

# 2020 YEAR END COUNTY EMS REPORT

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**St. Lawrence County**  
**Office of Emergency Services**  
**Bureau of EMS**



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## Message from the EMS Coordinator

Beginning in 2021, and herein released annually, the St. Lawrence County Office of Emergency Services Bureau of EMS will publish a countywide comprehensive Emergency Medical Services (EMS) data report. This report will utilize data obtained by the St. Lawrence County Dispatch Center, North Country EMS Program Agency, New York State Department of Health, and individual EMS agencies in order to identify the effectiveness of the EMS system in St. Lawrence County.

In 2020, first responders across the globe have had the arduous task of facing the CoVid-19 pandemic, putting their personal safety at risk to care for others. Our community in St. Lawrence County have risen to battle doing everything in their power to combat Coronavirus. Dedicated first responders and medical professionals have been working around the clock responding to and treating suspected and confirmed cases. Our community's local businesses and non-profit organizations have submitted monetary and equipment donations to first response agencies struggling with the acquisition of proper personal protective equipment (PPE). Clinical researchers and other professionals have worked tirelessly to search for treatment and effective intervention. I am proud to be a member of this community; a community that has banded together to fight for life.

This year, strides have been made to improve the EMS system as a whole. Three new communication towers, located in Gouverneur, Waddington, and Hammond, have been constructed to patch gaps in our land-mobile radio communications system. Two EMT-Basic classes have been conducted, one at SUNY Canton and one at Gouverneur Rescue; both classes achieved a full roster. Clarkson University became a new EMT course sponsor, becoming the sole EMT course sponsor in St. Lawrence County. New York State Department of Health extended all EMT cards by one year, and began offering virtual "live" CME opportunities in an attempt to give current EMS providers every opportunity to recertify certifications. It is important to stay on this positive track to ensure that everyone in our community receives exceptional, proper, and emergent emergency medical care that they require.

Unfortunately, even with the dedication and commitment of local EMS departments during this pandemic, EMS in our county is struggling. For the year of 2020, there was an 8.4% call turnover rate, up from 7.3% in 2019. In addition, the average dispatch to onscene time was 0:13:53 minutes, being about 1.5 minutes greater than 2019. With the average call turnover/mutual aid time being 12 minutes, it was not abnormal that 8.4% of the time an ambulance was requested, the response time was in excess of 25 minutes. Both the turnover rate and the average response times for 2020 are currently the highest values since data collection began in 2015.

These increased statistics are the result of a multitude of factors. The stress that CoVid-19 is placing on EMS providers and agencies is prodigious, and unfortunately with EMS strain being predominant prior to the start of the pandemic, is resulting in an increasingly stressed EMS system. Inability to obtain proper PPE due to inflated costs and shortages, EMS providers contracting CoVid-19, increased dispatch-to-in service call times due to extended equipment and provider decontamination periods, and the steadily decreasing state of volunteerism are just a few contributing factors. Unfortunately, our entire EMS system is on the verge of its breaking point.

It is strongly recommended that EMS agency administrators and Chiefs utilize the data presented in this report for policy development, mutual aid planning, mass-casualty incident planning, and staffing considerations. St. Lawrence County Office of Emergency Services Bureau of EMS will remain committed to continuously finding ways to improve the County EMS system and emergency response procedures through collaborative data collection and innovative solutions to benefit the residents and visitors of our county. If there are any questions regarding any of the information presented in this report, please contact the St. Lawrence County Office of Emergency Services Bureau of EMS.



A handwritten signature in black ink, appearing to read 'Jonathan W. Mitchell'.

Jonathan W. Mitchell  
County EMS Coordinator  
St. Lawrence County Office of Emergency Services

## St. Lawrence County Agencies (Transporting)

Agency	Unit Type	Unit Number
<b>Canton Rescue</b>	Ambulance	A131
77 Riverside Drive Canton, NY 13617  Agency Capabilities: 9 Paramedic Ambulances	Ambulance	A132
	Ambulance	A133
	Ambulance	A134
	Ambulance	A135
	Ambulance	A136
	Ambulance	A137
	Ambulance	A138
	Ambulance	A139
<b>Colton Rescue</b>	Ambulance	A231
87 Riverside Drive Colton, NY 13625	Ambulance	A232
Agency Capabilities: 2 AEMT Ambulances		
<b>Cranberry Lake Rescue</b>	Ambulance	A551
7115 NY-3 Cranberry Lake, NY 12927		
Agency Capabilities: 1 Basic Ambulance		
<b>Gouverneur Rescue</b>	Ambulance	A171
1024 US-11 Gouverneur, NY 13642	Ambulance	A172
	Ambulance	A173
	Ambulance	A174
	Agency Capabilities: 3 Paramedic Ambulances 1 Basic Ambulance	

<b>Hammond Rescue</b>	Ambulance	A951
300 Lake Street Hammond, NY 13646		
Agency Capabilities: 1 Basic Ambulance		
<b>Hermon Rescue</b>	Ambulance	A182
1651 County Route 21 Hermon, NY 13652		
Agency Capabilities: 2 Basic Ambulances		
<b>Lisbon Rescue</b>	Ambulance	A191
7002 County Route 10 Lisbon, NY 13658		
Agency Capabilities: 1 AEMT Ambulance		
<b>Madrid Rescue</b>	Ambulance	A201
2 Depot Street Madrid, NY 13660		
Agency Capabilities: 2 AEMT Ambulances		
<b>Massena Rescue</b>	Ambulance	A211
341 East Orvis Street Massena, NY 13662		
Agency Capabilities: 4 Paramedic Ambulances 3 Rescue Trucks 3 Marine Units		
	Ambulance	A212
	Rescue	R213
	Ambulance	A214
	Rescue	R215
	Ambulance	A216
	Rescue	R217
	Marine	MAR13
	Marine	MAR14
	Marine	MAR15

