



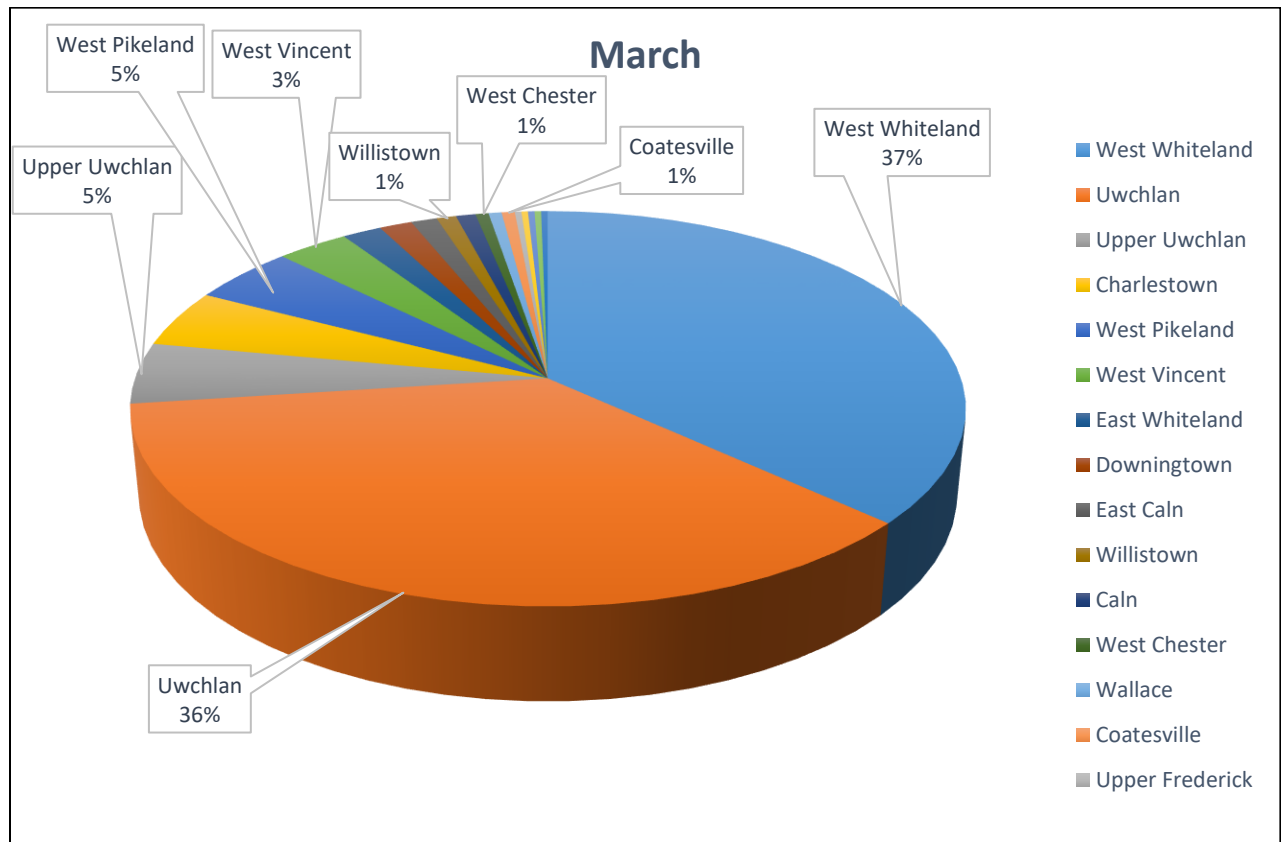
**OPERATIONS REPORT**  
**MARCH 2021**

# CALL VOLUME

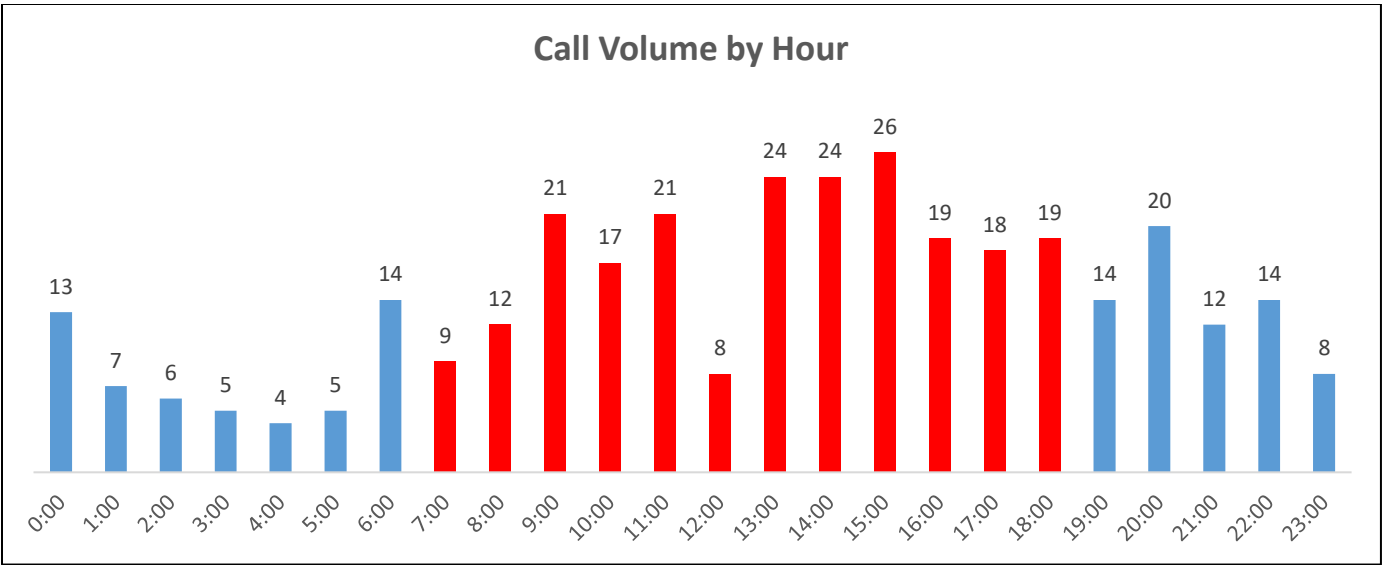
Municipality	Month	% of Calls	YTD
West Whiteland	125	36.76%	360
Uwchlan	123	36.18%	320
Upper Uwchlan	17	5.00%	68
Charlestown	16	4.71%	32
West Pikeland	16	4.71%	43
West Vincent	11	3.24%	43
East Whiteland	6	1.76%	25
Downingtown	5	1.47%	15
East Caln	4	1.18%	13
Willistown	3	0.88%	4
Caln	3	0.88%	3
