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**Emergency Medical Services Data Report**

**2014**

**Commissioner Jewel Mullen, MD, MPH, MPA**

**Connecticut Department of Public Health**

Prepared by:

Ann Kloter, MPH

Epidemiologist, Office of Emergency Medical Services

Raphael M. Barishansky, MPH, MS, CPM

Director, Office of Emergency Medical Services

Health Care Quality and Safety Branch

Connecticut Department of Public Health

For additional information about this report, contact:

Connecticut Department of Public Health

Office of Emergency Medical Services

410 Capitol Avenue MS#12 EMS

PO Box 340308

Hartford, CT 06134-0308

Phone 860.509.7975

http://www.ct.gov/dph

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***Connecticut Department of Public Health***

Wendy H. Furniss, RNC, MS

Branch Chief – Health Care Quality and Safety

Raphael M. Barishansky, MPH, MS, CPM

Director – Office of Emergency Medical Services

Richard Kamin, MD, FACEP

Medical Director – Office of Emergency Medical Services

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| **Table of Contents**  |  |
|  | Page |
| ·       Introduction | 5 |
| ·       Office of Emergency Medical Services (OEMS) Mission and Personnel | 5 |
| ·       Data challenges  | 6 |
| ·       Emergency Medical Services (EMS) Data: Summary Figures for 2014 | 7 |
| ·       Overall Call Volume and Incident Location | 8 |
| ·       Patient Disposition, All Calls | 9 |
| ·       Emergency 911 Calls; Call Volume and Age Distribution | 10 |
| ·       Emergency 911 Calls; Location Type | 11 |
| ·       Emergency 911 Response Times calculation | 12 |
| ·       Trauma: Listed Causes of Injury | 13 |
| ·       Trauma: Selected Causes of Injury, by Age Group  | 14 - 17 |
| ·       Conclusions and Future Directions | 18 |
| ·       Appendix A: Estimates for Reported Response Times, by EMS Agency  | 19 - 23 |
| ·       Appendix B: Estimates for Reported Response Times, by Town  | 24 - 30 |

**Introduction**

The Office of Emergency Medical Services has statutory authority for data collection and reporting of statewide EMS information. In 2000, Public Act 00-151[[1]](#footnote-1) required the development of a data collection system to document the pre-hospital experience of patients from their initial contact with emergency medical services to their arrival at the emergency room. An annual report to the Connecticut General Assembly was required, starting in 2002. Annual reports listing selected summary figures and estimates followed.

The 2014 Emergency Medical Services (EMS) Data Report is a first enhancement beyond previous reports. It is based on data extracted and analyzed apart from Connecticut’s former reporting template.

**OEMS Mission and Personnel**

OEMS is part of the Healthcare Quality and Safety Branch. OEMS staff includes the Director, Medical Director, support staff, education coordinators, special investigators, EMS local program planners, regional EMS coordinators and an epidemiologist.

OEMS functions relate to strategic planning, education, licensing, regulatory and statutory oversight of EMS provider training, and identification and follow-up on medical issues that affect patient care. Investigation of complaints about EMS organizations, patient care concerns, provider activities and EMS agency site and vehicle inspections are also included. Responsibility for the information chain covers data collection oversight, quality assurance and reporting of EMS and Trauma data (pre-hospital and hospital). EMS staff members participate in numerous advisory, steering, legislative and other committees to optimize services for Connecticut’s 169 towns and borders with New York, Massachusetts and Rhode Island.

This complex web of responsibilities is juxtaposed with a large network of stakeholders that includes people in the communities, municipal governments, EMS providers, software vendors, Connecticut hospitals and trauma centers, medical associations, clinicians, members of the state legislature, the Department of Emergency Services and Public Protection, Division of Emergency Management and Homeland Security, the Connecticut Department of Transportation, the National Highway Traffic Safety Administration (NHTSA) and other state and federal partners. Connecticut shares data with the National EMS information system (NEMSIS) and is among the states working with NEMSIS to standardize the submission of high quality data.

**Data challenges**

Connecticut moved toward electronic collection of emergency medical services and trauma data in 2000 when statutory requirement and funding supportedthe creation and maintenance of two Oracle databases and data submission portals. More than six-hundred and fifty laptop computers were purchased for use by local EMS agencies. EMS agencies were allowed to choose software vendors if they were compliant with National EMS Information System (NEMSIS) requirements. Agreements with a vendor, Digital Innovation, Inc. were designed to establish a Trauma Registry to collect and report data from hospitals, as well as an EMS application for pre-hospital data aggregation.

Eleven software vendors currently provide the interface for data aggregation and submission for the EMS agencies which serve the 169 Connecticut towns. Although some of the original laptops have been replaced locally, lack of funding has left some agencies with old hardware. Software vendors are required to be compliant with the evolution of NEMSIS version 3 databases. The conversion from ICD-9 to ICD-10 this year will require additional changes in data collection for both EMS and Trauma.

The EMS database and the Trauma Registry are housed on State of Connecticut Bureau of Enterprise Systems and Technology (BEST) servers in Groton. The addition of a reporting tool for EMS data is needed. The current Trauma database is not currently functioning for hospitals or for OEMS, but an upgrade is in the planning stage.

The major challenges to data collection for EMS and for the Trauma Registry include information technology and security infrastructures at the state level, data aggregation interfaces, data transmission and processing points for applications designed to support analyses and reporting at the program and local user levels. Training and continued support of data entry in the field for EMS users and hospitals are also vital to linking pre-hospital information with hospital and other state and federal data sources in order to examine quality and cost measures. The transition of agencies from paper-based to electronic reporting continues to be a critical consideration. End-users need continuous education by vendors who provide the electronic Patient Care Record (ePCR) software which is used for data entry of EMS calls, as well as practical guidance from DPH OEMS regional coordinators.

Local providers of emergency medical services work with tremendous variation in the physical, economic and logistic milieu in which they act on behalf of the public. A call to “911” brings to mind a homogeneous network of communications and response capability equally available to all within our small state. In reality, some area responders are primarily volunteers who are not answering the calls from a strategically placed location or base. Barriers such as apartment buildings, reservoirs, highways, local construction projects, traffic patterns and living conditions affect response logistics. Local EMS plans that are coordinated with the CT DPH can recognize and take into account special challenges while at the same time striving for progress in clinical areas, performance measure development and EMS personnel educational needs.

**EMS Data: Summary Figures for 2014**

Summary figures for 2014 data used calculations similar to previous reports as a model. Neither previous DPH reports nor NEMSIS reports use a unique person ID, so counts are counts of records.

Race and ethnicity information are not recorded for approximately forty-four percent of all calls.

|  |  |  |
| --- | --- | --- |
| **Total records received** (all types of calls):  | 652,351 |  |
| Cancelled calls:  | 68,674 | 10.5% |
|  |  |  |
| **Total 911 records**: | 520,517 |  |
| 911 calls for a medical problem | 461,662 | 88.4% |
| 911 calls for trauma  | 38,451 | 7.4% |
| 911 calls for cardiac arrest | 2,995 | 0.6% |
|  |  |  |
| Mutual aid calls:  | 2,482 |  0.5% |
| Paramedic on scene: | 313,241 | 60.2% |
|  |  |  |
| # records with at least one defibrillation attempt | 612 |  |
| # records with at least one defibrillation success | 192 |  |
|  |  |  |
| 911 calls by gender: (percent of records with data) |   |  |
| Females |  | 53% |
| Males |  | 47% |
| Gender not reported in 68,406 records |  |  |
|  |  |  |
|  |  |  |
| 911 calls by age: (percent of records with data)  |  |  |
|  18 years or older |  | 93% |
|  younger than 18 years  |  |  7% |
| Age data were incomplete for 64,261 records |  |  |
|  |  |  |
|  |  |  |
| Response Mode : (based on 99% of records) |  |  |
|  Lights and Sirens (LS) |  | 64% |
|  No Lights or Sirens |  | 33% |
|  Initial LS, downgraded |  | 2% |
|  Upgrade to LS |  | <1% |

Response time estimates were done for records with date and time data, using the reported time an EMS unit was notified by dispatch and the reported time of arrival on the scene, as in previous years’ reports. Additionally, records were removed from the calculation if either time point was missing (more than 25,000 records) or the calculated response interval was not 1 to 60 minutes. *Numerous other time points are valid fields but were not filled in for one quarter to one half of all records received. The response time points were calculated from the most logical and available data. Please refer to appendices A and B.*

**Overall Call Volume**

**Incident Location Type**

Calls for Emergency Medical assistance can occur in many different places including, but not limited to, places of residence, public buildings, highways, etc. and each can present unique factors to responding Emergency Medical Services providers. Residences are the most common place ambulances respond to (38.6%), followed by health care facilities (18.2%). Together, residences and health care facilities account for more than half (56.8%) of all incident location types. Emergency 911 calls show a somewhat different distribution of location, with street and highway leading the list.

