

Maine Emergency Medical Services 2019 EMS Data Report



Publication Date: October 4, 2021

This page intentionally left blank

Contents

Table of Figures	4
Table of Tables	4
Message from the Director	6
Definitions	7
Types of Services	7
Dispatch Acuity.....	7
Levels of Care	7
License Levels	7
Licensing	9
Clinician Licensing	9
Service Licensing	13
Vehicle Licensing	15
Emergency Medical Dispatch	16
Community Paramedicine	17
Key Workload Metrics	19
Key Performance Improvement Metrics.....	19
2019 Statistical Information.....	25
Date and Time Associated Statistics	25
Geography and Location	27
Response	30
Service Statistics.....	54
Appendix: Additional Statistics	55

Table of Figures

Figure 1 License by Gender	9
Figure 2 Clinician Age Range by Gender	9
Figure 3 Licenses Held Over Time, 2015 Through 2019.....	10
Figure 4 Clinician Licensure Level by Age (Data Labels indicate Count; Colored ranges indicate percent) 11	
Figure 5 Emergency Medical Instructors.....	12
Figure 6 Service Organizational Status.....	13
Figure 7 Community Paramedicine Patient Encounters	18
Figure 8 EMS Activations by Month	25
Figure 9 EMS Activations by Day of Week	25
Figure 10 Activations by Time of Day.....	26
Figure 11 EMS Activations by County Map	28
Figure 12 Pediatric Activations by County	28
Figure 13 EMS Activations Per Capita (Number of activations divided by 2019 Census population estimate.	29
Figure 14 Activations and Population Per Clinician	43
Figure 15 Dispatch Delays	45
Figure 16 Response Delays.....	46
Figure 17 Scene Delays.....	47
Figure 18 Transport Delays	48
Figure 19 Activations by Organizational Status	49
Figure 20 Activations by Organization Type.....	49
Figure 21 Count of Patient Dispositions by Type	50
Figure 22 Patient Age and Birth Gender	52

Table of Tables

Table 1 Training Courses	12
Table 2 Service Organization Types	13
Table 3 Service Type by County	14
Table 4 Service Rurality	14
Table 5 Emergency Medical Vehicle Licenses	15
Table 6 Emergency Medical Dispatchers	16
Table 7 Community Paramedicine Patient Age	17
Table 8 Community Paramedicine Procedures.....	17
Table 9 Key Performance Improvement Metrics	20
Table 10 Count of Response Type Category by Month (Highlight by Column).....	26
Table 11 Activations by Region and County.....	27
Table 12 Activations By State.....	27
Table 13 Emergency Responses by County With Population	29
Table 14 EMS Activations by Complaint Reported By Dispatch.....	30
Table 15 Response Mode to Scene for Complaint Reported By Dispatch	32
Table 16 Response Mode to Scene for Dispatch Acuity	42
Table 17 Level of Care Provided.....	44
Table 18 Disposition for Response Type	51
Table 19 Loaded Miles for Reason Choosing Destination.....	52

Table 20 Top 10 Destinations With Count	53
Table 21 Adult/Pediatric Procedure Success Rates (All Attempts)	53
Table 22 Top 10 Non-Transporting Service by Count of Activations	54
Table 23 Top 10 Transporting Service by Count of Activations	54
Table 24 EMS Activations By Month and Day of Week.....	55
Table 25 EMS Activations By Hour of Day and Day of Week	55
Table 26 Activations by Service License and Permit Level.....	56
Table 27 Count and Percent of Activations by Patient Disposition	57
Table 28 Type Of Service Requested By Month.....	58
Table 29 EMS Scene Location Type By County	59
Table 30 Count of Complaint Reported by Dispatch By County (Highlighted Variance of Complaint within County Column)	61
Table 31 Scene Location by County (highlight variation by row location type).....	63
Table 32 Top 10 Procedures.....	65
Table 33 Top Successful Procedures	65
Table 34 Top Procedures, Patient Condition Improved	65
Table 35 Bottom 10 Procedures	65
Table 36 Top Unsuccessful Procedures	65
Table 37 Top Procedures, Patient Condition Worsened	65
Table 38 Adult/Pediatric Procedure Categories.....	66
Table 39 Procedure Details	67
Table 40 Service Details and Count of Activations.....	70

Message from the Director

October 4, 2021

On behalf of Maine Emergency Medical Services (Maine EMS), I would like to extend my sincere thanks to all of the countless EMS clinicians, educators, and administrators as well as dispatchers who work tirelessly to support the Maine EMS system. Every year Maine EMS staff invest hours into ensuring that we are able to produce an annual data report that can be used across the state in meetings within EMS systems, local government, and in the state legislature.

This year, despite the overwhelming responsibilities associated with the ongoing COVID-19 pandemic, Maine EMS is publishing another annual data report to the public to help highlight the incredible work that is going on in our system. We have done our best to include as much relevant information as possible in this report; however, we know that after reading it, it may prompt more questions. This is exactly what we hope will happen – we hope that we can use this document and other similar instruments to engage in essential conversations throughout the state regarding the long-term sustainability of the EMS system in the State of Maine. As many of you are aware, the Maine Board of EMS is working to try and better understand and address these concerns. The reality is that the only solution that will truly work is one that has broad buy-in and accounts for input across our system and from our partners.



It is my pleasure to share with you this report that the office has compiled representing 2019 data. I encourage you to take a few minutes (or hours) and review this report and all it has to offer. While it just scratches the surface of all of the incredible work that is being performed in the State of Maine, it certainly is comprehensive and is an excellent starting point for conversations locally, regionally, and state-wide about how we can make our system better.

Thank you so much for continued service to the State of Maine. I am confident that this thorough report will likely be able to answer most questions that you may have regarding the provision of emergency medical services and emergency medical dispatch within the state.

The Maine EMS Office is available to answer any questions that may arise after reading this report. Please do not hesitate to reach out to us at maine.ems@maine.gov or (207) 626-3860 if you have any additional questions, comments, or concerns.

Again, thank you for all you do!

Respectfully,
J. Sam Hurley, MPH, EMPS, NRP
Director, Maine EMS

Definitions

Types of Services

Transporting – An ambulance that is ground based and capable of transporting at least one patient.

Non-Transporting – A first response service that provides care on scene but does not have transport capabilities. Utilizes a partnership with a transporting service during response and care.

Aeromedical – a helicopter or fixed wing aircraft specially designed to transport patients at greater speeds and distances.

Dispatch Acuity

The dispatch acuity field within the Patient Care Report (PCR) is intended to capture the Emergency Medical Dispatch Determinant code. These codes are generally recognized as:

- E = ECHO-level: Closest Available Unit Hot¹
- D = DELTA-level: Closest BLS Unit Hot and Closest ALS Unit Hot or Closest ALS Unit Hot if closer than BLS
- C = CHARLIE-level: Closest ALS Unit Cold²
- B = BRAVO-level: Closest BLS unit Hot and closest ALS Unit cold
- A = ALPHA-level: Closest BLS unit cold
- Ω = OMEGA-level: Referral, Alternate Care or prescheduled

Levels of Care

ALS – Advanced Life Support – Staffing, medical interventions and care by an Advanced EMT or Paramedic

BLS – Basic Life Support – Staffing, medical interventions and care by an EMT, Advanced EMT or Paramedic

IFT – Interfacility Transport (or Transfer) – EMS care and transport of a patient between two medical care facilities (i.e. a skilled nursing care facility and a hospital). Typically, a non-emergency transport, although some emergency transports do occur.

PIFT – Paramedic interfacility Transport - EMS care and transport of a patient between two medical care facilities at the paramedic level (i.e. a smaller community hospital and a larger hospital). The paramedic has received specialized advanced training, extending their scope to manage established interventions and medications not used in 911 emergency medical responses. The service must also be a PIFT service.

The patient must be stable with no expected deterioration during transport.

SCT – Specialty Care Transport - EMS care and transport of a patient between two medical care facilities (i.e. a smaller community hospital and a larger hospital) with the additional staffing of an RN, physician, advanced care provider or other hospital provider on the ambulance during the entire transport. The patient may or may not be considered “stable”.

License Levels

EMR – Emergency Medical Responder – A person licensed at the Emergency Medical Responder level who may operate without the supervision of another Maine EMS licensee at the scene of a medical emergency until such time that a person licensed above the Emergency Medical Responder level arrives at the scene. Once on the scene, personnel licensed above the Emergency Medical

¹Hot response is defined as an emergent response with lights and sirens

² Cold response is defined as a routine response

Responder level are responsible for supervising Emergency Medical Responder licensed personnel, who may not operate without such supervision. Final patient immobilization for transport, patient loading, and patient care during transport must be directly supervised by personnel licensed above the Emergency Medical Responder level. Any basic emergency medical treatments not contained in the current Emergency Medical Responder course curriculum approved by Maine EMS may only be performed while assisting, and in the presence of personnel licensed above the Emergency Medical Responder level. One EMS provider licensed at or above the EMT level must accompany the patient in the patient compartment of the ambulance during transport

EMT – A person licensed at the EMT level may, in addition to basic emergency medical treatment, provide the following skills or treatments, within the scope of their training as defined by Maine EMS approved curricula, as permitted by protocol and in accordance with chapter 5 of the Maine EMS Rules:

1. IV maintenance (non-medicated fluids).
2. Under direct supervision of an Advanced Emergency Medical Technician (AEMT) or above, set-up of intravenous administration equipment and attachment of cardiac monitor leads to a patient.
3. Assisting a patient in the administration of the patient's own medication.
4. Drug and medication administration, and procedures as approved by the Board and as allowed by Maine EMS protocol.

Note: Any licensee certified as a Wilderness Emergency Medical Technician (WEMT), consistent with Chapter 2 of the Maine EMS Rules, may apply the principles for cardio-respiratory arrest, spinal injury, dislocations, and wounds taught in the course, when in the context of delayed/prolonged transport as defined in that course, and as consistent with Maine EMS protocols.

Advanced EMT (AEMT) – A licensed person who may perform practices, skills and techniques authorized at the Emergency Medical Technician (EMT) level; advanced life support airway - Blind Insertion Airway Devices; IV/IO therapy; blood sampling; cardiac monitoring/counter shock (semiautomatic external or manual); drug and medication administration as approved by the Board and as allowed by Maine EMS protocol; and other techniques and practices approved and published by the Board.

1. *Paramedic* – A licensed person who may perform practices, skills and techniques authorized at the Advanced Emergency Medical Technician (AEMT) level; advanced life support airway-endotracheal intubation; magill forceps for foreign body airway obstruction; drug and medication administration as approved by the Board and as allowed by Maine EMS protocol; chest decompression; transtracheal insufflation; cricothyrotomy; and other techniques and practices approved and published by the Board.

1. Paramedic Inter-Facility Transfer (PIFT) - In order to practice as a PIFT provider, a Maine licensed Paramedic must:
 - (a) Complete a Maine EMS approved PIFT provider course; and,
 - (b) Be affiliated with a Maine EMS licensed service that is approved by the Board to provide PIFT services.

EMD – Emergency Medical Dispatcher - dispatch life support activities that includes professional and compassionate caller interrogation, detection and response to potential hazards, the provision of prearrival instructions and relay of relevant information accurately and completely

Licensing

Clinician Licensing

The State of Maine requires a state license (EMD, EMR, EMT, AEMT or Paramedic) in order to perform pre-hospital Emergency Medical care in Maine. As of December 31, 2019, there were 6,207 active licenses held by clinicians. Of those, 2,487 licensees were recorded on patient care reports within MEFIRS (Maine EMS & Fire Incident Reporting System) during the year.

Figure 1 License by Gender

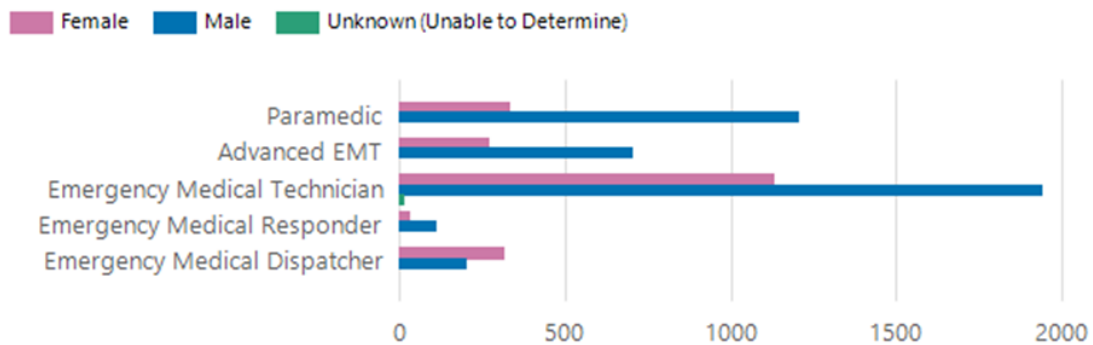


Figure 2 Clinician Age Range by Gender

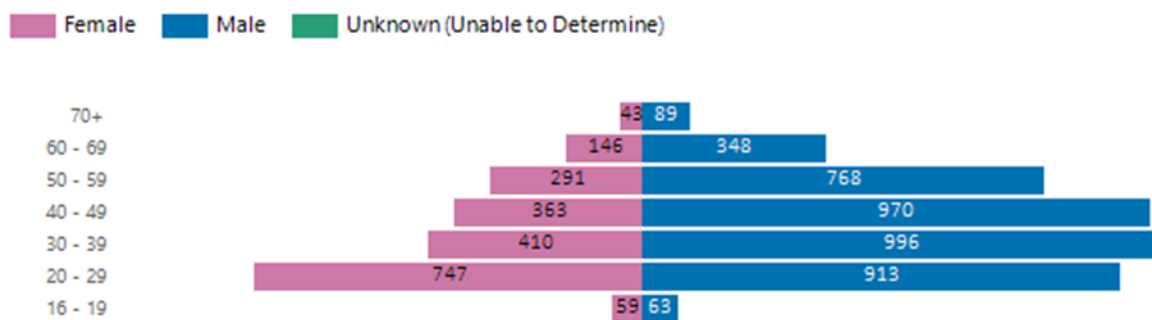
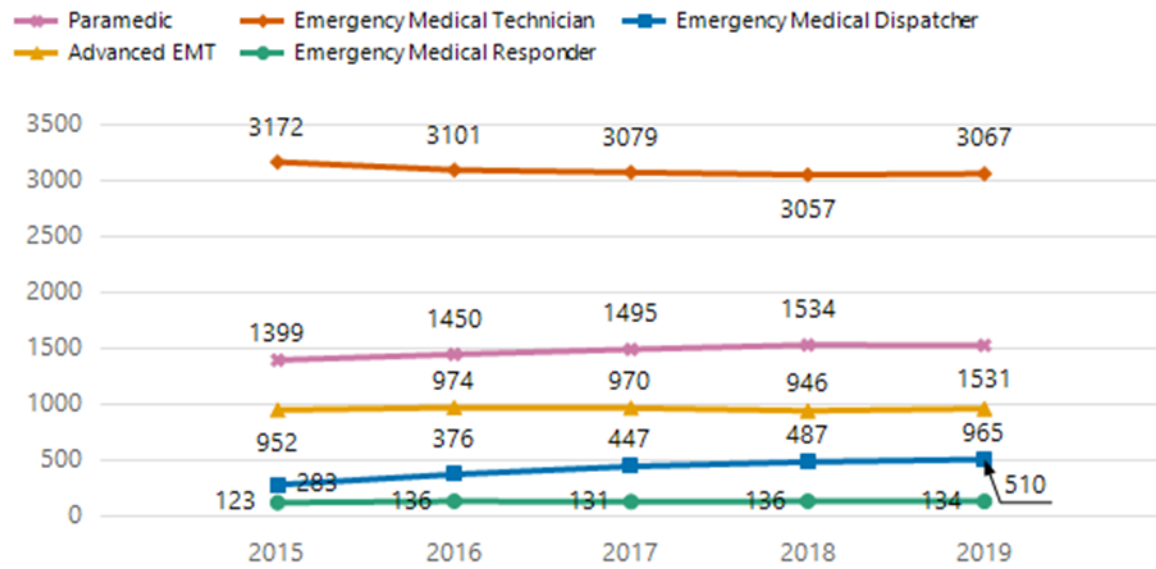
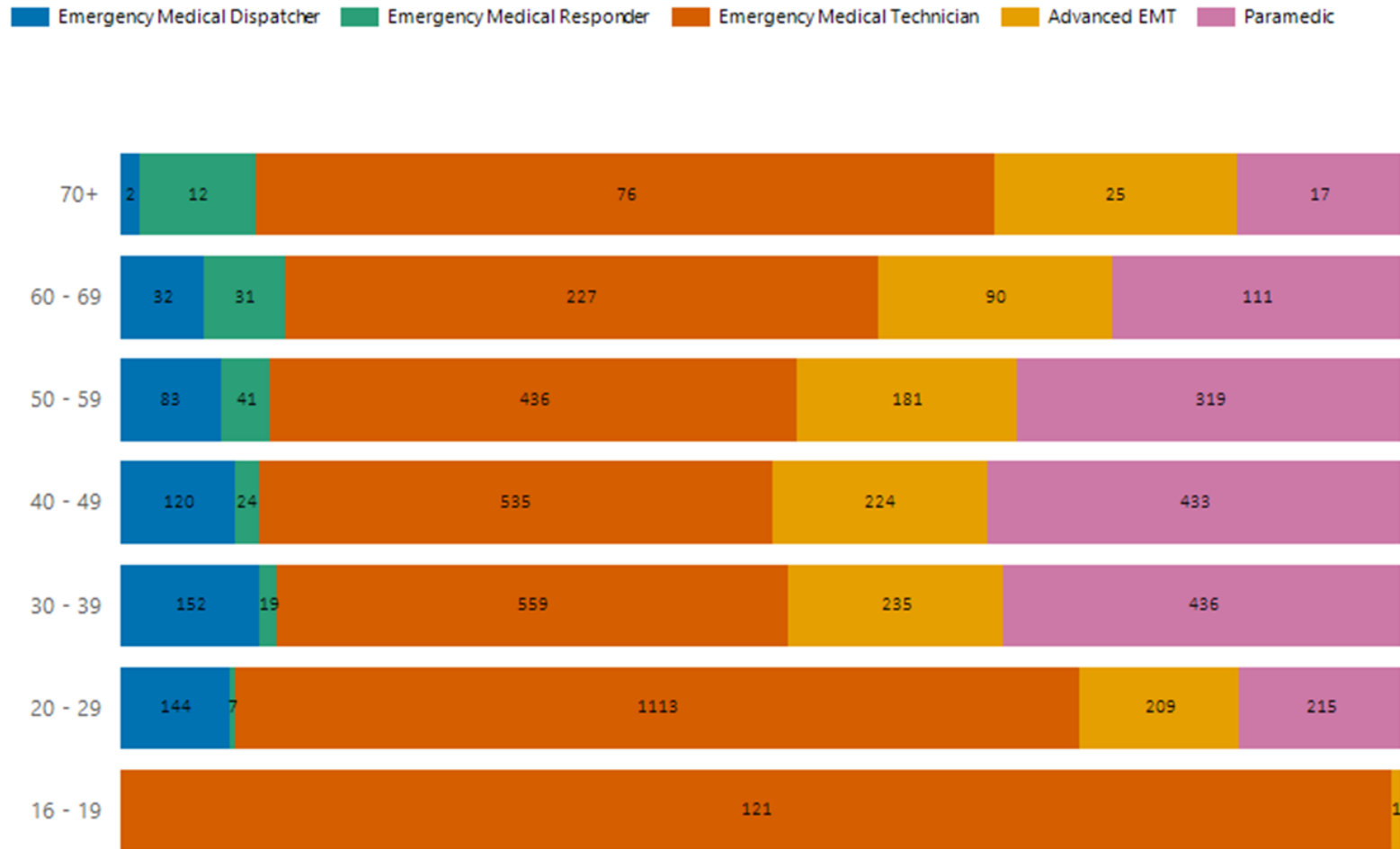


Figure 3 Licenses Held Over Time, 2015 Through 2019



Over the course of the time period in the above chart there were 691 license upgrades, 11 downgrades, 2,746 providers who did not renew their license and 3,931 new providers issued licenses.

Figure 4 Clinician Licensure Level by Age (Data Labels indicate Count; Colored ranges indicate percent)



Note: The width of the colored bars provide visual indication of the percentage of licensee level within each age range

Instructor Coordinator – EMT: a person licensed at the I/C - EMT level may act as the lead instructor in courses leading to licensure at the Emergency Medical Responder, and EMT license levels.

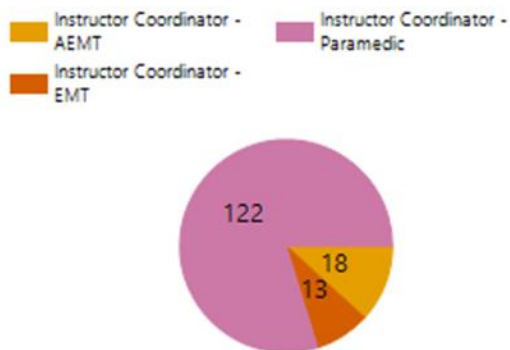
Instructor Coordinator – EMT: a person licensed at the I/C - AEMT level may act as the lead instructor in courses leading to licensure at the Emergency Medical Responder, EMT and Advanced Emergency Medical Technician (AEMT) license levels.

Instructor Coordinator – Paramedic: a person licensed at the I/C- Paramedic level may act as the lead instructor in courses leading to licensure at the Emergency Medical Responder, EMT, Advanced Emergency Medical Technician (AEMT), and Paramedic license levels.

Table 1 Training Courses

Training Region Held	Count
0 - MEMSEd	11
1 - Southern Maine Region	1377
2 - Tri County Region	481
3 - Kennebec Valley Region	399
4 - Northeastern Maine Region	785
5 - Aroostook Region	252
6 - Mid Coast Region	392
7 - Other	26
Total	3723

Figure 5 Emergency Medical Instructors



Service Licensing

The State of Maine requires a state license for organizations in order to perform EMS care in Maine. Services are licensed at a minimum care level and may be permitted to operate at a higher level.

