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GOVERNOR

STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
152 STATE HOUSE STATION
AUGUSTA, MAINE
04333



JOHN E. MORRIS
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DIRECTOR

April 3, 2014

We are pleased to provide the annual report of the Maine Emergency Medical Service Run Report System (MEMSRR) for calendar year 2013.

The information in this report comes directly from the incident and patient care reports and has been compiled in the following manner:

Section 1: Provides the agency demographic overview by service license, organization type, and license levels

Section 2: A summary of the response data collected from each report

Section 3: A breakdown of the transports to and from Maine hospitals

Section 4: An overview of agency response totals by region and month

Section 5: Provider demographics

Section 6: Reporting system compliance and statistics

In 2013, this information was used for protocol review, research on pediatric hypoglycemia, research on pre-hospital responses to farm land injuries, as well as projects relating to highway safety and trauma research.

Timely submission of a complete and accurate patient care report continues to be a critical part of providing quality patient care.

Thank you to all the services and providers who provide this information. The patient care and incident reports entered into the MEMSRR provide invaluable information that benefits our system, our practice, and our patients.

Sincerely,

Jonathan N Powers, NR-Paramedic
Data & Preparedness Coordinator

PHONE: (207) 626-3860

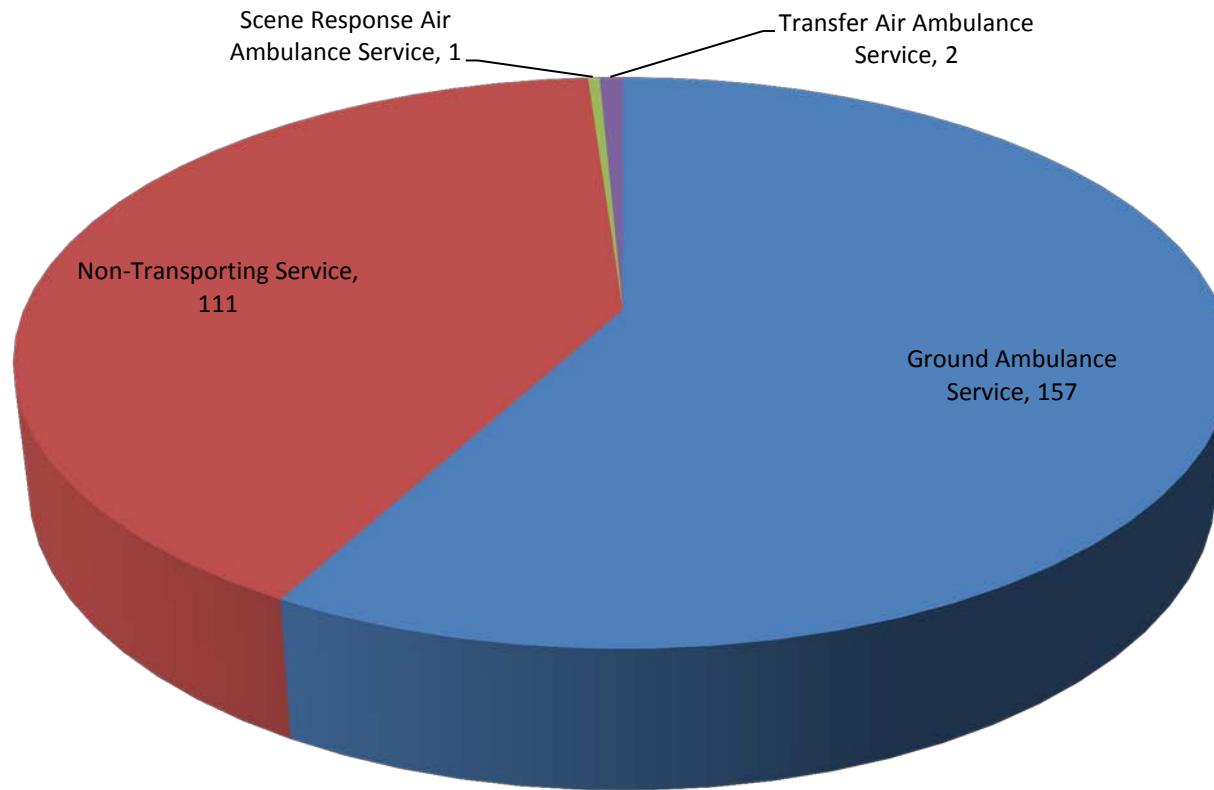
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With offices located at the Central Maine Commerce Center, 45 Commerce Drive, Suite 1, Augusta, ME 04330

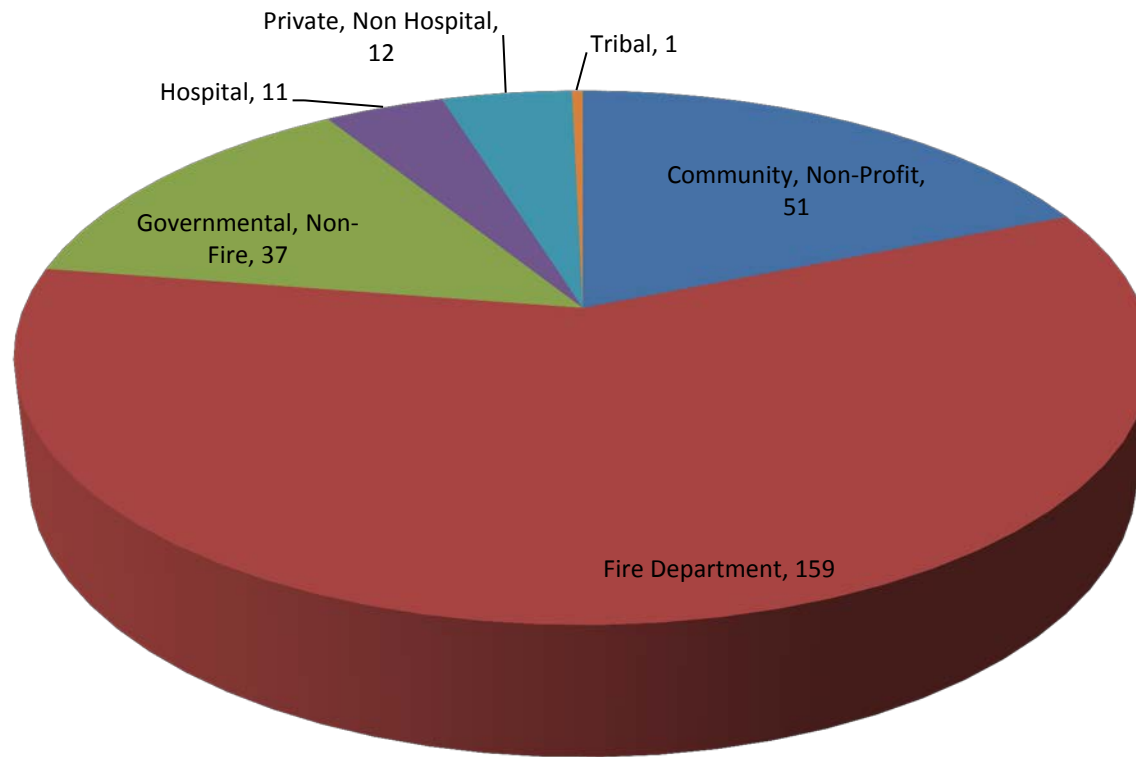
Section 1 - Agency Overview

Service by Primary Type of Service



Primary Type of Service			
	2013	%	2012
Ground Ambulance Service	157	57.93%	159
Non-Transporting Service	111	40.96%	112
Scene Response Air Ambulance Service	1	0.37%	1
Transfer Air Ambulance Service	2	0.74%	2
Total	271	100%	274

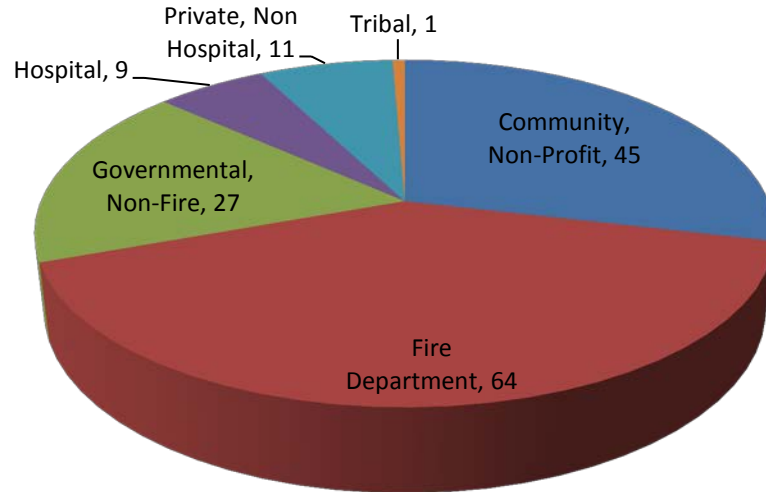
Service by Organization Type



	Organization Type		
	2013	%	2012
Community, Non-Profit	51	18.82%	52
Fire Department	159	58.67%	156
Governmental, Non-Fire	37	13.65%	37
Hospital	11	4.06%	15
Private, Non Hospital	12	4.43%	12
Tribal	1	0.37%	2
Total	271	100%	274

Type of Service by Organization Type

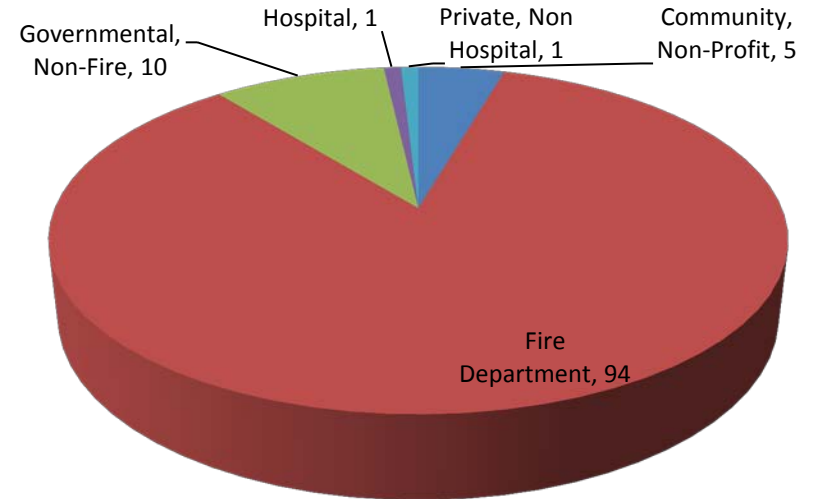
Ground Ambulance Service



Ground Ambulance Service			
	2013	%	2012
Community, Non-Profit	45	28.66%	46
Fire Department	64	40.76%	61
Governmental, Non-Fire	27	17.20%	25
Hospital	9	5.73%	13
Private, Non Hospital	11	7.01%	12
Tribal	1	0.64%	2
Total	157	100%	159

Scene Response Air Ambulance Service			
	2013	%	2012
Community, Non-Profit	1	100%	1
Total	1	100%	1

Non-Transporting Service

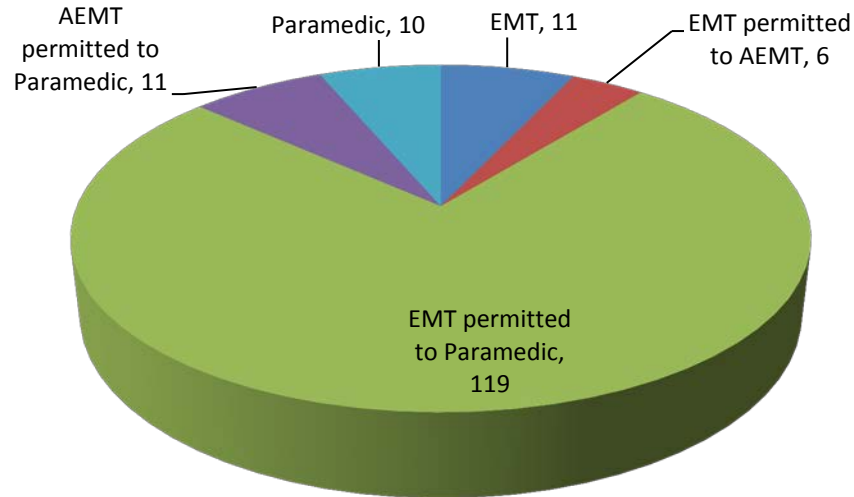


Non-Transporting Service			
	2013	%	2012
Community, Non-Profit	5	4.50%	5
Fire Department	94	84.68%	94
Governmental, Non-Fire	10	9.01%	12
Hospital	1	0.90%	1
Private, Non Hospital	1	0.90%	0
Total	111	100%	112

Transfer Air Ambulance Service			
	2013	%	Δ 2012
Fire Department	1	50%	1
Hospital	1	50%	1
Total	2	100%	2

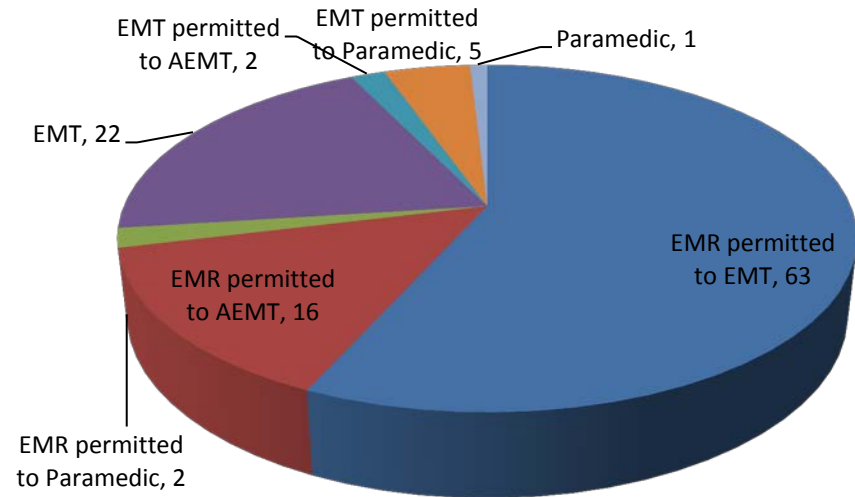
Type of Service by License Level

Ground Ambulance Service



Ground Ambulance Service			
	2013	%	2012
EMT	11	7.01%	11
EMT permitted to AEMT	6	3.82%	6
EMT permitted to Paramedic	119	75.80%	119
AEMT permitted to Paramedic	11	7.01%	11
Paramedic	10	6.37%	11
Total	157	100%	159

Non-Transporting Service



Non-Transporting Service			
	2013	%	2012
EMR permitted to EMT	63	56.76%	61
EMR permitted to AEMT	16	14.41%	16
EMR permitted to Paramedic	2	1.80%	3
EMT	22	19.82%	22
EMT permitted to AEMT	2	1.80%	4
EMT permitted to Paramedic	5	4.50%	5
Paramedic	1	0.90%	1
Total	111	1	112