Table 1: Location Type of All Calls

|  |  |  |
| --- | --- | --- |
| Incident Location Type | Frequency | Percent |
| Home/Residence | 252,047 | 38.6 |
| Health Care Facility | 118,812 | 18.2 |
| Residential Institution | 62,047 | 9.5 |
| Street or Highway | 61,531 | 9.4 |
| Public Building | 31,597 | 4.8 |
| Trade / service place | 24,148 | 3.7 |
| All Other | 15,719 | 2.4 |
| Missing location type  | 86,450 | 13.3 |
|  | 652,351 |  |

**Patient Disposition**

Table 2: Patient Disposition, All Calls

|  |  |  |
| --- | --- | --- |
| Patient Disposition | Frequency | Percent |
| Treated, Transport by EMS | 493,300 | 75.6% |
| Cancelled | 68,674 | 10.5% |
| Patient Refused Care | 43,262 | 6.6% |
| No Patient Found | 16,054 | 2.5% |
| Treated, Transferred Care | 14,401 | 2.2% |
| Treated and Released | 9,893 | 1.5% |
| No Treatment Required | 4,142 | 0.6% |
| Dead at Scene | 2,429 | 0.4% |
| Treated, Transported by Private Vehicle | 160 | 0.02% |
| Treated, Transported by Law Enforcement | 35 | 0.01% |
| 1 record missing information | 652,350 |  |

**Emergency 911 Calls**

More than 130,000 emergency 911 calls are received each quarter. Inspection of 2014 data shows some reporting gaps. EMS providers vary in size from small volunteer organizations to large commercial companies. Record counts are the best current estimates available of call volumes and types. Emergency 911 calls are a subset of total calls, defined by the type of service requested. They include “911 response to scene”, “intercept” and “mutual aid” calls. This is consistent with reports from previous years.

Table 3: Location Type of Emergency 911 Calls

|  |  |  |
| --- | --- | --- |
| Incident Location Type, 911 Calls | Frequency | Percent |
| Home/Residence | 242,949 | 46.7% |
| Street or Highway | 60,890 | 11.7% |
| Residential Institution | 47,789 | 9.2% |
| Health Care Facility | 32,761 | 6.3% |
| Public Building | 29,720 | 5.7% |
| Trade / service place | 23,756 | 4.6% |
| All others | 14,513 | 2.8% |
| Missing location type | 68,139 | 13.1% |
|  | 520,517 |  |

Response Times

The response times were calculated by comparing the date and time the EMS unit arrived on the scene with the date and time the EMS unit was notified by dispatch. If the times reported were the same and were on the same date, the interval reported for response time was zero. About two percent of records in the analysis had a response time of zero. Almost five percent of records did not contain date/time data for the response time calculation.

This report uses the calculation of response time as above. The small number of 911 calls from many towns makes estimates of mean response time meaningless when broken out by EMS agency within town of incident. EMS coverage is not homogeneous from town to town, nor is geography or EMS agency staffing. Therefore, mean response time estimates are presented by the EMS Agency (Appendix A) and separately by Incident Town (Appendix B). The figures are not strictly comparable by agency, considering that a large EMS agency can respond to calls in a variety of geographic locations. Towns where emergency events take place will have variations in response times due to local traffic patterns, road construction and other local conditions. In addition, the response times are for all kinds of emergency 911 calls, some more critical than others.

The analysis of response times was limited to the ninety-three percent (484,182) of emergency 911 calls that a calculated response interval of one to sixty minutes. Some of the confidence intervals may still reflect reporting mistakes at the point of data entry. Taken together, the response times included in the analysis had an overall mean of 8.2 minutes. Half of the response times are 7 minutes or less (7 is the median, denoted by the blue vertical line).

**Trauma Calls** (38,451 records)

Classification of “trauma” calls was modified for the 2014 report with OEMS staff input. Trauma calls accounted for 7.4% of all reported 911 emergency calls in 2014. Falls were reported as the cause of injury for more than half (51%) of all trauma records. The majority (91%) of trauma calls involved patients who were 18 years or older. Almost two-thirds (63%) of adults who injured themselves in a fall were age 65 years or older.

Table 4: Cause of Injury

|  |  |  |
| --- | --- | --- |
| Cause of Injury (n=38,451 trauma calls) | Frequency | Percent |
| Falls  | 19,662 | 51.1 |
| Motor Vehicle traffic accident  | 9,127 | 23.7 |
| Drug poisoning  | 2,823 | 7.3 |
| Struck by Blunt/Thrown Object  | 2,523 | 6.6 |
| Motor Vehicle non-traffic accident  | 1,277 | 3.3 |
| Pedestrian traffic accident  | 574 | 1.5 |
| Stabbing/Cutting Assault  | 503 | 1.3 |
| Motorcycle Accident  | 438 | 1.1 |
| Bicycle Accident  | 247 | 0.6 |
| Machinery accidents  | 215 | 0.6 |
| Fire and Flames  | 175 | 0.5 |
| Stabbing/Cutting Accidental  | 132 | 0.3 |
| Firearm assault  | 117 | 0.3 |
| Excessive Heat  | 96 | 0.3 |
| Rape  | 86 | 0.2 |
| Chemical poisoning  | 59 | 0.2 |
| Mechanical Suffocation  | 56 | 0.2 |
| Electrocution (non-lightning)  | 46 | 0.1 |
| Firearm injury (accidental)  | 46 | 0.1 |
| Child battering  | 42 | 0.1 |
| Firearm self-inflicted  | 37 | 0.1 |
| Smoke Inhalation  | 39 | 0.1 |
| Non-Motorized Vehicle Accident  | 29 | 0.1 |
| Venomous stings (plants, animals)  | 26 | 0.1 |
| Excessive Cold  | 24 | 0.1 |
| Water Transport accident  | 24 | 0.1 |
| Drowning  | 18 | 0.1 |
| Aircraft related accident  | 8 |  <0.1 |
| Lightning  | 1 |  <0.1 |
| Radiation exposure  | 1 |  <0.1 |
|  | 38,451 |  |

**Selected Causes of Injury Reported for Trauma Calls, by Age Group**

Age is recorded in separate fields as age and unit of age. All were converted to years.

Records with incomplete age data were excluded from the charts.

The CDC reports that falls are “the leading cause of non-fatal injury in children”. [[2]](#footnote-2) Children age 0 to 17 years account for approximately six percent of the calls for falls injuries reported by the Emergency 911 providers in 2014. Falls are the leading cause of both fatal and non-fatal injuries in adults age 65 and older.[[3]](#footnote-3) The chart may reflect the mode of transport more than the actual falls experience of all age groups. The National Hospital Ambulatory Care Survey[[4]](#footnote-4) suggests that people age 65 years and older are more likely than younger people to arrive at an emergency department via ambulance .

\*Motor vehicle non-traffic accidents involve motor vehicles in recreation/sporting activities off the highway, or motor vehicle collisions or accidents that take place entirely off the highway.

Implementation of laws allowing wider distribution and use of Naloxone (Narcan) in 2014 may change future reports.

In 2014, there were two hundred Emergency 911 firearm calls reported; 196 had associated age information. The majority (77%) were intentional. This category includes firearm assaults and self-inflicted injuries. Twenty-three percent of all firearm calls were reported as unintentional injuries.

