17.0	24.0	25.0
Montville	1.0	1	3.0	13.0	13.0	15.0
Morris	NA	3	8.0	18.0	15.0	20.0
Naugatuck	0.0	2	5.0	15.0	14.0	21.0
New Britain	2.0	1	4.0	13.0	6.0	16.0
New Canaan	2.0	2	5.0	18.0	15.0	16.0
New Fairfield	5.0	2	6.0	16.0	17.0	0.0
New Hartford	0.0	2	8.0	19.0	21.0	37.0
New Haven	1.0	0	6.0	13.0	10.0	20.0
New London	0.0	2	3.0	7.0	4.0	4.0
New Milford	0.0	2	7.0	17.0	8.0	14.0
Newington	1.0	0	6.0	17.0	16.0	27.0
Newtown	0.5	0	8.0	17.0	19.0	16.0
Norfolk	0.0	9	5.0	19.0	24.0	36.0
North Branford	2.0	2	9.0	20.0	22.0	27.0
North Canaan	0.0	3	3.0	12.0	27.0	27.0
North Haven	1.0	1	5.0	16.0	18.0	23.0
North Stonington	0.0	2	7.0	11.0	19.0	15.0
Norwalk	1.0	2	6.0	13.0	7.0	0.0
Norwich	0.0	1	6.0	13.0	8.0	16.0
Old Lyme	0.0	2	8.0	15.0	17.0	16.0
Old Saybrook	0.5	4	5.0	12.0	10.0	14.0
Orange	0.0	1	7.0	16.0	16.0	20.0
Oxford	1.0	0	8.0	17.0	18.0	19.0
Plainfield	0.0	2	6.0	13.0	10.0	14.0
Plainville	1.0	1	7.0	17.0	12.0	23.0
Plymouth	1.0	2	4.0	16.0	14.0	18.0
Pomfret	0.5	3	9.0	15.0	11.0	17.0
Portland	1.0	0	8.0	15.0	11.0	21.0
Preston	0.0	1	5.0	12.0	13.0	13.0
Prospect	1.0	0	10.0	15.0	14.0	24.0
Putnam	0.0	2	4.0	14.0	5.0	13.0
Redding	0.0	2	6.0	16.0	25.0	15.0
Ridgefield	0.0	0	5.0	13.0	18.0	16.0
Rocky Hill	0.0	0	6.0	17.0	17.0	31.0
Roxbury	1.0	9	6.0	16.0	28.0	22.0
Salem	1.0	5	6.0	15.0	20.0	21.0
Salisbury	0.0	10	5.0	16.0	15.0	14.0
Scotland	0.0	2	5.0	10.0	18.0	21.0
Seymour	1.0	1	5.0	15.0	11.0	17.0
Sharon	0.0	8	4.0	15.0	3.0	13.0
Shelton	-17.0	1	8.0	18.0	15.0	18.0
Sherman	0.0	9	6.0	18.0	22.0	35.0
Simsbury	1.0	1	6.0	18.0	25.0	17.0
Somers	3.0	0	4.0	15.0	12.0	22.0

Table 4: Median Fractile Times (*continued*)

Town	Dispatch Tone	Tone EnRoute	EnRoute Scene	Scene Depart Scene	Depart Scene Destination	Destination Back in Service
South Windsor	0.0	0	6.0	17.0	18.0	30.0
Southbury	1.0	1	6.0	16.0	22.0	36.0
Southington	1.0	1	6.0	19.0	14.0	22.0
Sprague	0.0	7	5.0	12.0	14.0	18.0
Stafford	1.0	3	7.0	16.0	10.0	24.0
Stamford	-1.0	2	5.0	14.0	8.0	0.0
Sterling	0.0	2	11.0	13.0	17.0	16.0
Stonington	1.0	2	6.0	15.0	16.0	16.0
Stratford	1.0	1	6.0	15.0	12.0	21.0
Suffield	2.0	3	6.0	21.0	26.0	38.0
Thomaston	1.0	2	4.0	17.0	15.0	21.0
Thompson	0.0	2	8.0	14.0	12.0	17.0
Tolland	0.0	2	7.0	16.0	19.0	38.0
Torrington	1.0	0	5.0	14.0	7.0	15.0
Trumbull	1.0	2	6.0	19.0	15.0	22.0
Union	0.0	3	12.0	16.0	20.0	37.0
Vernon	0.0	2	6.0	15.0	11.0	29.0
Voluntown	0.0	3	5.0	13.0	22.0	18.5
Wallingford	1.0	1	6.0	14.0	17.0	29.0
Warren	0.0	10	5.0	16.0	24.0	39.0
Washington	1.0	11	7.0	20.0	21.0	36.0
Waterbury	1.0	0	6.0	13.0	7.0	23.0
Waterford	0.0	1	6.0	12.0	10.0	22.0
Watertown	1.0	1	9.0	14.0	11.0	25.0
West Hartford	1.0	1	5.0	17.0	12.0	24.0
West Haven	0.0	1	5.0	15.0	13.0	21.0
Westbrook	8.0	5	6.0	15.0	7.0	15.0
Weston	0.0	8	9.0	20.0	23.0	22.0
Westport	5.0	1	6.0	15.0	14.0	0.0
Wethersfield	0.0	0	6.0	17.0	14.0	32.0
Willington	0.0	3	7.5	13.0	22.0	37.0
Wilton	1.0	2	5.0	17.0	15.0	16.0
Winchester	0.0	2	4.0	19.0	15.5	19.0
Windham	0.0	2	4.0	12.0	5.0	15.0
Windsor	2.0	0	7.0	17.0	15.0	29.0
Windsor Locks	2.0	0	4.0	14.0	20.0	29.0
Wolcott	1.0	2	5.0	15.0	14.0	23.0
Woodbridge	0.0	1	5.0	20.0	17.0	21.0
Woodbury	1.0	10	7.0	16.0	23.0	27.5
Woodstock	0.0	2	9.0	14.0	14.0	18.0
All	1.0	1	6.0	14.0	12.0	20.0

Table 5: Average Response Times by Class and Town

Town	Count	Mean	Low CI	High CI	SD
Rural					
Andover	339	12.47	12.08	12.87	0.20
Ashford	520	13.80	13.23	14.37	0.29
Barkhamsted	340	11.75	11.20	12.31	0.28
Bethany	615	10.80	10.36	11.24	0.22
Bethlehem	294	13.75	13.21	14.29	0.27
Bolton	397	11.09	10.72	11.47	0.19
Bozrah	528	12.21	11.72	12.70	0.25
Bridgewater	171	13.27	12.54	14.00	0.37
Brooklyn	1,650	9.75	9.54	9.96	0.11
Burlington	678	6.94	6.68	7.20	0.13
Canaan	742	8.71	8.34	9.09	0.19
Canterbury	397	11.69	11.13	12.24	0.28
Canton	1,080	9.05	8.79	9.31	0.13
Chaplin	258	15.63	15.05	16.21	0.29
Chester	720	12.59	12.19	13.00	0.21
Colchester	2,214	10.18	9.97	10.40	0.11
Colebrook	102	15.55	14.35	16.75	0.60
Columbia	474	10.01	9.64	10.38	0.19
Cornwall	231	17.57	16.74	18.40	0.42
Coventry	1,352	9.49	9.25	9.72	0.12
Deep River	821	13.32	13.07	13.57	0.13
Durham	764	9.85	9.50	10.19	0.18
East Granby	607	10.53	10.14	10.92	0.20
East Haddam	1,028	14.79	14.34	15.24	0.23
East Hampton	1,266	14.10	13.73	14.46	0.19
East Windsor	2,160	7.46	7.28	7.64	0.09
Eastford	178	16.25	15.42	17.09	0.42
Easton	599	9.32	8.83	9.82	0.25
Ellington	1,711	8.96	8.76	9.15	0.10
Franklin	188	12.56	11.70	13.42	0.43
Goshen	273	14.90	14.21	15.59	0.35
Granby	1,059	9.43	9.14	9.71	0.15
Griswold	1,444	7.38	7.11	7.65	0.14
Guilford	2,515	7.71	7.56	7.86	0.08
Haddam	962	14.24	13.83	14.65	0.21
Hampton	224	15.83	15.27	16.40	0.29
Hartland	138	14.61	13.85	15.37	0.38
Harwinton	501	9.01	8.62	9.40	0.20
Hebron	1,056	10.16	9.80	10.53	0.19
Kent	314	17.03	16.24	17.81	0.40
Killingly	3,992	8.53	8.40	8.67	0.07
Killingworth	583	17.25	16.80	17.70	0.23
Lebanon	766	14.89	14.47	15.31	0.21
Ledyard	2,221	8.25	8.03	8.46	0.11
Lisbon	474	10.95	10.50	11.41	0.23
Litchfield	1,449	8.08	7.86	8.30	0.11
Lyme	255	17.87	17.04	18.71	0.42
Madison	1,860	6.84	6.66	7.03	0.09
Marlborough	858	11.93	11.52	12.34	0.21
Middlebury	928	11.86	11.55	12.17	0.16
Middlefield	512	8.08	7.78	8.38	0.15
Montville	3,909	5.40	5.30	5.50	0.05
Morris	197	11.33	10.73	11.93	0.31
New Hartford	674	10.96	10.57	11.35	0.20
New Milford	2,887	10.03	9.88	10.19	0.08
Newtown	3,552	10.02	9.86	10.18	0.08
Norfolk	133	15.41	14.38	16.45	0.52
North Canaan	174	7.58	6.84	8.32	0.37
North Stonington	806	10.71	10.32	11.10	0.20
Old Lyme	1,198	12.25	11.96	12.54	0.15
Oxford	1,634	9.55	9.32	9.78	0.12
Plainfield	2,372	8.56	8.36	8.75	0.10
Pomfret	456	11.80	11.42	12.18	0.19
Portland	1,351	9.40	9.20	9.61	0.11

