

7TH Annual National EMS Systems Survey

EMS Magazine offers the results of its seventh 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	2.56%	1.85%	18.18%
1,001-10,000	11.79%	37.04%	57.95%
10,001-50,000	25.64%	41.98%	19.32%
50,001-100,000	21.03%	9.88%	1.70%
100,001-250,000	12.31%	4.32%	.57%
250,001-500,000	12.82%	1.23%	1.14%
Over 500,000	13.85%	3.70%	1.14%

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

	PAID	COMB	VOL
Up to 10 sq. mi.	10.36%	9.88%	16%
11-50 sq. mi.	16.58%	27.78%	36.57%
51-100 sq. mi.	12.44%	17.28%	17.71%
101-500 sq. mi.	24.35%	23.46%	20%
501-1,000 sq. mi.	19.17%	13.58%	5.71%
Over 1,000 sq. mi.	17.10%	8.02%	4%

How many calls did your agency respond to in 2008?

	PAID	COMB	VOL
Up to 100	7.14%	4.29%	23.86%
101-500	5.10%	22.09%	50.57%
501-1,000	5.61%	26.99%	17.05%
1,001-10,000	50%	39.26%	8.52%
10,001-50,000	26%	4.91%	N/A
50,001-100,000	4.08%	2.45%	N/A
Over 100,000	7.14%	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	28%	29%	15%
Two or more units responding to the same call are counted as the same call	72%	71%	85%

How many patients did you transport in 2008?

	PAID	COMB	VOL
Up to 100	6.22%	9.15%	19.88%
101-500	1.55%	22.56%	32.75%
501-1,000	9.33%	24.39%	11.70%
1,001-10,000	46.11%	25.22%	2.92%
10,001-50,000	16.06%	2.44%	.58%
50,001-100,000	5.70%	1.22%	.58%
Over 100,000	2.58%	N/A	N/A
Figures not avail.	12.44%	14.02%	31.58%

What type of system do you operate?

	PAID	COMB	VOL
FD, cross-trained EMS	25.13%	39.26%	48.59%
FD, separate EMS	7.04%	12.88%	15.82%
Govt./third service	20.10%	10.43%	6.21%
PD, cross-trained EMS	50%	.61%	1.13%
PD, separate EMS	N/A	3.07%	.56%
Private company	26.63%	13.50%	7.91%
Public utility model	3.52%	1.84%	3.39%
Hospital-based	11.56%	4.91%	1.69%
Other	5.53%	13.50%	14.69%

To what types of calls does your agency usually respond?

	PAID	COMB	VOL
Emergency only	45.36%	63.41%	82%
Interfacility transport only	3.09%	1.83%	N/A
Emergency & interfacility transport	51.55%	34.76%	18%

What services are provided by your agency?

	PAID	COMB	VOL
ALS amb. transp.	40.21%	30.25%	22.82%
BLS amb. transp.	19.84%	25.77%	31.12%
ALS first response	18.78%	19.61%	8.30%
BLS first response	16.93%	21.29%	36.93%
Air-med. transp.	4.23%	3.08%	.83%

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

	PAID	COMB	VOL
BLS	44.97%	49.67%	71.35%
ALS	45.50%	44.44%	19.88%
AED only	3.17%	3.27%	3.51%
None	6.35%	2.62%	5.26%

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

	PAID	COMB	VOL
EMS department	26.34%	41.18%	42.86%
Fire department	64%	48.37%	47.62%
Police department	2.67%	3.92%	4.17%
Other	6.99%	6.54%	5.36%

Do you operate a tiered response system?

	PAID	COMB	VOL
All ALS transp.	40.54%	21.19%	5.52%
ALS & BLS transp. .	41.62%	54.97%	47.24%
BLS transp. with non-ALS transp.	5.41%	5.96%	4.29%
BLS transp. only	2.70%	2.65%	17.79%
Other	9.73%	15.23%	25.15%

For the following job titles, what are the average entry-level, midpoint and maximum annual and hourly salaries available in your agency?

ENTRY-LEVEL ANNUAL	PAID	COMB
First Responder	12,137	5,996
EMT-Basic	20,754	14,855
EMT-Intermediate ...	20,158	12,511
EMT-Paramedic	30,454	20,040
Field supervision.....	32,372	13,284
Mgmt./admin.....	42,183	24,351
MAXIMUM ANNUAL	PAID	COMB
First Responder	15,123	5,042
EMT-Basic	30,158	14,939
EMT-Intermediate ...	23,817	13,442
EMT-Paramedic	42,179	23,856
Field supervision.....	40,058	13,626
Mgmt./admin.....	60,733	26,865

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

	PAID	COMB	VOL
Under 20	5.15%	22.64%	78.57%
21-40	15.44%	29.25%	12.86%
41-50	40.44%	34.91%	3.57%
Over 50	38.97%	13.21%	5%

