

2022 YEAR END COUNTY EMS REPORT

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



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Message from the Deputy Director

Beginning in 2021, the St. Lawrence County Office of Emergency Services has published annually a countywide comprehensive Emergency Medical Services (EMS) data report. This report utilizes 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.

Although the EMS situation in St. Lawrence County continues to follow suit with the issues seen nationwide, the dedicated providers who work in our County continue to provide a service to our community members in their greatest time of need. These dedicated EMS providers, both paid and volunteer and who are well known throughout the system, often push themselves to the limits answering these calls for assistance. These providers do not hesitate to put well-deserved leisure time aside to jump in an ambulance and travel, sometimes great distances, to assist anyone who may be experiencing an injury or illness. To all of the providers continuing to keep our system afloat, we are truly grateful for everything that you provide.

The struggles our system faces are a result of increased call volumes, EMS provider recruitment and retention issues, and poor insurance ambulance reimbursement rates. According to research conducted by the American Ambulance Association, provider turnover rates are as high as 20 to 30%. In the “2022 EMS Workforce Satisfaction and Engagement” survey by the National Association of Emergency Medical Technicians, 60% of EMS provider survey respondents work two or more jobs, 63% state they feel that their pay and benefits were not adequate for the work performed, and 47% of Paramedics/41% of EMT’s plan on leaving EMS within 6 years. The Bureau of Labor Statistics (BLS) estimates that there will be 20,700 job openings annually for EMT’s and Paramedics in the coming years. In addition, as ambulance service operating costs steadily increase and costs of good skyrocket, reimbursement rates continue to be a substantial amount behind, even with recent increases.

In order to work towards a better overall EMS system, St. Lawrence County Office of Emergency Services has been proactive in researching and implementing strategies and solutions related to the mitigation of the local and nationwide issues identified. In conjunction with the St. Lawrence County Board of Legislators, a scholarship program* was built to provide partial or full course tuition and textbook reimbursement, aimed at assisting County residents in becoming EMT's, AEMT's, and Paramedics. To facilitate open communication between EMS agencies and local government elected officials regarding issues faced, ambulance agency statistics (Including total call volume and turnover statistics for each individual ambulance service) were provided to every ambulance agency and every municipality. Mobile Data Terminals (MDT's) are being tested with ambulance companies to study the benefit of Automatic Vehicle Locating (AVL) with dispatch and promote increased data/information sharing.

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 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.

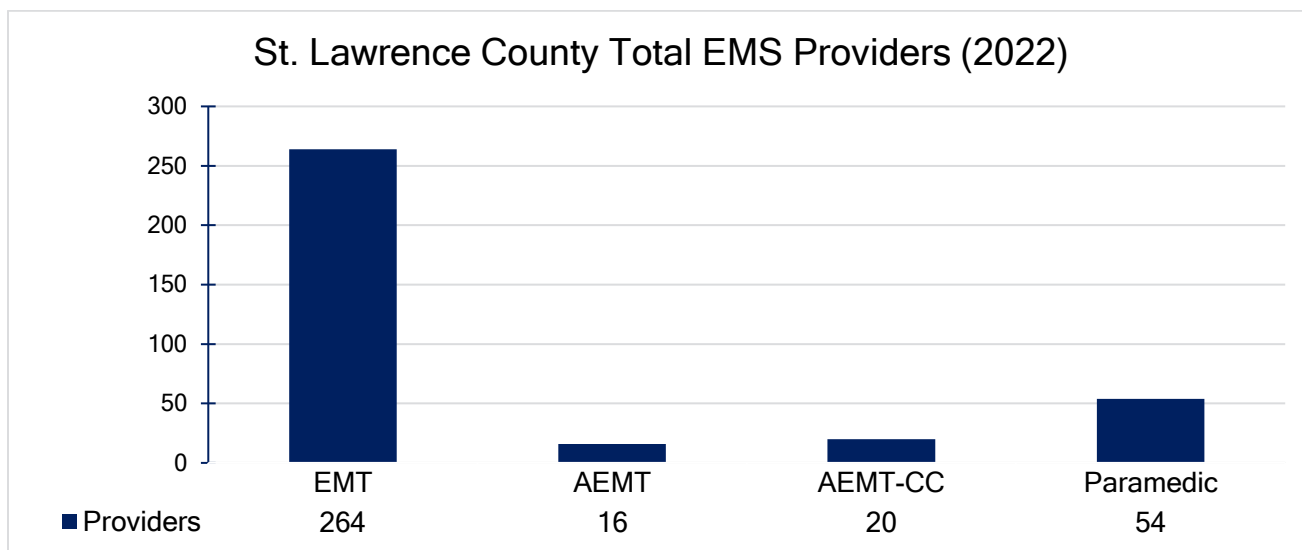


A handwritten signature in black ink, appearing to read 'Jonathan W. Mitchell'.

