

# 8<sup>th</sup> ANNUAL NATIONAL EMS Systems Survey

*EMS World* offers the results of its eighth comprehensive survey of EMS systems in the United States broken out into responses from paid, combination and volunteer agencies.

**What is the population served by your agency according to the 2000 U.S. Census?**

	PAID	COMB	VOL
Up to 1,000	2.08% .....	0%.....	14.29%
1,001-10,000	18.23% .....	34%.....	54.66%
10,001-50,000	23.44% .....	39.33%...	21.74%
50,001-100,000	20.13% .....	8%.....	N/A
100,001-250,000	12.50% .....	3.33%.....	4.97%
250,001-500,000	9.38% .....	8.67%.....	N/A
Over 500,000	14.06% .....	4%.....	N/A

**What is the size of the area covered by your agency in square miles?**

	PAID	COMB	VOL
Up to 10 sq. mi.	10.05% .....	8.78%.....	16.88%
11-50 sq. mi.	24.34% .....	29.73%...	33.75%
51-100 sq. mi.	11.11% .....	18.24%...	19.38%
101-500 sq. mi.	23.28% .....	23.65%.....	20%
501-1,000 sq. mi.	14.29% .....	8.78%.....	5.62%
Over 1,000 sq. mi.	16.93% .....	10.81%.....	4.38%

**How many calls did your agency respond to in 2009?**

	PAID	COMB	VOL
Up to 100	5.76% .....	5.33%.....	23.12%
101-500	7.85% .....	14.67%...	53.75%
501-1,000	5.76% .....	18.67%...	16.25%
1,001-10,000	42.41% .....	49.33%.....	6.88%
10,001-50,000	23.56% .....	7.33%.....	N/A
50,001-100,000	8.38% .....	4.67%.....	N/A
Over 100,000	6.28% .....	N/A.....	N/A

**How are calls calculated in your system?**

	PAID	COMB	VOL
Two or more units responding to the same call are counted as two or more calls	33%.....	14%.....	10%
Two or more units responding to the same call are counted as the same call	67%.....	86%.....	90%

**How many patients did you transport in 2009?**

	PAID	COMB	VOL
Up to 100	6.28% .....	10.14%...	21.79%
101-500	8.38% .....	17.57%...	37.82%
501-1,000	6.81% .....	14.19%...	10.26%
1,001-10,000	36.65% .....	35.81%.....	4.49%
10,001-50,000	17.28% .....	6.08%.....	N/A
50,001-100,000	6.81% .....	N/A.....	N/A
Over 100,000	N/A.....	N/A.....	N/A
Figures not avail.	15.71% .....	15.54%...	25.64%

**What type of system do you operate?**

	PAID	COMB	VOL
FD, cross-trained EMS	24.23% .....	43.71%.....	40%
FD, separate EMS	4.64% .....	11.26%...	16.88%
Govt./third service	21.65% .....	18.54%.....	6.88%
PD, cross-trained EMS	N/A.....	N/A.....	N/A
PD, separate EMS	N/A.....	N/A.....	N/A
Private company	24.74% .....	5.96%.....	10%
Public utility model	N/A.....	N/A.....	N/A
Hospital-based	15.46% .....	3.97%.....	N/A
Other	7.73% .....	12.58%...	22.50%

**To what types of calls does your agency usually respond?**

	PAID	COMB	VOL
Emergency only	42%.....	67%.....	82%
Interfacility transport only	4%.....	N/A.....	N/A
Emergency & interfacility transport	54%.....	33%.....	18%

**What services are provided by your agency?**

	PAID	COMB	VOL
ALS amb. transp.	41.74% .....	35.45%...	19.91%
BLS amb. transp.	22.69% .....	23.75%...	31.42%
ALS first response	19.33% .....	20.07%...	11.95%
BLS first response	15.13% .....	19.73%...	35.84%
Air-med. transp.	N/A.....	N/A.....	N/A

**In your system, first-response services are provided at the following levels:**

	PAID	COMB	VOL
BLS	40.78% .....	43.06%...	69.54%
ALS	48.04% .....	52.08%...	20.53%
AED only	4.47% .....	N/A.....	3.97%
None	6.70% .....	3.47%.....	5.96%

