



# Westchester EMS Advanced Life Support



Northern Westchester Paramedics 911  
Operations 2025

# VAC Billing Status

Agencies actively billing and collecting for ALS service.

1. North Salem VAC
2. Chappaqua VAC
3. Katonah Bedford Hills VAC
4. Pound Ridge VAC
5. Mount Kisco VAC
6. Lewisboro VAC
7. Somers FD Billing BLS only
8. Vista FD

Fire Departments not yet billing. Recently approved by NYS to bill for ambulance transports.

1. Bedford FD
2. Armonk FD

**All VACs that can bill are billing for ALS Service**

# VAC Mutual Aid Plan Update

Increasing Medic availability by decreasing scene times\*

## Agencies currently utilizing Westchester EMS as 1<sup>st</sup> due Mutual Aid Provider

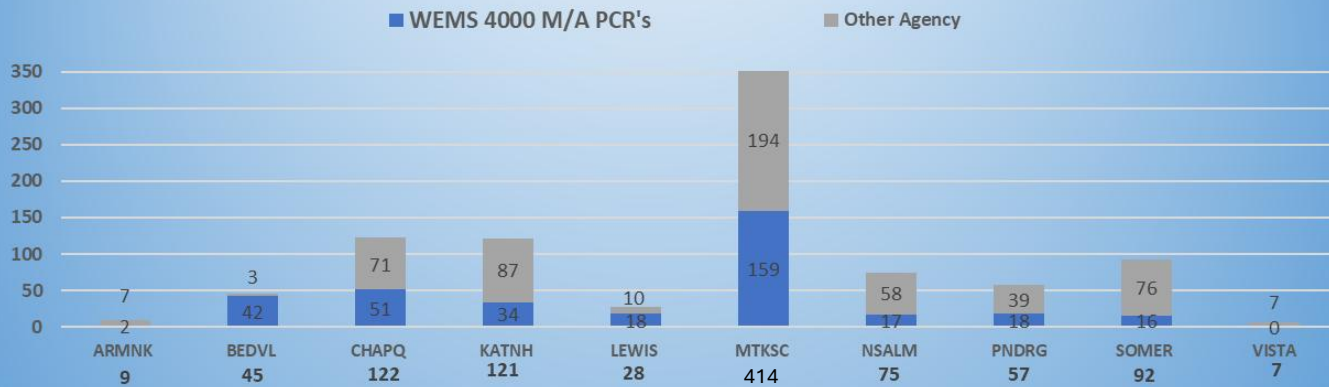
1. Armonk FD
2. Chappaqua VAC
3. Katonah Bedford Hills VAC
4. Lewisboro VAC
5. Mt Kisco VAC
6. North Salem VAC
7. Pound Ridge VAC
8. Somers FD
9. Bedford FD

## Agencies not currently utilizing Westchester EMS as 1<sup>st</sup> due Mutual Aid Provider

1. Vista FD

**\*WEMS operates 911 ALS Paramedic Response units and Hospital Transport Services that can assist local VACS to minimize Paramedic on-scene time**

### WEMS M/A by Town 2025



### WEMS Transport Mutual Aid Responses



# WEMS FLY CAR UPDATE

March 2026

UNIT #	YEAR	MAKE	MODEL	MILEAGE	PURCHASED	STATUS	REPLACEMENT DATE
4501	2021	FORD	EXPEDITION	109,582	22-Mar	Back up	27-Jan
4502	2020	FORD	EXPEDITION	186,850	20-Sep	Back up	26-Jul
4503	2024	CHEVY	TAHOE	38,855	23-Jun	Primary	30-Jul
4504	2023	CHEVY	TAHOE	70,146	24-Oct	Back up	30-Oct
4505	2024	CHEVY	TAHOE	35,059	24-Jul	Primary	31-Jan
4506	2025	CHEVY	TAHOE	16,386	25-May	Primary	May-32
4507	2024	CHEVY	TAHOE	41,900	24-May	Primary	30-May

# Call Volume and Response Time Statistics

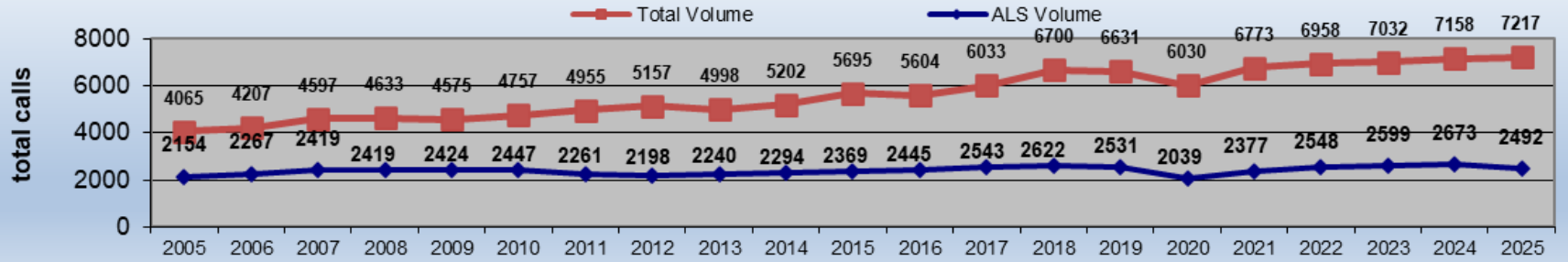
	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u> % of Change from 2024
<u>Call Volume</u>	6631(↓1%)	6030(↓9%)	6773(↑12%)	6958(↑2.7%)	7032(↑1.1%)	7158 (↑2%)	7217 (↑1%)
<u>Calls Remaining ALS</u>	2531(↓4%)	2039(↓19%)	2377(↑17%*)	2548 (↑7.2%)	2599 (↑2%)	2673 (↑3%)	2492(↓6%)
<u>Average Response Minutes</u>	8.6(↓2%)	8.9(↑3%)	9.4(↑5%*)	9.9(↑5.4%)	10.0 (↑1%)	9.8 (↓2%)	9.8
<u>Responses &lt; 12 mins</u>	83%	82%	79%	76%	75%	77%	65%
<u>Responses &lt; 18 mins</u>	98%	98%	97%	96%	96%	95%	83%

**Total call volume ↑1% (59 calls) from 2024**

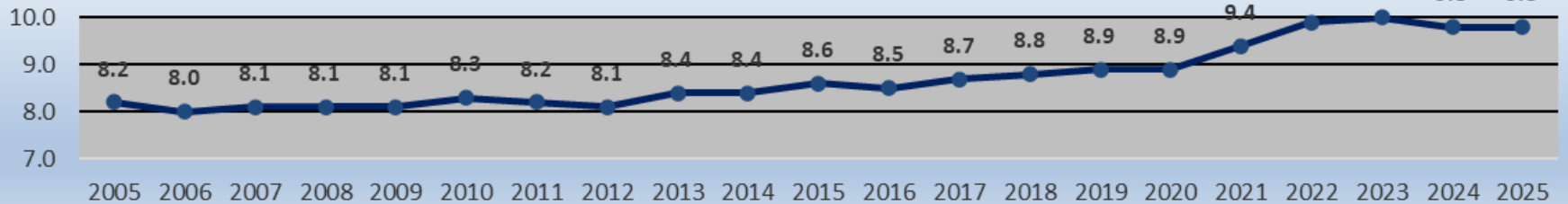
**Calls remaining ALS ↓6% (181calls) ALS Calls 35% of total call volume.**

- **Bedford ↑36 calls +3%**
- **Lewisboro ↑ 17 calls +3%**
- **Mt Kisco ↑81 calls +7%**
- **New Castle ↓47 calls -7%**
- **North Castle ↑11 calls +2%**
- **North Salem ↓26 calls -6%**
- **Pound Ridge ↑42 calls +15%**
- **Somers ↑55 calls +3%**

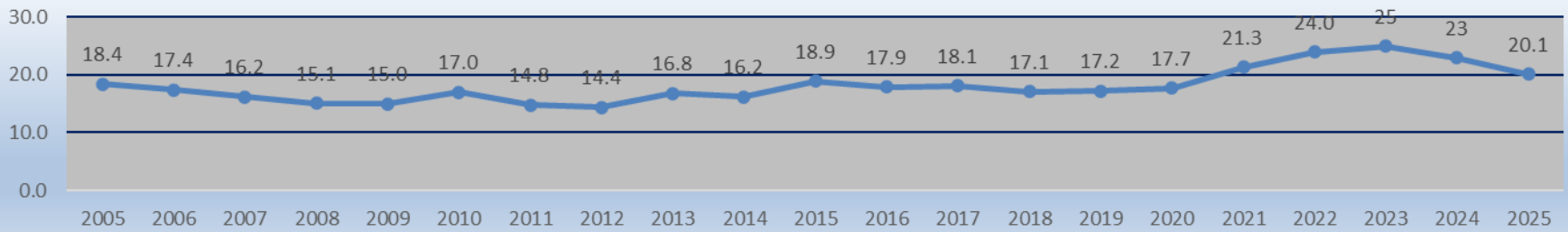
## Annual Fly Car Call Volume



## Annual Response Time Averages

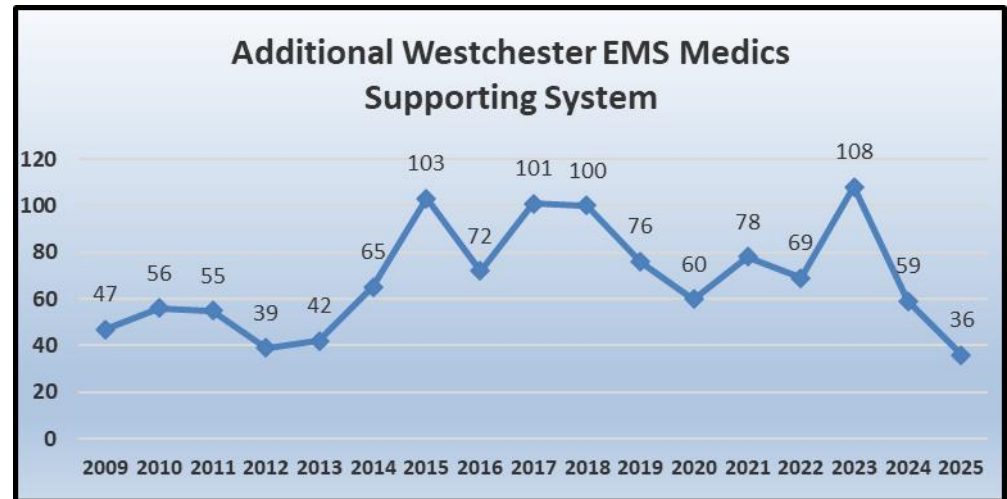
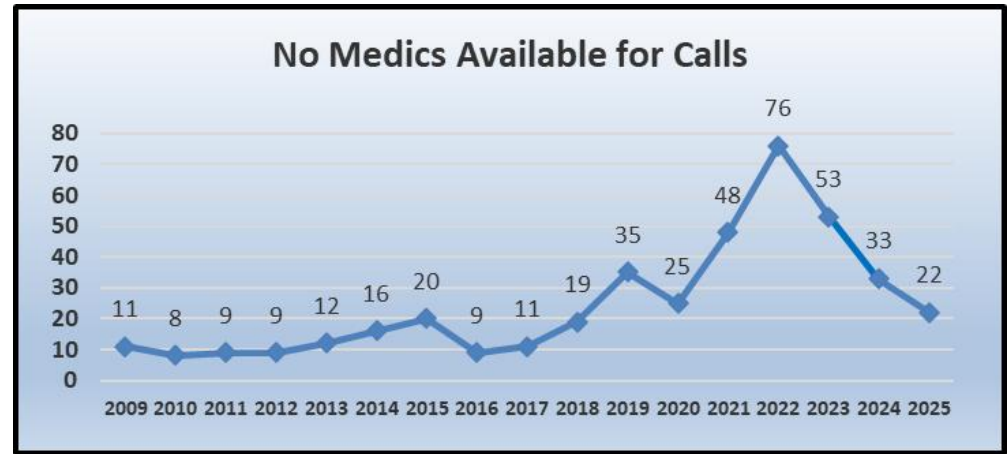


## Percent of Response $\geq$ 12 Minutes



# No Medic Available for 22 Calls 2025

Date	Incident	Municipality	Disposition
1/6/2025	E2500101	BEDFORD	No Medic Available
1/6/2025	E2500102	KATONAH	No Medic Available
1/19/2025	E2500343	BEDFORD HILLS	No Medic Available
1/19/2025	E2500344	MOUNT KISCO	No Medic Available
1/23/2025	E2500416	NEW CASTLE	No Medic Available
2/6/2025	E2500723	NORTH SALEM	No Medic Available
3/25/2025	E2501641	SOMERS	No Medic Available
3/25/2025	E2501642	NORTH CASTLE	No Medic Available
4/26/2025	E2502292	SOMERS	No Medic Available
4/29/2025	E2502351	SOMERS	No Medic Available
4/30/2025	E2502371	NEW CASTLE	No Medic Available
5/7/2025	E2502512	CHAPPAQUA	No Medic Available
6/5/2025	E2503082	GOLDENS BRIDGE	No Medic Available
7/5/2025	E2503691	ARMONK	No Medic Available
7/9/2025	E2503787	ARMONK	No Medic Available
7/15/2025	E2503910	BEDFORD	No Medic Available
7/23/2025	E2504074	BEDFORD HILLS	No Medic Available
8/6/2025	E2504358	CHAPPAQUA	No Medic Available
11/3/2025	E2506086	POUND RIDGE	No Medic Available
11/4/2025	E2506099	POUND RIDGE	No Medic Available
12/3/2025	E2506631	SOMERS	No Medic Available
12/13/2025	E2506840	SOMERS	No Medic Available



# Call Volume Density

Jan – June 2025

Incidents by Day and Hour

Jan 01, 2025 12:00 AM to Dec 31, 2025 11:59 PM



Day of Week

Sunday	23	22	18	22	17	18	27	34	43	55	52	75	64	66	57	58	60	60	56	53	77	53	21	36
Monday	19	13	13	24	20	14	27	51	66	55	78	88	83	77	54	74	88	83	52	59	39	43	30	26
Tuesday	26	16	13	20	16	14	26	40	68	68	85	91	68	69	87	61	71	81	73	67	46	33	34	28
Wednesday	20	15	19	12	15	13	26	43	65	56	86	77	63	81	62	78	62	70	63	32	53	45	36	33
Thursday	25	23	21	23	23	22	26	50	53	64	70	73	84	69	79	77	53	75	74	54	53	58	34	21
Friday	26	22	21	16	19	21	26	52	67	86	96	74	94	81	84	73	69	58	47	72	47	57	42	36
Saturday	26	41	14	24	17	15	31	28	40	54	59	61	62	82	66	65	88	66	71	54	66	54	34	38
	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300