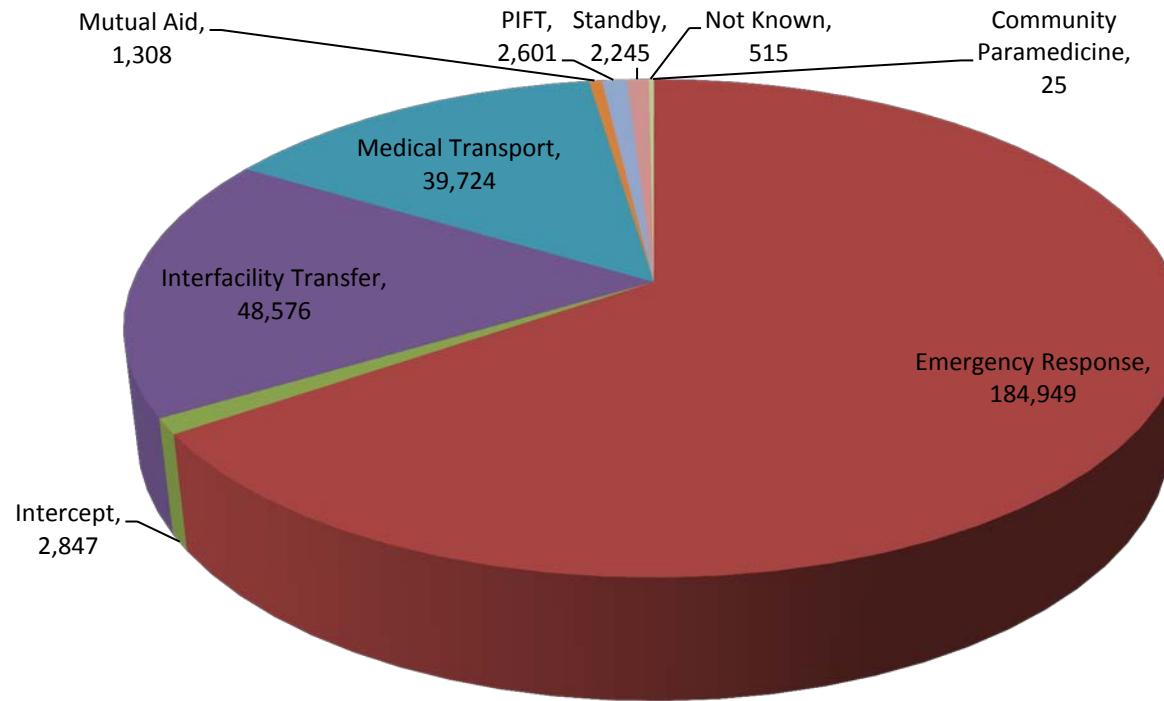
Scene Response Air Ambulance Service

	2013	%	2012
Paramedic	1	100%	1
Total	1	100%	1

Transfer Air Ambulance Service

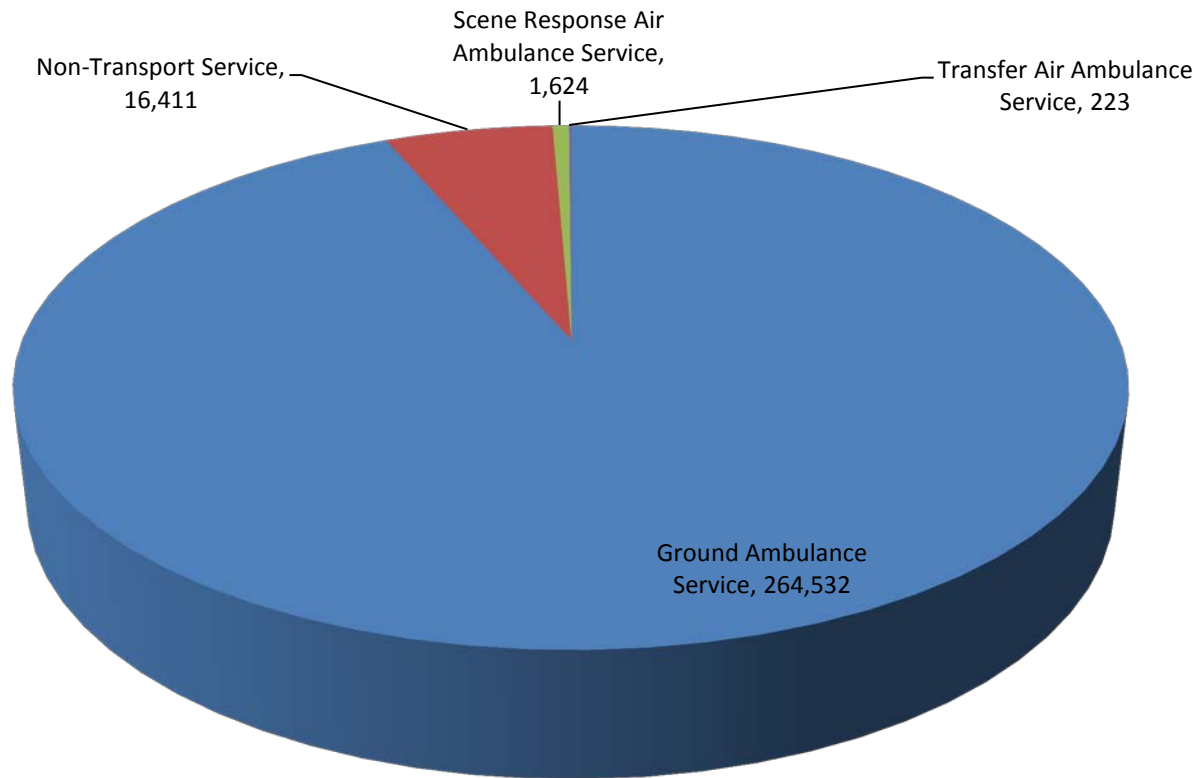
	2013	%	2012
Paramedic	2	100%	2
Total	2	100%	2

Incidents by Type of Service Requested



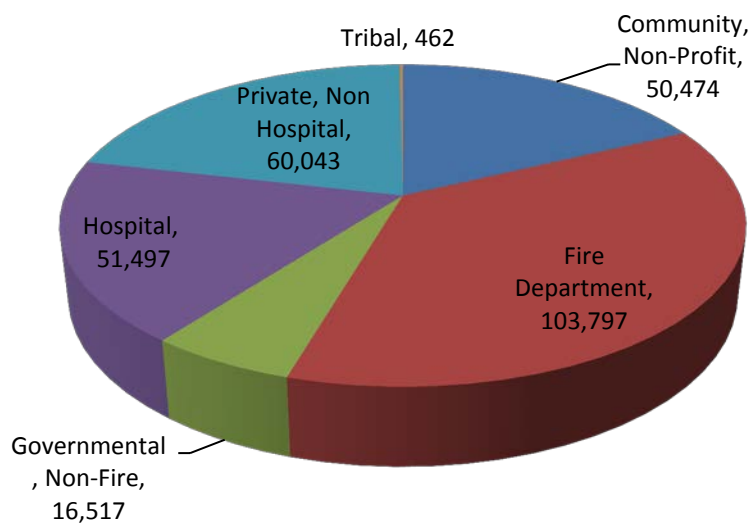
Incidents by Type of Service Requested			
	2013	%	2012
Community Paramedicine	25	0.01%	104
Emergency Response	184,949	65.40%	179,194
Intercept	2,847	1.01%	2,850
Interfacility Transfer	48,576	17.18%	43,242
Medical Transport	39,724	14.05%	37,251
Mutual Aid	1,308	0.46%	1,321
PIFT (Paramedic Interfacility Transfer)	2,601	0.92%	2,232
Standby	2,245	0.79%	2,108
Not Known	515	0.18%	696
Total	282,790	100%	268,998

Incidents by Primary Type of Service

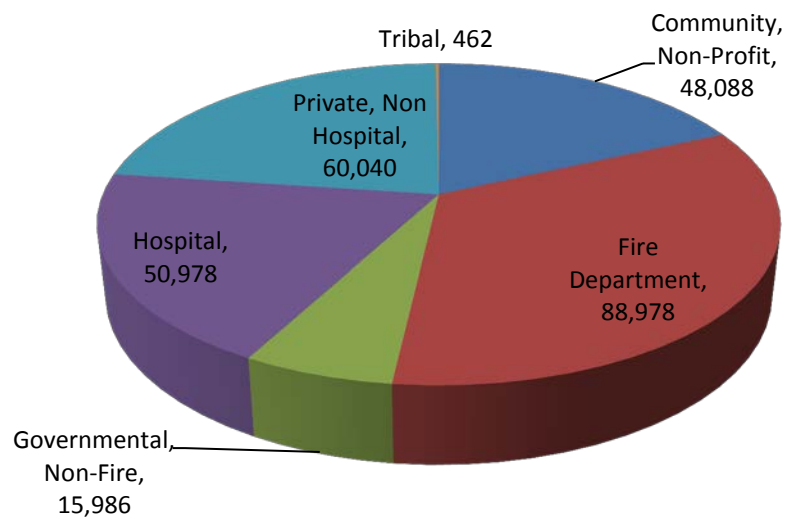


Incidents by Primary Type of Service			
	2013	%	2012
Ground Ambulance Service	264,532	93.54%	251,432
Non-Transport Service	16,411	5.80%	15,687
Scene Response Air Ambulance Service	1,624	0.57%	1,660
Transfer Air Ambulance Service	223	0.08%	219
Total	282,790	100%	268,998

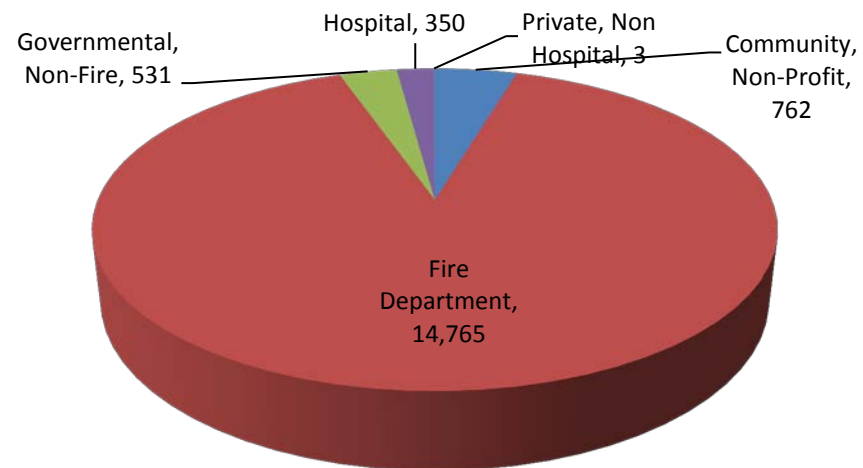
Response Volume by Organization Type



Ground Ambulance Service



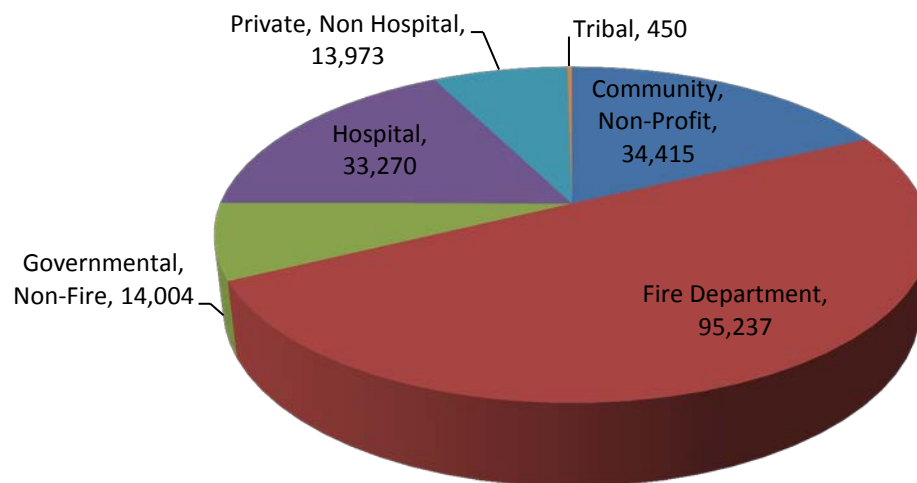
Non-Transport Service



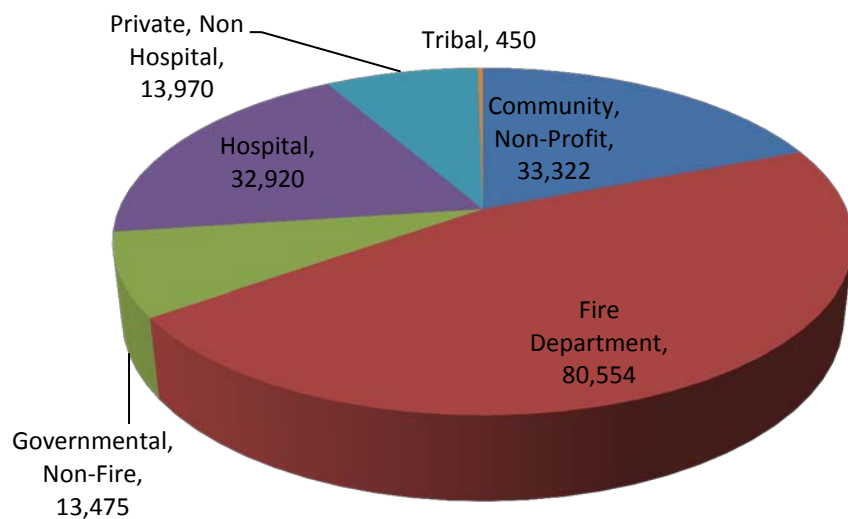
Scene Response Air Ambulance Service		2013
Community, Non-Profit		1,624
Total		1,624

Scene Response Air Ambulance Service		2013
Fire Department		54
Hospital		169
Total		223

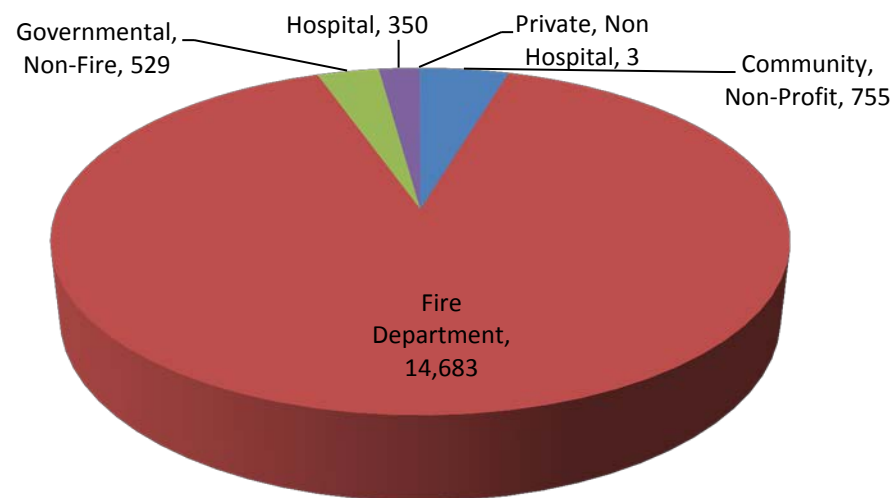
Emergency Response* by Organization Type