Table 2 Service Organization Types

Service Organization Type	Count	% of Total
College/Educational Institution	3	1%
Community-Non-Profit	42	14%
Fire Department	171	56%
Governmental, Non-Fire	36	12%
Hospital	11	4%
Non-Public Safety Answering Point (PSAP)	5	0%
Private, Non-Hospital	9	3%
Public Safety Answering Point (PSAP)	24	9%
Tribal	2	1%
Total	303	

Figure 6 Service Organizational Status

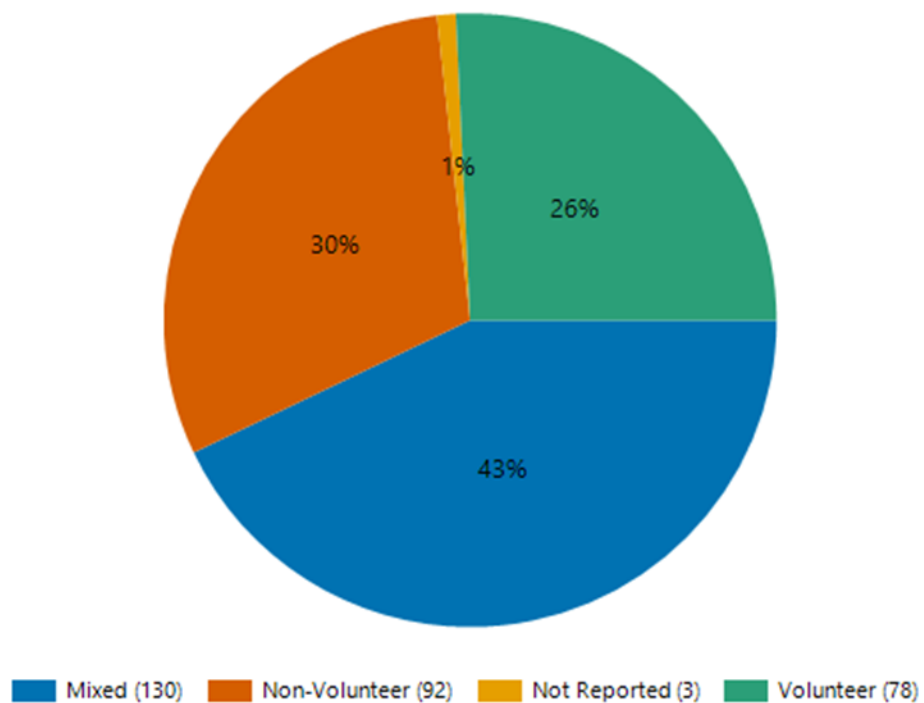


Table 3 Service Type by County

County	Emergency Medical Dispatch Center	Ground Ambulance Service	Non-Transporting Service	Scene Response Air Ambulance Service	Total
Androscoggin	3	7	9	0	19
Aroostook	1	10	1	0	12
Cumberland	5	30	5	0	40
Franklin	1	2	8	0	11
Hancock	1	10	12	0	23
Kennebec	2	7	10	0	19
Knox	1	9	1	0	11
Lincoln	1	4	8	0	13
Oxford	1	7	7	0	15
Penobscot	2	18	21	1	42
Piscataquis	1	3	5	0	9
Sagadahoc	1	6	4	0	11
Somerset	1	6	10	0	17
Waldo	1	9	1	0	11
Washington	1	10	4	0	15
York	6	23	5	0	34
Out of State	0	0	1	0	1
Total	29	161	112	1	303

Table 4 Service Rurality³

Rurality	Cities/Towns	Population	Number Services	Providers	Activations ⁴
Rural	134	338000	85	960	62410
Super Rural	218	288000	69	865	46155
Urban	150	944000	157	3257	150059

³ Service Rurality based upon service address and U. S. Centers for Medicare and Medicaid Services specification <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/AmbulanceFeeSchedule>

⁴ 20,977 activations were recorded as being out of state or not a valid city/town within Maine

Vehicle Licensing

The State of Maine requires that vehicles used for the provision of Emergency Medical Services with the state be licensed, be of an appropriate design, and meet the equipment requirements for the level of care for the service.

Table 5 Emergency Medical Vehicle Licenses

EMS Vehicle
(Non-Transporting)
32



Fixed Wing
Aircraft
2



Rotor
Craft
4



Type I
(Transporting)
51



Type II
(Transporting)
39



Type III
(Transporting)
328

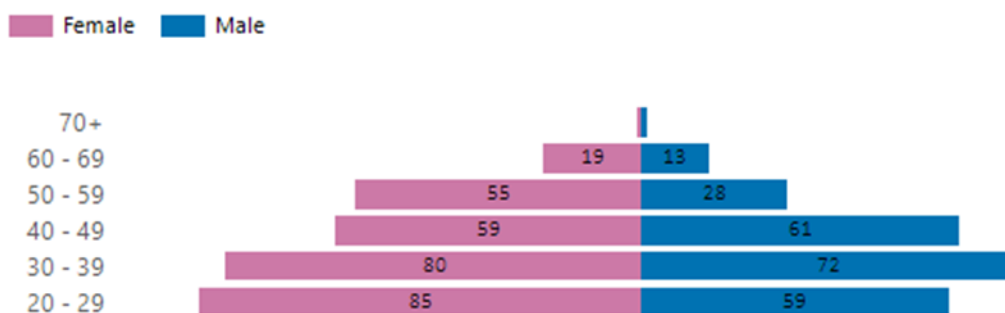
Emergency Medical Dispatch

There are over 700,000 9-1-1 calls received annually by the 24 Public Safety Answering Points (PSAPs) in the state of Maine. Many of the calls are requests for emergency medical assistance. 533 public safety telecommunicators, licensed as Emergency Medical Dispatchers serve our state in 29 different EMD centers by receiving, processing, and dispatching such calls. These public servants deserve immense praise for their contributions to the public's health and safety.

Emergency Medical Dispatch is a systematic program of handling medical calls. Trained and licensed telecommunicators, using Maine State approved EMD Guide cards, quickly and properly determine the nature and priority of the call, dispatch the appropriate response, then give the caller instructions to help treat the patient until the responding EMS unit arrives. EMD is a protocol-based medical call management system used by Maine's 9-1-1 Centers to process calls for medical assistance. The EMD system helps ensure that all calls for emergency medical services (EMS) are handled in a professional, consistent manner and that vital information is collected during each call.

Emergency Medical Dispatchers are the "first" first responders; providing callers with instructions on how to provide immediate lifesaving interventions, including cardio-pulmonary resuscitation (CPR), use an Automatic External Defibrillator (AED), control bleeding, or deliver a baby. At the same time, they communicate with responders, providing critical information, locations and hazard

Table 6 Emergency Medical Dispatchers



More Information about Maine's EMD Program can be found at <https://www.maine.gov/ems/emd>

Community Paramedicine

In 2017, the Maine Legislature passed legislation, granting the Board of Emergency Medical Services the authority to move the Community Paramedicine Pilot Project established in 2012, to permanent status. This allowed the Board of Emergency Medical Services to expand the number of agencies allowed to provide community paramedicine past the number of 12. Today, Maine EMS has 17 agencies currently providing Community Paramedicine as a resource to their community.

Table 7 Community Paramedicine Patient Age

Age Label	Count
1-9 years	24
20-29 years	80
30-39 years	103
40-49 years	138
50-59 years	357
60-69 years	235
70-79 years	317
80-89 years	596
90-99 years	249
100+ years	18
Other	51
Total	2168

Community Paramedicine is defined by Maine's authorizing legislation as the practice by an EMS provider primarily in an out-of-hospital setting, providing episodic patient evaluation, advice, and treatment directed at preventing or

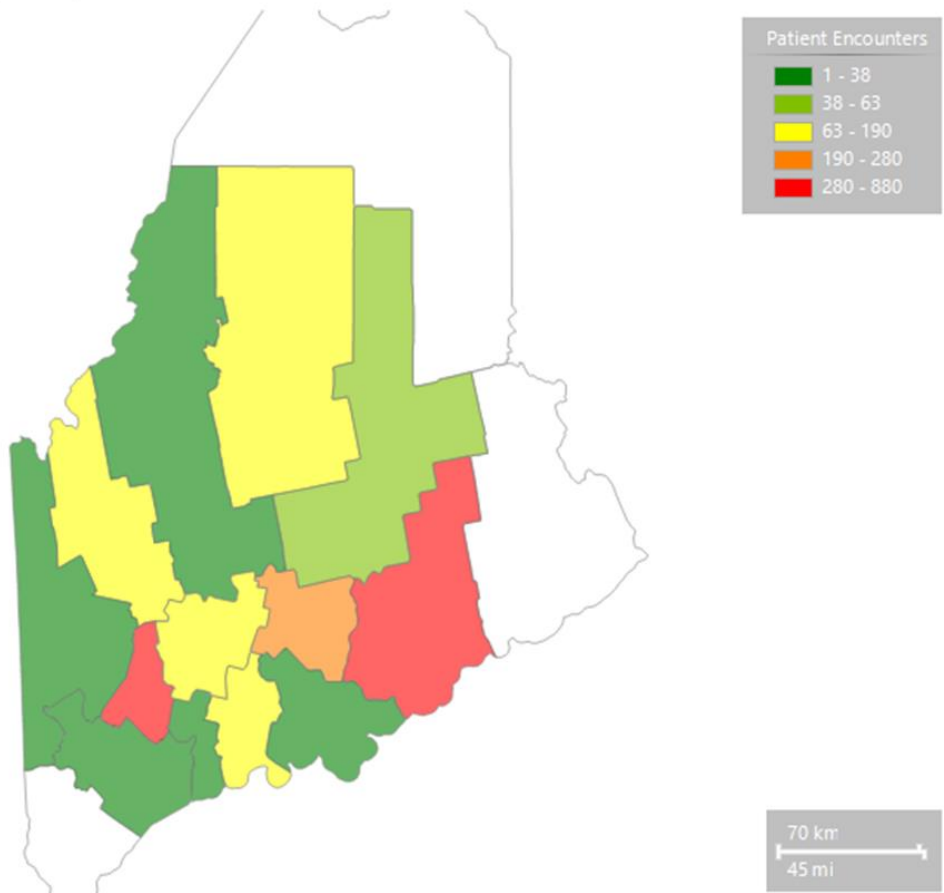
improving a particular medical condition. It should be noted that CP does not expand the scope of practice, which is established by the Maine Medical Direction and Practices Board; it only expands the sphere of practice.

Table 8 Community Paramedicine Procedures



Community Paramedicine Procedure Performed	Count
Assess - Blood glucose Analysis	234
Assess - Physical Assessment	27
CP - Ability to Obtain Food (observable entity)	3
CP - Asthma Education Provided	13
CP - CHF Education Provided	4
CP - COPD Education Provided	18
CP - Diabetes Education Provided	32
CP - Discharge Assessment	9
CP - Dressing Change/Wound Care Case Management	22
CP - Fall Education Provided	1
CP - Fall Risk Assessment	1
CP - Follow-up	776
CP - Health Assessment	56
CP - Home Safety Assessment	10
CP - Influenza Vaccination	5
CP - Initial Assessment	39
CP - Medication Reconciliation	426
CP - Urine Collection	5
CP - Wound Care Management	16
CP- Primary Care Physician Contacted	88
Electrocardiographic monitoring	1
Trauma - Wound Care General	3
Vacs/Acc - Blood Draw	177
Vasc/Acc - D/C IV Cath	3
Vasc/Acc - Peripheral Vein	10
Total	1979

Figure 7 Community Paramedicine Patient Encounters

Community Paramedicine By County



Key Workload Metrics

Workload Measures	
The number of PCRs received by the state data system Value: 279601 Measure Source: Oregon EMS	 279601
The median number of hours that it takes for a PCR to be received by the state data system (from the time the EMS unit was notified to respond to the call) Value: 11:02 Measure Source: Oregon EMS	

Key Performance Improvement Metrics

New to this year's data report is the inclusion of a Key Performance Improvement Metrics section. Key Performance Improvement Metrics are the critical (key) indicators of progress toward an intended result and provides a focus for strategic and operational improvement, create an analytical basis for decision making and help focus attention on what matters most.

The following Key Performance Improvement Metrics are provided as examples from three different sources:

1. EMS Compass – EMS Compass⁵ was an initiative from NHTSA to establish measures⁶ that could be used to improve EMS systems of care
2. State of Oregon EMS has developed a set of performance measures⁷ intended to assist health professionals who provide prehospital emergency medical care outside of the hospital, to assist local and state leaders in understanding and evaluating the delivery of prehospital emergency care in Oregon.
3. The Washington State Department of Health Emergency Medical Services (EMS) and Trauma Care System has developed a set of Key Performance Indicators⁸ to measure the effectiveness of their EMS and Trauma system.

In some cases the measures have been slightly altered to better represent Maine's protocols and EMS System.

One of the Compass Safety Measures is the Percentage of EMS responses originating from a 911 request in which lights and sirens were not used during response. Several studies exist over the risk and benefits of using Lights and Sirens when responding to an incident and/or transporting a patient. One such 2017 study by U. S. Department of Transportation National Highway Traffic Safety Administration Office of

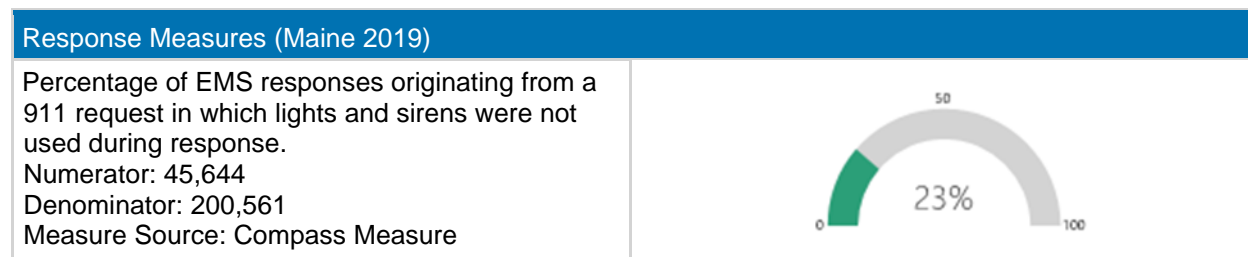
⁵ <https://nasemso.org/projects/ems-compass/>

⁶ <https://www.nemsga.org/completed-quality-measures/>

⁷ <https://www.oregon.gov/oha/PH/PROVIDERPARTNERRESOURCES/EMSTRAUMASYSTEMS/Pages/OR-EMSIS.aspx>

⁸ <https://www.doh.wa.gov/Portals/1/Documents/Pubs/530184January2017.pdf>

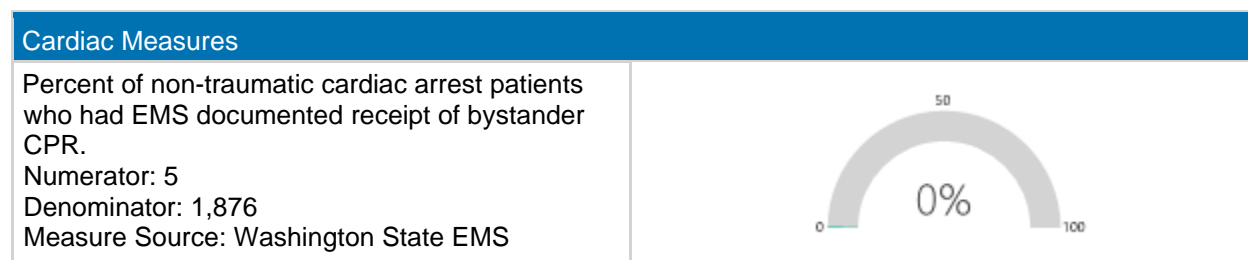
Emergency Medical Services⁹ recommends a target use of Lights and Siren for response to the scene to have a target of approximately 50% of incidents based upon statistical analysis of NEMSIS data. The Maine Emergency Medical Services System rules¹⁰ require non-emergent responses except when responding with inadequate information or in accordance with a Maine EMS approved Response Assignment Plan. Likewise, the rules require non-emergency transport unless the EMS provider responsible for the care of the patient determines that a threat to the patient's life or limb exists and necessitates emergency response mode



If we compare that target to Maine for the year 2019, we are using Lights and Sirens for 77% of our responses implying that within Maine there be a higher risk to staff and others than warranted for the nature of the incident. Maine Emergency Medical Dispatchers throughout the state use a dispatch process that provides for determinant codes that recommend response levels¹¹. Emergency Medical activations having a determinant code of Omega, Alpha or Charlie are intended to have a “cold” response. Within Maine in 2019 of the 160,747 responses where lights and sirens are documented as being used, there were 13,762 lights and siren responses to incidents where the Dispatch Acuity was documented as Omega, Alpha or Charlie.

It is worth noting that the accuracy, quality and completeness of reporting within the patient care reporting system will impact the data pertaining to the measures. For example, only 37% of Alert patients with documented injury received a pain assessment properly documented in the appropriate field Vitals Pain Scale Score (eVitals.27). It may be that a pain assessment was provided and it may be that it could even be documented in the narrative, however if it is not properly documented in the expected field itself such entries will go uncounted.

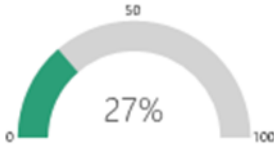

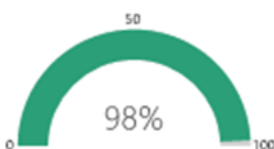
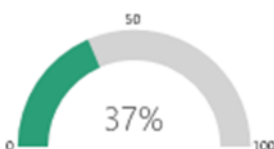
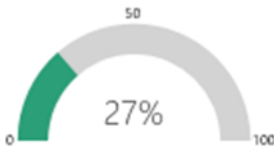
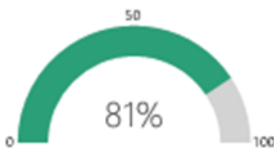
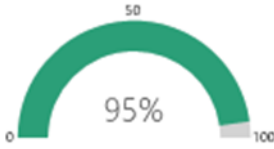
Table 9 Key Performance Improvement Metrics

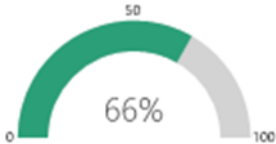
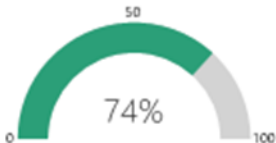
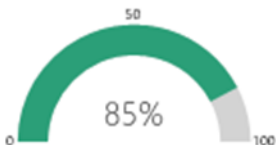
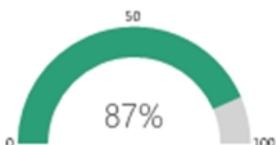
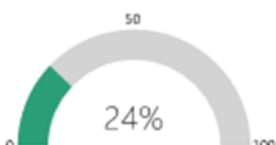
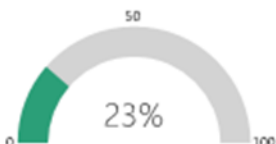
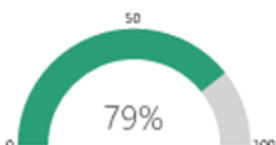


⁹ https://www.ems.gov/pdf/Lights_and_Sirens_Use_by_EMS_May_2017.pdf

¹⁰ [Maine Emergency Medical Services System Rules Chapter 3, Section 15](#)


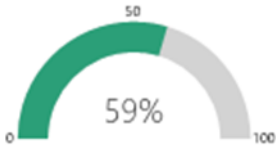
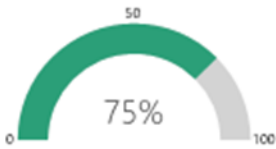
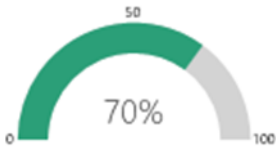

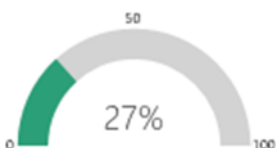
¹¹ <https://www.emergencydispatch.org/articles/princdocpull03.pdf>

<p>Percent of patients more than or equal to 35 years old with suspected cardiac chest pain, discomfort or other ACS symptoms who received aspirin (ASA) from EMS or had the aspirin protocol documented.</p> <p>Numerator: 4,276 Denominator: 15,614 Measure Source: Washington State EMS</p>	
<p>Percent of patients more than or equal to 35 years old with suspected cardiac chest pain/discomfort or other ACS symptoms with 12-Lead ECG acquired by EMS for an ALS Equipped Unit</p> <p>Numerator: 2,473 Denominator: 14,661 Measure Source: Washington State EMS</p>	
Diabetic Measures	
<p>Percentage of EMS responses originating from a 911 request for patients who receive treatment to correct their hypoglycemia.</p> <p>Numerator: 1,800 Denominator: 1,829 Measure Source: COMPASS Measure</p>	
Pain Management Measures	
<p>Percentage of EMS responses originating from a 911 request for patients with injury who were assessed for pain.</p> <p>Numerator: 13,091 Denominator: 35,394 Measure Source: COMPASS Measure</p>	
<p>Percentage of EMS transports originating from a 911 request for patients whose pain score was lowered during the EMS encounter</p> <p>Numerator: 3,037 Denominator: 11,142 Measure Source: COMPASS Measure</p>	
Respiratory Measures	
<p>Percentage of EMS responses originating from a 911 request for patients less than 18 years old with primary or secondary impression of respiratory distress who had a respiratory assessment.</p> <p>Numerator: 516 Denominator: 635 Measure Source: COMPASS Measure</p>	
<p>Percentage of EMS responses originating from a 911 request for patients 2-18 years of age with a diagnosis of asthma who had an aerosolized beta agonist administered</p> <p>Numerator: 11,202 Denominator: 11,732 Measure Source: COMPASS Measure</p>	

<p>Percent of patients intubated with “first pass” success. Numerator: 244 Denominator: 367 Measure Source: Washington State EMS</p>	
<p>Overall percent of patients who are successfully intubated with an ET tube. Numerator: 270 Denominator: 367 Measure Source: Washington State EMS</p>	
<p>Overall percent of patients with successful placement of a supraglottic (SGA) airway. Numerator: 297 Denominator: 351 Measure Source: Washington State EMS</p>	
<p>Overall percentage of patients who are successfully intubated or who have a supraglottic airway (SGA) successfully placed. Numerator: 548¹² Denominator: 631¹³ Measure Source: Washington State EMS</p>	
<p>Percent of patients and patients with Advanced Airways with documentation of continuous wave-form ETCO2 Numerator: 72 Denominator: 287 Measure Source: Washington State EMS</p>	
Response Measures	
<p>Percentage of EMS responses originating from a 911 request in which lights and sirens were not used during response. Numerator: 45,644 Denominator: 200,561 Measure Source: COMPASS Measure</p>	
<p>Percentage of EMS transports originating from a 911 request during which lights and sirens were not used during patient transport. Numerator: 106,105 Denominator: 135,142 Measure Source: COMPASS Measure</p>	
Seizure Measures	


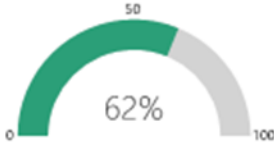

¹² Includes 19 Patients who had successful Intubation and SGA Placement

¹³ Includes 87 Patients who had both intubation attempts and SGA placement attempts

<p>Percentage of EMS responses with Paramedic on crew originating from a 911 request for patients with status epilepticus who received benzodiazepine aimed at terminating their status seizure during the EMS response.</p> <p>Numerator: 400 Denominator: 2,935 Measure Source: COMPASS Measure</p>	
Stroke Measures	
<p>Percentage of EMS responses originating from a 911 request for patients suffering from a suspected stroke who had a stroke assessment performed during the EMS response</p> <p>Numerator: 2,008 Denominator: 3,393 Measure Source: COMPASS Measure</p>	
<p>Percent of suspected CVA/TIA patients receiving a blood glucose (BG) check.</p> <p>Numerator: 2,651 Denominator: 3,531 Measure Source: Washington State EMS</p>	
<p>Percent of patients with suspected CVA/TIA, with an EMS scene time (arrival to-departure of ambulance) less than 20 minutes.</p> <p>Numerator: 2,473 Denominator: 3,531 Measure Source: Washington State EMS</p>	
<p>Percent of suspected CVA/TIA patients with Time Last Normal less than 6 hours to hospital arrival, in which a Stroke alert is activated prior to hospital arrival. and documented in the PCR</p> <p>Numerator: 340 Denominator: 2,099¹⁴ Measure Source: Washington State EMS</p>	
Trauma Measures	
<p>Percentage of EMS responses originating from a 911 request for patients who meet CDC criteria for trauma and are transported to a trauma center¹⁵.</p> <p>Numerator: 4,422 Denominator: 16,598 Measure Source: COMPASS Measure</p>	

¹⁴ There are 786 stroke patients for whom a Time Last Normal was not recorded

¹⁵ For Trauma patients that have a GCS ≤ 13, a Systolic Blood Pressure < 90 mmHg, a Respiratory Rate < 10 or > 29 breaths per minute (< 20 in infant aged under 1 year old) or need for ventilator support, Maine EMS Protocol states to "Go to nearest Regional Trauma Center (CMMC, Northern Light EMMC, MMC) if total transport time is less than 45 minutes, otherwise go to closest ED which is a trauma system participating hospital.