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

	PAID	COMB	VOL
Yes	51%	45%	N/A
No	49%	55%	N/A

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

	PAID	COMB	VOL
1-2	11.48%	51.46%	85%
3-5	41%	40.78%	15%
6-10	18.86%	5.83	N/A
11-25	18%	1.94%	N/A
More than 25.....	10.66%	N/A	N/A

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

	PAID	COMB	VOL
1-2	33.06%	77.45%	93%
3-5	40.32%	18.63%	7%
6-10	15.32%	2.94%	N/A
11-25	7.26%	.98%	N/A
More than 25.....	4%	N/A	N/A

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

	PAID	COMB	VOL
1-2	17.07%	56.31%	81.58%
3-5	34.15%	37.86%	15.79%
6-10	25.20%	3.88%	1.75%
11-25	14.63%	1.95%	.88%
More than 25.....	8.94%	N/A	N/A

How many ambulances are typically kept as reserve units?

	PAID	COMB	VOL
None.....	8.87%	52.38%	66.12%
1-2	54.03%	41.90%	32.23%
3-5	23.39%	3.81%	1.65%
6-10	7.26%	.95%	N/A
11-25	6.45%	.95%	N/A

Are your reserve ambulances kept stocked and ready to roll?

	PAID	COMB	VOL
Yes	90%	74%	57%
No	10%	26%	43%

How many ambulances are ALS-capable?

	PAID	COMB	VOL
None.....	9.68%	20%	53.12%
1-2	10.48%	36.19%	39.06%
3-5	32.26%	36.19%	6.25%
6-10	23.39%	4.76%	.78%
11-25	16.94%	1.90%	.78%
More than 25.....	7.26%	.95%	N/A

How many ambulances are only BLS-capable?

	PAID	COMB	VOL
None.....	58.68%	60.19%	36%
1-2	14.88%	30.10%	55.20%
3-5	9.92%	7.77%	8.80%
6-10	4.96%	1.94%	N/A
11-25	11.57%	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.....	20.47%	16.82%	33.33%
1-2	25.20%	41.12%	38.41%
3-5	25.20%	29.91%	17.39%
6-10	14.17%	6.54%	10.14%
More than 10.....	14.96%	5.61%	.73%

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.....	29%	51.38%	76.47%
1-2	35.11%	34.86%	18.38%
3-5	16%	11.01%	3.68%
6-10	14%	1.83%	.74%
11-25	6.11%	.92%	.74%

How many of your ambulances are:

	PAID	COMB	VOL
Up to 1 year old?	2.31	1.08	.47
1+3 years old?	3.39	1.51	.70
3+5 years old?	3.33	1.56	.53
5+7 years old?	2.54	.94	.28
7 years or older?	4.94	.95	.80

Your system stocks ambulances with consumable medical supplies from:

	PAID	COMB	VOL
Your organization ...	71.79%	43.69%	52.54%
Local hospitals.....	2.57%	3.88%	5.93%
Both.....	25.64%	52.43%	41.53%

Your system stocks ambulances with medications from:

	PAID	COMB	VOL
Your organization ...	66.67%	36%	57.98%
Local hospitals.....	19.30%	28%	19.33%
Both.....	14.04%	36%	22.69%

If your agency operates an air-medical service, how many rotary-wing aircraft do you currently operate?

	PAID	COMB	VOL
1.....	2.56%	1.98%	.83%
2.....	1.71%	N/A	.83%
3 or more	93.16%	96.04%	98.35%

How many aircraft are front-line aircraft?

	PAID	COMB	VOL
1.....	3.28%	N/A	
2.....	1.64%	N/A	
3 or more	93.44%	100%	

When does the response time clock START?

	PAID	COMB	VOL
When the 9-1-1 line rings	11.48%	11.11%	12.86%
When the 9-1-1 call is answered	21.31%	12.04%	11.43%
When information is available to dispatch the assignment.....	16.39%	9.26%	7.14%
When the assignment is dispatched	42.62%	63.89%	63.57%
When the first unit is wheels-rolling	4.10%	1.85%	2.14%
Info not avail.....	4.10%	1.85%	2.86%

When does the response time clock STOP?

	PAID	COMB	VOL
When the first unit arrives at the address.....	42.62%	41.67%	47.10%
When the first ambulance arrives at the address.....	39.34%	43.52%	29.71%
When a responder arrives at the patient	10.66%	9.26%	16.67%
Info not avail.....	7.38%	5.56%	6.52%

Who provides primary dispatch for your agency?

