



**Department  
of Health**

# **Ambulance Offload**

**2019 – 2022 Data**

**Bureau of Emergency Medical Services  
and Trauma Systems**

# The Problem

## Patient Offload 2021 - 2022

### IMPACT

911 Readiness • Interfacility Transportation • Mutual Aid • Public Confidence • Complaints (1,647 since 1/27/21)

**91%**

PATIENTS OFFLOADED < 30 MIN.  
(2021-2022)

**3,280,029**  
0-30 MINUTES

**9%**

PATIENTS OFFLOADED > 30 MIN.  
(2021-2022)

**303,658**  
8%  
½ - 1 HOUR

**31,008**  
0.9%  
1-2 HOURS

**4,424**  
0.1%  
MORE THAN 2 HOURS

**339,090**

PATIENTS WAITED ON AN AMBULANCE STRETCHER FOR MORE THAN 30 MINUTES

# In The News

## Capital Region ambulance companies frustrated by long waits at ERs

A new town of Guilderland policy enables EMS crews to leave patients in the emergency room or bill the hospital for labor when there are ER delays

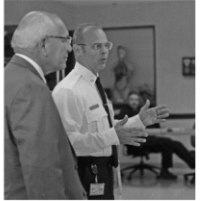
### Guilderland EMS pitches policy to keep from being 'held hostage' at hospitals

Monday, November 7, 2022 - 10:03  
**GUILDERLAND** — Town ambulance crews have endured long waits at local hospitals, worrying leaders that they won't be able to respond to residents' 911 calls.

The waits have grown longer over the last several years.

"Sometimes we'll be delayed at the hospital an hour up to four hours," said Jay Tyler, director of the Guilderland Emergency Medical Services, known as GEMS. "They're really holding us hostage there. We have to treat the patient; we have to monitor the patient."

Consequently, Tyler, who chairs the EMS Patient Offload and Delay Committee, which is looking at the problem regionally, has proposed a policy to standardize the times crews spend at hospitals based on how stretched thin they are.



Enterprise file photo — Michael Ruff

Rochester, N.Y. — New York state has one of the longest average wait times for patients to see emergency doctors in the country, causing major backups for ambulances, looking to drop off their patients.

It takes an average of 3.3 hours to be seen by an emergency doctor in New York, according to Gov. Kathy Hochul's State of the State address.

Rachel Weaver, deputy chief of patient care at Monroe Ambulance, said her crews are often stuck waiting in long lines for their patients to be admitted to the emergency department at local hospitals. The problem began during the pandemic, and she said it has not gotten better.

### Oswego Hospital diverting emergency patients; city declares state of emergency

By GREG CASTER gcaster@paltimes.com Dec 7, 2021



The city of Oswego declared a state of emergency, diverting emergency patients away from Oswego hospital. Greg Caster Photo

### 7 hospitals in northern & central NY had to divert patients over the weekend



By Jennifer Strick  
 Published Nov. 10, 2021 at 5:33 PM EST

**WATERLOO, N.Y. (WVNY)** — Over the weekend, 3 north country hospitals were on diversion. That means ambulance squads are told to take the patient to another hospital unless it's a dire situation. Taking patients to Syracuse wasn't an option either because we're told 4 hospitals in Syracuse were also on diversion.

We heard about the problems through local ambulance squads, which are sometimes waiting for hours with a patient. "You may be at a hospital for two hours. We had a crew that had a two-hour wait here in the city Saturday night," said Scott Lemmon. It's an issue that Lemmon and his crew at Town of Watertown Ambulance are periodically dealing with. Lemmon says the pandemic has

## Staffing crisis forces Syracuse hospitals to turn away thousands. An ambulance to Schenectady?

Updated: Sep. 30, 2022, 12:01 p.m. | Published: Sep. 29, 2022, 6:00 a.m.



William Smith of Mexico, N.Y., and his wife, Nancy, in a room at Oswego Hospital. Smith was stranded in Oswego Hospital for 42 days waiting to be transferred to a hospital with heart specialists. He needed to get his infected pacemaker replaced. Smith was finally transferred to Ellis Hospital in Schenectady. James T. Mulder | jmulder@syracuse.com



# Hospitals

## Statewide Services Summary



Hospital capacity data is collected from 192 facilities Monday through Friday.

Region	Total Hospitals	Hospitals Operating EDs		Hospitals Operating Acute Care Beds		Hospitals Operating ICU Beds	
Capital Region	7	7	100%	7	100%	7	100%
Central New York	9	9	100%	9	100%	8	89%
Finger Lakes	15	13	87%	13	87%	11	73%
Long Island	23	23	100%	22	95%	22	96%
Mid-Hudson	28	25	89%	27	96%	22	79%
Mohawk Valley	10	9	90%	10	100%	6	60%
New York City	52	50	96%	48	92%	48	93%
North Country	14	14	100%	13	93%	7	50%
Southern Tier	14	13	93%	13	93%	7	50%
Western New York	20	20	100%	18	90%	12	60%
<b>Statewide</b>	<b>192</b>	<b>183</b>	<b>95%</b>	<b>180</b>	<b>94%</b>	<b>150</b>	<b>78%</b>

Based on Average 2022 HERDS Weekday Reporting

Red indicates variance from statewide average

# Hospitals

## Emergency Department



- 95% of hospitals operate an Emergency Department (ED)
- 4 regions reporting available staffed ED beds per capita below state average

Region	Hospitals Operating EDs	Staffed ED Beds	Staffed ED Beds Per Capita / 100k	Patients Boarding in ED Beds	% of ED Beds Occupied by Boarding Pts.	Available Staffed ED Beds	Available Staffed ED Beds Per Capita / 100k
Capital Region	7	316.9	29.1	88.1	27.8%	228.8	21.01
Central New York	9	264.4	34.1	91.9	34.7%	172.5	22.24
Finger Lakes	13	438.9	36.5	209.9	47.8%	229	19.04
Long Island	23	1,062.6	37.4	198.9	18.7%	863.7	30.42
Mid-Hudson	25	740.9	31.9	97.6	13.2%	643.3	27.70
Mohawk Valley	9	178.4	36.8	19.9	11.1%	158.5	32.67
New York City	50	3,081.1	36.7	771.8	25.0%	2309.3	27.50
North Country	14	169.3	40.8	24.0	14.2%	145.3	35.05
Southern Tier	13	237.2	37.5	66.7	28.1%	170.5	26.92
Western New York	20	470.4	34.1	93.7	19.9%	376.7	27.27
<b>Statewide</b>	<b>183</b>	<b>6,960</b>	<b>35.6</b>	<b>1662.4</b>	<b>24.1</b>	<b>5297.6</b>	<b>27.11</b>

Based on Average 2022 HERDS Weekday Reporting

Red indicates variance from statewide average



Department of Health

# Hospitals

## Acute Care Beds



- 94% of hospitals reporting staffed acute care beds
- 7 regions reporting staffed acute care beds per capita below state average
- 4 regions reporting occupied acute care beds above state average

Region	Hospitals Operating Acute Care Beds	Staffed Acute Care Beds	Staffed Acute Care Beds Per Capita / 100k	Staffed Acute Care Beds Occupied	% Acute Care Beds Occupied
Capital Region	7	1,786.5	<b>164</b>	1,540.8	<b>86.3%</b>
Central New York	9	1,219.8	<b>157.3</b>	1,114.3	<b>91.3%</b>
Finger Lakes	13	2,284.2	183.9	2,098.8	<b>91.9%</b>
Long Island	22	5,787.7	203.8	4,372.7	75.6%
Mid-Hudson	27	3,744.3	<b>161.3</b>	2,868.5	76.6%
Mohawk Valley	10	655.1	<b>135</b>	561.4	<b>85.7%</b>
New York City	48	15,306.7	182.2	12,139.1	79.3%
North Country	13	590	<b>142.3</b>	461.8	78.3%
Southern Tier	13	831.9	<b>131.4</b>	656.4	78.9%
Western New York	18	2,110.8	<b>152.8</b>	1,693.7	80.2%
<b>Total</b>	<b>180</b>	<b>34,317</b>	<b>175.6</b>	<b>27,507.4</b>	<b>80.2%</b>

