

| <u>Average time from Dispatch to arrival on scene</u> |  |       |       |       |       |       |       |   |   |   |   |   | Average |
|---|--|-------|-------|-------|-------|-------|-------|---|---|---|---|---|---------|
| Lisbon  |  | 5:31  | 6:00  | 5:56  | 5:53  | 6:04  | 6:26  |   |   |   |   |   | 5:58    |
| Bowdoin   |  | 15:53 | 17:39 | 16:22 | 17:55 | 14:42 | 15:57 |   |   |   |   |   | 16:24   |
| Bowdoinham  |  | 22:54 | 22:52 | 20:40 | 20:00 | 19:04 | 18:27 |   |   |   |   |   | 20:39   |
|   |  |       |       |       |       |       |       |   |   |   |   |   |         |
| <u>Missed Calls</u>                                   |  |       |       |       |       |       |       |   |   |   |   |   |         |
| Lisbon  |  | *     | 2     | 1     | 1     | 1     | 2     |   |   |   |   |   | 7       |
| Bowdoin   |  | *     | 1     |       |       | 1     |       |   |   |   |   |   | 2       |
| Bowdoinham  |  | *     |       |       |       |       |       |   |   |   |   |   | 0       |
| Total   |  |       | 3     | 1     | 1     | 2     | 2     | 0 | 0 | 0 | 0 | 0 | 9       |

### 12 month average missed calls per month

\* Unable to provide data for this time

### **Reason for missed call**

|                              |   |   |   |   |   |   |  |  |  |  |  |   |
|------------------------------|---|---|---|---|---|---|--|--|--|--|--|---|
| Missed calls due to transfer | * | 2 |   |   |   |   |  |  |  |  |  | 2 |
| Missed calls at night        | * | 1 | 1 |   | 2 | 2 |  |  |  |  |  | 6 |
| Missed third call            | * |   |   | 1 |   |   |  |  |  |  |  | 1 |

## Mutual Aid

|                    |   |   |   |   |   |  |  |  |  |  |  |   |
|--------------------|---|---|---|---|---|--|--|--|--|--|--|---|
| United to Lisbon   | * | 2 | 1 | 1 | 1 |  |  |  |  |  |  | 5 |
| United to Bowdoin  | * |   |   |   |   |  |  |  |  |  |  | 0 |
| Durham to Lisbon   | * |   |   |   |   |  |  |  |  |  |  | 0 |
| Topsham to Lisbon  | * |   |   |   |   |  |  |  |  |  |  | 0 |
| Topsham to Bowdoin | * | 1 |   |   | 1 |  |  |  |  |  |  | 2 |

|                        |   |   |   |   |   |   |   |   |   |   |   |   |   |
|------------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Topsham to Bowdoinham  | * |   |   |   |   |   |   |   |   |   |   |   | 0 |
| Gardiner to Bowdoin    | * |   |   |   |   |   |   |   |   |   |   |   | 0 |
| Gardiner to Bowdoinham | * |   |   |   |   |   |   |   |   |   |   |   | 0 |
| Total                  | 0 | 3 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |