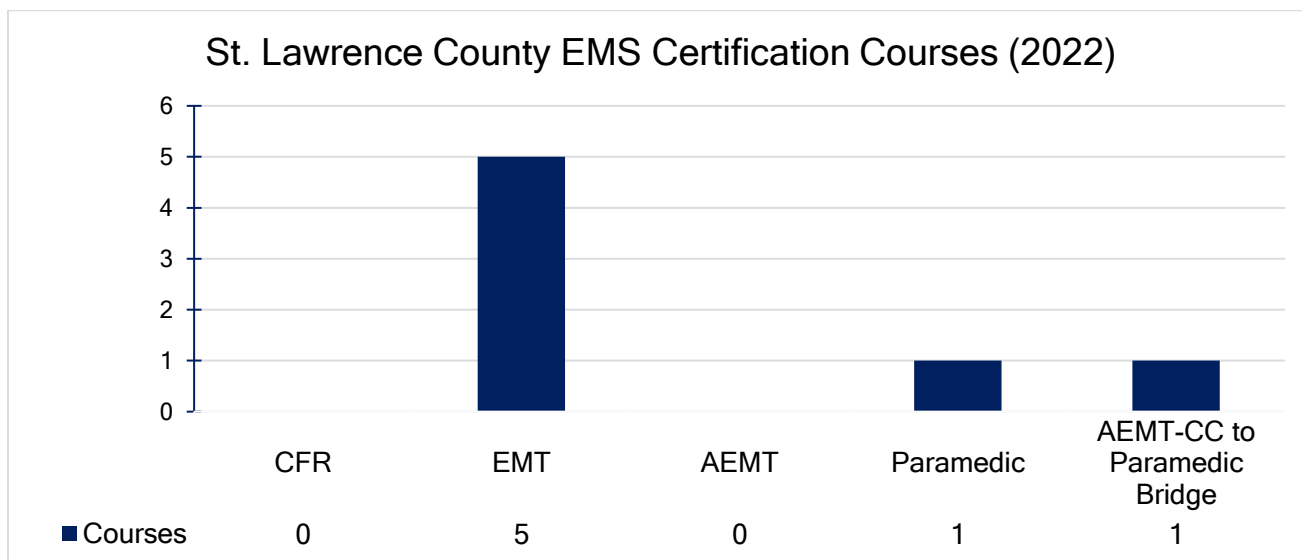
Jonathan W. Mitchell
Deputy Director of Emergency Services
St. Lawrence County Office of Emergency Services

**For more information regarding the EMS Scholarship Program, visit:
<https://stlawco.org/Departments/EmergencyServices/EMS/Scholarships>*

St. Lawrence County EMS Providers



*This data reflects providers currently registered in North Country EMS Program Agency's CME database to an agency in St. Lawrence County. Note, it is estimated that about 50% of these providers are inactive and not actively providing patient care. In addition, some of these providers are affiliated with agencies to work per-diem a handful of times per month, and may reside hours away from St. Lawrence County.



EMT Courses

Five EMT courses were taught by Clarkson University, resulting in 73 newly-certified EMT's