The chart above shows the distribution by age group separately for intentional and unintentional firearm injuries. The dark blue bars are the percentages of the 151 intentional injuries by age group. The striped bars represent the percentages of the 45 unintentional injuries in each age group.

Table 5: Firearm Injury calls, by Category

|  |  |  |
| --- | --- | --- |
| Category of Firearm Injury | # records  | Percent |
| Intentional (Firearm assault) | 117 | 59.7% |
| Intentional (Firearm self-inflicted) | 34 | 17.3% |
| Unintentional Firearm injury | 45 | 23.0% |
|  | 196 |  |

**Conclusions and Future Directions**

1. Data Quality: The model electronic patient care record (ePCR) used by EMS organizations allows collection of 1,285 pieces of data. Not all of these can or should be collected on every call. There should be some common understanding as to what fields are required for every record, and which must also be filled for specific types of events.
2. A reasonable deadline for quarterly submission of data for all agencies needs to be monitored and followed up at the local level with the cooperation of the epidemiologist, regional coordinators and program director. Some gaps in data submission are apparent. Clearly, some of the agencies have not set up their software to auto-populate agency identification fields.
3. Data collection software: Agencies have chosen their own software vendors, as long as the software is compliant with NEMSIS updates for database standards. Although the NEMSIS implementation due to be in force by the end of 2016 will include validation of data at the data entry level, it is not clear what level of validation is currently part of each different software product, and what issues the EMS agencies are having with their software. Examination of 2014 data suggests that some fields are not being validated, or free text is being used instead of a standard pick list. OEMS will request a detailed document of field validation that is current from each software vendor and each vendor’s readiness for the 2016 NEMSIS update.
4. Continuation of end-user education is a responsibility of software vendors used by the EMS agencies, assisted by quality assurance monitoring and follow-up (see item 2).
5. A set of quality assurance edits, feedback and revision cycle has not been part of OEMS data management, so the data are somewhat “dirty”. Example: response times.

The eventual upgrade of NEMSIS in December of 2016 will apply standardized edit checks for some fields at the point of data entry, improving the reliability of the data.

1. Linkage of prehospital data to hospital discharge data and trauma center data is an important step in applying performance standards and investigating clinical outcomes and costs. Presently, the infrastructure for creating and maintaining secure databases and query/report applications for EMS data is not developed. The trauma data application upgrades and integration with information technology structures that make data submissions and reporting possible are in the process of being put together for current use. Development steps and the criteria for accomplishing each step (including personnel, funding and infrastructure) are being elaborated for present and future needs.
2. Collaboration with partners within and outside the Agency and sharing of data, according to confidentiality requirements, is an important step in making best use of collective efforts.
3. Data for multiple years may be combined for some analyses. Performance measures for selected critical response events could be another facet of analysis. A set of performance standards has been developed and is moving through the approval process.

**Appendix A:** **Estimates for Reported Response Times, by EMS Agency, 2014**

Some EMS agencies as reported are invalid or unmatched entries. They were included because they represent work done, but they also present quality assurance issues which need to be addressed. Response time estimates are based on records with a calculated response time of 1 to 60 minutes to exclude the most egregious date/time documentation errors. The 95% confidence interval brackets the mean response time that would be expected from repeated random sampling of response times for each agency in 2014. Statistics are not reported for fewer than 30 records. Agencies with more than 10,000 calls are listed separately at the end of Appendix A.

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| --- |
| Estimates of Response Time in Minutes by Reported EMS Agency, 2014  |
| EMS Agency as Reported | # records | Mean | Minimum | Maximum | 95% CI |
| 119 (unidentified) | 496 | 5.2 | 1 | 26 | 4.9 | 5.5 |
| 3595 (unidentified) | 82 | 4.0 | 1 | 16 | 3.4 | 4.6 |
| Am.Legion Amb. dba Griswold | 1,082 | 7.0 | 1 | 54 | 6.7 | 7.3 |
| American Legion Ambul. Fund | 1,751 | 8.8 | 1 | 32 | 8.6 | 9.0 |
| Andover Vol. FD | 180 | 11.5 | 1 | 34 | 10.9 | 12.2 |
| Ansonia Rescue & Medical Svcs. | 2,588 | 6.1 | 1 | 37 | 6.0 | 6.2 |
| Ashford Vol. FD. | 328 | 11.4 | 1 | 34 | 10.7 | 12.1 |
| Baltic FD. | 223 | 10.9 | 1 | 30 | 10.3 | 11.5 |
| Bantam Fire Co. | 202 | 11.9 | 2 | 44 | 11.1 | 12.7 |
| Beacon Hose Co. | 86 | 8.7 | 1 | 23 | 7.7 | 9.7 |
| Bethany Vol. FD. Ambul. | 372 | 12.4 | 2 | 50 | 11.9 | 13.0 |
| Bethel Volunteer FD. | 1,091 | 7.1 | 1 | 37 | 6.8 | 7.3 |
| Bethel-Redding Paramedic Alliance  | 1,359 | 7.6 | 1 | 25 | 7.4 | 7.8 |
| Bethlehem (need CO) | 5 |   |   |   |   |   |
| Bozrah Vol. Fire Company | 232 | 13.1 | 3 | 35 | 12.4 | 13.8 |
| Branford FD.-EMS | 4,172 | 6.6 | 1 | 43 | 6.5 | 6.7 |
| Bridgewater Vol. FD | 76 | 12.8 | 2 | 40 | 11.4 | 14.2 |
| Brookfield Vol. Fire Co. | 1,293 | 5.5 | 1 | 33 | 5.3 | 5.7 |
| Burlington Vol. FD. | 115 | 10.1 | 3 | 30 | 9.1 | 11.0 |
| C166P1 (unidentified) | 79 | 7.7 | 2 | 20 | 6.9 | 8.5 |
| Campion Ambul. Service | 4,284 | 7.3 | 1 | 36 | 7.2 | 7.4 |
| Canterbury Vol. Fire Co. | 84 | 14.4 | 2 | 41 | 13.0 | 15.8 |
| Cheshire | 4 |   |   |   |   |   |
| Chester Hose Company | 113 | 13.2 | 1 | 44 | 12.0 | 14.3 |
| Chesterfield Fire Co. | 106 | 6.7 | 1 | 22 | 6.0 | 7.4 |
| Clinton Vol. FD. | 775 | 12.9 | 1 | 43 | 12.5 | 13.3 |
| CO99P1 (unidentified) | 455 | 11.1 | 1 | 28 | 10.6 | 11.5 |
| Colchester Hayward Vol. Fire Co. | 1,257 | 9.5 | 1 | 47 | 9.2 | 9.8 |
| Columbia Vol. FD. | 311 | 10.6 | 2 | 31 | 10.0 | 11.1 |
| Community Fire Co. | 698 | 10.0 | 1 | 57 | 9.5 | 10.5 |
| Cornwall Vol. FD. | 204 | 15.5 | 1 | 37 | 14.6 | 16.3 |
| Coventry Vol. Fire Assn.  | 815 | 10.0 | 1 | 29 | 9.7 | 10.3 |
| Cromwell FD. | 1,922 | 8.1 | 1 | 59 | 7.9 | 8.3 |