Ground Ambulance Service



Non-Transport Service

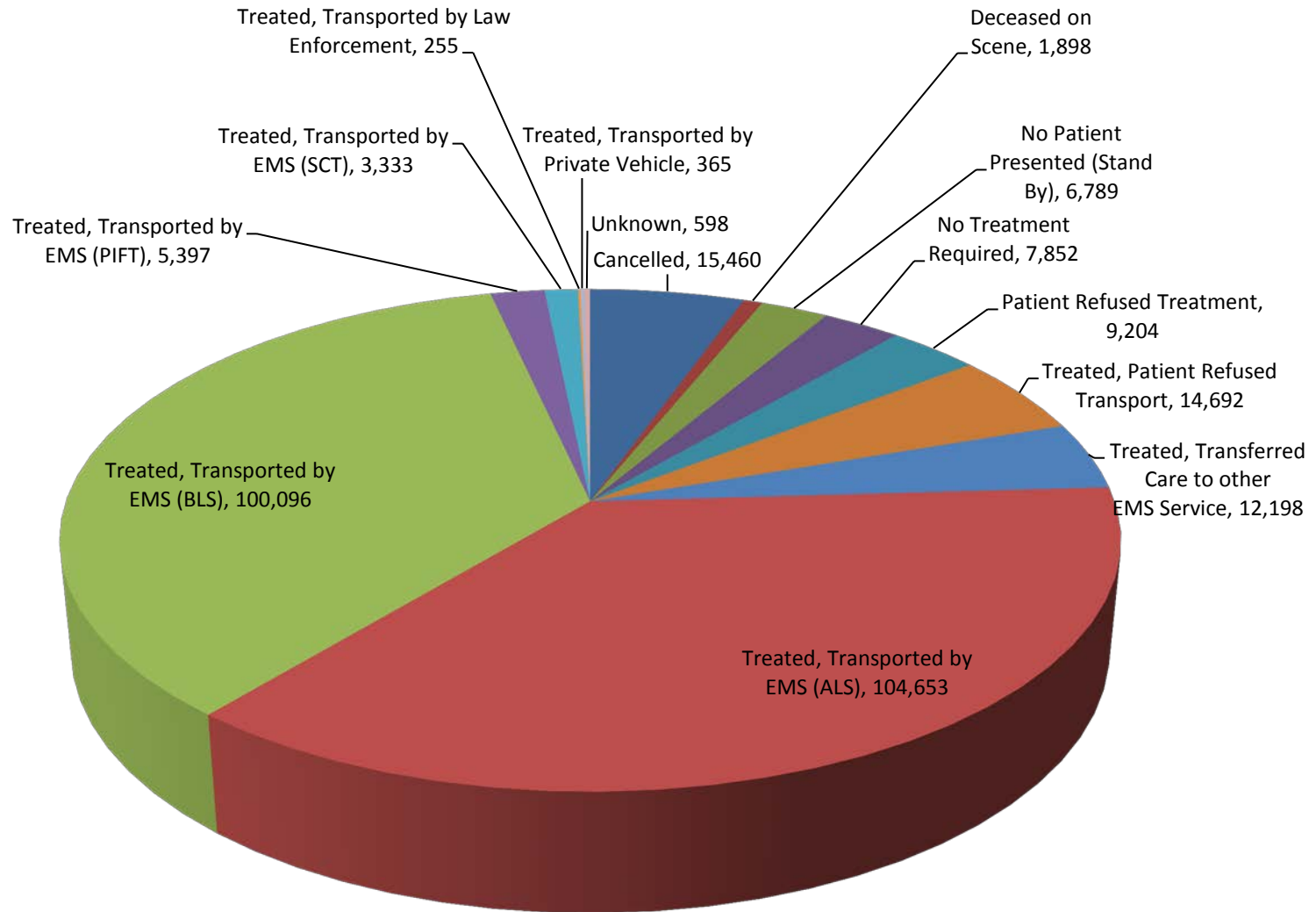


Scene Response Air Ambulance Service		2013
Community, Non-Profit		338
Total		338

*Emergency Response – Type of service is Emergency Response, Mutual Aid, Stand-By, Intercept

Section 2 – Response Overview

Response Disposition

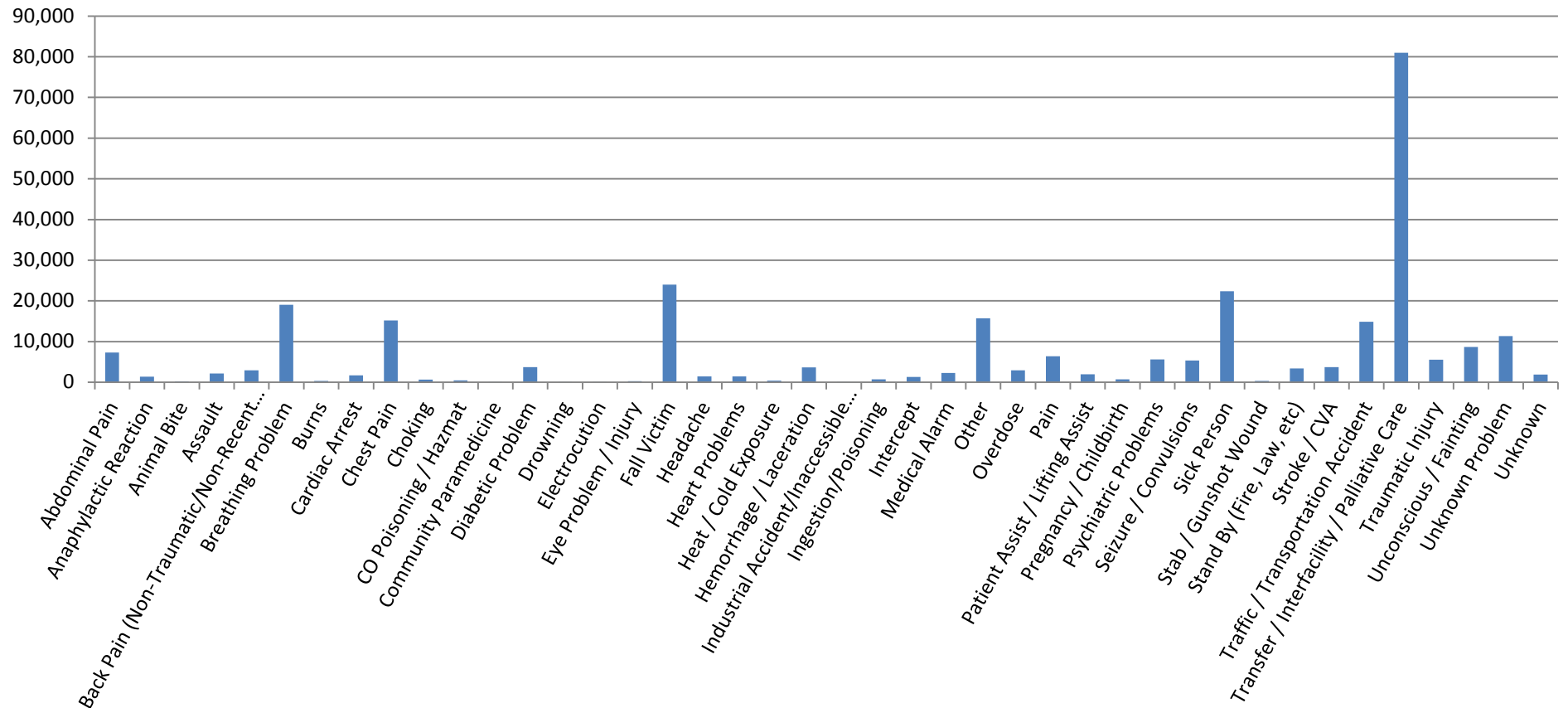


Response Disposition			
	2013	%	2012
Cancelled	15,460	5.47%	13195
Deceased on Scene	1,898	0.67%	1809
No Patient Presented (Stand By)	6,789	2.40%	5690
No Treatment Required	7,852	2.78%	8577
Patient Refused Treatment	9,204	3.25%	9370
Treated, Patient Refused Transport	14,692	5.20%	13812
Treated, Transferred Care to other EMS Service	12,198	4.31%	11502
Treated, Transported by EMS (ALS)	104,653	37.01%	104921
Treated, Transported by EMS (BLS)	100,096	35.40%	91220
Treated, Transported by EMS (PIFT)	5,397	1.91%	3581
Treated, Transported by EMS (Specialty Care)	3,333	1.18%	3059
Treated, Transported by Law Enforcement	255	0.09%	987
Treated, Transported by Private Vehicle	365	0.13%	424
Unknown	598	0.21%	851
Total	282,790	100%	268,998

Location Type			
	2013	% of Runs	2012
Airport	583	0.21%	679
Farm	191	0.07%	191
Health Care Facility (clinic, hospital, nursing home)	108,175	38.25%	97,005
Home/Residence	115,599	40.88%	108,899
Industrial Place and Premises	1,303	0.46%	1,271
Lake, River, Ocean	507	0.18%	539
Mine or Quarry	52	0.02%	46
Other Location	4,354	1.54%	4,250
Place of Recreation or Sport	3,251	1.15%	3,187
Public Building (schools, gov, offices)	6,747	2.39%	6,523
Residential Institution (Assisted Living, Jail/Prison)	6,072	2.15%	5,176
Street or Highway	23,049	8.15%	23,081
Trade or Service (Business, bars, restaurants, etc.)	6,649	2.35%	5,896
Unknown	6,258	2.20%	12,243
Total	282,790	100%	268,998

Dispatch Reason	2013	%	2012
Abdominal Pain	7,321	2.59%	7,379
Anaphylactic Reaction	1,349	0.48%	1,438
Animal Bite	227	0.08%	235
Assault	2,148	0.76%	2,257
Back Pain (Non-Traumatic/Non-Recent Trauma)	2,930	1.04%	3,058
Breathing Problem	19,073	6.74%	18,981
Burns	354	0.13%	352
Cardiac Arrest	1,730	0.61%	1,577
Chest Pain	15,171	5.36%	15,401
Choking	690	0.24%	665
CO Poisoning / Hazmat	465	0.16%	439
Community Paramedicine	8	0.00%	3,813
Diabetic Problem	3,738	1.32%	3,813
Drowning	62	0.02%	63
Electrocution	89	0.03%	63
Eye Problem / Injury	240	0.08%	233
Fall Victim	24,028	8.50%	22,866
Headache	1,437	0.51%	1,430
Heart Problems	1,450	0.51%	1,470
Heat / Cold Exposure	425	0.15%	306
Hemorrhage / Laceration	3,656	1.29%	3,498
Industrial Accident/Inaccessible Incident/Other Entrapments (Non-Vehicle)	88	0.03%	95
Ingestion/Poisoning	729	0.26%	734
Intercept	1,295	0.46%	1,301
Medical Alarm	2,269	0.80%	2,015
Other	15,738	5.57%	14,650
Overdose	2,932	1.04%	3,164
Pain	6,390	2.26%	5,952
Patient Assist / Lifting Assist	1,991	0.70%	2,026
Pregnancy / Childbirth	711	0.25%	690
Psychiatric Problems	5,632	1.99%	5,943
Seizure / Convulsions	5,323	1.88%	5,436
Sick Person	22,369	7.91%	21,999

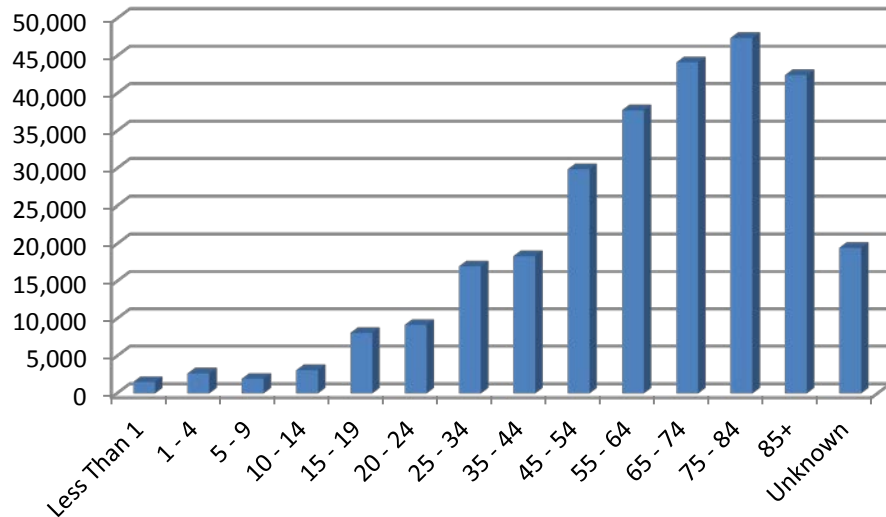
Dispatch Reason (Continued)	2013	%	2012
Stab / Gunshot Wound	302	0.11%	275
Stand By (Fire, Law, etc)	3,416	1.21%	3,047
Stroke / CVA	3,754	1.33%	3,748
Traffic / Transportation Accident	14,838	5.25%	15,385
Transfer / Interfacility / Palliative Care	80,946	28.62%	66,935
Traumatic Injury	5,542	1.96%	5,484
Unconscious / Fainting	8,667	3.06%	7,705
Unknown Problem	11,345	4.01%	6,716
Unknown	1,922	0.01%	1,381
Total	282,790	100%	268,998



Provider Primary Impression			
	2013	% of Times	2012
Abuse / Neglect	138	0.05%	238
Allergy / Anaphylaxis	1,141	0.40%	1,201
Altered Level of Consciousness / Coma	4,850	1.72%	5,141
Assist Only	4,601	1.63%	4,374
Behavioral / Psychiatric Disorder	12,216	4.32%	11,750
Cardiac - Chest Pain	9,505	3.36%	10,468
Cardiac - Narrow Complex Tachycardia	646	0.23%	532
Cardiac - Other	3,214	1.14%	2,350
Cardiac - ST Elevation MI	429	0.15%	354
Cardiac - Symptomatic Bradycardia	275	0.10%	283
Cardiac - Ventricular Fibrillation	146	0.05%	150
Cardiac - Ventricular Tachycardia (Without Pulse)	12	0.00%	14
Cardiac - Wide Complex Tachycardia	94	0.03%	98
Cardiac Arrest - Asystole	803	0.28%	828
Cardiac Arrest - BLS	294	0.10%	186
Cardiac Arrest - Pulseless Electrical Activity	178	0.06%	172
Dehydration	1,969	0.70%	1,928
Diabetic Emergency	3,545	1.25%	3,608
Flu Like Illness	3,439	1.22%	3,128
Hemorrhage - Non-Traumatic	2,601	0.92%	2,197
Hemorrhage - Traumatic	1,364	0.48%	1,464
Hemorrhage - Vaginal	246	0.09%	245
Hyperthermia	161	0.06%	142
Hypothermia	215	0.08%	191
Medical Legal Transport	161	0.06%	849
Nausea / Vomiting (Unknown Etiology)	3,845	1.36%	4,082
No Apparent Illness / Injury	14,672	5.19%	15,351
Obvious Death	1,021	0.36%	942
Ophthalmological Emergency	109	0.04%	144
Other Illness / Injury	46,149	16.32%	47,135
Overdose - Drug / Medication	2,144	0.76%	2,173
Overdose - ETOH	2,091	0.74%	2,047
Overdose - Inhalant	54	0.02%	53

Provider Primary Impression (Continued)	2013	% of Times	2012
Pain - Abdominal (Non-Traumatic)	9,593	3.39%	9,448
Pain - Back (Non-Traumatic)	4,086	1.44%	4,443
Pain - Chest (Non-Cardiac)	1,855	0.66%	1,887
Pain - Extremity (Non-Traumatic)	5,355	1.89%	4,782
Pain - Head (Non-Traumatic)	1,670	0.59%	1,715
Pregnancy / OB Delivery	754	0.27%	694
Respiratory Arrest	155	0.05%	163
Respiratory Distress - Airway Obstruction	346	0.12%	384
Respiratory Distress - Bronchospasm	3,117	1.10%	3,282
Respiratory Distress - Other	9,567	3.38%	8,130
Respiratory Distress - Pulmonary Edema	1,195	0.42%	1,326
Seizure / Convulsions	4,167	1.47%	4,294
Sexual Assault / Rape	25	0.01%	39
Shock - Cardiogenic	19	0.01%	11
Shock - Hypovolemic	91	0.03%	128
Shock - Medical	554	0.20%	873
Stroke / CVA / TIA	4,131	1.46%	4,152
Syncope / Fainting	4,036	1.43%	4,120
Toxic Exposure	464	0.16%	398
Transfer - Burn	47	0.02%	42
Transfer - Cancer	1,829	0.65%	1,635
Transfer - Cardiac	3,616	1.28%	1,892
Transfer - Convalescent / Skilled Nursing	10,503	3.71%	5,833
Transfer - Dialysis	3,074	1.09%	1,702
Transfer - Mental Health	3,852	1.36%	6,798
Transfer - OB/Gyn	237	0.08%	3,209
Transfer - Other	11,865	4.20%	136
Transfer - Residential/Home	1,980	0.70%	6,766
Transfer - Stroke	1,046	0.37%	1,589
Transfer - Substance Abuse	274	0.10%	224
Transfer - Trauma	1,305	0.46%	701
Traumatic Injury - Abdomen	313	0.11%	334
Traumatic Injury - Back	3,277	1.16%	2,998
Traumatic Injury - Burn	265	0.09%	282