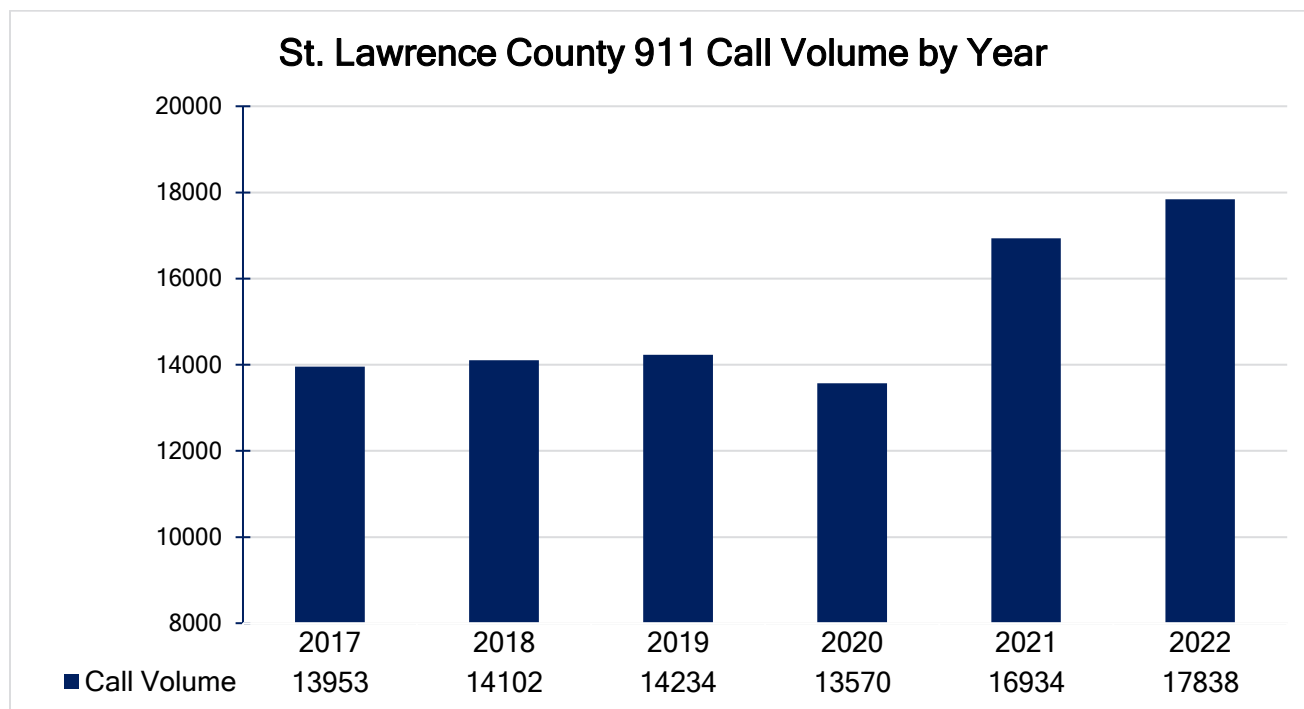
Paramedic Courses

One Paramedic course was taught by Elizabethtown Community Hospital at their satellite learning location in Potsdam, resulting in 6 newly-certified Paramedics

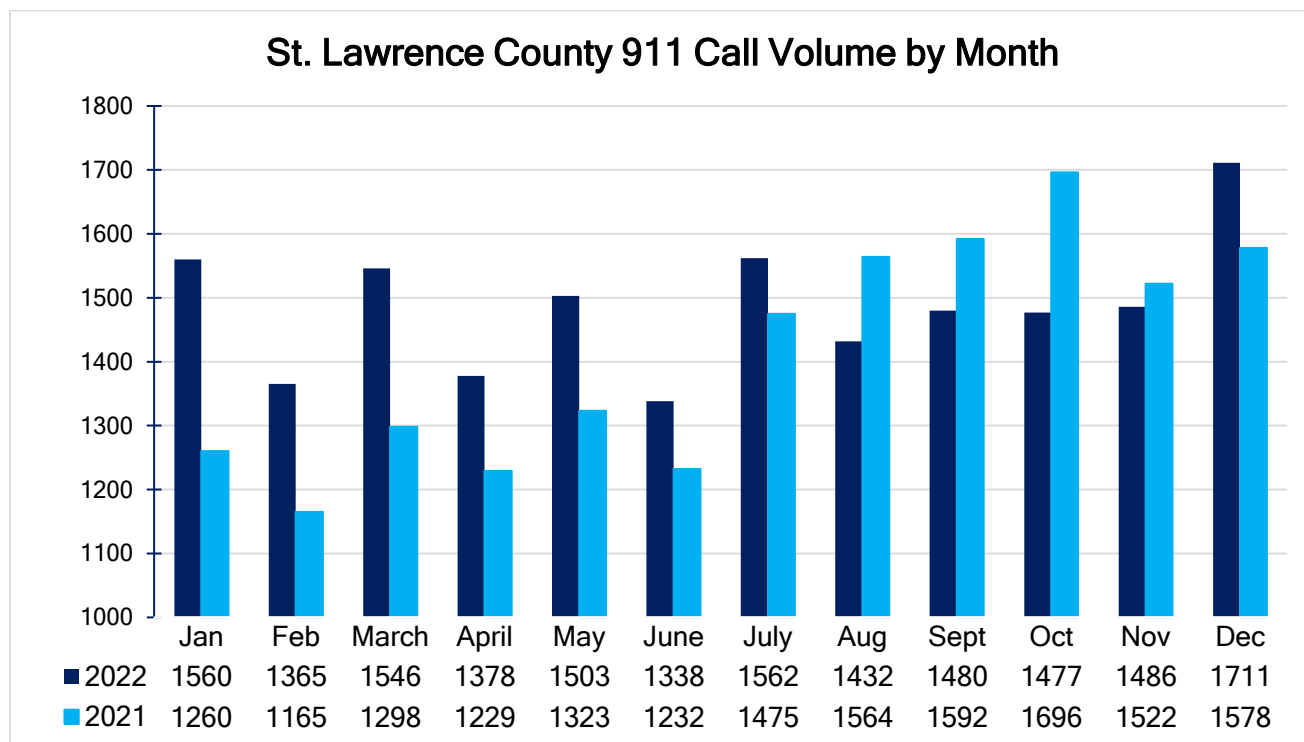
AEMT-CC to Paramedic Bridge

One AEMT-CC to Paramedic Bridge program was offered virtually by Northwell Health, resulting in 2 newly-certified Paramedics