West Chester	2	0.59%	3
Wallace	2	0.59%	9
Coatesville	2	0.59%	2
Upper Frederick	1	0.29%	1
Atglen	1	0.29%	1
East Coventry	1	0.29%	1
East Goshen	1	0.29%	4
West Goshen	1	0.29%	3
	340		

Total Calls Comparison				
Current Month 2021	YTD 2021	Current Month 2020	YTD 2020	YTD +/-
340	964	253	951	13

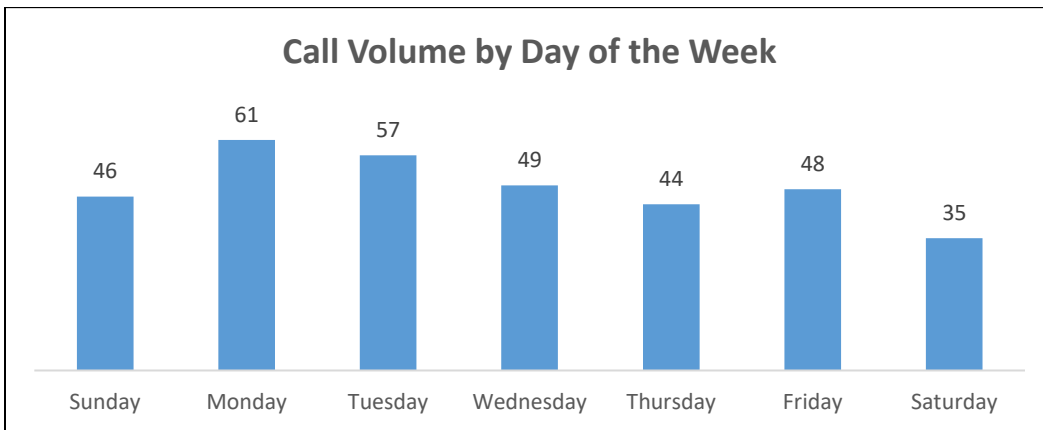
Total Transports Comparison				
Current Month 2021	YTD 2021	Current Month 2020	YTD 2020	YTD +/-
214	634	186	629	5