**In your system, first-response services are provided by:**

	PAID	COMB	VOL
EMS department	28.81% .....	40%.....	41.61%
Fire department	58.19% .....	50.34%...	46.98%
Police department	3.4% .....	N/A.....	4.70%
Other	9.60% .....	8.97%.....	6.71%

**Do you operate a tiered response system?**

	PAID	COMB	VOL
All ALS transp.	45.71% .....	20.98%...	10.81%
ALS & BLS transp.	37.71% .....	65.03%...	35.14%
BLS transp. with non-ALS transp.	N/A.....	N/A.....	5.41%
BLS transp. only	5.71% .....	N/A.....	23.65%
Other	9.71% .....	8.39%.....	25%

### How many hours a week do field providers work on average?

	PAID	COMB	VOL
Under 20	5.88% ....	16.83% ...	79.51%
21-40	23.53% ....	28.71% ...	14.75%
41-50	39.50% ....	31.68% .....	N/A
Over 50	31.09% ....	22.77% .....	N/A

### Are field providers subject to an FLSA 40-hour work week?

	PAID	COMB	VOL
Yes	49% .....	36% .....	N/A
No	51% .....	64% .....	N/A

### What is the total number of transport ambulances operated by your agency?

	PAID	COMB	VOL
1-2	51.78% ...	66.66% .....	92%
3-5	17.86% ....	21.88% .....	8%
6-10	13.39% .....	4.17% .....	N/A
11-25	11.61% ....	5.21% .....	N/A
More than 25	5.36% .....	N/A .....	N/A

### What is the minimum number of ambulances staffed 24/7 in your system?

	PAID	COMB	VOL
1-2	50.47% ...	73.12% .....	87%
3-5	23.36% ....	17.20% .....	7%
6-10	14.95% .....	5.38% .....	N/A
11-25	5.61% .....	N/A .....	N/A
More than 25	5.61% .....	N/A .....	N/A

### What is the peak number of ambulances staffed in your system?

	PAID	COMB	VOL
1-2	35.85% ....	40.43% .....	80%
3-5	29.25% ....	45.74% ...	13.64%
6-10	13.21% .....	8.51% .....	N/A
11-25	11.32% .....	N/A .....	N/A
More than 25	10.38% .....	3.19 .....	N/A

### How many ambulances are typically kept as reserve units?

	PAID	COMB	VOL
None	18.52% ....	39.58% ...	67.23%
1-2	47.22% ....	46.88% ...	29.41%
3-5	23.15% ....	10.42% .....	N/A
6-10	9.26% .....	N/A .....	N/A
11-25	1.85% .....	N/A .....	N/A

### Are your reserve ambulances kept stocked and ready to roll?

	PAID	COMB	VOL
Yes	84% .....	80% .....	57%
No	16% .....	20% .....	43%

### How many ambulances are ALS-capable?

	PAID	COMB	VOL
None	13.76% ....	12.63% ...	57.02%
1-2	19.27% ....	25.26% ...	32.23%
3-5	30.28% ....	47.37% .....	6.61%
6-10	17.43% .....	7.37% .....	N/A
11-25	12.84% .....	3.16% .....	N/A
More than 25	6.42% .....	4.21% .....	N/A

### How many ambulances are only BLS-capable?

	PAID	COMB	VOL
None	66.36% ....	55.91% ...	40.17%
1-2	17.76% ....	23.66% ...	45.30%
3-5	3.73% ....	13.98% ...	11.97%
6-10	4.67% .....	4.30% .....	N/A
11-25	7.48% .....	N/A .....	N/A

### How many other response vehicles are operated by your agency (including supervisory units, MCI units, rescue units, etc.)?

	PAID	COMB	VOL
None	26% .....	12% .....	26%
1-2	28% .....	32% .....	46%
3-5	20% .....	28% .....	16%
6-10	13% .....	22% .....	12%
More than 10	13% .....	6% .....	N/A

### How many administrative and support vehicles are operated by your agency (including unmarked units and those not typically used for emergency response)?

