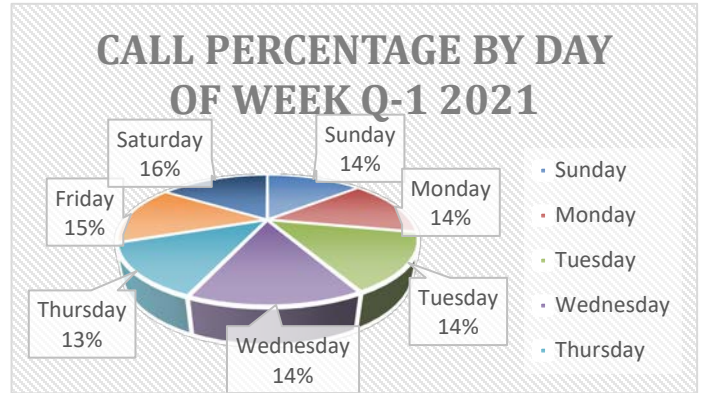




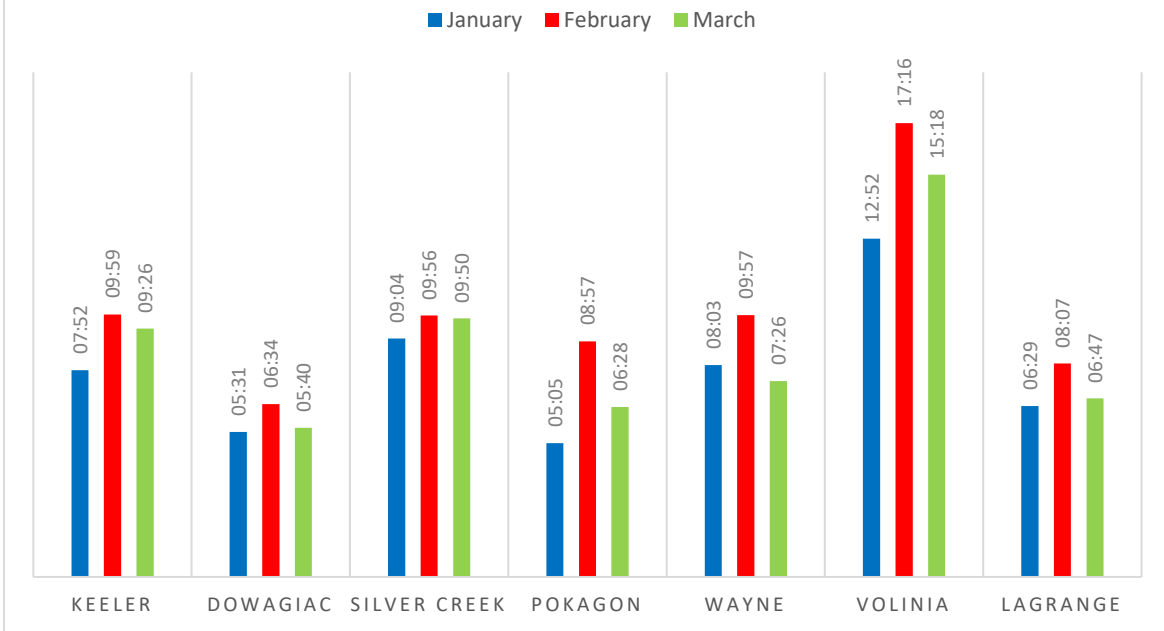
Call Volume Q-1 2021

- 911 Responses, Advanced Life Support
 - **526** Responses (Call Volume – Monthly report)
 - **182** January
 - **169** February
 - **175** March
 - **310** Transports (Call Volume – Monthly report adjusted transport priority P-1 &P-2)
 - **41** Fire Standbys (Call Volume – Monthly report Nature Fire Stand-by)
 - **207** Priority 1 requests (Call Volume – Monthly report Dispatch priority P-1)
 - **207** 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 **13.74%**
- Monday **14.40%**
- Tuesday **14.07%**
- Wednesday **14.24%**
- Thursday **12.91% (SLOWEST DAY)**
- Friday **14.90%**
- Saturday **15.73% (BUSIEST DAY)**



2021 P-1 RESPONSE TIME AVERAGE Q-1





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

- Priority 1 Responses
 - Jan: 7:51
 - Feb: 10:07
 - Mar: 8:42
 - Q-1 Average 8 Minutes 53 Seconds