| Second Calls Covered          | July | August | September | October | November | December | January | February | March | April | May | June |     |
|-------------------------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|-----|------|-----|
| Lisbon/Bowdoin                | 5    | 1      | 2         | 1       | 3        | 3        |         |          |       |       |     |      | 15  |
| Lisbon/Bowdoinham             | 2    | 3      | 1         | 5       | 3        | 8        |         |          |       |       |     |      | 22  |
| 2 Calls Lisbon                | 10   | 11     | 8         | 10      | 5        | 10       |         |          |       |       |     |      | 54  |
| 2 Calls Bowdoin               | 2    |        | 2         |         |          |          |         |          |       |       |     |      | 4   |
| 2 Calls Bowdoinham            |      | 1      | 1         | 2       | 2        | 2        |         |          |       |       |     |      | 8   |
| 3 Calls Lisbon                |      |        |           | 1       |          |          |         |          |       |       |     |      | 1   |
| 3 Calls 1 Bowdoinham/2 Lisbon |      |        |           |         |          |          |         |          |       |       |     |      | 0   |
| Bowdoin/Bowdoinham            | 3    | 1      | 1         | 3       |          | 2        |         |          |       |       |     |      | 10  |
| Lisbon/Lewiston               | 1    | 2      |           | 2       | 2        | 4        |         |          |       |       |     |      | 11  |
| 2 Calls Lewiston              |      | 1      |           |         |          | 1        |         |          |       |       |     |      | 2   |
| 2 Calls Sabattus              |      | 1      |           |         |          |          |         |          |       |       |     |      |     |
| Bowdoin/Lewiston              |      |        | 1         |         |          | 1        |         |          |       |       |     |      | 2   |
| Sabattus/Bowdoin              |      | 1      |           |         |          |          |         |          |       |       |     |      |     |
| Lisbon/Sabattus               |      |        | 1         |         |          | 1        |         |          |       |       |     |      | 2   |
| Auburn/Sabattus               |      |        |           |         |          |          |         |          |       |       |     |      | 0   |
| Lewiston/Sabattus             |      |        |           | 1       |          |          |         |          |       |       |     |      | 1   |
| Bowdoinham/Lewist             | 1    | 1      |           |         | 2        |          |         |          |       |       |     |      | 4   |
| Durham/Bowdoinham             |      |        |           |         |          | 1        |         |          |       |       |     |      |     |
| Durham/Lisbon                 |      |        | 1         | 1       | 1        |          |         |          |       |       |     |      | 3   |
| Wales/Lisbon                  |      |        |           |         |          | 1        |         |          |       |       |     |      |     |
| Wales/Lewiston                |      |        |           |         |          |          |         |          |       |       |     |      | 0   |
| One Transfer/One 911 Call     |      |        | 2         | 3       | 1        | 4        |         |          |       |       |     |      | 10  |
| Total                         | 24   | 23     | 18        | 26      | 19       | 38       | 0       | 0        | 0     | 0     | 0   | 0    | 148 |

12 Month Average - Second call covered per month

24.67

| 911 Transport to Hospital* |     |     |    |     |    |     |   |   |   |   |   |   |     |
|----------------------------|-----|-----|----|-----|----|-----|---|---|---|---|---|---|-----|
| CMMC                       | 54  | 46  | 41 | 42  | 45 | 44  |   |   |   |   |   |   |     |
| Mid Coast                  | 38  | 40  | 33 | 54  | 37 | 45  |   |   |   |   |   |   |     |
| St. Mary's                 | 9   | 22  | 7  | 9   | 7  | 13  |   |   |   |   |   |   |     |
| Maine Med                  | 4   | 1   | 2  | 3   | 3  | 5   |   |   |   |   |   |   |     |
| Maine General              |     | 1   |    | 1   | 1  |     |   |   |   |   |   |   |     |
| Total                      | 105 | 110 | 83 | 109 | 93 | 102 | 0 | 0 | 0 | 0 | 0 | 0 | 602 |

| Call Highest License Level this FY | Omega   | Alpha  | Bravo  | Charlie | Delta  | Echo    | N/A    | Transfer |  |  |  |  | Total  |
|------------------------------------|---------|--------|--------|---------|--------|---------|--------|----------|--|--|--|--|--------|
| Paramedic                          | 8       | 221    | 85     | 162     | 182    | 7       | 176    | 31       |  |  |  |  | 872    |
| AEMT                               |         | 11     | 4      |         | 3      |         | 7      | 1        |  |  |  |  | 26     |
| EMT                                |         | 1      | 1      |         |        |         |        | 2        |  |  |  |  | 4      |
| Paramedic %                        | 100.00% | 94.85% | 94.44% | 100.00% | 98.38% | 100.00% | 96.17% | 91.18%   |  |  |  |  | 96.67% |
| AEMT %                             | 0.00%   | 4.72%  | 4.44%  | 0.00%   | 1.62%  | 0.00%   | 3.83%  | 2.94%    |  |  |  |  | 2.88%  |
| EMT %                              | 0.00%   | 0.43%  | 1.11%  | 0.00%   | 0.00%  | 0.00%   | 0.00%  | 5.88%    |  |  |  |  | 0.44%  |

|       |   |     |    |     |     |   |     |    |   |   |   |   |     |
|-------|---|-----|----|-----|-----|---|-----|----|---|---|---|---|-----|
| Total | 8 | 233 | 90 | 162 | 185 | 7 | 183 | 34 | 0 | 0 | 0 | 0 | 902 |
|-------|---|-----|----|-----|-----|---|-----|----|---|---|---|---|-----|