



2019 4th Quarter Report to the
Lowell, Massachusetts
Board of Health

Reporting Period: Oct 1 – Dec 31 2019

- **INTRODUCTION:**

This is the 4th Qtr. 2019 Report for the Lowell Board of Health.

Any questions or concerns surrounding the contents of this report should be directed to:

Trinity EMS, Inc.

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Thank you,

Management Team

Trinity EMS, Inc

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TIMES:	Trinity BLS Q1 2019	Trinity ALS	LGH ALS	Trinity BLS Q2 2019	Trinity ALS	LGH ALS
Fractile %	92.75%	86.42%	91.79%	94.28%	88.21%	93.32%
Avg out of chute	49 sec	55 sec	59 sec	22 sec	56 sec	48 sec
Avg resp time	5 min 16 sec	6 min 55 sec	6 min 8 sec	4 min 7 sec	5 min 47 sec	5 min 5 sec
Avg on scene time	11 min 01 sec	12 min 29 sec	13 min	10 min 58 sec	10 min 22 sec	11 min 22 sec
Avg transport time	7 min 21 sec	8 min 29 sec	13 min 52 sec	6 min 41 sec	6 min 45 sec	10 min 34 sec
# of events >7:59 response time	385	32	159	315	25	119
# of events using Non Trinity BLS	1	<--This call was the 9th emergency and was an alpha level call. This was given away in error		0		
	Trinity BLS Q3 2019	Trinity ALS	LGH ALS	Trinity BLS Q4 2019		
	93.45%	88.50%	91.57%	91.87%	84.32%	92.12%
Avg out of chute	24 sec	1 min	45 sec	43 sec	1 min 5 sec	50 sec
Avg resp time	4 min 11 sec	5 min 30 sec	5 min 12 sec	4 min 48 sec	4 min 53 sec	5 min 56 sec
Avg on scene time	11 min 42 sec	14 min 47 sec	13 min 10 sec	11 min 41 sec	13 min 52 sec	15 min 16 sec
Avg transport time	6 min 54 sec	7 min 38 sec	10 min 32 sec	6 min 42 sec	7 min 9 sec	10 min 44 sec
# of events >7:59 response time	375	23	156	429	37	145
# of events using Non Trinity BLS	0			1	<-- 8th 911 call in Lowell at that time	

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q 3 2019	Q4 2019
TEMS BLS	91.53%	94.04%	94.72%	94.03%	92.75%	94.28%	93.45%	91.87%

BLS OUTLIERS:	2017 Total		2018 Total		Last 4 Qs Total		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
1st Emergency	275	25%	340	24%	386	26%	100	26%	80	25%	85	23%	121	28%
2nd Emergency	260	23%	372	26%	400	27%	99	26%	103	33%	102	27%	96	22%
3rd Emergency	195	17%	259	18%	306	20%	71	18%	49	16%	91	24%	95	22%
4th Emergency	154	14%	189	13%	181	12%	50	13%	30	10%	43	11%	58	14%
5th Emergency	108	10%	146	10%	135	9%	41	11%	24	8%	31	8%	39	9%
6th Plus Emergency	124	11%	115	8%	96	6%	24	6%	29	9%	23	6%	20	5%
			1421		1504		385		315		375		429	
BLS REASONS OVER 7:59:	2017 Yearly Total		2018 Total		Last 4 Qs Total		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
Total	1258		1421		1504		385		315		375		429	
Couldn't locate house/lost	22	2%	40	3%	88	6%	14	4%	14	4%	34	9%	26	6%
Crew took long route	60	5%	115	9%	105	7%	34	9%	27	9%	15	4%	29	7%
Distance	485	39%	350	24%	362	24%	77	20%	73	23%	85	23%	127	30%
Dispatch delay	56	4%	40	3%	141	9%	37	10%	26	8%	43	11%	35	8%
Highway	32	3%	9	1%	17	1%	4	1%	1	0%	7	2%	5	1%
Out of chute	188	15%	186	13%	149	10%	46	12%	29	9%	35	9%	39	9%
TEMS Dispatch error	45	4%	127	7%	49	3%	8	2%	12	4%	17	5%	12	3%
Weather	5	0%	47	5%	42	3%	24	6%	0	0%	11	3%	7	2%
EMD			227	16%	257	17%	63	16%	60	19%	64	17%	70	16%
911 Call volume	115	9%	235	17%	215	14%	64	17%	50	16%	45	12%	56	13%
others/blank	250	20%	45	3%	79	5%	14	4%	23	7%	19	5%	23	5%