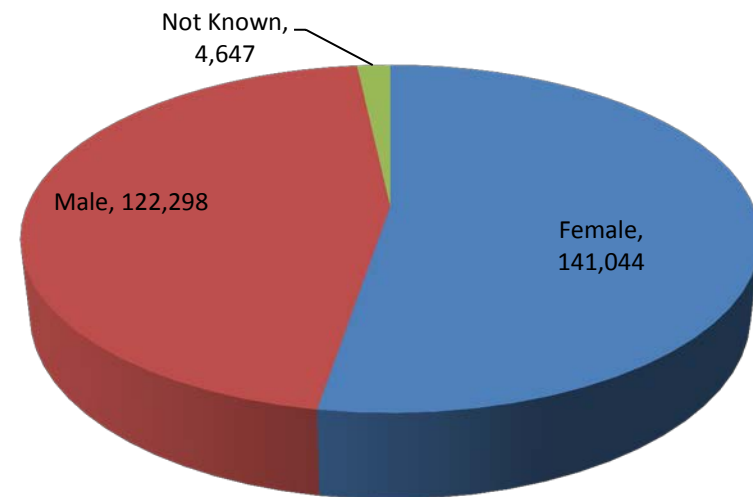
Provider Primary Impression (Continued)	2013	% of Times	2012
Traumatic Injury - Electrocution	28	0.01%	27
Traumatic Injury - Extremity	10,937	3.87%	10,224
Traumatic Injury - Head	5,983	2.12%	5,425
Traumatic Injury - Multisystem	4,402	1.56%	4,595
Traumatic Injury - Tension Pneumothorax	27	0.01%	15
Traumatic Injury - Torso	1,227	0.43%	115
Weakness / General Malaise	17,975	6.36%	14,328
Unknown	25,220	5.04%	24,944
Total	282,790	100%	268,998



Patient Age			
	2013	% of Runs	2012
Less Than 1	1,512	0.53%	1,509
1 - 4	2,648	0.94%	2,590
5 - 9	1,939	0.69%	2,011
10 - 14	3,080	1.09%	3,305
15 - 19	8,081	2.86%	8,340
20 - 24	9,147	3.23%	9,153
25 - 34	16,993	6.01%	16,589
35 - 44	18,349	6.49%	17,654
45 - 54	29,871	10.56%	28,500
55 - 64	37,751	13.35%	35,823
65 - 74	44,125	15.60%	39,864
75 - 84	47,399	16.76%	45,440
85+	42,429	15.00%	39,581
Unknown	19,466	6.88%	18,628
Total	282,790	100%	268,998

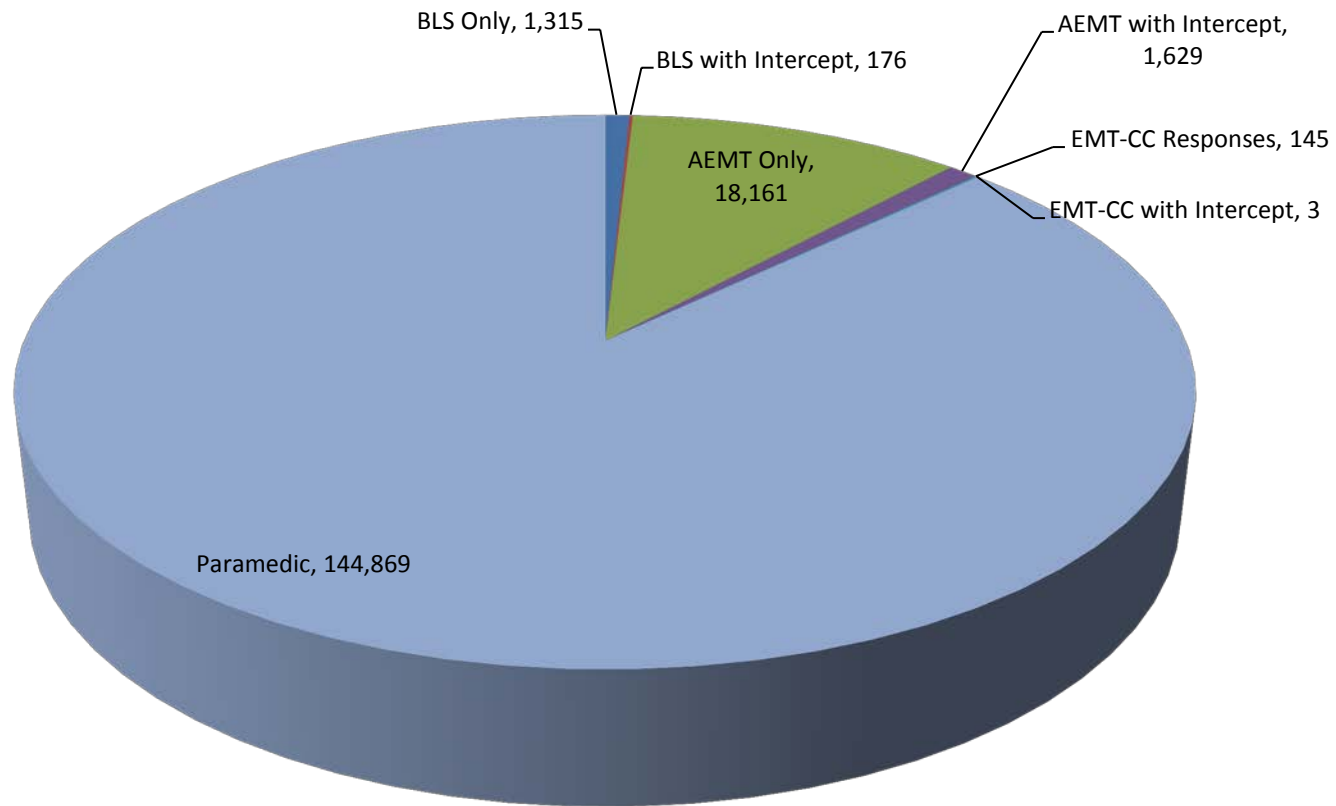
2013 Average Patient Age: 61

Patient Gender			
	2013	% of Runs	2012
Female	141,044	49.88%	135,584
Male	122,298	43.25%	114,754
Not Applicable	14,801	5.23%	13,195
Not Known	4,647	1.64%	5,454
Total	282,790	100%	268,998



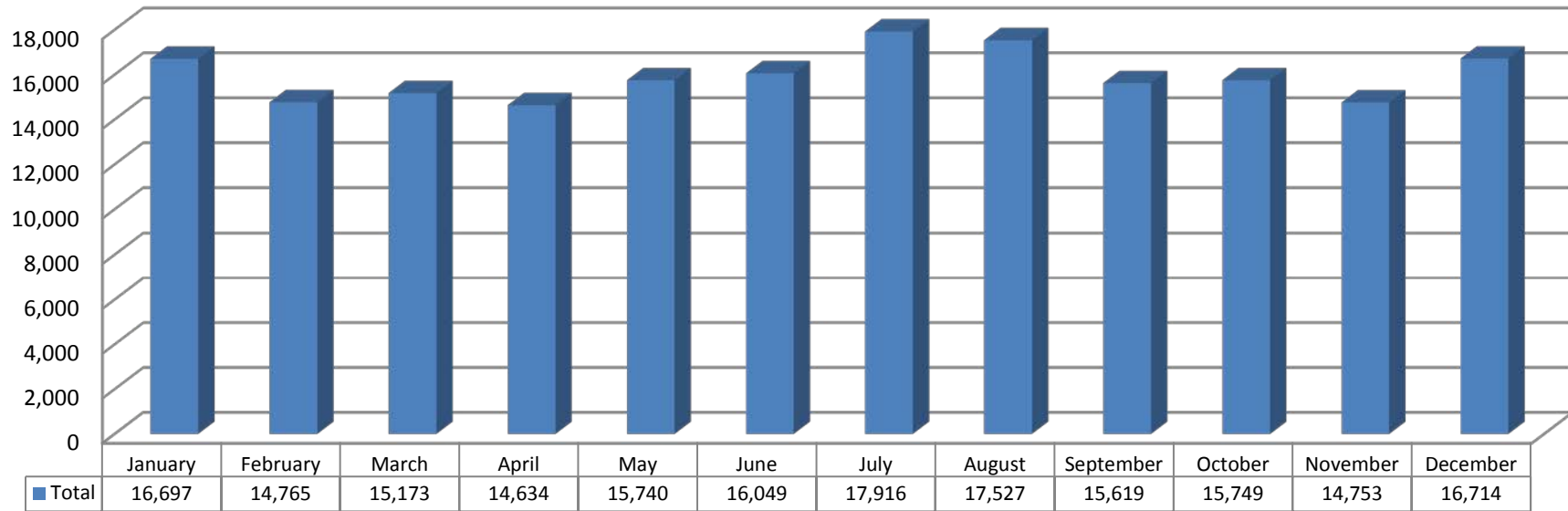
Emergency Response by Highest License Level

Highest level of provider available on the response

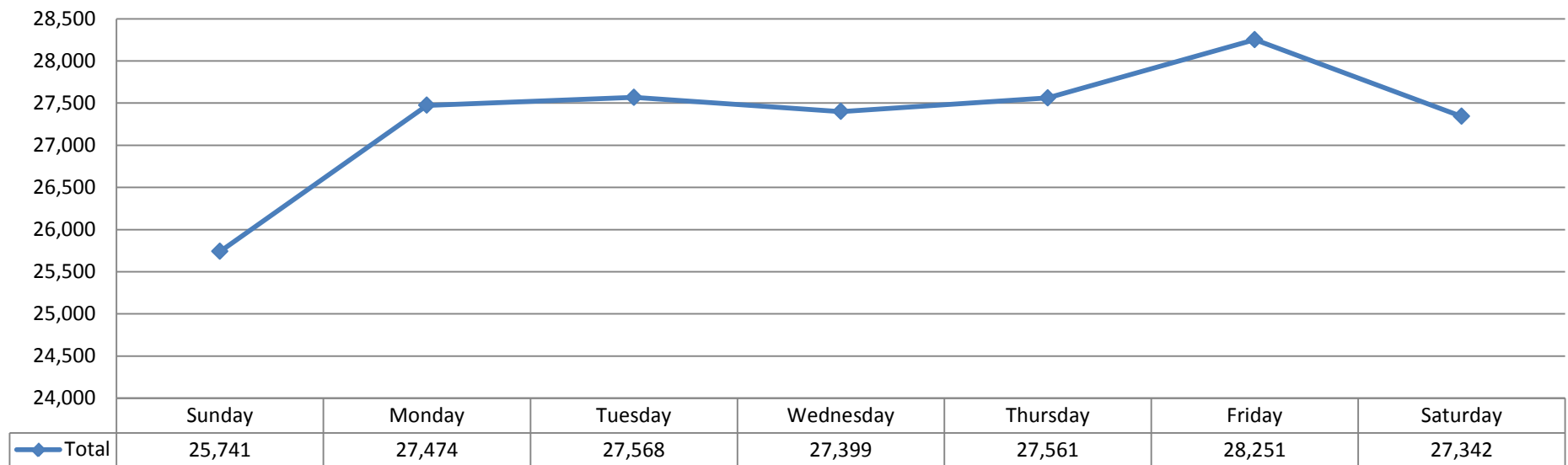


Emergency Responses by Highest License Level		
	2013	%
BLS Only	1,315	0.80%
BLS with Intercept	176	0.11%
AEMT Responses	18,161	11.04%
AEMT with Intercept	1,629	0.99%
EMT-CC Responses	145	0.09%
EMT-CC with Intercept	3	0.00%
Paramedic	144,869	88.07%

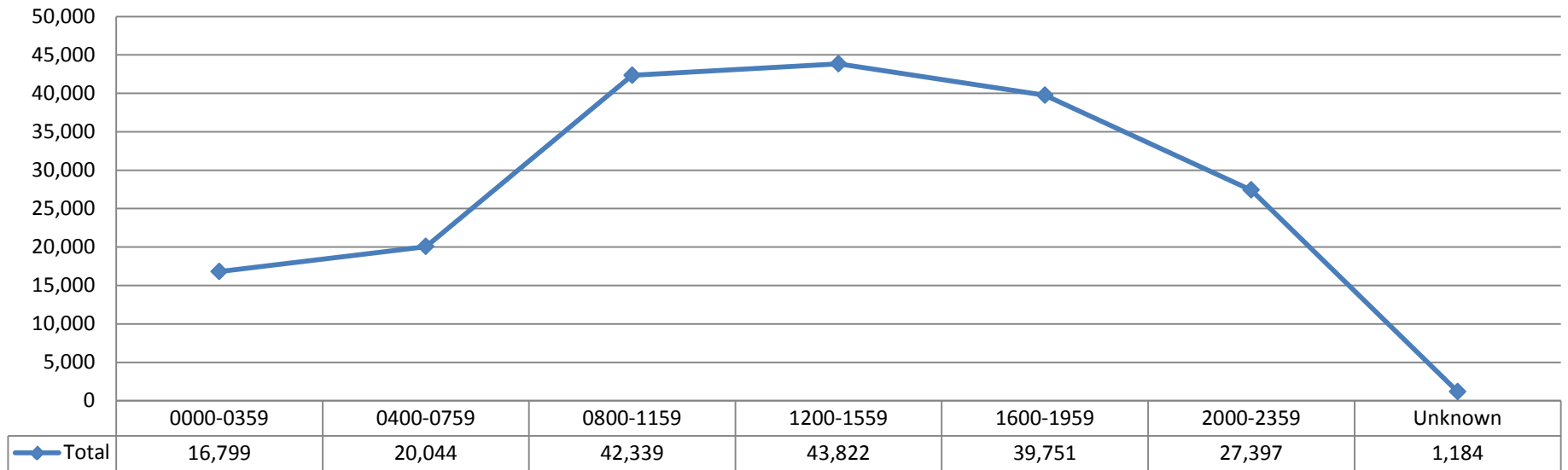
Emergency Response by Month



Emergency Response by Day of Week



Emergency Response by Hours of Day



Emergency Response Times

Enroute (Dispatched to Unit Notified)		
Minutes	# of Runs	% of Runs
0 - 1	124,720	65.18%
2 - 3	38,647	20.20%
4 - 5	11,374	5.94%
> 5	15,335	8.01%
Unknown	1,273	0.67%

Response Time (Enroute to Arrive Scene)		
Minutes	# of Runs	% of Runs
0 - 5	111,415	58.23%
6 - 10	44,935	23.48%
11 - 15	15,760	8.24%
> 15	11,259	5.88%
Unknown	7,980	4.17%

Scene Time (Arrive Scene to Leave Scene)		
Minutes	# of Runs	% of Runs
0 - 10	52,017	27.18%
11 - 20	81,277	42.48%
21 - 30	30,485	15.93%
> 30	13,886	7.26%
Unknown	13,684	7.15%

Transport Time (Leave Scene to At Hospital)		
Minutes	# of Runs	% of Runs
0 - 5	29,487	15.41%
6 - 10	31,026	16.21%
11 - 15	22,591	11.81%
> 15	48,524	25.36%
Unknown	59,721	31.21%

Hospital Time (At Hospital to In Service)		
Minutes	# of Runs	% of Runs
0 - 5	16,442	8.59%
6 - 10	19,984	10.44%
11 - 15	25,458	13.30%
> 15	69,458	36.30%
Unknown	60,007	31.36%

Average Run Times	
Enroute	00:02:16
To Scene	00:06:14
At Scene	00:17:50
To Destination	00:14:55
Back in Service	00:18:53
Total	01:00:08