Morristown Rescue	Ambulance	A228
200 Morris Street Morristown, NY 13664	Ambulance	A229
Agency Capabilities: 2 Basic Ambulances		
Norfolk Rescue	Ambulance	A141
7 Sedwick Street Norfolk, NY 13667	Ambulance	A142
Agency Capabilities: 2 AEMT-CC Ambulances		
Ogdensburg Rescue	Ambulance	A241
1223 Pickering Street Ogdensburg, NY 13669  Agency Capabilities: 4 Paramedic Ambulances 1 Rescue Truck 1 Utility SUV 1 Marine Unit 1 Trailer	Ambulance	A242
	Ambulance	A243
	Ambulance	A244
	Rescue	R245
	Utility	M246
	Marine	MAR3
	Trailer	SR1
Parishville Rescue	Ambulance	A251
6 Catherine Street Parishville, NY 13676	Ambulance	A252
Agency Capabilities: 2 Paramedic Ambulances		
Seaway Valley	Ambulance	A841
202 North Main Street Massena, NY 13662  Agency Capabilities: 6 Paramedic Ambulances 1 Paramedic Fly Car	Ambulance	A842
	Ambulance	A843
	Ambulance	A844
	Ambulance	A845
	Ambulance	A846
	Medic	M8410

<b>Potsdam Rescue</b>	Ambulance	A261
29 Elm Street Potsdam, NY 13676  Agency Capabilities: 4 Paramedic Ambulances 1 Rescue Truck 1 Paramedic Fly Car 1 Marine Unit	Ambulance	A262
	Rescue	R263
	Ambulance	A264
	Ambulance	A265
	Medic	M266
	Marine	MAR21
<b>Rensselaer Falls Rescue</b>	Ambulance	A971
424 Rensselaer Street Rensselaer Falls, NY 13680  Agency Capabilities: 1 AEMT-CC Ambulance		
<b>Star Lake Rescue</b>	Ambulance	A281
Main St, 4078 NY-3 Star Lake, NY 13690  Agency Capabilities: 2 AEMT-CC Ambulance	Ambulance	A282
<b>Tri-Town Rescue</b>	Ambulance	A531
900 NY-11C Brasher Falls, NY 13613  Agency Capabilities: 3 Paramedic Ambulance 1 Rescue Truck	Ambulance	A532
	Ambulance	A533
	Rescue	R534
<b>Waddington Rescue</b>	Rescue	R301
48 Maple Street Waddington, NY 13694  Agency Capabilities: 2 Basic Ambulance 1 Rescue Truck	Ambulance	A303
	Ambulance	A304



## St. Lawrence County Agencies (First Response)

Agency	Level of Care
Brier Hill Fire Department 2680 NY-37 Brier Hill, NY 13614	EMT-Basic
Clarkson University EMS Clarkson University EMS 8 Clarkson Avenue Potsdam, NY 13676	EMT-Basic
Degrasse Fire Department 2211 County Route 27 Russell, NY 13684	CFR
Edwards Fire Department 115 New Street Edwards, NY 13635	EMT-Basic
Fine Fire Department 582 Spring Street Fine, NY 13639	EMT-Basic
Heuvelton Fire Department 95 State Street Heuvelton, NY 13654	EMT-Basic
Morley Fire Department 7220 County Rd 27 Canton, NY 13617	EMT-Basic
North Lawrence Fire Department 9 County Route 52 North Lawrence, NY 12967	EMT-Basic