	PAID	COMB	VOL
None	32% .....	43% .....	67%
1-2	36% .....	38% .....	26%
3-5	20% .....	10% .....	N/A
6-10	9% .....	5% .....	N/A
11-25	3% .....	4% .....	N/A

### Your system stocks ambulances with consumable medical supplies from:

	PAID	COMB	VOL
Your organization	68% .....	43% .....	47%
Local hospitals	6% .....	5% .....	7%
Both	26% .....	52% .....	47%

### Your system stocks ambulances with medications from:

	PAID	COMB	VOL
Your organization	64% .....	47% .....	53%
Local hospitals	22% .....	20% .....	22%
Both	14% .....	33% .....	25%

### When does your response time clock START?

	PAID	COMB	VOL
When the 9-1-1 line rings	6.36% .....	10.42% .....	9.92%
When the 9-1-1 call is answered	26.36% ....	14.58% .....	8.40%
When information is available to dispatch the assignment	15.45% .....	9.38% .....	7.63%
When the assignment is dispatched	44.55% ....	62.50% .....	58.54%
When the first unit is wheels-rolling	2.73% .....	N/A .....	9.16%
Info not avail.	4.55% .....	N/A .....	5.34%

### When does the response time clock STOP?

	PAID	COMB	VOL
When the first unit arrives at the address	40% .....	48.96% ...	40.77%
When the first ambulance arrives at the address	35% .....	37.50% ...	35.38%
When a responder arrives at the patient	19% .....	10.42% ...	15.38%
Info not avail.	6% .....	N/A .....	8.46%

### Who provides primary dispatch for your agency?

	PAID	COMB	VOL
Your organization	34.23% ....	9.28% .....	8.40%
Fire department	2.7% .....	N/A .....	3.82%
Law enforcement	17.12% ....	21.65% ...	34.35%
Multijurisdictional communications center	45.95% ....	65.98% ...	53.44%

### Does your agency use any radio codes (10-codes or signals)?

	PAID	COMB	VOL
Yes	35% .....	22% .....	26%
No	65% .....	78% .....	74%

### With which of the following is your agency capable of regular and routine radio communications?

	PAID	COMB	VOL
Air-med. svcs.	13.20% ....	14.19% ...	13.79%
Fire department	19.20% ....	18.76% ...	19.66%
Hospitals	17.60% ....	17.16% ...	16.38%
Law enforcement	15% .....	14.65% ...	15.86%
Mutual aid agencies	17.80% .....	18.54% ...	18.45%
Other EMS agencies	17.20% ....	16.70% ...	15.86%

### Does your communications system use automatic vehicle locators?

	PAID	COMB	VOL
Yes	34% .....	20% .....	7%
No	66% .....	80% .....	93%

**Does your communications system use a CAD system?**

	PAID	COMB	VOL
Yes	64%.....	75%.....	44%
No	36%.....	25%.....	56%

**Does your communications system use mobile data terminals?**

	PAID	COMB	VOL
Yes	36%.....	33%.....	23%
No	64%.....	67%.....	77%

**Does your communications system use a system of call screening and prioritization?**

	PAID	COMB	VOL
APCO	10.19% .....	14.13% .....	6.35%
MPDS	11.11% .....	16.30% .....	1.59%
Other	12.04% .....	8.70% .....	5.56%
None	39.81% .....	25%.....	35.71%
Info not avail.	26.85% .....	35.87% .....	50.79%

**Your primary radio communication frequency is:**

	PAID	COMB	VOL
VHF low band	7.48% .....	11.96% .....	23.58%
VHF high band	34.58% .....	39.96% .....	36.59%
UHF	14.95% .....	13.04% .....	19.51%
700 MHz	22.43% .....	26.09% .....	6.50%
800 MHz	14.02% .....	10.87% .....	13.82%
Other	6.54% .....	N/A.....	N/A