Emergency Response Treatments

Procedures Performed	Successful					2012
	#	%	Yes	No	Unk	
AED - No Shock Advised	439	0.23%				329
AED - Shock Delivered	153	0.08%				172
Airway - BVM	1,381	0.72%				1,217
Airway - Capnography	1,905	1.00%				1,495
Airway - Cleared, Opened, or Heimlich	204	0.11%				208
Airway - Combitube	2	0.00%				3
Airway - CPAP	739	0.39%				675
Airway - Cricoid Pressure / Sellicks Maneuver	11	0.01%				16
Airway - Endotracheal Intubation	307	0.16%	209	98	0	361
Airway - King LT	267	0.14%	232	35	0	203
Airway - Laryngeal Mask	56	0.03%	49	7	0	99
Airway - Nasopharyngeal	592	0.31%				413
Airway - Nasotracheal Intubation	4	0.00%	2	2	0	5
Airway - Needle Cricothyrotomy	1	0.00%	1	0	0	4
Airway - Oral Gastric Tube Placement	12	0.01%				11
Airway - Oropharyngeal	720	0.38%				627
Airway - Positive Pressure Ventilation / Demand Valve	22	0.01%				23
Airway - Suctioning	733	0.38%				735
Airway - Surgical Cricothyrotomy	2	0.00%	2	0	0	3
Airway - Ventilator Operations (Autovent, etc)	43	0.02%				15
Blood Glucose Analysis	34,808	18.19%				35,069
Carbon Monoxide Monitoring Device (Rad57, etc.)	56	0.03%				86
Cardiac Pacing - External	43	0.02%				49
Cardioversion (Synchronized)	25	0.01%				25
Chest Decompression	78	0.04%				40
Childbirth	14	0.01%				20
CPR - Automated Device	2	0.00%				3
CPR - Cardiopulmonary Resuscitation	1,190	0.62%				1,209
CPR - Precordial Thump	9	0.00%				6
CPR - Stop	431	0.23%				360

Procedures (Continued)	#	%	Successful			2012
			Yes	No	Unk	
Defibrillation - Manual	416	0.22%				350
Extrication	201	0.11%				231
Lactate Monitoring	559	0.29%				359
Other	14,303	5.66%				12,330
Patient Cooling (Cold Pack, etc.)	2,064	1.08%				2,312
Patient Monitoring of Pre-Existing Devices, Equipment, or Ongoing Medications	162	0.08%				121
Patient Prescribed Medication Assist	16	0.01%				18
Patient Warming (Hot Pack, etc.)	489	0.26%				424
Restraints - Pharmacological	16	0.01%				12
Restraints - Physical	133	0.07%				117
Spinal Assessment - Failed Clearance Protocol	4,383	2.29%				3,984
Spinal Assessment - Passed Clearance Protocol	11,310	5.91%				10,422
Spinal Immobilization - Cervical Collar	5,716	2.99%				5,797
Spinal Immobilization - K.E.D.	367	0.19%				326
Spinal Immobilization - Long Back Board	6,222	3.25%				6,493
Spinal Immobilization - Standing Take-Down	478	0.25%				545
Splinting - General	2,511	1.31%				2,599
Splinting - Traction	88	0.05%				92
Stair Chair	1,494	0.78%				1,173
Valsalva Maneuver	73	0.04%				62
Venous Access - Blood Draw	2,551	1.33%				2,469
Venous Access - Discontinue	137	0.07%				116
Venous Access - External Jugular Line	119	0.06%	87	32	0	273
Venous Access - Extremity	73,730	39.27%	57,165	16,562	3	75,890
Venous Access - Intraosseous Adult	596	0.32%	548	48	0	601
Venous Access - Intraosseous Pediatric	65	0.04%	54	11	0	49
Wound Care - Burn	112	0.06%				129
Wound Care - Eye Irrigation	63	0.03%				62
Wound Care - General	3,142	1.64%				3,203
Wound Care - Hemostatic Agent	56	0.03%				39
Wound Care - Pressure Dressing	749	0.39%				817
Wound Care - Tourniquet	40	0.02%				28

Medication Administered		
	2013	%
Adenosine	236	0.21%
Albuterol Sulfate	3,969	3.60%
Amiodorone	256	0.23%
Aspirin (ASA)	6,928	6.28%
Atropine Sulfate	316	0.29%
Atrovent (Ipratropium Bromide)	77	0.07%
Charcoal, activated	60	0.05%
Combivent	7	0.01%
D5W w/ 1/2 Normal Saline	30	0.03%
Dextrose 10% (D10)	297	0.27%
Dextrose 25% (D25)	6	0.01%
Dextrose 50% (D50)	1,284	1.16%
Diltiazem (Cardizem)	2	0.00%
Diphenhydramine (Benadryl)	383	0.35%
Dopamine	17	0.02%
DuoNeb (0.5 Atrovent/3.0 Albuterol)	3,256	2.95%
Epi-Pen Adult	61	0.06%
Epi-Pen Junior	4	0.00%
Epinephrine 1:10,000	2,374	2.15%
Epinephrine 1:1000	195	0.18%
Fentanyl	8,698	7.88%
Furosemide (Lasix)	8	0.01%
Glucagon	185	0.17%
Glucose (Oral)	1,531	1.39%
Heparin	23	0.02%
Hydrocortisone Sodium Succinate (Solu-Cortef)	1	0.00%
Lactated Ringers	180	0.16%
Lidocaine	16	0.01%
Magnesium Sulfate	15	0.01%
Methylprednisolone (Solu-Medrol)	381	0.35%
Metoprolol (Lopressor)	168	0.15%
Midazolam (Versed)	861	0.78%
Morphine Sulfate	21	0.02%

Medications Administered (Continued)	2013	%
Naloxone (Narcan)	724	0.66%
Nitroglycerin	9,994	9.06%
Nitronox (Nitrous Oxide)	133	0.12%
Nitropaste (Transdermal Nitroglycerin Ointment)	253	0.23%
Normal Saline	20,696	18.75%
Ondansetron (Zofran)	5,118	4.64%
Ondansetron (Zofran) ODT	26	0.02%
Oxygen	3,624	3.28%
Oxygen by Blow By	676	0.61%
Oxygen by Nasal Cannula	30,848	27.95%
Oxygen by Non-Rebreather Mask	6,350	5.75%
Sodium bicarbonate	51	0.05%
Sodium Nitrate (Cyanide Kit)	1	0.00%
Sodium Thiosulfate (Cyanide Kit)	1	0.00%
Tetracaine	19	0.02%
Thiamine	1	0.00%

Cause of Injury

Cause of Injury	2013	%	2012
Aircraft Related Accident	6	0.00%	23
Assault - Fight / Brawl	1,609	0.84%	1,711
Assault - Firearm	43	0.02%	46
Assault - Sexual	44	0.02%	66
Assault - Stabbing / Cutting	163	0.09%	171
Bites	259	0.14%	252
Burns - Fire and Flames	149	0.08%	174
Burns - Hot Object / Substance	140	0.07%	138
Caught In / Between Objects	216	0.11%	266
Chemical Ingestion	204	0.11%	231
Cut / Pierce	1,293	0.68%	1,186
Drowning	36	0.02%	36
Drug Ingestion / Overdose	2,588	1.35%	2,658
Electrocution - Lightning	12	0.01%	19
Electrocution - Non-Lightning	42	0.02%	43
Environmental - Excessive Cold	131	0.07%	109
Environmental - Excessive Heat	127	0.07%	78
Environmental - Venomous Stings (Plants, Animals)	23	0.01%	35
Explosion	38	0.02%	31
Fall	22,028	11.51%	20,693
Firearm - Injury, Accidental	74	0.04%	42
Firearm - Injury, Self-Inflicted	101	0.05%	76
Fireworks	7	0.00%	7
Foreign body entering eye / orifice	70	0.04%	70
Housing / Dangerous Condition	32	0.02%	34
Machinery Accidents	164	0.09%	176
Mechanical Suffocation	25	0.01%	25
Motor Vehicle Crash - Motorcycle	508	0.27%	607
Motor Vehicle Crash - Off Public Way	706	0.37%	720
Motor Vehicle Crash - Public Way	8,511	4.45%	8,807
Motor Vehicle vs Large Animal	77	0.04%	94

Cause of Injury (continued)	2013	%	2012
Motor Vehicle vs Moose	40	0.02%	68
Motor Vehicle vs Pedestrian / Bicycle	459	0.24%	477
Neglect / Abuse - Adult (Suspected)	22	0.01%	28
Neglect / Abuse - Child (Suspected)	7	0.00%	10
No Injury Present	19,312	10.09%	21,120
Non-Motorized Vehicle Accident (Bike, Skates, Skateboard, etc)	270	0.14%	300
Not Available	11,796	6.16%	10,172
Not Known	199	0.10%	251
Other Injury	4,212	2.20%	4,462
Radiation Exposure	5	0.00%	14
Skiing / Snowboarding Accident	257	0.13%	292
Smoke Inhalation	81	0.04%	59
Stabbing / Cutting, Accidental	163	0.09%	175
Struck by Blunt / Thrown Object	639	0.33%	664
Water Transport Accident	45	0.02%	66

Section 3 – Incident by Hospital

AROOSTOOK MEDICAL CENTER

Receiving Facility	2,283
Emergency Response	2,165
Interfacility Transfer	94
Paramedic Interfacility Transfer (PIFT)	5
Medical Transport	19
Sending Facility	978
Interfacility Transfer	563
Paramedic Interfacility Transfer (PIFT)	59
Specialty Care Transport	213
Medical Transport	143

BRIDGTON HOSPITAL

Receiving Facility	2,010
Emergency Response	1,806
Interfacility Transfer	134
Paramedic Interfacility Transfer (PIFT)	6
Specialty Care Transport	4
Medical Transport	60
Sending Facility	977
Interfacility Transfer	628
Paramedic Interfacility Transfer (PIFT)	128
Specialty Care Transport	128
Medical Transport	93

BLUE HILL MEMORIAL HOSPITAL

Receiving Facility	881
Emergency Response	785
Interfacility Transfer	77
Paramedic Interfacility Transfer (PIFT)	4
Specialty Care Transport	1
Medical Transport	14
Sending Facility	516
Interfacility Transfer	370
Paramedic Interfacility Transfer (PIFT)	75
Specialty Care Transport	34
Medical Transport	37

CALAIS REGIONAL HOSPITAL

Receiving Facility	1,803
Emergency Response	1,748
Interfacility Transfer	38
Paramedic Interfacility Transfer (PIFT)	4
Medical Transport	13
Sending Facility	756
Interfacility Transfer	416
Paramedic Interfacility Transfer (PIFT)	179
Specialty Care Transport	66
Medical Transport	95

CARY MEDICAL CENTER	
Receiving Facility	2,176
Emergency Response	2,089
Interfacility Transfer	65
Paramedic Interfacility Transfer (PIFT)	1
Specialty Care Transport	1
Medical Transport	20
Sending Facility	904
Interfacility Transfer	598
Paramedic Interfacility Transfer (PIFT)	42
Specialty Care Transport	105
Medical Transport	159

CHARLES A DEAN MEMORIAL HOSPITAL	
Receiving Facility	282
Emergency Response	195
Interfacility Transfer	70
Specialty Care Transport	3
Medical Transport	14
Sending Facility	206
Interfacility Transfer	142
Paramedic Interfacility Transfer (PIFT)	18
Specialty Care Transport	35
Medical Transport	11

CENTRAL MAINE MEDICAL CENTER	
Receiving Facility	11,287
Emergency Response	7,699
Interfacility Transfer	2,465
Paramedic Interfacility Transfer (PIFT)	352
Specialty Care Transport	334
Medical Transport	437
Sending Facility	3,657
Interfacility Transfer	2911
Paramedic Interfacility Transfer (PIFT)	54
Specialty Care Transport	133
Medical Transport	559

DOWN EAST COMMUNITY HOSPITAL	
Receiving Facility	1,514
Emergency Response	1,481
Interfacility Transfer	13
Paramedic Interfacility Transfer (PIFT)	3
Specialty Care Transport	1
Medical Transport	16
Sending Facility	839
Interfacility Transfer	536
Paramedic Interfacility Transfer (PIFT)	135
Specialty Care Transport	87
Medical Transport	81

EASTERN MAINE MEDICAL CENTER	
Receiving Facility	16,952
Emergency Response	9,647
Interfacility Transfer	4,340
Paramedic Interfacility Transfer (PIFT)	1,408
Specialty Care Transport	1,270
Medical Transport	287
Sending Facility	5,754
Interfacility Transfer	5290
Paramedic Interfacility Transfer (PIFT)	94
Specialty Care Transport	87
Medical Transport	283

GOODALL HOSPITAL	
Receiving Facility	3,245
Emergency Response	3,098
Interfacility Transfer	12
Paramedic Interfacility Transfer (PIFT)	3
Specialty Care Transport	1
Medical Transport	131
Sending Facility	1,393
Interfacility Transfer	106
Paramedic Interfacility Transfer (PIFT)	88
Specialty Care Transport	35
Medical Transport	1164

FRANKLIN MEMORIAL HOSPITAL	
Receiving Facility	2,739
Emergency Response	2,659
Interfacility Transfer	54
Specialty Care Transport	3
Medical Transport	23
Sending Facility	936
Interfacility Transfer	635
Paramedic Interfacility Transfer (PIFT)	111
Specialty Care Transport	64
Medical Transport	126

HOULTON REGIONAL HOSPITAL	
Receiving Facility	1,483
Emergency Response	1,453
Interfacility Transfer	23
Specialty Care Transport	3
Medical Transport	4
Sending Facility	554
Interfacility Transfer	397
Paramedic Interfacility Transfer (PIFT)	57
Specialty Care Transport	38
Medical Transport	62

INLAND HOSPITAL	
Receiving Facility	2,310
Emergency Response	2,174
Interfacility Transfer	74
Paramedic Interfacility Transfer (PIFT)	6
Specialty Care Transport	1
Medical Transport	55
Sending Facility	1,269
Interfacility Transfer	933
Paramedic Interfacility Transfer (PIFT)	98
Specialty Care Transport	65
Medical Transport	173

MAINE GENERAL - ALFOND CENTER FOR HEALTH	
Receiving Facility	1,671
Emergency Response	1,183
Interfacility Transfer	323
Paramedic Interfacility Transfer (PIFT)	67
Specialty Care Transport	34
Medical Transport	64
Sending Facility	513
Interfacility Transfer	418
Paramedic Interfacility Transfer (PIFT)	50
Specialty Care Transport	6
Medical Transport	39

MAINE COAST MEMORIAL HOSPITAL	
Receiving Facility	2,655
Emergency Response	2,470
Interfacility Transfer	134
Paramedic Interfacility Transfer (PIFT)	8
Specialty Care Transport	2
Medical Transport	41
Sending Facility	1,379
Interfacility Transfer	963
Paramedic Interfacility Transfer (PIFT)	173
Specialty Care Transport	83
Medical Transport	160

MAINE GENERAL - THAYER CENTER FOR HEALTH	
Receiving Facility	5,676
Emergency Response	4,433
Interfacility Transfer	920
Paramedic Interfacility Transfer (PIFT)	62
Specialty Care Transport	25
Medical Transport	236
Sending Facility	2,517
Interfacility Transfer	1786
Paramedic Interfacility Transfer (PIFT)	345
Specialty Care Transport	83
Medical Transport	303

MAINE GENERAL MEDICAL CENTER – AUGUSTA	
Receiving Facility	6,507
Emergency Response	5,633
Interfacility Transfer	601
Paramedic Interfacility Transfer (PIFT)	104
Specialty Care Transport	17
Medical Transport	152
Sending Facility	3,077
Interfacility Transfer	2,488
Paramedic Interfacility Transfer (PIFT)	238
Specialty Care Transport	121
Medical Transport	230

MAYO REGIONAL HOSPITAL	
Receiving Facility	2,314
Emergency Response	2,211
Interfacility Transfer	85
Paramedic Interfacility Transfer (PIFT)	2
Specialty Care Transport	4
Medical Transport	12
Sending Facility	1,122
Interfacility Transfer	869
Paramedic Interfacility Transfer (PIFT)	135
Specialty Care Transport	89
Medical Transport	29