Based on Average 2022 HERDS Weekday Reporting

Red indicates variance from statewide average

# Hospitals

## ICU Beds



- 78% of hospitals report staffed ICU beds
- 6 regions reporting staffed ICU beds per capita below state average
- 7 regions reporting occupied ICU beds above state average

Region	Hospitals with ICU Beds	Staffed ICU Beds	Staffed ICU Beds Per Capita / 100k	Occupied ICU Beds	% ICU Beds Occupied
Capital Region	7	178.5	16.4	157.8	88.4%
Central New York	8	202.7	26.1	180	88.8%
Finger Lakes	11	275.9	22.9	243.5	88.3%
Long Island	22	786.3	27.7	548.5	69.8%
Mid-Hudson	22	465.7	20.1	346.7	74.4%
Mohawk Valley	6	77.7	16.0	63.7	81.9%
New York City	48	2,049.3	24.4	1,639.8	80.0%
North Country	7	51.3	12.4	36.5	71.2%
Southern Tier	7	89.4	14.1	74.7	83.5%
Western New York	12	293.2	21.2	231.5	79.0%
<b>Total</b>	<b>150</b>	<b>4,470</b>	<b>22.9</b>	<b>3,522.7</b>	<b>78.8%</b>

Based on Average 2022 HERDS Weekday Reporting

Red indicates variance from statewide average

# Ambulance Services

## Staffing Type by Region

78.5% of all 911 ambulance patient transports were completed by career ambulance services (20%) 2022



**982**

AMBULANCE SERVICES

**20%**

CAREER

**32%**

HYBRID

**48%**

VOLUNTEER

Region	Total	Career	Hybrid	Volunteer
Capital Region	91	38	39	14
Central New York	50	11	29	10
Finger Lakes	75	14	26	35
Long Island	171	15	94	62
Mid-Hudson	145	20	46	79
Mohawk Valley	54	16	10	28
New York City	66	34	3	29
North Country	95	12	35	48
Southern Tier	81	14	23	44
Western New York	148	14	9	125
Out of State	6	5	1	0
<b>Statewide</b>	<b>982</b>	<b>193</b>	<b>315</b>	<b>474</b>

DATA ON 01/01/22

\*Hybrid services utilize both volunteer and career staffing.



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# Ambulance Services

## Ownership Breakdown



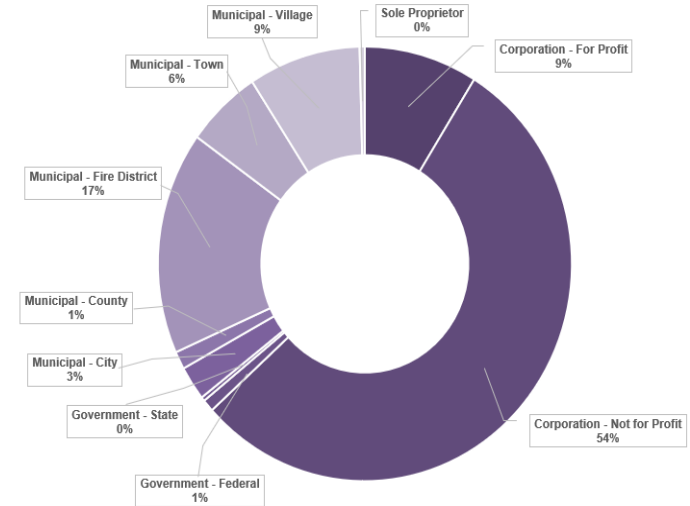
**54%**  
NOT-FOR-PROFIT

**37%**  
GOVERNMENT

**9%**  
FOR-PROFIT

Ownership	Total
Corporation – For Profit	<b>87</b>
Corporation – Not for Profit	<b>534</b>
Government - Federal	<b>9</b>
Government – State	<b>3</b>
Municipal – City	<b>25</b>
Municipal – County	<b>13</b>
Municipal – Fire District	<b>163</b>
Municipal – Town	<b>58</b>
Municipal - Village	<b>86</b>
Sole Proprietor	<b>4</b>

**982**



# Ambulance Services

## Staffing Type by Region

The total number of ambulance services in New York State has decreased by 9% over the past 10 years



2019 - 2022

**43**

(4%)

FEWER AMBULANCE  
SERVICES

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Ambulance Services</b>	1,078	1,087	1,074	1,063	1,050	1,032	1,023	1,013	995	994	982
<b>New</b>	12	6	8	14	18	14	6	7	8	5	12
<b>Closed</b>	-3	-19	-19	-27	-36	-23	-16	-25	-9	-17	-24
<b>Net +/-</b>	<b>9</b>	<b>-13</b>	<b>-11</b>	<b>-13</b>	<b>-18</b>	<b>-9</b>	<b>-10</b>	<b>-18</b>	<b>-1</b>	<b>-12</b>	<b>-12</b>



**110**  
NEW



**218**  
CLOSED



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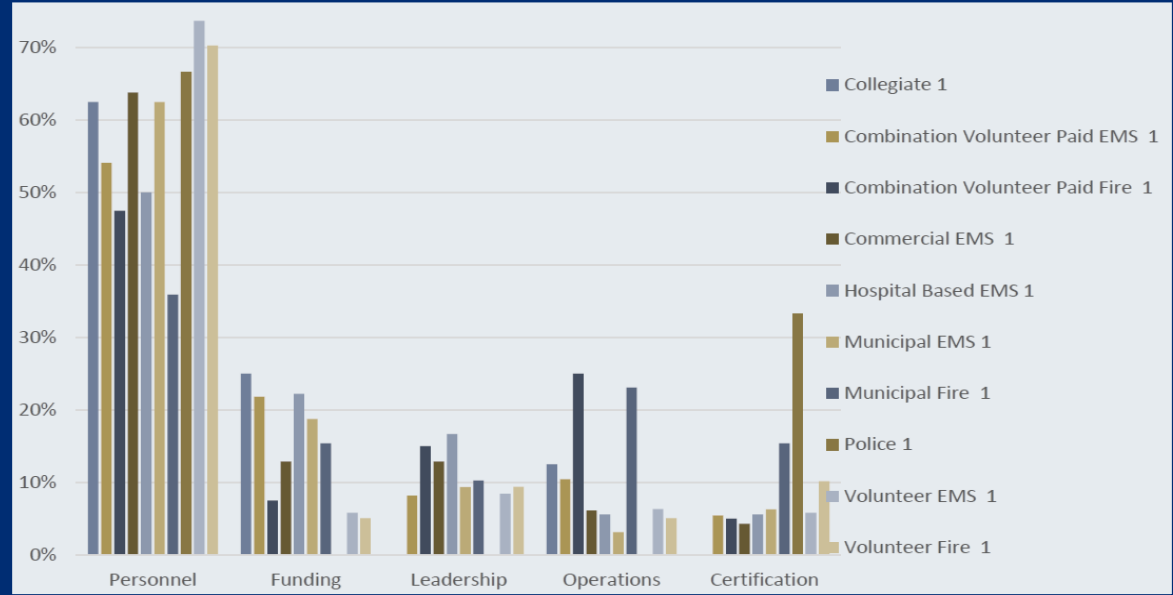
# Ambulance Services

## Staffing and Personnel Factors

The number one issue facing emergency medical services agencies in New York State is staffing and personnel according to a recent survey.



