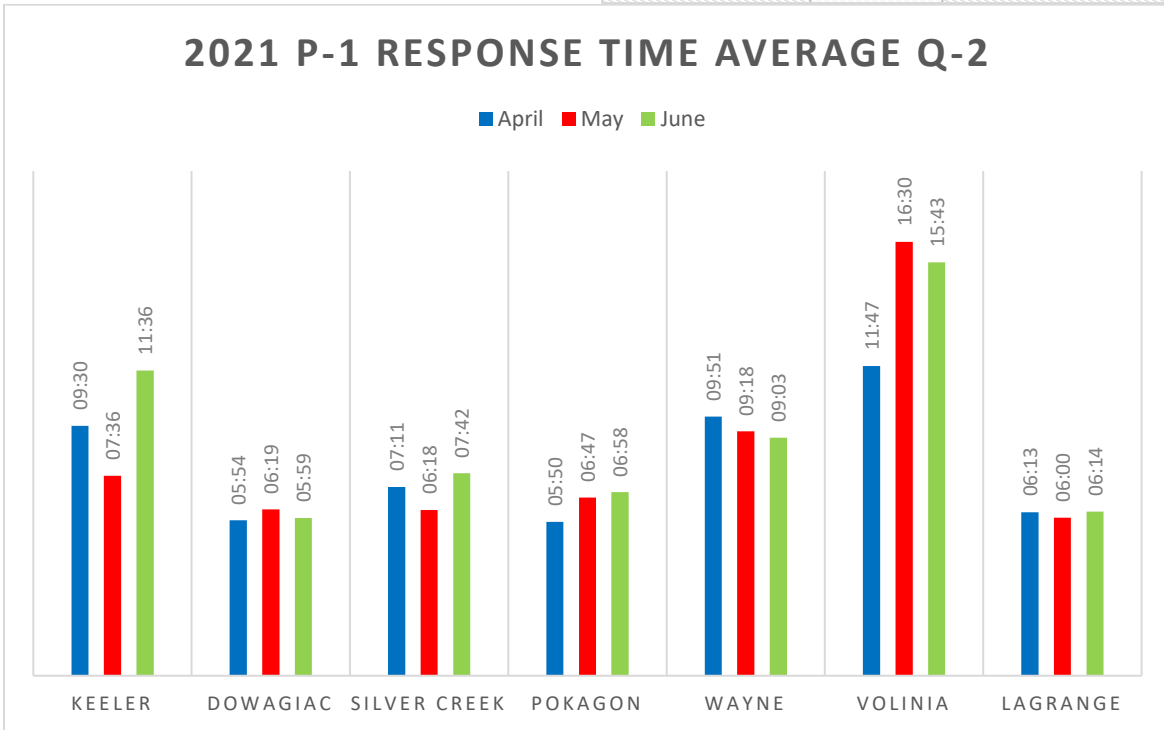
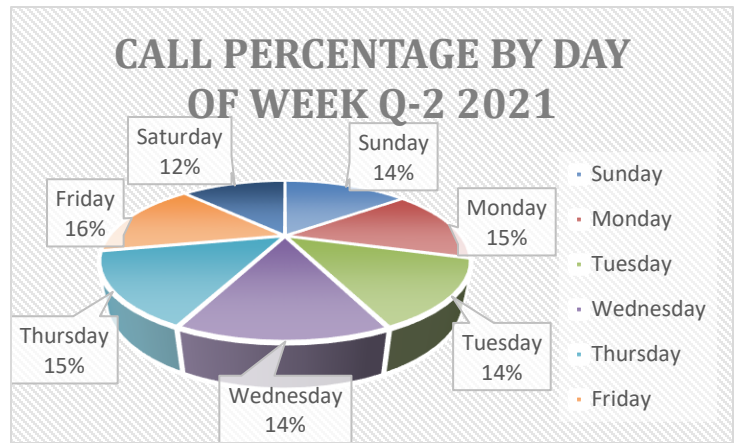




Call Volume Q-1 2021

- 911 Responses, Advanced Life Support
 - **644** Responses (Call Volume – Monthly report)
 - **208** April
 - **193** May
 - **243** June
 - **378** Transports (Call Volume – Monthly report adjusted transport priority P-1 & P-2)
 - **44** Fire Standbys (Call Volume – Monthly report Nature Fire Stand-by)
 - **233** Priority 1 requests (Call Volume – Monthly report Dispatch priority P-1)
 - **168** Priority 1 Transports (Call volume – Monthly report added Transport priority P-1 & P-2)
 - Call Volume by day of week, Emergency & Non-Emergency (includes stand-by paid events) (Calls by Day of week report)

- Sunday **14.55%**
- Monday **14.97%**
- Tuesday **13.56%**
- Wednesday **14.12%**
- Thursday **14.69%**
- Friday **15.82% (BUSIEST DAY)**
- Saturday **12.29% (SLOWEST DAY)**