<p>Percent of trauma patients meeting CDC Criteria with an EMS scene time of less than 10 minutes. (arrival-to-departure of ambulance)</p> <p>Numerator: 3,128</p> <p>Denominator: 16,598</p> <p>Measure Source: Washington State EMS</p>	 <p>19%</p>
<p>Where CDC trauma triage criteria is not blank and a patient is treated, the percentage of PCRs with at least one full non-blank Glasgow Coma Score recorded, including components (eye, verbal, motor) and qualifier</p> <p>Numerator: 691</p> <p>Denominator: 1,107</p> <p>Measure Source: Oregon State EMS</p>	 <p>62%</p>
<p>Where a patient is treated, the percentage of PCRs with provider's primary impression recorded</p> <p>Numerator: 160,858</p> <p>Denominator: 175,627</p> <p>Measure Source: Oregon State EMS</p>	 <p>92%</p>

2019 Statistical Information

Date and Time Associated Statistics

Figure 8 EMS Activations by Month

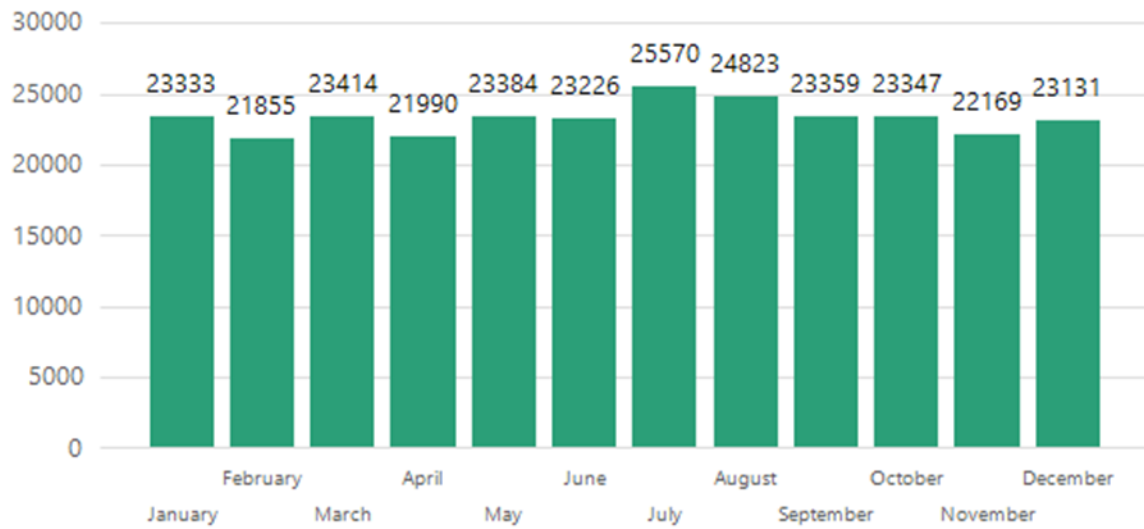


Figure 9 EMS Activations by Day of Week

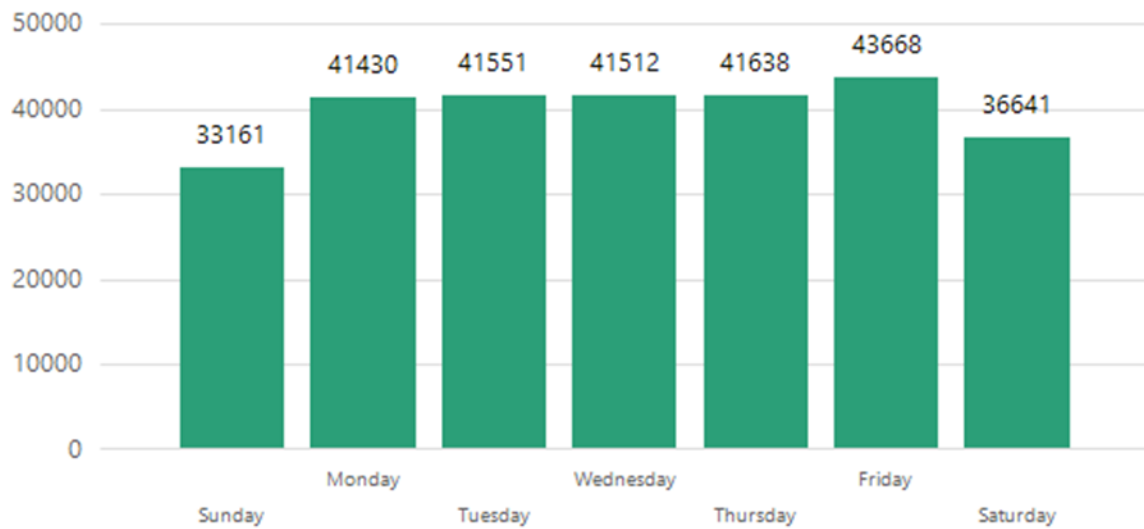


Figure 10 Activations by Time of Day

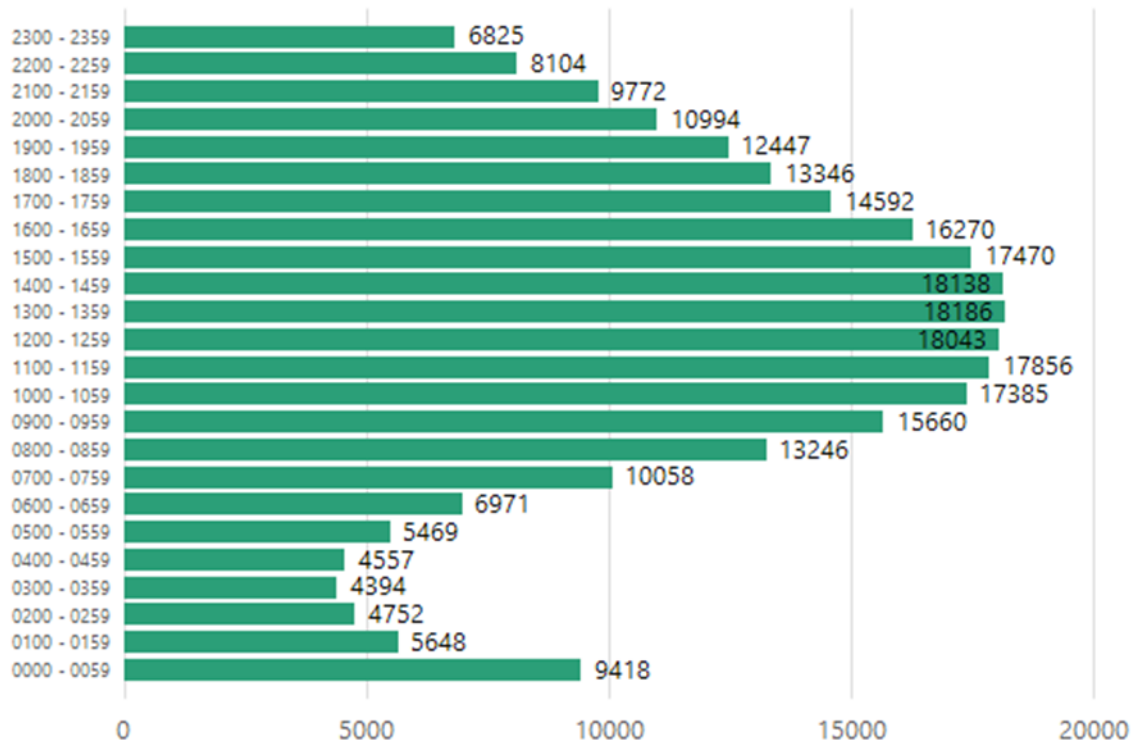


Table 10 Count of Response Type Category by Month (Highlight by Column)

Month	Emergency ¹⁶	Transfer ¹⁷	Other ¹⁸	Total
January	16861	5697	775	23333
February	15690	5504	661	21855
March	16968	5764	682	23414
April	15840	5650	500	21990
May	16820	5990	574	23384
June	17039	5626	561	23226
July	18980	5957	633	25570
August	18465	5741	617	24823
September	17205	5459	695	23359
October	16940	5722	685	23347
November	16075	5409	685	22169
December	16990	5473	668	23131
Total	203873	67992	7736	279601

¹⁶ Emergency: Emergency Response, 911 Response (Scene), Intercept, Mutual Aid

¹⁷ Transfer: Interfacility Transport, PIFT (Paramedic Interfacility Transfer), Specialty Care Transport, Medical Transport

¹⁸ Other: Public Assistance/Other Not Listed, Not Reported, Standby, Community Paramedicine

Geography and Location

Table 11 Activations by Region and County

Region	County	Count
1	Total	96658
	Cumberland	55672
	Sagadahoc	5609
	York	35377
2	Total	40995
	Androscoggin	24433
	Franklin	5518
	Oxford	11044
3	Total	46636
	Kennebec	34795
	Somerset	11841
4	Total	57993
	Hancock	10279
	Penobscot	36831
	Piscataquis	4308
	Washington	6575
5	Total	12129
	Aroostook	12129
6	Total	20537
	Knox	7634
	Lincoln	7224
	Waldo	5679
Other	Total	4653
	Not Reported	4248
	Out of State	405
Total		279601

Table 12 Activations By State

Incident State	Count
ME	274986
CT	2
MA	56
MD	1
NH	334
VT	4
Canada	5
Not Known	3
Not Recorded	4210
Total	279601

Note: While most locations within a county fall within the region shown there are some which fall within a different region.

Figure 11 EMS Activations by County Map

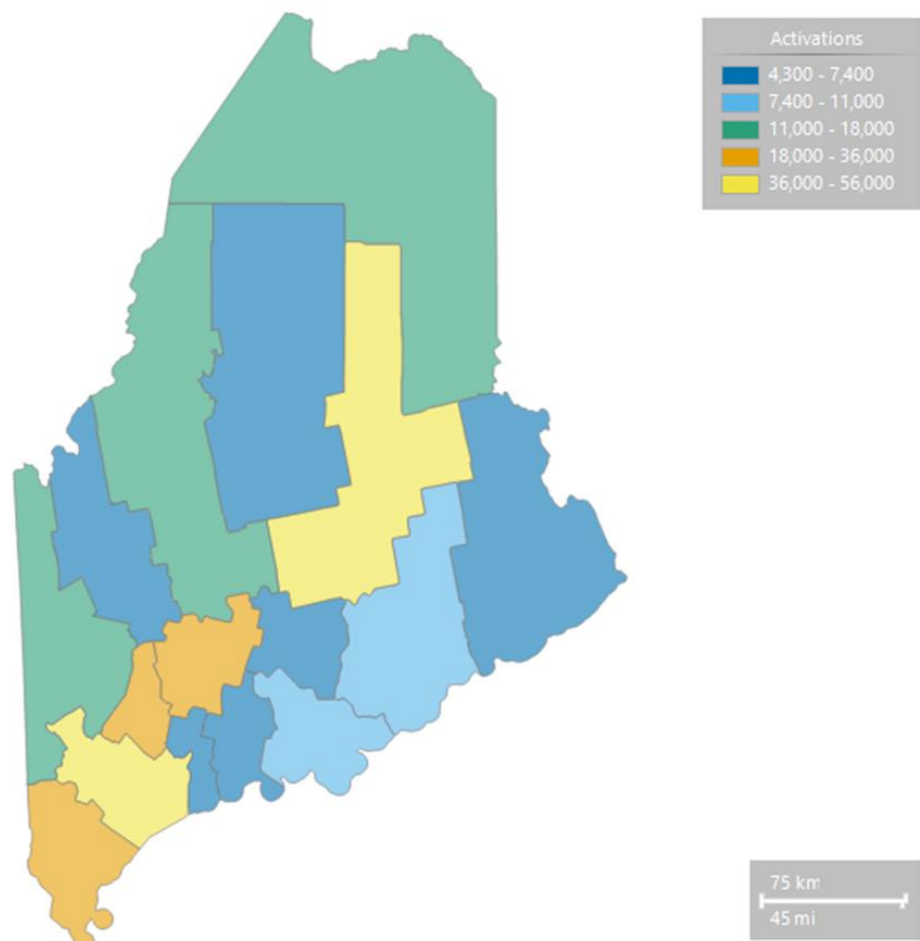
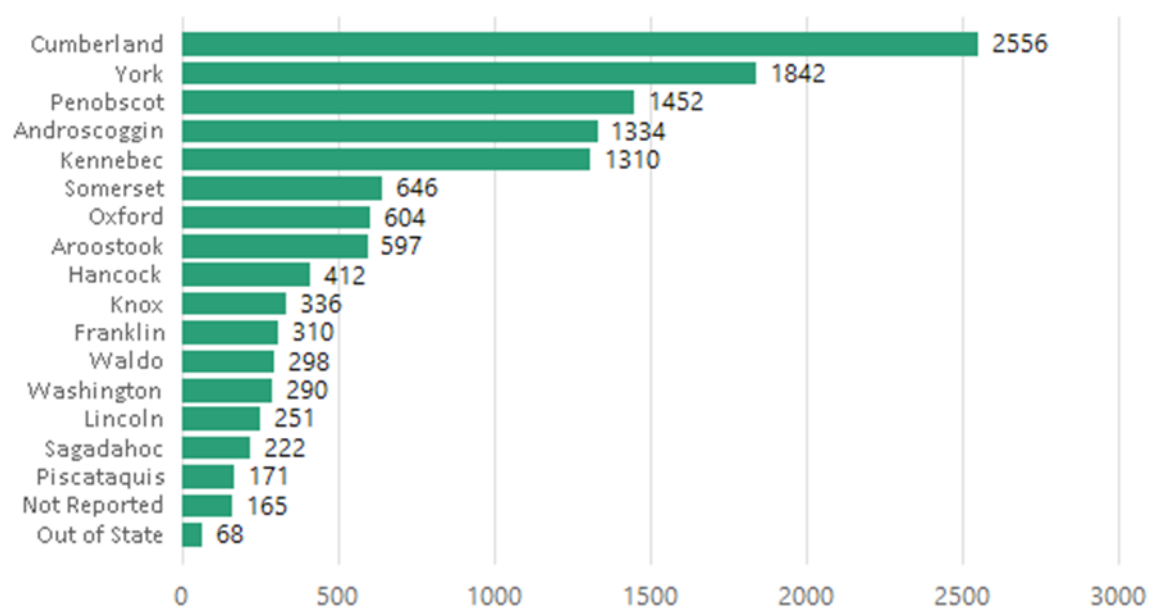


Figure 12 Pediatric¹⁹ Activations by County



¹⁹ Pediatric defined as patient age less than 18

Figure 13 EMS Activations Per Capita (Number of activations divided by 2019 Census population estimate²⁰)

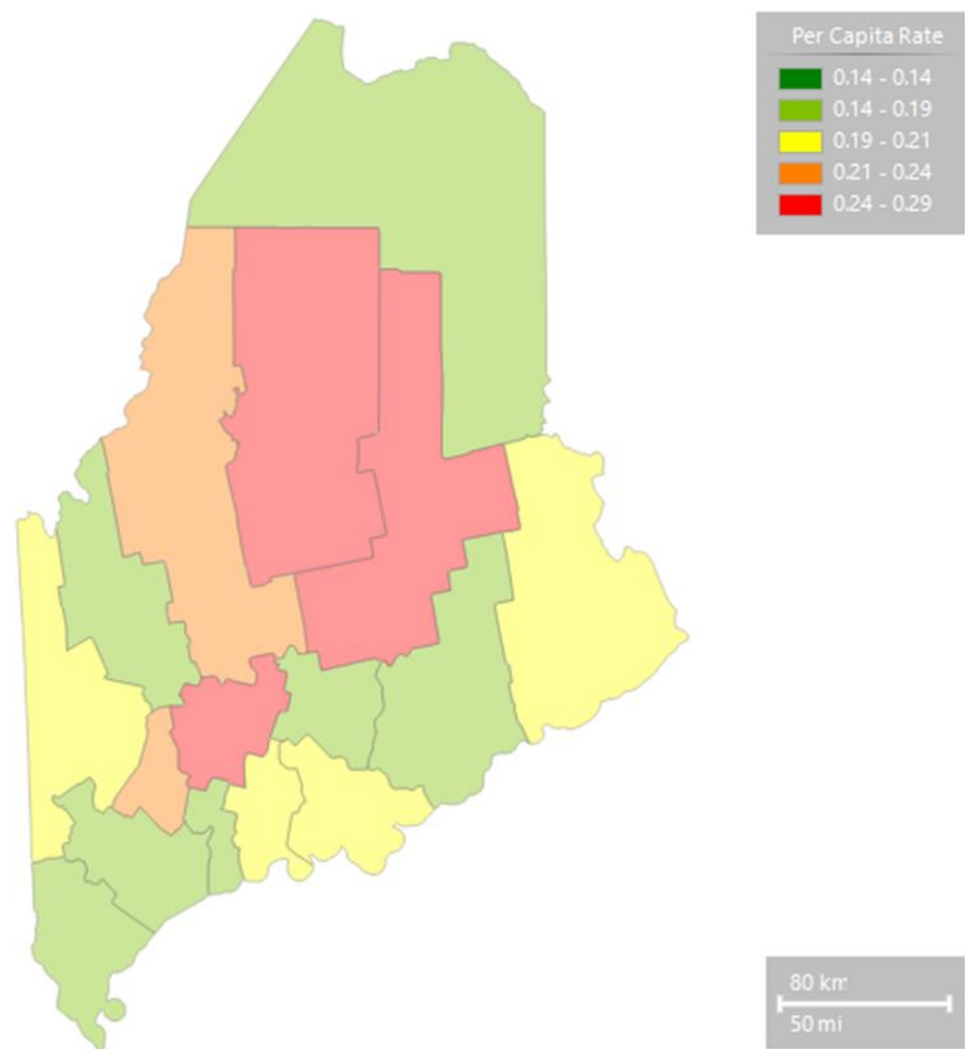


Table 13 Emergency Responses by County With Population

County	Emergency ²¹	Total	Percent Emergency	Population 2019 ²²	Emergency Per Resident
Androscoggin	17013	24433	69.63%	108277	0.16
Aroostook	8875	12129	73.17%	67055	0.13
Cumberland	40690	55672	73.09%	295003	0.14
Franklin	4154	5518	75.28%	30199	0.14
Hancock	6915	10279	67.27%	54987	0.13
Kennebec	24552	34795	70.56%	122302	0.20
Knox	5649	7634	74.00%	39772	0.14
Lincoln	5363	7224	74.24%	34634	0.15
Oxford	8524	11044	77.18%	57975	0.15
Penobscot	25748	36831	69.91%	152148	0.17
Piscataquis	2593	4308	60.19%	16785	0.15
Sagadahoc	5270	5609	93.96%	35856	0.15
Somerset	8557	11841	72.27%	50484	0.17
Waldo	4377	5679	77.07%	39715	0.11
Washington	4729	6575	71.92%	31379	0.15
York	27488	35377	77.70%	207641	0.13
Out of State	67	405	16.54%		
Not Reported	3309	4248	77.90%		
Summary	203873	279601	93.96%	1344212	0.15

²⁰ 2019 Population Estimate from U.S. Census Bureau (<https://www.census.gov/>)

²¹ Emergency: Emergency Response, 911 Response (Scene), Intercept, Mutual Aid

²² 2019 Population Estimate from U.S. Census Bureau (<https://www.census.gov/>)

Response

Response data provides insight into the nature of the responses to include: the complaint reported by dispatch, the manner of response, level of care, and response data by organization demographics.