- Recruitment
- Retention
- Attrition
- Burnout
- High Turnover
- Not Meeting Qualifications
- Ageing Workforce
- High Physical Demands
- Inexperienced Workforce



# Active Certified EMS Practitioners

## Statewide Summary



The number of active New York State EMS practitioners has decreased by 17.5% (-7,024) since 2019

42% of the total number of licensed EMS practitioners were active in 2022

### 2022

### 78,173

TOTAL LICENSED  
EMS PRACTITIONERS

### 33,022

ACTIVE  
EMS PRACTITIONERS

	2019	2020	2021	2022
Emergency Medical Technician	27,063	20,563	24,939	23,412
Advanced Emergency Medical Technician	1,325	1,276	1,549	1,462
Emergency Medical Technician – Critical Care	1,074	914	723	610
Paramedic	10,584	7,257	7,495	7,538
<b>Grand Total</b>	<b>40,046</b>	<b>30,010</b>	<b>34,706</b>	<b>33,022</b>

**71%**  
EMT

**4%**  
AEMT

**2%**  
EMT-CC

**23%**  
PARAMEDIC

Based on the sum of unique license numbers appearing on patient care records



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# EMS 911 Trends

## Statewide Summary

- 911 ambulance response grew by 4.5% over 4 years.
- 911 ambulance response resulting in transport of a patient grew by 1.3% (+24K)
- 68% of 911 ambulance responses result in transportation to a hospital



**47,709**

ACTIVE EMS PRACTITIONERS

**11M**

AMBULANCE RESPONSES

**7.5M**

PATIENTS TRANSPORTED

	2019	2020	2021	2022
NYS Population	19,903,676	19,519,266	19,402,459	20,209,830
EMS 911 Responses (includes transports)	2,738,872	2,656,218	2,802,380	2,861,878
EMS 911 Patient Transports	1,934,734	1,764,708	1,898,166	1,958,691
EMS 911 Responses per Capita / 100	13.76	13.60	14.44	14.16
EMS 911 Patient Transports per Capita / 100	9.72	9.04	9.78	9.69
% of Responses Resulting in Patient Transport	70.6%	66.4%	67.7%	68.4%



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# EMS 911 Trends

## 911 Response by Region (People that requested an ambulance)

Region	2019	2020	2021	2022	Change 2019 vs 2022	% Change
Capital Region	179,387	182,053	190,728	199,670	20,283	11.3%
Central New York	134,492	132,826	143,482	144,053	9,561	7.1%
Finger Lakes	179,553	208,504	218,773	214,037	34,484	19.2%
Long Island	245,623	244,104	246,473	243,678	-1,945	-0.8%
Mid-Hudson	167,760	197,092	192,112	206,320	38,560	23.0%
Mohawk Valley	68,244	71,689	72,959	80,410	12,166	17.8%
New York City	1,464,500	1,318,567	1,420,074	1,441,222	-23,278	-1.6%
North Country	38,657	40,114	48,975	57,076	18,419	47.6%
Southern Tier	79,575	74,250	79,380	90,905	11,330	14.2%
Western New York	176,263	162,646	182,972	177,810	1,547	0.9%
<b>Statewide</b>	<b>2,734,054</b>	<b>2,631,845</b>	<b>2,795,928</b>	<b>2,855,181</b>	<b>121,127</b>	<b>4.4%</b>

The regions outside of New York City saw an increase of 144,405 emergency 911 responses (11.4%)  
(2019 vs 2022)

# EMS 911 Trends

## 911 Patient Transport by Region (People that went to the Hospital)

Region	2019	2020	2021	2022	Change 2019 vs 2022	% Change
Capital Region	122,256	122,095	127,621	134,747	12,491	10.2%
Central New York	94,945	90,019	97,225	94,856	-89	-0.1%
Finger Lakes	123,735	135,298	140,862	136,151	12,416	10.0%
Long Island	179,624	181,697	198,336	195,153	15,529	8.6%
Mid-Hudson	121,082	130,520	135,840	148,244	27,162	22.4%
Mohawk Valley	53,322	53,210	54,547	60,651	7,329	13.7%
New York City	1,021,268	841,177	917,985	954,038	-67,230	-6.6%
North Country	29,069	28,477	34,225	39,715	10,646	36.6%
Southern Tier	59,995	52,695	54,350	63,433	3,438	5.7%
Western New York	128,622	118,742	136,138	130,944	2,322	1.8%
<b>Statewide</b>	<b>1,935,937</b>	<b>1,753,930</b>	<b>1,897,129</b>	<b>1,957,932</b>	<b>24,014</b>	<b>1.2%</b>

The regions outside of New York City saw an increase of 91,244 patient transports (10%)  
(2019 vs 2022)

# EMS 911 Trends

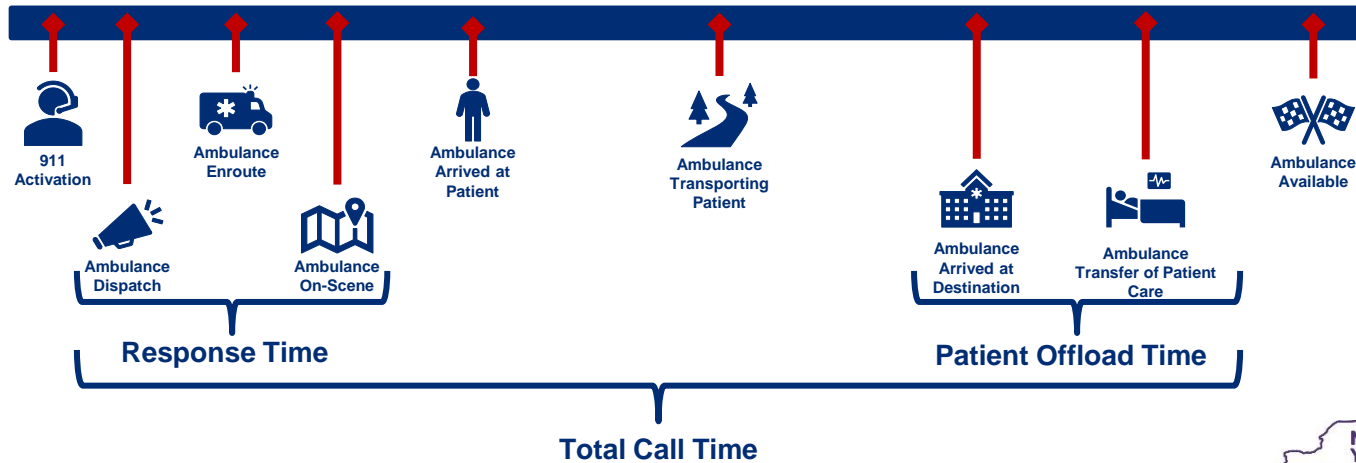
## Prehospital Patient Care (PCR) Record Times



**Response Time:** The elapsed time between the time of ambulance dispatch until arrival on scene.

**Patient Offload Time:** The elapsed time between the arrival at the destination (hospital) until transfer of patient care to destination (hospital) medical staff.

**Total Call Time:** The elapsed time between time of dispatch until transfer of patient care to destination medical staff.