St. Lawrence County Call Summary

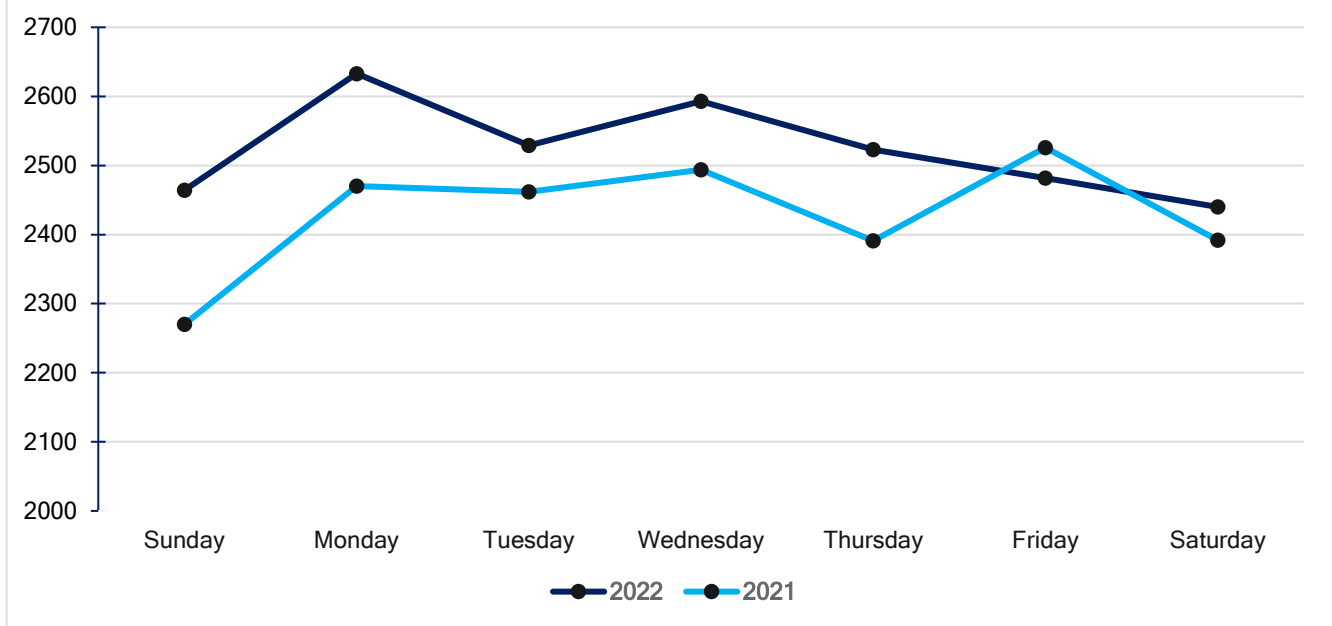


***Does not include interfacility transports OR CFR agency statistics - Ambulance calls ONLY*



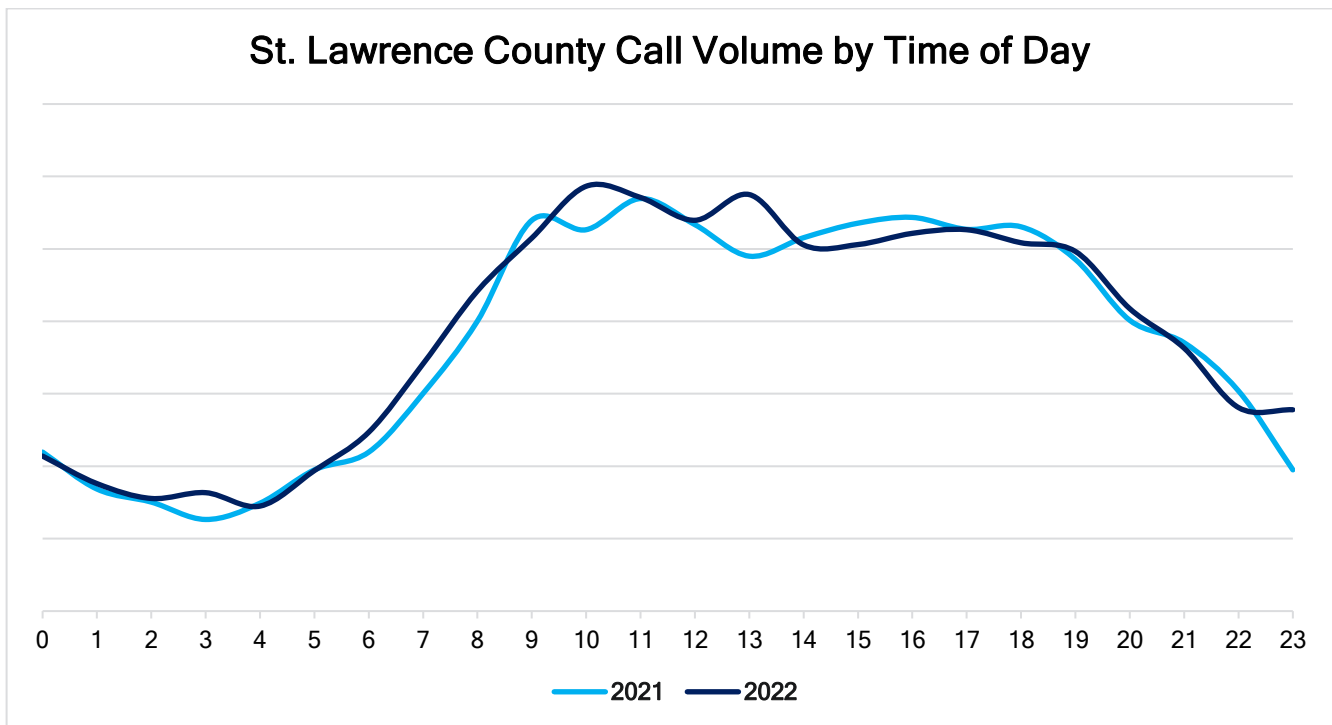
***Does not include interfacility transports OR CFR agency statistics - Ambulance calls ONLY*