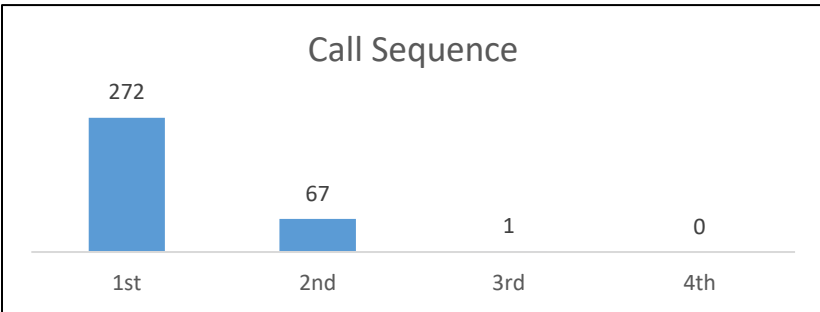
### Call Volume by Hour



### Call Volume by Day of the Week



### Call Sequence



### Average Times (Minutes)

Dispatch to Enroute	1.63
Enroute to On Scene	7.35
On Scene Time	15.22
Transport Time	17.12
Transport Complete to Available	29.58
Dispatch to Available	55.02

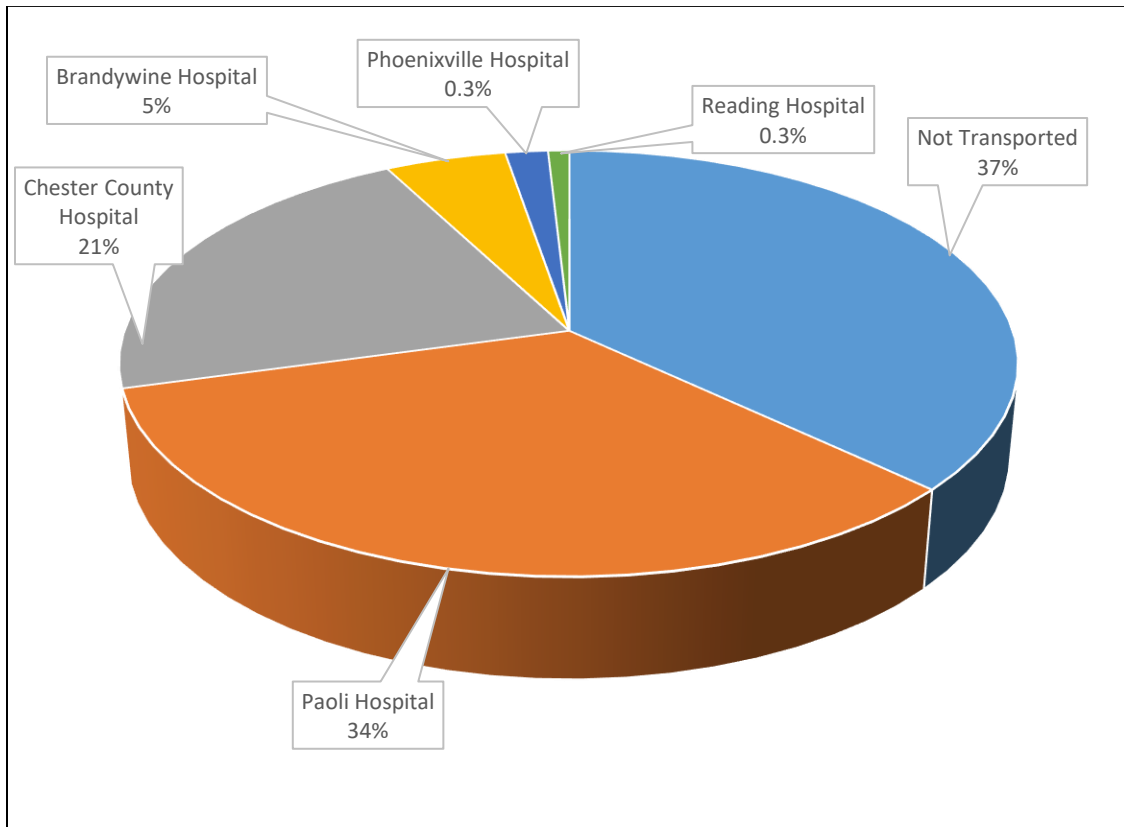
### Calls By Level of Service

<b>Total BLS Responses</b>	<b>196</b>	<b>58% of the total dispatches</b>
<b>Total BLS Transport</b>	<b>124</b>	<b>36% of total monthly call volume</b>
<b>Total ALS Responses</b>	<b>144</b>	<b>42% of the total dispatches</b>
<b>Total ALS Transports</b>	<b>91</b>	<b>27% of total monthly call volume</b>
<b>Total NO Transport</b>	<b>125</b>	<b>37% of total monthly call volume</b>

# HOSPITAL DESTINATION INFORMATION

Receiving Hospital	Total	%
Not Transported	125	37%
Paoli Hospital	114	33.5%
Chester County Hospital	73	21.5%
Brandywine Hospital	17	5.0%
Phoenixville Hospital	6	1.8%
Reading Hospital	3	0.9%
Jennersville Hospital	1	0.3%
Grandview Hospital (Montco)	1	0.3%
	<b>340</b>	
<b>Transported:</b>	<b>215</b>	<b>63.24%</b>
<b>Not Transported:</b>	<b>125</b>	<b>36.76%</b>
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Non-Transport Breakdown	
Refusal	57
No Services	26
Recalled Enroute	16
