



# BOSTON EMERGENCY MEDICAL SERVICES

2009 VITAL STATISTICS  
[www.cityofboston.gov/ems](http://www.cityofboston.gov/ems)



Boston Emergency Medical Services (Boston EMS) is the designated primary emergency medical services provider for the City of Boston. As a nationally recognized leader and innovator in the field of pre-hospital emergency medicine, the Department leverages the latest advances in both medicine and technology to bring high-quality care to the streets of Boston. Boston EMS also plays an important role in the City's emergency preparedness efforts and provides enriching programming designed to educate the community about important public health issues.

Boston Land Area: 45.7 sq. miles      Daytime Population: 1.2 million      Boston EMS Uniformed Staff: 343  
 Non-uniformed Staff: 37      Emergency Medical Technicians: 232      Paramedics: 67  
 Number of Ambulances: 46      Peak Staffing: 19 BLS & 5 ALS Units      Number of Stations: 16

| SYSTEM WIDE CALL VOLUME     |         |         |             |
|-----------------------------|---------|---------|-------------|
|                             | 2009    | 2008    | Pct. Change |
| Total Clinical Incidents    | 107,512 | 104,322 | 3% increase |
| Total ALS and BLS Responses | 135,546 | 130,836 | 4% increase |
| Total Transports            | 77,905  | 74,940  | 4% increase |
| Total ALS Transports        | 8,852   | 8,538   | 4% increase |
| Total BLS Transports        | 69,053  | 66,402  | 4% increase |

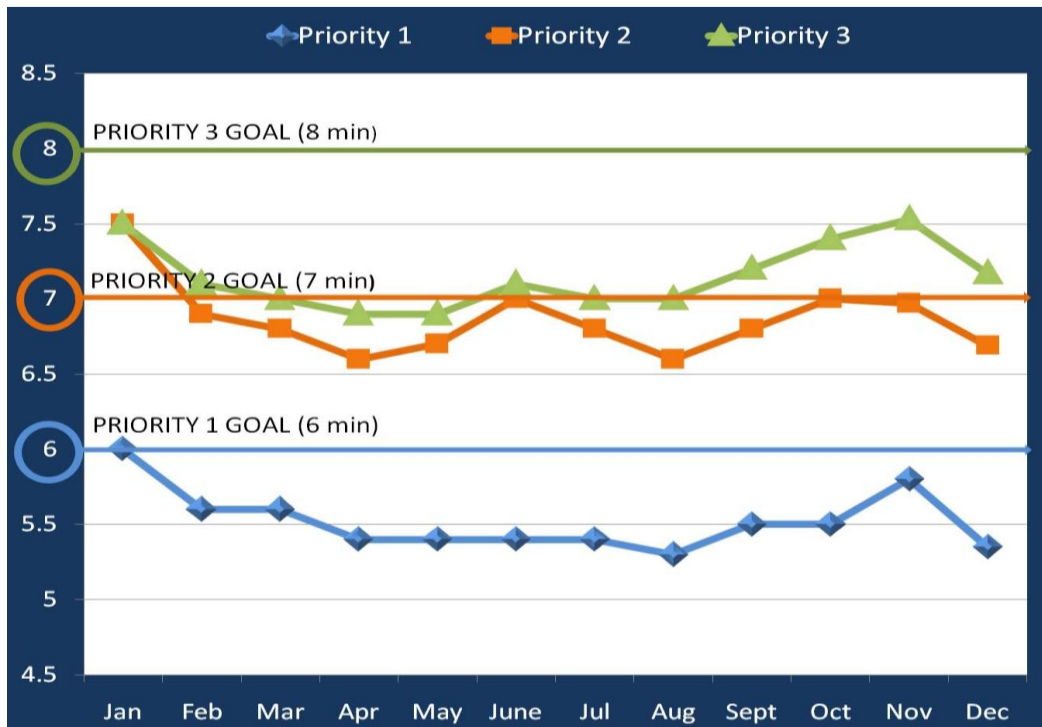
| MEDIAN RESPONSE TIMES |             |             |                     |
|-----------------------|-------------|-------------|---------------------|
|                       | 2009        | 2008        | Goals (as of 12/09) |
| Priority 1            | 5.5 minutes | 6.0 minutes | 6 minutes           |
| Priority 2            | 6.9 minutes | 7.6 minutes | 7 minutes           |
| Priority 3            | 7.1 minutes | 8.0 minutes | 8 minutes           |