Table 14 EMS Activations by Complaint Reported By Dispatch

Complaint Reported By Dispatch	911 Response	Intercept	Mutual Aid	Interfacility Transport	Community Paramedicine	Other	Total
Abdominal Pain/Problems	8296	149	48	811	0	13	9317
Airmedical Transport	34	2	22	137	0	7	202
Allergic Reaction/Stings	1709	33	13	22	1	10	1788
Animal Bite	241	0	0	6	0	5	252
Assault	1882	3	4	16	0	44	1949
Assist	15	0	1	0	0	43	59
Automated Crash Notification	98	0	1	2	0	2	103
Back Pain (Non-Traumatic)	3506	37	27	207	0	7	3784
Breathing Problem	18900	340	92	626	4	28	19990
Burns/Explosion	240	5	2	41	0	4	292
Carbon Monoxide/Hazmat/Inhalation/CBRN	442	0	3	2	0	12	459
Cardiac or Respiratory Arrest/Death	2167	35	55	136	0	10	2403
Chest Pain (Non-Traumatic)	13578	376	94	882	0	28	14958
Choking	661	1	3	6	0	1	672
Community Paramedicine	11	0	0	0	2167	4	2182
Convulsions/Seizure	5843	76	33	63	0	4	6019
Diabetic Problem	3398	35	9	78	1	12	3533
Drowning/Diving/SCUBA Accident	68	1	1	1	0	2	73
Electrocution/Lightning	100	0	0	0	0	1	101
Eye Problem/Injury	276	0	0	27	0	6	309

Falls	32287	155	135	515	0	700	33792
Headache	1278	25	10	36	0	3	1352
Healthcare Professional/Admission	24	0	0	21	0	2	47
Heart Problems/AICD	1906	30	12	102	0	5	2055
Heat/Cold Exposure	368	5	1	3	0	9	386
Hemorrhage/Laceration	3966	23	18	156	2	29	4194
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	95	1	1	2	0	0	99
Medical Alarm	3077	5	15	9	0	46	3152
Medical Transport	30	3	0	2757	0	11	2801
Other, Not Reported, Not Known, Not Available	8737	106	130	1806	12	2025	12816
Overdose/Poisoning/Ingestion	4008	55	29	95	0	19	4206
Pain	55	0	0	0	0	0	55
Pandemic/Epidemic/Outbreak	9	0	0	0	0	0	9
Pregnancy/Childbirth/Miscarriage	478	8	1	165	0	1	653
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	7205	23	36	1844	2	219	9329
Sick Person	31244	248	167	2192	1	95	33947
Stab/Gunshot Wound/Penetrating Trauma	307	6	6	11	0	7	337
Standby	1659	1	81	8	0	1334	3083
Stroke/CVA/TIA	4345	80	28	520	0	5	4978
Traffic/Transportation Incident	13918	67	201	129	0	49	14364
Transfer/Interfacility/Palliative Care	3476	67	65	53592	25	97	57322
Traumatic Injury	4496	85	49	500	2	45	5177
Unconscious/Fainting/Near-Fainting	9221	122	53	761	0	29	10186
Unknown Problem/Person Down	5683	31	29	27	0	64	5834
Well Person Check	817	1	4	3	18	139	982
Total	200154	2240	1479	68317	2235	5176	279601

Table 15 Response Mode to Scene for Complaint Reported By Dispatch

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
911 Response	148525	62.9%	4404	2.9%	425	0.2%	45604	33.4%	1196	0.6%
Abdominal Pain/Problems	5577	67.2%	233	2.8%	27	0.3%	2436	29.4%	23	0.3%
Airmedical Transport	22	64.7%	0	0.0%	0	0.0%	12	35.3%	0	0.0%
Allergic Reaction/Stings	1464	85.7%	27	1.6%	4	0.2%	207	12.1%	7	0.4%
Altered Mental Status	129	56.8%	2	0.9%	0	0.0%	96	42.3%	0	0.0%
Animal Bite	165	68.5%	11	4.6%	0	0.0%	64	26.6%	1	0.4%
Assault	1211	64.3%	42	2.2%	10	0.5%	615	32.7%	4	0.2%
Automated Crash Notification	94	95.9%	0	0.0%	1	1.0%	2	2.0%	1	1.0%
Back Pain (Non-Traumatic)	2122	60.5%	101	2.9%	4	0.1%	1263	36.0%	16	0.5%
Breathing Problem	16881	89.3%	297	1.6%	10	0.1%	1633	8.6%	79	0.4%
Burns (Scalds)/Explosions (Blast)	185	77.1%	3	1.3%	0	0.0%	48	20.0%	4	1.7%
Carbon Monoxide/Hazmat/Inhalation/CBRN	311	70.4%	16	3.6%	0	0.0%	110	24.9%	5	1.1%
Cardiac or Respiratory Arrest/Death	2024	93.4%	20	0.9%	2	0.1%	106	4.9%	15	0.7%
Chest Pain (Non-Traumatic)	12377	91.2%	172	1.3%	6	0.0%	945	7.0%	78	0.6%
Choking	560	84.7%	16	2.4%	0	0.0%	81	12.3%	4	0.6%
Community Paramedicine Visit	3	27.3%	0	0.0%	0	0.0%	8	72.7%	0	0.0%
Convulsions/Seizures	5255	89.9%	89	1.5%	7	0.1%	475	8.1%	17	0.3%
Diabetic Problem	2745	80.8%	66	1.9%	10	0.3%	573	16.9%	4	0.1%
Drowning/Diving/SCUBA Accident	63	92.6%	0	0.0%	1	1.5%	4	5.9%	0	0.0%
Electrocution/Lightning	91	91.0%	0	0.0%	0	0.0%	9	9.0%	0	0.0%
Eye Problem/Injury	155	56.2%	7	2.5%	0	0.0%	112	40.6%	2	0.7%
Falls	20589	63.8%	895	2.8%	85	0.3%	10541	32.6%	177	0.5%
Fire	869	78.6%	34	3.1%	0	0.0%	201	18.2%	1	0.1%
Headache	865	67.7%	41	3.2%	5	0.4%	365	28.6%	2	0.2%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
911 Response (Cont.)										
Healthcare Professional/Admission	8	33.3%	2	8.3%	0	0.0%	14	58.3%	0	0.0%
Heart Problems/AICD	1689	88.6%	32	1.7%	3	0.2%	174	9.1%	8	0.4%
Heat/Cold Exposure	285	77.4%	4	1.1%	2	0.5%	77	20.9%	0	0.0%
Hemorrhage/Laceration	2786	70.2%	88	2.2%	14	0.4%	1060	26.7%	18	0.5%
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	78	82.1%	2	2.1%	0	0.0%	15	15.8%	0	0.0%
Invalid Assist/Lifting Assist	12	80.0%	0	0.0%	0	0.0%	3	20.0%	0	0.0%
Medical Alarm	2120	68.9%	79	2.6%	9	0.3%	857	27.9%	12	0.4%
Medical Transport	13	43.3%	0	0.0%	1	3.3%	16	53.3%	0	0.0%
Not Reported	4931	56.4%	213	2.4%	23	0.3%	3526	40.4%	44	0.5%
Overdose/Poisoning (Ingestion)	3375	84.2%	45	1.1%	12	0.3%	559	13.9%	17	0.4%
Pain	44	80.0%	1	1.8%	0	0.0%	10	18.2%	0	0.0%
Pandemic/Epidemic/Outbreak	8	88.9%	0	0.0%	0	0.0%	1	11.1%	0	0.0%
Pregnancy/Childbirth/Miscarriage	425	88.9%	9	1.9%	0	0.0%	42	8.8%	2	0.4%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	3534	50.6%	247	3.5%	32	0.5%	3145	45.1%	20	0.3%
Sick Person	19639	62.9%	892	2.9%	71	0.2%	10447	33.4%	195	0.6%
Stab/Gunshot Wound/Penetrating Trauma	256	83.4%	6	2.0%	1	0.3%	43	14.0%	1	0.3%
Standby	326	58.8%	13	2.3%	3	0.5%	212	38.3%	0	0.0%
Stroke/CVA/TIA	4017	92.5%	58	1.3%	3	0.1%	229	5.3%	38	0.9%
Traffic/Transportation Incident	12534	90.1%	230	1.7%	28	0.2%	1046	7.5%	80	0.6%
Transfer/Interfacility/Palliative Care	2232	64.2%	68	2.0%	9	0.3%	1152	33.1%	15	0.4%
Traumatic Injury	3118	69.4%	110	2.4%	9	0.2%	1059	23.6%	200	4.4%
Unconscious/Fainting/Near-Fainting	8238	89.3%	144	1.6%	18	0.2%	749	8.1%	72	0.8%
Unknown Problem/Person Down	4647	81.8%	65	1.1%	8	0.1%	930	16.4%	33	0.6%
Well Person Check	453	55.4%	24	2.9%	7	0.9%	332	40.6%	1	0.1%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Intercept	1849	14.9%	47	3.0%	4	0.0%	331	82.1%	9	0.0%
Abdominal Pain/Problems	112	75.2%	7	4.7%	0	0.0%	30	20.1%	0	0.0%
Airmedical Transport	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Allergic Reaction/Stings	33	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Assault	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Back Pain (Non-Traumatic)	23	62.2%	2	5.4%	1	2.7%	11	29.7%	0	0.0%
Breathing Problem	301	88.5%	10	2.9%	0	0.0%	29	8.5%	0	0.0%
Burns (Scalds)/Explosions (Blast)	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cardiac or Respiratory Arrest/Death	35	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Chest Pain (Non-Traumatic)	346	92.0%	1	0.3%	0	0.0%	26	6.9%	3	0.8%
Choking	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Convulsions/Seizures	70	92.1%	2	2.6%	0	0.0%	4	5.3%	0	0.0%
Diabetic Problem	31	88.6%	1	2.9%	0	0.0%	3	8.6%	0	0.0%
Drowning/Diving/SCUBA Accident	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Falls	118	76.1%	6	3.9%	0	0.0%	30	19.4%	1	0.6%
Fire	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Headache	20	80.0%	0	0.0%	1	4.0%	4	16.0%	0	0.0%
Heart Problems/AICD	29	96.7%	0	0.0%	0	0.0%	1	3.3%	0	0.0%
Heat/Cold Exposure	4	80.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%
Hemorrhage/Laceration	18	78.3%	1	4.3%	0	0.0%	4	17.4%	0	0.0%
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Medical Alarm	3	60.0%	0	0.0%	0	0.0%	2	40.0%	0	0.0%
Medical Transport	0	0.0%	0	0.0%	0	0.0%	3	100.0%	0	0.0%
Not Reported	85	80.2%	1	0.9%	1	0.9%	19	17.9%	0	0.0%
Overdose/Poisoning (Ingestion)	44	80.0%	1	1.8%	1	1.8%	9	16.4%	0	0.0%
Pregnancy/Childbirth/Miscarriage	6	75.0%	0	0.0%	0	0.0%	2	25.0%	0	0.0%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Intercept (Cont.)										
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	15	65.2%	1	4.3%	0	0.0%	7	30.4%	0	0.0%
Sick Person	183	73.8%	4	1.6%	0	0.0%	58	23.4%	3	1.2%
Stab/Gunshot Wound/Penetrating Trauma	6	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Stroke/CVA/TIA	75	93.8%	0	0.0%	0	0.0%	5	6.3%	0	0.0%
Traffic/Transportation Incident	61	91.0%	3	4.5%	0	0.0%	2	3.0%	1	1.5%
Transfer/Interfacility/Palliative Care	10	14.9%	2	3.0%	0	0.0%	55	82.1%	0	0.0%
Traumatic Injury	69	81.2%	2	2.4%	0	0.0%	14	16.5%	0	0.0%
Unconscious/Fainting/Near-Fainting	112	91.8%	2	1.6%	0	0.0%	7	5.7%	1	0.8%
Unknown Problem/Person Down	27	87.1%	1	3.2%	0	0.0%	3	9.7%	0	0.0%
Well Person Check	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Mutual Aid	1044	71.4%	70	6.1%	2	0.0%	359	22.4%	4	0.0%
Abdominal Pain/Problems	28	58.3%	11	22.9%	0	0.0%	9	18.8%	0	0.0%
Airmedical Transport	2	9.1%	1	4.5%	0	0.0%	19	86.4%	0	0.0%
Allergic Reaction/Stings	13	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Altered Mental Status	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Assault	0	0.0%	0	0.0%	0	0.0%	4	100.0%	0	0.0%
Automated Crash Notification	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Back Pain (Non-Traumatic)	16	59.3%	2	7.4%	0	0.0%	9	33.3%	0	0.0%
Breathing Problem	79	85.9%	8	8.7%	0	0.0%	5	5.4%	0	0.0%
Burns (Scalds)/Explosions (Blast)	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Carbon Monoxide/Hazmat/Inhalation/CBRN	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cardiac or Respiratory Arrest/Death	51	92.7%	0	0.0%	0	0.0%	4	7.3%	0	0.0%
Chest Pain (Non-Traumatic)	86	91.5%	4	4.3%	0	0.0%	4	4.3%	0	0.0%
Choking	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Mutual Aid (Cont.)										
Convulsions/Seizures	30	90.9%	3	9.1%	0	0.0%	0	0.0%	0	0.0%
Diabetic Problem	7	77.8%	2	22.2%	0	0.0%	0	0.0%	0	0.0%
Drowning/Diving/SCUBA Accident	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Falls	94	69.6%	4	3.0%	0	0.0%	37	27.4%	0	0.0%
Fire	37	86.0%	0	0.0%	0	0.0%	6	14.0%	0	0.0%
Headache	8	80.0%	0	0.0%	0	0.0%	2	20.0%	0	0.0%
Heart Problems/AICD	8	66.7%	1	8.3%	0	0.0%	3	25.0%	0	0.0%
Heat/Cold Exposure	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Hemorrhage/Laceration	10	55.6%	2	11.1%	0	0.0%	6	33.3%	0	0.0%
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Invalid Assist/Lifting Assist	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Medical Alarm	12	80.0%	0	0.0%	0	0.0%	3	20.0%	0	0.0%
Not Reported	52	40.0%	7	5.4%	0	0.0%	71	54.6%	0	0.0%
Overdose/Poisoning (Ingestion)	28	96.6%	0	0.0%	0	0.0%	1	3.4%	0	0.0%
Pregnancy/Childbirth/Miscarriage	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	16	45.7%	0	0.0%	0	0.0%	18	51.4%	1	2.9%
Sick Person	116	69.5%	12	7.2%	2	1.2%	37	22.2%	0	0.0%
Stab/Gunshot Wound/Penetrating Trauma	5	83.3%	0	0.0%	0	0.0%	1	16.7%	0	0.0%
Standby	13	34.2%	1	2.6%	0	0.0%	24	63.2%	0	0.0%
Stroke/CVA/TIA	25	89.3%	2	7.1%	0	0.0%	1	3.6%	0	0.0%
Traffic/Transportation Incident	179	89.1%	4	2.0%	0	0.0%	16	8.0%	2	1.0%
Transfer/Interfacility/Palliative Care	12	18.5%	2	3.1%	0	0.0%	51	78.5%	0	0.0%
Traumatic Injury	35	71.4%	3	6.1%	0	0.0%	11	22.4%	0	0.0%
Unconscious/Fainting/Near-Fainting	46	86.8%	0	0.0%	0	0.0%	6	11.3%	1	1.9%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Unknown Problem/Person Down	23	79.3%	0	0.0%	0	0.0%	6	20.7%	0	0.0%
Well Person Check	1	25.0%	1	25.0%	0	0.0%	2	50.0%	0	0.0%
Interfacility Transport	2059	6.7%	1102	1.8%	384	0.0%	62238	27.9%	2534	63.6%
Abdominal Pain/Problems	58	7.2%	24	3.0%	2	0.2%	726	89.5%	1	0.1%
Airmedical Transport	13	9.5%	4	2.9%	2	1.5%	118	86.1%	0	0.0%
Allergic Reaction/Stings	7	31.8%	0	0.0%	0	0.0%	15	68.2%	0	0.0%
Altered Mental Status	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Animal Bite	1	16.7%	0	0.0%	0	0.0%	5	83.3%	0	0.0%
Assault	8	50.0%	0	0.0%	0	0.0%	7	43.8%	1	6.3%
Automated Crash Notification	1	50.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%
Back Pain (Non-Traumatic)	19	9.2%	6	2.9%	1	0.5%	179	86.5%	2	1.0%
Breathing Problem	95	15.2%	20	3.2%	4	0.6%	501	80.0%	6	1.0%
Burns (Scalds)/Explosions (Blast)	3	7.3%	0	0.0%	0	0.0%	22	53.7%	16	39.0%
Carbon Monoxide/Hazmat/Inhalation/CBRN	2	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cardiac or Respiratory Arrest/Death	10	7.4%	1	0.7%	0	0.0%	9	6.6%	116	85.3%
Chest Pain (Non-Traumatic)	108	12.2%	22	2.5%	2	0.2%	400	45.4%	350	39.7%
Choking	2	33.3%	0	0.0%	0	0.0%	4	66.7%	0	0.0%
Convulsions/Seizures	23	36.5%	1	1.6%	0	0.0%	39	61.9%	0	0.0%
Diabetic Problem	16	20.5%	1	1.3%	0	0.0%	61	78.2%	0	0.0%
Drowning/Diving/SCUBA Accident	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eye Problem/Injury	2	7.4%	1	3.7%	0	0.0%	24	88.9%	0	0.0%
Falls	89	17.3%	12	2.3%	3	0.6%	401	77.9%	10	1.9%
Fire	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Headache	4	11.1%	3	8.3%	0	0.0%	29	80.6%	0	0.0%
Healthcare Professional/Admission	2	9.5%	0	0.0%	0	0.0%	19	90.5%	0	0.0%
Heart Problems/AICD	14	13.7%	1	1.0%	0	0.0%	87	85.3%	0	0.0%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Interfacility Transport (Cont.)										
Heat/Cold Exposure	1	33.3%	0	0.0%	0	0.0%	2	66.7%	0	0.0%
Hemorrhage/Laceration	25	16.0%	5	3.2%	1	0.6%	70	44.9%	55	35.3%
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	1	50.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%
Medical Alarm	5	55.6%	0	0.0%	0	0.0%	4	44.4%	0	0.0%
Medical Transport	36	1.3%	3	0.1%	27	1.0%	2690	97.6%	1	0.0%
Not Reported	47	2.6%	18	1.0%	9	0.5%	1673	92.6%	59	3.3%
Overdose/Poisoning (Ingestion)	16	16.8%	1	1.1%	1	1.1%	45	47.4%	32	33.7%
Pregnancy/Childbirth/Miscarriage	11	6.7%	3	1.8%	0	0.0%	46	27.9%	105	63.6%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	43	2.3%	16	0.9%	9	0.5%	1769	96.0%	6	0.3%
Sick Person	145	6.6%	17	0.8%	14	0.6%	1783	81.3%	233	10.6%
Stab/Gunshot Wound/Penetrating Trauma	7	63.6%	0	0.0%	0	0.0%	4	36.4%	0	0.0%
Standby	0	0.0%	0	0.0%	0	0.0%	7	100.0%	0	0.0%
Stroke/CVA/TIA	45	8.7%	7	1.3%	1	0.2%	211	40.6%	256	49.2%
Traffic/Transportation Incident	31	24.0%	5	3.9%	1	0.8%	85	65.9%	7	5.4%
Transfer/Interfacility/Palliative Care	1097	2.0%	916	1.7%	305	0.6%	50976	95.1%	298	0.6%
Traumatic Injury	32	6.4%	12	2.4%	2	0.4%	174	34.8%	280	56.0%
Unconscious/Fainting/Near-Fainting	28	3.7%	3	0.4%	0	0.0%	31	4.1%	699	91.9%
Unknown Problem/Person Down	9	33.3%	0	0.0%	0	0.0%	17	63.0%	1	3.7%
Well Person Check	1	33.3%	0	0.0%	0	0.0%	2	66.7%	0	0.0%
Community Paramedicine	15	0.0%	1	0.0%	4	0.0%	2214	100.0%	1	0.0%
Allergic Reaction/Stings	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Breathing Problem	0	0.0%	0	0.0%	0	0.0%	4	100.0%	0	0.0%
Community Paramedicine Visit	14	0.6%	1	0.0%	4	0.2%	2147	99.1%	1	0.0%
Diabetic Problem	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Community Paramedicine (Cont.)										
Hemorrhage/Laceration	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Not Reported	0	0.0%	0	0.0%	0	0.0%	12	100.0%	0	0.0%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Sick Person	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Transfer/Interfacility/Palliative Care	1	4.0%	0	0.0%	0	0.0%	24	96.0%	0	0.0%
Traumatic Injury	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Well Person Check	0	0.0%	0	0.0%	0	0.0%	18	100.0%	0	0.0%
Other	678	0.0%	106	0.0%	28	0.0%	3183	0.0%	1181	#####
Abdominal Pain/Problems	3	23.1%	0	0.0%	0	0.0%	7	53.8%	3	23.1%
Airmedical Transport	0	0.0%	0	0.0%	0	0.0%	6	85.7%	1	14.3%
Allergic Reaction/Stings	1	10.0%	1	10.0%	0	0.0%	6	60.0%	2	20.0%
Animal Bite	1	20.0%	0	0.0%	0	0.0%	4	80.0%	0	0.0%
Assault	8	18.2%	0	0.0%	1	2.3%	32	72.7%	3	6.8%
Automated Crash Notification	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Back Pain (Non-Traumatic)	1	14.3%	1	14.3%	0	0.0%	5	71.4%	0	0.0%
Breathing Problem	6	21.4%	3	10.7%	0	0.0%	14	50.0%	5	17.9%
Burns (Scalds)/Explosions (Blast)	3	75.0%	0	0.0%	0	0.0%	1	25.0%	0	0.0%
Carbon Monoxide/Hazmat/Inhalation/CBRN	4	33.3%	0	0.0%	0	0.0%	7	58.3%	1	8.3%
Cardiac or Respiratory Arrest/Death	2	20.0%	0	0.0%	0	0.0%	5	50.0%	3	30.0%
Chest Pain (Non-Traumatic)	5	17.9%	0	0.0%	0	0.0%	17	60.7%	6	21.4%
Choking	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Community Paramedicine Visit	0	0.0%	0	0.0%	0	0.0%	2	50.0%	2	50.0%
Convulsions/Seizures	1	25.0%	0	0.0%	0	0.0%	2	50.0%	1	25.0%
Diabetic Problem	2	16.7%	0	0.0%	1	8.3%	6	50.0%	3	25.0%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Other (Cont.)										
Drowning/Diving/SCUBA Accident	1	50.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%
Electrocution/Lightning	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Eye Problem/Injury	0	0.0%	0	0.0%	0	0.0%	5	83.3%	1	16.7%
Falls	81	11.6%	22	3.1%	4	0.6%	570	81.4%	23	3.3%
Fire	209	60.8%	20	5.8%	2	0.6%	113	32.8%	0	0.0%
Headache	0	0.0%	0	0.0%	0	0.0%	3	100.0%	0	0.0%
Healthcare Professional/Admission	0	0.0%	0	0.0%	0	0.0%	2	100.0%	0	0.0%
Heart Problems/AICD	0	0.0%	0	0.0%	0	0.0%	2	40.0%	3	60.0%
Heat/Cold Exposure	1	11.1%	1	11.1%	0	0.0%	7	77.8%	0	0.0%
Hemorrhage/Laceration	2	6.9%	0	0.0%	0	0.0%	22	75.9%	5	17.2%
Invalid Assist/Lifting Assist	2	4.7%	0	0.0%	1	2.3%	40	93.0%	0	0.0%
Medical Alarm	6	13.0%	6	13.0%	0	0.0%	30	65.2%	4	8.7%
Medical Transport	0	0.0%	0	0.0%	0	0.0%	5	45.5%	6	54.5%
Not Reported	64	3.2%	13	0.6%	9	0.4%	917	45.3%	1022	50.5%
Overdose/Poisoning (Ingestion)	6	31.6%	0	0.0%	0	0.0%	8	42.1%	5	26.3%
Pregnancy/Childbirth/Miscarriage	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	44	20.1%	9	4.1%	3	1.4%	158	72.1%	5	2.3%
Sick Person	9	9.5%	2	2.1%	0	0.0%	67	70.5%	17	17.9%
Stab/Gunshot Wound/Penetrating Trauma	1	14.3%	0	0.0%	0	0.0%	6	85.7%	0	0.0%
Standby	154	15.6%	15	1.5%	1	0.1%	819	82.7%	1	0.1%
Stroke/CVA/TIA	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	#####
Traffic/Transportation Incident	18	36.7%	1	2.0%	2	4.1%	23	46.9%	5	10.2%
Transfer/Interfacility/Palliative Care	2	2.1%	2	2.1%	0	0.0%	64	66.0%	29	29.9%
Traumatic Injury	10	22.2%	4	8.9%	0	0.0%	28	62.2%	3	6.7%
Unconscious/Fainting/Near-Fainting	8	27.6%	4	13.8%	1	3.4%	9	31.0%	7	24.1%