Recalled On Scene	14
Public Assist	7
DOA	2
Unfounded	2
Treated, Transferred Care	1
	<b>125</b>



# MEDICAL CATEGORIES

Call Types					
BLS - Fall / Lift Assist	54	15.9	ALS - Cardiac/Resp Arrest	4	1.2
BLS - Sick Person	44	12.9	ALS - Unconscious Person	4	1.2
ALS - Respiratory Difficulty	32	9.4	Alarm - Carbon Monoxide	4	1.2
ALS - Cardiac Problems	29	8.5	ALS - Diabetic Emergency	3	0.9
Accident - BLS	20	5.9	ALS - Hemorrhaging	3	0.9
BLS - Emotional Disorder	17	5	BLS - Syncope	3	0.9
BLS - Injured Person	12	3.5	ALS - Allergic/Med Reaction	2	0.6
BLS - Unknown Nature	11	3.2	ALS - Seizures	2	0.6
ALS - Syncope	9	2.6	BLS - Back Pain	2	0.6
ALS - Hypotension	8	2.4	EMS - Non-Emergency Trans	2	0.6
ALS - Overdose	8	2.4	ALS - Choking	1	0.3
ALS - Unresponsive Person	7	2.1	ALS - Equestrian Injury	1	0.3
BLS - Abdominal Pain	7	2.1	ALS - Maternity/Labor Pains	1	0.3
BLS - Hemorrhaging	7	2.1	Accident - ALS	1	0.3
ALS - CVA/Stroke	6	1.8	Accident - Involving Fire	1	0.3
ALS - Fall	6	1.8	BLS - Allergic/Med Reaction	1	0.3
Accident - Entrapment	5	1.5	BLS - DOA	1	0.3
Alarm - BLS Medical	5	1.5	BLS - Seizures	1	0.3
BLS - Overdose	5	1.5	Fire - Hazmat	1	0.3
EMS - Stand By - Fire	5	1.5	Fire - Other Type Rescue	1	0.3
ALS - Abdominal Pain	4	1.2			
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