| NEIGHBORHOOD          | INCIDENTS      | PCT         |
|-----------------------|----------------|-------------|
| Allston/ Brighton     | 6,341          | 6%          |
| Back Bay              | 8,179          | 8%          |
| Beacon Hill/ West End | 2,778          | 3%          |
| North End             | 3,617          | 3%          |
| Charlestown           | 2,355          | 2%          |
| East Boston           | 7,104          | 7%          |
| South Boston          | 6,098          | 6%          |
| South End             | 12,209         | 11%         |
| Roxbury               | 15,275         | 14%         |
| Dorchester North      | 16,403         | 15%         |
| Dorchester South      | 7,268          | 7%          |
| Roslindale            | 4,213          | 4%          |
| Jamaica Plain         | 3,265          | 3%          |
| West Roxbury          | 2,764          | 3%          |
| Hyde Park             | 4,612          | 4%          |
| Mattapan              | 3,618          | 3%          |
| Long Island           | 436            | 0%          |
| Other                 | 977            | 1%          |
| <b>Total</b>          | <b>107,512</b> | <b>100%</b> |

| INCIDENTS BY TYPE                        | NUMBER         | PCT.        |
|--|----------------|-------------|
| Trauma (shot, stab, long falls, etc.)    | 1,264          | 1%          |
| Motor Vehicle (MVA, Pedestrian)          | 5,984          | 6%          |
| Neurological (CVA, Seizures)             | 5,633          | 5%          |
| Respiratory (Asthma, CHF, etc.)          | 9,183          | 9%          |
| Cardiac Related (Unconscious, CPR, etc.) | 10,237         | 10%         |
| Psychological/ Suicidal/ Overdose        | 7,635          | 7%          |
| Investigations ("man down", alarm)       | 21,316         | 20%         |
| Illness (abdominal pain, fever, dizzy)   | 27,950         | 26%         |
| Injury (lacerations, fractures, etc.)    | 15,544         | 14%         |
| Fire/ Hazmat/ Standby/ Environ.          | 2,766          | 3%          |
| <b>Total</b>                             | <b>107,512</b> | <b>100%</b> |

| INCIDENTS BY PRIORITY | NUMBER         | PCT.        |
|-----------------------|----------------|-------------|
| Priority 1            | 30,572         | 28%         |
| Priority 2            | 52,269         | 49%         |
| Priority 3            | 22,454         | 21%         |
| Priority 4            | 2,217          | 2%          |
| <b>Total</b>          | <b>107,512</b> | <b>100%</b> |

## 2009 Median Response Times vs. Targets



### OTHER SYSTEM HIGHLIGHTS

| Specialized Clinical Care                    |       | Community Initiatives / Training               |        |
|--|-------|--|--------|
| Cardiac Arrests Worked                       | 462   | Car Seat Checks Performed                      | 1,083  |
| STEMIs Identified <sup>1</sup>               | 103   | Individuals Taught CPR                         | 3,500+ |
| Therapeutic Hypothermia Applied <sup>2</sup> | 99    | Individuals Trained through DelValle Institute | 3,000  |
| Intubation Success Rate (7/06 - 6/09)        | 96.8% | New EMTs Graduated from the Academy            | 31     |

### Significant Events

- In March, Dr. Sophia Dyer was named the first female Medical Director for the City of Boston. She is responsible for providing medical oversight to Boston EMS, BFD, and BPD.
- Boston EMS announced the "AED Alert" system in April, allowing 911 calltakers to identify the locations of hundreds of AED units throughout the City.
- Boston EMS' DelValle Institute for Emergency Preparedness hosted the City's First Internal Terrorism Conference gathering experts from around the world to discuss terrorism response and lessons learned.
- In September, Boston EMS won the American Heart Association's "Heart of Our Mission" Award for commitment to building healthier lives free of cardiovascular disease and stroke.
- Boston EMS received 7 awards at the 9th Annual Metro Boston EMS Council Region IV Awards in October.
- Former Boston EMS Chief Richard Serino was named FEMA Deputy Administrator on 10/20/2009.
- In response to the H1N1 pandemic, Boston EMS certified approximately 100 Paramedics to work as vaccinators and provide support of public flu clinic logistics.

<sup>1</sup> Boston EMS Paramedics are trained to read 12-lead ECGs and can identify various types of cardiac incidents including STEMIs (ST - Segment Elevation Myocardial Infarction). As a result, Boston EMS ALS units notify and transport these patients to specialty designated cardiac centers with the goal of improving survival rates.

<sup>2</sup> The process of cooling the body and maintaining mild hypothermia (32-34°C) in the first 12 - 24 hours after cardiac arrest. Boston is among the first services in the nation and second in Massachusetts to utilize this advanced treatment in the pre-hospital arena.