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

- **January**
 - Dowagiac City
 - None
 - Keeler
 - 1/30 – 2853 11:37 Chest Pain Response Time 13:23
 - Responding from Dowagiac Station
 - Distance
 - 4 calls at same time
 - Non-transport
 - Silver Creek
 - 1/16 – 1607 10:13 DIB Response Time 10:12
 - Second call during same time frame
 - Complaint been going on for “several days”
 - Vitals stable
 - 1/22 – 2156 14:28 Altered LOC/Diabetic Response Time 12:57
 - Crew had trouble finding address
 - Second call during same time frame
 - Routing issue
 - 1/31 – 2929 17:34 Headache Response Time 11:11
 - Responding from Dowagiac Station
 - Distance
 - Should be P-2
 - 3 calls at same time frame
 - Crew missed turn causing delay
 - Pokagon
 - 1/1 – 378 14:36 MVA Response Time 12:28
 - Distance
 - Weather was an issue
 - Initially called in as P-2 then upgraded due to Traumatic arrest in other vehicle
 - 4 calls at during same time frame
 - Wayne
 - None
 - Volinia
 - 1/21 – 2073 15:11 Seizure Response Time 12:52



- Responding from 5-mile
 - 3rd call same time frame
 - Distance
 - LaGrange
 - None in CVBEMSA
 - February
 - Dowagiac City
 - None
 - Keeler
 - 2/26 – 5366 04:15 MVA Response Time 19:05
 - Tracking issue
 - 3rd call during same time frame
 - No pt on scene per PD
 - Should have been P-2
 - Crew contacted when already on scene.
 - Silver Creek
 - 2/3 – 3137 09:30 DIB Response Time 10:28
 - Responding from 5-mile
 - 3rd call during same time frame
 - Back pain causing issue
 - One crew doing mutual aid in Eau Claire
 - Distance
 - 2/14 – 4184 10:46 SOB Response Time 17:20
 - Wrong Truck sent by County Dispatch
 - Weather issue
 - Responded from Dowagiac Station
 - 2/17 – 4566 13:34 Fall Response Time 10:09
 - 3rd call during same time frame
 - Call was actually P-2 per run report
 - 2/20 – 4878 22:20 Snowmobile accident Response Time 14:17
 - 3rd call during same time frame
 - Additional Unit requested; this is the second unit.
 - Pokagon
 - 2/11 – 3914 18:36 SOB Response Time 11:19
 - Actual issue is cough
 - Distance
 - 4 calls during same time frame
 - Responding from 5-mile
 - 2/27 – 5448 00:32 Seizure Response Time 18:54
 - Address wouldn't map
 - 2nd call during same time frame
 - Distance
 - Wayne
 - 2/14 – 4171 03:16 Not feeling well Response Time 10:59
 - Weather delay



- Responding from Pokagon street & Johnson
 - 3rd call back-to-back
 - 2/17 – 4485 06:02 DIB Response Time 13:39
 - Responding from Dowagiac Station
 - Panic Attack
 - Distance
 - 2/25 – 5313 15:05 Weakness/incontinence Response Time 10:43
 - Unit believed to be on-time
 - 2nd call same time frame
 - Vehicle not tracking
- Volinia
 - 2/2 – 3030 07:56 Rectal Bleeding Response Time 19:21
 - Distance
 - Cancer pt
 - 4th call during same time frame
 - Responding from Dowagiac Station
- LaGrange
 - None in CVBEMSA
- March
 - Dowagiac City
 - 3/18 – 6934 17:08 Resp Distress Response Time 11:16
 - Responding from Keeler
 - Issues for the past 7 days, no different at the time of call
 - 2nd call same time frame
 - Distance
 - Keeler
 - 3/13 – 6517 06:02 Allergic Reaction Response Time 17:05
 - Distance
 - No issues found with crew
 - Responding from Watervliet
 - 2nd call at same time
 - Silver Creek
 - 3/5 – 5957 17:38 ABD Pain Response Time 11:16
 - Distance
 - Pancreatitis HX
 - Responding from 5-mile
 - 2nd call same time frame
 - 3/6 – 5975 01:13 Covid + Response Time 17:17
 - Delay going enroute for personal issue
 - Distance
 - 3rd call same time frame
 - Responding from 5-mile
 - Pokagon
 - 3/12 – 6477 15:24 Chest Pain Response Time 13:32
 - 4th call during same time frame