	PAID	COMB	VOL
Your organization ...	35.48%	11.11%	6.43%
Fire department.....	4.03%	.93%	5%
Law enforcement...	20.16%	24.07%	17.14%
Multijurisdictional communications center	40.32%	63.89%	71.43%

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

	PAID	COMB	VOL
Yes	33.33%	28%	32%
No	66.67%	72%	68%

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

	PAID	COMB	VOL
Air-med. svcs.....	13.59%	14.45%	14.24%
Fire department.....	19.74%	18.88%	19.52%
Hospitals.....	18.44%	17.15%	15.68%
Law enforcement...	14.53%	14.64%	15.20%
Mutual aid agencies...	18.06%	18.69%	18.56%
Other EMS agencies	15.64%	16.18%	16.80%

Does your communications system use automatic vehicle locators?

	PAID	COMB	VOL
Yes	36%	11%	4%
No	64%	89%	96%

Does your communications system use a CAD system?

	PAID	COMB	VOL
Yes	72%	57%	46%
No	28%	43%	54%

Does your communications system use mobile data terminals?

	PAID	COMB	VOL
Yes	36%	24%	19%
No	64%	76%	81%

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

	PAID	COMB	VOL
APCO	10.83%	10.48%	4.44%
MPDS	23.33%	10.48%	2.97%
Other	6.67%	9.52%	5.93%
None.....	32.50%	25.71%	31.85%
Info not avail.....	26.67%	43.81%	54.81%

Your primary radio communication frequency is:

	PAID	COMB	VOL
VHF low band	14.41%	22.12%	14.17%
VHF high band.....	35.44%	39.42%	48.03%
UHF	14.41%	13.46%	14.96%
800 MHz.....	22.88%	23.08%	14.96%
Other	11.85%	1.92%	7.87%

Your secondary radio communication system is:

	PAID	COMB	VOL
VHF low band	8.77%	10.58%	10.48%
VHF high band.....	19.30%	25%	23.39%
UHF	13.16%	9.62%	8.87%
800 MHz.....	14.91%	4.81%	4.03%
Cellular	27.19%	40.38%	31.45%
Nextel.....	7.02%	3.85%	5.65%
Dgtl./alphanum.	N/A	2.88%	7.26%
Other	9.65%	2.88%	8.87%

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

	PAID	COMB	VOL
HAZARDOUS MATERIALS			
Primary agency.....	16.81%	7.84%	4.62%
Multi-agency team.	32.77%	48.04%	31.54%
TECHNICAL RESCUE			
Primary agency.....	25.53%	16%	12.59%
Multi-agency team.	25.21%	37%	27.41%
COLLAPSE RESCUE			
Primary agency.....	18.49%	6.86%	6.11%
Multi-agency team.	20.17%	34.31%	23.66%
DMAT			
Primary agency.....	9.92%	N/A	2.36%
Multi-agency team.	17.36%	25.49%	11.02%
WATER RESCUE			
Primary agency.....	21.55%	18.27%	19.40%
Multi-agency team.	19.83%	38.46%	26.87%
TACTICAL EMS			
Primary agency.....	10.83%	6.80%	2.94%
Multi-agency team....	25%	22.33%	14.71%

Is continuous National Registry certification mandated in your system?

	PAID	COMB	VOL
Yes	22%	20%	28%
No	78%	80%	72%

When is initial EMS training provided in your system?

	PAID	COMB	VOL
Prior to hiring.....	78%	65%	40%
After hiring	22%	35%	60%

By whom are core EMS certifications provided in your system?

	PAID	COMB	VOL
Your organization	44%	26%	23%
Another training organization	56%	74%	77%

By whom are refresher EMS certifications provided in your system?

	PAID	COMB	VOL
Your organization	68%	46%	35%
Another training organization	32%	54%	65%

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

	PAID	COMB	VOL
Your organization	48%	42%	37.50%
Another training organization	52%	58%	62.50%

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

	PAID	COMB	VOL
Yes	77%	66%	12.50%
No	23%	34%	87.50%

Are providers given time off for training?

	PAID	COMB	VOL
Yes	73%	75%	40%
No	27%	25%	60%

Does your agency provide tuition reimbursement for college education?

	PAID	COMB	VOL
Yes	53%	33%	30%
No	47%	67%	70%

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

	PAID	COMB	VOL
Yes	90%	84%	59%
No	10%	16%	41%

Does your agency provide health benefits?

	PAID	COMB	VOL
Yes	92.50%	67%	12%
No	7.50%	33%	88%

Does your agency provide incentive pay for:

	PAID	COMB	VOL
Additional training level/certificates?....	73%	70%	50%
Call volume?.....	5%	21%	37%
Specialty team membership?.....	22%	9%	13%

What type of patient documentation do you use?

	PAID	COMB	VOL
Paper.....	37.29%	39.60%	61.19%
PC-based.....	41.53%	41.58%	26.87%
Palm/Pocket PC.....	N/A	1.99%	.75%
Web-based	21.19%	16.83%	11.19%

Does your agency bill for service?