BLS OUTLIERS:		2017 Total		2018 Total		Last 4 Qs Total		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
Witin the standard (7:59 >)						20243	93.11%	4928	92.77%	5188	94.28%	5289	93.48%	4838	91.85%
0800-0859						734	3.38%	205	3.62%	158	2.79%	174	3.30%	197	3.74%
0900-0959						402	1.85%	104	1.84%	78	1.38%	110	2.09%	110	2.09%
1000-1059						201	0.92%	44	0.78%	42	0.74%	54	1.03%	61	1.16%
1100-1159						77	0.35%	15	0.27%	19	0.34%	14	0.27%	29	0.55%
1200 plus						83	0.38%	16	0.28%	18	0.32%	17	0.32%	32	0.61%
									see below		see below		see below		see below
12 PLUS BREAKOUT		2017 Total		2018 Total		Last 4 Qs Total		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
911 Call volume (5th +)						26	31.33%	5	27.78%	8	47.06%	3	9.38%	10	31.25%
Distance							0.00%		0.00%		0.00%	1	3.13%	1	3.13%
Crew got lost/couldn't find house						11	13.25%	3	16.67%	3	17.65%	1	3.13%	4	12.50%
EMD						13	15.66%	2	11.11%	3	17.65%	3	9.38%	5	15.63%
Highway call						6	7.23%	1	5.56%	1	5.88%	1	3.13%	3	9.38%
TEMS Dispatch error/delay						13	15.66%	4	22.22%	2	11.76%	4	12.50%	3	9.38%
Others						12	14.46%	1	5.56%	1	5.88%	4	12.50%	6	18.75%
33 Q4 2019 over 12 minutes															
1	Lift assist from chair to bed- no transport					16	Psy pt- waiting for PD- canceled by PD					32	ETOH- priority 2		
2	Pt with headache, Visiting nursing with patient					17	EMD- Fall with Visiting nurse. Priority 2 transport						transport		
3	Assault pt with PD- No transport					18	Psy pt- PD was on site- Priority 3 transport								
4	Sec 12, crew arrived and waited for PD					19	Diff breathing- Fire on site in 4, BLS transport								
5	Highway call- canceled by fire no transport					20	uninjured from a Fall. Pt refusal								
6	Nursing home- ALS on site in 6 mintues					21	EMD- Bleeding- priority 3 transport								
7	Psy pt- with PD. Priority 3 transport					22	EMD- nurse with pt. urgent CT scan- no transport								
8	Seizure call- ALS on site in 8- no transport					23	ETOH- Umass EMS with pt- priority 3 transport								
9	EMD- Pt in care of nurse- ALS transport					24	Chest pain- Fire with patient- ALS triage								
10	Pt fell- no transport					25	Hypertention- Fire with pt. Priority 1 transport								
11	Highway call-Other service BLS onsited, ALS on site in 8					26	uninjured from a Fall. Pt refusal								
						27	Diff breathing- ALS on site in 6, ALS transport								
12	Detox request- Pt with PD- priority 3 transport					28	Vomiting- priority 3 transport								
13	Pt vomiting prioirty 3 transport					29	Psy- Visiting nurse with pt- priority 3 transport								
14	Pt vomting priority 2 transports					30	Hip pain- priority 3 transport								
15	ETOH- post detox release- priority 3 transport					31	Psy- waiting for PD Prioirt 2 transport								