**Your secondary radio communication system is:**

	PAID	COMB	VOL
VHF low band	2.78% .....	15.38% .....	10.74%
VHF high band	20.37% .....	19.78% .....	21.49%
UHF	14.81% .....	12.09% .....	8.26%
800 MHz	10.91% .....	13.19% .....	11.57%
Cellular	32.41% .....	27.47% .....	33.88%
Nextel	8.33% .....	3.30% .....	1.66%
Dgtl./alphanum.	N/A.....	3.30% .....	2.48%
Other	10.19% .....	5.49% .....	89.92%

**List any EMS special-ops components that your agency participates in and how they are staffed.**

	PAID	COMB	VOL
<b>HAZARDOUS MATERIALS</b>			
Primary agency	10%.....	14%.....	6%
Multi-agency team	34%.....	43%.....	24%
<b>TECHNICAL RESCUE</b>			
Primary agency	14%.....	22%.....	11%
Multi-agency team	27%.....	27%.....	25%
<b>COLLAPSE RESCUE</b>			
Primary agency	13%.....	9%.....	N/A
Multi-agency team	21%.....	33%.....	19%
<b>DMAT</b>			
Primary agency	4%.....	N/A.....	N/A
Multi-agency team	17%.....	20%.....	8%
<b>WATER RESCUE</b>			
Primary agency	16%.....	23%.....	17%
Multi-agency team	27%.....	34%.....	31%
<b>TACTICAL EMS</b>			
Primary agency	12%.....	11%.....	N/A
Multi-agency team	20%.....	22%.....	15%

**Is continuous National Registry certification mandated in your system?**

	PAID	COMB	VOL
Yes	17%.....	18%.....	23%
No	83%.....	82%.....	77%

**When is initial EMS training provided in your system?**

	PAID	COMB	VOL
Prior to hiring	78%.....	57%.....	39%
After hiring	22%.....	43%.....	61%

**By whom are core EMS certifications provided in your system?**

	PAID	COMB	VOL
Your organization	37%.....	37%.....	17%
Another training organization	63%.....	63%.....	83%

**By whom are refresher EMS certifications provided in your system?**

	PAID	COMB	VOL
Your organization	57%.....	52%.....	34%
Another training organization	43%.....	48%.....	66%

**By whom are other EMS training programs offered in your system?**

	PAID	COMB	VOL
Your organization	49%.....	52%.....	28%
Another organization	51%.....	48%.....	72%

**Are providers paid (overtime, time off, etc.) for training once they are hired?**

	PAID	COMB	VOL
Yes	77%.....	65%.....	12%
No	23%.....	35%.....	82%

**Are providers given time off for training?**

	PAID	COMB	VOL
Yes	79%.....	80%.....	40%
No	21%.....	20%.....	60%

**Does your agency provide tuition reimbursement for college education?**

	PAID	COMB	VOL
Yes	53%.....	43%.....	28%
No	47%.....	57%.....	72%

**Does your agency provide all required uniforms or provide a uniform allowance?**

	PAID	COMB	VOL
Yes	84%.....	92%.....	59%
No	16%.....	8%.....	41%

**Does your agency provide health benefits?**

	PAID	COMB	VOL
Yes	89%.....	75%.....	6.5%
No	11%.....	25%.....	93.5%

**Does your agency provide incentive pay for:**

	PAID	COMB	VOL
Additional training level/certificates?	76%.....	76%.....	41%
Call volume?	4%.....	8%.....	38%
Specialty team membership?	20%.....	16%.....	21%

**What type of patient documentation do you use?**

	PAID	COMB	VOL
Paper	39%.....	32%.....	63%
PC-based	51%.....	42%.....	24%
Palm/Pocket PC	N/A.....	3%.....	N/A
Web-based	10%.....	23%.....	14%

**Does your agency bill for service?**

	PAID	COMB	VOL
Yes	78%.....	73%.....	46%
No	22%.....	27%.....	54%

**If yes, who provides your billing?**

	PAID	COMB	VOL
Your agency	31%.....	24%.....	14%
Another in-house branch	16%.....	6%.....	2%
Outsourced	35%.....	51%.....	35%
Does not apply	18%.....	19%.....	49%