MAINE MEDICAL CENTER	
Receiving Facility	27,428
Emergency Response	19,214
Interfacility Transfer	2,713
Paramedic Interfacility Transfer (PIFT)	1,568
Specialty Care Transport	950
Medical Transport	2,983
Sending Facility	8,488
Interfacility Transfer	423
Paramedic Interfacility Transfer (PIFT)	75
Specialty Care Transport	114
Medical Transport	7,876

MERCY HOSPITAL	
Receiving Facility	6,106
Emergency Response	5,254
Interfacility Transfer	169
Paramedic Interfacility Transfer (PIFT)	87
Specialty Care Transport	6
Medical Transport	590
Sending Facility	2,790
Interfacility Transfer	132
Paramedic Interfacility Transfer (PIFT)	91
Specialty Care Transport	13
Medical Transport	2,554

MID COAST HOSPITAL	
Receiving Facility	4,719
Emergency Response	4,719
Interfacility Transfer	374
Paramedic Interfacility Transfer (PIFT)	36
Specialty Care Transport	16
Medical Transport	621
Sending Facility	229
Interfacility Transfer	205
Paramedic Interfacility Transfer (PIFT)	2
Specialty Care Transport	3
Medical Transport	19

MILLINOCKET REGIONAL HOSPITAL	
Receiving Facility	1,025
Emergency Response	964
Interfacility Transfer	40
Paramedic Interfacility Transfer (PIFT)	1
Specialty Care Transport	6
Medical Transport	14
Sending Facility	505
Interfacility Transfer	285
Paramedic Interfacility Transfer (PIFT)	14
Specialty Care Transport	129
Medical Transport	77

MILES MEMORIAL HOSPITAL	
Receiving Facility	2,197
Emergency Response	1,862
Interfacility Transfer	227
Paramedic Interfacility Transfer (PIFT)	30
Medical Transport	78
Sending Facility	1,277
Interfacility Transfer	791
Paramedic Interfacility Transfer (PIFT)	163
Specialty Care Transport	61
Medical Transport	262

MOUNT DESERT ISLAND HOSPITAL	
Receiving Facility	1,111
Emergency Response	1,067
Interfacility Transfer	27
Paramedic Interfacility Transfer (PIFT)	1
Medical Transport	16
Sending Facility	701
Interfacility Transfer	485
Paramedic Interfacility Transfer (PIFT)	36
Specialty Care Transport	98
Medical Transport	82

NORTHERN MAINE MEDICAL CENTER	
Receiving Facility	1,308
Emergency Response	1,083
Interfacility Transfer	179
Paramedic Interfacility Transfer (PIFT)	4
Specialty Care Transport	1
Medical Transport	41
Sending Facility	542
Interfacility Transfer	249
Paramedic Interfacility Transfer (PIFT)	88
Specialty Care Transport	79
Medical Transport	126

PENOBSCOT BAY MEDICAL CENTER	
Receiving Facility	4,671
Emergency Response	3,785
Interfacility Transfer	252
Paramedic Interfacility Transfer (PIFT)	13
Specialty Care Transport	9
Medical Transport	612
Sending Facility	1,220
Interfacility Transfer	501
Paramedic Interfacility Transfer (PIFT)	147
Specialty Care Transport	113
Medical Transport	459

PARKVIEW ADVENTIST MEDICAL CENTER	
Receiving Facility	1,578
Emergency Response	1,433
Interfacility Transfer	24
Medical Transport	121
Sending Facility	754
Interfacility Transfer	623
Paramedic Interfacility Transfer (PIFT)	52
Specialty Care Transport	18
Medical Transport	61

PENOBSCOT VALLEY HOSPITAL	
Receiving Facility	1,235
Emergency Response	1,127
Interfacility Transfer	89
Specialty Care Transport	7
Medical Transport	12
Sending Facility	790
Interfacility Transfer	588
Paramedic Interfacility Transfer (PIFT)	21
Specialty Care Transport	120
Medical Transport	61

REDINGTON FAIRVIEW GENERAL HOSPITAL	
Receiving Facility	3,575
Emergency Response	3,454
Interfacility Transfer	65
Paramedic Interfacility Transfer (PIFT)	6
Specialty Care Transport	14
Medical Transport	36
Sending Facility	1,605
Interfacility Transfer	848
Paramedic Interfacility Transfer (PIFT)	226
Specialty Care Transport	62
Medical Transport	469

SAINT JOSEPH HOSPITAL	
Receiving Facility	5,204
Emergency Response	4,855
Interfacility Transfer	261
Paramedic Interfacility Transfer (PIFT)	32
Specialty Care Transport	19
Medical Transport	37
Sending Facility	1,289
Interfacility Transfer	1085
Paramedic Interfacility Transfer (PIFT)	76
Specialty Care Transport	39
Medical Transport	89

RUMFORD HOSPITAL	
Receiving Facility	1,764
Emergency Response	1,622
Interfacility Transfer	116
Paramedic Interfacility Transfer (PIFT)	4
Specialty Care Transport	4
Medical Transport	18
Sending Facility	908
Interfacility Transfer	635
Paramedic Interfacility Transfer (PIFT)	85
Specialty Care Transport	68
Medical Transport	120

SAINT MARYS REGIONAL MEDICAL CENTER	
Receiving Facility	5,742
Emergency Response	4,738
Interfacility Transfer	658
Paramedic Interfacility Transfer (PIFT)	14
Specialty Care Transport	6
Medical Transport	326
Sending Facility	2,739
Interfacility Transfer	2228
Paramedic Interfacility Transfer (PIFT)	44
Specialty Care Transport	71
Medical Transport	396

SEBASTICOOK VALLEY HOSPITAL	
Receiving Facility	1,615
Emergency Response	1,544
Interfacility Transfer	70
Paramedic Interfacility Transfer (PIFT)	1
Medical Transport	13
Sending Facility	645
Interfacility Transfer	446
Paramedic Interfacility Transfer (PIFT)	93
Specialty Care Transport	42
Medical Transport	64

ST ANDREWS HOSPITAL	
Receiving Facility	556
Emergency Response	422
Interfacility Transfer	86
Paramedic Interfacility Transfer (PIFT)	1
Specialty Care Transport	1
Medical Transport	46
Sending Facility	465
Interfacility Transfer	321
Paramedic Interfacility Transfer (PIFT)	65
Specialty Care Transport	11
Medical Transport	68

SOUTHERN MAINE MEDICAL CENTER	
Receiving Facility	9,348
Emergency Response	8,235
Interfacility Transfer	110
Paramedic Interfacility Transfer (PIFT)	65
Specialty Care Transport	3
Medical Transport	935
Sending Facility	404
Interfacility Transfer	200
Paramedic Interfacility Transfer (PIFT)	87
Specialty Care Transport	45
Medical Transport	72

STEPHENS MEMORIAL HOSPITAL	
Receiving Facility	2,746
Emergency Response	2,669
Interfacility Transfer	34
Paramedic Interfacility Transfer (PIFT)	3
Medical Transport	40
Sending Facility	1,320
Interfacility Transfer	735
Paramedic Interfacility Transfer (PIFT)	66
Specialty Care Transport	46
Medical Transport	473

WALDO COUNTY GENERAL HOSPITAL	
Receiving Facility	2,371
Emergency Response	2,289
Interfacility Transfer	17
Paramedic Interfacility Transfer (PIFT)	4
Medical Transport	61
Sending Facility	1,055
Interfacility Transfer	411
Paramedic Interfacility Transfer (PIFT)	140
Specialty Care Transport	82
Medical Transport	422

YORK HOSPITAL	
Receiving Facility	2,837
Emergency Response	2,837
Interfacility Transfer	44
Paramedic Interfacility Transfer (PIFT)	36
Medical Transport	39
Sending Facility	499
Interfacility Transfer	296
Paramedic Interfacility Transfer (PIFT)	44
Specialty Care Transport	36
Medical Transport	123

Section 4 - Agency Response Volume

Southern Maine Region - Total: 106,849													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Acton Ambulance Association	18	12	9	6	16	19	11	25	12	11	2	17	158
Acton Fire Department	0	0	0	0	0	0	0	3	0	0	0	0	3
Alfred Rescue Squad	38	36	37	38	37	46	43	53	37	32	34	48	479
American Ambulance Service	0	0	0	2	0	3	161	211	176	174	137	175	1,039
American Medical Response	382	341	374	400	469	425	289	302	201	241	195	231	3,850
Arundel Fire - Rescue	40	30	21	29	33	29	33	37	42	38	42	52	426
Bath Fire Department	164	147	144	149	141	176	187	158	152	145	135	178	1,876
Bath Iron Works Rescue	8	10	10	10	5	11	14	22	21	6	9	6	132
Beech Ridge Speedway Ambulance	0	0	0	2	1	3	1	1	1	0	0	0	9
Biddeford Ambulance Service	344	298	298	320	321	365	362	368	355	352	296	317	3,996
Bowdoin First Responders	2	5	3	5	19	13	8	14	4	18	7	12	110
Bowdoinham EMS	9	5	11	16	3	11	11	3	8	7	9	14	107
Brunswick Fire Department EMS	243	251	229	215	226	209	242	253	216	223	189	260	2,756
Buxton Fire & Rescue	59	49	73	59	66	58	72	64	72	58	49	75	754
Cape Elizabeth Rescue	53	38	46	50	61	79	85	64	67	60	54	58	715
CarePlus Ambulance Service dba North Conway Ambulance Service	1	0	0	0	0	0	0	0	0	0	0	0	1
Casco Fire & Rescue	37	41	36	41	39	43	71	52	44	40	46	40	530
Chebeague Island Rescue	4	5	4	6	8	8	12	8	4	5	4	3	71
Cumberland Fire Department	51	52	69	61	40	39	36	29	33	37	53	66	566
Cundy's Harbor Fire Dept	15	4	7	18	9	11	21	10	3	9	12	7	126
Denmark Fire Dept 1st Responders	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham Rescue	13	15	12	14	14	15	18	19	20	12	10	28	190
Falmouth Fire - EMS	109	97	88	98	93	107	89	95	106	103	94	78	1,157
Freeport Rescue	212	161	165	165	140	185	210	200	188	188	166	240	2,220
Frye Island Rescue Service	0	0	0	0	1	6	17	2	5	0	0	0	31
Fryeburg Rescue	62	55	64	44	79	61	74	67	74	85	48	61	774
Georgetown Ambulance	5	1	11	8	4	8	8	3	5	8	6	12	79
Goodwins Mills Fire-Rescue	38	40	47	30	32	40	44	50	41	39	44	35	480

Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Gorham Fire Department	126	132	124	117	130	122	121	122	118	109	117	127	1,465
Gray Fire - Rescue	72	51	51	49	65	52	67	55	52	72	46	64	696
Harpswell Neck Fire & Rescue	3	4	6	6	10	14	17	11	9	13	10	7	110
Hollis Fire/Rescue	35	29	26	32	30	31	28	30	33	27	26	28	355
Kennebunk Fire Rescue	210	169	186	210	212	214	238	250	208	190	192	227	2,506
Kennebunkport EMS	23	21	26	27	46	44	49	50	33	20	17	30	386
Lebanon Rescue Department	60	78	40	69	71	83	50	86	78	76	59	73	823
Limerick Rescue	33	29	28	21	30	22	38	33	32	32	33	26	357
Limington Fire and EMS	41	24	29	27	36	37	44	51	25	39	34	40	427
Long Island Volunteer Rescue	2	1	1	3	3	5	15	5	4	2	2	2	45
MEDCU	970	992	987	1,047	1,189	1,205	1,364	1,180	1,065	1,159	994	1,085	13,237
Mid Coast Hospital Interceptor	31	22	18	31	29	42	44	38	21	29	23	22	350
Naples Fire Department	21	29	14	16	33	34	46	56	25	23	19	29	345
Newfield Rescue Squad	17	12	11	4	11	28	18	8	15	20	16	10	170
North Berwick Rescue Squad Inc	32	38	28	30	28	47	39	33	18	26	26	33	378
North Yarmouth Fire Rescue	25	14	7	17	10	11	14	21	21	23	16	26	205
Northeast Mobile Health Services	2,524	2,669	2,481	3,233	3,060	2,473	3,268	3,007	2,693	2,895	2,742	2,988	34,033
Ogunquit Rescue	14	9	12	18	26	45	74	58	38	28	15	20	357
Old Orchard Beach EMS	123	101	99	121	159	167	244	227	151	117	113	134	1756
Orrs/Bailey Island Rescue	20	12	5	15	5	21	14	17	11	12	6	7	145
Phippsburg Volunteer Ambulance	11	11	7	8	14	6	18	21	19	11	12	16	154
Pownal Fire Dept First Responders	7	3	6	3	5	4	9	5	4	9	7	3	65
Raymond Rescue	38	31	29	35	34	37	70	47	32	25	25	46	449
Saco Fire Department	219	187	186	221	252	257	258	261	254	216	182	245	2,738
Sacopee Rescue Inc	44	57	46	47	69	40	48	52	53	44	43	48	591
Sanford Fire Dept Ambulance Service	249	184	224	196	227	230	226	226	210	227	207	238	2,644
Scarborough Downs EMS	0	0	0	0	1	1	1	0	0	0	0	0	3
Scarborough Fire Department	167	177	178	163	203	209	225	185	165	170	155	178	2,175
Sebago EMS	14	3	19	10	17	13	21	15	18	9	15	15	169
Shapleigh Rescue Squad	15	15	15	9	14	15	11	25	10	12	16	15	172
SMCC First Response	0	0	0	0	0	0	0	0	0	0	0	0	0
South Berwick Emergency Ambulance & Rescue Service	69	87	53	56	61	75	65	55	72	59	52	76	780
South Portland Fire Rescue	295	281	251	241	251	233	303	294	290	255	207	241	3,142

Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Standish Fire - EMS	96	85	93	85	107	89	101	96	93	97	101	84	1,127
Topsham Fire - EMS	110	79	93	72	74	80	97	107	92	98	86	121	1,109
University of New England	6	16	7	10	4	2	0	2	26	24	15	3	115
Waterboro Fire Dept Rescue	65	74	70	63	71	58	55	81	68	77	68	60	810
Wells Emergency Medical Services	104	105	87	117	133	147	197	176	147	129	102	107	1,551
Wells Fire Department Rescue	37	42	41	53	49	54	71	63	38	44	29	37	558
West Bath Fire Dept	0	1	2	2	6	4	3	2	7	6	8	8	49
Westbrook Fire Rescue	218	193	199	201	230	246	236	244	191	182	192	199	2,531
Windham Fire Rescue	114	124	105	98	115	118	135	157	139	125	103	125	1,458
Woolwich EMS	15	18	9	11	15	21	12	22	22	11	18	15	189
Yarmouth Fire Rescue	135	100	112	107	89	83	131	101	86	98	80	84	1,206
York Ambulance Association Inc	112	92	80	103	117	127	202	186	154	143	109	136	1,561
York Beach Volunteer Fire Department	6	15	9	13	16	19	41	36	14	17	11	17	214
York Fire Department	39	30	37	38	42	48	56	60	43	23	34	58	508