VOLUME:	2017		2018		Last 4 Qs		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
Total responses (ALS & BLS)	29696		30318		30019		7462		7497		7710		7350	
Total ALS Responses	8196	28%	8511	28%	8276	28%	2150	29%	1994	27%	2050	27%	2082	28%
TEMS ALS Responses	871	11%	955	11%	871	11%	223	10%	212	11%	200	10%	236	11%
LGH ALS Responses	7325	89%	7556	89%	7405	89%	1927	90%	1782	89%	1850	90%	1846	89%
INCIDENTS:	21500		21807		21743		5312		5503		5660		5268	
BLS Incident	13304		12340		13467		3162		3509		3610		3186	
ALS and BLS Incident	8196		8467		8276		2150		1994		2050		2082	
Needle pick ups			728		280		100		77		62		41	
Non Emergent Lift assists			784		582		327		116		102		37	
TRANSPORTS:	2017		2018		Last 4 Qs		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
Total Transports (ALS & BLS)	14781		16379		16483		4082		4117		4117		4167	
Total BLS Transports	11735	79%	13078	80%	12963	79%	3135	77%	3274	80%	3206	78%	3348	80%
Total ALS Transports	3046	21%	3301	20%	3520	21%	947	23%	843	20%	911	22%	819	20%
TEMS ALS Transports	434	14%	503	15%	462	13%	123	13%	109	13%	112	12%	118	14%
LGH ALS Transports	2612	86%	2798	85%	3058	87%	824	87%	734	87%	799	88%	701	86%
TRIAGE:	2017		2018		Last 4 Qs		Q1 2019		Q2 2019		Q3 2019		Q4 2019	
Total Triage	1102	13%	1178	14%	1072	13%	291	14%	240	12%	247	12%	294	14%
TEMS Triage	60	7%	57	6%	59	7%	13	6%	16	8%	12	6%	18	8%
LGH ALS Triage	1042	14%	1121	15%	1013	14%	278	14%	224	13%	235	13%	276	15%

INTUBATIONS:	2017			2018			Last 4 Qs Total			Q1 2019			Q2 2019			Q3 2019			Q4 2019									
Trinity company total	48	of	98	49%	63	of	69	91%	71	of	76	93%	24	of	25	96%	20	of	24	83%	12	of	12	100%	15	of	15	100%
Trinity Lowell only	2	of	7	29%	10	of	10	100%	6	of	7	86%	3	of	3	100%	1	of	2	50%	2	of	2	100%	0	of	0	###
LGH ALS Lowell only	166	of	174	95%	151	of	155	97%	149	of	150	99%	44	of	44	100%	37	of	37	100%	26	of	27	96%	42	of	42	100%
LGH Greater Lowell region													63	of	63	100%	70	of	71	99%	56	of	57	98%	73	of	73	100%
LGH ALS MAI* in Lowell only	55			62			Last 4 Qs Total			16(24 system wide)			20 (35 system wide)			10 (22 system wide)			17 (30 system wide)									
IO SUCCESS RATE:	2017			2018			Last 4 Qs Total			Q1 2019			Q2 2019			Q3 2019			Q4 2019									
Trinity company total	65	of	69	94%	81	of	81	100%	81	of	81	100%	26	of	26	100%	22	of	22	100%	16	of	16	100%	17	of	17	100%
Trinity Lowell only	6	of	6	100%	12	of	12	100%	8	of	8	100%	3	of	3	100%	2	of	2	100%	2	of	2	100%	1	of	1	100%
LGH ALS Lowell only	72	of	75	96%	83	of	83	100%	89	of	89	100%	28	of	28	100%	20	of	20	100%	18	of	18	100%	23	of	23	100%
Airways:	2017			2018			Last 4 Qs Total			Q1 2019			Q2 2019			Q3 2019			Q4 2019									
Trinity company wide- King tube success rate-post ETT failure			###							###	1	of	1	100%	3	of	3	100%	0	of	0	!	0	of	0	!		
Trinity Lowell- King tube success rate-post ETT failure			###							###	0	of	0	na	0	of	0	na	0	of	0	na	0	of	0	na		
* Intubation total- Total patients intubated/ Total Patients intubated attempted.																												
** Medication Assisted Intubation, in MA, this requires the use of a Paralytic which is controlled & monitored by a special project																												

Last Name	First Name	Title	Hire Date	Position	MA Certification #	National ID
Carrucini	Luis	(FT) EMT-I	2019-12-09	EMT-B	E855239	
Clemetson	Ty	(FT) EMT-I	2019-11-11	EMT-B	E0916562	E3495180
Greene	Jessica	(FT) EMT-I	2019-11-11	EMT-B	E0912177	E3368402
Honeywell	Daniel	(FT) EMT-I	2019-11-11	EMT-B	E0910912	E3346181
Sculley	Brian	(FT) EMT-I	2019-11-11	EMT-B	E0912751	E3380013
Trudel-Good	Andrew	(FT) EMT-I	2019-11-11	EMT-B	E0903359	E3148945
Lesnever	Tristan	(PT) EMT-I	2019-10-18	EMT-B	E0915431	E3461682

EMD- Direct to Trinity

	2017 Total	2018 Total	Last 4 Qs Total	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Alpha (BLS-P3)	1405	1524	1296	303	362	296	335
Bravo (BLS-P2)	410	444	453	109	125	90	129
Charlie (ALS-P1)	679	722	719	185	147	220	167
Delta (ALS-P1)	645	634	716	191	139	223	163
Echo (ALS-P1)	2	3	6	2	1	2	1
Total EMD by Trinity in Lowell	3141	3327	3190	790	774	831	795

The above data are direct calls to Trinity for patients in Lowell.