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| Estimates of Response Time in Minutes by Reported EMS Agency, 2014 |
| EMS Agency as Reported | # records | Mean | Minimum | Maximum | 95% CI |
| Danbury Ambul. Service/aka Danbury Me | 355 | 9.6 | 1 | 45 | 8.9 | 10.2 |
| Danbury EMS/Div. of Danbury FD. | 9,881 | 5.7 | 1 | 60 | 5.6 | 5.8 |
| Darien EMS - Post 53 | 1,502 | 5.7 | 1 | 33 | 5.5 | 5.9 |
| Deep River Ambul. Assn. | 356 | 13.4 | 1 | 28 | 12.9 | 13.8 |
| Durham Volunteer Ambul. Corps | 441 | 11.5 | 1 | 31 | 11.1 | 12.0 |
| East Haddam Ambul. Assn.  | 567 | 19.0 | 1 | 51 | 18.5 | 19.5 |
| East Hampton Ambul. Assn. | 876 | 13.2 | 1 | 52 | 12.8 | 13.5 |
| East Hartford FD. | 7,926 | 5.7 | 1 | 49 | 5.6 | 5.7 |
| East Haven FD. | 3,107 | 5.1 | 1 | 52 | 5.0 | 5.2 |
| East Lyme Ambul. | 1,958 | 6.0 | 1 | 30 | 5.8 | 6.1 |
| East Windsor Ambul. Assn. | 2,485 | 7.7 | 1 | 35 | 7.5 | 7.8 |
| Easton Vol. EMS | 428 | 8.1 | 1 | 29 | 7.7 | 8.6 |
| Echo Hose Hook & Ladder Vol. Amb. | 4,230 | 8.9 | 1 | 60 | 8.8 | 9.1 |
| Electric Boat Corporation | 127 | 2.8 | 1 | 13 | 2.5 | 3.1 |
| Ellington Vol. Ambul. Corps | 968 | 8.6 | 1 | 59 | 8.3 | 8.9 |
| Enfield Community Ambul. | 6,070 | 7.0 | 1 | 53 | 6.9 | 7.1 |
| Essex Ambul. Assn. | 670 | 14.1 | 1 | 38 | 13.7 | 14.4 |
| Falls Village Vol. FD. | 69 | 14.0 | 2 | 30 | 12.7 | 15.4 |
| Franklin Vol. FD. | 101 | 13.1 | 2 | 26 | 12.2 | 13.9 |
| Gardner Lake Vol. Fire Co. | 207 | 11.6 | 2 | 34 | 10.9 | 12.3 |
| Georgetown Vol. FD. | 536 | 6.9 | 1 | 26 | 6.6 | 7.2 |
| Glastonbury Vol. Ambul. Assn. | 2,700 | 5.8 | 1 | 41 | 5.7 | 6.0 |
| Goshen Vol. Fire Co. | 146 | 14.1 | 1 | 44 | 13.1 | 15.1 |
| Granby Ambul. Assn. | 970 | 9.9 | 1 | 42 | 9.5 | 10.2 |
| Greenwich EMS | 5,924 | 5.6 | 1 | 57 | 5.5 | 5.7 |
| Groton Ambul. Assn. | 4,107 | 8.2 | 1 | 52 | 8.1 | 8.4 |
| Haddam Vol. Ambul. Service | 678 | 13.5 | 2 | 51 | 13.0 | 14.0 |
| Harwinton Ambul. Assn. | 352 | 9.9 | 1 | 58 | 9.3 | 10.4 |
| Hebron Vol. FD. | 513 | 11.7 | 1 | 42 | 11.2 | 12.2 |
| Heritage Village Ambul. Assn. | 885 | 7.7 | 1 | 30 | 7.4 | 7.9 |
| KB Ambul. Corps  | 2,847 | 8.6 | 1 | 45 | 8.5 | 8.8 |
| Kent Vol. FD. | 440 | 15.5 | 1 | 43 | 14.9 | 16.1 |
| Killingworth Ambul. Assn. | 308 | 18.1 | 2 | 46 | 17.5 | 18.7 |
| Lawrence & Memorial Hospital | 4,352 | 9.9 | 1 | 44 | 9.8 | 10.0 |
| Lebanon Volunteer FD.  | 440 | 14.7 | 2 | 45 | 14.1 | 15.2 |
| Ledyard Vol. Emergency Squad | 810 | 13.2 | 1 | 50 | 12.8 | 13.7 |
| Lime Rock Park Ambul. | 8 |   |   |   |   |   |
| Litchfield Vol. Ambul. Assn. | 862 | 9.3 | 1 | 51 | 8.9 | 9.6 |
| Lyme Ambul. Assn. | 179 | 19.6 | 1 | 42 | 18.5 | 20.6 |

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| Estimates of Response Time in Minutes by Reported EMS Agency, 2014 |
| EMS Agency as Reported | # records | Mean | Minimum | Maximum | 95% CI |
| Madison Ambul. Association  | 1,886 | 6.3 | 1 | 30 | 6.2 | 6.5 |
| Middlebu (need valid CO) | 53 | 10.8 | 1 | 21 | 9.7 | 12.0 |
| Middlesex Hospital | 6,825 | 11.3 | 1 | 49 | 11.2 | 11.4 |
| Milford FD. | 1,227 | 6.1 | 1 | 40 | 5.9 | 6.3 |
| Mohegan Fire Co. | 720 | 5.9 | 1 | 21 | 5.7 | 6.2 |
| Mohegan Tribal FD | 2,731 | 5.7 | 1 | 32 | 5.6 | 5.9 |
| Monroe Vol. EMS | 1,201 | 10.1 | 1 | 40 | 9.9 | 10.4 |
| Montville Fire Co. Ambul. | 754 | 6.1 | 1 | 17 | 5.9 | 6.3 |
| Morris Vol. FD. | 170 | 10.4 | 1 | 49 | 9.5 | 11.2 |
| Mortlake Fire Co.  | 763 | 10.1 | 1 | 39 | 9.6 | 10.5 |
| Mystic River Ambul. Assn. | 2,183 | 8.5 | 1 | 50 | 8.3 | 8.7 |
| New Canaan Vol. Ambul. Corps | 1,712 | 7.1 | 1 | 46 | 6.9 | 7.3 |
| New Hartford Vol. FD. Amb. Svc. | 734 | 13.0 | 1 | 53 | 12.6 | 13.5 |
| New London FD. | 5,443 | 5.0 | 1 | 57 | 4.9 | 5.0 |
| New Milford Community Ambul. | 2,027 | 10.7 | 1 | 52 | 10.4 | 10.9 |
| Newtown Vol. Ambul. Corps | 2,531 | 10.0 | 1 | 39 | 9.8 | 10.2 |
| Norfolk Lions Club Ambul. | 187 | 14.0 | 2 | 40 | 13.1 | 15.0 |
| North Branford FD. Amb. Co. #4 | 639 | 11.5 | 1 | 52 | 11.1 | 11.9 |
| North Canaan Vol. Ambul. Corps | 935 | 8.3 | 1 | 46 | 8.0 | 8.7 |
| North Haven FD. | 2,322 | 6.7 | 1 | 60 | 6.5 | 6.9 |
| Oakdale Fire Co. | 339 | 6.0 | 1 | 24 | 5.6 | 6.4 |
| Old Lyme South End Vol. Amb. Assn. | 442 | 11.7 | 1 | 50 | 11.1 | 12.3 |
| Old Saybrook Amb. Assn. | 1,268 | 11.6 | 1 | 44 | 11.3 | 11.9 |
| Oxford Ambul. Assn.,  | 185 | 10.6 | 2 | 35 | 9.8 | 11.3 |
| Pfizer Inc | 59 | 3.8 | 1 | 8 | 3.4 | 4.1 |
| Plymouth Vol. Ambul. Corps | 1,105 | 7.1 | 1 | 33 | 6.9 | 7.4 |
| Pomfret Fire District Pomfret Ambul. | 118 | 16.5 | 1 | 48 | 15.3 | 17.8 |
| Poquetanuck Vol. FD. | 370 | 11.3 | 1 | 32 | 10.7 | 11.9 |
| Pratt & Whitney Div. of UTC | 78 | 4.2 | 1 | 9 | 3.8 | 4.7 |
| Pratt & Whitney--Middletown | 35 | 3.1 | 1 | 6 | 2.6 | 3.5 |
| Putnam E.M.S. Ambul. Service  | 1,045 | 7.1 | 1 | 45 | 6.8 | 7.3 |
| Redding Fire District | 186 | 11.1 | 1 | 41 | 10.3 | 12.0 |
| Ridgefield FD. | 2,034 | 7.1 | 1 | 39 | 6.9 | 7.2 |
| Rocky Hill Vol. Ambul. | 759 | 7.5 | 1 | 40 | 7.2 | 7.8 |
| Roxbury Ambul. Assn. | 146 | 14.3 | 2 | 52 | 13.1 | 15.5 |
| Salisbury Vol. Ambul. Service | 337 | 15.1 | 2 | 57 | 14.4 | 15.8 |
| Scotland Vol. FD. | 62 | 13.7 | 2 | 30 | 12.4 | 15.1 |
| Sharon FD. Ambul. Squad | 221 | 10.7 | 2 | 43 | 9.9 | 11.4 |
| Sherman Vol. FD. | 200 | 16.4 | 1 | 58 | 15.5 | 17.3 |
| Sikorsky Aircraft Corporation | 114 | 3.5 | 1 | 9 | 3.2 | 3.9 |
| Somers FD. Ambul. Div. | 596 | 8.5 | 1 | 31 | 8.1 | 8.9 |