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

Town	Count	Mean	Low CI	High CI	SD
Preston	486	7.10	6.71	7.48	0.20
Putnam	2,193	7.59	7.43	7.75	0.08
Redding	1,215	10.85	10.53	11.18	0.17
Roxbury	227	15.93	15.07	16.79	0.44
Salem	312	12.08	11.49	12.68	0.30
Salisbury	622	15.60	15.08	16.12	0.26
Scotland	105	11.05	9.97	12.13	0.54
Sharon	489	13.62	13.11	14.12	0.26
Sherman	258	16.66	15.95	17.36	0.36
Somers	1,041	6.02	5.81	6.24	0.11
Sprague	301	12.97	12.37	13.57	0.31
Stafford	1,398	11.70	11.35	12.04	0.18
Sterling	333	14.39	13.86	14.93	0.27
Stonington	2,493	9.81	9.62	10.00	0.10
Suffield	2,068	9.12	8.94	9.30	0.09
Thompson	1,266	11.06	10.79	11.33	0.14
Tolland	1,796	10.46	10.22	10.71	0.13
Union	96	16.42	15.07	17.76	0.68
Voluntown	315	11.77	11.09	12.46	0.35
Warren	119	15.66	14.58	16.74	0.55
Washington	436	18.82	18.30	19.34	0.26
Westbrook	1,094	12.67	12.29	13.04	0.19
Willington	732	11.68	11.31	12.05	0.19
Winchester	2,332	8.73	8.51	8.96	0.11
Woodbridge	2,301	7.38	7.17	7.58	0.10
Woodbury	977	17.55	17.21	17.89	0.17
Woodstock	739	13.02	12.50	13.55	0.27
Suburban					
Avon	2,275	8.29	8.08	8.49	0.10
Beacon Falls	708	8.56	8.24	8.88	0.16
Berlin	2,614	6.66	6.55	6.78	0.06
Bloomfield	4,367	11.50	11.34	11.65	0.08
Brookfield	2,486	6.53	6.41	6.64	0.06
Cheshire	5,130	6.25	6.14	6.36	0.06
Clinton	1,763	11.19	10.95	11.42	0.12
East Lyme	3,052	7.51	7.37	7.66	0.07
Essex	1,260	10.34	10.07	10.60	0.13
Farmington	4,577	7.07	6.95	7.18	0.06
Glastonbury	4,908	7.42	7.31	7.53	0.06
Mansfield	2,577	7.36	7.21	7.51	0.08
Monroe	2,832	10.38	10.22	10.54	0.08
New Canaan	2,280	8.38	8.20	8.57	0.09
New Fairfield	956	8.51	8.24	8.79	0.14
North Branford	1,539	10.91	10.67	11.16	0.12
Old Saybrook	2,119	10.62	10.42	10.83	0.10
Orange	4,132	8.82	8.65	8.99	0.09
Plymouth	1,290	7.56	7.35	7.77	0.11
Prospect	812	10.76	10.47	11.04	0.14
Ridgefield	2,518	6.30	6.16	6.44	0.07
Simsbury	2,485	8.43	8.23	8.62	0.10
South Windsor	3,555	6.93	6.82	7.04	0.06
Southbury	4,240	8.17	8.04	8.29	0.06
Thomaston	1,026	8.73	8.43	9.03	0.15
Torrington	8,531	6.25	6.18	6.33	0.04
Waterford	4,255	7.94	7.83	8.05	0.06
Watertown	2,720	10.32	10.16	10.48	0.08
Weston	823	16.30	15.91	16.68	0.20
Wilton	2,452	8.33	8.14	8.51	0.09
Windham	4,999	7.20	7.06	7.34	0.07
Windsor	4,596	8.38	8.27	8.49	0.06
Wolcott	1,912	7.29	7.13	7.44	0.08
Urban					
Ansonia	4,592	5.98	5.88	6.08	0.05
Bethel	3,487	7.66	7.51	7.80	0.07
Branford	4,780	6.72	6.62	6.81	0.05

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

Town	Count	Mean	Low CI	High CI	SD
Bridgeport	33,245	7.66	7.61	7.71	0.02
Bristol	11,172	7.44	7.36	7.51	0.04
Cromwell	2,716	8.09	7.94	8.23	0.07
Danbury	14,574	8.17	8.11	8.24	0.03
Darien	2,428	6.77	6.64	6.90	0.07
Derby	2,319	7.47	7.28	7.65	0.09
East Hartford	15,002	6.45	6.40	6.50	0.03
East Haven	10,946	8.15	8.06	8.24	0.05
Enfield	7,341	7.79	7.70	7.88	0.05
Fairfield	7,217	7.25	7.16	7.35	0.05
Greenwich	4,875	5.39	5.29	5.49	0.05
Groton	10,374	8.77	8.68	8.86	0.05
Hamden	18,341	8.75	8.67	8.83	0.04
Hartford	39,694	7.09	7.05	7.13	0.02
Manchester	18,126	5.99	5.94	6.03	0.02
Meriden	12,234	5.78	5.72	5.83	0.03
Middletown	11,134	7.28	7.21	7.35	0.04
Milford	6,685	6.95	6.86	7.03	0.04
Naugatuck	5,099	7.44	7.32	7.56	0.06
New Britain	16,429	6.46	6.41	6.52	0.03
New Haven	43,853	7.81	7.76	7.85	0.02
New London	7,341	5.01	4.95	5.06	0.03
Newington	6,269	7.19	7.08	7.29	0.05
North Haven	6,094	6.46	6.38	6.55	0.04
Norwalk	11,940	8.36	8.29	8.44	0.04
Norwich	8,353	7.77	7.69	7.85	0.04
Plainville	2,675	7.86	7.70	8.02	0.08
Rocky Hill	3,358	7.38	7.25	7.51	0.07
Seymour	3,408	8.01	7.86	8.15	0.07
Shelton	7,775	9.79	9.70	9.89	0.05
Southington	6,442	7.28	7.17	7.38	0.05
Stamford	15,997	7.47	7.40	7.54	0.03
Stratford	8,956	7.67	7.60	7.75	0.04
Trumbull	5,121	9.00	8.88	9.11	0.06
Vernon	7,934	9.09	8.99	9.20	0.05
Wallingford	7,986	7.53	7.43	7.62	0.05
Waterbury	26,139	7.18	7.13	7.22	0.02
West Hartford	14,082	6.66	6.60	6.72	0.03
West Haven	17,507	7.61	7.54	7.68	0.04
Westport	3,097	7.64	7.48	7.80	0.08
Wethersfield	4,423	6.87	6.76	6.98	0.06
Windsor Locks	2,353	5.24	5.13	5.36	0.06