# EMS 911 Trends

## Prehospital Patient Care (PCR) Record Times

The following slides provide a regional breakdown of:

1. The total number of patients transported by year (2019-2022)
2. The total number and percentage of transport by offload time
  - 0-30 Minutes
  - 31-60 Minutes
  - 61-120 Minutes
  - > 120 Minutes
3. Average annual response time (2019-2022)
4. Average annual total call time (2019-2022)

### **NOTE**

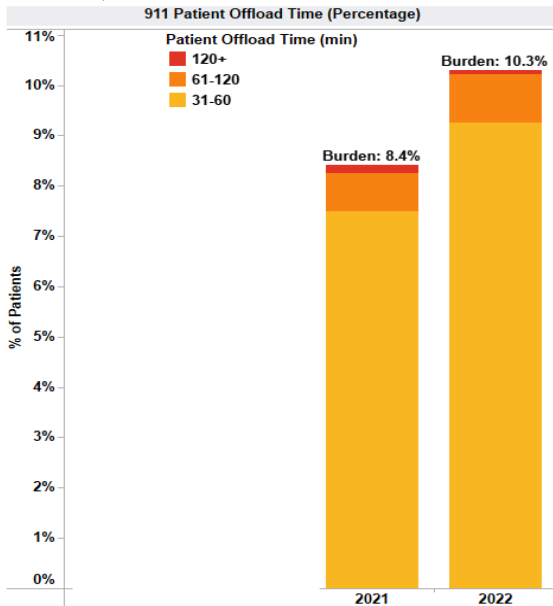
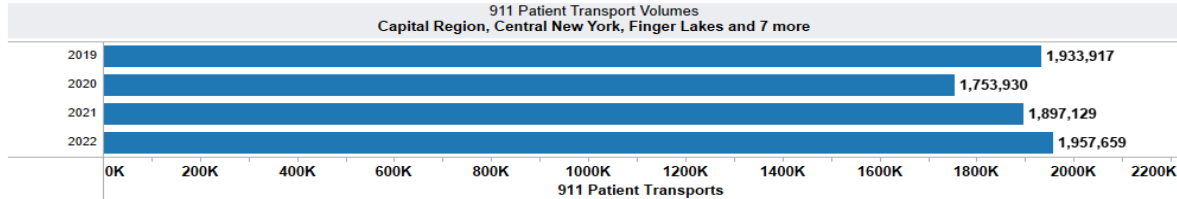
*Hospital offload time data for 2019-2020 was removed due to incomplete data provided in NEMESIS version 3.0 (2019) dataset and the variation in data caused by COVID-19 (2020).*

*Hospital offload times were unreported 2% - 5% of the time in the 2020-2022 data set statewide and as high as 15% in the New York City Region, Long Island Region, and Mid-Hudson Region. As such, this data should be considered directional.*



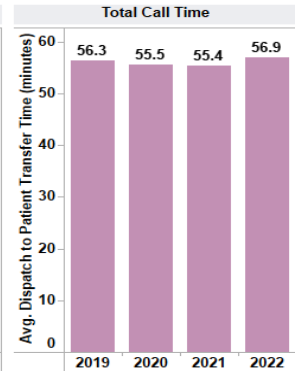
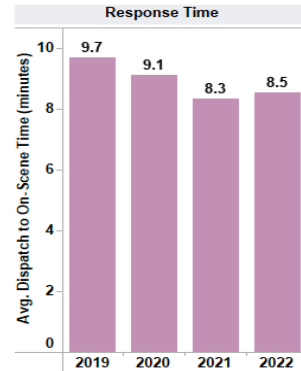
# EMS 911 Trends

## Statewide



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b> % of Patients	91.6%	89.7%
Count of Patients	1,631,556	1,648,473
<b>31-60</b> % of Patients	7.5%	9.3%
Count of Patients	133,586	170,072
<b>61-120</b> % of Patients	0.8%	1.0%
Count of Patients	13,453	17,555
<b>120+</b> % of Patients	0.2%	0.1%
Count of Patients	2,860	1,564



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+ 1%**  
Overall

**+24,014**  
Transports

#### RESPONSE TIME

**-1.2 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+1.9%**

Overall >30 min.

+1.8% (31-60 min.)  
+0.2% (61-120 min.)  
-0.1% (>120 min.)

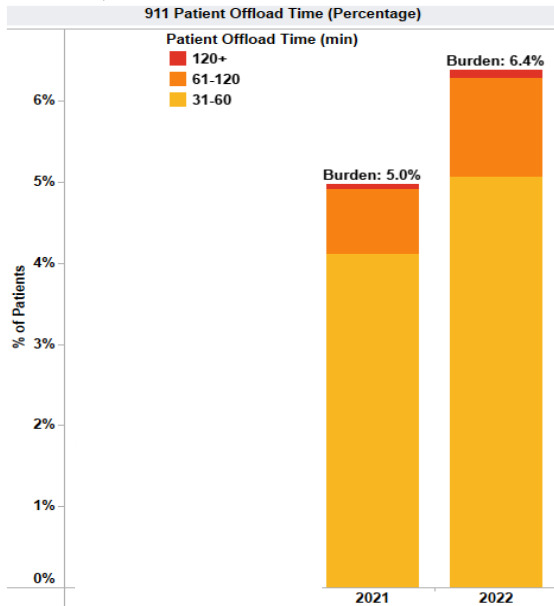
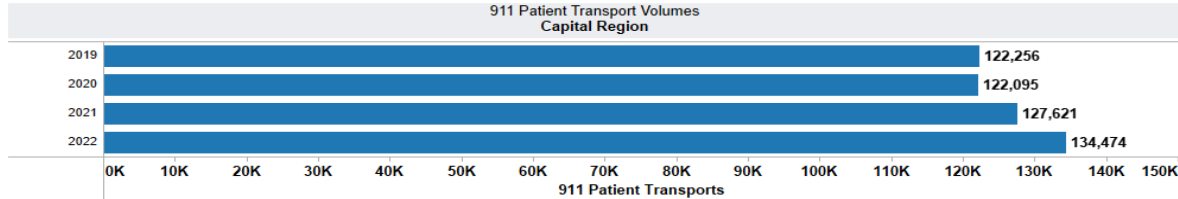
#### TOTAL CALL TIME

**+0.6 MIN**  
Overall



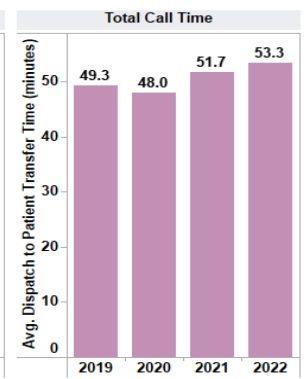
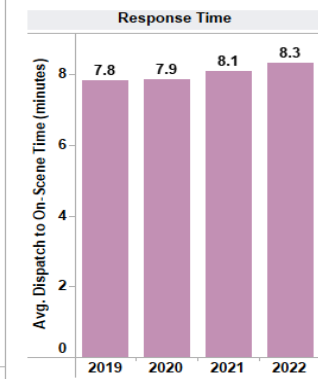
# EMS 911 Trends

## Capital Region



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	95.0%	93.6%
Count of Patients	114,570	118,176
<b>31-60</b>	4.1%	5.1%
Count of Patients	4,956	6,388
<b>61-120</b>	0.8%	1.2%
Count of Patients	970	1,540
<b>120+</b>	0.1%	0.1%
Count of Patients	72	128



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+ 10%**  
Overall

**+12,218**  
Transports

#### RESPONSE TIME

**+0.5 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+1.4%**  
Overall >30 min.

+1% (31-60 min.)  
+0.4% (61-120 min.)  
-0% (>120 min.)