St. Lawrence County 911 Call Volume by Day

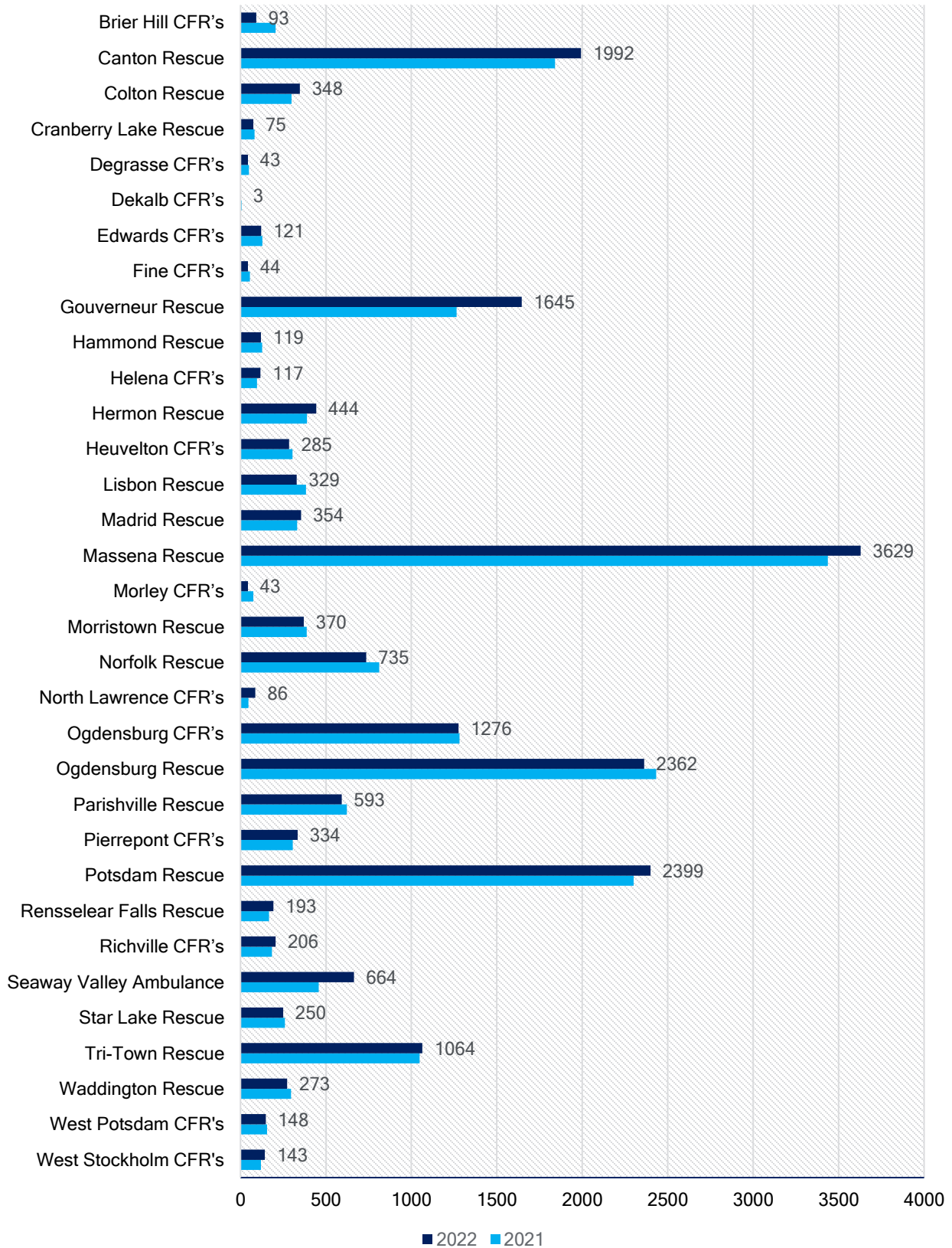


***Does not include interfacility transports OR CFR agency