Incident Complaint Reported By Dispatch	Emergent Lights and Sirens		Emergent Downgraded No Lights Sirens		Non Emergent Upgraded Lights and Sirens		Non Emergent No Lights and Sirens		Not Reported	
Other (Cont.)										
Unknown Problem/Person Down	12	18.8%	0	0.0%	1	1.6%	41	64.1%	10	15.6%
Well Person Check	8	5.8%	2	1.4%	2	1.4%	127	91.4%	0	0.0%
Total	154170	14.9%	5730	3.0%	847	0.0%	113929	82.1%	4925	0.0%

Table 16 Response Mode to Scene for Dispatch Acuity

Response Mode To Scene	Dispatch Acuity								
	Omega	Alpha	Bravo	Charlie	Delta	Echo	Standby	Interfacility Transport	Not Reported
Emergent (Lights and Sirens)	178	4623	4283	8961	12038	732	11	56	123288
Emergent -> Downgraded (No Lights & Sirens)	14	412	194	166	151	7	1	70	4715
Non-Emergent - No Lights and Sirens	233	6714	1279	907	521	32	26	1776	102441
Non-Emergent -> Upgraded (Lights and Sirens)	4	64	16	17	11	0	0	26	709
Not Reported	1	41	24	26	38	5	0	0	4790
	430	11854	5796	10077	12759	776	38	1928	235943

The Maine Emergency Medical Services System rules define emergency and non-emergency response modes²³ as well as further defining when each is appropriate²⁴. The rules require non-emergent responses except when responding with inadequate information or in accordance with a Maine EMS approved Response Assignment Plan. Likewise, the rules require non-emergency transport unless the EMS provider responsible for the care of the patient determines that a threat to the patient's life or limb exists and necessitates emergency response mode

²³ [Maine Emergency Medical Services System Rules Chapter 2, Sections 19 and 29](#)

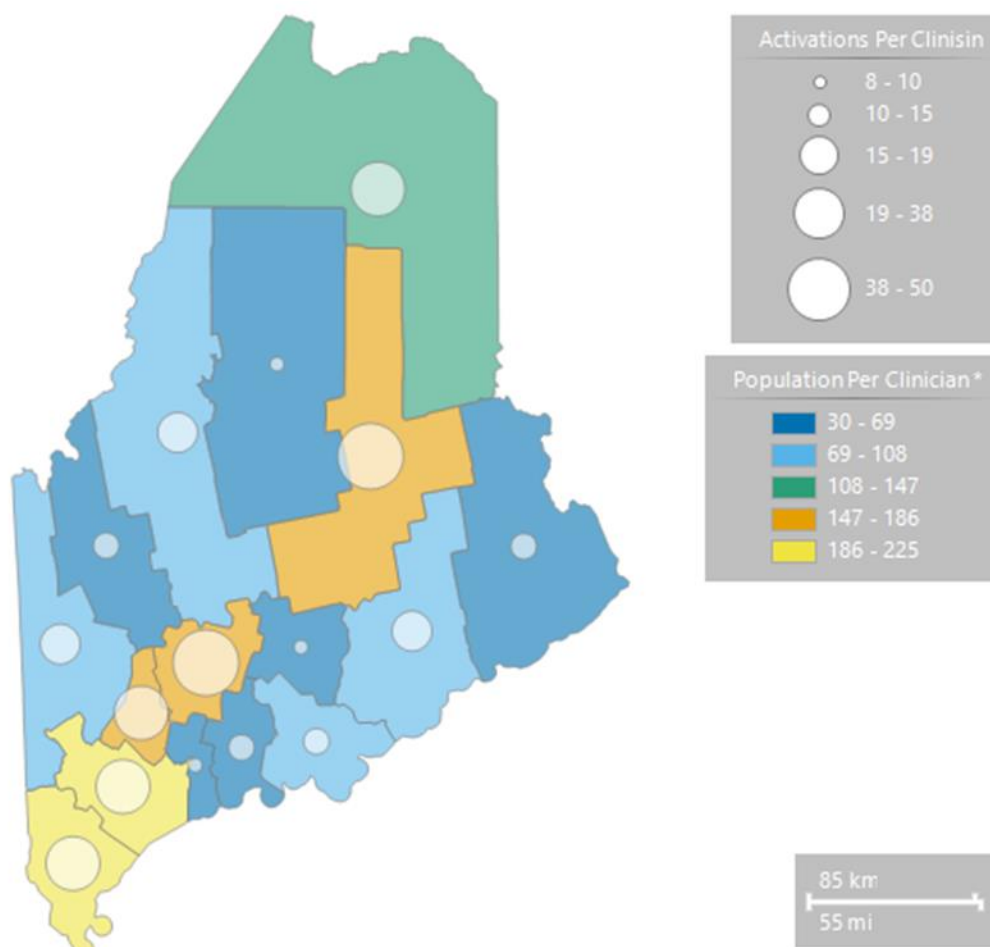
²⁴ [Maine Emergency Medical Services System Rules Chapter 3, Section 15](#)

The following map is based upon the distinct number of clinicians that responded to an EMS activation within each county and was documented on the Patient Care Report.

The size of the round circles indicates the average number of EMS activation per clinician for the calendar year 2019. The map is also colorized to indicate the population per clinician.

As demonstrated in the follow figure some counties such as Piscataquis and Washington have a low number of activations and population per clinician (denoted by the smaller circle size and green coloring) while others such as Kennebec and Penobscot have a significantly larger number of activations and population per clinician (denoted by the larger circles and red coloring).

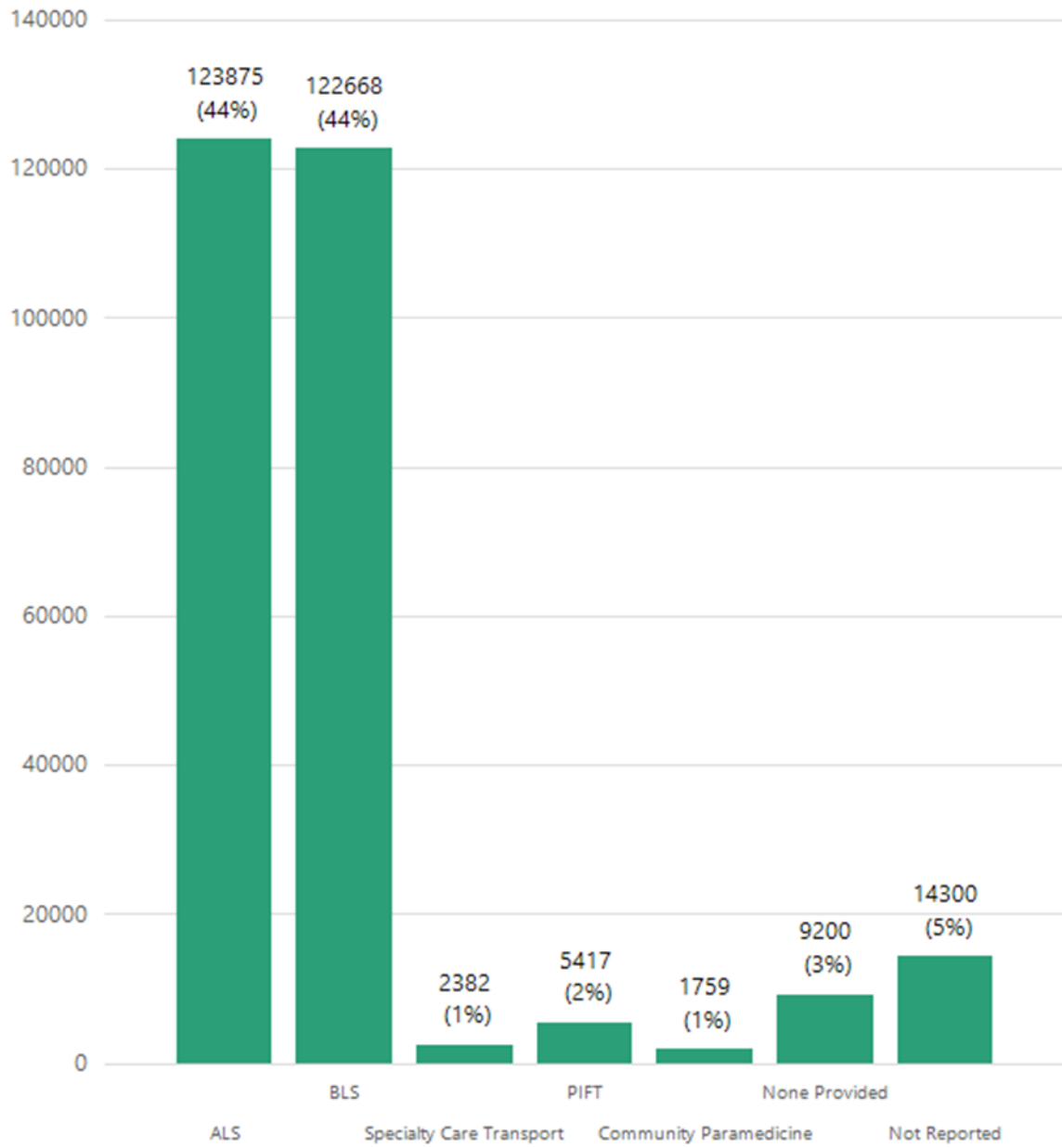
Figure 14 Activations²⁵ and Population²⁶ Per Clinician



²⁵ Counties for clinicians derived from responses by clinicians for activations within a county

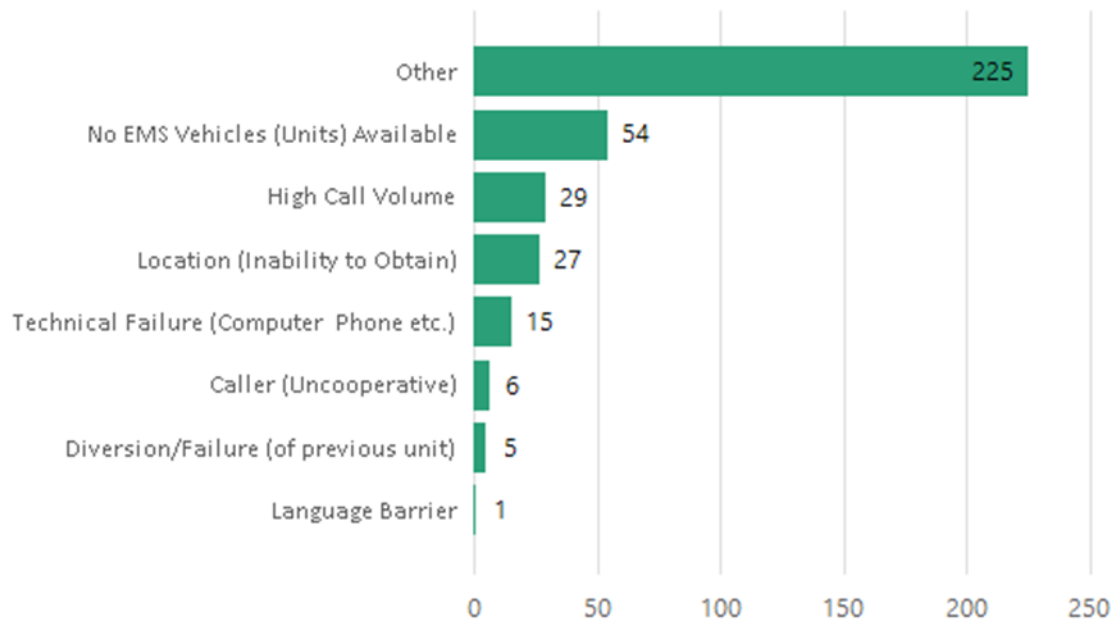
²⁶ 2019 Population Estimate from U.S. Census Bureau (<https://www.census.gov/>)

Table 17 Level of Care Provided



On occasion there can be delays in the communication center when dispatching an EMS incident. In 2019 there were 279,260 EMS activations having no documented delay in dispatching, which represent 99.87% of activations having no delay. The below chart details the 0.13% of EMS activations where a delay was documented

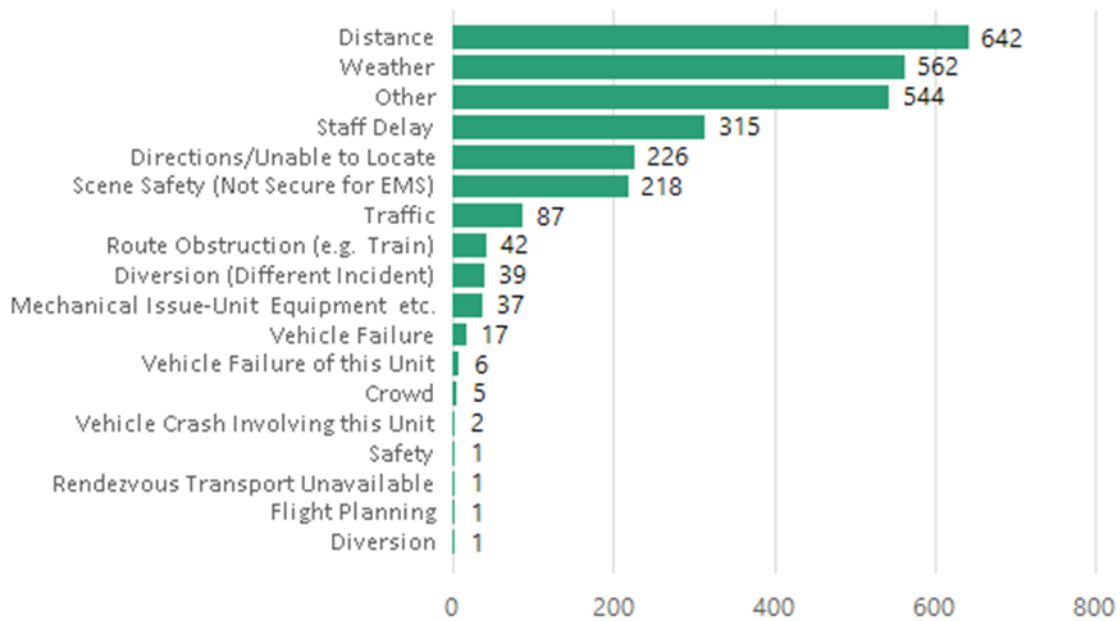
Figure 15 Dispatch Delays



Note: 279,260 activations (99.87%) experienced no dispatch delay.

On occasion there can be delays while responding to an EMS incident. In 2019 there were 277,222 EMS activations having no documented delay in response, which represent 99.15% of activations having no delay. The below chart details the 0.85% of EMS activations where a delay was documented

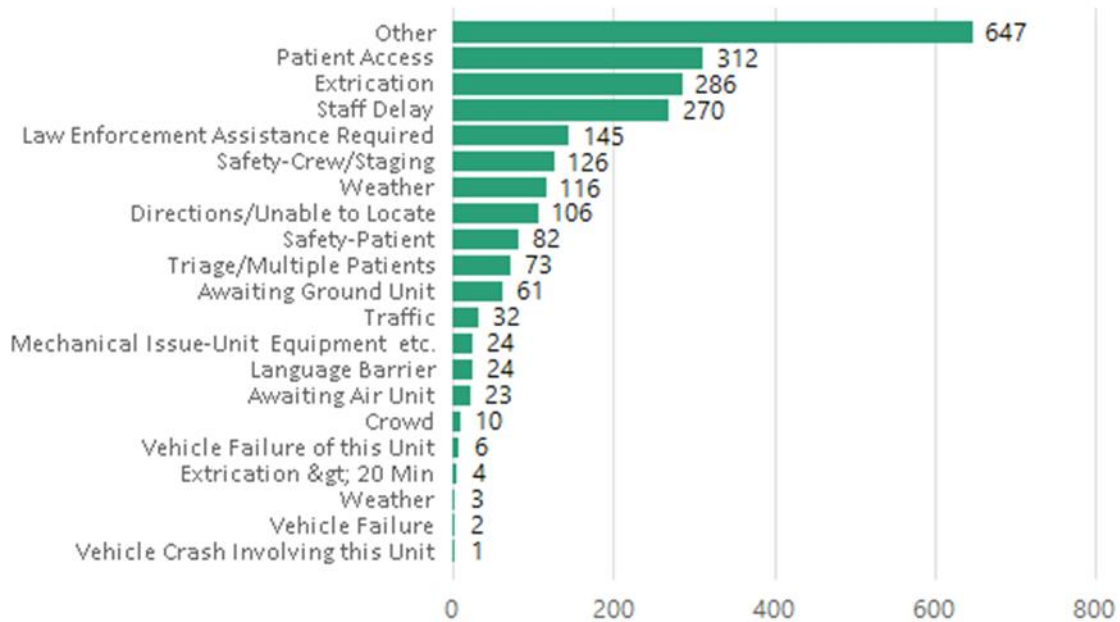
Figure 16 Response Delays



Note: 277,222 activations (99.15%) experienced no response delay.

On occasion there can be delays while onscene at an EMS incident. In 2019 there were 277,698 EMS activations having no documented delay onscene, which represent 99.3194% of activations having no delay. The below chart details the 0.6806% of EMS activations where a delay was documented

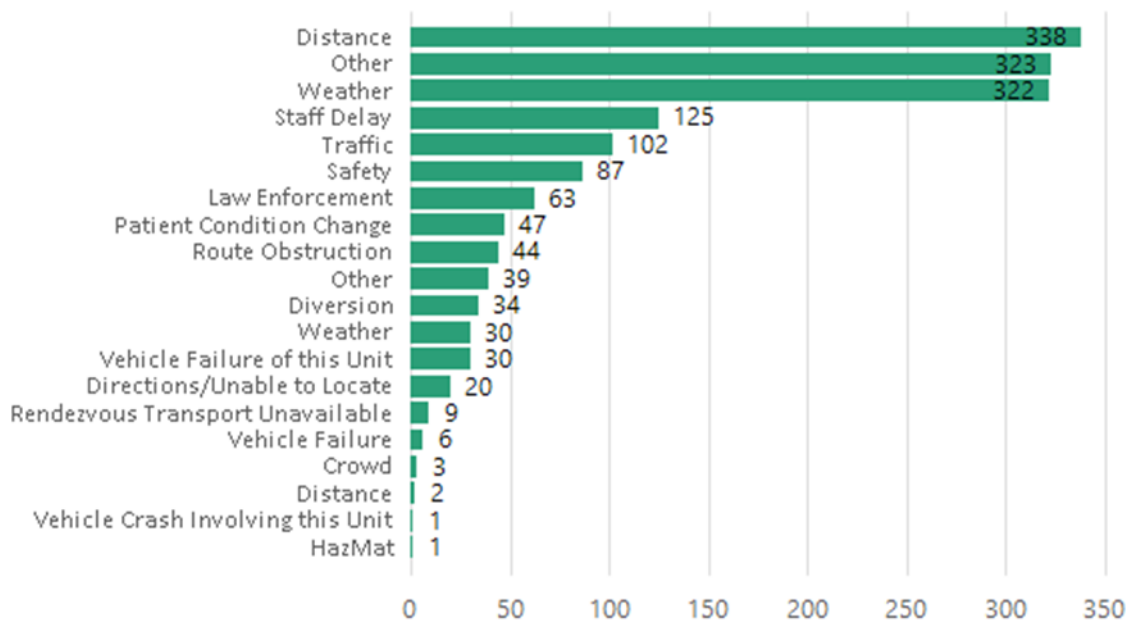
Figure 17 Scene Delays



Note: 277,698 activations (99.32%) experienced no scene delay.

On occasion there can be delays while transporting a patient from an EMS scene. In 2019 there were 278,227 EMS activations having no documented delay in transport, which represent 99.5% of activations having no delay. The below chart details the 0.5% of EMS activations where a delay was documented

Figure 18 Transport Delays



Note: 278,227 activations (99.5%) experienced no transport delay.