Table 6: Active Crew Members by Agency

Name	2020	2021	2022
AMERICAN AMBULANCE SERVICE INC	259	194	188
AMR Bridgeport	325	340	341
AMR New Haven	625	668	635
AMR Waterbury	244	254	309
Access Ambulance Service (SKMP Enterprises Inc. D/b/a)	68	179	183
Aetna Ambulance Service Inc	159	181	204
Ambulance Service of Manchester LLC	159	169	168
American Legion Ambulance Fund	44	35	30
American Medical Response	361	345	322
Andover Vol. Fire Dept	19	21	25
Ansonia Rescue & Medical Services	43	39	35
Ashford Vol. Fire Dept.	21	13	20
Baltic Fire Dept.	20	15	14
Bantam Fire Co.	28	30	27
Beacon Hose	33	44	58
Bethany Vol. Fire Dept. Ambulance	34	39	34
Bethel Police Paramedic Division	31	31	35
Bethel Volunteer Fire Dept.	NA	NA	34
Bethlehem Ambulance Association	26	29	38
Bloomfield Vol. Ambulance	71	73	75
Bozrah Vol. Fire Company	35	29	39
Bradley Airport Emergency	28	27	29
Branford Fire Department-EMS	89	87	90
Bridgewater Vol. Fire Dept	13	16	21
Bristol Hospital EMS, LLC	75	86	100
Brookfield Vol. Fire Co.	70	61	46
Burlington Vol. Fire Dept.	29	42	49
Canterbury Volunteer Fire Company, Inc	41	36	29
Canton Vol. Fire & EMS	46	46	38
Chester Hose Company	23	21	24
Chesterfield Fire Co.	27	25	27
Clinton Vol. Fire Department	27	12	21
Colchester Hayward Vol. Fire Co.	59	64	52
Collins Aerospace Emergency Services (Hamilton Sundstrandt)	17	15	14
Columbia FD	10	11	19
Cornwall Vol. Fire Dept.	6	4	3
Cromwell Fire Department	41	64	51
Danbury EMS (aka. Nuvance Health Ambulance)	70	83	97
Darien EMS - Post 53	119	123	121
Deep River Ambulance Assn.	28	30	36
East Haddam Ambulance Assn. Inc.	56	43	39
East Hampton Ambulance Assn.	46	30	34
East Hartford Fire Department	109	110	114
East Haven Fire Department	56	53	51
East Lyme Ambulance	47	48	47
East Windsor Ambulance Assn.	54	60	102
Easton Vol. EMS	25	25	25
Echo Hose Hook & Ladder Vol. Amb.	81	71	85
Electric Boat Corporation	27	29	27
Ellington Vol. Ambulance Corps	54	49	44
Enfield Community Ambulance	62	48	46
Essex Ambulance Assn.	21	24	34
Falls Village Vol. Fire Dept.	6	7	7
First Fire Taxation District of West Haven	47	53	53
Franklin Vol. Fire Dept.	21	17	12
Gardner Lake Vol. Fire Co.	12	11	10
Georgetown Vol. Fire Dept.	37	53	29
Glastonbury Vol. Ambulance Assn.	35	45	56
Goshen Vol. Fire Co.	19	22	20
Granby Ambulance Assn.	48	49	44
Greenwich EMS	64	111	150
Groton Ambulance Assn.	27	27	40

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

Name	2020	2021	2022
Guilford FD Ambulance	51	41	52
Haddam Vol. Ambulance Service	24	27	25
Hamden FD	96	110	88
Hartford Healthcare Corporation	5	7	15
Harwinton Ambulance Assn.	49	57	41
Hebron Vol. Fire Dept.	24	47	38
Heritage Village Ambulance Assn.	37	40	33
Hunter's Ambulance Service	219	231	229
KB Ambulance Corps Inc.	60	74	73
Kent Fire Dept.	27	32	48
Killingworth Ambulance Assn.	17	11	23
LIFE STAR Air Medical Program	40	42	48
Lawrence & Memorial Hospital	25	33	29
Lebanon Volunteer Fire Dept. Inc.	30	34	31
LifeNet, NY	8	10	14
Lime Rock Park (seasonal)	NA	16	11
Lisbon Fire Dept. Inc.	16	26	31
Litchfield Vol. Ambulance Assn.	29	29	24
Lyme Ambulance Assn.	32	15	9
MORTLAKE FIRE COMPANY INC	27	23	31
Madison Ambulance Association Inc.	45	42	37
Manchester Fire Department	80	85	122
Mansfield Div. Of Fire and Emerg	34	33	39
Med-Trans d/b/a SkyHealth	25	24	21
Middlebury FD	28	29	34
Middlesex Hospital	63	83	105
Milford Fire Dept - EMS	31	27	41
Mohegan Fire Co.	25	32	31
Mohegan Tribal FD	53	51	54
Monroe Vol. EMS	55	44	53
Montville Fire Co. Ambulance	30	33	34
Mystic River Ambulance Assn.	22	49	43
Naugatuck Ambulance Corps. Inc	37	45	41
Nelson Ambulance Service	136	204	200
New Britain EMS	75	91	81
New Canaan Vol. Ambulance Corps	20	15	11
New Fairfield Vol. FD	52	59	54
New Hartford Vol. Fire Dept. Amb. Svc.	57	51	48
New Haven Fire Department	139	102	80
New London Fire Dept.	53	57	38
New Milford Community Ambulance	85	84	83
Newington Vol. Ambulance Corp	138	83	61
Newtown Vol. Ambulance Corps	82	79	81
Norfolk Lions Club Ambulance	23	20	24
North Branford Fire Dept. Amb. Co. #4	55	53	48
North Canaan Vol. Ambulance Corps	36	36	40
North Haven Fire Department	41	30	31
North Stonington Ambulance Assoc.	NA	36	42
Northern Dutchess Paramed	103	107	65
Norwalk Hospital Assn.	67	65	64
Oakdale Fire Co.	34	34	39
Old Lyme South End Vol. Amb. Assn.	27	25	20
Old Saybrook Amb. Assn.	35	30	29
Oxford Ambulance Assn., Inc.	75	70	65
Pfizer Inc	10	11	11
Plymouth Vol. Ambulance Corps	36	36	51
Poquetanuck Vol. Fire Dept.	18	19	21
Pratt & Whitney Div. of UTC	14	16	17
Pratt & Whitney-Med Team-Middletown	17	12	20
Putnam E.M.S. Ambulance Service Inc.	38	35	33
Redding Fire & EMS Co#1	24	25	26
Ridgefield Fire Dept.	40	38	35
Rocky Hill Vol. Ambulance	93	83	81
Roxbury Ambulance Assn.	19	19	18
Roy B Pettengill Ambulance	20	32	25
Salisbury Vol. Ambulance Service	38	32	37

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

Name	2020	2021	2022
Scotland FD	24	24	24
Seymour Ambulance	42	37	49
Sharon Fire Dept. Ambulance Squad	29	27	25
Sherman Vol. Fire Dept.	23	24	23
Sikorsky Aircraft Corporation	33	34	31
Simsbury Volunteer Amb. Assn.	58	50	46
Somers Fire Dept. Ambulance Div.	38	56	60
Southbury Ambulance Assn.	62	61	73
Stafford Ambulance Assn.	28	25	28
Stamford EMS Inc.	65	66	90
Stonington Vol. Ambulance Corps	6	17	18
Stony Hill Vol. Fire Co.	45	51	50
Storm Engine Co. Amb. & Rescue Corps	38	36	41
Stratford EMS	177	101	94
Submarine Base Fire Dept.	15	16	21
Suffield Vol. Ambulance Assn.	119	73	77
Thomaston Vol. Ambulance Corps., Inc.	38	33	23
Tolland Fire Dept.	42	62	42
Town of Coventry EMS	29	31	39
Trinity Health of New England EMS	196	158	213
Trumbull EMS	97	122	131
UCONN Fire Dept	24	29	32
Valley EMS	53	42	41
Vernon Fire Dept.	35	34	34
Voluntown Volunteer Fire Company #1	24	29	32
Wallingford Dept. of Fire Svs.	107	97	100
Warren Vol. Fire Co. Inc.	10	9	10
Washington Ambulance Assn. Inc.	24	23	26
Waterford Ambulance Assn.	36	57	65
West Hartford Fire Department	91	89	95
West Haven Fire Dept.-Allingtown (City of W Haven 3rd District)	22	21	19
West Redding Vol. Fire Dept. District Co	18	20	22
West Shore Fire District (W Haven - 2nd District)	34	32	33
Westbrook Ambulance Assn.	56	42	39
Westerly Ambulance RI	54	56	58
Western CT Health Network Affiliates dba Nuvance Health Ambulance	82	102	109
Weston Vol. EMS	38	39	40
Westport EMS	128	115	97
Wethersfield Vol. Ambulance Assn.	20	13	44
Willimantic Fire Dept.	30	30	39
Willington Fire Dept.	23	20	23
Wilton Vol Ambulance	73	53	50
Windham Community Memorial Hospital	21	NA	20
Windsor Locks Lions Club Ambulance	22	22	23
Windsor Vol. Ambulance Inc., d/b/a Windsor EMS	53	48	50
Winsted Area Ambulance Assn.	56	48	44
Wolcott Vol. Ambulance	59	63	63
Woodbury Ambulance Assn.	20	22	20
Woodstock EMS/Woodstock Vol. Fire Assoc.	22	23	27
All	9,860	10,019	10,330