statistics - Ambulance calls ONLY*

St. Lawrence County Call Volume by Time of Day

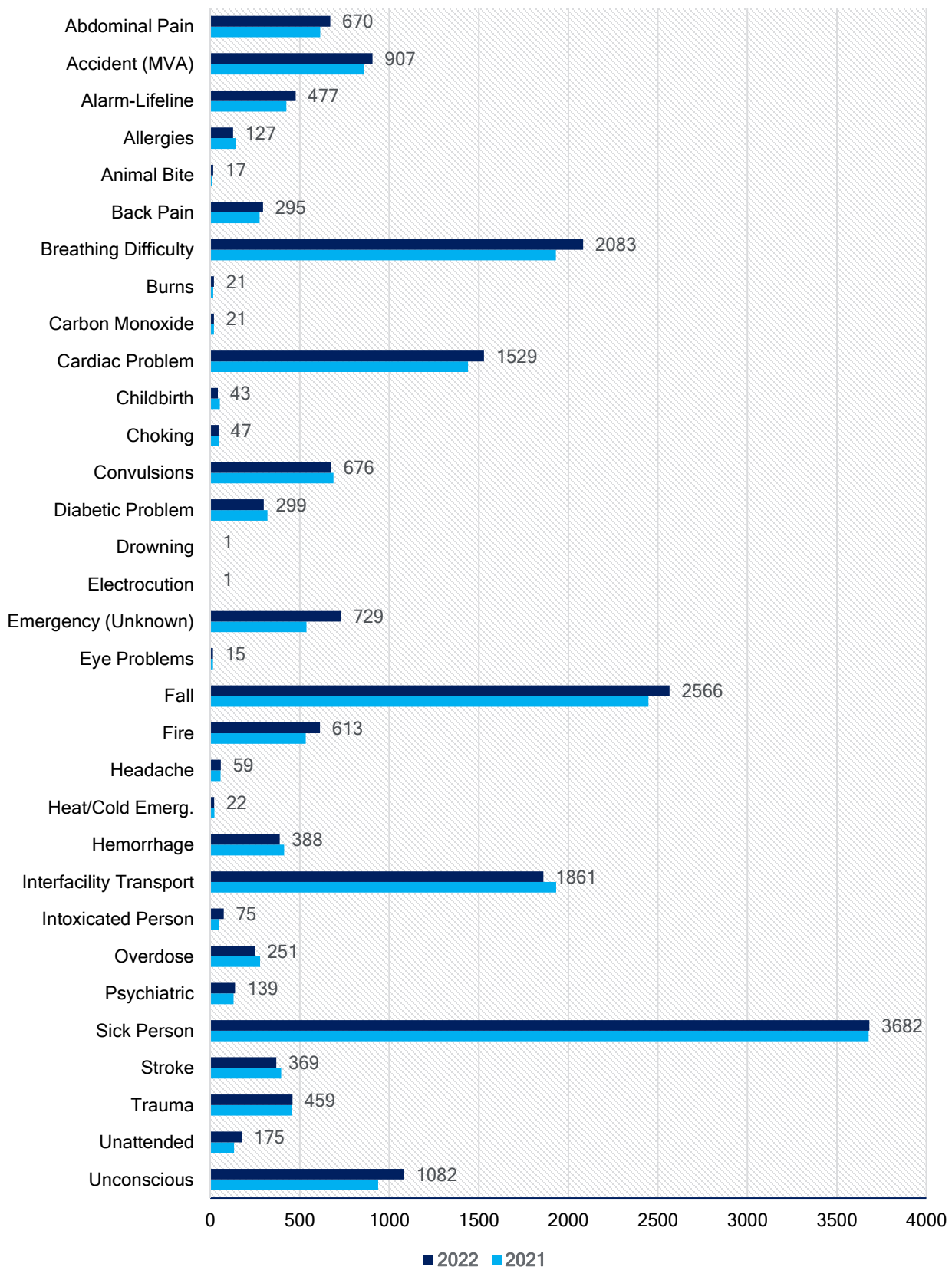


911 Call Volume by Department