Figure 19 Activations by Organizational Status

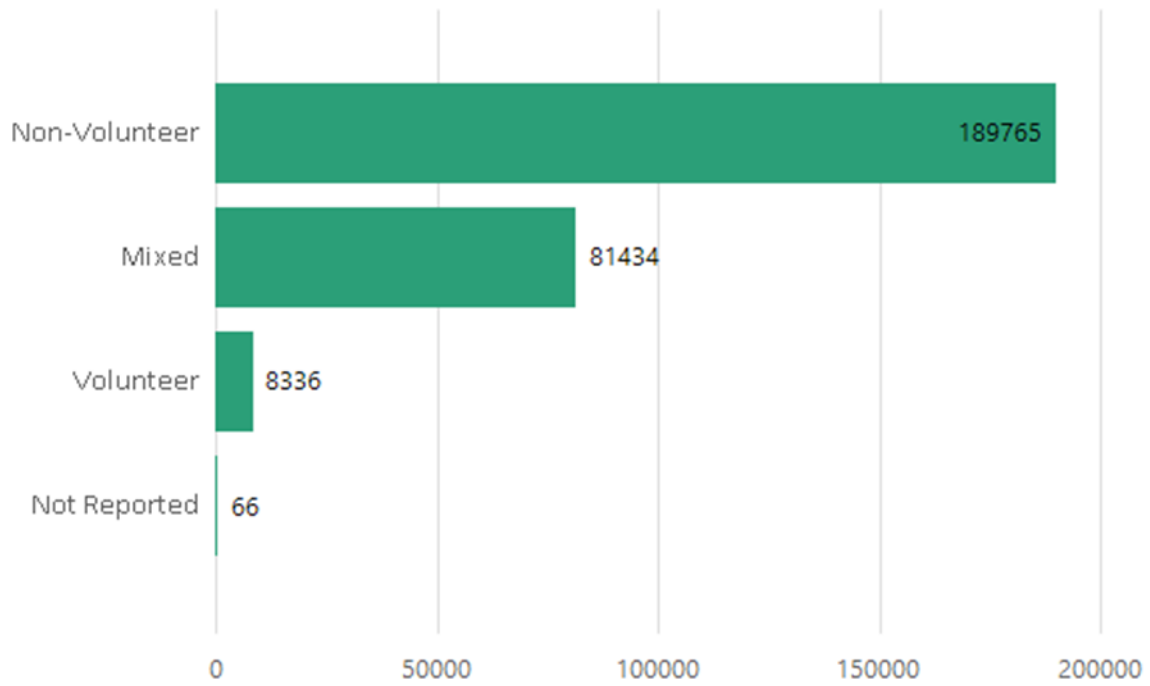


Figure 20 Activations by Organization Type

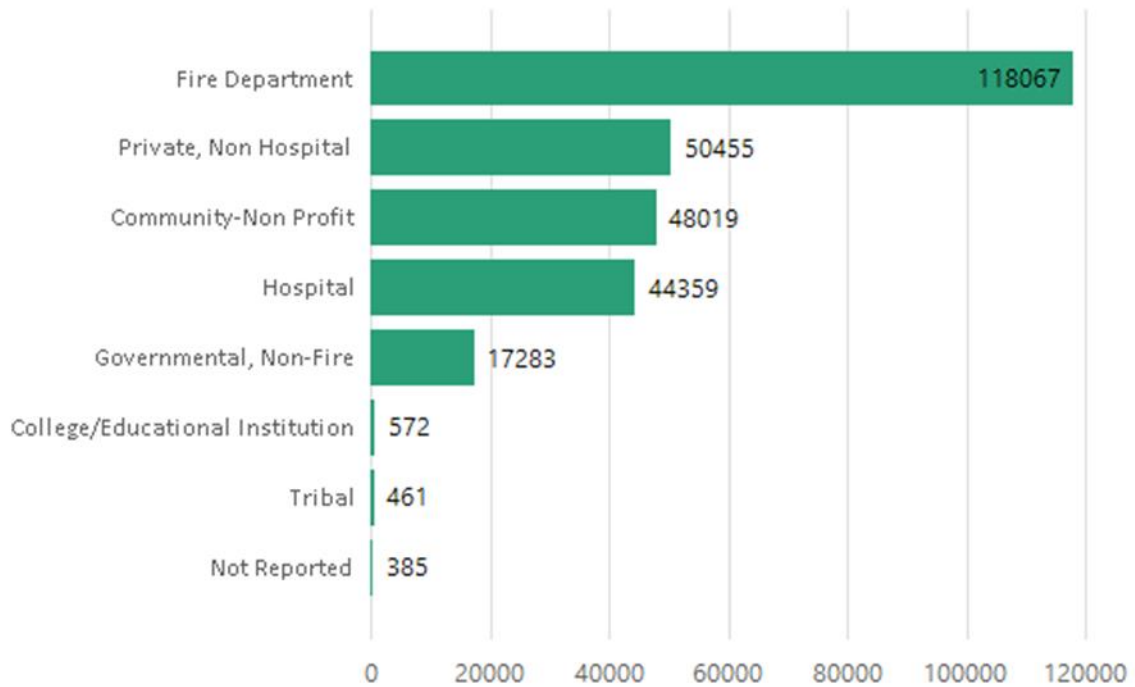


Figure 21 Count of Patient Dispositions by Type

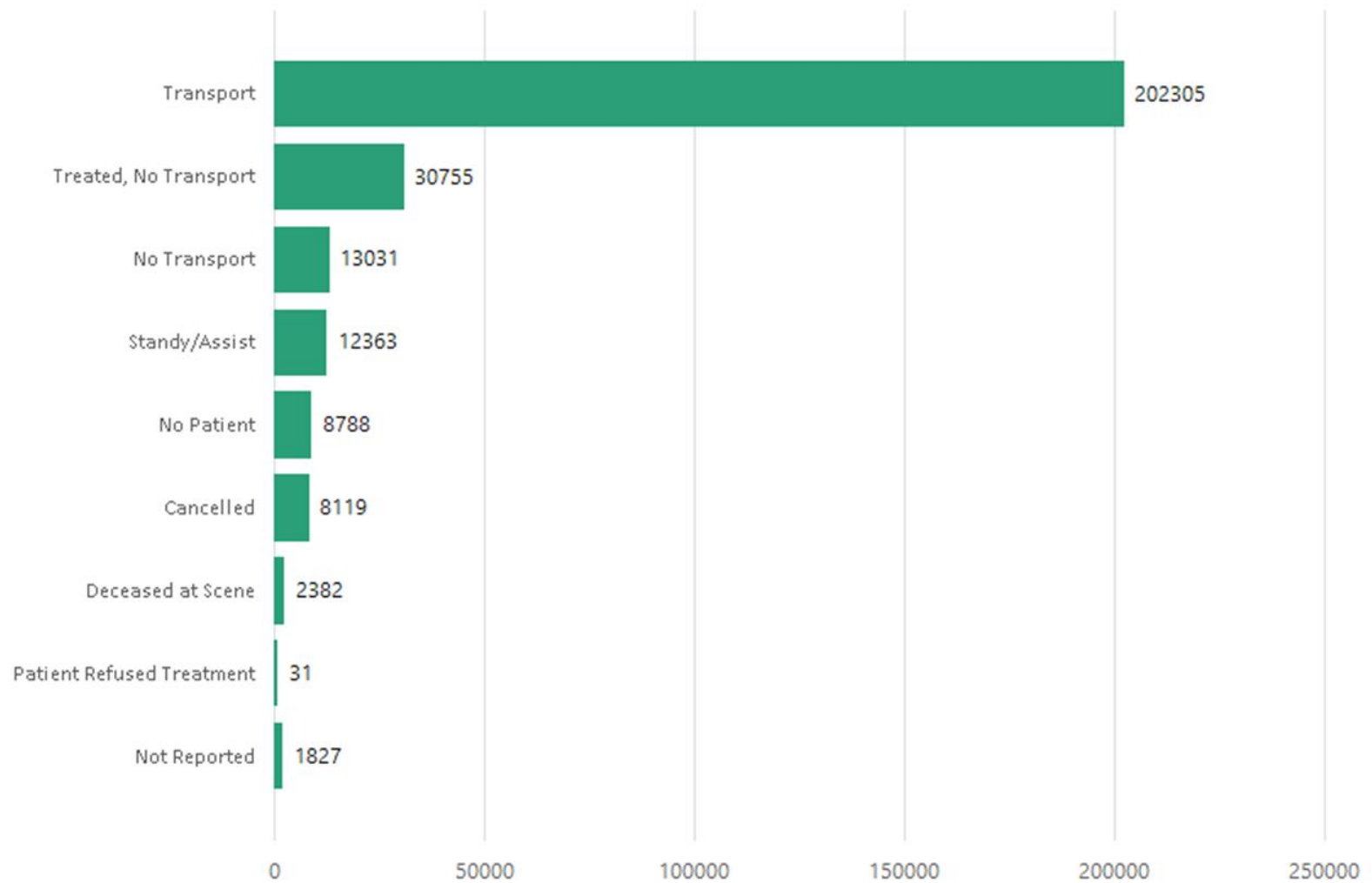


Table 18 Disposition for Response Type

	Cancelled	Deceased at Scene	No Patient	No Transport	Patient Refused Treatment	Standby/Assist	Transport	Treated, No Transport	Not Reported	Total
911 Response (Scene)	6639	2308	7557	12620		8074	134289	27919	95	199501
Community Paramedicine	52		11	6		6	9	2151		2235
Emergency Response	35				6	8	202	1	401	653
Intercept	111	16	12	19		1691	350	39	2	2240
Interfacility Transfer									325	325
Interfacility Transport	546	5	121	19	24	105	44621	49	10	45500
Medical Transport	246	7	78	27		163	17107	81	48	17757
Mutual Aid	180	23	77	53		303	727	114	2	1479
PIFT (Paramedic Interfacility Transfer)	21		6			5	3452	3		3487
Public Assistance/Other Not Listed	54	11	106	214		1372	169	268	2	2196
Specialty Care Transport	28	2	2	2		88	1113	12	1	1248
Standby	186	9	813	60	1	529	112	89	5	1804
Not Reported	21	1	5	11		19	154	29	936	1176
Total	8119	2382	8788	13031	31	12363	202305	30755	1827	279601

Figure 22 Patient Age and Birth Gender

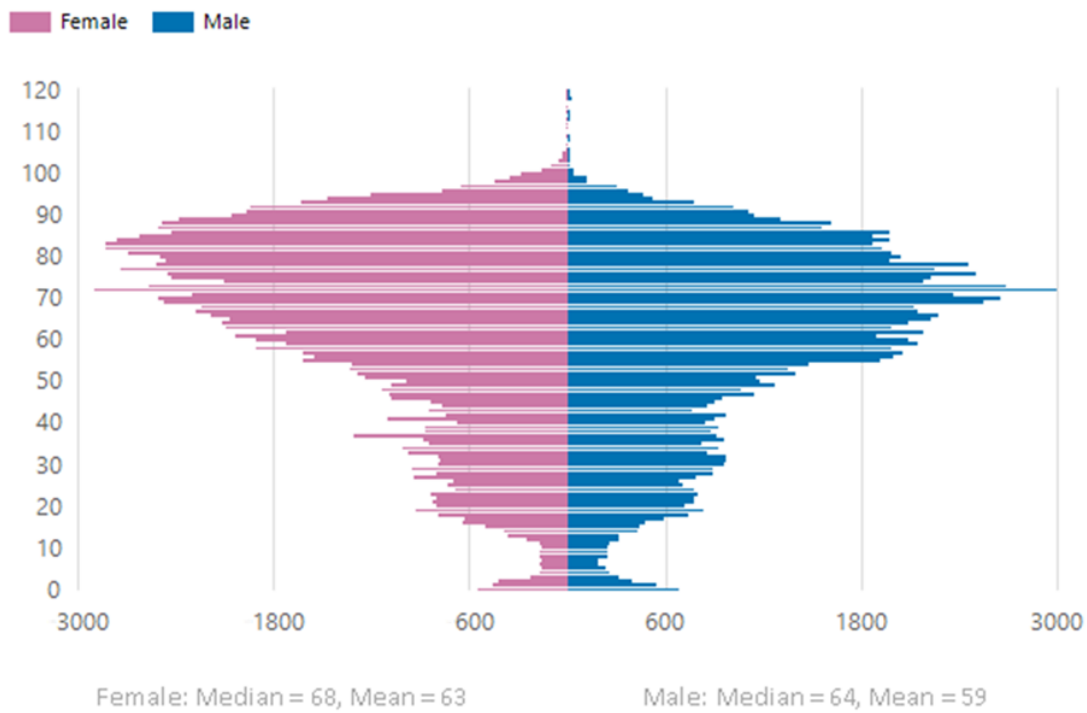


Table 19 Loaded Miles for Reason Choosing Destination

Reason for Choosing Destination	Loaded Miles					
	0 - 19	20 - 39	40 - 59	60 - 79	80 - 100	100+
Closest Facility	62148	17161	3062	1096	0	997
Diversion	468	360	81	42	0	13
Not Reported	149	49	10	7	0	5
Patient/Family Choice	63885	22690	4933	1350	0	1012
Physician Choice	8072	4935	3201	1466	0	1478
Protocol	1070	361	97	28	0	26
Specialty Care Center	10143	5409	5046	2423	0	2979
	145935	50965	16430	6412	0	6510

Table 20 Top 10 Destinations With Count

Top 10 Destinations	Count
Maine Medical Center	30293
Eastern Maine Medical Center	18664
Maine General Medical Center - Alfond Center For Health	12466
Central Maine Medical Center	11398
SMHC - Biddeford Medical Center	9914
Mid Coast Hospital	7622
St Joseph Hospital	5778
Mercy Hospital	5762
Saint Mary's Regional Medical Center	5497
Pen Bay Medical Center	4448

Table 21 Adult/Pediatric Procedure Success Rates (All Attempts)

Procedure Category	Procedures	Successful	Success Rate
Adult	162721	141625	87.04%
Airway/Breathing	11142	10584	94.99%
Cardiac	27618	25765	93.29%
Community Paramedicine	1563	1521	97.31%
Other	10595	10456	98.69%
PIFT	140	138	98.57%
Trauma	7031	6819	96.98%
Vascular	104632	86342	82.52%
Pediatric	5344	4783	89.50%
Airway/Breathing	503	482	95.83%
Cardiac	468	414	88.46%
Community Paramedicine	52	51	98.08%
Other	936	910	97.22%
PIFT	2	2	100.00%
Trauma	729	711	97.53%
Vascular	2654	2213	83.38%

Service Statistics

Table 22 Top 10 Non-Transporting Service by Count of Activations

Top 10 Busiest Non-Transporting Services	Total	Emergency	Transfer	Other
Fairfield Fire Rescue	1198	1183		15
Winslow Fire Department Rescue	896	884		12
York Village Fire Department	732	725		7
Oakland Fire - Rescue	658	627	1	30
Mid Coast Hospital Interceptor	623	593	1	29
Brewer Fire Department	505	504		1
Berwick Fire Department	467	461	1	5
York Beach Volunteer Fire Department	446	436		10
Wells Fire Department Rescue	375	373		2
Holden Fire Rescue	348	342		6
Total	6248	6128	3	117

Table 23 Top 10 Transporting Service by Count of Activations

Top 10 Busiest Transporting Services	Total	Emergency	Transfer	Other
Fairfield Fire Rescue	1198	1183		15
Winslow Fire Department Rescue	896	884		12
York Village Fire Department	732	725		7
Oakland Fire - Rescue	658	627	1	30
Mid Coast Hospital Interceptor	623	593	1	29
Brewer Fire Department	505	504		1
Berwick Fire Department	467	461	1	5
York Beach Volunteer Fire Department	446	436		10
Wells Fire Department Rescue	375	373		2
Holden Fire Rescue	348	342		6
Total	6248	6128	3	117

Appendix: Additional Statistics

Table 24 EMS Activations By Month and Day of Week

Month	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
January	2336	3042	3858	4003	4142	3354	2598	23333
February	2545	3311	3215	3204	3370	3442	2768	21855
March	3177	3218	3162	3217	3179	4068	3393	23414
April	2446	3967	3569	3060	3103	3208	2637	21990
May	2666	2969	3032	3953	3887	4058	2819	23384
June	3291	3338	3146	3188	3177	3420	3666	23226
July	3016	4202	4112	4242	3238	3526	3234	25570
August	2657	3331	3320	3218	4170	4368	3759	24823
September	3282	3952	3239	3239	3258	3414	2975	23359
October	2454	3120	3899	3986	3970	3192	2726	23347
November	2306	3036	3075	3211	3012	4119	3410	22169
December	2985	3944	3924	2991	3132	3499	2656	23131
Total	33161	41430	41551	41512	41638	43668	36641	279601

Table 25 EMS Activations By Hour of Day and Day of Week

Hour	Sun	Mon	Tues	Wed	Thur	Fri	Sat	Total
0000 - 0059	1466	1351	1296	1210	1283	1307	1505	9418
0100 - 0159	953	749	736	764	761	759	926	5648
0200 - 0259	790	661	662	574	619	669	777	4752
0300 - 0359	698	574	574	570	641	643	694	4394
0400 - 0459	669	659	708	617	573	672	659	4557
0500 - 0559	677	874	777	779	755	815	792	5469
0600 - 0659	894	1123	972	1041	1002	1026	913	6971
0700 - 0759	1187	1489	1502	1533	1615	1534	1198	10058
0800 - 0859	1363	2129	2024	2104	2075	1990	1561	13246

0900 - 0959	1575	2323	2453	2510	2389	2620	1790	15660
1000 - 1059	1793	2776	2664	2707	2711	2773	1961	17385
1100 - 1159	1974	2714	2843	2686	2738	2779	2122	17856
1200 - 1259	1959	2663	2781	2790	2884	2791	2175	18043
1300 - 1359	1830	2742	2857	2943	2766	2906	2142	18186
1400 - 1459	1905	2799	2767	2816	2885	2811	2155	18138
1500 - 1559	1844	2721	2674	2664	2633	2911	2023	17470
1600 - 1659	1741	2472	2373	2479	2564	2661	1980	16270
1700 - 1759	1770	2085	2183	2136	2106	2287	2025	14592
1800 - 1859	1631	1882	2014	1932	1928	2124	1835	13346
1900 - 1959	1712	1765	1731	1796	1724	1875	1844	12447
2000 - 2059	1461	1565	1527	1478	1565	1765	1633	10994
2100 - 2159	1280	1353	1401	1314	1359	1544	1521	9772
2200 - 2259	1087	1075	1084	1134	1121	1306	1297	8104
2300 - 2359	902	886	948	935	941	1100	1113	6825
Total	33161	41430	41551	41512	41638	43668	36641	279601

Table 26 Activations by Service License and Permit Level

Service Permit Level					
Service License Level	Paramedic	Advanced EMT	Emergency Medical Technician	Not Reported	Total
Paramedic	77843				77843
Advanced EMT	47108	14			47122
Emergency Medical Technician	144257	2433	1043		147733
Emergency Medical Responder	48	2221	4243		6512
Not Reported				391	391
Total	269256	4668	5286	391	279601

Table 27 Count and Percent of Activations by Patient Disposition

Disposition	Count	Percent of Total
Assist - Agency	4421	1.58%
Assist - Public	4306	1.54%
Assist - Unit	675	0.24%
Canceled (Prior to Arrival At Scene)	6641	2.38%
Canceled (Prior to En Route)	764	0.27%
Canceled (Request Transferred to Another Provider)	607	0.22%
Cancelled	107	0.04%
Community Paramedicine Visit	2158	0.77%
Dead at Scene-No Resuscitation Attempted (Without Transport)	1540	0.55%
Dead at Scene-Resuscitation Attempted (With Transport)	24	0.01%
Dead at Scene-Resuscitation Attempted (Without Transport)	818	0.29%
Intercept	1891	0.68%
No Patient Found/Contact	6666	2.38%
No Patient Presented (Stand By)	29	0.01%
Patient Evaluated, No Treatment/Transport Required	7482	2.68%
Patient Refused Evaluation/Care (With Transport)	150	0.05%
Patient Refused Evaluation/Care (Without Transport)	5549	1.98%
Patient Refused Treatment	31	0.01%
Patient Treated - Refused Transport	18762	6.71%
Standby - No Patient Contact	2122	0.76%
Standby - Public Safety Support	1041	0.37%
Treated - Transported by this EMS Unit	199929	71.51%
Treated, Transferred Care to Another EMS Unit	9835	3.52%
Treated, Transported by EMS (ALS)	206	0.07%
Treated, Transported by EMS (Specialty Care)	2020	0.72%
Not Reported	1827	0.65%

Table 28 Type Of Service Requested By Month

Response Type Of Service Requested	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
911 Response (Scene)	16549	15414	16670	15561	16528	16729	18624	18097	16885	16621	15799	16677	200154
Community Paramedicine	184	147	211	160	174	151	171	143	190	230	234	240	2235
Intercept	179	156	194	180	177	200	215	216	188	196	162	177	2240
Interfacility Transfer	3882	3652	3814	3697	3955	3784	4070	3940	3799	3992	3681	3559	45825
Medical Transport	1618	1621	1610	1576	1612	1415	1481	1427	1266	1339	1292	1500	17757
Mutual Aid	133	120	104	99	115	110	141	152	132	123	114	136	1479
PIFT (Paramedic Interfacility Transfer)	255	261	277	286	321	310	289	291	285	298	311	303	3487
Public Assistance/Other Not Listed	175	164	179	161	161	176	214	193	218	158	191	206	2196
Specialty Care Transport	111	101	88	91	102	117	117	83	109	93	125	111	1248
Standby	157	127	160	101	139	133	155	174	182	190	158	128	1804
(blank)	90	92	107	78	100	101	93	107	105	107	102	94	1176
Total	23333	21855	23414	21990	23384	23226	25570	24823	23359	23347	22169	23131	279601

Table 29 EMS Scene Location Type By County

Scene Incident Location Type	Androscoggin	Aroostook	Cumberland	Franklin	Hancock	Kennebec	Knox	Lincoln	Oxford	Penobscot	Piscataquis	Sagadahoc	Somerset	Waldo	Washington	York	Other	Total
Agricultural Site	28	12	26	10	4	28	6	16	9	28	5	12	17	8	6	30	6	251
Apartment	1859	1016	2455	148	244	3315	407	119	503	2021	135	455	572	265	373	1486	121	15494
Boarding House	108	128	560	4	181	293	46	20	14	517	38	17	123	17	52	144	24	2286
Cultural Buildings	42	25	244	10	18	97	15	18	20	63	5	5	12	8	11	66	6	665
Farm	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2
Healthcare	6326	3750	17162	1305	3198	10953	2200	1722	2413	11604	1653	464	3192	1205	2122	9103	581	78953
Home/Residence	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	295	0	297
Hotel/Motel	90	64	505	29	87	112	61	48	60	248	0	8	26	26	7	351	19	1741
Industrial Place and Premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4
Industrial Site	78	41	301	20	75	55	26	27	24	68	20	467	33	27	24	124	25	1435
Military Installation	0	1	9	0	2	2	1	2	2	7	0	2	0	0	3	8	0	39
Mobile Home	21	3	4	21	11	120	2	17	14	217	21	7	141	16	32	23	6	676
Nursing Home	2479	792	3187	349	338	2470	378	279	619	2448	122	132	601	168	249	1330	97	16038
Orphanage / Children's Home	4	1	3	0	0	5	0	0	0	1	0	0	5	0	0	0	0	19
Place of Recreation or Sport	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	1	5
Prison	12	15	80	8	14	80	120	22	2	57	35	0	27	1	8	46	7	534
Private Residence	9297	5030	18797	2570	4209	11573	2953	3679	4993	13394	1745	2827	4913	2797	2728	15028	1808	108341
Public Administrative Buildings	125	91	562	58	67	298	76	42	69	313	49	67	67	42	53	492	40	2511