Table 7: Patient Disposition for 911 Response

Facility	Count
HARTFORD HOSPITAL (70025)	43,399
YALE-NEW HAVEN HOSPITAL (70022)	40,866
ST FRANCIS HOSPITAL & MEDICAL CENTER (70002)	31,179
HOSPITAL OF ST. RAPHAEL (70001)	28,936
BRIDGEPORT HOSPITAL (70010)	28,713
LAWRENCE & MEMORIAL HOSPITAL (70007)	20,745
HOSPITAL OF CENTRAL CONNECTICUT (70035)	19,989
DANBURY HOSPITAL (70033)	19,527
ST VINCENTS MEDICAL CENTER (70028)	18,704
SAINT MARYS HOSPITAL (70016)	16,968
MIDDLESEX HOSPITAL (70020)	16,278
WATERBURY HOSPITAL (70005)	14,751
STAMFORD HOSPITAL (70006)	14,347
WILLIAM W BACKUS HOSPITAL (70024)	13,890
MIDSTATE MEDICAL CENTER (70017)	13,522
NORWALK HOSPITAL ASSOCIATION (70034)	13,261
JOHN DEMPSEY HOSPITAL (70036)	12,172
MANCHESTER MEMORIAL HOSPITAL (70027)	11,556
CHARLOTTE HUNGERFORD HOSPITAL (70011)	9,976
GRIFFIN HOSPITAL (70031)	9,755
WINDHAM HOSPITAL (70021)	9,410
BRISTOL HOSPITAL (70029)	8,161
CONNECTICUT CHILDRENS MEDICAL CENTER (73300)	7,363
DAY KIMBALL HOSPITAL (70003)	6,694
SHORELINE MEDICAL CENTER (79904)	4,200
JOHNSON MEMORIAL HOSPITAL (70008)	3,965
ROCKVILLE GENERAL HOSPITAL (70012)	3,504
GREENWICH HOSPITAL ASSOCIATION (70018)	3,204
MILFORD HOSPITAL INC (70019)	3,018
PLAINFIELD EMERGENCY CARE CENTER (79901)	2,270
MARLBOROUGH MEDICAL CENTER (79903)	1,759
BRADLEY MEMORIAL HOSPITAL (70009)	1,609
YALE-NEW HAVEN SHORELINE MEDICAL CENTER (79905)	1,371
OTHER HOSPITAL (990000)	1,259
SHARON HOSPITAL (70004)	1,238
BAYSTATE MEDICAL CENTER (220077)	1,205
WESTERLY HOSPITAL (410013)	1,114
HARTFORD HEALTHCARE HEALTHCENTER WINSTED (79906)	943
WEST HAVEN VA MEDICAL CENTER (70037)	451
PEQUOT HEALTH CENTER (79902)	402
ASSISTED OR SENIOR LIVING FACILITY (990012)	226
MERCY MEDICAL CENTER (220066)	157
PATIENT RESIDENCE (990003)	146
HARRINGTON MEMORIAL HOSPITAL (220019)	134
FAIRVIEW HOSPITAL (221302)	92
UMASS MEMORIAL MEDICAL CENTER UNIVERSITY CAMPUS (222841)	67
REHAB (990004)	52
DIALYSIS (990010)	40
AMBULANCE (9900013)	28
RHODE ISLAND HOSPITAL (410007)	27
AIR TRANSPORT (990001)	22
WHITE PLAINS HOSPITAL MEDICAL CENTER (330304)	19
WESTCHESTER MEDICAL CENTER (330234)	15
NOBLE HOSPITAL (220065)	14
DOCTOR OFFICE (990005)	8
HASBRO CHILDRENS HOSPITAL (410121)	7
NATCHAUG HOSPITAL (71100)	7
INSTITUTE OF LIVING (71101)	2
MASS GENERAL HOSPITAL (222168)	2
HOLYOKE MEDICAL CENTER (220024)	1
OTHER MENTAL HEALTH FACILITY (990011)	1

2022 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.**

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 55)
- What percentage had their last known well (LKW) taken? (Figure 56)
- What percentage did scene time exceed 15 minutes? (Figure 57)
- What percentage was a stroke alert activated? (Figure 58)
- What percentage was a stroke assessment performed? (Figure 59)