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| Estimates of Response Time in Minutes by Reported EMS Agency, 2014 |
| EMS Agency as Reported | # records | Mean | Minimum | Maximum | 95% CI |
| South Manchester FD. | 3,589 | 4.9 | 1 | 54 | 4.8 | 4.9 |
| South Windsor Ambul. Corps  | 654 | 7.8 | 1 | 34 | 7.6 | 8.0 |
| Southbury Ambul. Assn. | 1,985 | 8.7 | 1 | 31 | 8.6 | 8.9 |
| Southbury Training School | 422 | 6.9 | 1 | 43 | 6.4 | 7.3 |
| Stafford Ambul. Assn. | 860 | 9.9 | 1 | 46 | 9.5 | 10.3 |
| Stonington Vol. Ambul. Corps | 431 | 11.1 | 1 | 46 | 10.5 | 11.6 |
| Stony Hill Vol. Fire Co. | 726 | 8.0 | 1 | 36 | 7.6 | 8.4 |
| Storm Engine Co. Amb. & Rescue Corps | 1,102 | 6.5 | 1 | 31 | 6.3 | 6.7 |
| Stratford EMS | 7,260 | 7.2 | 1 | 47 | 7.1 | 7.3 |
| Submarine Base FD. | 145 | 5.5 | 1 | 24 | 4.9 | 6.1 |
| Suffield Vol. Ambul. Assn. | 1,462 | 10.9 | 1 | 50 | 10.6 | 11.2 |
| Thomaston Vol. Ambul. Corps.,  | 240 | 8.3 | 2 | 28 | 7.7 | 8.8 |
| Tolland FD. | 1,041 | 11.5 | 1 | 57 | 11.1 | 11.9 |
| Torringt(need valid CO) | 8 |   |   |   |   |   |
| Town of Canton Vol. Fire & EMS | 832 | 9.8 | 1 | 58 | 9.4 | 10.2 |
| Town of Guilford FD Ambul. | 1,976 | 8.6 | 1 | 56 | 8.3 | 8.8 |
| Town of Mansfield Fire and Emerg | 1,618 | 7.6 | 1 | 55 | 7.4 | 7.8 |
| Trumbull EMS | 4,396 | 8.4 | 1 | 44 | 8.3 | 8.5 |
| UConn FD. - Health Center | 1,653 | 7.6 | 1 | 38 | 7.3 | 7.9 |
| Valley EMS | 5,444 | 8.6 | 1 | 35 | 8.5 | 8.7 |
| Vernon FD. | 2,232 | 6.6 | 1 | 51 | 6.4 | 6.8 |
| Volunteer FD. of New Fairfield | 789 | 12.1 | 1 | 49 | 11.6 | 12.6 |
| Voluntown Volunteer Fire Company #1 | 192 | 11.2 | 1 | 44 | 10.3 | 12.1 |
| Wallingford Dept. of Fire Svs. | 4,765 | 6.3 | 1 | 42 | 6.2 | 6.4 |
| Warren Vol. Fire Co.  | 110 | 15.9 | 2 | 28 | 14.9 | 16.9 |
| Washington Ambul. Assn.  | 251 | 18.3 | 3 | 45 | 17.5 | 19.1 |
| Waterbur(need valid CO) | 12 |   |   |   |   |   |
| Waterford Ambul. Assn. | 3,100 | 6.7 | 1 | 55 | 6.5 | 6.8 |
| West Redding Vol. FD. District Co | 128 | 12.6 | 1 | 32 | 11.6 | 13.5 |
| Westbrook Ambul. Assn. | 818 | 12.6 | 2 | 32 | 12.2 | 12.9 |
| Westerly Ambul. RI | 801 | 5.4 | 1 | 38 | 5.2 | 5.7 |
| Weston Vol. EMS | 478 | 14.5 | 1 | 51 | 14.0 | 15.0 |
| Westport EMS | 2,947 | 6.8 | 1 | 42 | 6.7 | 7.0 |
| Wethersfield Vol. Ambul. Assn. | 1,165 | 6.4 | 1 | 37 | 6.2 | 6.6 |
| Willimantic FD. | 3,113 | 5.6 | 1 | 29 | 5.5 | 5.7 |
| Willington FD. | 404 | 10.0 | 1 | 25 | 9.6 | 10.4 |
| Wilton Volunteer Ambul. Corps | 1,189 | 8.3 | 1 | 39 | 8.1 | 8.5 |
| Windham Community Memorial Hospital | 3,358 | 8.2 | 1 | 41 | 8.1 | 8.4 |
| Windsor Locks Lions Club Ambul. | 1,452 | 4.8 | 1 | 28 | 4.7 | 5.0 |
| Windsor Vol. Ambul. , d/b/a Windsor EMS | 2,535 | 7.3 | 1 | 42 | 7.1 | 7.4 |
| Winsted Area Ambul. Assn. | 1,607 | 8.3 | 1 | 45 | 8.0 | 8.5 |
| Wolcott | 235 | 7.3 | 2 | 31 | 6.9 | 7.8 |
| Woodbury Ambul. Assn. | 711 | 16.8 | 2 | 60 | 16.4 | 17.2 |
| Woodstock EMS/Woodstock Vol. Fire Assoc. | 462 | 11.5 | 1 | 40 | 10.9 | 12.1 |
| Estimates of Response Time in Minutes by Reported EMS Agency, 2014 (10,000 or more records) |
| EMS Agency as Reported | # records | Mean | Minimum | Maximum | 95% CI |
| Aetna Ambul. Service  | 14,870 | 6.3 | 1 | 33 | 6.2 | 6.3 |
| Ambul. Service of Manchester LLC | 18,955 | 7.6 | 1 | 37 | 7.5 | 7.6 |
| American Ambul. Service  | 11,867 | 9.0 | 1 | 50 | 8.9 | 9.1 |
| American Medical Response of CT  | 167,994 | 9.1 | 1 | 60 | 9.1 | 9.1 |
| Hunter's Ambul. Service | 22,068 | 6.9 | 1 | 60 | 6.8 | 6.9 |
| New Britain EMS  | 12,959 | 6.3 | 1 | 56 | 6.3 | 6.4 |
| Norwalk Hospital Assn. | 12,911 | 8.4 | 1 | 60 | 8.3 | 8.4 |
| Stamford EMS  | 12,894 | 6.9 | 1 | 60 | 6.8 | 7.0 |

**Appendix B:** **Estimates for Reported Response Times, by Town of Incident, 2014**

Records with valid Connecticut zip codes were included in this chart. Response time estimates are based on records with a calculated response time of 1 to 60 minutes to exclude the most egregious date/time documentation errors. The 95% confidence interval brackets the mean response time that would be expected from repeated random sampling of response times for events reported for each town in 2014. Statistics are not reported for fewer than 30 records.