Hour of Day

Incidents by Day and Hour

Jan 01, 2024 12:00 AM to Dec 31, 2024 11:59 PM



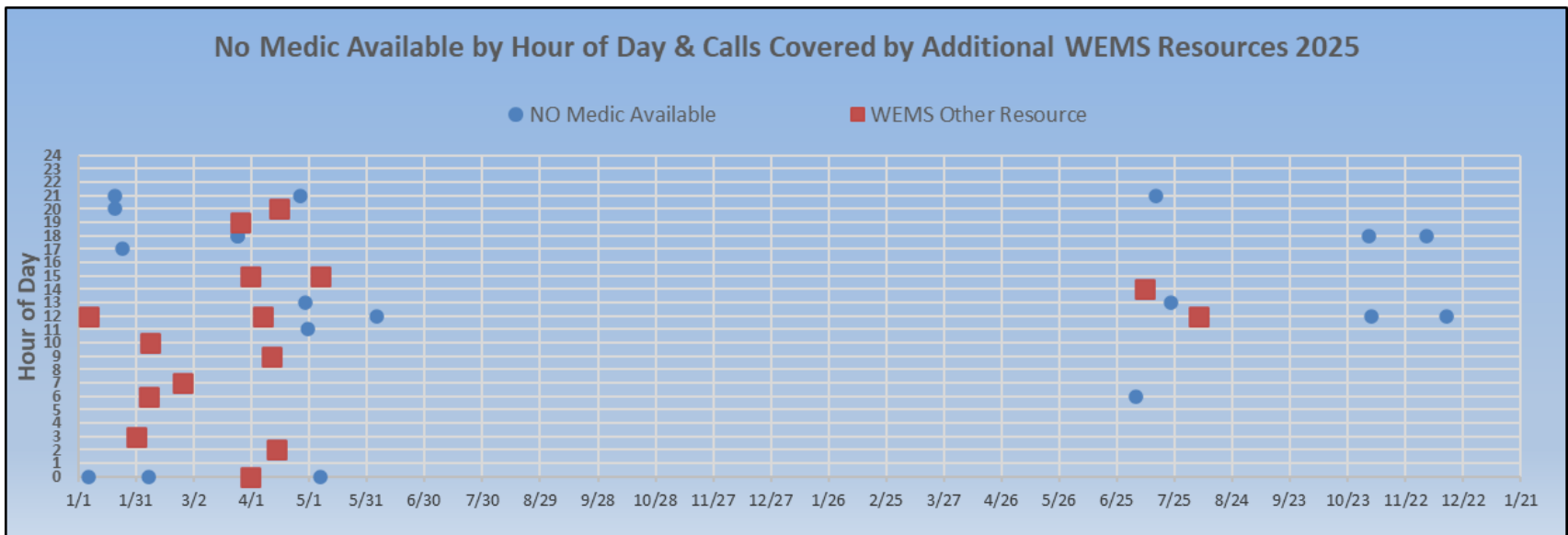
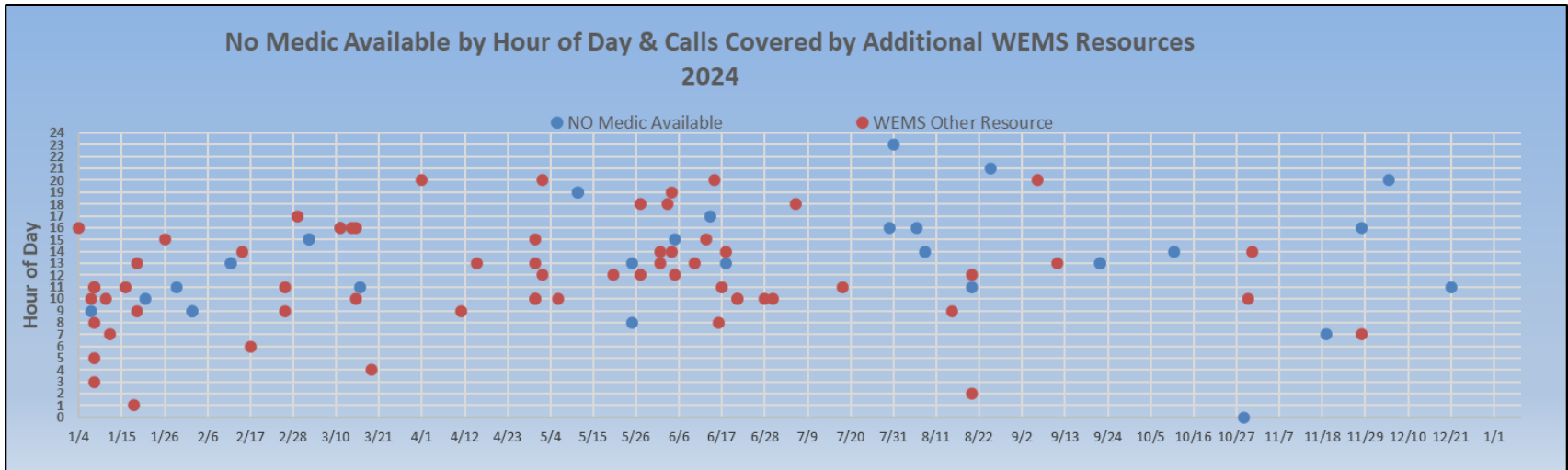
Day of Week

Sunday	30	19	27	24	27	19	23	22	41	68	64	69	55	60	77	66	59	45	49	53	41	50	40	27
Monday	20	19	27	26	13	21	37	39	58	77	73	90	78	82	68	77	69	65	59	47	53	34	29	29
Tuesday	18	20	23	15	15	25	29	51	54	71	94	88	87	79	91	86	71	72	69	56	61	42	28	22
Wednesday	19	18	14	14	15	24	23	38	41	62	67	75	81	73	74	76	70	68	51	69	56	39	41	25
Thursday	19	16	14	14	14	16	33	38	56	65	74	84	89	74	91	91	99	70	63	59	43	49	24	22
Friday	25	17	20	15	12	19	27	32	44	62	83	75	104	75	76	84	68	59	58	76	59	52	48	44
Saturday	24	19	18	11	16	14	22	31	33	65	64	62	69	65	65	59	55	68	54	63	62	53	48	43
	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100	2200	2300

Hour of Day

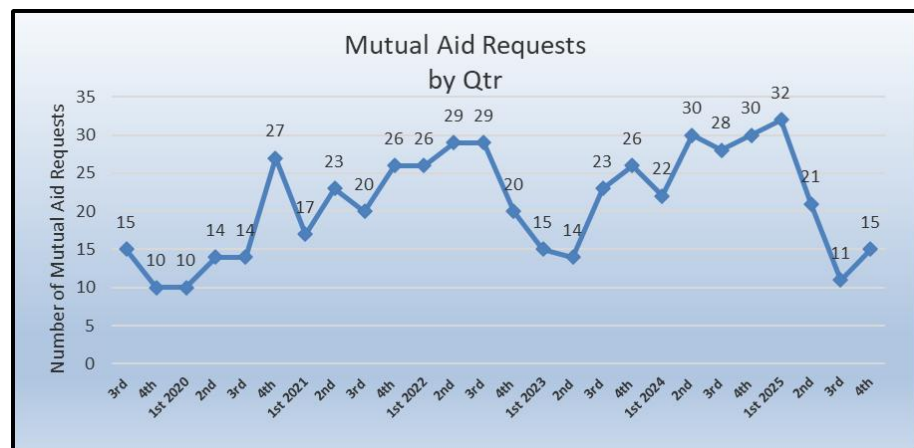
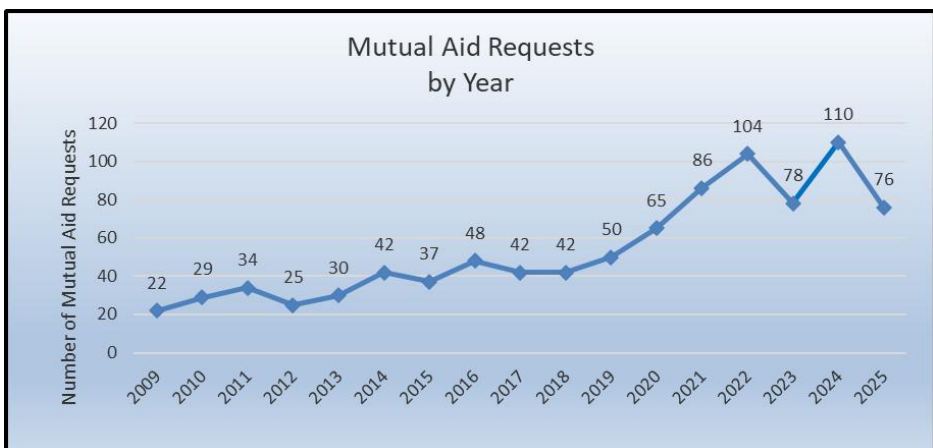
Jan – June 2024

# No Medic Available Density



# Mutual Aid Requests to Neighboring ALS Agencies

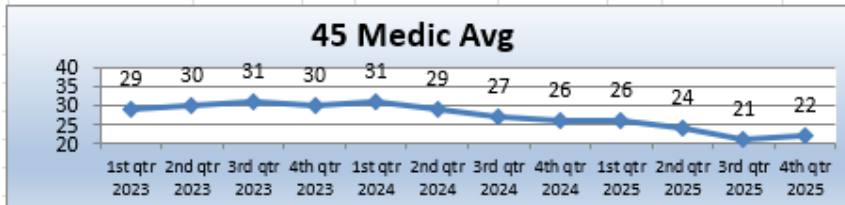
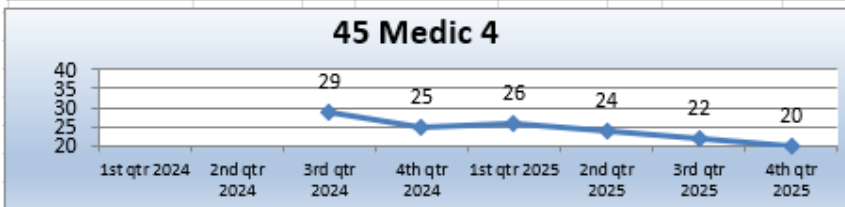
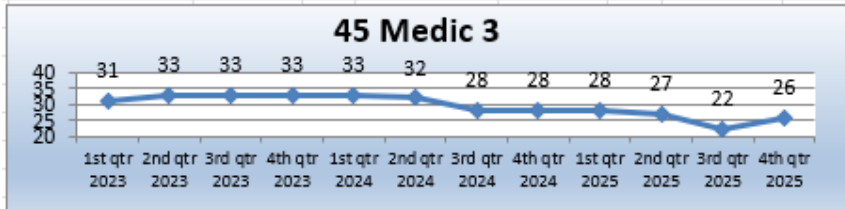
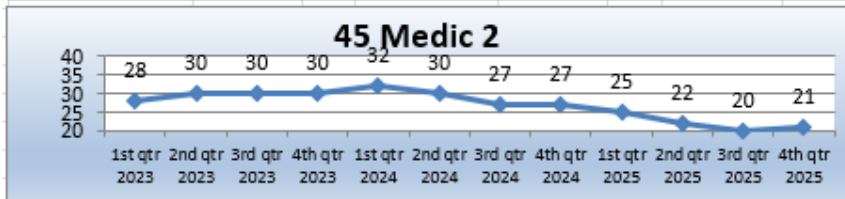
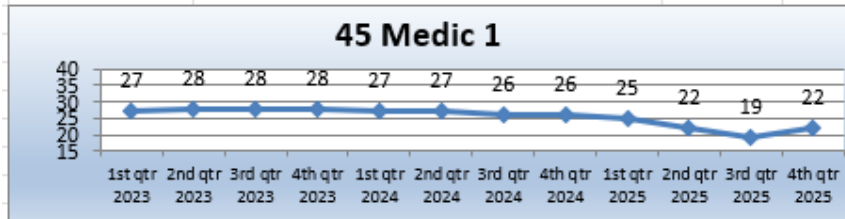
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
<b>Putnam</b>	9	12	3	2	8	14	12	11	20	15	15	24	21	14	14	23	19
<b>Connecticut</b>	0	2	0	0	1	0	2	1	1	0	1	0	0	0	0	0	1
<b>Harrison/ Rye</b>	0	2	2	0	0	0	1	1	1	0	0	0	2	0	2	1	2
<b>Mount Pleasant</b>	5	6	9	10	8	14	16	25	17	17	26	18	19	16	26	27	23
<b>Ossining/Briarcliff</b>	2	1	5	3	5	5	2	5	1	3	3	2	0	3	1	1	3
<b>Yorktown</b>	6	6	15	10	8	9	4	5	2	7	5	21	44	71	35	58	28
<b>Total</b>	22	29	34	25	30	42	37	48	42	42	50	65	86	104	78	110	76