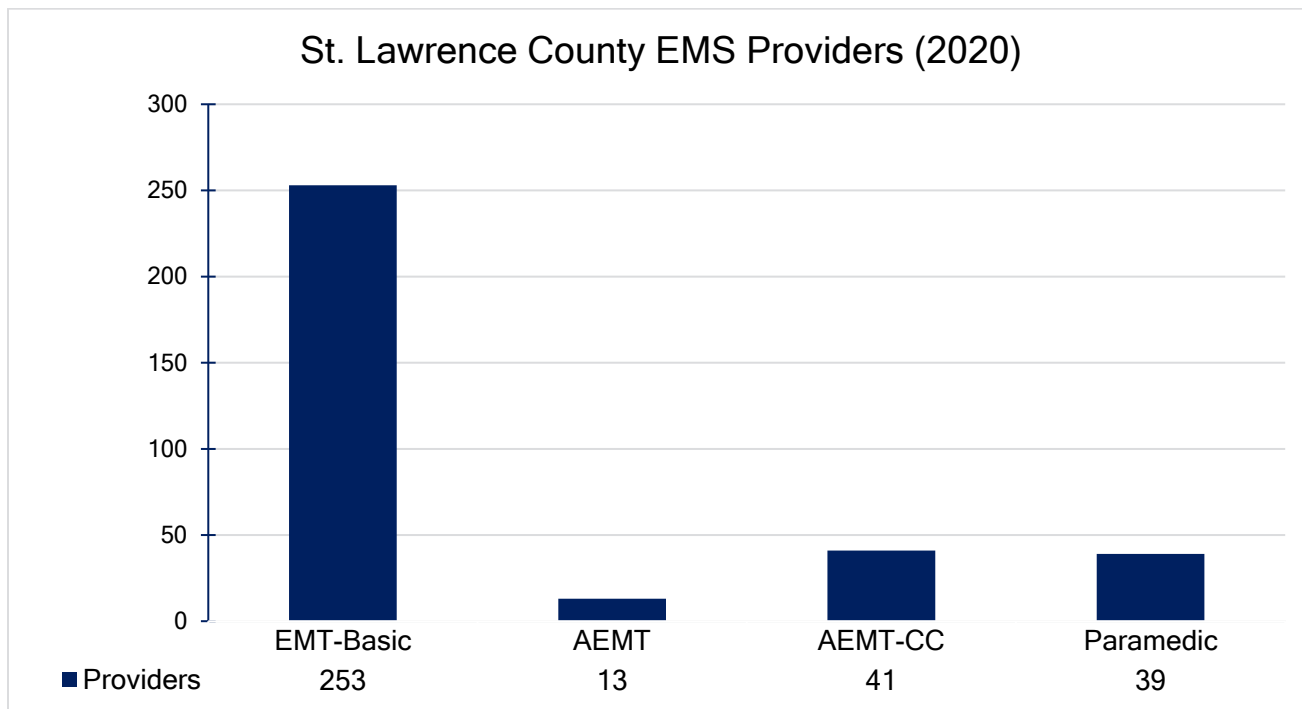
Ogdensburg Fire Department	EMT-Basic
718 Ford Street Ogdensburg, NY 13669	
Pierrepont Fire Department	EMT-Basic
62 Old County Road Canton, NY 13617	
Potsdam College Campus Rescue	EMT-Basic
Potsdam Campus Rescue 44 Pierrepont Avenue Potsdam, NY 13676	
Richville Fire Department	AEMT
71 Main Street Richville, NY 13681	
St. Lawrence University EMS	EMT-Basic
SLU EMS 23 Romoda Drive Canton, NY 13617	
SUNY Canton EMS	EMT-Basic
SUNY Canton EMS 34 Cornell Drive Canton, NY 13617	
West Potsdam Fire Department	AEMT
801 County Rd 34 Potsdam, NY 13676	
West Stockholm Fire Department	EMT-Basic
143 County Road 57 West Stockholm, NY 13696	

## Area Hospitals

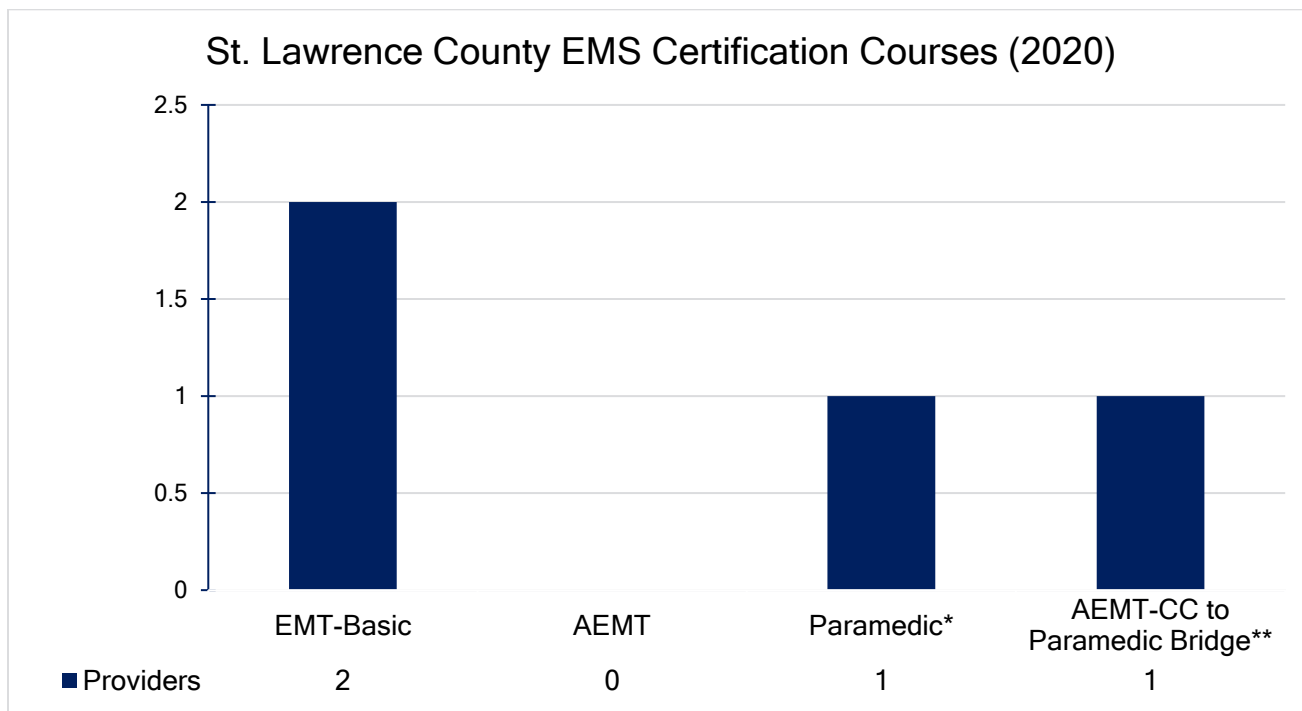
Hospital	County	Designation	Disposition Code
Adirondack Medical Center, Saranac Lake 2233 NY-86 Saranac Lake, NY 12983	Franklin	Level 1 Perinatal Center	162
Alice Hyde Medical Center 133 Park Street Malone, NY 12953	Franklin	Level 1 Perinatal Center	161
Canton-Potsdam Hospital 50 Leroy Street Potsdam, NY 13676	St. Lawrence	Level 1 Perinatal Center Level 3 Adult Trauma Center SAFE Designated Hospital	446
Carthage Area Hospital Inc. 1001 West Street Carthage, NY 13619	Jefferson	Level 1 Perinatal Center	221
Champlain Valley Physicians Hospital 75 Beekman Street Plattsburgh, NY 12901	Clinton	Level 1 Perinatal Center Level 3 Adult Trauma Center Psychiatric Facility Catheterization Laboratory	091
Claxton-Hepburn Medical Center 214 King Street Ogdensburg, NY 13669	St. Lawrence	Level 1 Perinatal Center	441
Clifton-Fine Hospital 1014 Oswegatchie Trail Road Star Lake, NY 13690	St. Lawrence	None	442