Tri-County Region - Total: 45,974													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Andover Fire Dept	0	0	0	0	0	1	0	1	0	1	1	0	4
Auburn Fire Department	234	203	243	216	235	203	204	232	208	198	207	217	2,600
Bates EMS	15	5	19	9	22	0	0	0	23	23	19	10	145
Bethel Ambulance Service	32	34	30	30	30	33	46	23	26	35	23	44	386
Buckfield Rescue Dept.	23	25	24	18	24	10	17	21	20	26	20	26	254
Carrabassett Valley Fire - Rescue	1	1	0	0	0	0	0	0	0	0	0	0	2
Chesterville Fire & EMS	2	3	5	8	2	4	0	3	3	3	13	2	48
Farmington Fire Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
Greene Fire Dept Rescue	0	0	1	0	0	2	0	0	0	0	1	0	4
Greenwood First Responders	2	0	1	0	7	5	4	4	10	3	1	0	37
Harrison Fire - Rescue First Responder	9	5	7	1	6	5	7	12	3	3	7	2	67
Industry Fire Department	7	3	1	2	5	3	5	2	1	5	1	1	36
Jay Fire and Rescue	1	1	1	1	1	0	1	3	1	1	6	3	20
Kingfield Fire - Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
Lisbon Emergency Inc.	89	79	74	65	84	105	74	66	80	100	73	88	977
Livermore Falls Fire Dept.	1	1	0	0	0	1	0	0	2	1	0	1	7
Mechanic Falls Rescue	13	19	12	17	30	16	15	18	11	12	6	5	174
Med-Care Ambulance Service	358	327	245	282	325	299	354	323	289	309	330	326	3,767
Minot Fire Department	13	13	4	5	8	9	5	10	7	13	7	3	97
New Gloucester Fire & Rescue	24	21	31	27	31	31	33	23	31	40	24	39	355
New Portland Fire - Rescue	0	0	0	0	0	0	0	1	0	0	1	0	2
New Sharon Fire Rescue	6	2	2	2	6	1	4	2	3	6	2	4	40
NorthStar	501	419	444	353	369	392	461	450	382	415	414	454	5,054
Otisfield First Responder Service	3	6	2	1	5	3	7	6	2	0	3	2	40
Oxford Fire Rescue	48	37	43	40	32	53	65	45	42	38	37	50	530
PACE Paramedic Service	357	354	346	276	289	285	348	341	233	258	267	386	3,740
Paris Fire Department	10	9	9	7	4	10	10	13	12	13	15	17	129
Poland Fire Rescue	64	46	49	42	32	45	52	67	48	66	48	84	643
Rumford Fire Department	4	2	7	17	20	17	12	5	9	14	14	11	132
Sabattus Fire Rescue	24	24	18	6	5	3	5	10	7	6	6	5	119
Stoneham Rescue Service	18	23	21	18	24	19	33	19	10	21	16	15	237
Trackside Ambulance Service	0	0	0	2	1	2	1	10	0	0	0	0	16
Tri-Town Ambulance Service	21	23	38	33	30	27	39	41	28	33	41	35	389

Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Turner Rescue	72	66	49	61	54	60	62	57	59	67	67	83	757
United Ambulance Service	2,179	1,900	2,057	2,287	2,098	2,001	2,124	2,189	1,908	2,134	2,091	2,149	25,117
Weld Vol Fire Dept EMS Unit	0	0	0	3	0	0	0	2	0	0	2	0	7
Wilton Fire and Rescue	0	1	0	0	0	2	0	0	1	1	1	0	6
Woodstock First Responders	2	0	2	2	0	5	4	2	3	4	2	10	36

Kennebec Valley Region - Total: 43,748													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Albion Fire - Rescue	15	5	9	10	9	3	3	8	9	7	6	9	93
Anson Madison Starks Ambulance	164	125	175	119	145	139	131	138	128	126	155	132	1,677
Augusta Fire Department	397	321	381	380	399	399	356	407	374	389	397	416	4,616
Belgrade Rescue	20	21	12	10	16	11	22	45	30	21	15	13	236
Canaan Municipal Fire & Rescue	9	10	12	5	11	6	16	22	24	18	24	15	172
China Rescue Squad	20	29	32	16	20	24	23	25	17	15	20	24	265
Clinton Fire Dept Ambulance Service	33	17	19	22	28	35	32	32	37	37	21	36	349
Delta Ambulance	1,553	1,373	1,483	1,357	1,463	1,463	1,635	1,568	1,487	1,462	1,508	1,566	17,918
Detroit Fire & Rescue	6	6	10	7	7	2	6	3	3	2	4	3	59
Fairfield Fire Rescue	84	71	78	60	69	74	91	62	76	82	71	86	904
Gardiner Fire & Ambulance Dept	174	125	155	138	152	161	185	173	146	153	156	203	1921
Harmony Regional Ambulance Service	11	12	8	11	5	6	10	6	7	9	10	8	103
Jackman Area Volunteer Ambulance	22	12	17	14	23	12	19	21	17	20	13	13	203
Jefferson Fire and Rescue	6	11	13	12	9	13	21	14	8	8	9	17	141
Litchfield Fire & Rescue	4	0	10	8	5	0	1	6	1	1	5	11	52
Maine State Police Medical Unit	0	0	0	0	0	0	0	0	0	0	0	0	0
Mount Vernon Rescue	12	10	9	14	6	5	8	16	11	13	13	13	130
Newport Fire Department	29	24	39	31	44	31	39	25	20	29	40	31	382
Oakland Fire - Rescue	39	43	46	49	47	40	67	36	54	42	55	44	562
Palermo Rescue	7	0	0	0	2	0	0	2	0	0	1	0	12
Plymouth Fire Department	15	12	14	10	14	5	13	8	7	3	6	3	110
Redington Fairview EMS	416	377	382	311	341	338	373	367	359	352	353	342	4,311
Rome Rescue Squad	4	7	2	3	11	5	7	12	11	7	12	5	86
Sebasticook Valley Hospital Ambulance	246	184	226	200	207	176	213	226	203	242	234	232	2,589
Sidney Rescue	21	15	20	23	12	12	19	15	23	10	11	20	201
Smithfield Rescue	3	2	0	2	7	4	0	0	4	1	0	0	23
Unity Volunteer Ambulance Corps	29	26	30	29	42	28	37	34	23	36	20	28	362
Upper Kennebec Valley Ambulance	36	21	33	16	37	14	34	32	26	27	29	35	340
Waterville Rescue	212	248	264	221	244	294	264	278	251	246	234	262	3,018
Whitefield Rescue	13	9	6	18	8	8	9	6	9	14	8	18	126
Windsor Fire & Rescue	18	10	18	12	15	20	18	22	14	7	16	28	198
Winslow Fire Department Rescue	60	67	73	68	85	94	71	82	67	85	79	84	915
Winthrop Ambulance Service	143	121	125	120	122	122	159	177	138	130	142	175	1,674

Northeast Region - Total: 57,384													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Alexander VFD First Responder Unit	2	3	1	1	3	5	2	4	3	0	2	3	29
Aurora Volunteer Fire Dept.	0	0	0	1	1	2	3	3	0	0	0	2	12
Bangor Fire Department	708	551	589	534	538	436	606	574	549	591	587	610	6,873
Bar Harbor Fire Dept	91	80	93	98	108	105	167	127	118	121	61	90	1,259
Bradford Fire Department	1	2	6	2	3	5	3	5	1	2	2	0	32
Brewer Fire Department	74	81	105	92	78	74	106	112	143	76	77	111	1,129
Brooklin Volunteer Fire Dept Inc	1	3	3	0	1	4	2	4	3	3	1	5	30
Bucksport Ambulance Service	70	63	78	58	74	69	100	75	66	61	59	58	831
Calais Fire-EMS	105	81	98	87	90	111	109	117	85	119	108	112	1,222
Carmel Fire & Rescue	18	9	12	25	17	7	20	11	8	11	14	13	165
Castine Fire and Rescue	3	4	2	8	3	4	4	6	3	4	6	3	50
Charles A Dean Ambulance Service	36	41	35	30	45	37	39	38	40	29	32	37	439
Charlotte Volunteer Fire Department	2	4	0	2	1	3	2	2	4	0	0	2	22
Cherryfield Ambulance Service	21	18	14	16	16	16	11	16	12	17	12	20	189
Corinth Rescue	3	1	4	4	4	2	2	3	1	1	4	2	31
County Ambulance Service Inc	361	346	289	298	330	336	385	399	380	359	325	394	4,202
Cranberry Isles Rescue	0	1	0	0	1	3	2	4	0	0	0	0	11
Cutler Fire Dept NCTAMS LANT Detachment Cutler	1	2	5	1	2	0	1	5	2	4	2	4	29
Dedham-Lucerne Fire Department	7	8	4	4	5	3	11	7	1	6	2	9	67
Denny River Volunteer Ambulance	12	9	9	5	6	19	16	12	11	4	19	16	138
Dixmont Fire Rescue	7	3	2	3	2	6	4	5	4	4	8	2	50
Dover-Foxcroft Fire Department	0	0	0	0	0	0	0	0	0	0	0	0	0
East Millinocket/Lincoln Ambulance	129	108	133	115	119	116	193	244	206	211	177	263	2,014
Eastbrook First Responder	2	0	2	3	0	2	2	2	4	0	0	0	17
Eddington Fire Dept	34	20	17	20	24	22	24	16	17	19	17	23	253
Etna Volunteer Fire and Rescue	7	4	6	4	5	6	8	4	1	4	3	7	59
G & H Ambulance Service	98	71	99	80	91	101	59	68	60	67	52	67	913
Gouldsboro Fire Department	12	21	12	11	6	9	15	25	19	18	18	19	185
Greenbush Fire Dept	11	9	3	4	4	6	5	13	6	6	7	5	79
Greenville Fire & Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford Fire First Responders	1	2	1	0	0	0	0	0	3	0	1	6	14
Hampden Fire Department	46	50	51	53	52	45	54	62	59	42	45	45	604

Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Hancock Vol Fire Department	9	9	6	5	9	16	19	12	9	11	11	9	125
Hermon Fire Department	0	0	0	0	0	0	0	1	1	0	0	0	2
Hermon Volunteer Rescue	51	52	63	103	66	86	92	81	86	66	53	74	873
Holden Fire Rescue	25	17	17	12	15	19	14	21	14	22	27	11	214
Howland Fire & EMS	0	0	0	0	0	0	22	28	31	30	17	38	166
Hudson Fire Department	3	5	10	6	6	10	5	6	4	3	2	6	66
Indian Township Fire & Rescue	9	15	20	8	33	30	33	17	17	18	23	23	246
Isle au Haut Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
Kenduskeag 1st Responders	0	0	0	0	0	0	1	0	0	0	0	0	1
Lee Fire Rescue	3	5	1	0	2	0	2	0	0	1	1	0	15
Levant Volunteer Rescue Squad	19	8	13	20	18	9	10	7	9	10	11	10	144
LifeFlight of Maine	158	101	133	112	111	134	167	187	158	124	126	113	1,624
Machias Ambulance Service	79	73	64	65	73	83	78	85	71	80	92	94	937
Mariaville Volunteer Fire Department	5	1	4	3	3	2	4	1	1	6	3	3	36
Mattawamkeag Rescue	5	9	12	8	18	11	14	16	10	8	4	12	127
Mayo Regional Hospital EMS	472	396	430	374	372	377	380	403	405	416	406	376	4,807
Memorial Ambulance Corps	24	12	23	27	23	31	25	33	23	14	25	21	281
Meridian Mobile Health LLC dba Capital Ambulance	1,393	1,146	1,160	1,279	1,320	1,116	1,254	1,175	1,166	1,131	1,075	1,151	14,366
Milford Fire Department	30	23	12	14	21	18	28	13	11	18	7	21	216
Millinocket Fire Department Ambulance Service	114	66	67	67	93	71	87	74	65	62	69	75	910
Milo Fire Department	2	1	3	0	0	1	0	0	0	0	0	0	7
Monson Fire Dept First Responders	3	6	6	7	4	4	7	4	4	5	3	7	60
Moosabec Ambulance	19	11	17	14	15	22	11	27	11	24	20	41	232
Newburgh Rescue	8	6	9	9	10	10	11	9	8	1	16	8	105
Northeast Harbor Ambulance Service	12	19	13	15	23	27	49	65	22	22	17	23	307
Old Town Fire Dept	178	176	149	175	173	181	181	184	162	178	143	176	2,056
Orono Fire - Rescue	108	84	99	87	110	94	102	96	115	139	95	156	1,285
Orrington Fire Dept.	17	13	13	24	13	10	20	19	9	12	17	23	190
Osborn Municipal Vol Fire Dept	0	0	0	1	1	2	3	3	3	0	1	0	14
Passadumkeag Volunteer Fire Dept	2	3	0	1	2	0	2	5	3	0	2	2	22
Peninsula Ambulance Corps	92	103	69	81	125	116	132	131	102	76	78	99	1,204
Petit Manan Ambulance	42	34	46	30	29	36	38	31	56	53	44	49	488
Pleasant River Ambulance Service	39	32	32	43	38	35	39	49	53	44	35	30	469

Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Rockwood Fire - EMS	1	5	3	1	3	2	5	2	2	2	0	0	26
Seboeis Plantation Volunteer Fire Dept.	0	0	0	0	0	0	0	0	0	0	0	0	0
Sipayik Ambulance Corps	21	12	17	17	17	23	16	23	17	11	27	15	216
Sorrento Rescue	5	3	6	0	6	1	5	3	3	11	4	6	53
Southwest Harbor / Tremont Ambulance Service Inc	33	33	29	32	29	47	40	49	49	40	34	30	445
Southwest Harbor Fire Dept	0	0	0	0	0	1	0	1	1	0	0	0	3
Stetson Fire Rescue	6	5	5	11	3	11	9	11	7	3	7	4	82
Sullivan Fire Rescue	1	4	3	4	13	7	8	8	11	9	7	7	82
Swans Island Ambulance	4	1	2	1	3	3	4	6	2	2	3	4	35
Three Rivers Ambulance Service	57	55	55	45	45	59	66	54	63	69	47	45	660
University Volunteer Ambulance Corps	57	61	27	45	24	0	0	3	108	81	71	58	535
Veazie Fire Department	10	6	9	8	17	13	6	9	11	13	4	13	119
Waltham Municipal Vol Fire Dep	0	1	2	1	1	2	1	0	1	1	0	0	10
WCEMSA dba Downeast EMS	207	165	163	182	208	198	200	158	191	148	184	144	2,148
Winterport Volunteer Ambulance	34	43	41	41	35	32	33	42	30	20	38	38	427

Aroostook Region - Total: 11,447													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Ambulance Service Inc	122	107	116	112	107	109	105	112	100	84	85	91	1,250
Aroostook Critical Care Transport	17	9	14	14	20	15	15	14	11	17	15	8	169
Ashland Ambulance Service	12	18	23	15	16	11	9	19	17	21	15	14	190
Caribou Fire - Air Ambulance Service	3	4	5	5	6	3	6	5	3	7	3	4	54
Caribou Fire - Ambulance	182	132	173	153	147	151	151	202	123	135	159	147	1,855
Crown Ambulance	409	297	311	287	295	276	353	352	297	348	316	386	3,927
Houlton Ambulance Service	163	144	142	144	146	127	158	174	125	143	133	151	1,750
Island Falls Ambulance Service	5	8	5	2	17	6	15	7	12	12	4	10	103
Madawaska Ambulance Service	80	41	46	34	56	47	46	56	36	48	43	65	598
Oakfield Fire Department	3	0	1	9	8	5	4	5	4	4	3	6	52
Patten Ambulance Service	63	61	48	59	66	64	65	61	59	52	50	58	706
U.S. Border Patrol Medical Response Team	1	0	0	2	0	2	0	1	0	3	1	0	10
Van Buren Ambulance Service	71	73	56	58	81	71	51	60	70	78	56	58	783