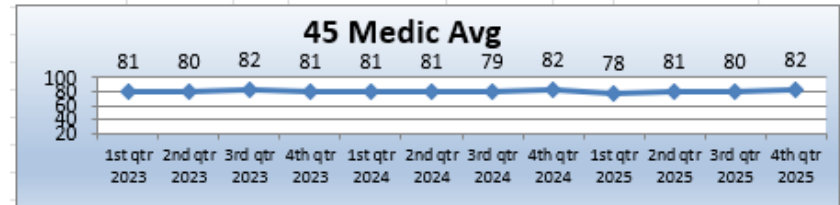
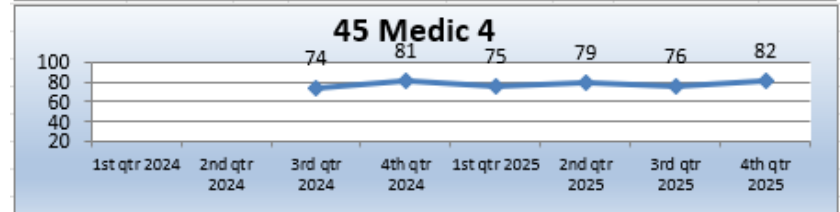
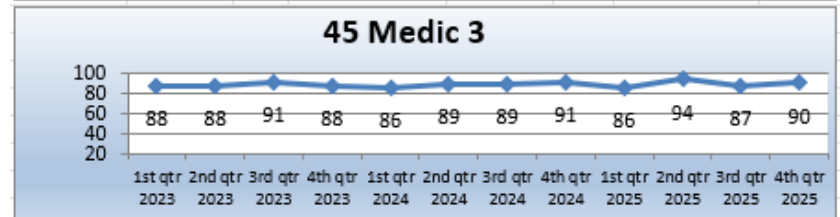
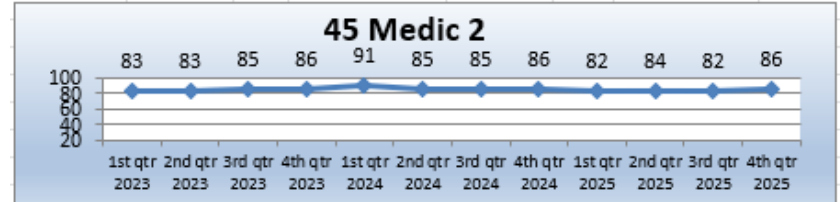
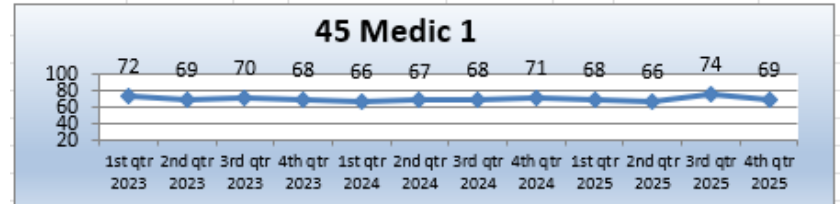
# Call Time Stats

## BLS Total Call Time In Minutes

(ALS on scene and not needed)



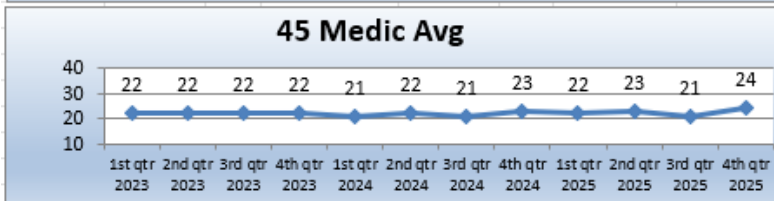
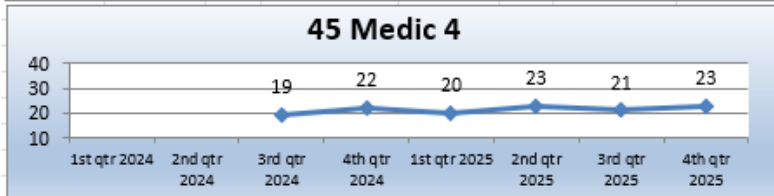
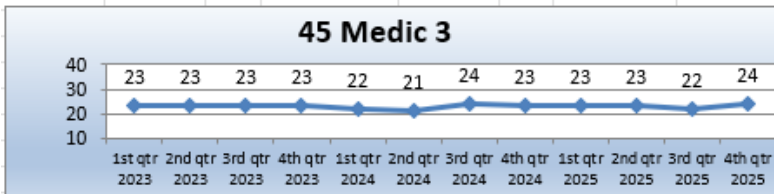
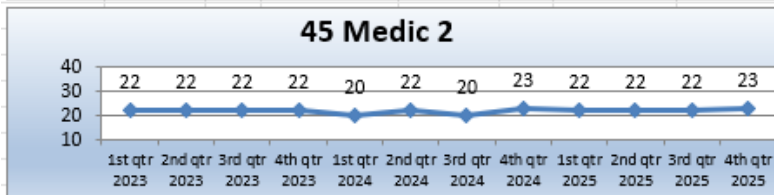
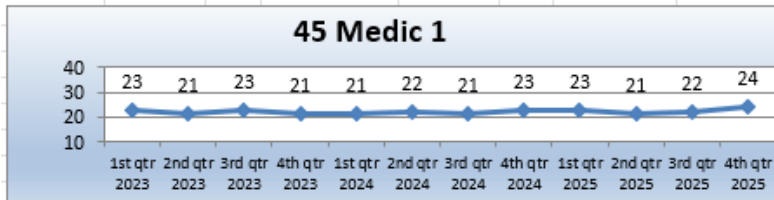
## ALS Total Call Time in Minutes



# Call Time Stats

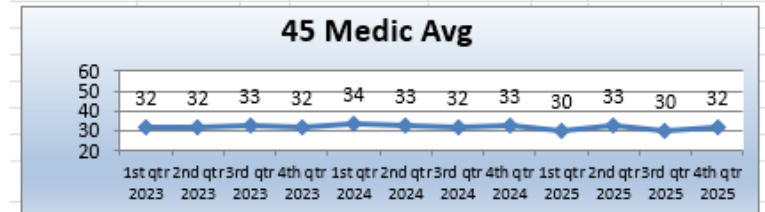
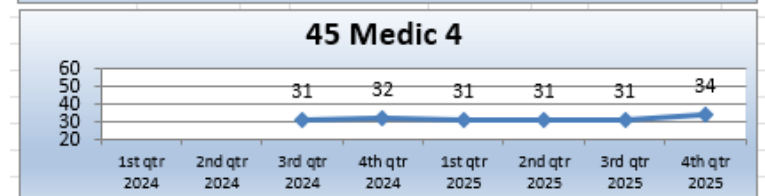
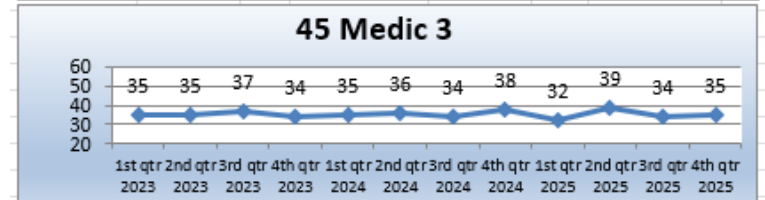
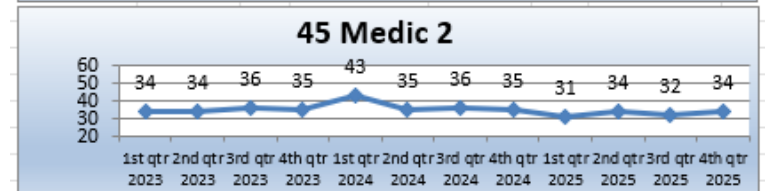
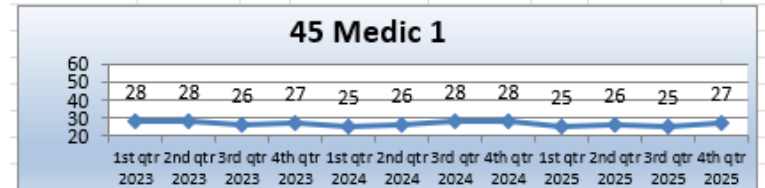
## Average ALS Time on Scene

Minutes

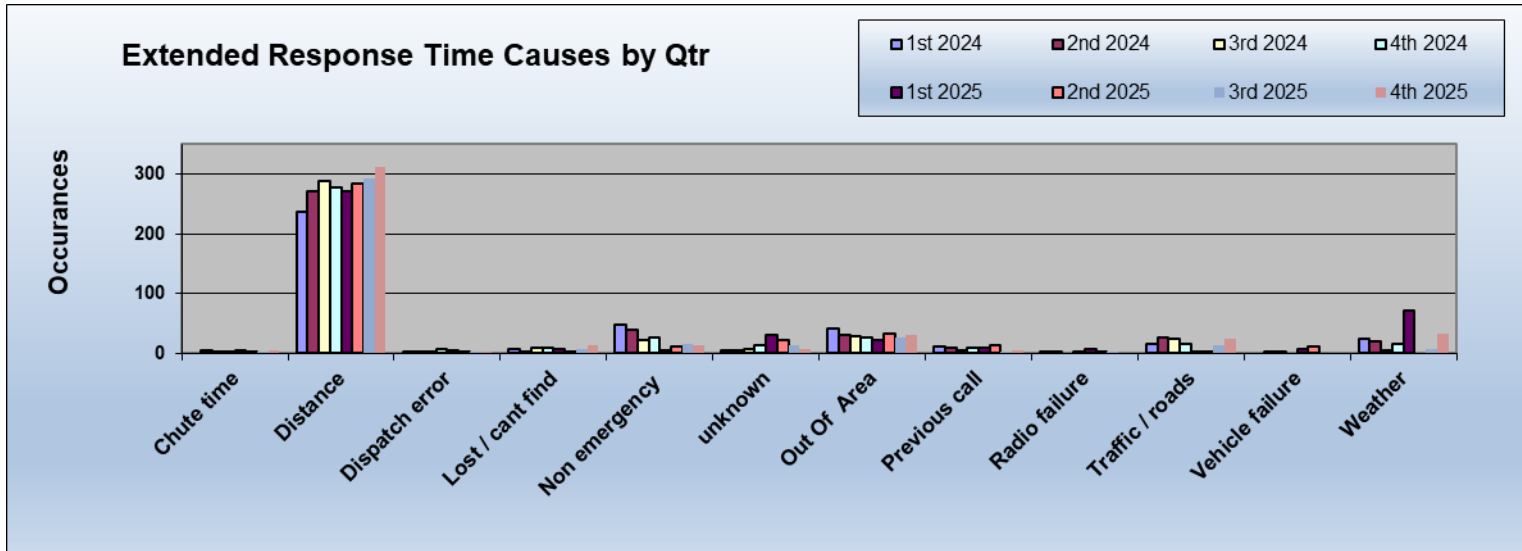


## Average Hospital Turn Around Time

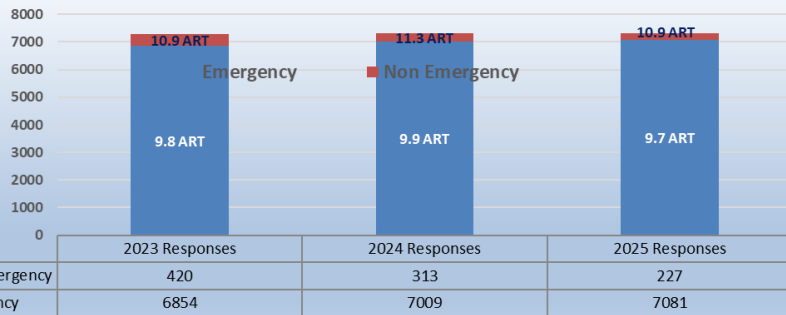
Minutes



# Response Time Outlier Report



**Emergency vs. Non Emergency Average Response Times**



	2023 Responses	2024 Responses	2025 Responses
Non Emergency	420	313	227
Emergency	6854	7009	7081

## Response Delay Analysis Key

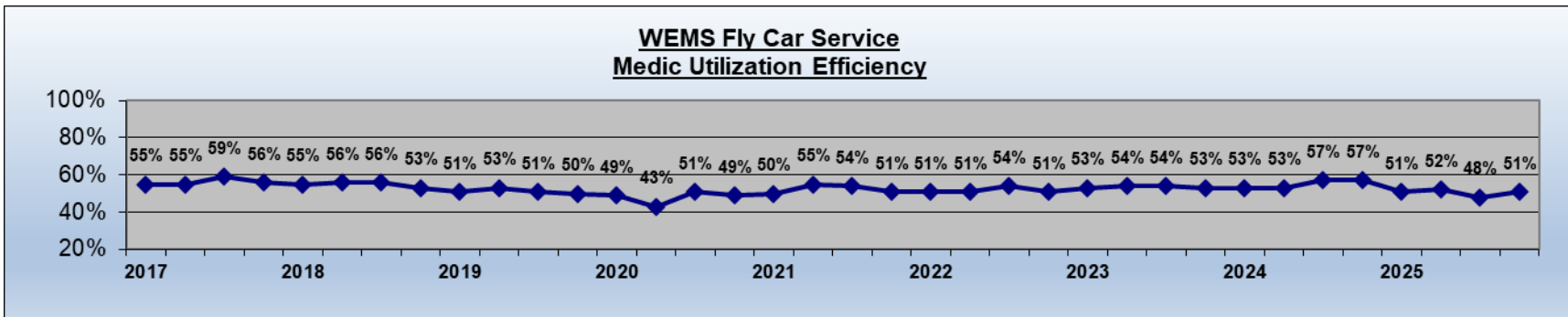
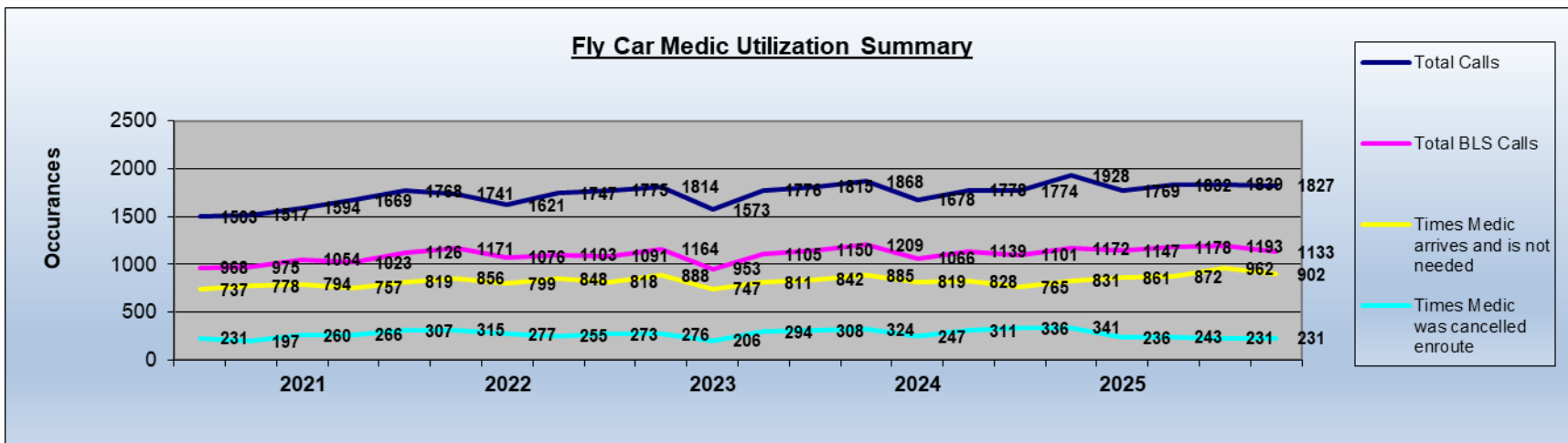
<u>Chute time</u>	Unable to locate on map or navigation device / shift change / 4th medic response / Bathroom delay
<u>Distance</u>	Actual distance and required traveling speeds
<u>Dispatch error</u>	Wrong address , location / change of location
<u>Lost / can't find</u>	lost/ poorly labeled homes/ missing signs/ navigation error/GPS error
<u>unknown</u>	Unsubmitted report
<u>Weather</u>	Rain / Fog / Wind / snow /Ice
<u>Out Of Optimal Area</u>	Returning from previous calls / simultaneous calls / Responding from other areas/ Central Posting
<u>Non-emergency response</u>	Dispatched as non-emergency or slowed by responders on scene or directed to staging area
<u>Previous call</u>	Tied up on previous job
<u>Radio failure</u>	Pager failures / poor reception/ transmission not received
<u>Traffic / roads</u>	Traffic volume / bicycles / low speed roads / obstructions
<u>Vehicle failure</u>	Vehicle breakdown / MVA