Gouverneur Hospital 77 West Barney Street Gouverneur, NY 13642	St. Lawrence	None	448
Lewis County General Hospital 7785 North State Street Lowville, NY 13367	Lewis	Level 1 Perinatal Center	241
Little Falls Hospital 140 Burwell Street Little Falls, NY 13365	Herkimer	None	212
Massena Memorial Hospital 1 Hospital Drive Massena, NY 13662	St. Lawrence	Level 1 Perinatal Center SAFE Designated Hospital Dialysis Center	442
River Hospital, Inc. 4 Fuller Street Alexandria Bay, NY 13607	Jefferson	None	227
Samaritan Medical Center 830 Washington Street Watertown, NY 13601	St. Lawrence	Level 2 Perinatal Center Psychiatric Facility Primary Stroke Center Dialysis Center	223

## St. Lawrence County EMS Providers



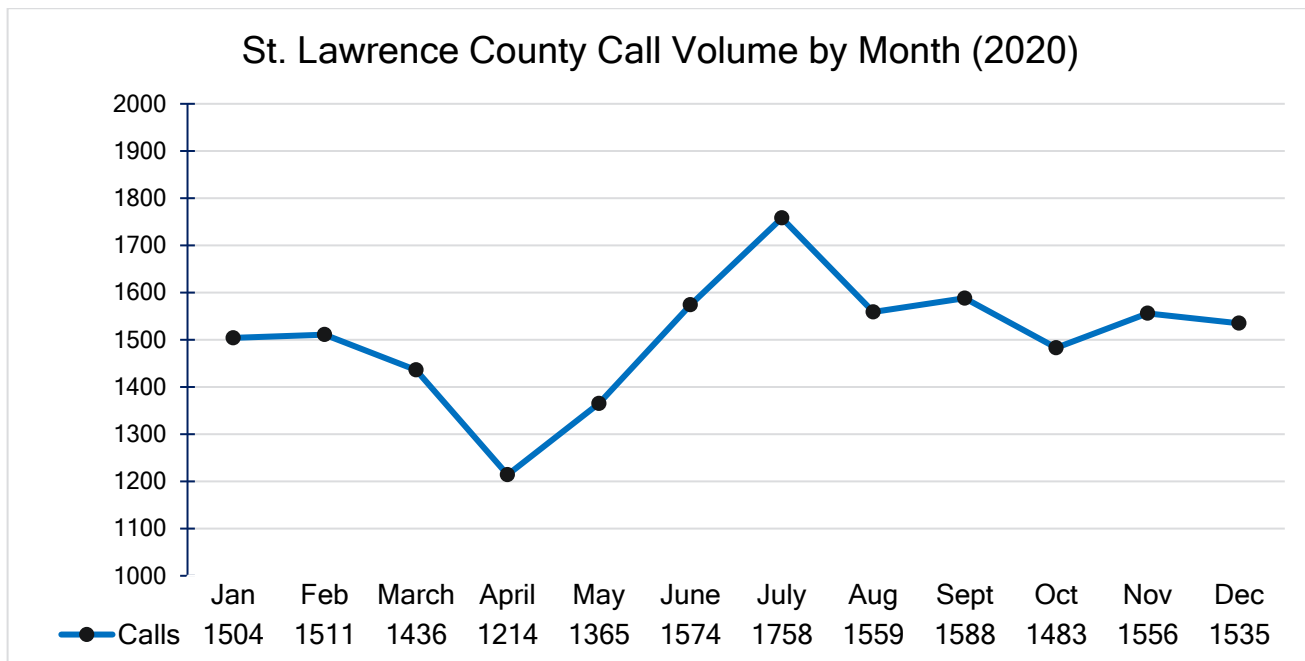
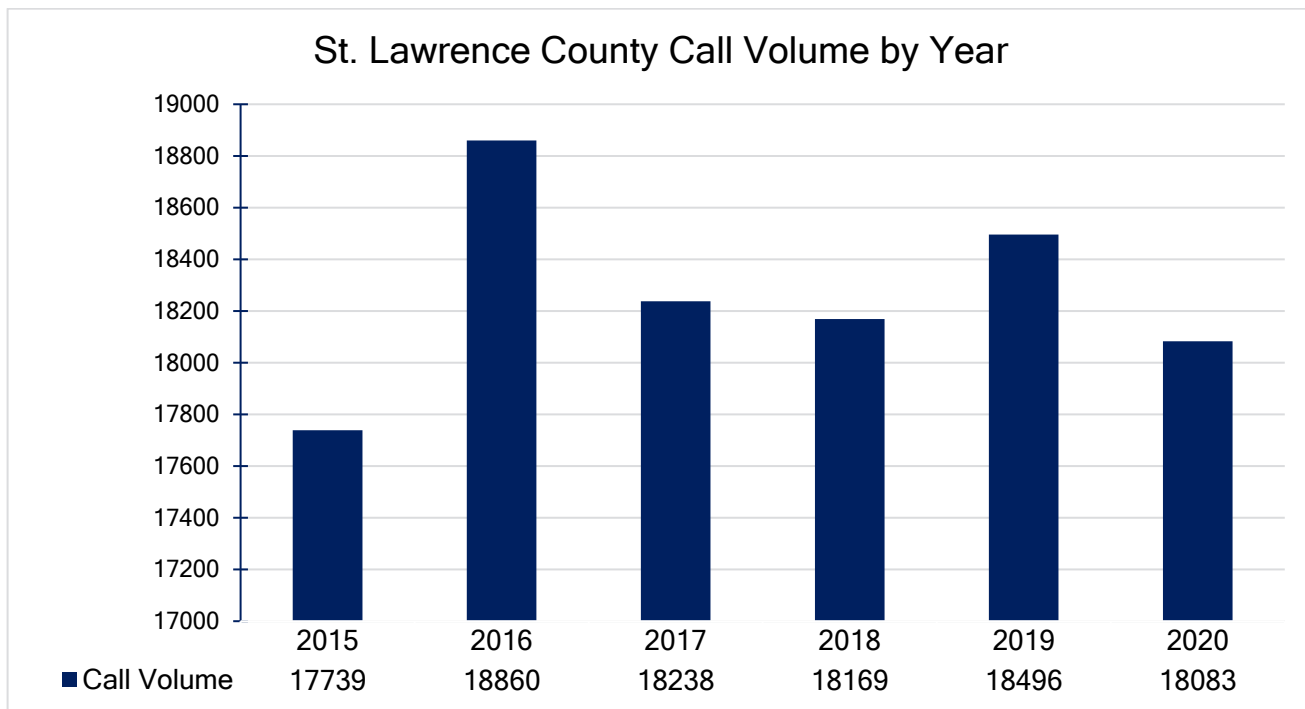
\*This data reflects providers currently registered in North Country EMS Program Agency's CME database



