



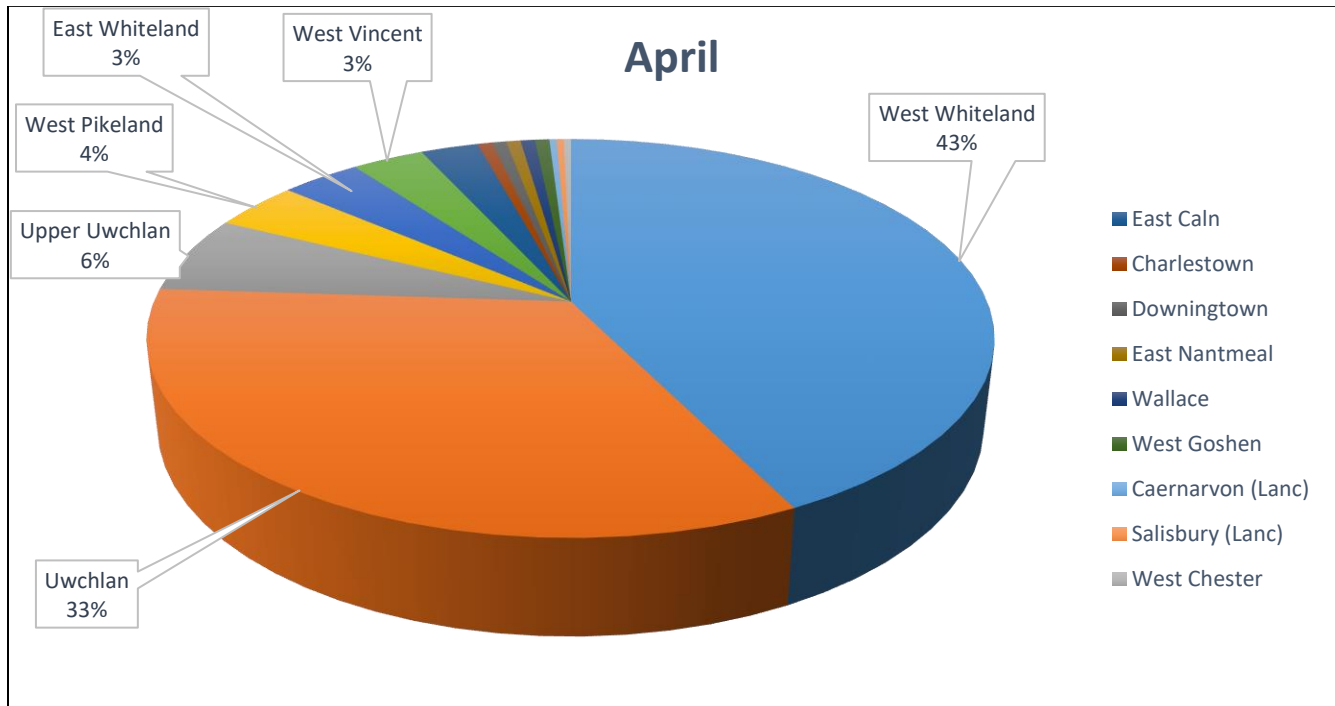
OPERATIONS REPORT
APRIL 2021

CALL VOLUME

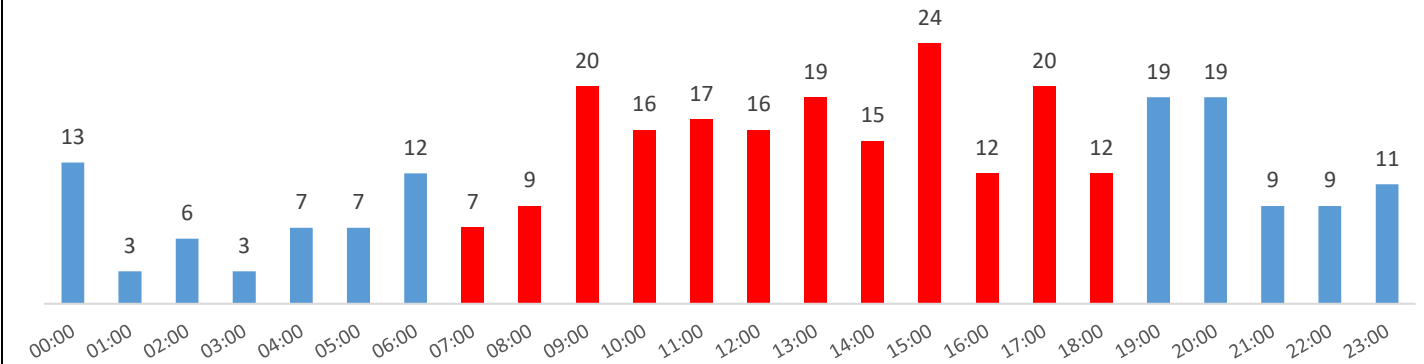
Municipality	Month	% of Calls	YTD
West Whiteland	130	42.62%	490
Uwchlan	102	33.44%	423
Upper Uwchlan	19	6.23%	87
West Pikeland	12	3.93%	55
East Whiteland	11	3.61%	36
West Vincent	10	3.28%	53
East Caln	8	2.62%	22
Charlestown	2	0.66%	34
Downingtown	2	0.66%	15
East Nantmeal	2	0.66%	5
Wallace	2	0.66%	11
West Goshen	2	0.66%	6
Caernarvon (Lanc)	1	0.33%	1
Salisbury (Lanc)	1	0.33%	1
West Chester	1	0.33%	3
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Total Calls Comparison				
Current Month 2021	YTD 2021	Current Month 2020	YTD 2020	YTD +/-
305	1269	274	1225	44