**Is your agency capable of:**

	PAID	COMB	VOL
<b>OBTAINING 12-LEAD ECGS?</b>			
Standing orders	79%.....	77%.....	36%
Med. control only	2%.....	6%.....	2%
Not allowed	19%.....	17%.....	62%
<b>TRANSMITTING 12-LEAD ECGS TO BASE OR RECEIVING HOSPITALS?</b>			
Standing orders	53%.....	55%.....	27%
Med. control only	4%.....	5%.....	4%
Not allowed	43%.....	40%.....	69%
<b>PROVIDING CPAP TREATMENT?</b>			
Standing orders	65%.....	67%.....	29%
Med. control only	7%.....	8%.....	8%
Not allowed	28%.....	25%.....	63%
<b>PROVIDING PHARMACOLOGIC-ASSISTED INTUBATION (RSI)?</b>			
Standing orders	34%.....	27%.....	12.50%
Med. control only	12%.....	21%.....	7.50%
Not allowed	54%.....	52%.....	80%
<b>PROVIDING SURGICAL AIRWAY?</b>			
Standing orders	42%.....	39%.....	8%
Med. control only	13%.....	21%.....	10%
Not allowed	45%.....	40%.....	82%
<b>PROVIDING OTHER INVASIVE AIRWAY?</b>			
Standing orders	71%.....	55%.....	39%
Med. control only	9%.....	23%.....	7%
Not allowed	19%.....	22%.....	54%
<b>PROVIDING ADULT INTRAOSSEOUS INFUSION?</b>			
Standing orders	77%.....	73%.....	28%
Med. control only	6%.....	6%.....	3%
Not allowed	17%.....	21%.....	69%
<b>PROVIDING NEEDLE THORACENTESIS?</b>			
Standing orders	57%.....	51%.....	16%
Med. control only	11%.....	16%.....	4%
Not allowed	32%.....	33%.....	80%
<b>ADMINISTERING NARCOTICS FOR SEIZURES?</b>			
Standing orders	68%.....	66%.....	23%
Med. control only	13%.....	16%.....	2%
Not allowed	19%.....	18%.....	75%
<b>ADMINISTERING NARCOTICS FOR ANALGESIA?</b>			
Standing orders	61%.....	59%.....	20%
Med. control only	19%.....	22%.....	2%
Not allowed	20%.....	19%.....	78%
<b>PROVIDING FIELD TERMINATION OF CARDIAC ARREST RESUSCITATION?</b>			
Standing orders	31%.....	37%.....	22%
Med. control only	56%.....	59%.....	47%
Not allowed	13%.....	4%.....	31%

**Who sets your medical treatment protocols?**

	PAID	COMB	VOL
Your organization	49.54% .....	21.51% .....	12%
Local or regional protocols	27.52% .....	48.39% .....	48%
State protocols	22.94% .....	30.11% .....	40%

**Do you routinely respond to all emergencies with lights and sirens?**

	PAID	COMB	VOL
Yes	72%.....	70%.....	76%
No	28%.....	30%.....	24%

**Do you routinely transport all patients to hospital with lights and sirens?**

	PAID	COMB	VOL
Yes	14%.....	14%.....	16%
No	86%.....	86%.....	84%

**Who is responsible for making the decision about lights and sirens?**

	PAID	COMB	VOL
Crew discretion	76%.....	68%.....	66%
Med. control	N/A.....	1%.....	3%
Protocol-driven	24%.....	31%.....	31%

**Does your agency have a physician medical director?**

	PAID	COMB	VOL
Yes	94%.....	96%.....	87%
No	6%.....	4%.....	13%

**Is your medical director compensated?**

	PAID	COMB	VOL
Yes, by this organization	53%.....	30%.....	13%
Yes, by another organization	21%.....	28%.....	35%
Yes, costs shared	4%.....	6%.....	2%
No	22%.....	36%.....	50%

**Who is your medical director's primary employer?**

	PAID	COMB	VOL
EMS organization	13%.....	7%.....	4%
Local hospital	63%.....	66%.....	77%
Other	24%.....	27%.....	19%

**Is your agency accredited by an independent body such as CAAS or CAMTS?**

	PAID	COMB	VOL
Yes	9%.....	9%.....	4.50%
No	91%.....	91%.....	95.50%