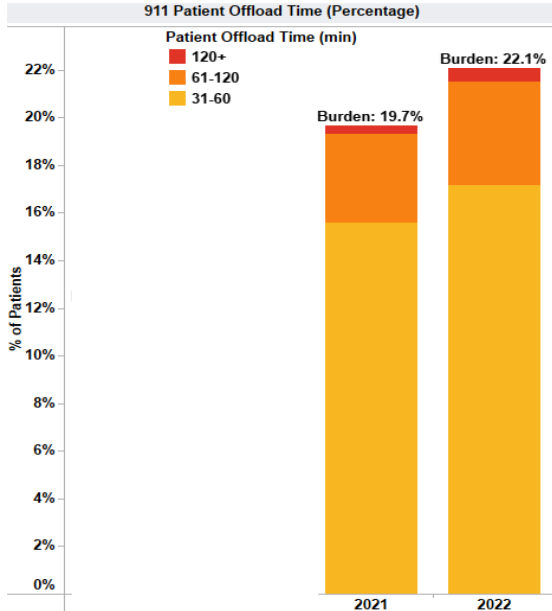
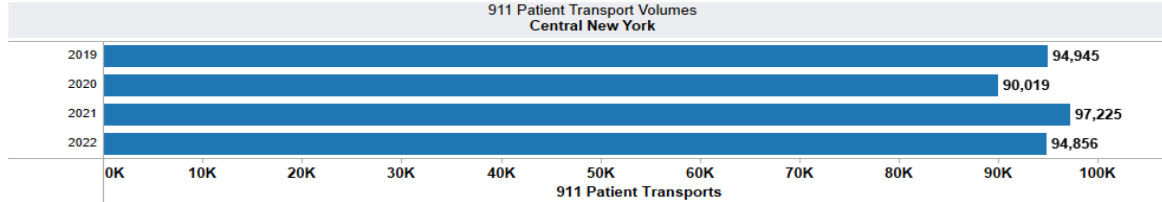
#### TOTAL CALL TIME

**+4 MIN**  
Overall



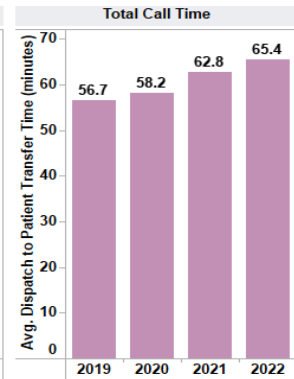
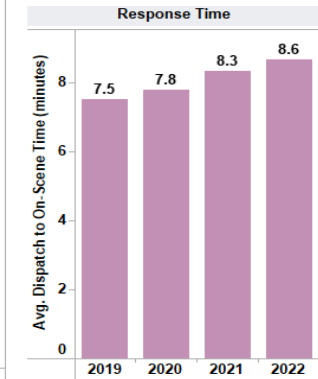
# EMS 911 Trends

## Central New York



911 Patient Offload Time (Percentage) Table

	2021	2022
<u>0-30</u>	% of Patients	80.3% 77.9%
	Count of Patients	77,228 73,104
<u>31-60</u>	% of Patients	15.6% 17.1%
	Count of Patients	14,972 16,086
<u>61-120</u>	% of Patients	3.7% 4.4%
	Count of Patients	3,596 4,106
<u>120+</u>	% of Patients	0.3% 0.5%
	Count of Patients	332 511



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**-0.1%**  
Overall

**-89**  
Transports

#### RESPONSE TIME

**+1.1 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+2.4%**  
Overall >30 min.

+1.5% (31-60 min.)  
+0.7% (61-120 min.)  
+0.2% (>120 min.)

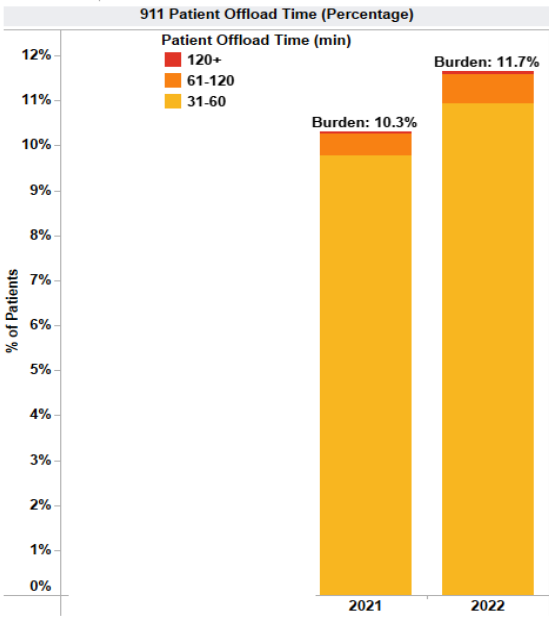
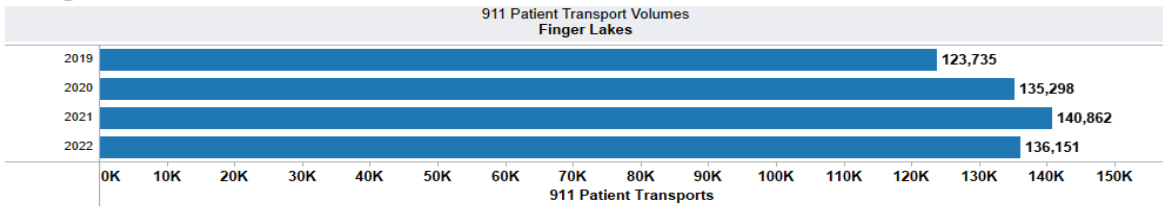
#### TOTAL CALL TIME

**+8.7 MIN**  
Overall



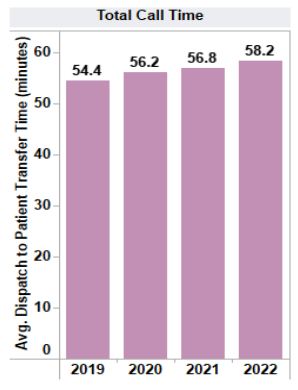
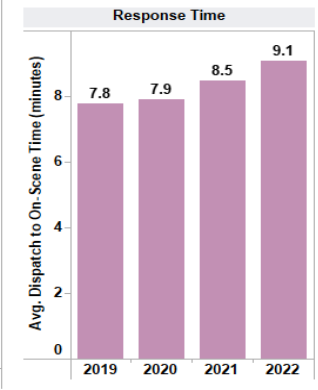
# EMS 911 Trends

## Finger Lakes



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	89.7%	88.3%
Count of Patients	118,443	113,444
<b>31-60</b>	9.8%	10.9%
Count of Patients	12,918	14,047
<b>61-120</b>	0.5%	0.7%
Count of Patients	652	844
<b>120+</b>	0.0%	0.1%
Count of Patients	35	71



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+10%**  
Overall

**+12,416**  
Transports

#### RESPONSE TIME

**+1.3 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+1.4%**  
Overall >30 min.

+1.1% (31-60 min.)  
+0.2% (61-120 min.)  
+0.1% (>120 min.)