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Abington | 80 | 8.4 | 1 | 23 | 7.3 | 9.4 |
| Amston | 118 | 14.1 | 4 | 39 | 13.0 | 15.2 |
| Andover | 263 | 11.8 | 1 | 34 | 11.3 | 12.3 |
| Ansonia | 3,391 | 6.3 | 1 | 53 | 6.2 | 6.4 |
| Ashford | 370 | 12.5 | 1 | 33 | 11.9 | 13.2 |
| Avon | 1,556 | 9.1 | 1 | 59 | 8.7 | 9.4 |
| Ballouville | 17 |   |   |   |   |   |
| Baltic | 321 | 12.3 | 1 | 37 | 11.7 | 12.9 |
| Bantam | 182 | 11.3 | 1 | 42 | 10.4 | 12.1 |
| Barkhamsted | 223 | 13.6 | 3 | 53 | 12.7 | 14.4 |
| Beacon Falls | 179 | 11.3 | 1 | 35 | 10.5 | 12.2 |
| Berlin | 1,641 | 6.9 | 1 | 31 | 6.7 | 7.0 |
| Bethany | 562 | 13.4 | 1 | 54 | 12.9 | 13.9 |
| Bethel | 2,703 | 6.9 | 1 | 37 | 6.7 | 7.0 |
| Bethlehem | 37 | 16.6 | 3 | 24 | 14.8 | 18.3 |
| Bloomfield | 1,862 | 14.5 | 1 | 60 | 14.1 | 14.8 |
| Bolton | 277 | 9.8 | 1 | 26 | 9.3 | 10.2 |
| Bozrah | 318 | 12.6 | 2 | 35 | 12.0 | 13.1 |
| Branford | 4,245 | 6.9 | 1 | 43 | 6.8 | 7.0 |
| Bridgeport | 26,410 | 7.6 | 1 | 58 | 7.6 | 7.7 |
| Bridgewater | 68 | 12.3 | 2 | 34 | 10.8 | 13.8 |
| Bristol | 190 | 12.7 | 1 | 34 | 11.7 | 13.7 |
| Broad Brook | 558 | 10.3 | 1 | 35 | 10.0 | 10.6 |
| Brookfield | 1,292 | 5.7 | 1 | 45 | 5.5 | 5.9 |
| Brooklyn | 986 | 10.3 | 1 | 43 | 10.0 | 10.7 |
| Burlington | 112 | 9.5 | 2 | 26 | 8.7 | 10.4 |
| Canaan | 893 | 8.0 | 1 | 42 | 7.7 | 8.4 |
| Canterbury | 198 | 15.6 | 2 | 41 | 14.6 | 16.5 |
| Canton | 819 | 11.0 | 1 | 58 | 10.6 | 11.5 |
| Canton Center | 7 |   |   |   |   |   |
| Centerbrook | 130 | 12.8 | 3 | 38 | 12.0 | 13.6 |
| Central Village | 200 | 7.8 | 1 | 33 | 7.1 | 8.5 |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Chaplin | 107 | 11.0 | 2 | 32 | 10.2 | 11.8 |
| Cheshire | 672 | 7.2 | 1 | 37 | 6.8 | 7.5 |
| Chester | 340 | 14.7 | 1 | 44 | 14.1 | 15.2 |
| Clinton | 1,311 | 12.7 | 1 | 43 | 12.5 | 13.0 |
| Cobalt | 74 | 12.8 | 5 | 25 | 11.7 | 13.8 |
| Colchester | 1,722 | 10.7 | 1 | 47 | 10.4 | 10.9 |
| Colebrook | 90 | 15.2 | 1 | 28 | 13.7 | 16.6 |
| Collinsville | 82 | 6.4 | 1 | 18 | 5.6 | 7.2 |
| Columbia | 390 | 9.8 | 2 | 36 | 9.4 | 10.3 |
| Cornwall | 66 | 13.6 | 1 | 25 | 12.3 | 14.9 |
| Cornwall Bridge | 102 | 15.9 | 2 | 33 | 14.7 | 17.0 |
| Cos Cob | 424 | 4.2 | 1 | 24 | 4.0 | 4.5 |
| Coventry | 1,183 | 10.6 | 1 | 57 | 10.3 | 10.9 |
| Cromwell | 2,510 | 8.7 | 1 | 59 | 8.5 | 8.9 |
| Danbury | 9,114 | 5.6 | 1 | 60 | 5.5 | 5.7 |
| Danielson | 2,350 | 8.1 | 1 | 46 | 8.0 | 8.3 |
| Darien | 1,834 | 6.2 | 1 | 32 | 6.1 | 6.4 |
| Dayville | 1,097 | 9.8 | 1 | 37 | 9.5 | 10.0 |
| Deep River | 510 | 13.6 | 1 | 32 | 13.3 | 14.0 |
| Derby | 1,983 | 7.0 | 1 | 54 | 6.8 | 7.2 |
| Durham | 670 | 12.8 | 1 | 37 | 12.4 | 13.2 |
| East Berlin | 144 | 6.6 | 1 | 40 | 6.0 | 7.2 |
| East Canaan | 22 |   |   |   |   |   |
| East Glastonbury | 10 |   |   |   |   |   |
| East Granby | 252 | 9.4 | 1 | 28 | 8.8 | 10.0 |
| East Haddam | 543 | 20.3 | 3 | 49 | 19.8 | 20.9 |
| East Hampton | 1,130 | 12.7 | 1 | 52 | 12.4 | 13.0 |
| East Hartford | 14,849 | 6.4 | 1 | 60 | 6.4 | 6.5 |
| East Hartland | 45 | 13.6 | 2 | 42 | 11.3 | 15.8 |
| East Haven | 7,557 | 9.4 | 1 | 56 | 9.3 | 9.6 |
| East Killingly | 22 |   |   |   |   |   |
| East Lyme | 765 | 7.9 | 1 | 44 | 7.6 | 8.3 |
| East Windsor | 1,254 | 5.7 | 1 | 26 | 5.5 | 5.8 |
| East Windsor Hill | 2 |   |   |   |   |   |
| East Woodstock | 1 |   |   |   |   |   |
| Eastford | 127 | 14.9 | 4 | 31 | 13.8 | 16.0 |
| Easton | 587 | 10.1 | 1 | 44 | 9.5 | 10.6 |
| Ellington | 1,163 | 9.7 | 1 | 60 | 9.2 | 10.1 |
| Enfield | 6,217 | 7.3 | 1 | 58 | 7.2 | 7.4 |
| Essex | 718 | 13.4 | 1 | 45 | 13.0 | 13.9 |
| Fairfield | 5,135 | 7.6 | 1 | 51 | 7.5 | 7.8 |
| Falls Village | 74 | 13.7 | 2 | 37 | 12.4 | 15.1 |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Farmington | 3,163 | 8.7 | 1 | 49 | 8.5 | 8.9 |
| Gales Ferry | 506 | 14.1 | 1 | 38 | 13.6 | 14.6 |
| Gaylordsville | 73 | 17.6 | 8 | 42 | 16.0 | 19.2 |
| Georgetown | 98 | 9.7 | 1 | 30 | 8.6 | 10.7 |
| Gilman | 2 |   |   |   |   |   |
| Glastonbury | 3,759 | 7.0 | 1 | 41 | 6.8 | 7.1 |
| Goshen | 29 |   |   |   |   |   |
| Granby | 478 | 8.7 | 1 | 55 | 8.2 | 9.3 |
| Greens Farms | 1 |   |   |   |   |   |
| Greenwich | 4,587 | 5.7 | 1 | 58 | 5.6 | 5.8 |
| Grosvenor Dale | 24 |   |   |   |   |   |
| Groton | 6,029 | 8.5 | 1 | 52 | 8.4 | 8.6 |
| Guilford | 1,910 | 8.4 | 1 | 56 | 8.1 | 8.6 |
| Haddam | 596 | 15.3 | 4 | 51 | 14.8 | 15.7 |
| Hadlyme | 6 |   |   |   |   |   |
| Hamden | 7,120 | 12.7 | 1 | 60 | 12.6 | 12.9 |
| Hampton | 60 | 13.3 | 3 | 30 | 12.2 | 14.5 |
| Hanover | 18 |   |   |   |   |   |
| Hartford | 31,296 | 7.7 | 1 | 60 | 7.7 | 7.8 |
| Harwinton | 233 | 9.4 | 1 | 28 | 8.8 | 10.0 |
| Hawleyville | 1 |   |   |   |   |   |
| Hebron | 594 | 12.1 | 1 | 42 | 11.6 | 12.5 |
| Higganum | 297 | 12.1 | 2 | 42 | 11.4 | 12.8 |
| Ivoryton | 134 | 15.4 | 2 | 39 | 14.3 | 16.5 |
| Jewett City | 1,592 | 9.2 | 1 | 54 | 8.9 | 9.4 |
| Kent | 410 | 15.5 | 1 | 40 | 14.9 | 16.1 |
| Killingworth | 470 | 18.1 | 2 | 47 | 17.6 | 18.6 |
| Lakeside | 7 |   |   |   |   |   |
| Lakeville | 92 | 14.6 | 1 | 57 | 12.8 | 16.4 |
| Lebanon | 628 | 13.6 | 1 | 45 | 13.2 | 14.1 |
| Ledyard | 1,464 | 10.2 | 1 | 50 | 9.8 | 10.5 |
| Litchfield | 557 | 9.0 | 2 | 51 | 8.6 | 9.4 |
| Madison | 1,841 | 6.2 | 1 | 24 | 6.0 | 6.4 |
| Manchester | 10,242 | 6.2 | 1 | 54 | 6.1 | 6.3 |
| Mansfield Center | 914 | 8.1 | 1 | 33 | 7.9 | 8.4 |
| Mansfield Depot | 5 |   |   |   |   |   |
| Marion | 1 |   |   |   |   |   |
| Marlborough | 293 | 14.7 | 1 | 60 | 13.6 | 15.7 |
| Mashantucket | 50 | 8.9 | 1 | 25 | 6.8 | 11.0 |
| Meriden | 9,603 | 5.7 | 1 | 57 | 5.7 | 5.8 |
| Middle Haddam | 6 |   |   |   |   |   |
| Middlebury | 264 | 10.7 | 1 | 32 | 10.2 | 11.3 |
| Middlefield | 288 | 9.7 | 1 | 23 | 9.2 | 10.1 |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Middletown | 9,043 | 6.9 | 1 | 32 | 6.8 | 6.9 |
| Milford | 6,233 | 9.6 | 1 | 55 | 9.4 | 9.7 |
| Milldale | 5 |   |   |   |   |   |
| Monroe | 2,061 | 10.2 | 1 | 52 | 10.0 | 10.4 |