**Data labels are for 2022 data*

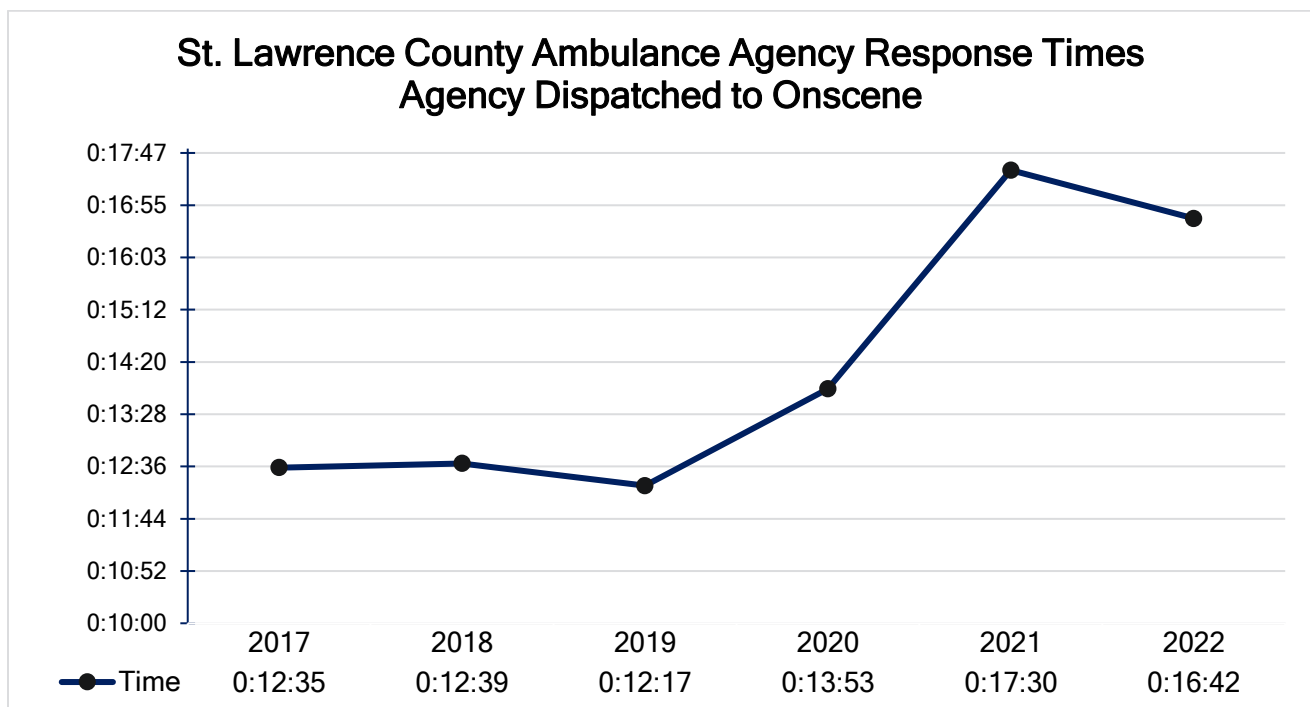
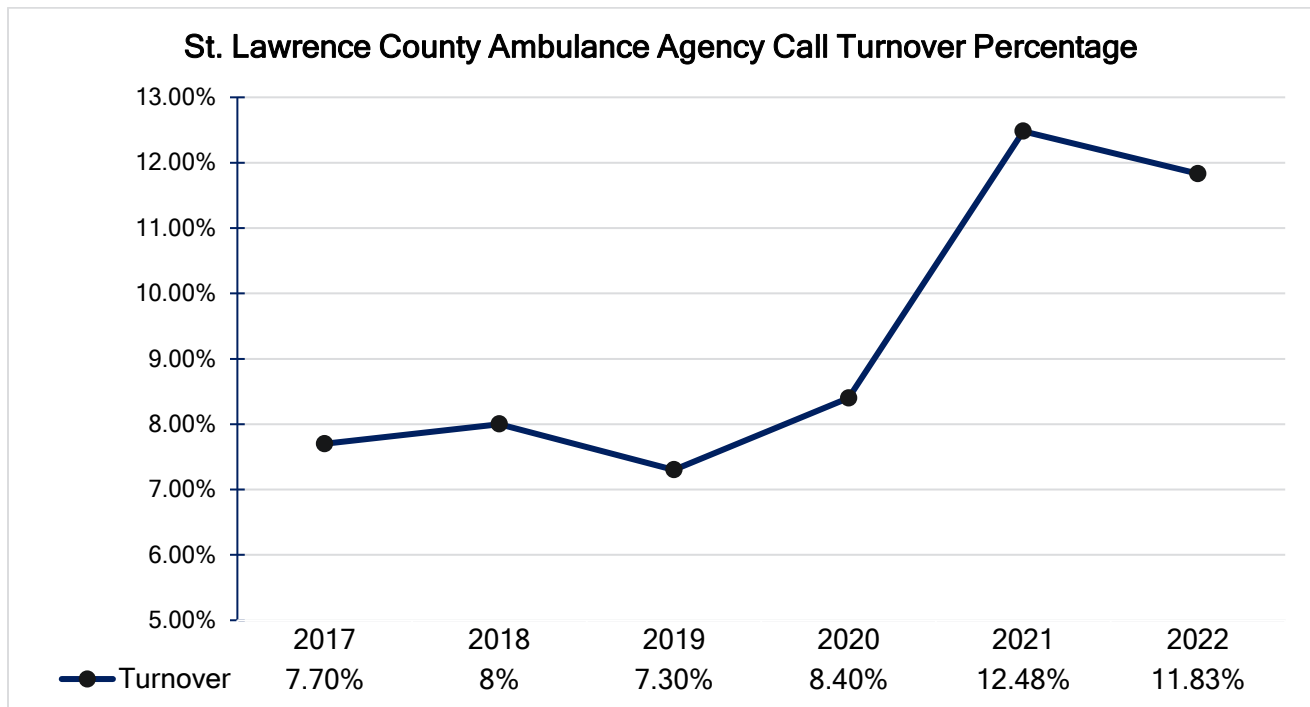
Call Volume by Nature