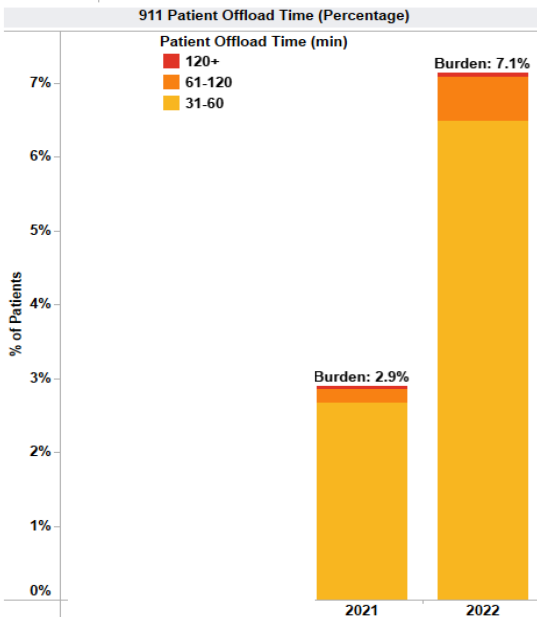
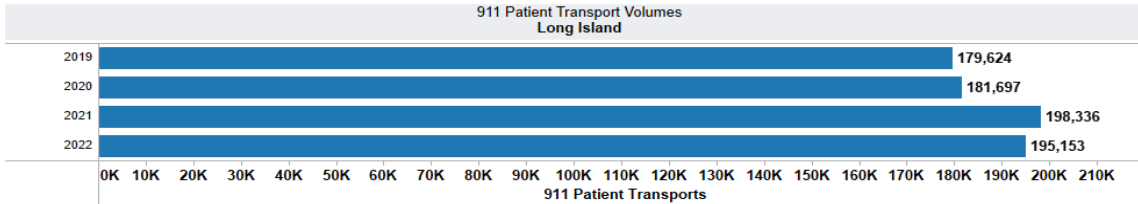
#### TOTAL CALL TIME

**+3.8 MIN**  
Overall



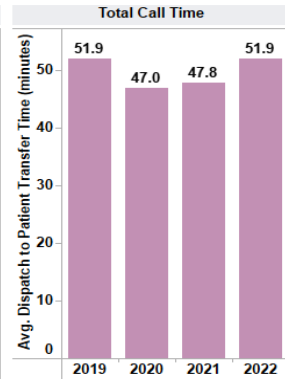
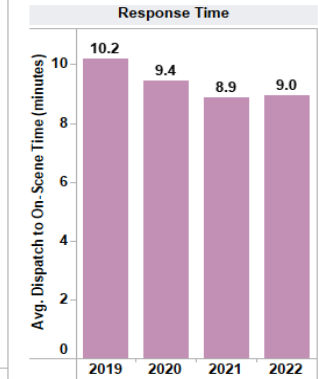
# EMS 911 Trends

## Long Island



911 Patient Offload Time (Percentage) Table

	2021	2022	
<u>0-30</u>	% of Patients	97.1%	92.9%
	Count of Patients	156,918	168,939
<u>31-60</u>	% of Patients	2.7%	6.5%
	Count of Patients	4,307	11,786
<u>61-120</u>	% of Patients	0.2%	0.6%
	Count of Patients	308	1,093
<u>120+</u>	% of Patients	0.0%	0.1%
	Count of Patients	59	100



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+8%**  
Overall

**+15,529**  
Transports

#### RESPONSE TIME

**-1.2 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+4.3%**  
Overall >30 min.

+3.8% (31-60 min.)  
+0.4% (61-120 min.)  
+0.1% (>120 min.)

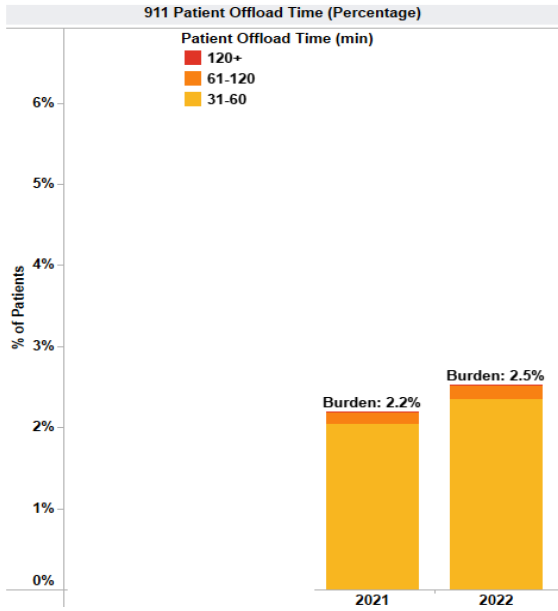
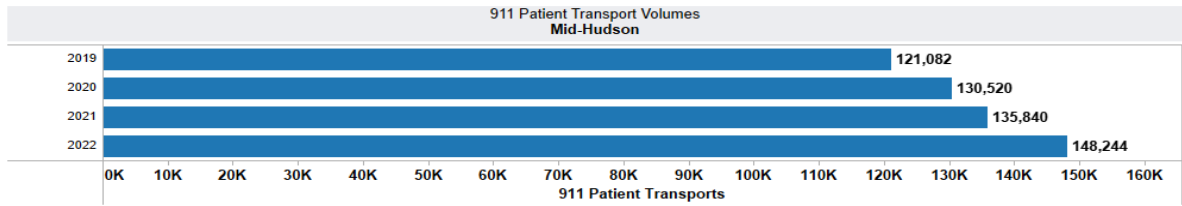
#### TOTAL CALL TIME

**+0 MIN**  
Overall



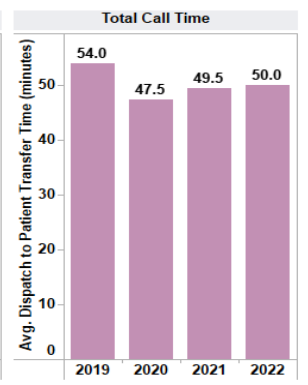
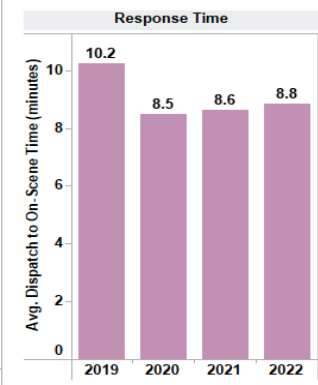
# EMS 911 Trends

## Mid-Hudson



911 Patient Offload Time (Percentage) Table

		2021	2022
<b>0-30</b>	% of Patients	97.8%	97.5%
	Count of Patients	103,080	116,270
<b>31-60</b>	% of Patients	2.0%	2.3%
	Count of Patients	2,150	2,793
<b>61-120</b>	% of Patients	0.1%	0.2%
	Count of Patients	150	211
<b>120+</b>	% of Patients	0.0%	0.0%
	Count of Patients	19	16



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+24%**  
Overall

**+27,162**  
Transports

#### RESPONSE TIME

**-1.4 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+0.40%**  
Overall >30 min.

+0.3% (31-60 min.)  
+0.1% (61-120 min.)  
0% (>120 min.)

#### TOTAL CALL TIME

**-4 MIN**  
Overall

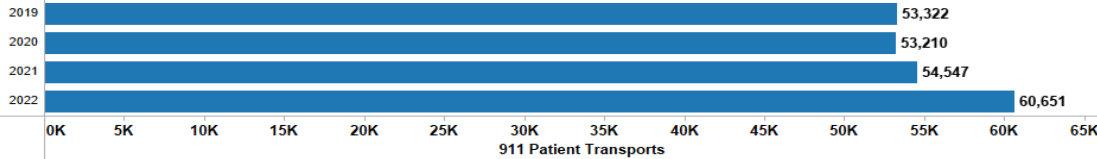


Department of Health

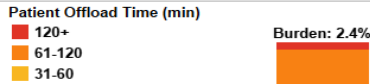
# EMS 911 Trends

## Mohawk Valley

911 Patient Transport Volumes  
Mohawk Valley



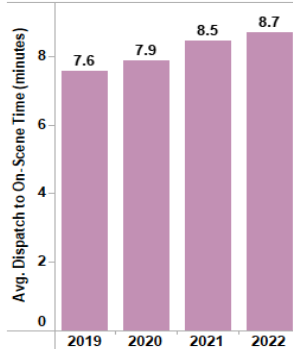
911 Patient Offload Time (Percentage)



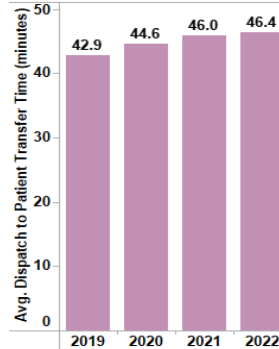
911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	98.1%	97.6%
Count of Patients	50,480	56,440
<b>31-60</b>	1.5%	1.9%
Count of Patients	782	1,070
<b>61-120</b>	0.4%	0.5%
Count of Patients	191	279
<b>120+</b>	0.0%	0.0%
Count of Patients	23	20

Response Time



Total Call Time



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+13.7%**  
Overall

**+7,329**  
Transports

#### RESPONSE TIME

**+1.1 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+0.50%**  
Overall >30 min.

+0.4% (31-60 min.)  
+0.1% (61-120 min.)  
0% (>120 min.)