Public Building (schools, gov, offices)	0	1	2	3	2	2	10	0	5	5	0	0	0	0	0	13	1	44
Recreation Area	139	63	583	147	178	156	87	54	323	287	39	49	96	43	34	466	39	2783
Reform School	2	0	6	0	0	6	0	0	0	1	0	0	22	2	0	4	0	43
Residential Institution	114	47	421	10	44	270	14	14	36	121	24	25	135	19	54	168	26	1542
Residential Institution (Assisted Living, Jail/Prison)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	7	0	8
Retail Building	416	206	1443	86	183	737	123	120	144	650	40	113	166	82	81	919	62	5571
Roadways	1921	609	5113	431	735	2199	613	510	1162	2421	211	433	980	646	524	3283	403	22194
Schools	288	53	441	46	118	283	42	45	75	442	14	45	91	47	56	266	61	2413
Sidewalk / Bike Paths	78	13	1035	9	21	98	21	9	25	102	1	15	22	9	13	191	14	1676
Sports Area	4	0	27	1	1	4	0	1	1	19	0	1	1	1	0	10	0	71
Sports Area	32	8	168	4	15	49	7	10	24	102	8	11	9	4	1	75	7	534
Street or Highway	1	0	0	1	1	0	0	0	0	1	0	1	0	0	0	37	0	42
Trade or Service (Business, bars, restaurants, etc.)	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	19	0	21
Transit Hub	63	29	359	5	19	65	133	4	9	182	2	18	19	2	9	90	20	1028
Unspecified no	0	0	0	0	0	3	0	0	0	0	0	0	0	1	0	0	0	4
Vehicle	16	18	140	9	19	20	25	10	8	78	2	8	8	13	14	41	10	439
Wilderness Area	7	15	34	14	11	12	7	6	15	40	11	7	20	4	4	30	3	240
Other Places	882	98	2001	220	483	1489	260	429	475	1393	128	420	542	226	117	1226	1268	11657
Total	24432	12129	55671	5518	10279	34795	7634	7224	11044	36831	4308	5609	11841	5679	6575	35377	4655	279601

Table 30 Count of Complaint Reported by Dispatch By County (Highlighted Variance of Complaint within County Column)

Incident Complaint Reported By Dispatch	Androscoggin	Aroostook	Cumberland	Franklin	Hancock	Kennebec	Knox	Lincoln	Oxford	Penobscot	Piscataquis	Sagadahoc	Somerset	Waldo	Washington	York	Other	Total
Abdominal Pain/Problems	592	479	1836	206	307	1026	258	241	344	1248	159	234	359	217	284	1382	145	9317
Airmedical Transport	2	34	37	3	33	19	0	0	1	20	8	0	19	3	4	16	3	202
Allergic Reaction/Stings	131	52	446	28	58	183	54	54	63	206	9	53	68	43	26	281	33	1788
Animal Bite	23	11	39	3	8	17	7	4	19	37	4	14	14	4	9	32	7	252
Assault	163	63	519	31	22	252	20	22	85	194	16	40	113	28	51	297	33	1949
Assist	0	0	0	0	0	59	0	0	0	0	0	0	0	0	0	0	0	59
Automated Crash Notification	3	3	15	1	3	4	0	5	16	20	2	0	5	1	6	16	3	103
Back Pain (Non-Traumatic)	255	250	720	60	155	436	113	109	135	477	42	94	138	67	114	542	77	3784
Breathing Problem	1804	1133	3603	378	679	2377	505	475	882	2692	296	428	963	435	612	2435	293	19990
Burns/Explosion	26	13	52	13	8	38	13	6	8	32	3	10	10	9	9	37	5	292
Carbon Monoxide/Hazmat/Inhalation/CBRN	46	14	86	11	8	27	36	22	32	35	3	14	9	9	2	95	10	459
Cardiac or Respiratory Arrest/Death	296	69	415	32	85	238	90	31	161	283	29	67	112	50	51	356	38	2403
Chest Pain (Non-Traumatic)	1118	719	2942	310	607	1680	400	352	608	2224	242	355	622	343	407	1806	223	14958
Choking	70	19	134	17	30	80	9	5	30	77	9	27	22	11	14	109	9	672
Community Paramedicine	855	0	37	145	360	167	66	168	3	38	80	1	18	211	0	1	32	2182
Convulsions/Seizure	584	184	1312	111	226	772	113	141	281	710	47	101	289	150	133	789	76	6019
Diabetic Problem	363	162	598	97	97	439	81	77	149	524	66	74	170	68	86	413	69	3533
Drowning/Diving/SCUBA Accident	7	2	15	4	6	5	1	2	2	4	0	4	3	0	2	15	1	73
Electrocution/Lightning	5	1	17	1	0	2	0	1	5	8	0	42	6	1	1	10	1	101
Eye Problem/Injury	20	8	69	7	16	34	7	3	9	29	2	46	8	2	8	32	9	309
Falls	2470	1304	6566	728	1302	4164	1134	1172	1199	4055	422	907	1243	668	767	5046	645	33792
Headache	101	57	286	31	42	131	37	35	56	201	20	36	59	34	31	176	19	1352
Healthcare Professional/Admission	3	2	6	0	4	6	0	1	3	8	3	0	3	1	1	4	2	47
Heart Problems/AICD	287	46	519	32	75	162	42	55	85	292	11	43	28	45	32	275	26	2055

Heat/Cold Exposure	26	15	88	5	20	28	11	8	22	51	10	17	13	7	11	44	10	386
Hemorrhage/Laceration	437	124	1019	90	111	417	133	85	168	539	42	149	119	105	81	516	59	4194
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	7	1	20	2	1	23	0	1	4	9	1	4	7	5	3	8	3	99
Medical Alarm	109	59	340	66	156	659	82	191	124	298	32	123	104	64	76	589	80	3152
Medical Transport	2	0	8	0	0	2666	2	103	0	5	0	0	8	5	0	0	2	2801
Other, Not Reported, Not Known, Not Available	267	1034	1988	195	500	1671	267	393	557	1484	357	338	666	151	473	1707	768	12816
Overdose/Poisoning/Ingestion	443	141	1137	60	74	514	67	86	126	536	37	48	170	75	56	580	56	4206
Pain	0	0	0	0	0	48	0	1	0	0	0	0	5	1	0	0	0	55
Pandemic/Epidemic/Outbreak	0	0	2	0	1	0	0	0	1	1	0	0	0	0	1	3	0	9
Pregnancy/Childbirth/Miscarriage	89	48	119	8	27	71	14	6	23	79	7	16	15	31	29	57	14	653
Psychiatric Problem/Abnormal Behavior/Suicide Attempt	837	529	1811	151	231	1025	160	137	386	1054	127	291	573	174	227	1481	135	9329
Sick Person	3174	1540	7174	532	1028	4292	1047	697	1151	4253	411	649	1326	705	806	4705	457	33947
Stab/Gunshot Wound/Penetrating Trauma	34	8	56	12	14	37	7	4	15	35	9	14	22	7	6	52	5	337
Standby	134	55	442	54	130	162	158	67	373	607	114	32	104	93	65	409	84	3083
Stroke/CVA/TIA	400	199	1019	121	222	496	142	153	190	629	64	129	163	113	135	700	103	4978
Traffic/Transportation Incident	1281	423	2346	413	494	1602	421	448	829	1574	129	332	809	475	198	2207	383	14364
Transfer/Interfacility/Palliative Care	6202	2441	12272	1085	2369	6644	1552	1383	1934	9621	1210	319	2637	851	1263	5252	287	57322
Traumatic Injury	425	224	1025	178	224	393	143	124	309	503	91	155	242	104	120	751	166	5177
Unconscious/Fainting/Near-Fainting	926	370	2532	215	354	896	270	236	432	1276	126	222	354	225	210	1361	181	10186
Unknown Problem/Person Down	382	246	1833	68	157	707	126	98	190	755	54	150	195	62	132	596	83	5834
Well Person Check	33	47	171	14	35	126	46	22	34	108	14	31	28	26	33	194	20	982
Total	24432	12129	55671	5518	10279	34795	7634	7224	11044	36831	4308	5609	11841	5679	6575	35377	4655	279601

Table 31 Scene Location by County (highlight variation by row location type)

Scene Incident Location Type	Androscoggin	Aroostook	Cumberland	Franklin	Hancock	Kennebec	Knox	Lincoln	Oxford	Penobscot	Piscataquis	Sagadahoc	Somerset	Waldo	Washington	York	Other	Total
Agricultural Site	28	12	26	10	4	28	6	16	9	28	5	12	17	8	6	30	6	251
Apartment	1859	1016	2455	148	244	3315	407	119	503	2021	135	455	572	265	373	1486	121	15494
Boarding House	108	128	560	4	181	293	46	20	14	517	38	17	123	17	52	144	24	2286
Cultural Buildings	42	25	244	10	18	97	15	18	20	63	5	5	12	8	11	66	6	665
Farm	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2
Healthcare	6326	3750	17162	1305	3198	10953	2200	1722	2413	11604	1653	464	3192	1205	2122	9103	581	78953
Home/Residence	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	295	0	297
Hotel/Motel	90	64	505	29	87	112	61	48	60	248	0	8	26	26	7	351	19	1741
Industrial Place and Premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4
Industrial Site	78	41	301	20	75	55	26	27	24	68	20	467	33	27	24	124	25	1435
Military Installation	0	1	9	0	2	2	1	2	2	7	0	2	0	0	3	8	0	39
Mobile Home	21	3	4	21	11	120	2	17	14	217	21	7	141	16	32	23	6	676
Nursing Home	2479	792	3187	349	338	2470	378	279	619	2448	122	132	601	168	249	1330	97	16038
Orphanage / Children's Home	4	1	3	0	0	5	0	0	0	1	0	0	5	0	0	0	0	19
Place of Recreation or Sport	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	1	5
Prison	12	15	80	8	14	80	120	22	2	57	35	0	27	1	8	46	7	534
Private Residence	9297	5030	18797	2570	4209	11573	2953	3679	4993	13394	1745	2827	4913	2797	2728	15028	1808	108341
Public Administrative Buildings	125	91	562	58	67	298	76	42	69	313	49	67	67	42	53	492	40	2511
Public Building (schools, gov, offices)	0	1	2	3	2	2	10	0	5	5	0	0	0	0	0	13	1	44
Recreation Area	139	63	583	147	178	156	87	54	323	287	39	49	96	43	34	466	39	2783
Reform School	2	0	6	0	0	6	0	0	0	1	0	0	22	2	0	4	0	43
Residential Institution	114	47	421	10	44	270	14	14	36	121	24	25	135	19	54	168	26	1542
Residential Institution (Assisted Living, Jail/Prison)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	7	0	8
Retail Building	416	206	1443	86	183	737	123	120	144	650	40	113	166	82	81	919	62	5571

Roadways	1921	609	5113	431	735	2199	613	510	1162	2421	211	433	980	646	524	3283	403	22194
Schools	288	53	441	46	118	283	42	45	75	442	14	45	91	47	56	266	61	2413
Sidewalk / Bike Paths	78	13	1035	9	21	98	21	9	25	102	1	15	22	9	13	191	14	1676
Sports Area	4	0	27	1	1	4	0	1	1	19	0	1	1	1	0	10	0	71
Sports Area	32	8	168	4	15	49	7	10	24	102	8	11	9	4	1	75	7	534
Street or Highway	1	0	0	1	1	0	0	0	0	1	0	1	0	0	0	37	0	42
Trade or Service (Business, bars, restaurants, etc.)	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	19	0	21
Transit Hub	63	29	359	5	19	65	133	4	9	182	2	18	19	2	9	90	20	1028
Unspecified no	0	0	0	0	0	3	0	0	0	0	0	0	0	1	0	0	0	4
Vehicle	16	18	140	9	19	20	25	10	8	78	2	8	8	13	14	41	10	439
Wilderness Area	7	15	34	14	11	12	7	6	15	40	11	7	20	4	4	30	3	240
Other Places	882	98	2001	220	483	1489	260	429	475	1393	128	420	542	226	117	1226	1268	11657
Total	24432	12129	55671	5518	10279	34795	7634	7224	11044	36831	4308	5609	11841	5679	6575	35377	4655	279601

Table 32 Top 10 Procedures

Top 10 Procedure	Count
Peripheral Vein IV Access	70619
Blood Glucose Analysis	29719
EKG Monitoring	14148
12 Lead EKG	11824
Other	6452
Discontinue IV Catheter	3016
Spinal, Cervical Collar Application	2930
Ventilator Operations	2907
Blood Draw	2714
ETCo2 Monitoring	2491

Table 33 Top Successful Procedures²⁷

Top Successful Procedures	Count
Peripheral Vein IV Access	53608
Blood Glucose Analysis	28940
EKG Monitoring	13489
12 Lead EKG	11023
Other	6404
Ventilator Operations	2907
Spinal, Cervical Collar Application	2831
Blood Draw	2560
ETCo2 Monitoring	2436
Discontinue IV Catheter	2368

Table 34 Top Procedures, Patient Condition Improved²⁸

Top Procedures Where Patient Condition Improved	Count
Peripheral Vein IV Access	4002
Blood Glucose Analysis	1038
BVM Ventilation	804
Splinting, General	794
Wound Care	754
Other	712
CPAP	651
Ventilator Operations	567
Physical Assessment	532
Suctioning	508

²⁷ Excludes procedures without success value

²⁸ Excludes procedures without acuity value

Table 35 Bottom 10 Procedures

Bottom 10 Procedures	Count
Combitube	1
Fall Education	1
Get Up and Go Test	1
RSI	1
Fall Risk Assessment	2
Ability to Obtain Food	4
CHF Education	4
CPR Mask Use	4
Cricoid Pressure	4
Influenza Vaccination	5

Table 36 Top Unsuccessful Procedures²⁹

Top Unsuccessful Procedures	Count
Peripheral Vein IV Access	17009
Blood Glucose Analysis	779
12 Lead EKG	749
Discontinue IV Catheter	648
EKG Monitoring	574
Defibrillation	204
Blood Draw	154
CPR	148
Intubation, Oral	132
Intraosseous Insertion	122

Table 37 Top Procedures, Patient Condition Worsened³⁰

Top Procedures Where Patient Condition Worsened	Count
Peripheral Vein IV Access	64
Other	28
Ventilator Operations	26
CPAP	25
Spinal, C-Collar Application	22
Blood Glucose Analysis	10
Defibrillation	8
BVM Ventilation	6
Vitals	5
EKG Monitoring	5

²⁹ Excludes procedures without success value

³⁰ Excludes procedures without acuity value

Table 38 Adult/Pediatric Procedure Categories³¹

Procedure Category	Adult	Pediatric	Total
Airway Breathing	11096	549	11645
Cardiac	27520	566	28086
Community Paramedicine	1562	53	1615
Other	10545	986	11531
PIFT	139	3	142
Trauma	6922	838	7760
Vascular	104153	3133	107286
Total	161937	6128	168065

³¹ Procedure Category definitions can be found in Table 39

Table 39 Procedure Details

Category	EMS Procedure	Adult	Pediatric	Total
Airway/Breathing	Total	11096	549	11645
	BVM Ventilation	1472	59	1531
	CPAP	1104	23	1127
	CPR Mask Use	4		4
	Cricoid Pressure	4		4
	Cricothyroidotomy, Surgical	8		8
	ETCo2 Monitoring	2407	84	2491
	Foreign Body Removal	14		14
	Heimlich Maneuver	9	1	10
	Intubation, Nasotracheal	7		7
	Intubation, Oral	391	17	408
	King Tube	312	1	313
	Laryngoscopy	69		69
	LMA Insertion	56	1	57
	Manual Airway Opening	115	6	121
	Nasal Airway Insertion	743	26	769
	Needle Decompression	69	2	71
	Occlusive Dressing	17	1	18
	Oral Airway Insertion	743	24	767
	Orogastric Tube	49	1	50
	Other	2		2
	Suctioning	813	75	888
	Tracheostomy Care	9		9
	Ventilator Operations	2679	228	2907
Cardiac	Total	27520	566	28086
	12 Lead EKG	11681	143	11824
	AED	9		9
	Cardiac Pacing	137		137
	Cardioversion	57		57
	CPR	872	29	901
	Defibrillation	902	3	905
	EKG Monitoring	13760	388	14148
	Vagal Maneuver	102	3	105
Community Paramedicine	Total	1562	53	1615
	Ability to Obtain Food	4		4
	Asthma Education	6	7	13
	CHF Education	4		4
	COPD Education	18		18
	Diabetes Education	32		32
	Discharge Assessment	10		10
	Fall Education	1		1

	Fall Risk Assessment	2		2
	Follow-up	763	17	780
	Get Up and Go Test	1		1
	Health Assessment	54	3	57
	Home Safety Assessment	9	1	10
	Influenza Vaccination	5		5
	Initial Assessment	51	2	53
	Medication Reconciliation	425	12	437
	PCP Contacted	85	4	89
	Urine Collection	6		6
	Wound Care	86	7	93
	Total	10545	986	11531
Other	ALS Requested	191	8	199
	Birth	4	3	7
	Cooling	149	28	177
	Decontamination	5	1	6
	Eye Irrigation	21	4	25
	OLMC Consultation	68	5	73
	Other	5832	620	6452
	Patient Monitoring	2147	142	2289
	Physical Assessment	1799	140	1939
	Restraint, Pharmaceutical	12	2	14
	Restraint, Physical	57	5	62
	Vitals	40	4	44
	Warming	220	24	244
	Total	139	3	142
PIFT	Bladder Irrigation	10		10
	Chest Tube Maintenance	43	1	44
	Nasogastric Tube Maintenance	86	2	88
	Total	6922	838	7760
Trauma	Burn Care	22	9	31
	Cold Pack Application	624	104	728
	Extrication	69	6	75
	Hemostatic Agents	58	2	60
	Pressure Dressing	153	15	168
	Spinal, Cervical Collar Application	2633	297	2930
	Spinal, Immobilization - Lying	340	37	377
	Spinal, Immobilization - Seated	55	7	62
	Spinal, Long Board Application	341	60	401
	Splinting, General	1112	149	1261
	Splinting, Traction	53	7	60
	Tourniquet	73	8	81
	Wound Care	1317	118	1435

	Wound Irrigation	72	19	91
Vascular	Total	104153	3133	107286
	Blood Draw	2650	64	2714
	Blood Glucose Analysis	28642	1077	29719
	Discontinue IV Catheter	2945	71	3016
	External Jugular	55	2	57
	Intraosseous Insertion	1108	53	1161
	Peripheral Vein IV Access	68753	1866	70619
Total		161937	6128	168065

Table 40 Service Details and Count of Activations

Service Name	Service Organization Type	Service Organization Status	Service License Level	Service Permit Level, If Applicable	County of Base Station	EMS Region	Count of All Activations
Acton Fire - Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	288
Albion Fire - Rescue	Fire Department	Volunteer	EMT	Paramedic	Kennebec	3	114
Alexander VFD First Responder Unit	Fire Department	Volunteer	EMR	EMT	Washington	4	31
Alfred Rescue Squad	Fire Department	Mixed	EMT	Paramedic	York	1	423
Ambulance Service Inc	Private, Non Hospital	Mixed	EMT	Paramedic	Aroostook	5	1071
Andover Fire Dept	Fire Department	Volunteer	EMT		Oxford	2	20
Anson Madison Starks Ambulance Service	Community-Non Profit	Non-Volunteer	AEMT	Paramedic	Somerset	3	1670
Aroostook Critical Care Transport	Hospital	Non-Volunteer	Paramedic		Aroostook	5	56
Arundel Fire - Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	419
Ashland Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Aroostook	5	192
Auburn Fire Department	Fire Department	Non-Volunteer	EMT	Paramedic	Androscoggin	2	4088
Augusta Fire Department	Fire Department	Non-Volunteer	Paramedic		Kennebec	3	5399
Aurora Volunteer Fire Dept.	Fire Department	Volunteer	EMT		Hancock	4	10
Bangor Fire Department	Fire Department	Non-Volunteer	Paramedic		Penobscot	4	6583
Bar Harbor Fire Dept	Fire Department	Mixed	EMT	Paramedic	Hancock	4	1037

Bates EMS	College/Educational Institution	Volunteer	EMT		Androscoggin	2	97
Bath Fire Department	Fire Department	Non-Volunteer	AEMT	Paramedic	Sagadahoc	1	2018
Bath Iron Works Rescue	Private, Non Hospital	Non-Volunteer	EMT		Sagadahoc	1	413
Beech Ridge Speedway Ambulance	Private, Non Hospital	Non-Volunteer	EMT		Cumberland	1	17
Belfast Ambulance & Rescue Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Waldo	6	2559
Belgrade Fire Department	Fire Department	Mixed	EMT	Paramedic	Kennebec	3	215
Belmont Vol. Fire and Rescue	Fire Department	Mixed	EMR	EMT	Waldo	6	1
Berwick Fire Department	Fire Department	Mixed	EMR	EMT	York	1	467
Bethel Ambulance Service	Community-Non Profit	Mixed	EMT	Paramedic	Oxford	2	414
Biddeford Ambulance Service	Fire Department	Non-Volunteer	AEMT	Paramedic	York	1	3969
Boothbay Region Ambulance	Community-Non Profit	Mixed	EMT	Paramedic	Lincoln	6	1461
Bowdoin First Responders	Fire Department	Volunteer	EMR	EMT	Sagadahoc	1	76
Bowdoinham Fire & Rescue	Community-Non Profit	Mixed	EMR	EMT	Sagadahoc	1	135
Bradford Fire Department	Fire Department	Volunteer	EMT		Penobscot	4	76
Bremen Rescue First Responders	Governmental, Non-Fire	Volunteer	EMT		Lincoln	6	38
Brewer Fire Department	Governmental, Non-Fire		EMR	AEMT	Penobscot	4	505
Brewer Fire Department	Fire Department	Non-Volunteer	EMT	AEMT	Penobscot	4	505