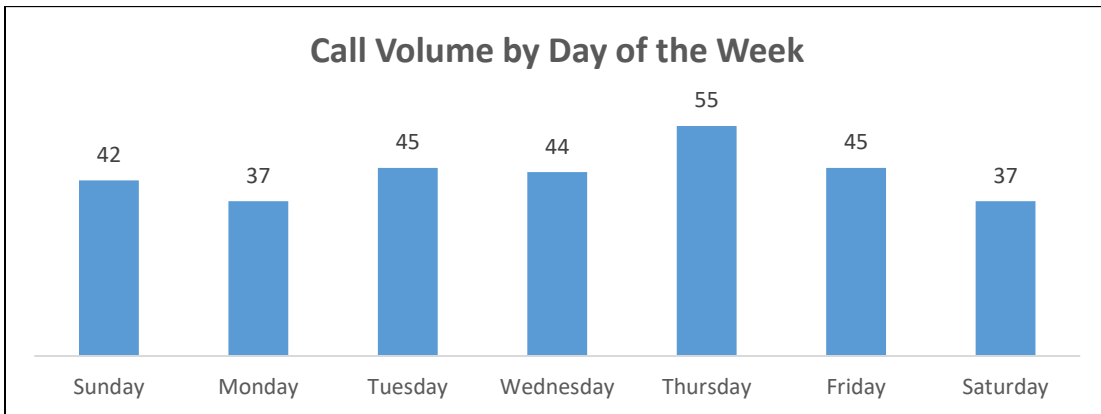
Total Transports Comparison				
Current Month 2021	YTD 2021	Current Month 2020	YTD 2020	YTD +/-
201	835	175	804	31



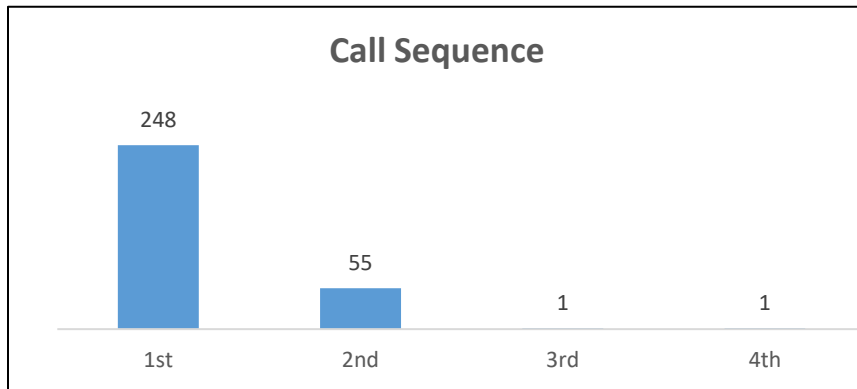
Call Volume by Hour



Call Volume by Day of the Week



Call Sequence



Average Times (Minutes)

Dispatch to Enroute	1.63
Enroute to On Scene	6.71
On Scene Time	14.34
Transport Time	17.06
Transport Complete to Available	27.64
Dispatch to Available	52.22