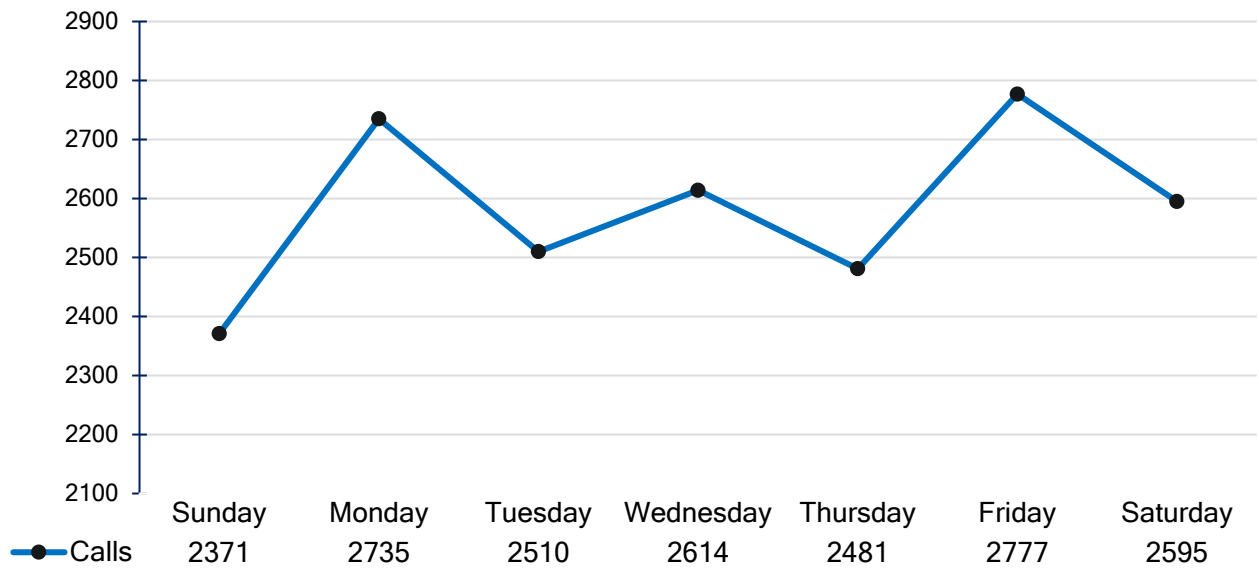
\*Paramedic course was taught out of Elizabethtown, with a satellite learning location at Potsdam Rescue Squad