#### TOTAL CALL TIME

**+3.5 MIN**  
Overall



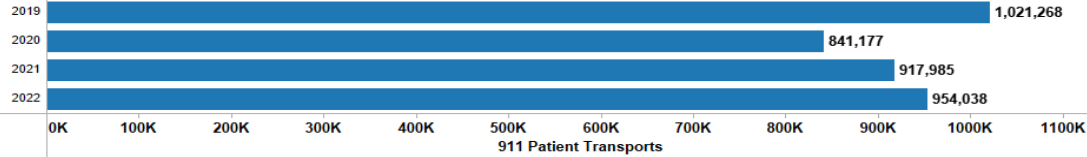
Department  
of Health



# EMS 911 Trends

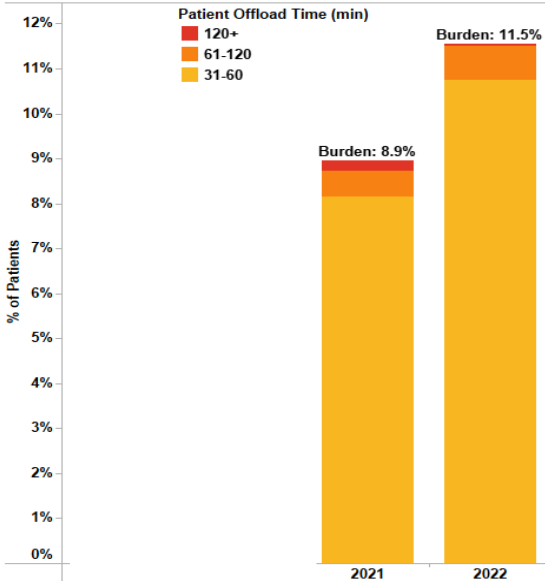
## New York City

911 Patient Transport Volumes  
New York City



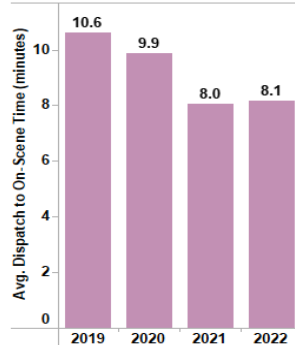
911 Patient Offload Time (Percentage)

911 Patient Offload Time (Percentage) Table

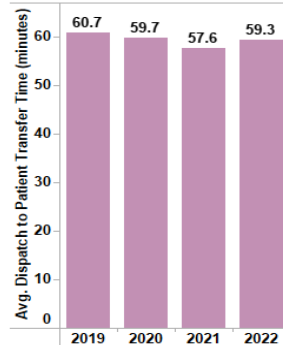


	2021	2022
<b>0-30</b>		
% of Patients	91.1%	88.5%
Count of Patients	830,579	799,317
<b>31-60</b>		
% of Patients	8.2%	10.7%
Count of Patients	74,380	97,145
<b>61-120</b>		
% of Patients	0.6%	0.8%
Count of Patients	5,225	6,819
<b>120+</b>		
% of Patients	0.2%	0.0%
Count of Patients	2,018	399

Response Time



Total Call Time



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**-6.6%**  
Overall

**-67,230**  
Transports

#### RESPONSE TIME

**-2.5 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+2.5%**  
Overall >30 min.

+2.5% (31-60 min.)  
+0.2% (61-120 min.)  
-0.2% (>120 min.)

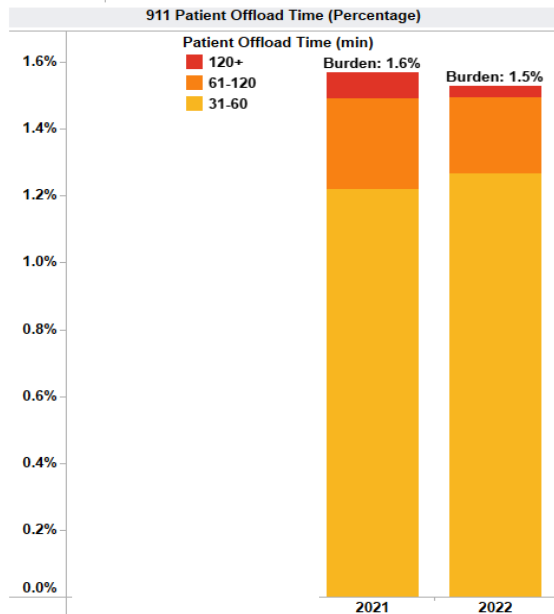
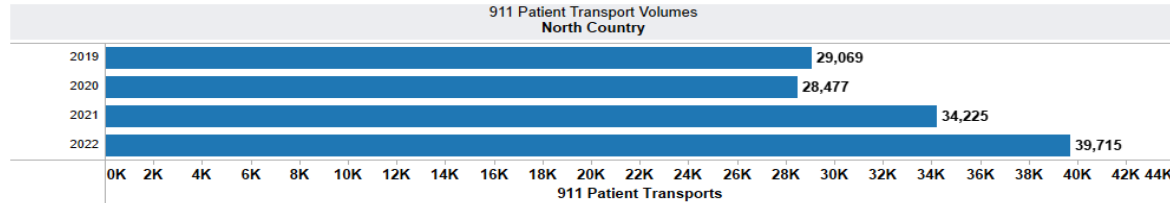
#### TOTAL CALL TIME

**-1.4 MIN**  
Overall



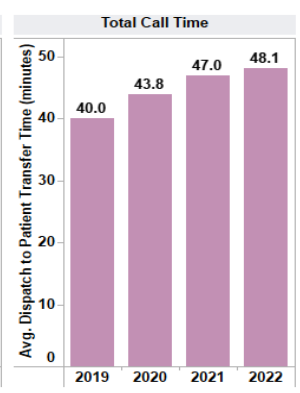
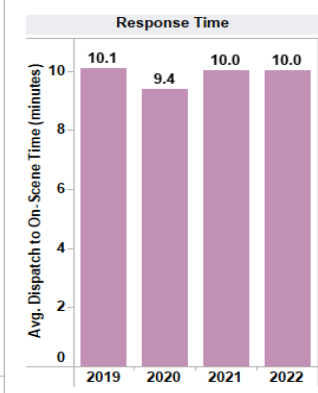
# EMS 911 Trends

## North Country



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	% of Patients: 98.4%	% of Patients: 98.5%
	Count of Patients: 28,296	Count of Patients: 36,196
<b>31-60</b>	% of Patients: 1.2%	% of Patients: 1.3%
	Count of Patients: 351	Count of Patients: 466
<b>61-120</b>	% of Patients: 0.3%	% of Patients: 0.2%
	Count of Patients: 78	Count of Patients: 83
<b>120+</b>	% of Patients: 0.1%	% of Patients: 0.0%
	Count of Patients: 22	Count of Patients: 13



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+36.6%**  
Overall

**+10,646**  
Transports

#### RESPONSE TIME

**-0.1 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**-0.1%**  
Overall >30 min.

+0.1% (31-60 min.)  
-0.1% (61-120 min.)  
-0.1% (>120 min.)