	PAID	COMB	VOL
Yes	81%	70%	53%
No	19%	20%	47%

If yes, who provides your billing?

	PAID	COMB	VOL
Your agency.....	41.44%	14.74%	11.67%
Another in-house branch	12.61%	8.42%	5%
Outsourced.....	31.53%	53.68%	46.67%
Does not apply	14.41%	23.16%	36.67%

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

	PAID	COMB	VOL
Yes	12%	14%	7.50%
No	88%	86%	92.50%

Who sets your medical treatment protocols?

	PAID	COMB	VOL
Your organization ...	34.45%	24.76%	12.03%
Local or regional protocols.....	46.22%	51.43%	45.11%
State protocols	19.33%	23.81%	42.86%

Is your agency capable of:

	PAID	COMB	VOL
OBTAINING 12-LEAD ECGS?			
Standing orders	82.91%	70.30%	38.46%
Med. control only85%	1%	5.38%
Not allowed	16.24%	28.70%	56.15%
TRANSMITTING 12-LEAD ECGS TO BASE OR RECEIVING HOSPITALS?			
Standing orders	55.75%	51.02%	27.73%
Med. control only	3.54%	4.08%	3.36%
Not allowed	40.71%	44.90%	68.91%
PROVIDING CPAP TREATMENT?			
Standing orders	63.56%	53.47%	31.50%
Med. control only	3.39%	6.93%	4.72%
Not allowed	33.05%	39.60%	63.78%
PROVIDING PHARMACOLOGIC-ASSISTED INTUBATION (RSI)?			
Standing orders	40.17%	31.07%	12.40%
Med. control only	11.97%	18.45%	6.98%
Not allowed	47.86%	50.49%	80.62%
PROVIDING SURGICAL AIRWAY?			
Standing orders	40.17%	34.95%	10.69%
Med. control only	18.80%	25.24%	9.92%
Not allowed	41.03%	39.81%	79.39%
PROVIDING OTHER INVASIVE AIRWAY?			
Standing orders	69.75%	56.86%	40.77%
Med. control only	14.29%	15.69%	16.15%
Not allowed	15.97%	27.45%	43.08%
PROVIDING ADULT INTRAOSSEOUS INFUSION?			
Standing orders	72.65%	67.65%	30.53%
Med. control only	6.84%	7.84%	8.40%
Not allowed	20.51%	24.51%	61.07%
PROVIDING NEEDLE THORACENTESIS?			
Standing orders	56.41%	45.54%	15.91%
Med. control only	10.26%	16.83%	9.85%
Not allowed	33.33%	37.62%	74.24%
ADMINISTERING NARCOTICS FOR SEIZURES?			
Standing orders	76.27%	59.80%	22.56%
Med. control only	9.32%	32.75%	10.53%
Not allowed	14.42%	27.45%	66.92%

ADMINISTERING NARCOTICS FOR ANALGESIA?

Standing orders	68.38%	53%	23.31%
Med. control only	17.95%	19%	12.03%
Not allowed	13.68%	28%	64.66%

PROVIDING FIELD TERMINATION OF CARDIAC ARREST RESUSCITATION?

Standing orders	30.51%	38.61%	20.45%
Med. control only	54.24%	45.54%	48.48%
Not allowed	15.25%	15.84%	31.06%

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

	PAID	COMB	VOL
Yes	72%	78%	72%
No	28%	22%	28%

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

	PAID	COMB	VOL
Yes	15%	16%	15%
No	85%	84%	85%

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

	PAID	COMB	VOL
Crew discretion	74%	72.55%	70.77%
Med. control	N/A	.98%	3.85%
Protocol-driven	26%	26.47%	25.38%

Does your agency have a physician medical director?

	PAID	COMB	VOL
Yes	96%	90%	93%
No	4%	10%	7%

Is your medical director compensated?

	PAID	COMB	VOL
Yes, by this organization	50%	22.92%	6.98%
Yes, by another organization	24.14%	31.25%	33.33%
Yes, costs shared	6.90%	11.46%	6.20%
No	18.97%	34.38%	53.49%

Who is your medical director's primary employer?

	PAID	COMB	VOL
EMS organization	13.27%	4.08%	2.37%
Local hospital	69.03%	79.59%	80.31%
Other	17.70%	16.33%	17.32%

What percentage of your 2008 total operating budget was allocated to:

	PAID	COMB	VOL
Capital veh. costs?	20%	14.75%	
Educational costs?	17%	2.82%	
Medical supplies and consumables?	30%	37%	
Personnel costs?	32.5%	14.72%	
Other capital costs?	16.3%	22%	
Other costs?	11.43%	25%	

Thanks to everyone who took the time to complete this survey. Look for information on next year's survey in the July 2010 issue.