# Fly Car Utilization Efficiency

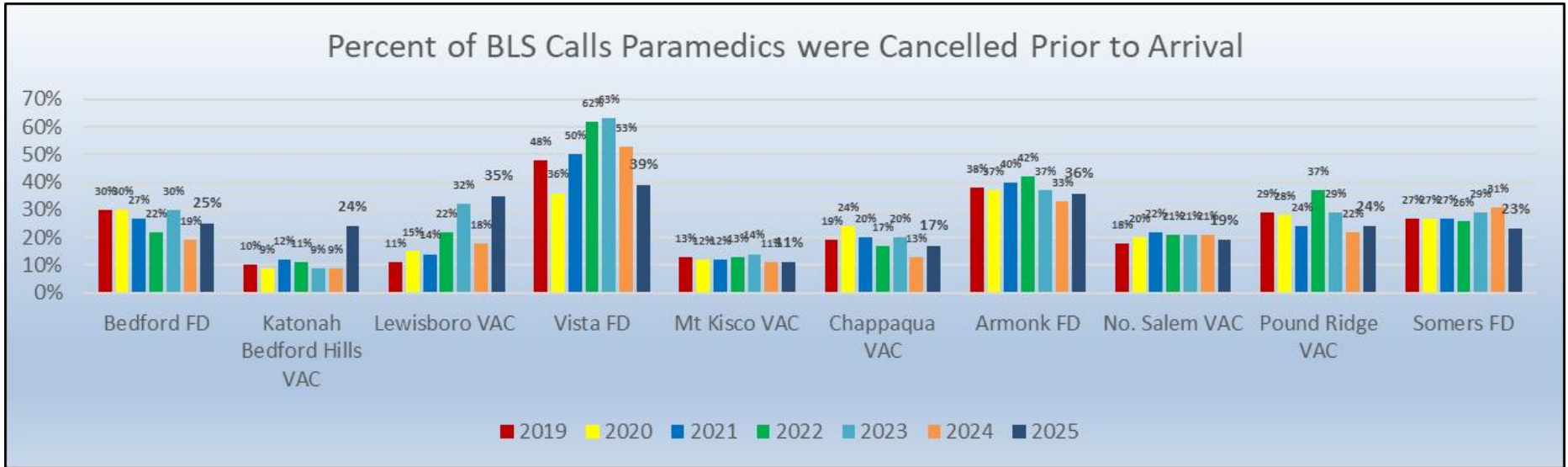
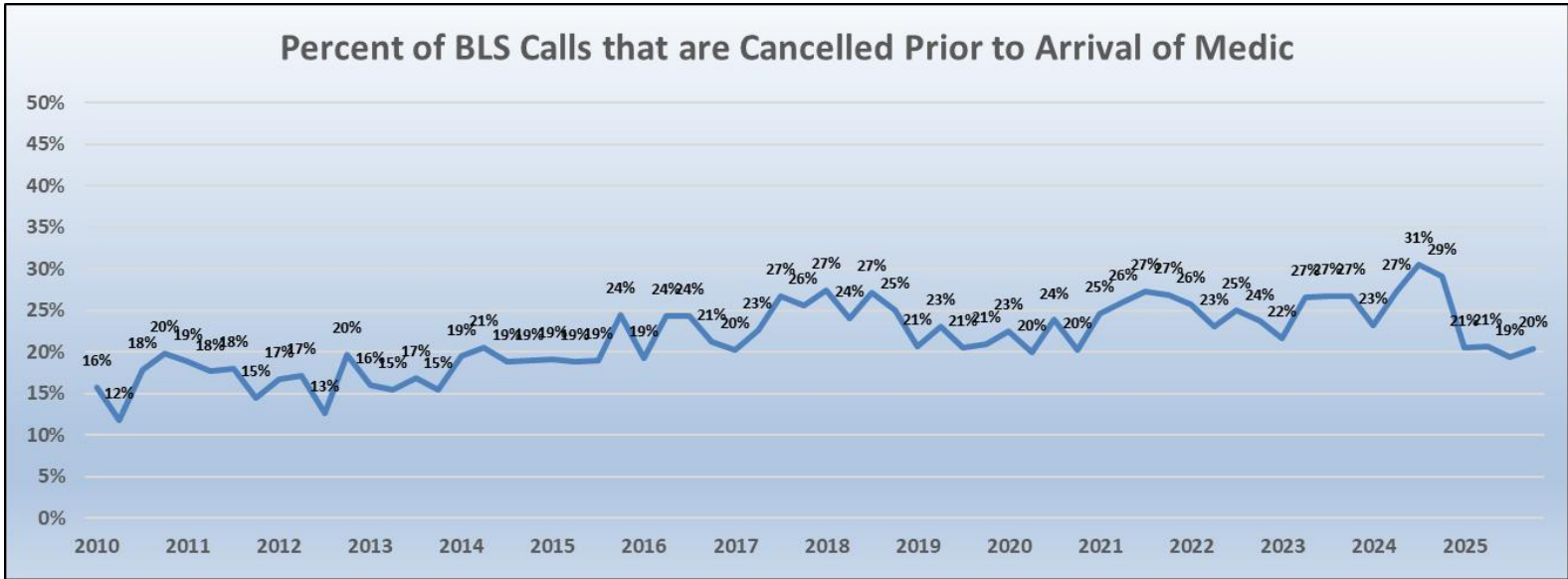
**Total Calls 2025**  
**7217**

**Times Medic arrives and is not needed**  
**3536 = 49%**

**\*This number reflects a *Medic Utilization Efficiency* factor of 51%.  
Increasing MUE will increase availability and result in Lower Response times.**



# Canceled Prior to Arrival Statistics

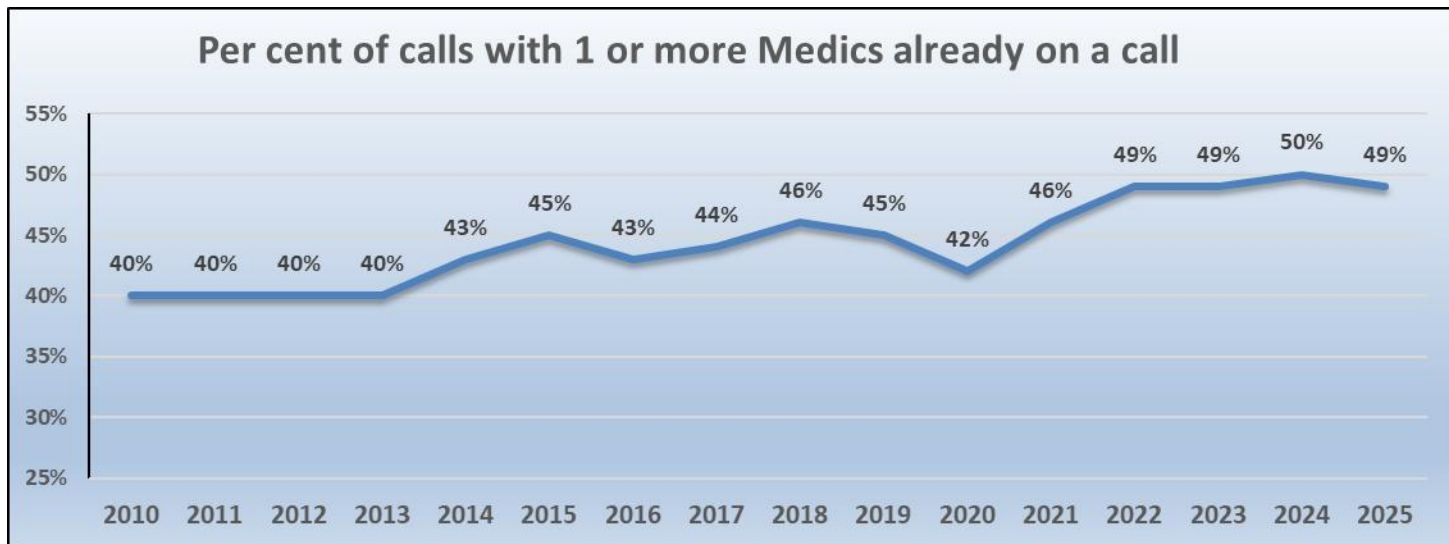


# Call Volume Impact on Response times

Average Response Times increase as medics are assigned calls

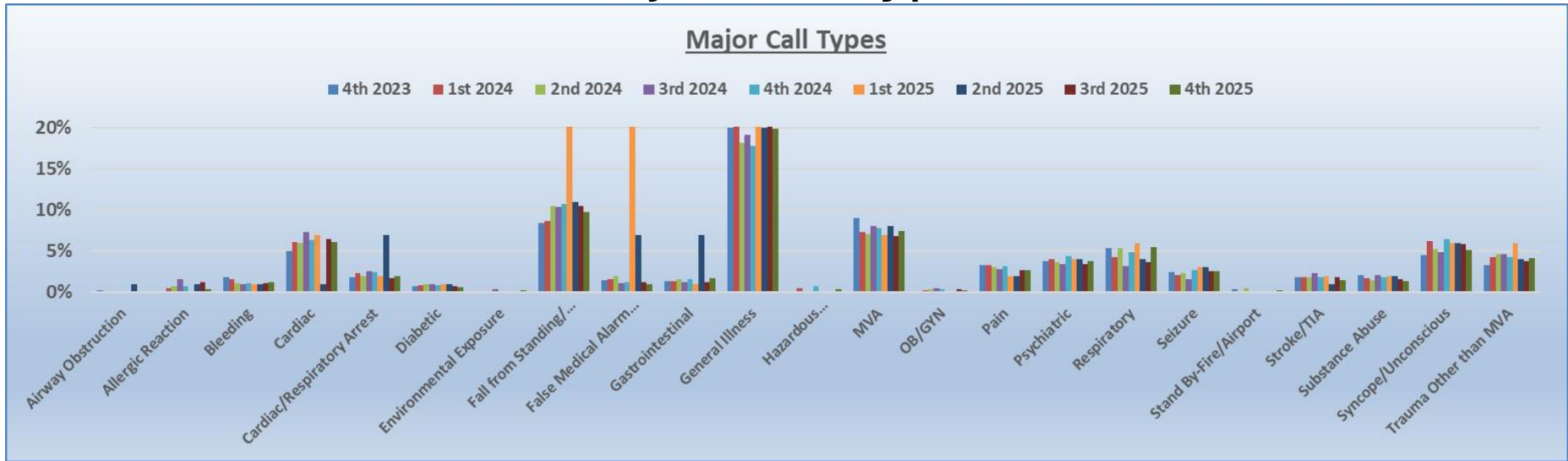
System Status	Responses	Average response time	Response times ≥12 min
All Cars in Service optimal condition	3687 (51%) (56%*)	9.5 mins (avg 8.6*)	764 (21%) of these responses were ≥ 12 mins
1 car on call leaving 3 available	2452 (34%) (32%*)	9.8 mins (down 3%) (avg 5% increase)	579 (24%) of these responses were ≥ 12 mins
2 cars on calls leaving 2 available	862 (12%) (11%*)	9.8 mins (down 11%) (avg 16% increase)	212 (25%) of these responses were ≥ 12 mins
3+ cars on calls Leaving 1 available	203 (2%) (2%*)	11.1 mins (down 7%) (avg 34% increase)	58 (29%) of these responses were ≥ 12 mins
4 cars on calls	13 (0.2%)	14.9 mins (up 15%) nd for avg (yet!)	2 (15%) of these responses were ≥ 12 mins

\* 16-year average



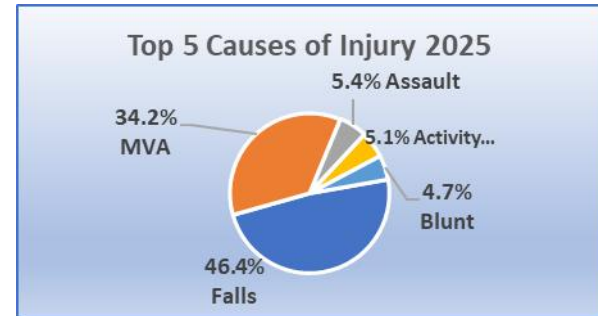
**49% of Paramedic Emergency Assignments occur with one or more medics already out on calls.**

# Major Call Types



## 2025 General Illness Impression Detail

277	General Illness, unspecified
204	Weakness/lethargy
155	Malaise
85	Adult, No Injury or Illness / None
60	Altered mental status
54	Muscle Weakness (generalized)
49	Generalized anxiety disorder
34	Nausea and vomiting
41	Urinary tract infection, site not specified
38	Other general symptoms and signs
38	Fever
33	Septicemia / Sepsis
27	Generalized abdominal pain
26	Hypertension
21	Influenza, unspecified
20	Hypotension
18	Acute pain, not elsewhere classified
16	Vertigo



	2025	
Count	Cause of Injury	Percent
656	Fall	46.4%
483	MVA	34.2%
77	Activity/Sports	5.4%
72	Blunt	5.1%
67	Assault	4.7%
31	Penetrating	2.2%
11	Animal	0.8%
9	Burns	0.6%
7	Environment	0.5%

# **Westchester EMS Fly-Car Report**

## **Quality Assurance And Quality Improvement Update**

# Paramedic Skills and Performance

## Advanced Airway Placement Success

- 1<sup>st</sup> Attempt success
- Cardiac Arrest Patients

## Intravenous insertion success

## Pre-hospital ALS patients' condition improved or unchanged

	Goal	2023	2024	2025
<b>Advanced Airway Placement Success</b>	100%	98%	97%	95%*
• <b>1<sup>st</sup> attempt success.</b>	90%	92%	60%	70%**
• <b>Cardiac Arrest Patients</b>	100%	98%	100%	100%***
<b>Intravenous insertion success</b>	90%	92%	91%	93%****
<b>Pre-hospital ALS patients' condition improve or unchanged</b>		98.9%	98.9%	99.6%*****



**30 of the 65 patients found in cardiac arrest by paramedics were delivered to the ED with heart function restored in 2025.**

\*Represents 57 successes from 60 patients.