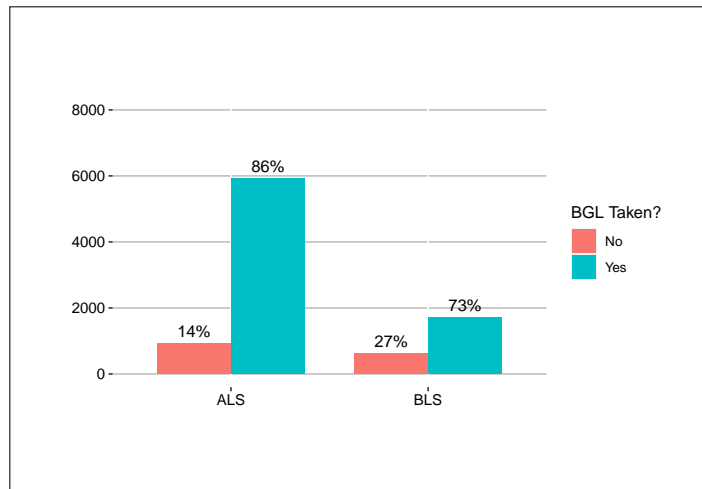


Figure 55: Stroke Patient with Blood Glucose Level Taken

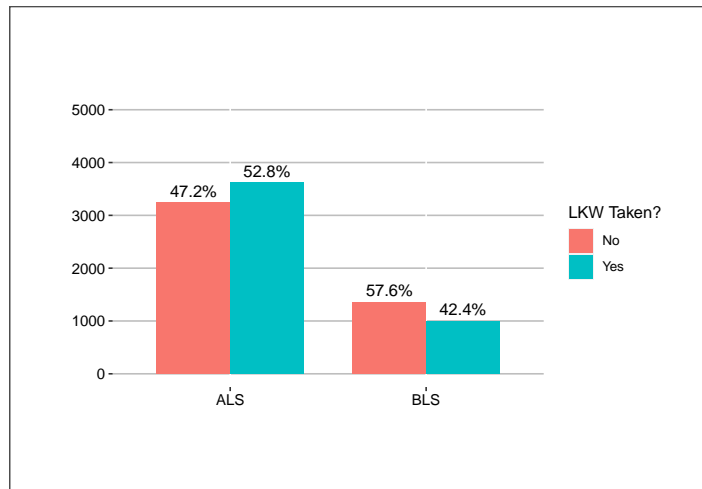


Figure 56: Stroke Patient with Last Known Well Documented

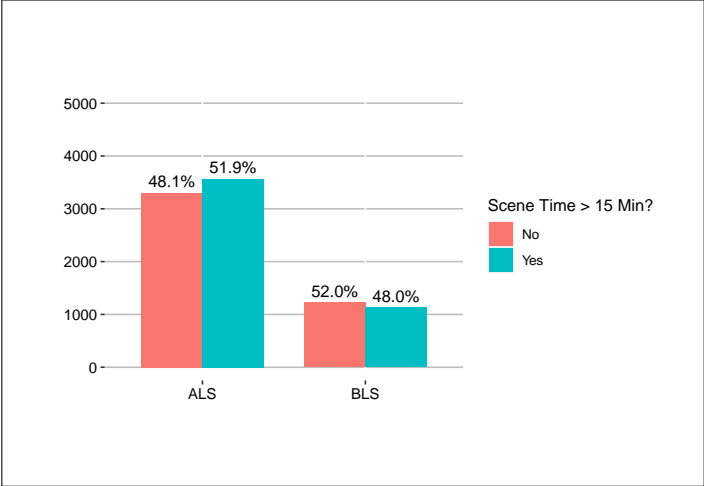


Figure 57: Stroke Patient with Scene Time over 15 Minutes

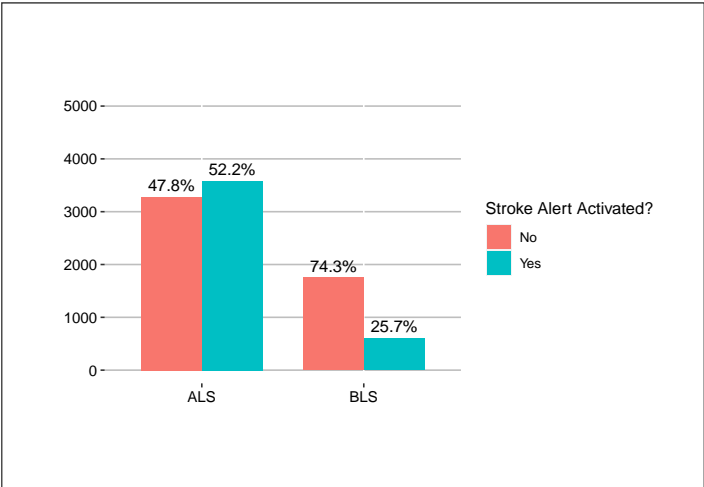


Figure 58: Stroke Patient with Stroke Alert Activation

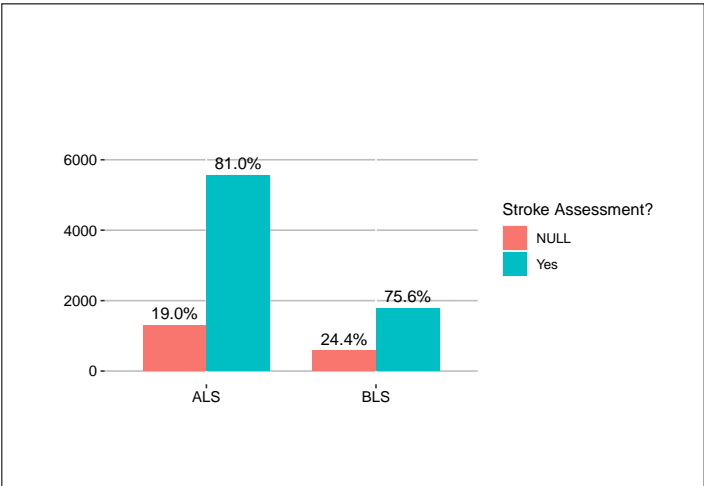


Figure 59: Stroke Patient with Stroke Assessment

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 60)
- What percentage had glucose given if their blood glucose level was low (BGL < 60)? (Figure 61)

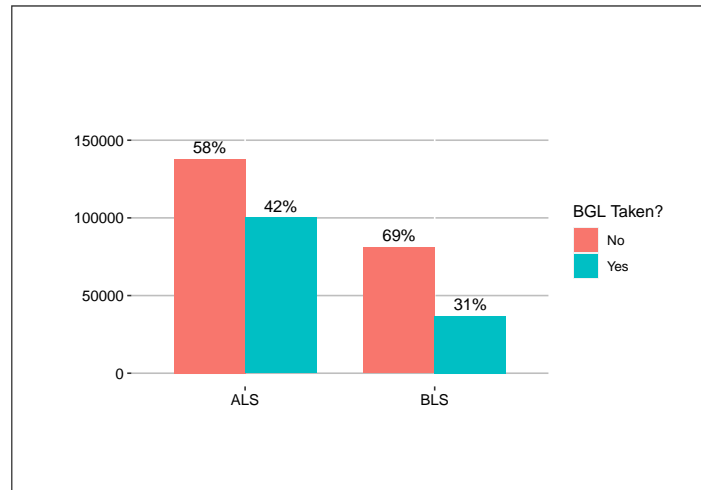


Figure 60: BGL checked for patients with altered mental status (GCS < 15)?

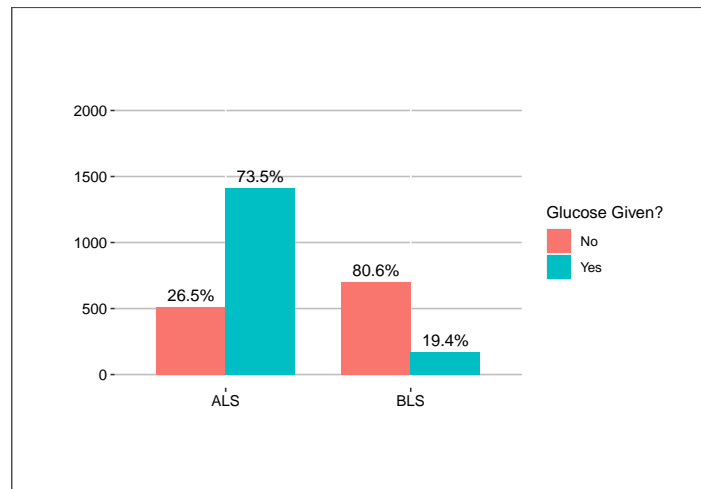


Figure 61: For patients with altered mental status and BGL < 60, was Glucose given?

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?** (Figure 62)

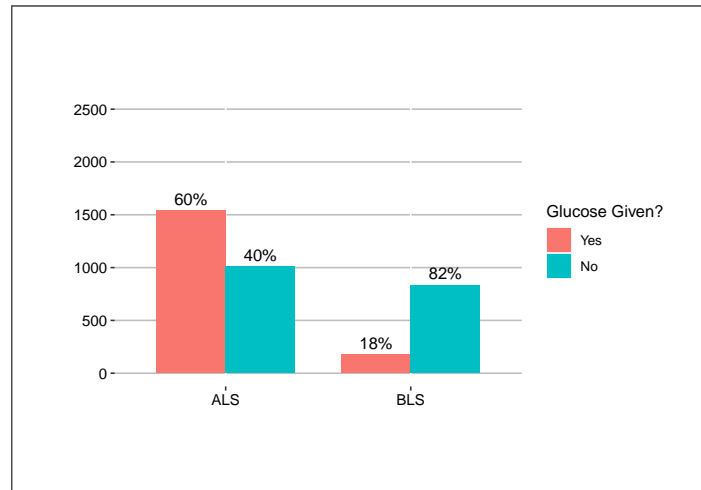


Figure 62: For patients identified as symptomatic hypoglycemia, was glucose given?

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 63)
- What percentage without return of spontaneous circulation (ROSC) prior to Emergency Department (ED) arrival was scene time greater than 30 minutes? (Figure 64)
- What percentage with ROSC prior to ED arrival was scene time greater than 30 minutes? (Figure 65)