| Montville | 81 | 7.9 | 2 | 35 | 6.9 | 9.0 |
| Moodus | 231 | 18.2 | 1 | 51 | 17.4 | 19.0 |
| Moosup | 726 | 10.0 | 1 | 35 | 9.6 | 10.4 |
| Morris | 160 | 13.3 | 2 | 49 | 12.1 | 14.5 |
| Mystic | 2,062 | 9.1 | 1 | 50 | 8.9 | 9.3 |
| Naugatuck | 323 | 11.8 | 1 | 38 | 11.3 | 12.2 |
| New Britain | 13,367 | 6.6 | 1 | 56 | 6.5 | 6.7 |
| New Canaan | 2,875 | 6.9 | 1 | 46 | 6.7 | 7.1 |
| New Fairfield | 773 | 11.9 | 1 | 49 | 11.4 | 12.4 |
| New Hartford | 515 | 12.4 | 1 | 35 | 11.9 | 13.0 |
| New Haven | 33,322 | 8.7 | 1 | 59 | 8.6 | 8.7 |
| New London | 6,441 | 5.2 | 1 | 57 | 5.1 | 5.3 |
| New Milford | 2,026 | 10.5 | 1 | 52 | 10.3 | 10.8 |
| New Preston Marble Dale | 63 | 17.2 | 7 | 26 | 16.1 | 18.3 |
| Newington | 3,658 | 8.8 | 1 | 58 | 8.6 | 9.0 |
| Newtown | 1,900 | 9.8 | 1 | 38 | 9.6 | 10.1 |
| Niantic | 1,763 | 7.6 | 1 | 55 | 7.4 | 7.8 |
| Norfolk | 163 | 12.4 | 2 | 40 | 11.5 | 13.3 |
| North Branford | 807 | 12.7 | 1 | 52 | 12.3 | 13.0 |
| North Franklin | 218 | 12.2 | 2 | 31 | 11.6 | 12.8 |
| North Granby | 34 | 12.4 | 3 | 42 | 9.6 | 15.2 |
| North Grosvenordale | 436 | 10.0 | 1 | 57 | 9.4 | 10.6 |
| North Haven | 5,257 | 9.8 | 1 | 60 | 9.6 | 10.0 |
| North Stonington | 203 | 13.0 | 1 | 51 | 12.0 | 14.0 |
| North Westchester | 2 |   |   |   |   |   |
| North Windham | 517 | 8.2 | 1 | 56 | 7.9 | 8.5 |
| Northfield | 62 | 13.3 | 7 | 26 | 12.3 | 14.3 |
| Northford | 340 | 9.1 | 1 | 29 | 8.5 | 9.7 |
| Norwalk | 10,466 | 8.4 | 1 | 53 | 8.3 | 8.5 |
| Norwich | 6,294 | 6.8 | 1 | 50 | 6.7 | 6.9 |
| Oakdale | 674 | 8.6 | 1 | 31 | 8.2 | 9.0 |
| Oakville | 655 | 9.4 | 1 | 37 | 9.0 | 9.8 |
| Old Greenwich | 383 | 5.8 | 1 | 37 | 5.4 | 6.2 |
| Old Lyme | 852 | 14.1 | 1 | 50 | 13.6 | 14.5 |
| Old Mystic | 13 |   |   |   |   |   |
| Old Saybrook | 1,834 | 11.2 | 1 | 44 | 11.0 | 11.4 |
| Oneco | 47 | 14.1 | 2 | 23 | 12.7 | 15.4 |
| Orange | 3,124 | 9.4 | 1 | 59 | 9.1 | 9.6 |
| Oxford | 476 | 11.2 | 1 | 38 | 10.8 | 11.7 |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Pawcatuck | 212 | 7.8 | 1 | 24 | 7.1 | 8.4 |
| Pequabuck | 6 |   |   |   |   |   |
| Pine Meadow | 3 |   |   |   |   |   |
| Plainfield | 1,324 | 9.9 | 1 | 31 | 9.6 | 10.2 |
| Plainville | 2,216 | 8.0 | 1 | 48 | 7.8 | 8.2 |
| Plantsville | 1,202 | 6.6 | 1 | 55 | 6.3 | 6.8 |
| Plymouth | 252 | 9.5 | 1 | 31 | 9.0 | 10.1 |
| Pomfret | 53 | 12.6 | 3 | 20 | 11.4 | 13.7 |
| Pomfret Center | 202 | 15.2 | 1 | 48 | 14.3 | 16.1 |
| Poquonock | 3 |   |   |   |   |   |
| Portland | 1,116 | 8.6 | 1 | 25 | 8.4 | 8.8 |
| Preston | 633 | 10.8 | 1 | 32 | 10.4 | 11.2 |
| Prospect | 229 | 12.8 | 3 | 32 | 12.2 | 13.4 |
| Putnam | 1,404 | 7.7 | 1 | 45 | 7.5 | 8.0 |
| Quaker Hill | 481 | 7.3 | 1 | 28 | 7.0 | 7.6 |
| Quinebaug | 58 | 10.9 | 2 | 29 | 9.6 | 12.3 |
| Redding | 805 | 9.9 | 1 | 60 | 9.4 | 10.3 |
| Redding Center | 175 | 11.3 | 1 | 41 | 10.4 | 12.1 |
| Redding Ridge | 66 | 11.4 | 3 | 30 | 9.9 | 12.8 |
| Ridgefield | 2,061 | 7.2 | 1 | 39 | 7.0 | 7.3 |
| Riverside | 581 | 4.3 | 1 | 51 | 4.0 | 4.6 |
| Riverton | 21 |   |   |   |   |   |
| Rockfall | 55 | 7.5 | 2 | 19 | 6.6 | 8.3 |
| Rocky Hill | 2,885 | 6.3 | 1 | 40 | 6.2 | 6.4 |
| Rogers | 17 |   |   |   |   |   |
| Roxbury | 115 | 14.1 | 2 | 52 | 12.8 | 15.5 |
| Salem | 287 | 13.1 | 3 | 34 | 12.5 | 13.7 |
| Salisbury | 123 | 14.1 | 2 | 33 | 13.2 | 15.0 |
| Sandy Hook | 784 | 11.6 | 1 | 46 | 11.2 | 12.0 |
| Scotland | 81 | 12.8 | 5 | 31 | 11.9 | 13.7 |
| Seymour | 699 | 8.7 | 1 | 49 | 8.4 | 9.0 |
| Shelton | 6,721 | 9.3 | 1 | 60 | 9.2 | 9.4 |
| Sherman | 142 | 16.5 | 1 | 58 | 15.3 | 17.6 |
| Simsbury | 270 | 16.4 | 1 | 60 | 15.6 | 17.2 |
| Somers | 889 | 9.6 | 1 | 50 | 9.2 | 10.0 |
| Somersville | 14 |   |   |   |   |   |
| South Glastonbury | 202 | 10.9 | 2 | 26 | 10.2 | 11.5 |
| South Kent | 64 | 19.0 | 8 | 43 | 17.5 | 20.5 |
| South Windham | 60 | 8.9 | 2 | 24 | 7.7 | 10.1 |
| South Windsor | 2,792 | 7.0 | 1 | 36 | 6.9 | 7.2 |
| South Woodstock | 1 |   |   |   |   |   |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Southbury | 3,405 | 8.5 | 1 | 43 | 8.4 | 8.7 |
| Southington | 3,336 | 7.0 | 1 | 54 | 6.8 | 7.2 |
| Southport | 320 | 9.2 | 1 | 42 | 8.5 | 9.8 |
| Stafford | 3 |   |   |   |   |   |
| Stafford Springs | 1,275 | 9.8 | 1 | 46 | 9.5 | 10.1 |
| Stamford | 12,728 | 6.9 | 1 | 60 | 6.8 | 7.0 |
| Sterling | 220 | 15.2 | 2 | 42 | 14.4 | 16.0 |
| Stevenson | 2 |   |   |   |   |   |
| Stonington | 573 | 11.2 | 1 | 46 | 10.8 | 11.7 |
| Storrs Mansfield | 1,667 | 6.1 | 1 | 55 | 5.9 | 6.3 |
| Stratford | 7,685 | 7.4 | 1 | 49 | 7.3 | 7.5 |
| Suffield | 1,419 | 10.4 | 1 | 51 | 10.1 | 10.7 |
| Taftville | 472 | 9.7 | 1 | 31 | 9.4 | 10.0 |
| Tariffville | 13 |   |   |   |   |   |
| Terryville | 917 | 7.1 | 1 | 35 | 6.8 | 7.4 |
| Thomaston | 412 | 10.1 | 2 | 32 | 9.6 | 10.5 |
| Thompson | 386 | 12.4 | 1 | 47 | 11.7 | 13.1 |
| Tolland | 1,379 | 13.1 | 1 | 58 | 12.6 | 13.6 |
| Torrington | 1,426 | 5.3 | 1 | 28 | 5.2 | 5.5 |
| Trumbull | 4,957 | 8.8 | 1 | 58 | 8.7 | 8.9 |
| Uncasville | 3,792 | 5.0 | 1 | 32 | 5.0 | 5.1 |
| Unionville | 565 | 11.1 | 1 | 46 | 10.6 | 11.6 |
| Vernon Rockville | 3,908 | 9.4 | 1 | 60 | 9.1 | 9.7 |
| Versailles | 7 |   |   |   |   |   |
| Voluntown | 240 | 12.8 | 1 | 43 | 12.0 | 13.7 |
| Wallingford | 6,252 | 7.7 | 1 | 53 | 7.6 | 7.9 |
| Washington | 111 | 18.7 | 3 | 45 | 17.4 | 20.0 |
| Washington Depot | 46 | 16.0 | 4 | 26 | 14.7 | 17.2 |
| Waterbury | 11,449 | 7.5 | 1 | 51 | 7.4 | 7.6 |
| Waterford | 3,197 | 7.1 | 1 | 55 | 7.0 | 7.3 |
| Watertown | 1,416 | 11.2 | 1 | 44 | 11.0 | 11.5 |
| Wauregan | 170 | 9.2 | 2 | 30 | 8.4 | 9.9 |
| Weatogue | 19 |   |   |   |   |   |
| West Cornwall | 68 | 13.5 | 3 | 30 | 12.2 | 14.7 |
| West Granby | 17 |   |   |   |   |   |
| West Hartford | 10,465 | 6.9 | 1 | 56 | 6.8 | 7.0 |
| West Hartland | 38 | 18.2 | 5 | 34 | 16.1 | 20.3 |
| West Haven | 7,399 | 11.4 | 1 | 60 | 11.3 | 11.6 |
| West Mystic | 5 |   |   |   |   |   |
| West Simsbury | 15 |   |   |   |   |   |
| West Suffield | 218 | 14.4 | 2 | 50 | 13.5 | 15.3 |