Combined Average Response times for Q-1 (West Monthly Response Times report)

- Priority 1 Responses
 - Jan: **8:02**
 - Feb: **8:24**
 - Mar: **9:02**
 - Q-1 Average **8** Minutes **29** Seconds

40 Delayed response/ Priority 1 arrivals >10 minutes. (West Monthly Response Times report)

- **April (10)**
 - Keeler
 - 4/1 – 8053 22:57 MVA Response Time 11:06
 - Navigation Delay
 - Distance
 - Originally dispatched as P-2
 - Upgraded due to entrapment
 - 4/9 – 8620 14:29 Unresponsive Response Time 12:55
 - Responding from 5-mile, bad route taken
 - Multiple calls at same time
 - Pt behavioral issue, pt. faking unresponsiveness
 - 4/13 – 8865 05:57 DIB Response Time 13:11
 - Distance responding from Watervliet
 - 2nd Call same time frame
 - Dowagiac City
 - 4/13 – 8947 21:58 DIB Response Time 10:29
 - 3rd call same time frame
 - Silver Creek
 - 4/6 – 8385 21:03 DIB Response Time 12:09
 - Distance from 5-mile
 - 3rd call at same time
 - 4/9 – 8585 11:29 Possible miscarriage Response Time 12:46
 - Responding from Borgess Lee clearing Hospital
 - Multiple calls at same time
 - 4/27 – 9916 11:00 Sick Response Time 11:04
 - Vehicle not tracking
 - Should have been P-2
 - Multiple calls
 - Crew was 1-mile west of Decatur when dispatched
 - Pokagon
 - None
 - Wayne
 - 4/1 – 7982 06:50 DIB Response Time 19:04
 - Difficulty locating address, was in area 8 minutes prior arrival

- Should have been P-2
 - Panic attack
 - 4/15 – 9164 20:23 DIB Response Time 10:19
 - Distance from Station
- Volinia
 - 4/6 – 8305 01:48 Rapid HR Response Time 13:42
 - Distance
 - Should have been P-2 as pt. just wanted evaluation
- LaGrange
 - None
- **May (11)**
 - Keeler
 - 5/10 – 10909 15:25 Chest Pain Response Time 11:11
 - Tablet not tracking
 - Distance from Watervliet
 - Multiple calls
 - 5/21 – 11752 23:21 Altered LOC Response Time 11:12
 - Distance
 - 5/29 – 12430 18:30 Seizure Response Time 11:16
 - Distance
 - Kalamazoo truck working area
 - Dowagiac
 - 5/30 – 12488 18:52 Seizure Response Time 12:19
 - Call given to further unit as Dowagiac unit tied at @ Lee
 - Further unit began responding, hospital crew cleared and took call
 - Multiple calls
 - Silver Creek
 - 5/7 – 10725 20:07 Sick Person Response Time 10:12
 - Multiple Calls
 - Crew clearing Hospital responded
 - Distance
 - Pokagon
 - None
 - Wayne
 - 5/1 – 10202 05:03 Chest Pain Response Time 16:12
 - Distance
 - Multiple calls
 - 5/13 – 11137 22:04 DIB Response Time 12:09
 - Distance
 - 3 Calls at same time
 - 5/21 – 11686 00:27 Chest Pain Response Time 14:00
 - Distance
 - Multiple calls
 - 5/29 – 12391 08:05 Chest Pain Response Time 13:03
 - Distance

- Same Kalamazoo Truck working area
 - Volinia
 - 5/24 – 11869 00:30 DIB Response Time 16:12
 - 3rd call same time
 - Distance
 - 5/25 – 12026 12:51 Bee Sting Response Time 16:49
 - Bad route
 - Distance
 - LaGrange
 - None
- **June (19)**
 - Keeler
 - 6/10 – 13372 12:42 Fall 2 days ago Response Time 14:56
 - Delay going enroute by crew
 - Multiple Calls
 - 6/12 – 13550 13:32 DIB Response Time 23:40
 - Distance
 - Multiple calls
 - Crew had to go to station for bariatric cot per FD on-scene
 - 6/16 – 13892 10:40 Unconscious Response Time 18:11
 - Multiple calls at same time
 - 6/16 – 13897 11:24 MVA Response Time 20:46
 - Multiple calls at same time
 - Dowagiac
 - 6/10 – 13421 21:02 Diabetic Response Time 10:15
 - Vehicle not tracing
 - 6/19 – 14293 01:13 Unresponsive Response Time 11:18
 - Multiple Calls
 - Diverted to this home for P-1
 - Distance
 - 6/27 – 14862 00:22 DIB Response Time 10:09
 - Distance
 - Silver Creek
 - 6/15 – 13835 18:26 Seizures Response Time 10:12
 - Vehicle not tracking
 - Multiple calls
 - GPS tracked to wrong location
 - Kalamazoo Unit
 - 6/21 – 14302 01:40 Hit in head by tree Response Time 25:24
 - Bad route
 - 3rd call at same time
 - Distance
 - 6/21 – 14314 09:41 DIB Response Time 13:42
 - Multiple Calls
 - Distance