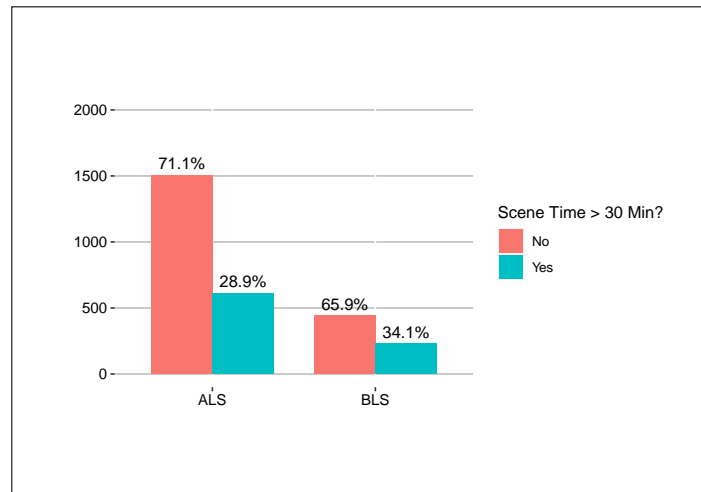


Figure 63: Scene Time for Cardiac Arrest

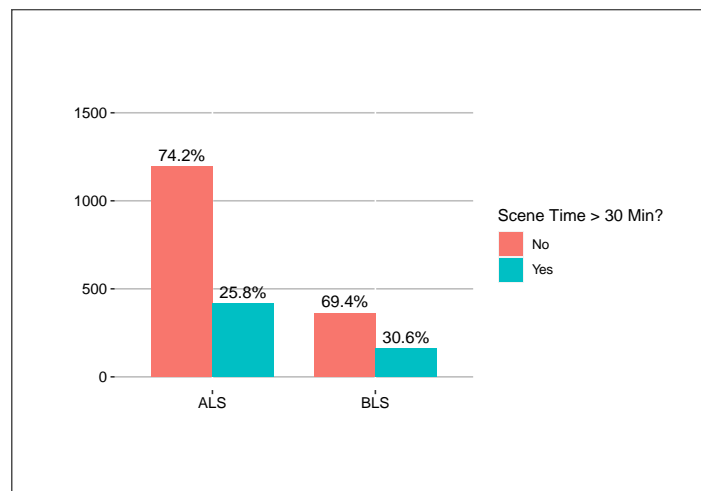


Figure 64: Scene Time for Cardiac Arrest without ROSC

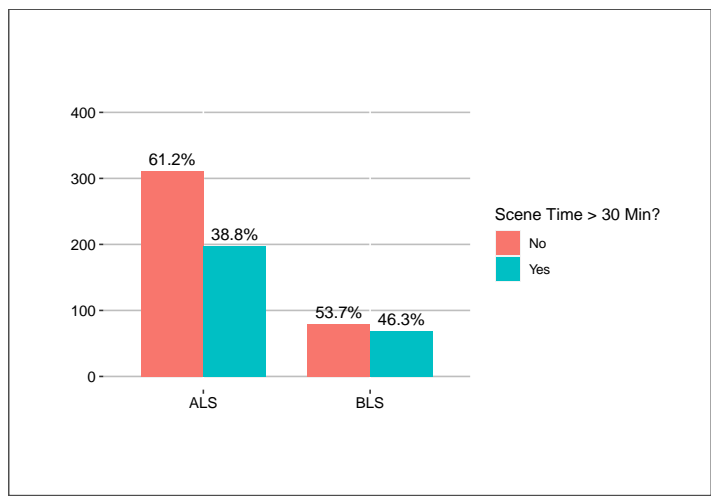


Figure 65: Scene Time for Cardiac Arrest with ROSC

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 16 and under? (Figure 66)
- What is the number of successful intubation attempts for patients older than 16? (Figure 67)

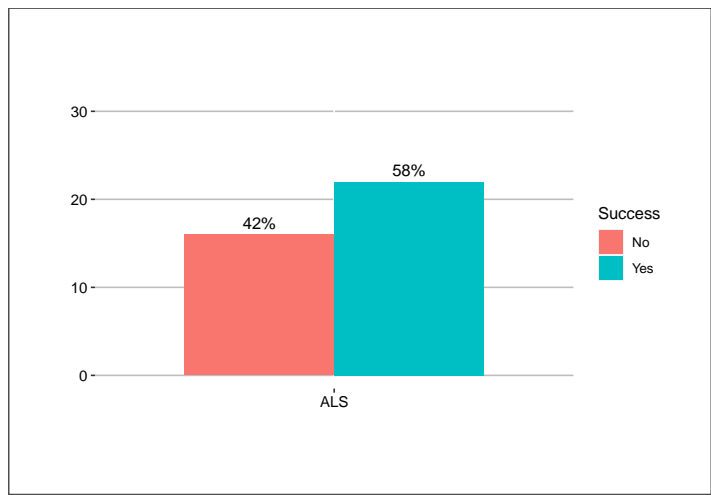


Figure 66: Intubation Success - 16 and Under

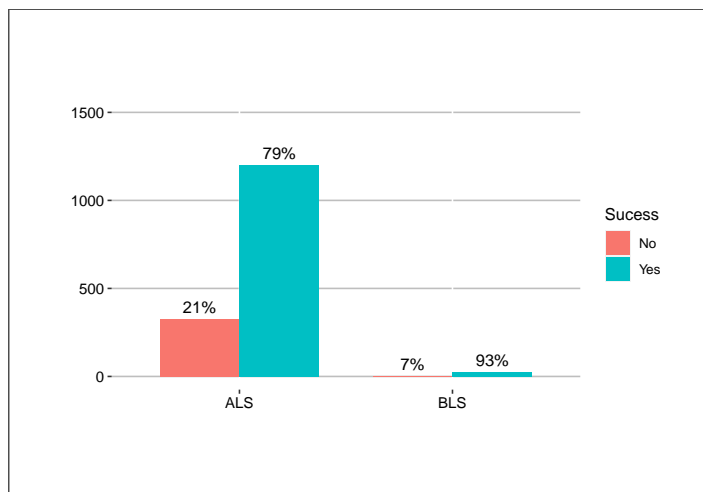


Figure 67: Intubation Success - Over 16

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 percentage 16 and under had a respiratory assessment? (Figure 68)
- What percentage older than 16 had a respiratory assessment? (Figure 69)

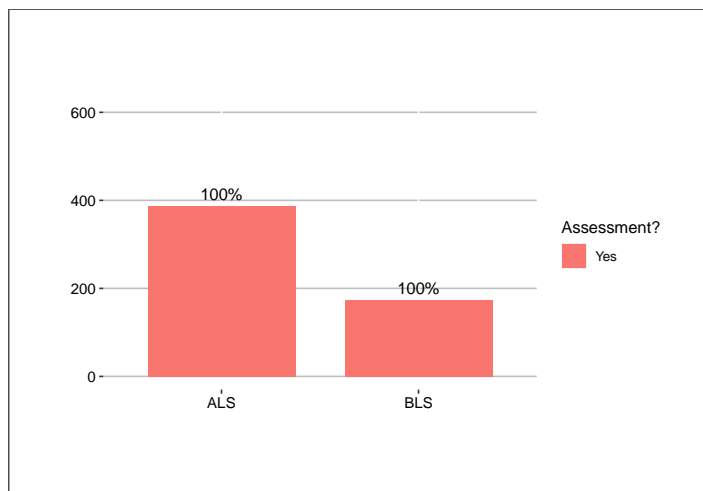


Figure 68: Respiratory Assessment - 16 and under

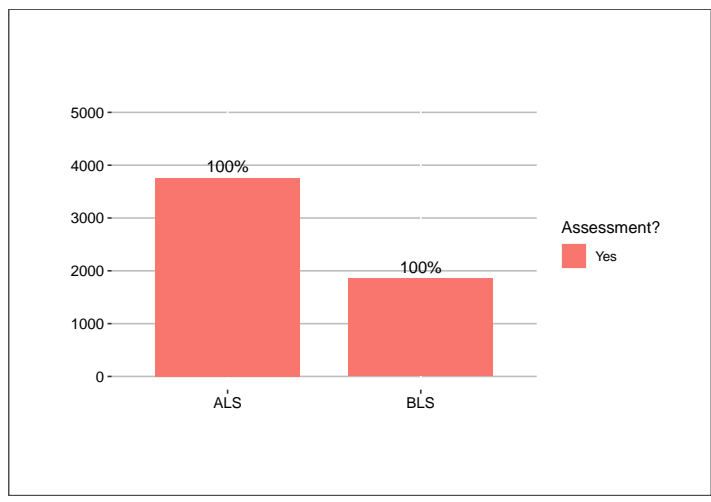


Figure 69: Respiratory Assessment - Over 16

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 16 and under had an aerosolized beta agonist administered? (Figure 70)
- What percentage older than 16 had an aerosolized beta agonist administered? (Figure 71)

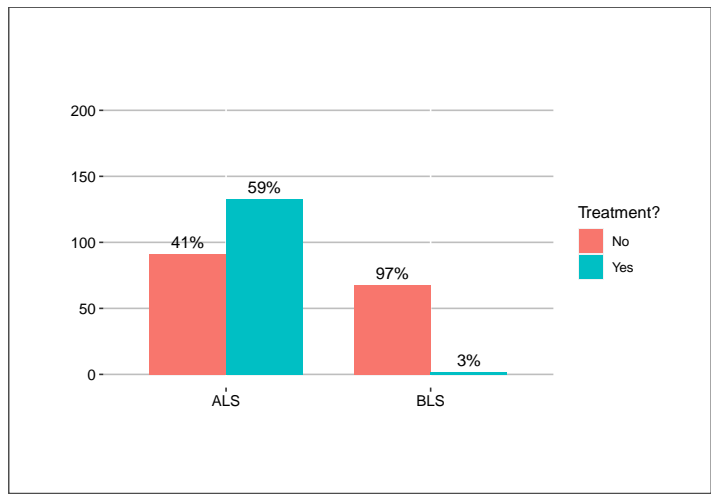


Figure 70: Asthma Treatment - 16 and under

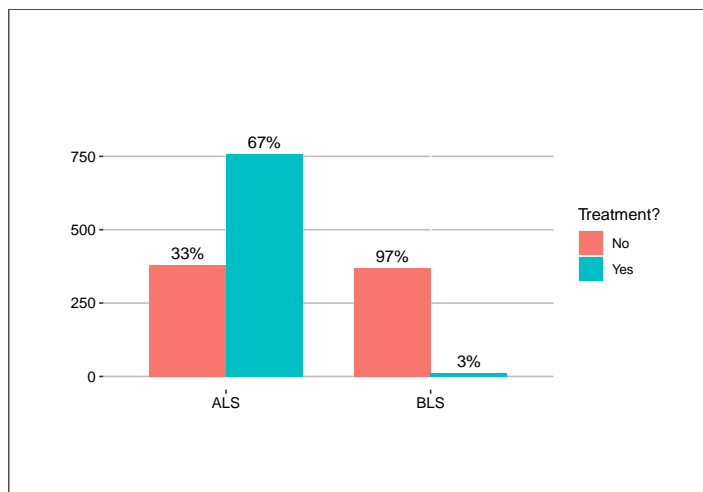


Figure 71: Asthma Treatment - older than 16

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 72)
- What percentage had their blood glucose level checked? (Figure 73)