Mid-Coast Region - Total: 15,301													
Service Name	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Alna First Responders	4	4	2	3	5	2	3	3	0	0	3	1	30
Arthur Jewell Health Center	22	21	24	15	21	25	24	21	15	24	29	23	264
Belfast Ambulance & Rescue Service	229	214	246	230	221	202	241	260	213	205	213	278	2,752
Belmont Vol. Fire and Rescue	8	5	3	3	5	0	10	3	1	4	5	7	54
Boothbay Region Ambulance	118	99	113	119	129	133	168	180	131	111	91	92	1,484
Bremen Rescue First Responders	9	8	2	3	5	7	12	8	7	3	3	4	71
Bristol Fire and Rescue	18	15	12	35	23	27	26	41	25	21	29	34	306
Central Lincoln County Ambulance	192	164	155	169	199	179	217	211	200	189	202	212	2,289
Cushing Rescue Squad	13	8	8	10	12	10	12	20	13	14	10	7	137
Edgecomb Fire Department	0	0	0	0	0	0	0	0	0	1	1	0	2
Islesboro Ambulance Service	13	4	8	3	10	14	19	14	15	10	10	7	127
Liberty Volunteer Ambulance Service	15	19	15	17	14	14	28	14	23	16	12	23	210
Matinicus Island Rescue	0	0	0	0	0	0	0	0	0	0	0	0	0
Nobleboro First Responders	0	0	0	0	0	0	0	1	0	4	1	6	12
North Haven EMS	2	3	4	0	6	3	8	16	3	5	1	4	55
Northport First Responders	2	16	8	7	4	13	5	14	3	6	6	11	95
Rockland EMS	124	158	158	132	100	127	167	179	125	139	115	120	1,644
Searsmont Rescue	3	6	5	12	7	10	11	9	2	5	3	6	79
Searsport Ambulance Service	35	50	24	28	29	39	59	48	38	37	42	35	464
South Bristol Volunteer Fire Dept	3	3	2	3	7	4	8	6	5	1	5	1	48
South Thomaston Ambulance Service	7	10	19	8	6	17	11	18	16	15	11	14	152
St George Ambulance	22	18	18	20	24	19	39	33	26	24	21	23	287
Sterling Ambulance LLC	85	85	71	54	63	55	77	82	67	71	63	67	840
Stockton Springs Ambulance Service	19	17	25	23	25	19	32	21	30	30	17	26	284
Thomaston Ambulance	45	52	44	35	33	43	46	51	46	42	40	36	513
Union Ambulance Service	37	37	26	28	36	28	47	38	23	30	35	67	432
Vinalhaven Ambulance	29	20	16	12	20	17	34	23	30	24	24	25	274
Waldoboro Emergency Medical Services	117	111	100	92	82	90	107	137	111	105	101	132	1,285
Warren Rescue	23	35	44	23	29	22	41	30	29	29	24	20	349
Westport Volunteer Fire Dept	3	3	5	5	4	7	2	2	4	0	4	6	45
Wiscasset Ambulance Service	60	46	57	55	67	80	78	66	48	38	61	61	717

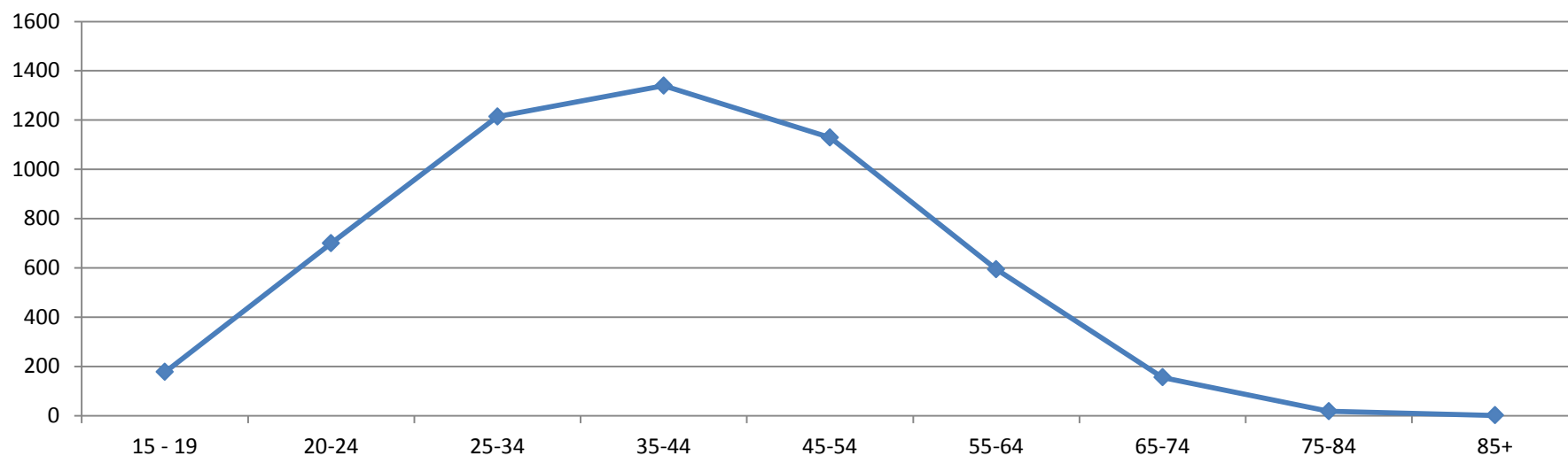
Section 5 – Provider Demographics

EMS Providers by License Level

	LAA	EMR	EMT	AEMT	EMT-CC	Paramedic	EMD	Totals
Androscoggin	0	4	176	51	0	72	52	355
Aroostook	0	4	112	34	1	82	12	245
Cumberland	0	10	659	213	2	235	115	1234
Franklin	0	10	49	16	0	34	16	125
Hancock	0	13	156	30	0	31	16	246
Kennebec	0	5	219	59	1	121	44	449
Knox	0	17	97	46	0	40	12	212
Lincoln	3	5	92	30	0	31	18	179
Oxford	0	5	111	38	0	39	26	219
Penobscot	0	13	281	106	2	146	59	607
Piscataquis	0	1	36	11	0	21	12	81
Sagadahoc	0	0	69	36	0	36	14	155
Somerset	0	3	79	32	0	35	14	163
Waldo	0	4	82	31	0	23	21	161
Washington	1	4	86	38	0	11	19	159
York	4	11	365	136	1	143	96	756
Not Known	0	2	37	8	0	23	0	70
Out of State	0	0	283	21	0	138	6	448
Affiliated	6	90	2089	823	6	1095	490	4599
Unaffiliated	2	21	900	113	1	166	62	1265
Total:	8	111	2989	936	7	1261	552	5864

	LAA	EMR	EMT	AEMT	EMT-CC	Paramedic	EMD	Totals
Region 1	4	21	1093	385	3	414	225	2145
Region 2	0	19	336	105	0	145	94	699
Region 3	0	8	298	91	1	156	58	612
Region 4	1	31	559	185	2	209	106	1093
Region 5	0	4	112	34	1	82	12	245
Region 6	3	26	271	107	0	94	51	552

Provider Age



Provider Age		
	#	%
15 - 19	177	3.32%
20-24	700	13.14%
25-34	1214	22.79%
35-44	1339	25.14%
45-54	1129	21.19%
55-64	594	11.15%
65-74	155	2.91%
75-84	18	0.34%
85+	1	0.02%

Average Provider Age: 39

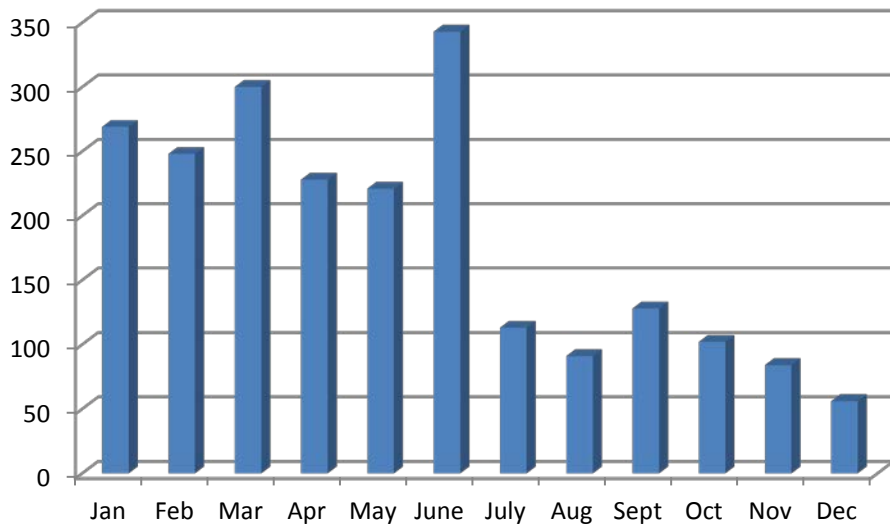
Years Licensed		
	#	%
0 - 3	1126	21.14%
4 - 7	1681	31.56%
8 - 11	652	12.24%
12 - 15	548	10.29%
16 - 19	491	9.22%
20 - 23	209	3.92%
24 - 27	551	10.34%
> 28	69	1.30%

Provider Gender		
	#	%
Female	1,541	28.93%
Male	3,775	70.87%
Not Known	11	0.21%

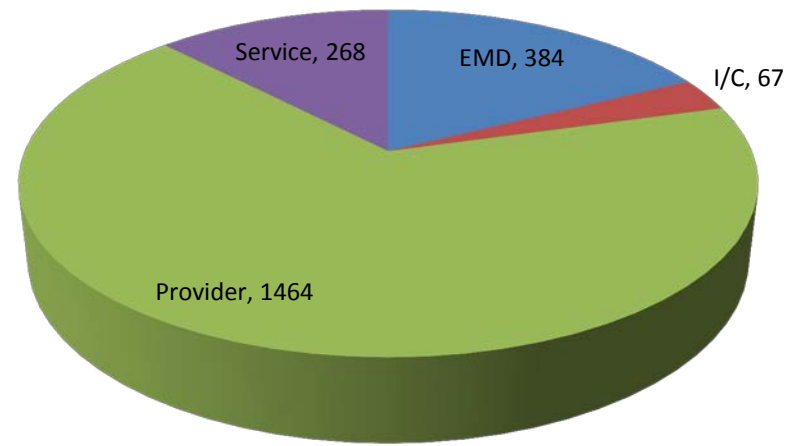
2013 Applications Processed

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
EMD	80	38	39	32	32	54	22	9	24	27	16	11	384
New	5	1	8	7	0	12	7	0	12	11	6	4	73
Renewal	75	37	31	25	32	42	15	9	12	16	10	7	311
I/C	5	2	14	4	5	4	2	5	5	8	5	8	67
New	1	0	4	1	1	0	2	2	2	3	3	7	26
Renewal	4	2	10	3	4	4	0	3	3	5	2	1	41
Provider	156	189	228	171	170	252	61	56	69	48	39	25	1464
New	45	62	94	81	58	101	61	56	56	25	23	13	675
Reciprocity									13	23	16	12	64
Upgrade / Downgrade									14	11	7	14	46
Renewal	110	127	131	90	112	150	116	100	89	83	62	71	1241
Duplicate	1	0	3	0	0	1	1	0	0	0	0	1	7
Service	28	19	19	21	14	33	28	21	30	19	24	12	268
TOTAL:	269	248	300	228	221	343	113	91	128	102	84	56	2183

Total Applications by Month



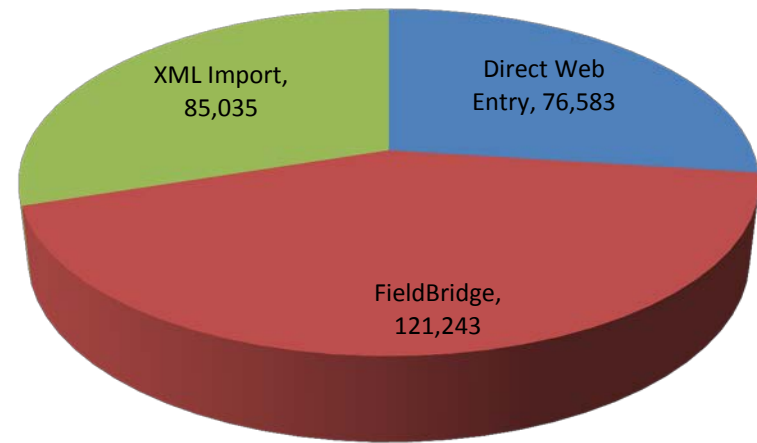
Application Types



Section 6 – System Compliance & Statistics

Region	Total Incidents	Time to Entry								Report Validity %							
		Min	Max	Avg	< 3 Hrs	3 - 24 Hours	> 1 Day	> 2 Days	Unk	Min	Max	Avg	0-39	40-59	60-79	80-99	100
State Wide	282,798	0	732	1	138,697	103,522	14,725	22,681	3,173	0	100	96	2,183	688	3,752	60,676	215,499
Southern Maine	106,849	0	732	2	51,203	33,000	8,143	13,506	997	0	100	98	318	173	1,429	31,051	73,878
Tri County	46,379	0	166	1	16,892	24,580	1,908	2,483	516	0	100	93	233	271	1,821	20,385	23,669
Kennebec Valley	43,747	0	200	2	22,002	18,593	1,387	1,040	725	0	100	97	190	24	70	1,214	42,249
Northeast	58,113	0	454	1	32,405	17,955	2,422	4,713	617	0	100	96	1,274	204	397	5,737	50,501
Aroostook	11,447	0	139	3	5,993	4,510	407	449	88	0	100	94	131	7	9	1,620	9,680
Mid-Coast	16,263	0	121	1	10,202	4,884	458	490	229	0	100	99	37	9	26	669	15,522

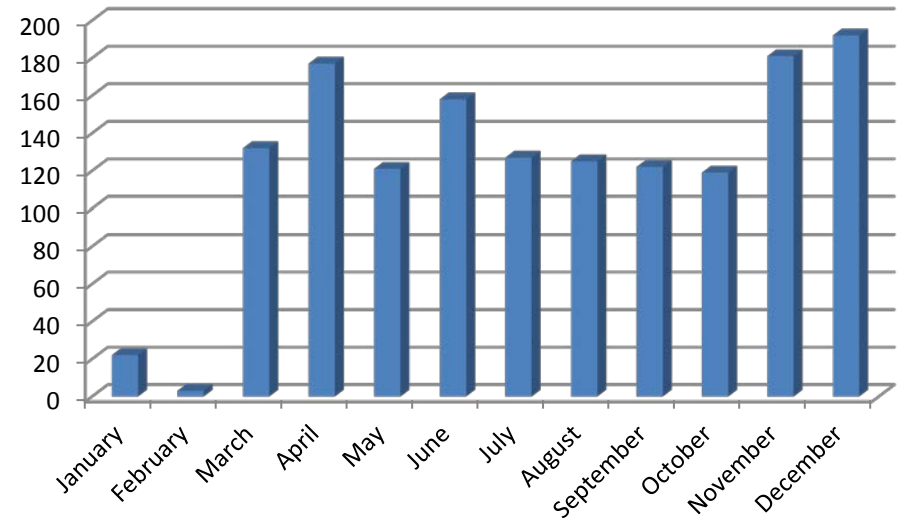
MEMSRR Accounts	
Billing	156
EMS Student	9
Hospital Admin	8
Hospital Users	337
ME CDC	1
Medical Director	18
Medical Records	1
Non HealthCare Provider	1,361
OCME	11
Regional Coordinator	10
Regional QA/QI	41
Report Writer Test	5
Rescue Service Administrator	4215
Rescue Service Provider	11,034
Total	17,207



Reports by Entry Method		
Direct Web Entry	76,583	27.07%
FieldBridge	121,243	42.86%
XML Import	85,035	30.06%

Support Requests per Month

January	22	1.49%
February	3	0.20%
March	132	8.92%
April	177	11.97%
May	121	8.18%
June	158	10.68%
July	127	8.59%
August	125	8.45%
September	122	8.25%
October	119	8.05%
November	181	12.24%
December	192	12.98%
Totals	1479	100%



Support Requests by Category

General EMS Question	126	8.52%
QA/QI Assistance	5	0.34%
Enhancements	8	0.54%
Run Reporting System (MEMSRR)	377	25.49%
MEMSRR - Report Request	86	5.81%
MEMSRR - Add Staff/Login/Password	335	22.65%
MEMSRR - FieldBridge	43	2.91%
MEMSRR - Importing Service	20	1.35%
Education System (MEMSEd)	142	9.60%
MEMSEd - Login/Password	196	13.25%
License Management System	73	4.94%
License Management - Report Request	36	2.43%
National Registry / State Licensing Exam	1	0.07%
Maine EMS Website	15	1.01%
Continuing Education Hours	5	0.34%
Total	1479	100%