\*\*Represents 46 1<sup>st</sup> attempt success of 66 attempts

\*\*\*Cardiac arrest airways secured represents 47/47

\*\*\*\*Represents 1611 of 1735 attempts.

\*\*\*\*\*Represents 1322 improved, 4251 unchanged, 22 worse.

# Quality Programs & Initiatives in Development

## 1. Image Trend Elite (ePCR).

- a. EPCR Platform provided to Pound Ridge VAC, Chappaqua VAC, Somers FD & North Salem VAC, Lewisboro VAC and Vista FD.
- b. Data being Auto Posted to NYS Q5 mins.
- c. Northern Westchester and other local hospitals with access to PCR portal.
- d. Development continues.
  - a. Data Reporting & Continuous Quality Improvement system.

## 2. System efficiencies

- a. **Additional unit added to system July 1, 2024 to address impact of increasing volume.**
- b. **We now have 18 months of data that demonstrates M4 has reduced response time.**
- c. Westchester EMS units as added Mutual Aid resource to our EMS system.
  - i. Assists volunteer agencies with call coverage.
  - ii. Improve ambulance response times.
  - iii. Optimizing paramedic medic availability.
  - iv. Reduce patient transport time to the hospital.

# Quality Programs & Initiatives in Development

## **3. Outreach training to VAC's**

- a. ALS assist classes.
- b. VAC Captains meetings focus on system concerns and enhancements.

## **4. Airway Initiative**

- a. ALS and BLS components
- b. Preparing for additional advancements in airway management.

## **5. Vehicle GPS monitoring and Dash Camera System.**

- a. Provides global positioning information.
- b. Collision avoidance system provides real-time drive alerts for speeding, following distance, driver distraction, on collision course
- c. Road and driver facing camera.

# **Westchester EMS Continuous Quality Improvement**

- 1. WEMS CQI committee performs 100% review of patient care reports.**
- 2. Paramedic competency program.**
  - a. Paramedics annual requirement to demonstrate competency in both core and advanced skills.
- 3. Northern Westchester Hospital Cardiac STEMI Notifications**
  - a. STEMI Alerts from the field to NWH.
    - i. 6 in 2020, 10 in 2021, 19 in 2022, 16 in 2023, 11 in 2024, 13 in 2025.
  - b. Strong participation with NWH STEMI CQI Committee.
- 4. Northern Westchester Hospital Stroke Notifications**
  - a. Stroke alert notifications from field to NWH.
    - i. 144 in 2021, 96 in 2022, 94 in 2023, 87 in 2024, 88 in 2025.
  - b. Strong participation with NWH Stroke CQI Committee.

# Fly Car System Totals

Responses      ALS Calls      Response Time Avg.      Responses ≥12 mins.      % ≥12 mins      Responses ≥18 mins      % ≥18 mins

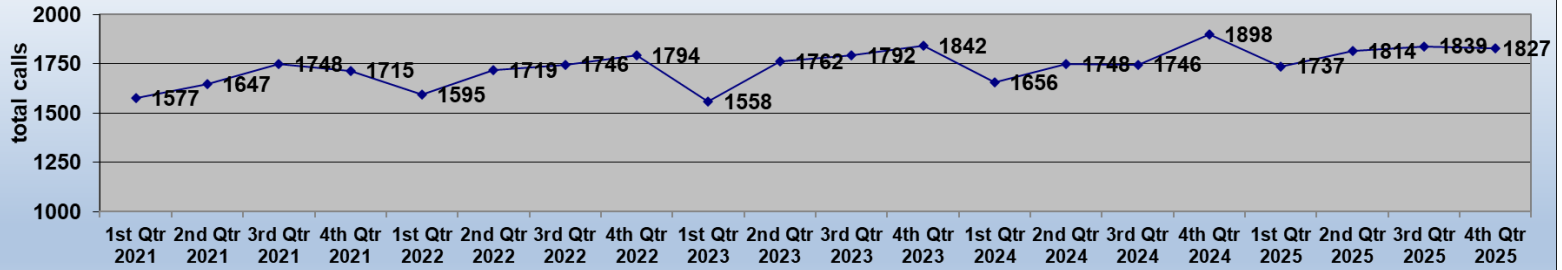
## 2024

1st qtr	1656	607	9.7	375	22.6%	69	4.2%
2nd qtr	1748	632	9.7	397	22.7%	67	3.8%
3rd qtr	1746	661	9.8	396	22.7%	64	3.7%
4th qtr	1898	745	9.8	435	22.9%	104	5.5%
<b>Total 2024</b>	<b>7048</b>		<b>9.8</b>	<b>1603</b>	<b>22.7%</b>	<b>304</b>	<b>4.3%</b>
<b><u>ALS Calls</u></b>		<b>2645</b>	<b>9.7</b>	<b>703</b>	<b>26.6%</b>	<b>118</b>	<b>4.5%</b>
<b><u>Mutual aid</u></b>	<b>110</b>	<b>28</b>					
<b>Total Total</b>	<b>7158</b>	<b>2673</b>					

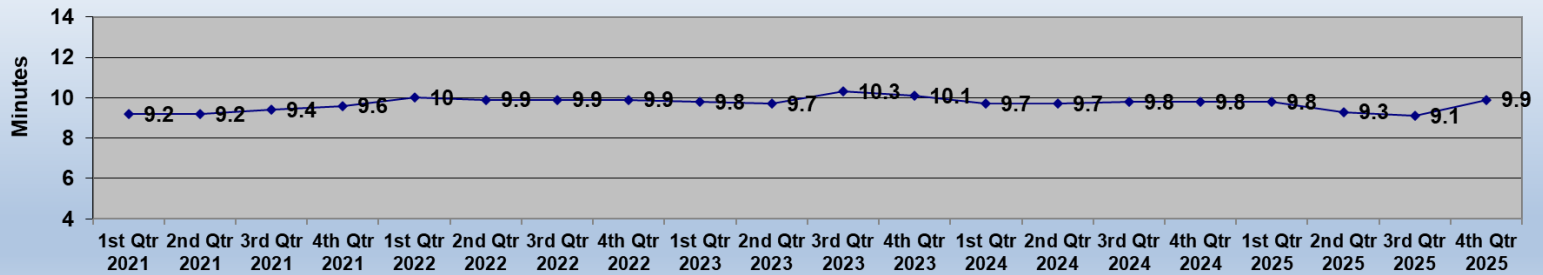
## 2025

1st qtr	1737	616	9.8	435	25.0%	83	4.8%
2nd qtr	1814	651	9.3	370	20.4%	65	3.6%
3rd qtr	1839	615	9.1	270	14.7%	65	3.5%
4th qtr	1827	610	9.9	379	20.7%	96	5.3%
<b>Total 2025</b>	<b>7217</b>		<b>9.5</b>	<b>1454</b>	<b>20.1%</b>	<b>309</b>	<b>4.3%</b>
<b><u>ALS Calls</u></b>		<b>2492</b>	<b>9.8</b>	<b>649</b>	<b>26.0%</b>	<b>118</b>	<b>4.7%</b>
<b><u>Mutual aid</u></b>	<b>76</b>	<b>16</b>					
<b>Total Total</b>	<b>7293</b>	<b>2508</b>					

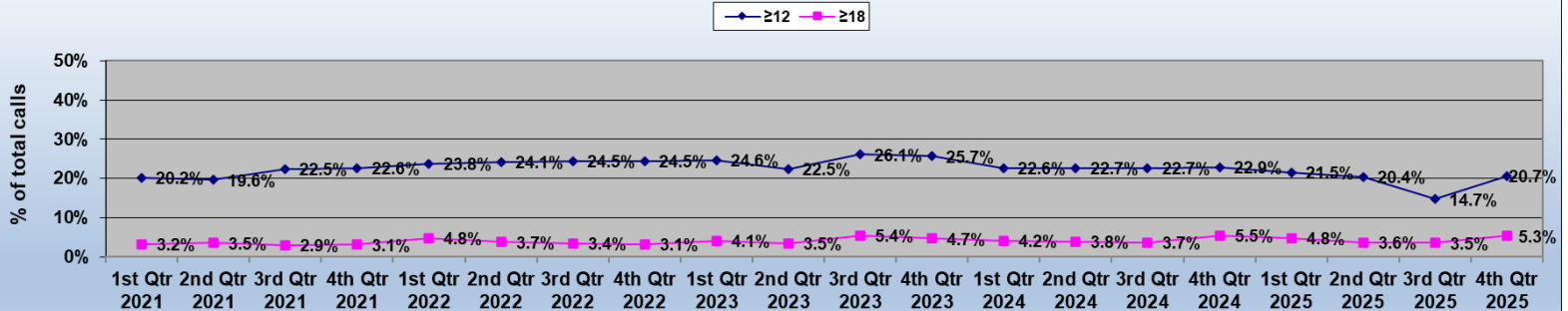
Fly Car System Total Call Volume



System Response Time Average  
Goal < 12 Minutes



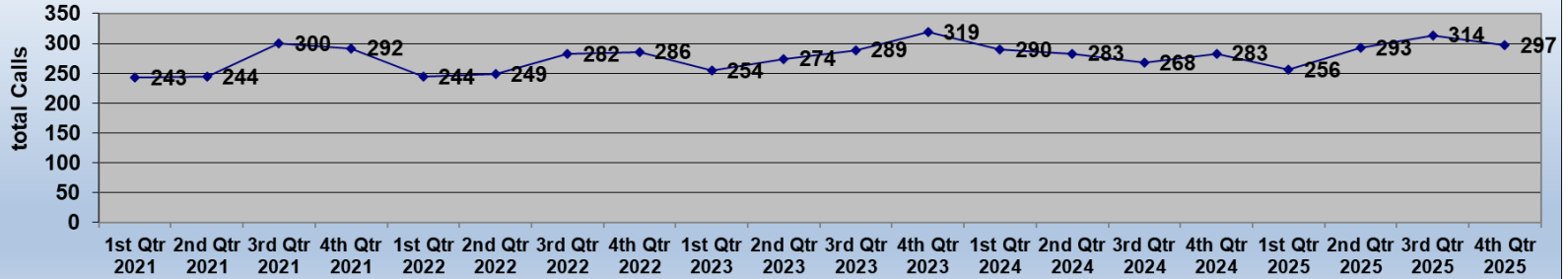
Extended Response Times System



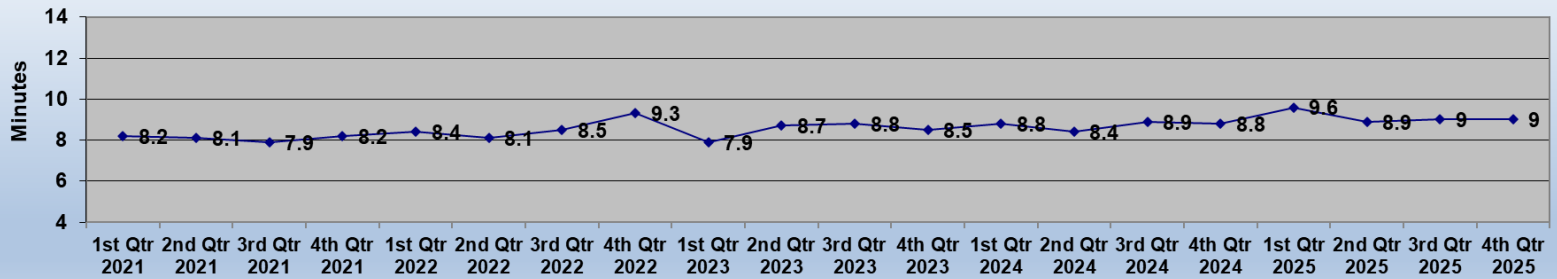
# Bedford

	<u>Responses</u>	<u>ALS Calls</u>	<u>Response Time Avg.</u>	<u>Responses ≥12 mins.</u>	<u>% ≥12 mins</u>	<u>Responses ≥18 mins</u>	<u>% ≥18 mins</u>
<b><u>2024</u></b>							
1st qtr	290	120	8.8	31	10.69%	3	1.03%
2nd qtr	283	114	8.4	35	12.37%	5	1.77%
3rd qtr	268	100	8.9	37	13.81%	7	2.61%
4th qtr	283	110	8.8	40	14.13%	5	1.77%
<b><u>Total 2024</u></b>	<b>1124</b>		<b>8.2</b>	<b>143</b>	<b>12.72%</b>	<b>20</b>	<b>1.78%</b>
<b><u>ALS Calls</u></b>		<b>444</b>	<b>8.4</b>	<b>54</b>	<b>12.16%</b>	<b>6</b>	<b>1.35%</b>
<b><u>2025</u></b>							
1st qtr	256	100	9.6	62	24.22%	14	5.47%
2nd qtr	293	112	8.9	67	22.87%	8	2.73%
3rd qtr	314	111	9	52	16.56%	7	2.23%
4th qtr	297	106	9	51	17.17%	6	2.02%
<b><u>Total 2025</u></b>	<b>1160</b>		<b>9.1</b>	<b>232</b>	<b>4.40%</b>	<b>35</b>	<b>3.02%</b>
<b><u>ALS Calls</u></b>		<b>429</b>	<b>8.7</b>	<b>68</b>	<b>9.14%</b>	<b>6</b>	<b>0.52%</b>