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| Estimates of Response Time in Minutes by Town of Incident, 2014  |
| Town of Incident | # records | Mean | Minimum | Maximum | 95% CI |
| Westbrook | 1,012 | 11.9 | 1 | 55 | 11.5 | 12.3 |
| Weston | 819 | 13.4 | 1 | 51 | 13.1 | 13.8 |
| Westport | 3,118 | 7.6 | 1 | 56 | 7.4 | 7.8 |
| Wethersfield | 3,512 | 6.4 | 1 | 38 | 6.3 | 6.5 |
| Willimantic | 3,559 | 5.0 | 1 | 34 | 4.9 | 5.1 |
| Willington | 481 | 11.2 | 2 | 57 | 10.7 | 11.7 |
| Wilton | 2,098 | 8.3 | 1 | 43 | 8.2 | 8.5 |
| Winchester Center | 30 | 13.5 | 6 | 24 | 11.5 | 15.5 |
| Windham | 525 | 7.9 | 2 | 29 | 7.6 | 8.1 |
| Windsor | 3,308 | 7.9 | 1 | 58 | 7.8 | 8.1 |
| Windsor Locks | 1,732 | 5.3 | 1 | 37 | 5.2 | 5.5 |
| Winsted | 1,494 | 7.7 | 1 | 45 | 7.4 | 7.9 |
| Wolcott | 346 | 8.1 | 2 | 31 | 7.7 | 8.6 |
| Woodbridge | 1,990 | 8.9 | 1 | 59 | 8.5 | 9.2 |
| Woodbury | 896 | 17.3 | 2 | 60 | 16.9 | 17.7 |
| Woodstock | 543 | 11.9 | 1 | 40 | 11.3 | 12.5 |
| Woodstock Valley | 58 | 16.7 | 1 | 29 | 15.3 | 18.0 |
| Yantic | 8 |   |   |   |   |   |

1. Public Act 00-151 *AN ACT CONCERNING EMERGENCY MEDICAL SERVICES DATA COLLECTION AND EMERGENCY MEDICAL DISPATCH*, provided both statutory requirement, as codified in Connecticut General Statute §19a-177, and funding, as codified in Connecticut General Statute §28-24 [↑](#footnote-ref-1)
2. <http://www.cdc.gov/safechild/Falls/> Protect the Ones You Love: Childhood Injuries are Preventable. Centers for Disease Control, accessed 8/5/2015. [↑](#footnote-ref-2)
3. <http://www.cdc.gov/homeandrecreationalsafety/falls/adultfalls.html> Older Adult Falls: Get the Facts. Centers for Disease Control, accessed 8/5/2015. [↑](#footnote-ref-3)
4. <http://www.cdc.gov/nchs/data/ahcd/nhamcs_emergency/2011_ed_web_tables.pdf>

 National Hospital Ambulatory Medical Care Survey: 2011 Emergency Department Summary Table 5, accessed 8/5/2015. [↑](#footnote-ref-4)