\*\*AEMT-CC to Paramedic Bridge taught virtually via online learning

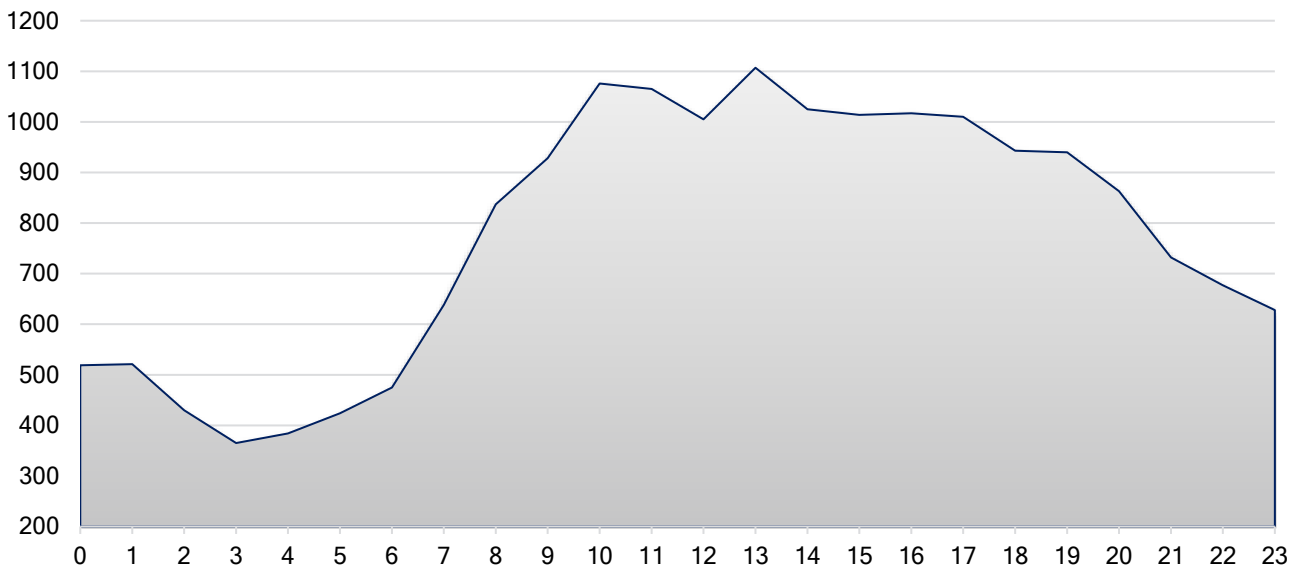
## St. Lawrence County Call Summary



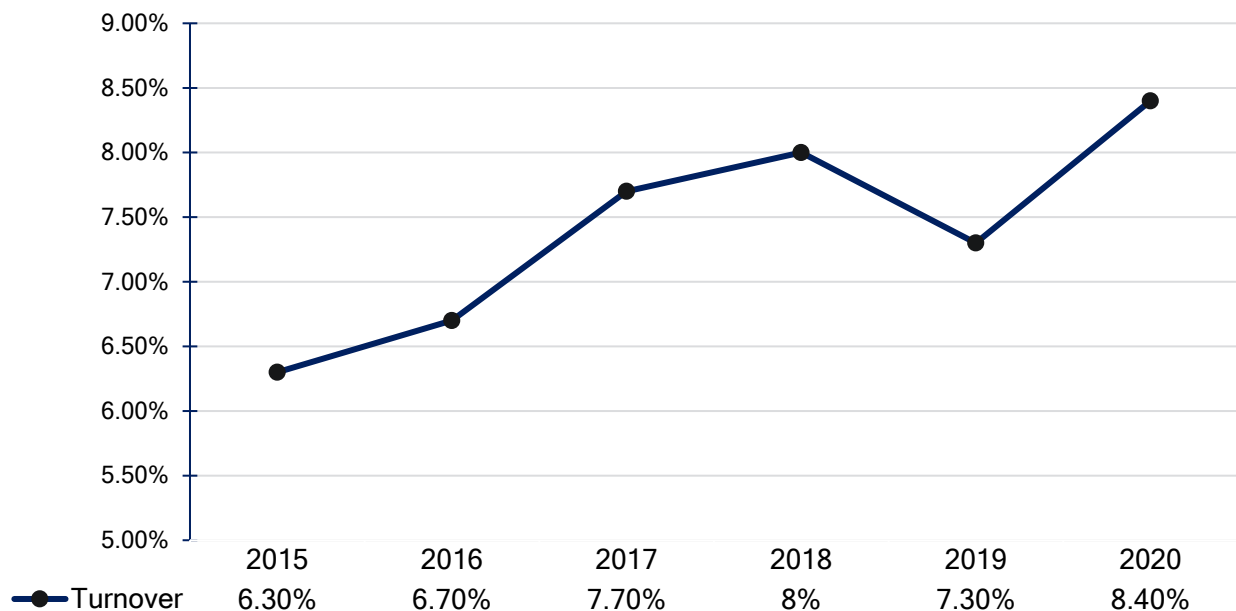
St. Lawrence County Call Volume by Day (2020)