Alpha- results in BLS going no lights or sirens to the patient

Bravo- results in BLS going lights and sirens to the patient

Charlie, Delta, Echo- results in ALS and BLS going lights and sirens to the patient

As part of Trinity EMS's EMD accreditation a portion of the above calls are randomly selected for quality assurance review. TEMS reviews 25 EMD'ed calls per week. These 25 calls could come from any city or state.

Potentially none or all 25 calls could be for patients in Lowell.

Trinity EMS an Accredited Center of Excellence through the International Academy of Emergency Dispatch. Trinity is 1 of 2 in Massachusetts and 1 of 184 of these centers in the world



	2017 Total	2018	2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019							
Total ORI in Lowell	802	811	523	134	137	127	125							
Priority 1 ORI in Lowell	468	455	313	67	83	79	84							
Trinity wide ORI	1255	1206	855	197	214	235	209							
Trinity wide Priority 1	752	708	545	112	138	151	144							
ORI in Lowell by setting:														
Inside Private home	348	43%	327	40%	206	39%	49	37%	47	34%	42	33%	68	54%
Public location inside	55	7%	82	10%	76	15%	29	22%	18	13%	14	11%	15	12%
Public location outside	370	46%	386	48%	230	44%	50	37%	69	50%	69	54%	42	34%
Other	29	4%	16	2%	11	2%	6	4%	3	2%	2	2%	0	0%
Gender:														
Female	234	30%	224	28%	151	29%	36	27%	48	35%	33	26%	34	27%
Male	558	70%	588	72%	372	71%	98	73%	89	65%	94	74%	91	73%
Females U20	6	3%	2	1%	3	2%	1	3%	2	4%	0	0%	0	0%
Female 20-29	70	30%	78	35%	32	21%	9	25%	12	25%	5	15%	6	18%
Female 30-39	101	43%	79	35%	53	35%	15	42%	19	40%	7	21%	12	35%
Female 40 - 49	37	16%	36	16%	42	28%	8	22%	9	19%	14	42%	11	32%
Female 50- +	20	9%	29	13%	21	14%	3	8%	6	13%	7	21%	5	15%
Male U20	2	0%	2	0%	1	0%	0	0%	0	0%	0	0%	1	0%
Male 20-29	163	29%	178	30%	91	24%	33	24%	18	34%	19	20%	21	20%
Male 30- 39	194	35%	178	30%	129	35%	31	35%	29	32%	35	33%	34	37%
Male 40 - +	115	21%	124	21%	65	17%	13	17%	19	13%	19	21%	14	20%
Male 50 - +	84	15%	106	18%	86	23%	21	23%	23	21%	21	26%	21	22%

	2017 Total		2018 Total		Last 4 Qs Total		Q1 2019		Q2 2019		Q3 2019		Q4 2019		
Acre	106	13%	125	15%	63	12%	18	13%	17	12%	15	12%	13	10%	
Back Central	90	11%	107	13%	82	16%	15	11%	26	19%	21	17%	20	16%	
Belvidere	21	3%	17	2%	17	3%	1	1%	5	4%	5	4%	6	5%	
Centralville	131	16%	109	13%	68	13%	7	5%	20	15%	14	11%	27	22%	
Downtown	182	23%	204	25%	138	26%	48	36%	31	23%	34	27%	25	20%	
Highlands	53	7%	48	6%	36	7%	13	10%	9	7%	8	6%	6	5%	
Lower Belvidere	14	2%	21	3%	11	2%	4	3%	3	2%	2	2%	2	2%	
Lower Highlands	97	12%	81	10%	51	10%	10	7%	15	11%	10	8%	16	13%	
Pawtucketville	40	5%	48	6%	25	5%	6	4%	4	3%	10	8%	5	4%	
Sacred Heart	50	6%	42	5%	21	4%	7	5%	6	4%	5	4%	3	2%	
South Lowell	18	2%	9	1%	11	2%	5	4%	1	1%	3	2%	2	2%	
Home towns of patients:															
Lowell	450	66%	487	60%	314	62%	78	58%	86	63%	74	58%	76	70%	
Dracut	22	3%	39	5%	20	4%	4	3%	6	4%	7	6%	3	3%	
Billerica	16	2%	26	3%	19	4%	7	5%	5	4%	3	2%	4	4%	
Chelmsford	20	3%	18	2%	7	1%	2	1%	4	3%	0	0%	1	1%	
Tewksbury	14	2%	16	2%	11	2%	2	1%	2	1%	3	2%	4	4%	
Other/unknow	165	24%	225	28%	135	27%	41	31%	34	25%	40	31%	20	19%	