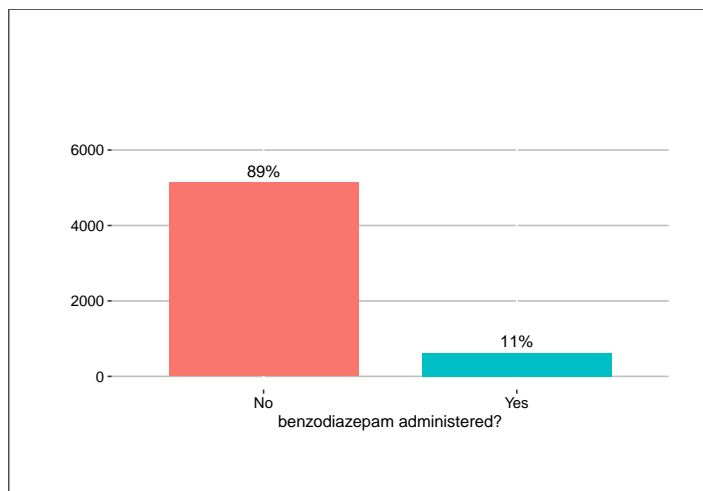


Figure 72: Seizure Patients with Benzodiazepine Administered

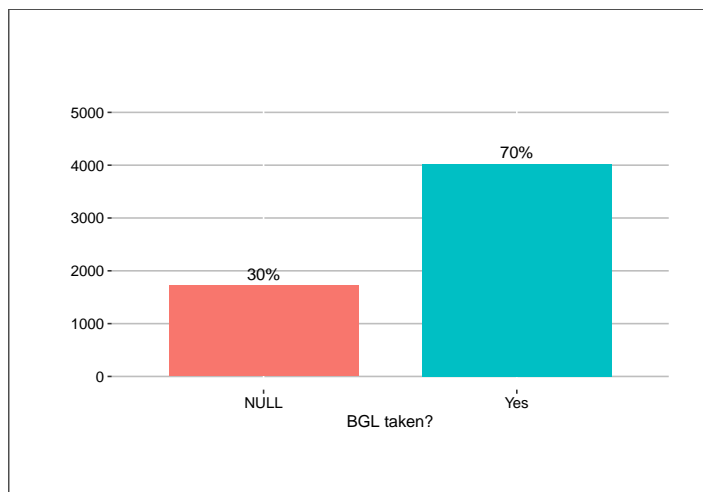


Figure 73: Seizure Patients with BGL Taken

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 74)

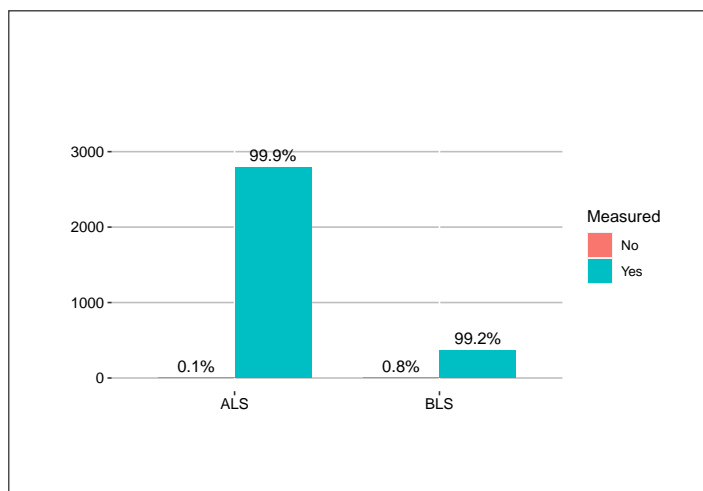


Figure 74: Pediatric Patients with Estimated Weight Measurement Documented

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 75)

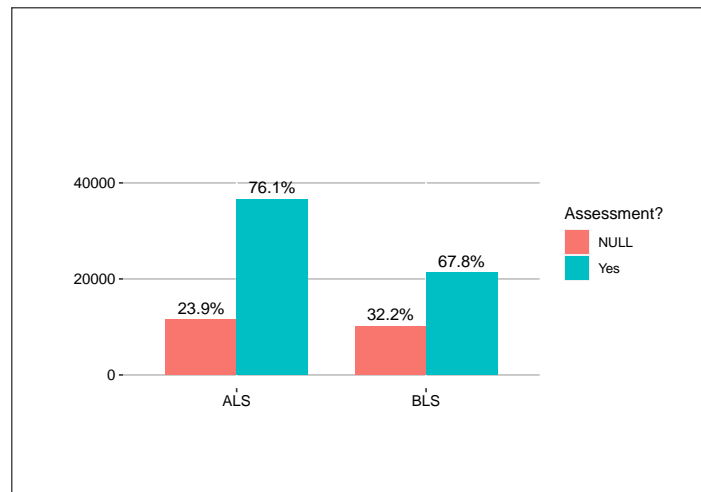


Figure 75: Trauma Patients with Pain Assessment

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 76)
- What percentage showed a decrease in documented pain score for patients 8 and under? (Figure 77)

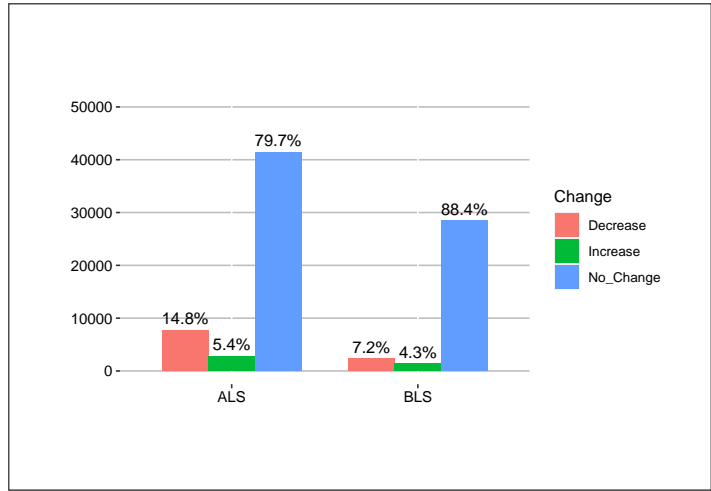


Figure 76: Over 8 Trauma Patients

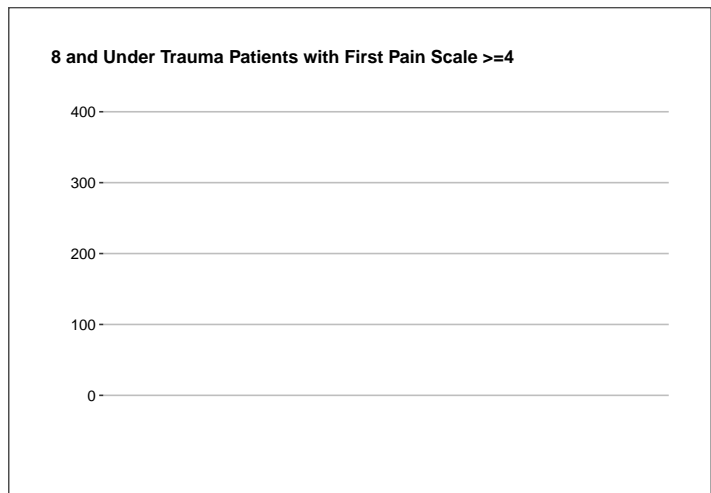


Figure 77: 8 and Under Trauma Patients

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 78)