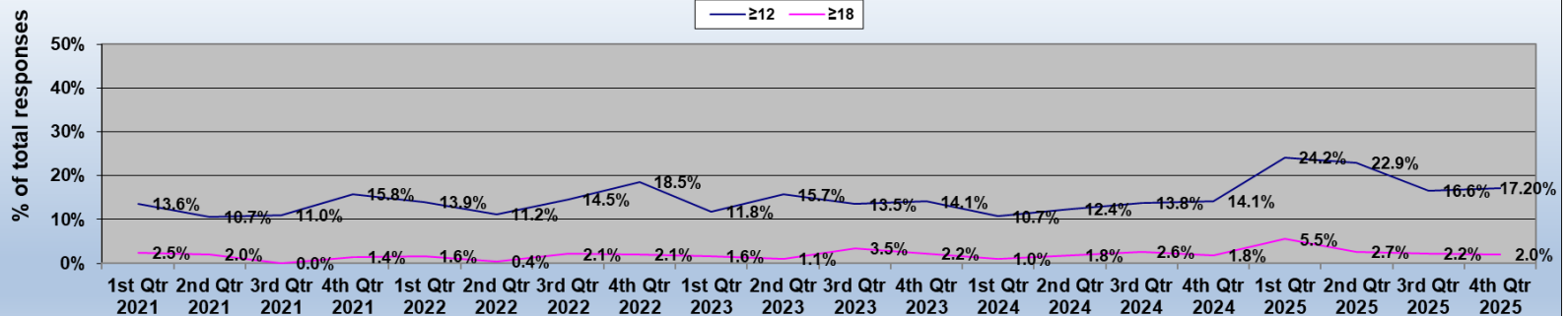
Bedford Call Volume



Bedford Average Response Times



Extended Response Times Bedford



# Lewisboro

Responses      ALS Calls      Response Time Avg.      Responses ≥12 mins.      % ≥12 mins      Responses ≥18 mins      % ≥18 mins

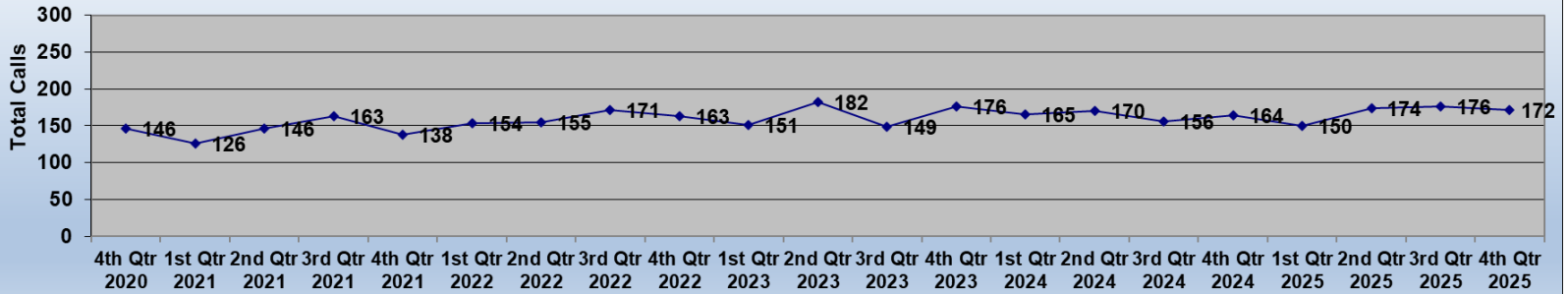
## 2024

1st qtr	165	43	11	54	32.73%	11	6.67%
2nd qtr	170	55	11.1	52	30.59%	9	5.29%
3rd qtr	156	54	11.3	46	29.49%	9	5.77%
4th qtr	164	66	11.5	54	32.93%	18	10.98%
<u>Total 2024</u>	655		11	206	31.45%	47	7.18%
<u>ALS Calls</u>		218	11.2	90	41.28%	18	8.26%

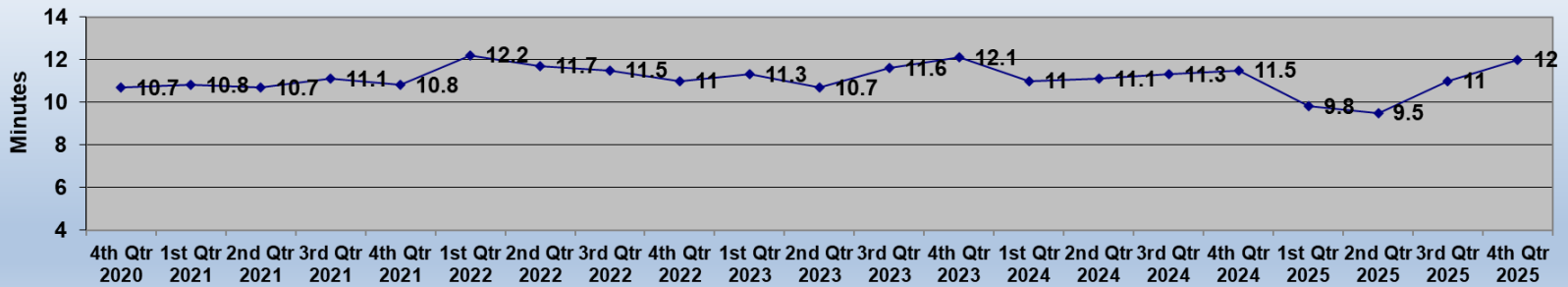
## 2025

1st qtr	150	45	9.8	35	23.33%	8	5.33%
2nd qtr	174	50	9.5	33	18.97%	7	4.02%
3rd qtr	176	52	11	56	31.82%	13	7.39%
4th qtr	172	51	12	66	38.37%	17	9.88%
<u>Total 2025</u>	672		10.6	190	28.27%	45	6.70%
<u>ALS Calls</u>		198	10.1	52	26.26%	18	9.09%

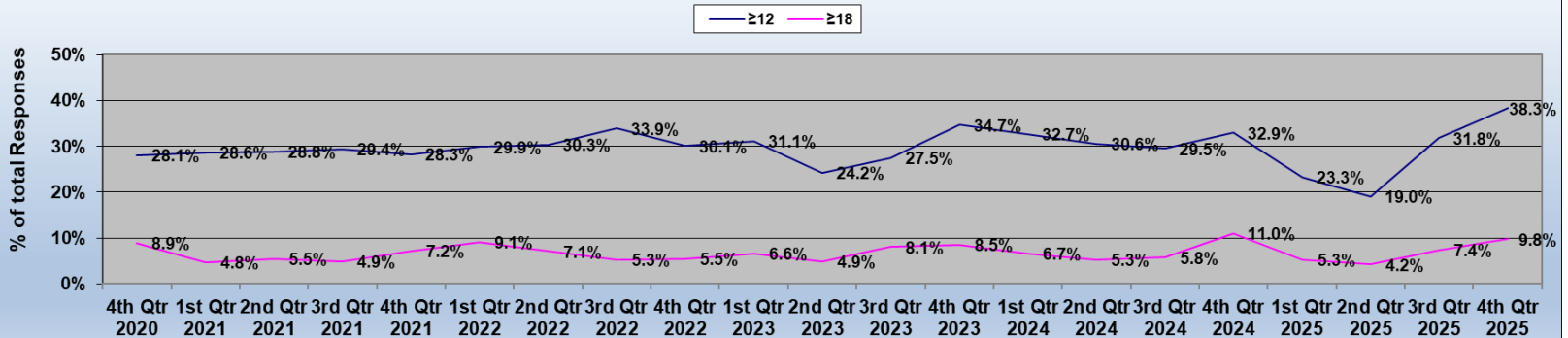
Lewisboro Call Volume



Lewisboro Average Response Times



Extended Response Times Lewisboro



# Mt Kisco

Responses    ALS Calls    Response Time Avg.    Responses ≥12 mins.    % ≥12 mins    Responses ≥18 mins    % ≥18 mins

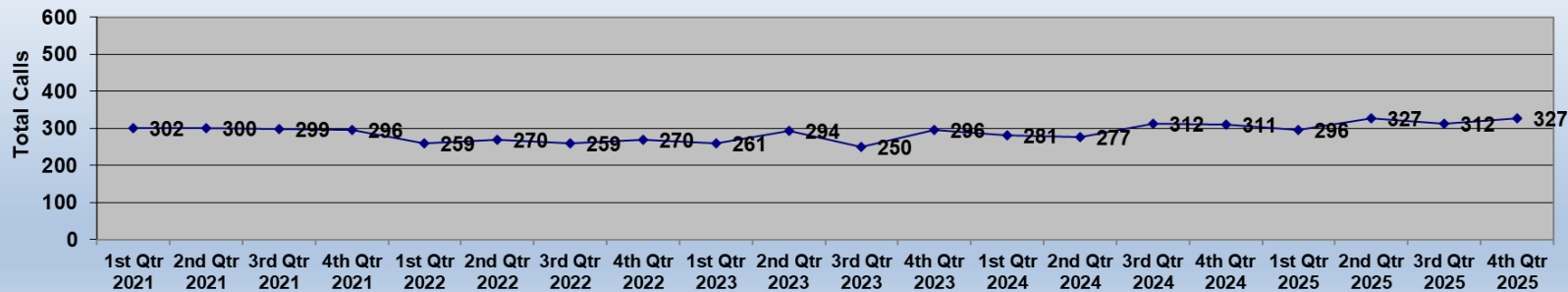
## 2024

1st qtr	281	106	6.3	8	2.85%	2	0.71%
2nd qtr	277	112	6.1	15	5.42%	2	0.72%
3rd qtr	312	127	5.7	8	2.56%	1	0.32%
4th qtr	311	127	5.9	8	2.57%	2	0.64%
<b>Total 2024</b>	<b>1181</b>		<b>6.2</b>	<b>39</b>	<b>3.30%</b>	<b>7</b>	<b>0.59%</b>
<b><u>ALS Calls</u></b>		<b>472</b>	<b>5.9</b>	<b>16</b>	<b>3.39%</b>	<b>3</b>	<b>0.64%</b>

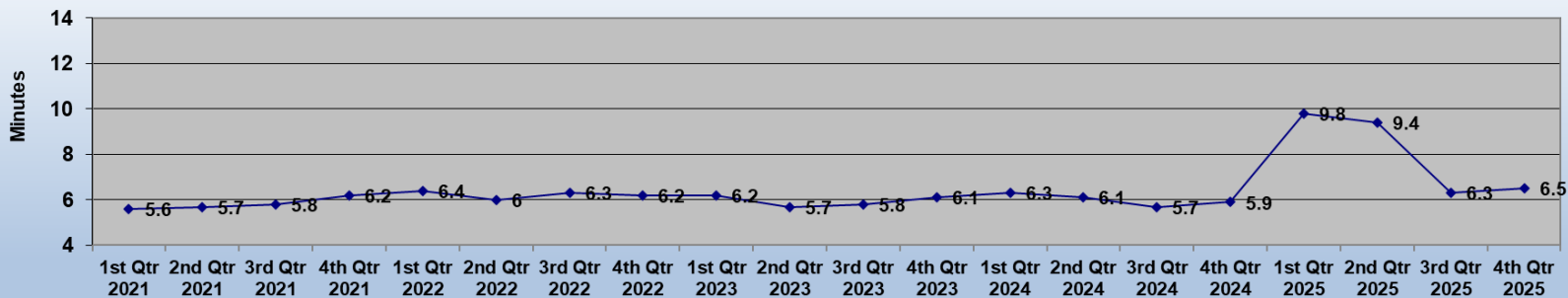
## 2025

1st qtr	296	112	9.8	85	28.72%	15	5.07%
2nd qtr	327	130	9.4	65	19.88%	15	4.59%
3rd qtr	312	89	6.3	12	3.85%	4	1.28%
4th qtr	327	116	6.5	19	5.81%	3	0.92%
<b>Total 2024</b>	<b>1262</b>		<b>8</b>	<b>181</b>	<b>14.34%</b>	<b>37</b>	<b>2.93%</b>
<b><u>ALS Calls</u></b>		<b>447</b>	<b>7.9</b>	<b>68</b>	<b>15.21%</b>	<b>3</b>	<b>0.67%</b>

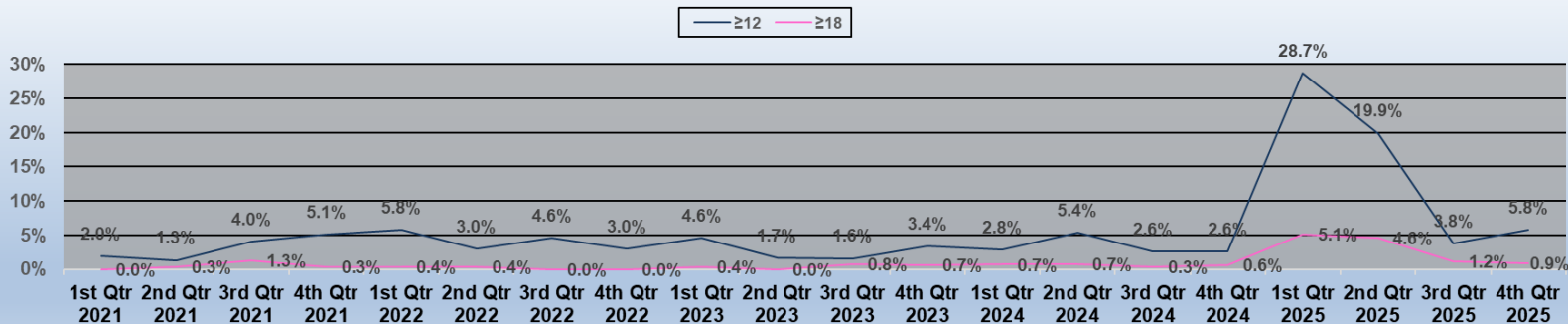
Mt Kisco Call Volume



Mt Kisco Average Response Times



Extended Response Times Mt. Kisco



# New Castle

Responses      ALS Calls      Response Time Avg.      Responses ≥12 mins.      % ≥12 mins      Responses ≥18 mins      % ≥18 mins