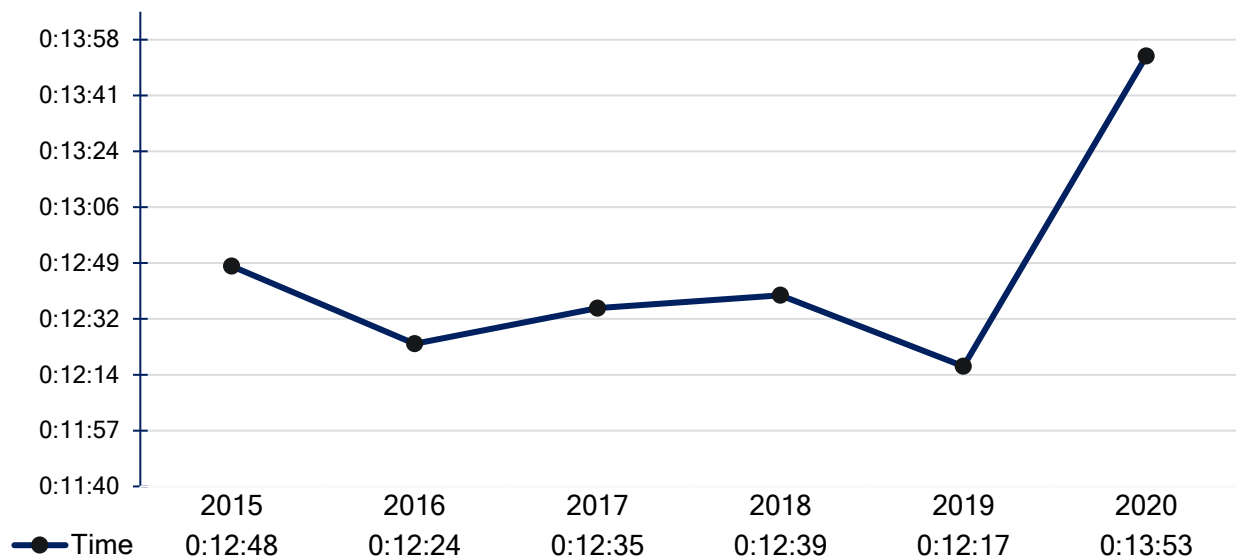
St. Lawrence County Call Volume by Time of Day (2020)