- 6/27 – 14917 22:10 Unconscious Response Time 10:25
 - Distance
- Pokagon
 - 6/16 – 13883 10:05 MVA Response Time 11:02
 - Multiple calls at same time
 - Closest ambulance at Hospital waiting to clear up
- Wayne
 - 6/2 – 12675 11:45 Chest Pain Response Time 11:57
 - Distance
 - Pt refuses services
 - 6/6 – 12999 09:26 Chest Pain Response Time 12:56
 - Vehicle not tracking
 - Multiple calls
 - 6/12 – 13530 03:26 OD Response Time 13:42
 - NO OD, pt couldn't remember if she took her meds
 - Should be P-2
 - Not Tracking
 - 6/13 – 13642 20:17 Altered LOC Response Time 12:54
 - Distance
- Volinia
 - 6/7 – 13113 16:47 Seizures Response Time 15:19
 - Multiple calls
 - No Seizure activity reported
 - Distance
 - 6/9 – 13251 09:32 DIB Response Time 14:29
 - Tracking issue
 - Pt went in POV to Hospital
 - Family never called back to inform EMS
 - 3 Calls at same time
 - 6/28 – 14930 03:14 DIB Response Time 17:23
 - Distance
- LaGrange
 - None

Community/Facility Activities.

- Total of 475 Stand-by events in Q-2 for the entire company (call volume monthly report natures stand-by)
- Total of 107 Stand-by events in Q-2 for your combined communities (call volume monthly report natures stand-by)

Company Activities

- Expect staffing crisis to be fixed by end of year.
 - 3 Medics completed academy Paramedic Class
 - Injuries plague us now with 3 employees with broken/dislocated limbs & 2 with Covid-19
- Staffing is the currently the worst it has been in 5 years

- Vehicle Tracking problem
- With the help of Dr. Collins, we are completing our medic students Capstone phase.
- With the help of Dr. Collins, we are expecting to get approval of an in-house EMT class beginning in September. Will be offering the class free of charge to bring in new staff to the company. Hoping for 12-20 students. We have already began purchasing the new equipment along with tables and chairs to assist in social distancing for the program.
- 5-Mile location is on hold as the current property owner hasn't yet paid their taxes on the property.

Equipment/Education Upgrades.

- Two new ALS Type III ambulances have been ordered all with power cots and auto-load system. Expecting delivery in August may be pushed off until Q-1 2022 due to chassis issues.

Community Concerns from Pride Care.

- Borgess Lee is starting their own Transfer ambulance. Doesn't seem to be working the way they had planned.
- Discussions with Dr. Collins about driving patients to Borgess Lee after staffing improvement.

Relationships/concerns with Communications Centers.

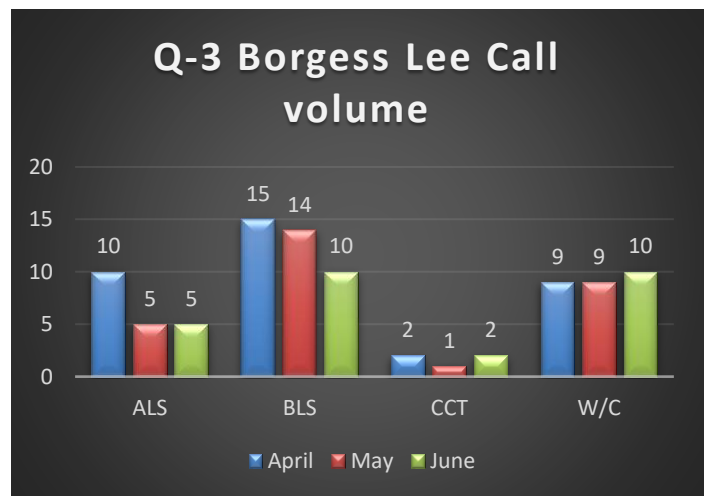
- None reported

Hospital Call Volume Comparison

Borgess Lee Memorial 2021 Responses

Quarter	2020	2021	Difference	
Q-1	75	128	53	
Q-2	51	92	41	
Q-3	82			
Q-4	146			

	Q-1	Q-2	Q-3	Q-4
ALS	44	20		
BLS	48	39		
CCT	14	5		
W/C	22	28		
Total	128	92	0	0





A Tradition of Caring, Commitment and Community Service