ALS: Life Support- may refer to vehicles staffed with a least one paramedic or refer to a paramedic level of patient care. Trinity Emergency ALS vehicles are staffed with two paramedics.

A Response: Is defined as dispatching or sending an ambulance to a request for service. In this report , a response is further sorted to include only emergency responses. These numbers do not include routine transfers such as dialysis patients or radiation treatment patients.

A Transport: Is defined as taking a patient in an ambulance to a destination.

BLS: Basic Life Support- may refer to a vehicle staffed with two emergency medical technicians (EMT) or an EMT level of patient care. Trinity BLS ambulances are staffed with two EMT's

EMD: Emergency Medical Dispatch- a nationally recognized system whereby dispatchers are trained and follow a specific protocol to ascertain the nature of illness/injury and provide patient care instructions to the caller until the First Responders or ambulance arrives.

Intubation Attempt: Is defined as insertion of the laryngoscope blade into the oral cavity for the purpose of inserting an endotracheal tube.

MAI: Medication Assisted Intubation is generally regarded as facilitating an intubation with the use of sedatives. In Massachusetts how ever, this term includes the use of Paralytics. The Massachusetts MAI program is not part of the standard scope of practice for Paramedics. It is controlled through the Department of Public Health's Office of Emergency Medical Services Medical Services Committee.

On scene time: The amount of time that has elapsed from the moment the ambulance is on scene to the moment the ambulance begins transport or is released back into service

Out of chute time: The amount of time that elapses from the moment when the ambulance is dispatched to the moment the ambulance begins moving towards the call.

On time performance score: Is the percentage of calls that meet or exceed the response time criteria.

Request for service: When a dispatcher receives request for an ambulance usually via telephone or radio

Response time: The amount of time that has elapsed from the moment the call is completely entered into the dispatch system to the moment the ambulance arrives on scene.

RSI: Rapid Sequence Intubation is the facilitation of intubation using both sedatives and paralytics

Service Zone Plan: M.G.L. Part 1 Title XVI Chpt. 11C Section 1 defines as "a geographic area defined by and comprised of one or more local jurisdictions, in which a local jurisdiction may select and the department shall designate an EMS first response service and an ambulance service to provide EMD first response and primary ambulance response to the public within the defined area, pursuant to section 10." Massachusetts Regulations 105 CMR 170.249.

Transport time: The amount of time that has elapsed from the moment the ambulances leaves the scene with a patient to the moment the ambulance arrives at the receiving facility

Triage down: When a paramedic units arrives at the patients side and based on the patient condition determines that the patient may be treated and transported at the BS level. Note- There is no protocol for this practice, however, OEMS does address it though an administrative advisory: A/R5=620.