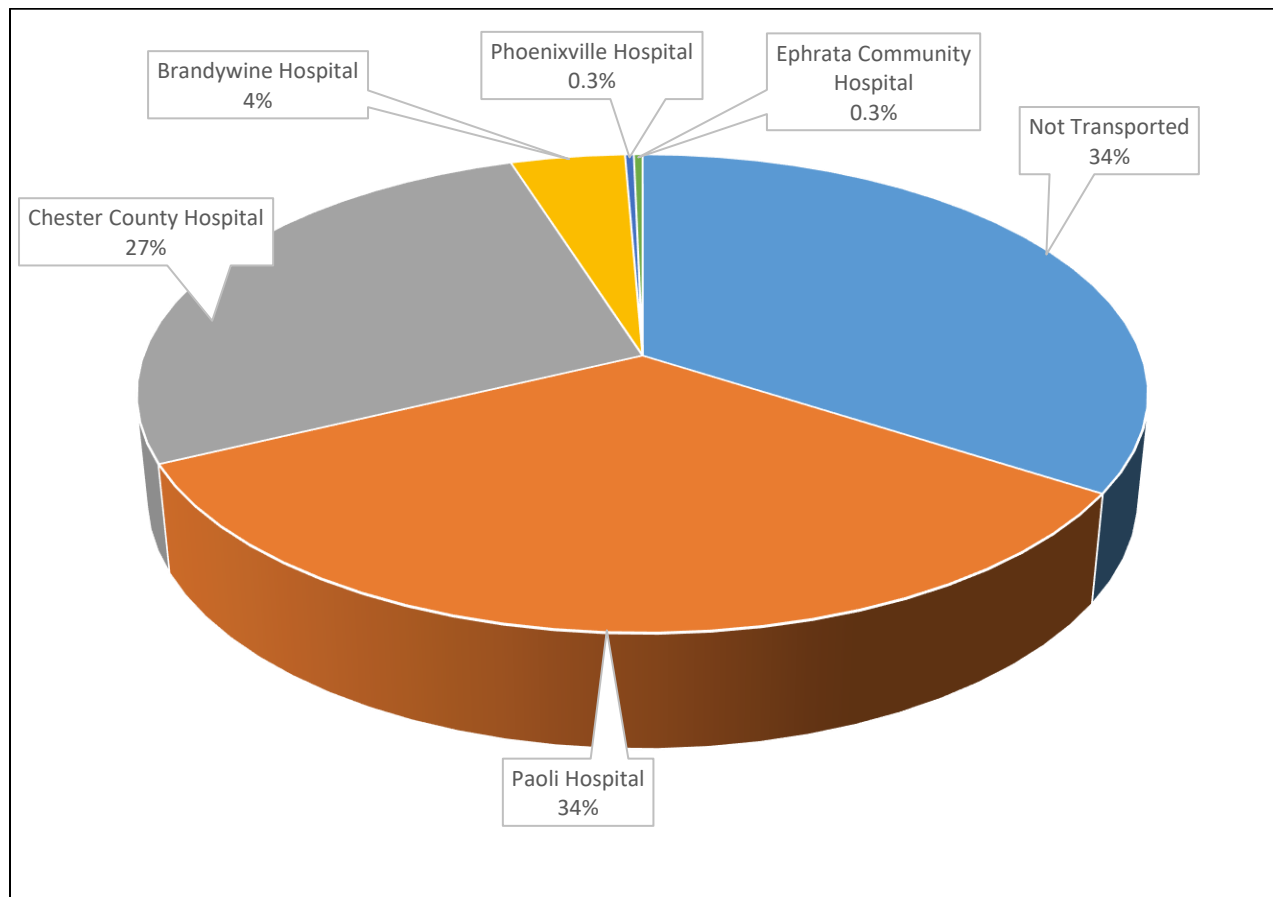
Calls By Level of Service

Total BLS Responses	176	58% of the total dispatches
Total BLS Transport	104	34% of total monthly call volume
Total ALS Responses	129	42% of the total dispatches
Total ALS Transports	97	32% of total monthly call volume
Total NO Transport	104	34% of total monthly call volume

HOSPITAL DESTINATION INFORMATION

Receiving Hospital	Total	%
Not Transported	104	34%
Paoli Hospital	103	33.8%
Chester County Hospital	83	27.2%
Brandywine Hospital	13	4.3%
Phoenixville Hospital	1	0.3%
Ephrata Community Hospital	1	0.3%
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Transported:	201	63.24%
Not Transported:	104	36.76%
	305	

Non-Transport Breakdown	
Refusal	44
No Services	17
Recalled Enroute	19
Recalled On Scene	12
Public Assist	4
DOA	4
Unfounded	4
	104



MEDICAL CATEGORIES

Call Types					
BLS - Fall / Lift Assist	43	14.1	ALS - Overdose	4	1.3
BLS - Sick Person	42	13.8	ALS - Unresponsive Person	4	1.3
ALS - Cardiac Problems	28	9.2	BLS - Abdominal Pain	4	1.3
ALS - Respiratory Difficulty	20	6.6	BLS - Hemorrhaging	4	1.3
Accident - BLS	18	5.9	BLS - Syncope	4	1.3
ALS - CVA/Stroke	16	5.2	ALS - Abdominal Pain	3	1
BLS - Injured Person	13	4.3	ALS - Back Pain	3	1
EMS - Stand By - Fire	11	3.6	BLS - DOA	3	1
ALS - Fall	9	3	ALS - Allergic/Med Reaction	2	0.7
BLS - Emotional Disorder	8	2.6	Accident - Entrapment	2	0.7
BLS - Unknown Nature	7	2.3	Fire - Other Type Rescue	2	0.7
ALS - Hemorrhaging	6	2	ALS - Choking	1	0.3
ALS - Hypotension	6	2	ALS - Emotional Disorder	1	0.3
ALS - Unconscious Person	6	2	ALS - Injured Person	1	0.3
BLS - Overdose	6	2	ALS - Poisoning	1	0.3
ALS - Seizures	5	1.6	ALS - Syncope	1	0.3
Alarm - BLS Medical	5	1.6	Alarm - Carbon Monoxide	1	0.3
BLS - Back Pain	5	1.6	BLS - Allergic/Med Reaction	1	0.3
ALS - Cardiac/Resp Arrest	4	1.3	BLS - Assault w/Injury	1	0.3
ALS - Diabetic Emergency	4	1.3			
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