St. Lawrence County EMS Agency Turnover Percentage

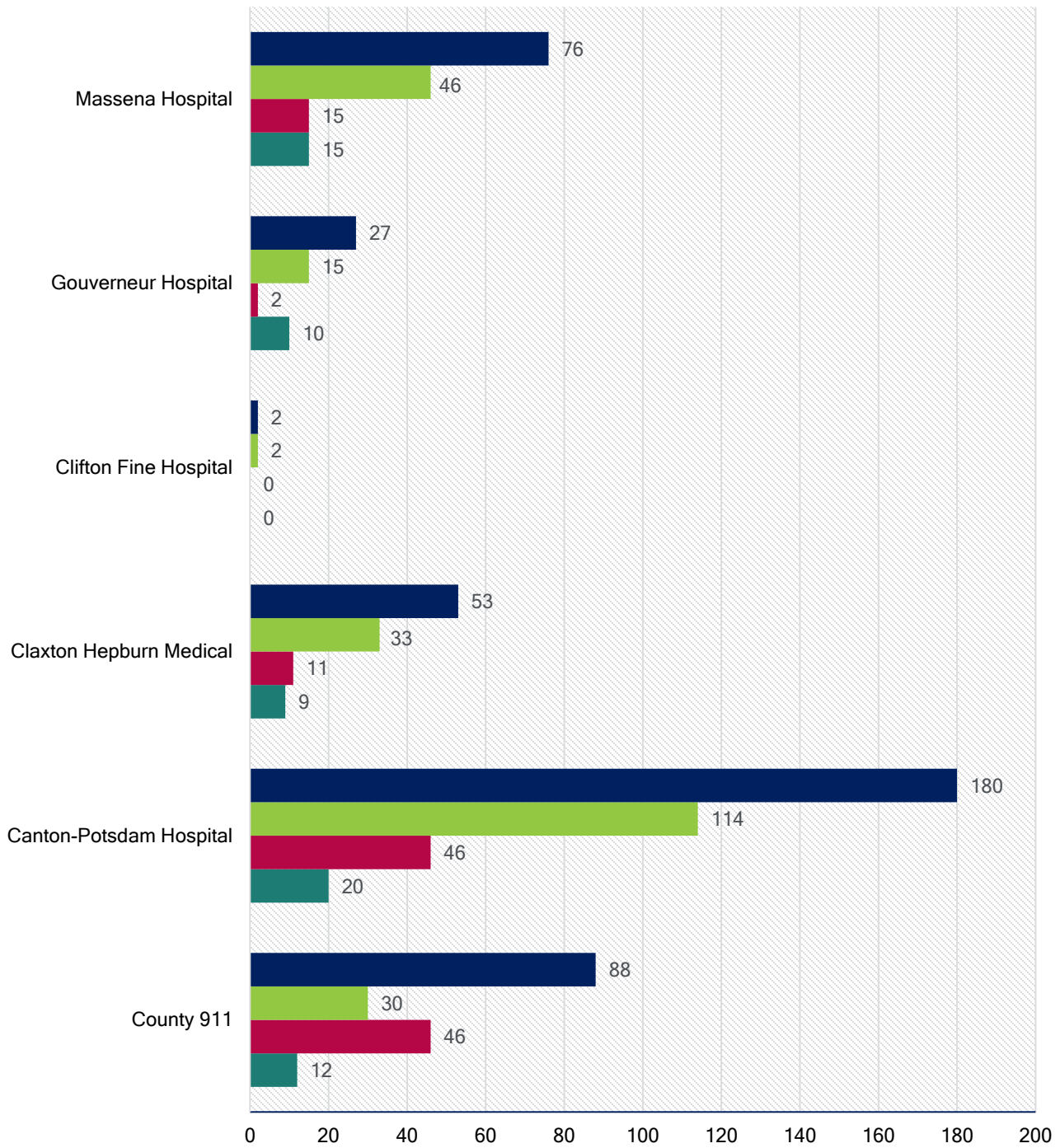


St. Lawrence County EMS Agency Response Times  
Agency Dispatched to Onscene





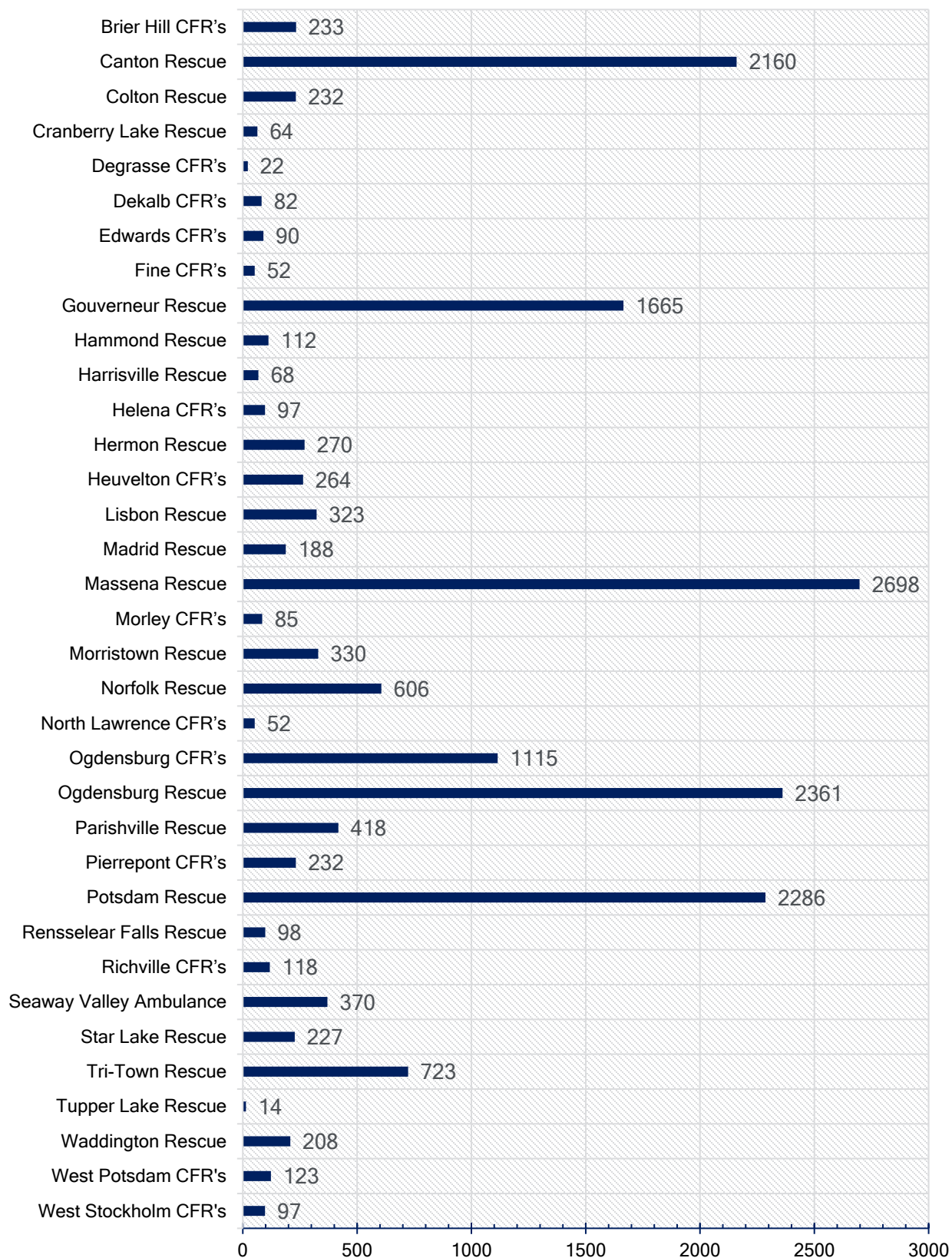
### LifeNet Transports By Requesting Entity (2020)



	County 911	Canton-Potsdam Hospital	Claxton Hepburn Medical	Clifton Fine Hospital	Gouverneur Hospital	Massena Hospital
■ Requests	88	180	53	2	27	76
■ Completed Transports	30	114	33	2	15	46
■ Other Cancel	46	46	11	0	2	15
■ Cancelled	12	20	9	0	10	15

\*Report provided by LifeNet of New York

## Call Volume by Department (2020)



## Call Volume by Nature (2020)