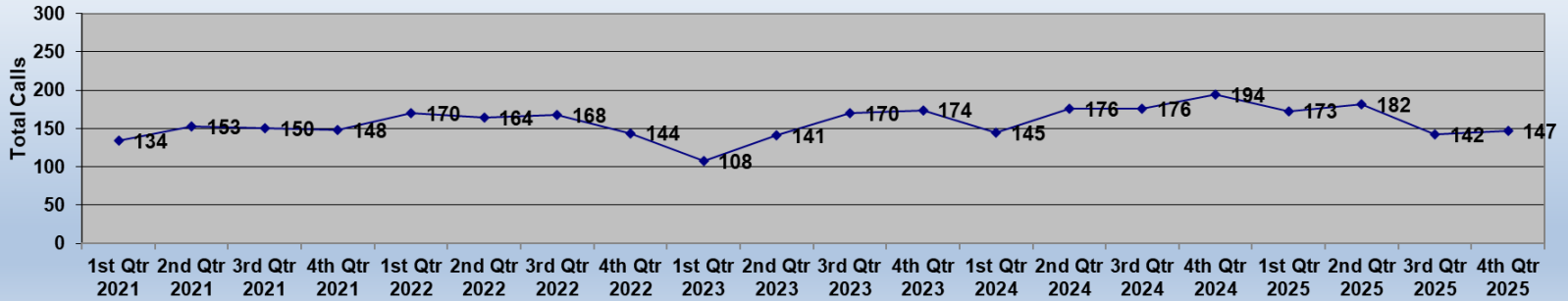
## 2024

1st qtr	145	58	10	28	19.31%	5	3.45%
2nd qtr	176	63	9.7	33	18.75%	6	3.41%
3rd qtr	176	67	10.4	40	22.73%	9	5.11%
4th qtr	194	69	10.3	47	24.23%	6	3.09%
<b><u>Total 2024</u></b>	<b>691</b>		<b>9.8</b>	<b>148</b>	<b>21.42%</b>	<b>26</b>	<b>3.76%</b>
<b><u>ALS Calls</u></b>		<b>257</b>	<b>9.9</b>	<b>53</b>	<b>20.62%</b>	<b>8</b>	<b>3.11%</b>

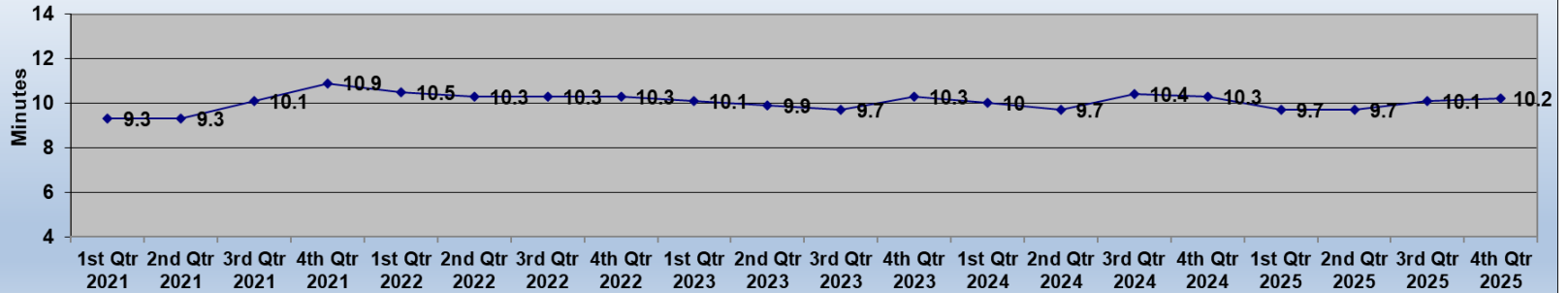
## 2025

1st qtr	173	65	9.7	46	26.59%	7	4.05%
2nd qtr	182	48	9.7	39	21.43%	2	1.10%
3rd qtr	142	54	10.1	28	19.72%	4	2.82%
4th qtr	147	46	10.2	32	21.77%	2	1.36%
<b><u>Total 2024</u></b>	<b>644</b>		<b>9.9</b>	<b>145</b>	<b>22.52%</b>	<b>15</b>	<b>2.33%</b>
<b><u>ALS Calls</u></b>		<b>213</b>	<b>9.5</b>	<b>55</b>	<b>25.82%</b>	<b>8</b>	<b>3.76%</b>

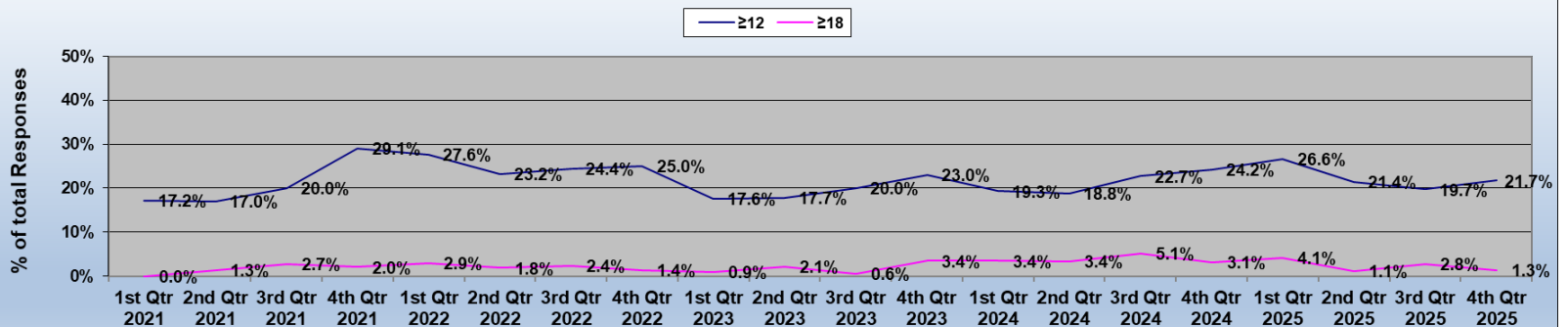
New Castle Call Volume



New Castle Average Response Times



Extended Response Times New Castle



# North Castle

Responses      ALS Calls      Response Time Avg.      Responses ≥12 mins.      % ≥12 mins      Responses ≥18 mins      % ≥18 mins

## 2024

1st qtr	138	47	12.8	57	41.30%	5	3.62%
2nd qtr	131	49	12.6	47	35.88%	8	6.11%
3rd qtr	141	55	11.9	53	37.59%	3	2.13%
4th qtr	149	53	12.7	71	47.65%	13	8.72%

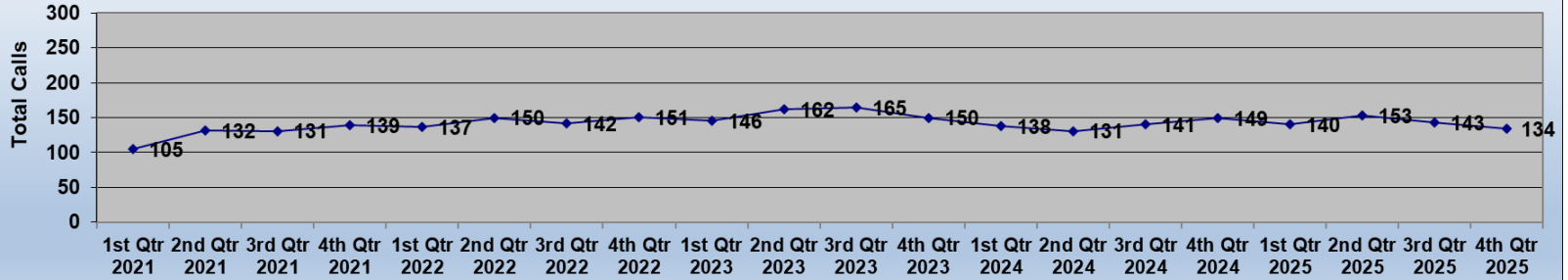
<u>Total 2024</u>	559		12.7	228	40.79%	29	5.19%
<u>ALS Calls</u>		204	12.4	113	55.39%	12	5.88%

## 2025

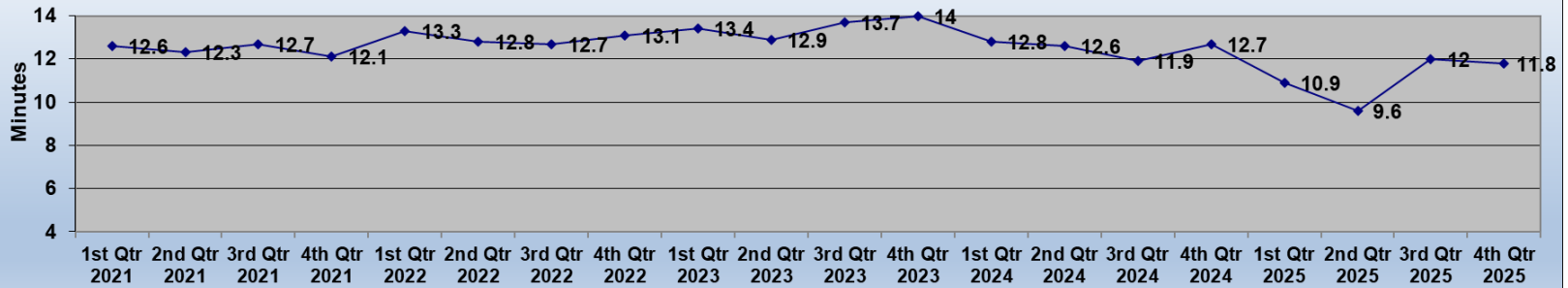
1st qtr	140	56	10.9	49	35.00%	14	10.00%
2nd qtr	153	53	9.6	37	24.18%	4	2.61%
3rd qtr	143	47	12	37	25.87%	10	6.99%
4th qtr	134	38	11.8	44	32.84%	11	8.21%

<u>Total 2024</u>	570		11.1	167	29.30%	39	6.84%
<u>ALS Calls</u>		194	11.2	71	36.60%	12	6.19%

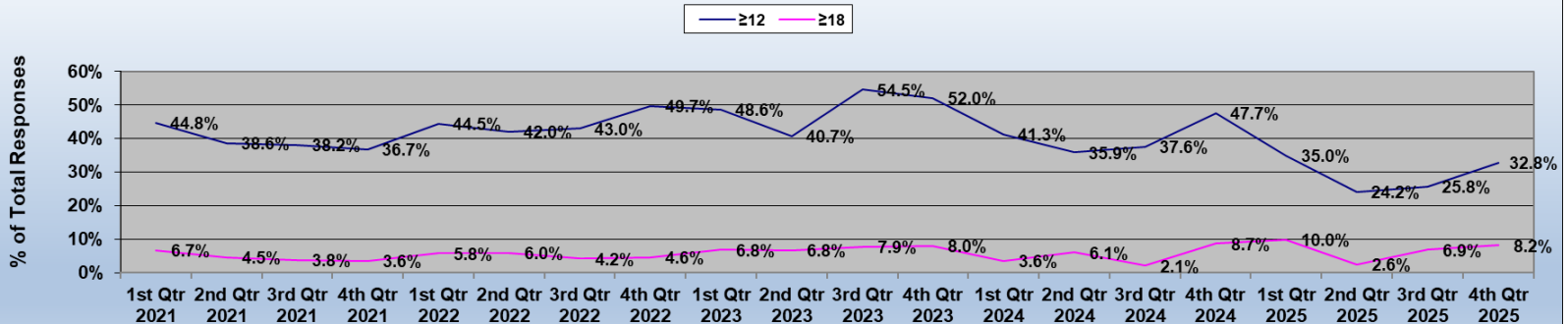
North Castle Call Volume



North Castle Average Response Times



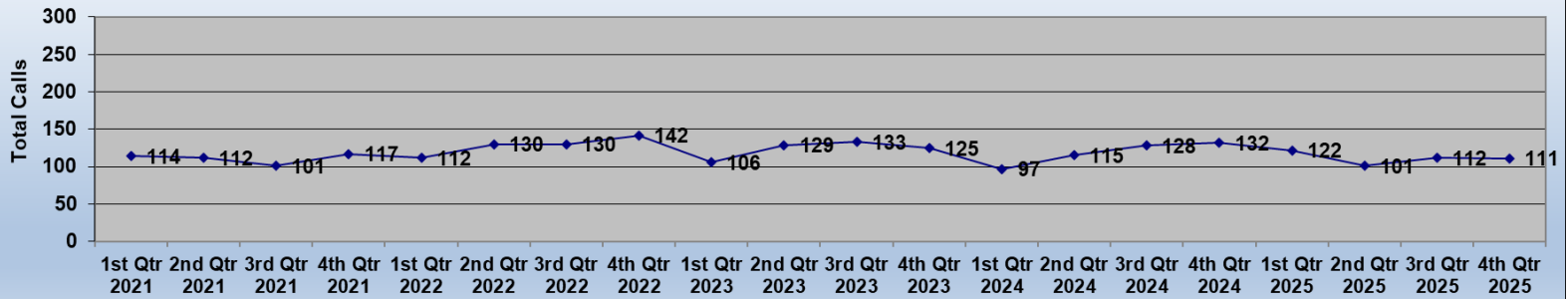
Extended Response Times North Castle



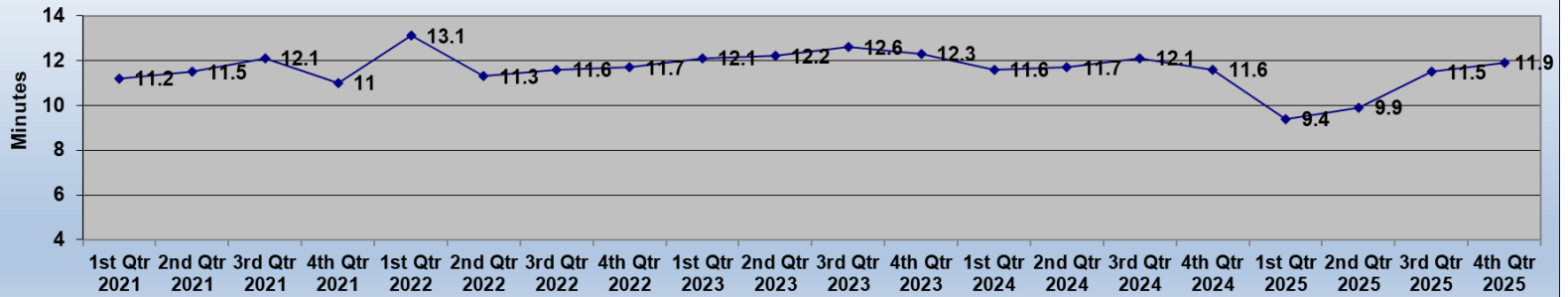
# North Salem

	<u>Responses</u>	<u>ALS Calls</u>	<u>Response Time Avg.</u>	<u>Responses ≥12 mins.</u>	<u>% ≥12 mins</u>	<u>Responses ≥18 mins</u>	<u>% ≥18 mins</u>
<b><u>2024</u></b>							
1st qtr	97	45	11.6	41	42.27%	4	4.12%
2nd qtr	115	39	11.7	47	40.87%	6	5.22%
3rd qtr	128	52	12.1	53	41.41%	6	4.69%
4th qtr	132	53	11.6	44	33.33%	9	6.82%
<b><u>Total 2024</u></b>	<b>472</b>		<b>11.6</b>	<b>185</b>	<b>39.19%</b>	<b>25</b>	<b>5.30%</b>
<b><u>ALS Calls</u></b>		<b>189</b>	<b>12</b>	<b>94</b>	<b>49.74%</b>	<b>11</b>	<b>5.82%</b>
<b><u>2025</u></b>							
1st qtr	122	45	9.4	25	20.49%	6	4.92%
2nd qtr	101	42	9.9	26	25.74%	4	3.96%
3rd qtr	112	38	11.5	42	37.50%	10	8.93%
4th qtr	111	43	11.9	52	46.85%	8	7.21%
<b><u>Total 2024</u></b>	<b>446</b>		<b>10.7</b>	<b>145</b>	<b>32.51%</b>	<b>28</b>	<b>6.28%</b>
<b><u>ALS Calls</u></b>		<b>168</b>	<b>10.8</b>	<b>50</b>	<b>29.76%</b>	<b>11</b>	<b>6.55%</b>