#### TOTAL CALL TIME

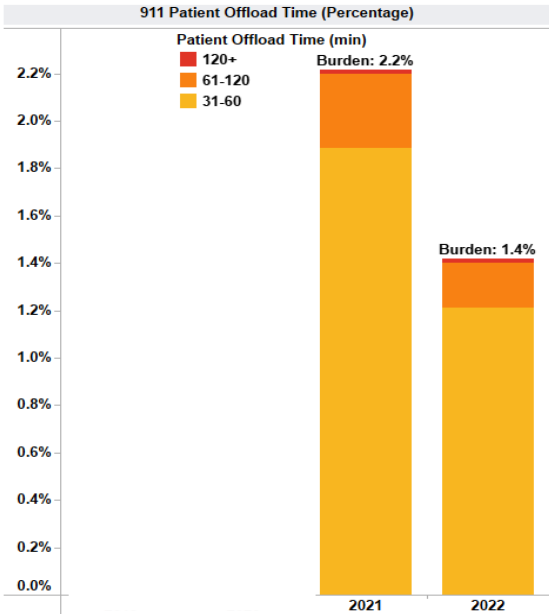
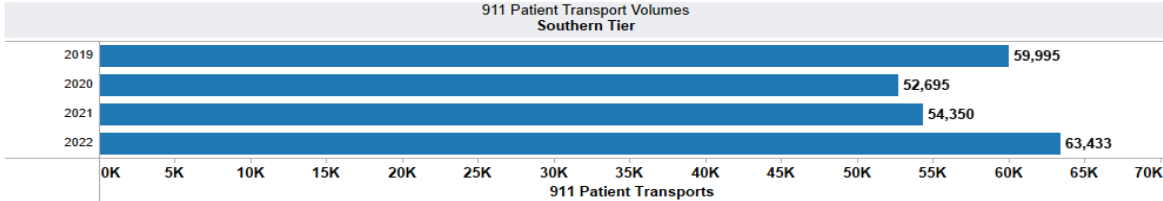
**+8.1 MIN**  
Overall



Department  
of Health

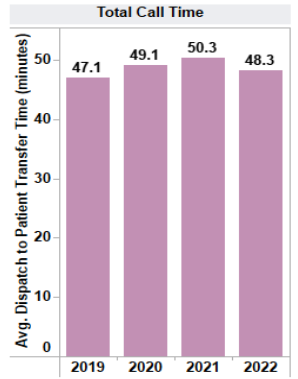
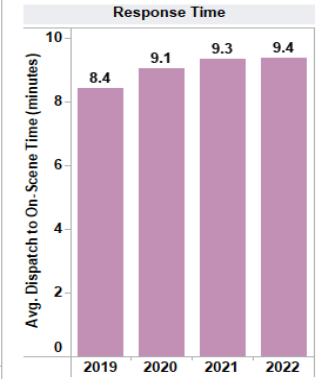
# EMS 911 Trends

## Southern Tier



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	97.8%	98.6%
Count of Patients	43,072	59,600
<b>31-60</b>	1.9%	1.2%
Count of Patients	830	732
<b>61-120</b>	0.3%	0.2%
Count of Patients	138	116
<b>120+</b>	0.0%	0.0%
Count of Patients	8	9



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+5.7%**  
Overall

**+3,438**  
Transports

#### RESPONSE TIME

**+1 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**-0.8%**

Overall >30 min.

-0.7% (31-60 min.)  
-0.1% (61-120 min.)  
0% (>120 min.)

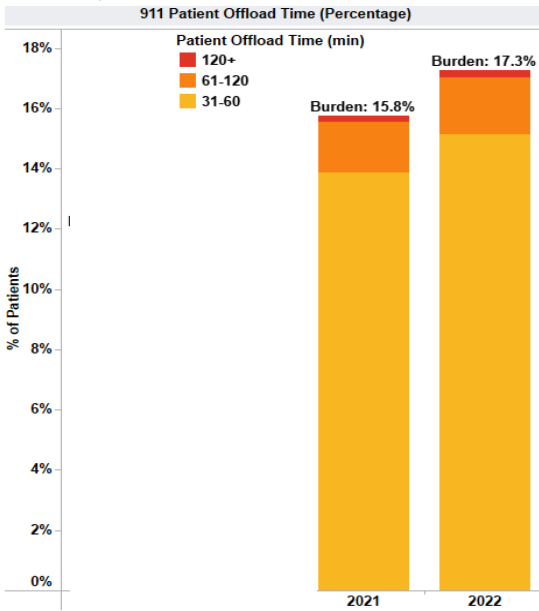
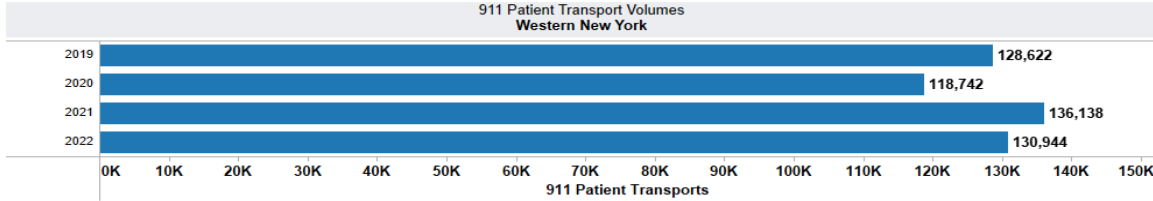
#### TOTAL CALL TIME

**+1.2 MIN**  
Overall



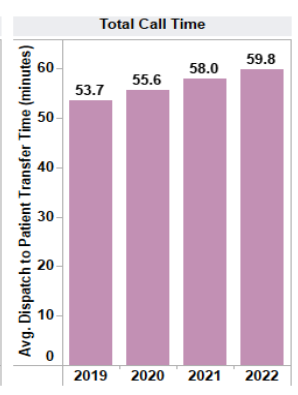
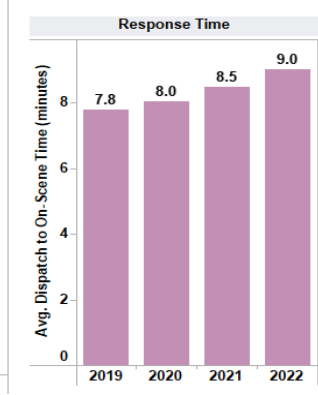
# EMS 911 Trends

## Western New York



911 Patient Offload Time (Percentage) Table

	2021	2022
<b>0-30</b>	84.2%	82.7%
Count of Patients	108,890	106,987
<b>31-60</b>	13.9%	15.1%
Count of Patients	17,940	19,559
<b>61-120</b>	1.7%	1.9%
Count of Patients	2,145	2,464
<b>120+</b>	0.2%	0.2%
Count of Patients	272	297



### COMPARING 2019 TO 2022

#### PATIENT TRANSPORT

**+1.8%**  
Overall

**+2,322**  
Transports

#### RESPONSE TIME

**+1.2 MIN**  
Overall

#### OFFLOAD TIME

2021-2022 Data

**+1.4%**  
Overall >30 min.

+1.2% (31-60 min.)  
+0.2% (61-120 min.)  
0% (>120 min.)

#### TOTAL CALL TIME

**+6.1 MIN**  
Overall



# Questions