Bristol Fire and Rescue	Fire Department	Volunteer	EMR	EMT	Lincoln	6	340
Brooklin Volunteer Fire Dept Inc	Fire Department	Volunteer	EMR	EMT	Hancock	4	22
Brooks Ambulance Inc.	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Waldo	6	168
Brunswick Fire Department EMS	Fire Department	Non-Volunteer	AEMT	Paramedic	Cumberland	1	3361
Buckfield Rescue Dept.	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Oxford	2	504
Bucksport Fire Department	Fire Department	Mixed	EMT	Paramedic	Hancock	4	890
Burlington Municipal Fire & Rescue Department	Fire Department	Volunteer	EMT		Penobscot	4	1
Buxton Fire & Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	733
Calais Fire-EMS	Fire Department	Mixed	EMT	Paramedic	Washington	4	1562
Canaan Municipal Fire & Rescue	Fire Department	Volunteer	EMR	EMT	Somerset	3	92
Cape Elizabeth Fire Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	643
Caribou Fire - Air Ambulance Service	Fire Department	Mixed	Paramedic		Aroostook	5	1
Caribou Fire - Ambulance	Fire Department	Mixed	AEMT	Paramedic	Aroostook	5	2157
Carmel Fire & Rescue	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	288
Carrabassett Valley Fire - Rescue	Fire Department	Volunteer	EMR	EMT	Franklin	2	6
Casco Fire & Rescue	Governmental, Non-Fire	Mixed	EMT	Paramedic	Cumberland	1	465
Castine Fire and Rescue	Fire Department	Mixed	EMR	AEMT	Hancock	4	103
Central Lincoln County Ambulance	Community-Non Profit	Mixed	EMT	Paramedic	Lincoln	6	2498

Charles A Dean Ambulance Service	Hospital	Mixed	EMT	Paramedic	Piscataquis	4	402
Charlotte Volunteer Fire Department	Fire Department	Volunteer	EMR	EMT	Washington	4	2
Chebeague Island Rescue	Fire Department	Volunteer	EMT	Paramedic	Cumberland	1	38
Cherryfield Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Washington	4	285
China Rescue Squad	Community-Non Profit	Volunteer	EMR	AEMT	Kennebec	3	307
Clinton Fire Dept Ambulance Service	Fire Department	Mixed	EMT	Paramedic	Kennebec	3	582
Corinth Fire Department	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	41
Cranberry Isles Rescue	Governmental, Non-Fire		EMT		Hancock	4	17
Cranberry Isles Rescue	Fire Department	Volunteer	EMT		Hancock	4	17
Crown Ambulance	Hospital	Non-Volunteer	EMT	Paramedic	Aroostook	5	2624
Cumberland Fire Department	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	529
Cundy's Harbor Fire Dept	Fire Department	Volunteer	EMT	Paramedic	Cumberland	1	158
Cushing Rescue Squad	Community-Non Profit	Mixed	EMT	Paramedic	Knox	6	94
Cutler Fire Dept NCTAMS LANT Detachment Cutler	Fire Department	Non-Volunteer	EMR	EMT	Washington	4	38
Dedham Fire Department	Fire Department	Mixed	EMR	AEMT	Hancock	4	94
Delta Ambulance	Private, Non Hospital	Non-Volunteer	Paramedic		Kennebec	3	19574
Denmark Fire Dept 1st Responders	Fire Department	Mixed	EMR	EMT	Oxford	2	7

Denny River Volunteer Fire & Ambulance	Fire Department	Volunteer	EMT		Washington	4	140
Detroit Fire & Rescue	Fire Department	Mixed	EMR	EMT	Somerset	3	43
Dixmont Fire Rescue	Fire Department	Volunteer	EMR	EMT	Penobscot	4	75
Dover-Foxcroft Fire Department	Fire Department	Mixed	EMT		Piscataquis	4	2
Durham Fire & Rescue	Fire Department	Mixed	EMT	Paramedic	Androscoggin	2	265
East Millinocket/Lincoln Ambulance	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	2580
Eastbrook First Responder	Fire Department	Volunteer	EMT		Hancock	4	6
Eddington Fire Dept	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	269
Edgecomb Fire Department	Fire Department	Volunteer	EMR	EMT	Lincoln	6	66
Ellsworth Fire Department	Community-Non Profit	Non-Volunteer	EMT		Hancock	4	3
Etna Volunteer Fire and Rescue	Fire Department	Volunteer	EMR	EMT	Penobscot	4	48
Fairfield Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Somerset	3	1198
Falmouth Fire - EMS	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	1449
Farmington Fire Rescue	Fire Department	Mixed	EMR	EMT	Franklin	2	11
Freeport Fire Department	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	1359
Frye Island Rescue Service	Governmental, Non-Fire	Mixed	EMT		Cumberland	1	21
Fryeburg Rescue	Community-Non Profit	Mixed	EMT	Paramedic	Oxford	2	918
G & H Ambulance Service	Community-Non Profit	Mixed	EMT	Paramedic	Penobscot	4	1354
Gardiner Fire & Ambulance Department	Fire Department	Non-Volunteer	Paramedic		Kennebec	3	2853

Georgetown Fire Department & Ambulance	Fire Department	Mixed	EMT	Paramedic	Sagadahoc	1	61
Glenburn Fire Department	Fire Department	Volunteer	EMR	EMT	Penobscot	4	51
Gorham Fire Department	Fire Department	Non-Volunteer	EMT	Paramedic	Cumberland	1	1520
Gouldsboro Fire Department	Fire Department	Non-Volunteer	EMT	Paramedic	Hancock	4	213
Gray Fire - Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	685
Greenbush Fire Dept	Fire Department	Volunteer	EMR	EMT	Penobscot	4	135
Greene Fire Dept Rescue	Fire Department	Volunteer	EMT		Androscoggin	2	28
Greenwood First Responders	Fire Department	Volunteer	EMR	EMT	Oxford	2	35
Guilford Fire First Responders	Fire Department	Mixed	EMR	EMT	Piscataquis	4	19
Hampden Fire Department	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	767
Hancock Vol Fire Department	Fire Department	Volunteer	EMR	EMT	Hancock	4	191
Harmony Regional Ambulance Service	Fire Department	Volunteer	EMT	Paramedic	Somerset	3	191
Harpswell Neck Fire & Rescue	Fire Department	Volunteer	Paramedic		Cumberland	1	205
Harrison Fire - Rescue First Responder Service	Fire Department	Volunteer	EMR	AEMT	Cumberland	1	50
Hermon Fire Department	Fire Department	Mixed	EMR	EMT	Penobscot	4	102
Hermon Volunteer Rescue	Community-Non Profit	Volunteer	EMT	Paramedic	Penobscot	4	597
Holden Fire Rescue	Fire Department	Mixed	EMR	AEMT	Penobscot	4	348
Hollis Fire - Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	361

Houlton Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Aroostook	5	2019
Howland Fire & EMS	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	1983
Hudson Fire Department	Fire Department	Volunteer	EMR	Paramedic	Penobscot	4	37
Industry Fire Department	Fire Department	Volunteer	EMR	EMT	Franklin	2	43
Island Falls Ambulance Service	Governmental, Non-Fire	Non-Volunteer	Paramedic		Aroostook	5	98
Islesboro Ambulance Service	Governmental, Non-Fire	Volunteer	EMT	Paramedic	Waldo	6	94
Jackman-Moose River Fire & Rescue Department	Fire Department	Mixed	EMT		Somerset	3	173
Jay Fire and Rescue	Fire Department	Mixed	EMR	EMT	Franklin	2	11
Jefferson Fire and Rescue	Fire Department	Volunteer	EMR	EMT	Lincoln	6	179
Kenduskeag Fire - Rescue	Fire Department	Mixed	EMR	EMT	Penobscot	4	13
Kennebunk Fire Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	2263
Kennebunkport EMS	Community-Non Profit	Non-Volunteer	EMT	Paramedic	York	1	370
Kingfield Fire - Rescue	Fire Department	Volunteer	EMR	EMT	Franklin	2	11
Lebanon Fire-EMS	Fire Department	Mixed	EMT	Paramedic	York	1	609
Lee Fire Rescue	Fire Department	Mixed	EMR	AEMT	Penobscot	4	81
Levant Fire Department	Fire Department	Mixed	EMR	AEMT	Penobscot	4	96
Liberty Volunteer Ambulance Service	Community-Non Profit	Mixed	EMT	Paramedic	Waldo	6	203
LifeFlight of Maine	Community-Non Profit	Non-Volunteer	Paramedic		Penobscot	4	2397
Limerick Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	361
Limington Fire and EMS	Fire Department	Mixed	EMT	Paramedic	York	1	290

Lisbon Emergency Inc.	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Androscoggin	2	1098
Litchfield Fire & Rescue	Fire Department	Volunteer	EMT		Kennebec	3	108
Livermore Falls Fire Dept.	Fire Department	Mixed	EMR	EMT	Androscoggin	2	10
Livermore Fire Rescue	Fire Department	Mixed	EMR	EMT	Androscoggin	2	18
Long Island Volunteer Rescue	Fire Department	Volunteer	EMT		Cumberland	1	34
Lowell Fire and Rescue Department	Fire Department	Mixed	EMT	AEMT	Penobscot	4	55
Machias Ambulance Service	Governmental, Non-Fire	Volunteer	EMT	Paramedic	Washington	4	800
Madawaska Ambulance Service	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Aroostook	5	824
Maine Medical Center	Hospital	Non-Volunteer	EMT		Cumberland	1	348
Mariaville Volunteer Fire Department	Fire Department	Volunteer	EMR	EMT	Hancock	4	32
Mattawamkeag Rescue	Fire Department	Mixed	EMT	Paramedic	Penobscot	4	134
Mechanic Falls Fire Department	Fire Department	Mixed	EMT	AEMT	Androscoggin	2	36
Med-Care Ambulance Service	Community-Non Profit	Mixed	AEMT	Paramedic	Oxford	2	3792
MEDCU	Fire Department	Non-Volunteer	Paramedic		Cumberland	1	13551
Memorial Ambulance Corps	Community-Non Profit	Volunteer	EMT	Paramedic	Hancock	4	736
Mid Coast Hospital Interceptor	Hospital	Non-Volunteer	Paramedic		Cumberland	1	623
Milford Fire Department	Fire Department	Mixed	EMR	AEMT	Penobscot	4	233
Millinocket Fire Department Ambulance Service	Fire Department	Non-Volunteer	EMT	Paramedic	Penobscot	4	832
Milo Fire Department	Fire Department	Mixed	EMR	EMT	Piscataquis	4	24

Minot Fire Department	Fire Department	Mixed	EMT		Androscoggin	2	74
Monson Fire Dept First Responders	Fire Department	Mixed	EMR	AEMT	Piscataquis	4	36
Moosabec Ambulance	Community-Non Profit	Mixed	EMT	Paramedic	Washington	4	228
Mount Vernon Rescue	Community-Non Profit	Volunteer	EMT		Kennebec	3	150
Naples Fire Department	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	433
New Gloucester Fire & Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	397
New Portland Fire - Rescue	Fire Department	Volunteer	EMR	EMT	Somerset	3	1
New Sharon Fire Rescue	Fire Department	Volunteer	EMR	EMT	Franklin	2	124
Newburgh Rescue	Fire Department	Mixed	EMR	EMT	Penobscot	4	154
Newfield Rescue Squad	Community-Non Profit	Mixed	EMT	Paramedic	York	1	157
Newport Fire Department	Fire Department	Mixed	EMT		Penobscot	4	34
North Berwick Rescue Squad Inc	Community-Non Profit	Mixed	EMT	Paramedic	York	1	468
North Haven EMS	Community-Non Profit	Mixed	EMT	AEMT	Knox	6	49
North Yarmouth Fire Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	153
Northeast Harbor Ambulance Service, Inc.	Community-Non Profit	Mixed	EMT	Paramedic	Hancock	4	308
Northeast Mobile Health Services	Private, Non Hospital	Non-Volunteer	AEMT	Paramedic	Cumberland	1	21791
Northern Light Mayo Hospital	Hospital	Non-Volunteer	EMT	Paramedic	Piscataquis	4	5408

Northern Light Medical Transport	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Penobscot	4	17654
Northport First Responders	Governmental, Non-Fire	Mixed	EMR	EMT	Waldo	6	85
NorthStar	Hospital	Non-Volunteer	EMT	Paramedic	Franklin	2	6135
Oakfield Fire Department	Fire Department	Volunteer	EMR	EMT	Oakland		9
Oakland Fire - Rescue	Fire Department	Mixed	EMT		Kennebec	3	658
Ogunquit Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	York	1	511
Old Orchard Beach EMS	Fire Department	Mixed	EMT	Paramedic	York	1	1781
Old Town Fire Dept	Fire Department	Non-Volunteer	EMT	Paramedic	Penobscot	4	2006
Orono Fire - Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Penobscot	4	1372
Orrington Fire Dept.	Fire Department	Non-Volunteer	EMT	Paramedic	Penobscot	4	291
Orrs/Bailey Island Fire Department	Fire Department	Volunteer	EMT	Paramedic	Cumberland	1	171
Osborn Municipal Vol Fire Dept	Fire Department	Volunteer	EMR		Hancock	4	9
Otisfield Fire Department	Fire Department	Volunteer	EMT		Oxford	2	45
Oxford Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Oxford	2	631
PACE Paramedic Service	Hospital	Non-Volunteer	Paramedic		Oxford	2	3802
Paris Fire Department	Fire Department	Volunteer	EMR	EMT	Oxford	2	7
Passamaquoddy Fire & Rescue	Tribal	Non-Volunteer	EMT	Paramedic	Washington	4	385
Patten Ambulance Service	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Penobscot	4	421
Peninsula Ambulance Corps	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Hancock	4	1448
Petit Manan Ambulance	Community-Non Profit	Mixed	EMT	AEMT	Washington	4	532

Phippsburg Fire & Rescue Department	Fire Department	Mixed	EMT	Paramedic	Sagadahoc	1	194
Pleasant River Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Washington	4	518
Plymouth Fire Department	Fire Department	Volunteer	EMT	AEMT	Penobscot	4	78
Poland Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Androscoggin	2	684
Pownal Fire Dept First Responders	Fire Department	Mixed	EMR	EMT	Cumberland	1	66
Presque Isle Fire Department	Fire Department	Mixed	AEMT	Paramedic	Aroostook	5	1843
Raymond Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	414
Redington Fairview EMS	Hospital	Non-Volunteer	Paramedic		Somerset	3	4468
Richmond Fire Department	Fire Department	Volunteer	EMR	EMT	Sagadahoc	1	236
Rockland Fire & EMS	Fire Department	Mixed	AEMT	Paramedic	Knox	6	1775
Rockwood Fire - EMS	Fire Department	Volunteer	EMR	EMT	Somerset	3	17
Rome Fire & Rescue	Governmental, Non-Fire	Mixed	EMR	EMT	Kennebec	3	46
Rumford Fire Department	Fire Department	Non-Volunteer	EMR	EMT	Oxford	2	280
Sabattus Fire Rescue	Fire Department	Mixed	EMT		Androscoggin	2	147
Saco Fire Department	Fire Department	Mixed	AEMT	Paramedic	York	1	2839
Sacopee Rescue Inc	Community-Non Profit	Mixed	EMT	Paramedic	York	1	639
Sanford Fire Dept Ambulance Service	Fire Department	Non-Volunteer	EMT	Paramedic	York	1	2916
Scarborough Downs EMS	Private, Non Hospital	Non-Volunteer	EMT		Cumberland	1	1
Scarborough Fire Department	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	2800

Searsmont Rescue	Community-Non Profit	Volunteer	EMT		Waldo	6	114
Searsport Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Waldo	6	627
Sebago EMS	Governmental, Non-Fire	Mixed	EMT	Paramedic	Cumberland	1	158
Sebasticook Valley Hospital Ambulance	Hospital	Non-Volunteer	EMT	Paramedic	Somerset	3	2433
Shapleigh Rescue Squad	Governmental, Non-Fire	Mixed	Paramedic		York	1	173
Sidney Rescue	Governmental, Non-Fire	Volunteer	EMR	EMT	Kennebec	3	171
Sipayik Ambulance Corps	Tribal	Mixed	EMT	Paramedic	Washington	4	76
Skowhegan Fire Department	Fire Department	Mixed	EMR	EMT	Somerset	3	25
Smithfield Fire Department	Fire Department	Volunteer	EMR	EMT	Somerset	3	69
Sorrento Rescue	Fire Department	Volunteer	EMR	Paramedic	Hancock	4	2
South Bristol Volunteer Fire Department	Fire Department	Volunteer	EMR	AEMT	Lincoln	6	43
South Portland Fire Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	3839
South Thomaston Ambulance Service	Community-Non Profit	Mixed	EMT	Paramedic	Knox	6	283
Southwest Harbor / Tremont Ambulance Service Inc	Community-Non Profit	Mixed	EMT	Paramedic	Hancock	4	431
St George Ambulance	Community-Non Profit	Mixed	EMT	Paramedic	Knox	6	424
Standish Fire - EMS	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	1030
Stetson Fire Rescue	Fire Department	Volunteer	EMR	EMT	Penobscot	4	19

Stockton Springs Ambulance Service	Governmental, Non-Fire	Mixed	EMT	Paramedic	Waldo	6	215
Stoneham Rescue Service	Community-Non Profit	Mixed	EMT	Paramedic	Oxford	2	177
Sullivan Fire Rescue	Fire Department	Volunteer	EMT		Hancock	4	114
Swans Island Ambulance	Community-Non Profit	Volunteer	EMT		Hancock	4	49
Thomaston Ambulance	Governmental, Non-Fire	Mixed	EMT	Paramedic	Knox	6	368
Three Rivers Ambulance Service	Community-Non Profit	Mixed	EMT	Paramedic	Piscataquis	4	818
Topsham Fire - EMS	Fire Department	Mixed	EMT	Paramedic	Sagadahoc	1	1318
Town of Lisbon Fire Service	Fire Department	Mixed	EMR	EMT	Androscoggin	2	78
Town of Lyman DBA / Goodwins Mills Fire-Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	516
Town of Mercer Rescue	Governmental, Non-Fire	Volunteer	EMR	EMT	Somerset	3	67
Town of Springfield	Governmental, Non-Fire	Volunteer	EMR	AEMT	Penobscot	4	43
Trackside Ambulance Service	Private, Non Hospital	Non-Volunteer	EMT		Androscoggin	2	14
Turner Rescue	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Androscoggin	2	983
U.S. Border Patrol Medical Response Team	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Aroostook	5	6
Union Fire-Rescue	Fire Department	Mixed	EMT	Paramedic	Knox	6	507
United Ambulance Service	Hospital	Non-Volunteer	Paramedic		Androscoggin	2	18060
Unity Volunteer Ambulance Corps	Community-Non Profit	Mixed	EMT	Paramedic	Waldo	6	530

University of New England	College/Educational Institution	Volunteer	EMT		York	1	44
University Volunteer Ambulance Corps	College/Educational Institution	Mixed	EMT	Paramedic	Penobscot	4	431
Upper Kennebec Valley Ambulance	Community-Non Profit	Non-Volunteer	EMT	Paramedic	Somerset	3	368
Van Buren Ambulance Service	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Aroostook	5	686
Vassalboro First Responders	Governmental, Non-Fire	Mixed	EMR	EMT	Kennebec	3	180
Veazie Fire Department	Fire Department	Mixed	EMR	AEMT	Penobscot	4	194
Vinalhaven Ambulance	Governmental, Non-Fire	Volunteer	EMT	Paramedic	Knox	6	222
Waldoboro Emergency Medical Services	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Lincoln	6	1718
Wales Rescue	Governmental, Non-Fire	Mixed	EMR	EMT	Androscoggin	2	59
Waltham Municipal Vol Fire Dept	Fire Department	Volunteer	EMT		Hancock	4	6
Warren Rescue	Governmental, Non-Fire	Mixed	EMT	Paramedic	Knox	6	402
Waterboro Fire Dept Rescue	Fire Department	Mixed	EMT	Paramedic	York	1	702
Waterville Fire Department	Fire Department	Mixed	EMT	Paramedic	Kennebec	3	3178
WCEMSA dba Downeast EMS	Community-Non Profit	Mixed	EMT	Paramedic	Washington	4	2088
Weld Volunteer Fire & EMS	Fire Department	Volunteer	EMR	EMT	Franklin	2	25
Wells Emergency Medical Services	Community-Non Profit	Non-Volunteer	AEMT	Paramedic	York	1	1893
Wells Fire Department Rescue	Fire Department	Mixed	EMR	AEMT	York	1	375

West Bath Fire Dept	Fire Department	Mixed	AEMT		Sagadahoc	1	14
West Forks Volunteer Fire Department	Fire Department	Mixed	EMR	AEMT	Somerset	3	3
Westbrook Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Cumberland	1	3094
Westport Volunteer Fire Dept First Responders	Fire Department	Volunteer	EMR	AEMT	Lincoln	6	21
Whitefield Fire Department Rescue	Fire Department	Volunteer	EMR	EMT	Lincoln	6	99
Windham Fire Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Cumberland	1	1862
Windsor Fire & Rescue	Fire Department	Volunteer	EMR	AEMT	Kennebec	3	194
Winslow Fire Department Rescue	Fire Department	Non-Volunteer	EMT	Paramedic	Kennebec	3	896
Winterport Volunteer Ambulance Service	Community-Non Profit	Volunteer	EMT	Paramedic	Waldo	6	492
Winthrop Ambulance Service	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Kennebec	3	2068
Wiscasset Ambulance Service	Governmental, Non-Fire	Non-Volunteer	EMT	Paramedic	Lincoln	6	672
Woodstock First Responders	Fire Department	Volunteer	EMR	EMT	Oxford	2	92
Woolwich Fire Department	Fire Department	Volunteer	EMT	Paramedic	Sagadahoc	1	262
Woolwich Fire Department	Governmental, Non-Fire		EMR	EMT	Sagadahoc	1	262
Yarmouth Fire Rescue	Fire Department	Mixed	EMT	Paramedic	Cumberland	1	1133
York Ambulance Association Inc	Private, Non Hospital	Non-Volunteer	EMT	Paramedic	York	1	2441
York Beach Volunteer Fire Department	Fire Department	Mixed	EMT	AEMT	York	1	446
York Village Fire Department	Fire Department	Mixed	EMT	AEMT	York	1	732

Hours & Contact

Monday to Friday - 8am to 4:30pm

Phone: (207) 626-3860

Fax: (207) 287-6251

TTY: (888) 524-7900

TDD: (207) 287-3659

Email: maine.ems@maine.gov

<https://www.maine.gov/ems/>

Office & Mailing Address

Maine Emergency Medical Services

Department of Public Safety

45 Commerce Drive Suite 1

152 State House Station

Augusta, ME 04333-0152