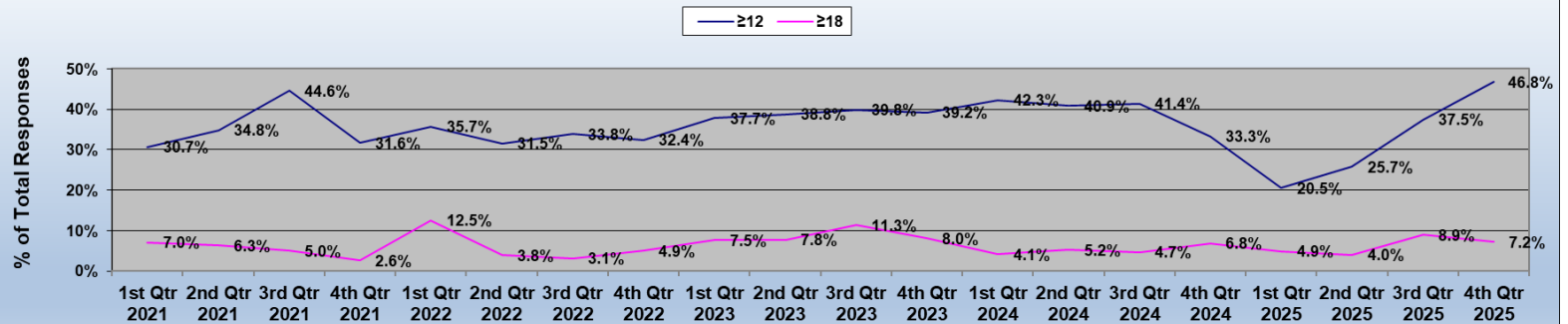
North Salem Call Volume



North Salem Average Response Times



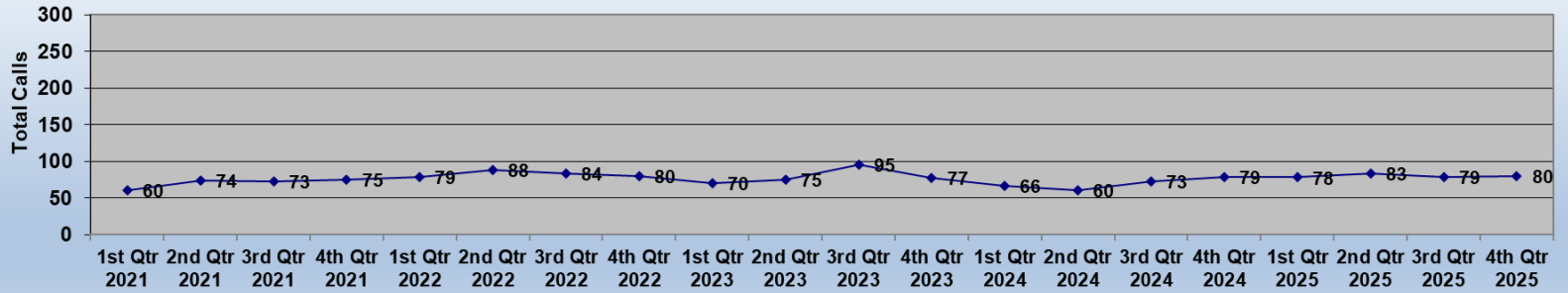
Extended Response Times North Salem



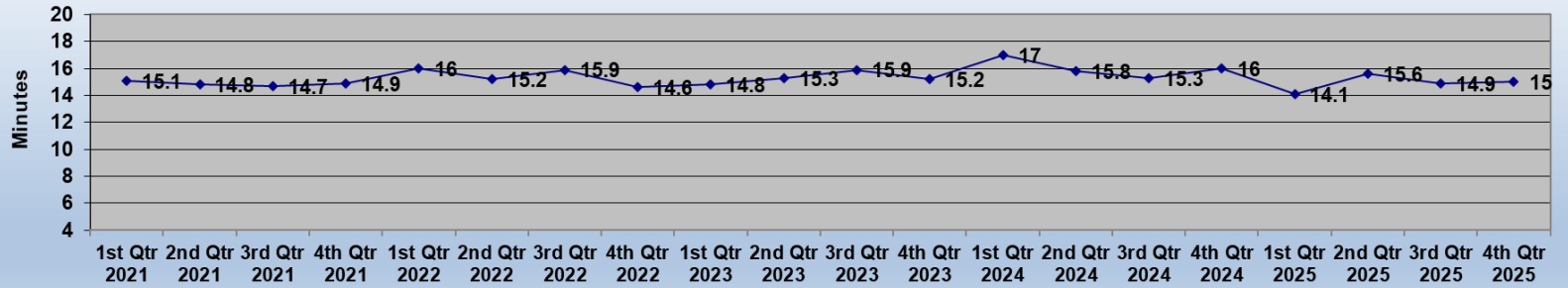
# Pound Ridge

	<u>Responses</u>	<u>ALS Calls</u>	<u>Response Time Avg.</u>	<u>Responses ≥12 mins.</u>	<u>% ≥12 mins</u>	<u>Responses ≥18 mins</u>	<u>% ≥18 mins</u>
<b><u>2024</u></b>							
1st qtr	66	19	17	46	69.70%	19	28.79%
2nd qtr	60	22	15.8	43	71.67%	14	23.33%
3rd qtr	73	27	15.3	50	68.49%	13	17.81%
4th qtr	79	25	16	47	59.49%	23	29.11%
<b><u>Total 2024</u></b>	<b>278</b>		<b>16.4</b>	<b>186</b>	<b>66.91%</b>	<b>69</b>	<b>24.82%</b>
<b><u>ALS Calls</u></b>		<b>93</b>	<b>16</b>	<b>75</b>	<b>80.65%</b>	<b>30</b>	<b>32.26%</b>
<b><u>2025</u></b>							
1st qtr	78	29	14.1	10	12.82%	2	2.56%
2nd qtr	83	32	15.6	21	25.30%	4	4.82%
3rd qtr	79	31	14.9	50	63.29%	19	24.05%
4th qtr	80	32	15	45	56.25%	17	21.25%
<b><u>Total 2024</u></b>	<b>320</b>		<b>14.9</b>	<b>126</b>	<b>39.38%</b>	<b>42</b>	<b>13.13%</b>
<b><u>ALS Calls</u></b>		<b>124</b>	<b>11.7</b>	<b>51</b>	<b>41.13%</b>	<b>30</b>	<b>24.19%</b>

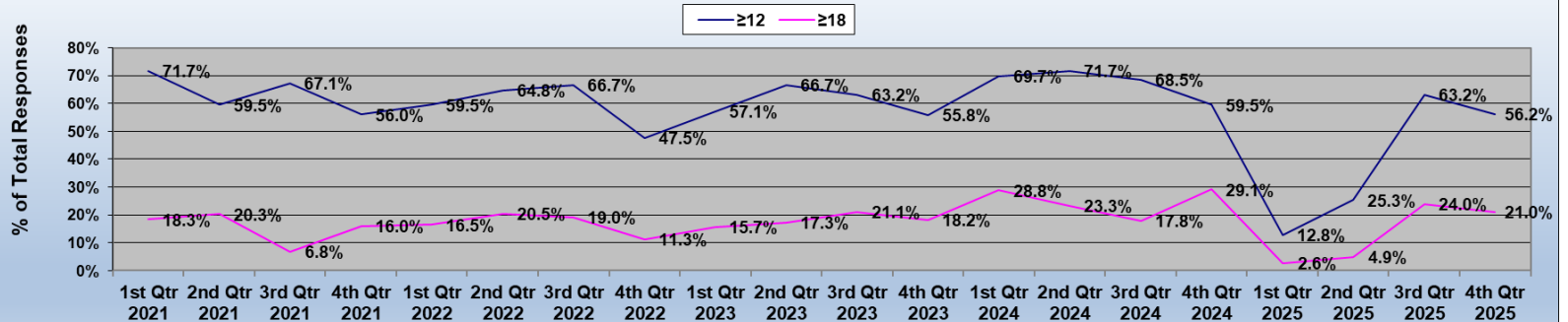
Pound Ridge Call Volume



Pound Ridge Average Response Times



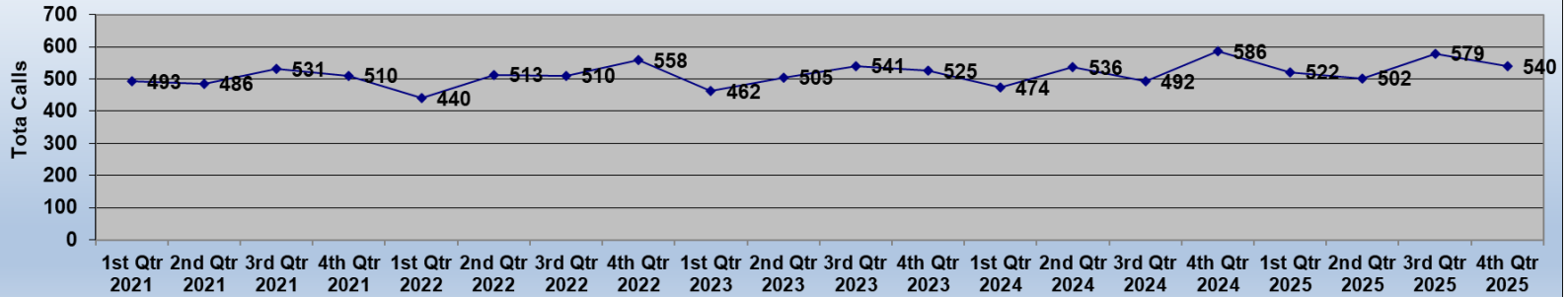
Extended Response Times Pound Ridge



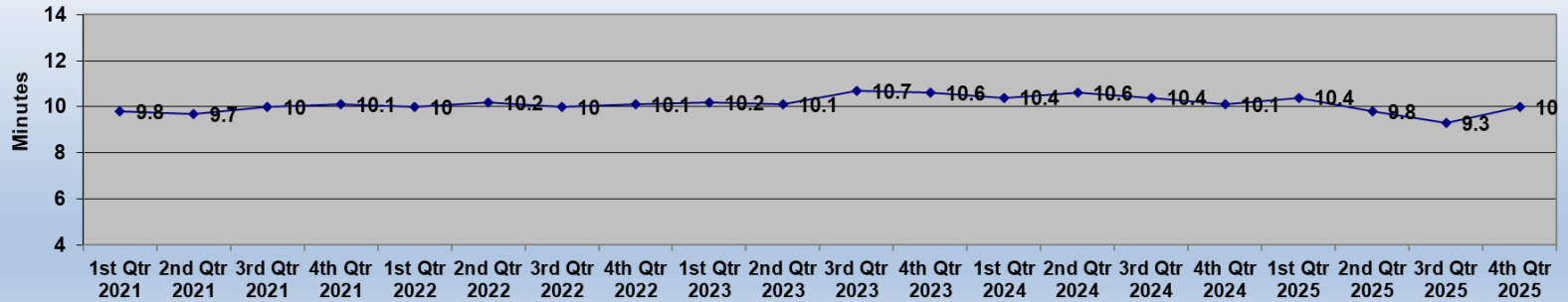
# Somers

	<u>Responses</u>	<u>ALS Calls</u>	<u>Response Time Avg.</u>	<u>Responses ≥12 mins.</u>	<u>% ≥12 mins</u>	<u>Responses ≥18 mins</u>	<u>% ≥18 mins</u>
<b><u>2024</u></b>							
1st qtr	474	169	10.4	110	23.21%	20	4.22%
2nd qtr	536	178	10.6	125	23.32%	17	3.17%
3rd qtr	492	179	10.4	109	22.15%	16	3.25%
4th qtr	586	242	10.1	124	21.16%	28	4.78%
<b><u>Total 2024</u></b>	<b>2088</b>		<b>10.5</b>	<b>468</b>	<b>22.41%</b>	<b>81</b>	<b>3.88%</b>
<b><u>ALS Calls</u></b>		<b>768</b>	<b>10</b>	<b>208</b>	<b>27.08%</b>	<b>30</b>	<b>3.91%</b>
<b><u>2025</u></b>							
1st qtr	522	169	10.4	110	21.07%	24	4.60%
2nd qtr	502	183	9.8	87	17.33%	14	2.79%
3rd qtr	579	204	9.3	96	16.58%	8	1.38%
4th qtr	540	163	10	113	20.93%	20	3.70%
<b><u>Total 2025</u></b>	<b>2143</b>		<b>9.9</b>	<b>406</b>	<b>18.95%</b>	<b>66</b>	<b>3.08%</b>
<b><u>ALS Calls</u></b>		<b>719</b>	<b>9.6</b>	<b>143</b>	<b>19.89%</b>	<b>30</b>	<b>4.17%</b>

Somers Call Volume



Somers Average Response Times



Extended Response Times Somers