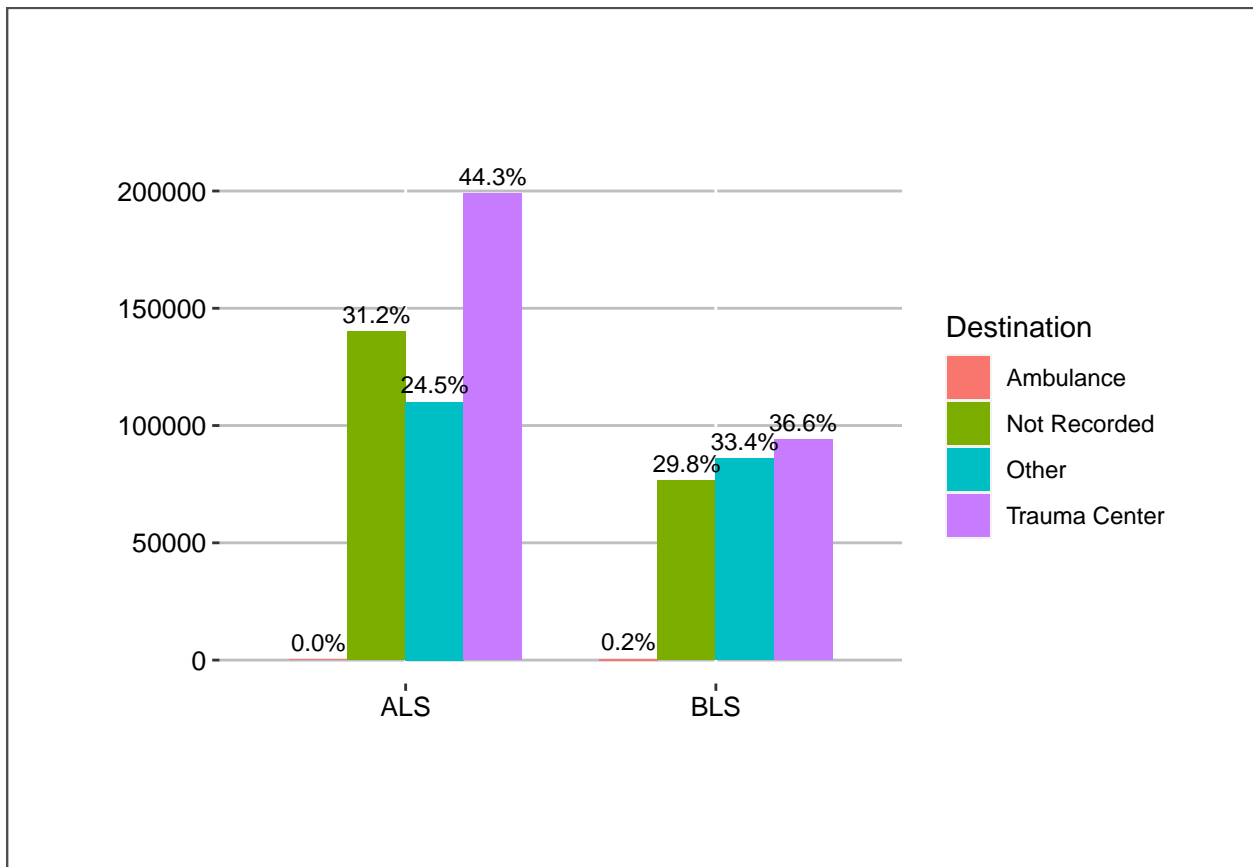


Figure 78: Trauma Patient Destination

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.

- What percentage of 911-responses documented lights and sirens to the scene? (Figure 79)
- What percentage of 911-responses documented lights and sirens from the scene? (Figure 80)
- What percentage of 911-responses documented lights and sirens to scene and lights and sirens from scene? (Figure 81)
- What percentage of 911-responses documented no lights and sirens to scene but lights and sirens from scene? (Figure 82)

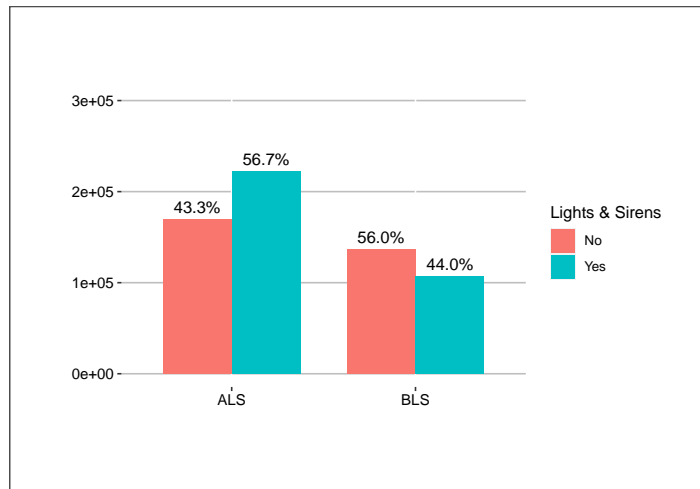


Figure 79: Lights and Sirens to Scene

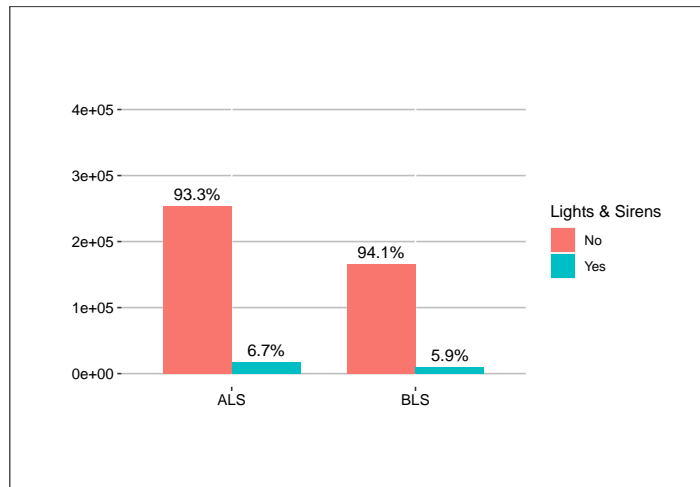


Figure 80: Lights and Sirens from Scene

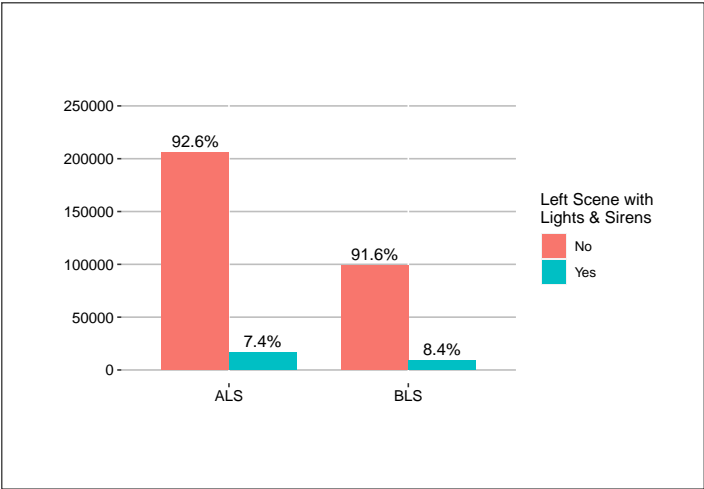


Figure 81: Lights and Sirens to Scene, percent left scene with lights and sirens

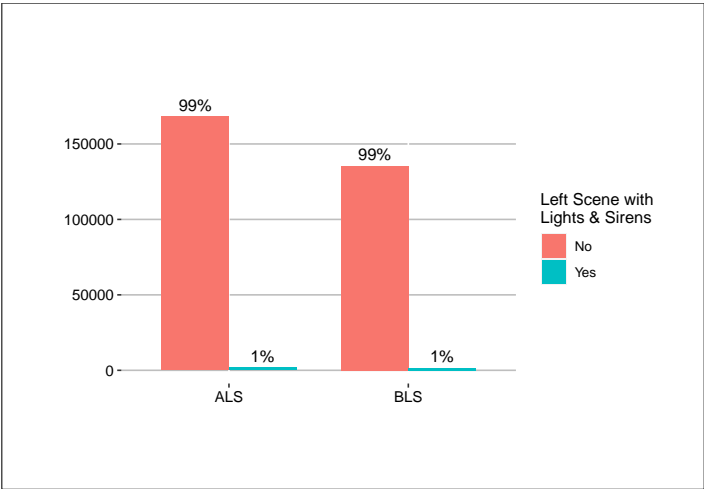


Figure 82: No Lights or Sirens to Scene, percent left scene with lights and sirens