- The following document is a detailed outline of the reporting process used by Trinity EMS.
- **Responding lights and sirens**
 - From Lowell 911
 - All calls require a lights and sirens response regardless of the patients condition except
 - Needle pick ups
 - Pt carry down/up without a medical issue
 - Unless requested to response without lights and sirens by the 911 center.
 - Direct to Trinity calls that Trinity EMD's
 - Bravo, Charlie, Delta, and Echo go with lights and sirens
 - Alpha or Omega level calls go without lights and sirens
 - Direct to Trinity that Trinity doesn't EMD
 - Response lights and sirens for any patients. Unless the calling agency EMD'ed the call to a non-urgent level.
 - This set of calls would include call from UMASS PD, or other ambulance services.
- Incident
 - A request for or by someone within the city limits of Lowell that requires an EMS response.
 - Each request is counted as 1 incident
 - A patient that gets a BLS unit for back pain is counted as 1 incident
 - A 10 car MVC with 20 patients requiring 6 BLS, 2 ALS, and 2 helicopters is counted as 1 incident
- Responses
 - Counts the number of occurrences when EMS vehicles response lights and sirens to a call.
 - An ALS and BLS unit response to a patient with chest pain, that counts as 2 responses. (2 vehicles put their lights on)
- Times:
 - All below are from incidents
 - BLS
 - Priority 1, and 2 incident responses
 - Includes 911 and calls direct to Trinity
 - Any call directly to Trinity from another call center that would require an emergent response
 - (IE- Umass Lowell calls Trinity for a chest pain)
 - Any Charlie, Delta, Echo response called and EMD'ed by Trinity
 - Includes call when ALS and BLS responded as well as call when just BLS responded.
 - **Q# year# Performance score**
 - Is the created by
- Dividing the number of incidents BLS units responded to.

- Into the number of those calls that shows a response time over 08:00 or greater
 - Calls excluded
 - Delta level calls EMD'ed by Trinity that had a total response time of greater than 07:59
- **Avg out of chute**
 - Time from Trinity designated and selected ambulance was assigned call to selected crew to the time selected vehicles starts movement towards this call
 - Excluded-
 - Any time showing more than 10 minutes is excluded as likely time stamp missing
- **Avg response time**
 - From Call saved by Trinity dispatch to time ambulance arrived at geocoded location of the call.
 - Within Trinity CAD- The call saved time is called "call taken". This time is created after Trinity dispatch get an address, apartment, complaint, and any other info 911 passed along.
 - Excluded-
 - Charlie, delta, Echo, and Omega calls direct and EMD'ed by Trinity that result in a response time over 07:59
 - Any time showing more than 20 minutes is excluded as likely time stamp missing
- **Avg on scene time**
 - Includes only calls included above
 - Time from crew arrival on site to time vehicle:
 - Clears
 - Occupies to the hospital
 - Excluded
 - Any time showing more than 30 minutes is excluded as likely time stamp missing
- **Avg transport time**
 - Includes only calls included above
 - Time from crew: Clears or arrives to the hospital
 - Excluded
 - Any time showing more than 20 minutes is excluded as likely time stamp missing
- **# of events >7:59 or greater**
 - Includes any call that includes calls included from reasons earlier in the section
 - That's response time is greater than 07:59
 - Excluded
 - Any call where the unit is canceled prior to arrival
- Called that were EMD'ed by Trinity

- No other calls are excluded- weather, 911 call volume as examples are outliers counted and categories in the “BLS reasons over 07:59”
 - **# of events using Non Trinity BLS units**
 - Requests for ambulances to Trinity that Trinity was not able to send a BLS unit on within the State mandated 5 minute dispatch time for
 - Any 911 priority 1 or 2 call
 - Any call directly to Trinity from another call center that would require an emergent response
 - (IE- UMass Lowell calls Trinity for a chest pain)
 - Any Charlie, Delta, Echo response called and EMD’ed by Trinity
 - ALS
 - The only difference from the BLS is the ALS times start at dispatch, and not call created
- **BLS Outliers:**
 - For any BLS response over 07:59
 - Trinity will make note and report in this section the number of concurrent emergencies in Lowell at the time this call is created.
 - Includes 911 calls and calls direct to Trinity
 - Non-emergency and call in other cities will not be counted
- **BLS Reasons over 07:59**
 - For any BLS response over 07:59
 - Trinity will conduct a route cause analyses as to the reason for the response time
 - Trinity will take note and report in this section. These reasons will be grouping into 1 of the following
 - Couldn’t location house/lost
 - Crew passes the geo-coded location for the address more than once without getting on arrival
 - Crew took long route
 - Crew did not take the fastest route from their dispatch location to the pickup location
 - Distance
 - Usually this is used when a
 - Dispatcher gives the call out within 60 seconds
 - The crew is enroute within 120 seconds
 - Posting is happening
 - The ambulance crew went the most direct route
 - Circumstances include
 - If there is a second call in a sector of the city before reposting. 2nd call in downtown, this ambulance to the second call has two reports a much greater distance to the patient.