- DR office call/0 findings
- Could have been P-2
- Distance
- Responding from 5-mile
- Wayne
 - 3/2 – 5652 04:47 AMS Response Time 13:26
 - Distance
 - Responding from Dowagiac Station
 - 2nd call same time frame
 - Completing a CCP transfer from Borgess Lee to Borgess Kazoo
 - 3/25 – 7443 05:13 DIB Response Time 11:498
 - No complaints upon arrival
 - Should be P-2
 - Distance
 - 3 calls same time frame
 - Responding from Dowagiac Station
- Volinia
 - 3/1 – 5596 13:15 Syncope/Fainting Response Time 18:13
 - Distance
 - Neuro changes over past month
 - 6 calls during same time frame
 - 2 mutual aids being performed by Pride (Edwardsburg & Medic 1)
 - Responding from 5-mile
 - 3/7 – 6054 14:54 Cold/Fever fall through ice Response Time 24:54
 - Distance
 - 3rd call same time frame
 - Bad route taken
 - Responding from 5-mile
 - 3/11 – 6429 22:05 Chest Pain Response Time 10:06
 - Distance
 - 3rd call same time frame
 - 3/22 – 7179 05:45 Chest Pain Response Time 17:47
 - Distance
 - 2 calls same time frame
 - Responding from Dowagiac Station
- LaGrange
 - 3/15 – 6660 12:53 Chest Pain Response Time 15:48
 - Distance
 - No Chest Pain on scene
 - Dialysis pt actual complaint is weakness
 - Responding from 5-mile
 - 4 calls same time frame
 - 3/26 – 7607 15:29 Bleeding from dialysis port Response Time 17:34
 - Distance
 - 4 calls same time frame



- Responding from 5-mile

Community/Facility Activities.

- Total of 212 Stand-by events in Q-1 for the entire company (call volume monthly report natures stand-by)
- Total of 54 Stand-by events in Q-1 for your combined communities (call volume monthly report natures stand-by)

Company Activities

- Staffing BLS ambulance for transfers is only happening on occasion as the BLS EMT's have been moved to ALS units.
- Expect staffing crisis to be fixed by end of year.
 - 3 Medics completed academy Paramedic Class
 - 2 in Capstone
 - 1 in Clinical still
 - 2 Medics in the current academy Paramedic class to be completed in July to begin Capstone Phase, both doing extremely well
 - 2 Current employees in Capstone phase, one tests this month the other I believe expects to be done in August
 - 1 CCP begins Next week from Arkansas
- Staffing is the currently the worst it has been in 5 years
- Offering Relocation packages continue, 3 new guys Starts next week from Arkansas, 1 Medic, 1 Basic and 1 wheel-chair driver. The basic and wheel chair driver want to become medics.
- 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 in process, awaiting the survey company to submit complete their process then the purchase of the property can begin in May. Mallory buildings is expected to be the builder but we are still waiting to get a couple more quotes.
- Actually, most activities being scheduled which have all been cancelled since the Pandemic.

Equipment/Education Upgrades.

- Two new ALS Type III ambulances have been ordered all with power cots and auto-load system. Expecting delivery in August.

Community Concerns from Pride Care.

- Borgess Lee is starting their own Transfer ambulance. Not sure when they are putting it up or how they are going to staff the unit but I am hoping not from local staff and depleting the 9-1-1 resources.
- Rumors regarding Pride that are inaccurate.

Relationships/concerns with Communications Centers.

- Still having issues with the rare mis-dispatch from Cass 9-1-1 where we have a unit closer and they don't want us to change the dispatch

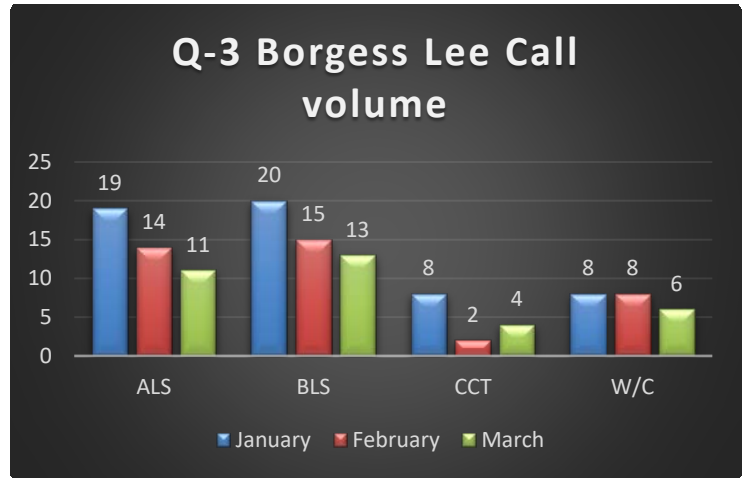


Hospital Call Volume Comparison

Borgess Lee Memorial 2019 Responses

Quarter	2020	2021	Difference
Q-1	75	128	53
Q-2			
Q-3			
Q-4			

	Q-1	Q-2	Q-3	Q-4
ALS	44			
BLS	48			
CCT	14			
W/C txp	22			
Total	128	0	0	0



A Tradition of Caring, Commitment and Community Service