*Data labels are for 2022 data

St. Lawrence County Ambulance Turnover Summary

Call turnovers are considered any call in which the agency is toned and is unable to respond an ambulance, thus requiring mutual aid. This can be due to a variety of reasons including, but not limited to: Inability to staff an ambulance with the appropriate personnel (Lack of volunteers/paid staff), multiple calls for the agency resulting in no apparatus available, etc. To cover this call, an ambulance is dispatched from another jurisdiction.



Call Turnover by Department							
2022				2021			
Agency	Calls	Turnover	Coverage		Calls	Turnover	Coverage
Canton Rescue	1992	76	96%		1841	51	97%
Colton Rescue	348	63	82%		298	35	88%
Cranberry Lake Rescue	75	5	93%		82	11	87%
Gouverneur Rescue	1645	7	100%		1264	8	99%
Hammond Rescue	119	56	53%		127	56	56%
Hermon Rescue	444	272	39%		389	207	47%
Lisbon Rescue	329	121	63%		383	146	62%
Madrid Rescue	354	110	69%		331	58	82%
Massena Rescue	3629	240	93%		3437	230	93%
Morristown Rescue	370	31	92%		387	48	88%
Norfolk Rescue	735	348	53%		812	323	60%
Ogdensburg Rescue	2362	55	98%		2432	42	98%
Parishville Rescue	593	11	98%		622	10	98%
Potsdam Rescue	2399	378	84%		2301	325	86%
Rensselaer Falls Rescue	193	65	66%		167	47	72%
Star Lake Rescue	250	23	91%		260	18	93%
Seaway Valley EMS	664	50	92%		457	94	79%
Tri-Town Rescue	1064	128	88%		1048	174	83%
Waddington Rescue	273	72	74%		296	73	75%
COUNTYWIDE	17838	2111	88%		16934	1956	88%

St. Lawrence County Agencies (Transporting)

Agency	Unit Type	Unit Number
Canton Rescue	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
Colton Rescue	Ambulance	A231
87 Riverside Drive Colton, NY 13625	Ambulance	A232
Agency Capabilities: 2 AEMT Ambulances		
Cranberry Lake Rescue	Ambulance	A551
7115 NY-3 Cranberry Lake, NY 12927		
Agency Capabilities: 1 Basic Ambulance		
Gouverneur Rescue	Ambulance	A171
1024 US-11 Gouverneur, NY 13642	Ambulance	A172
	Ambulance	A173
	Ambulance	A174
	Agency Capabilities: 3 Paramedic Ambulances 1 Basic Ambulance	

Hammond Rescue	Ambulance	A951
300 Lake Street Hammond, NY 13646		
Agency Capabilities: 1 Basic Ambulance		
Hermon Rescue	Ambulance	A182
1651 County Route 21 Hermon, NY 13652		
Agency Capabilities: 2 Basic Ambulances		
Lisbon Rescue	Ambulance	A191
7002 County Route 10 Lisbon, NY 13658		
Agency Capabilities: 1 AEMT Ambulance		
Madrid Rescue	Ambulance	A201
2 Depot Street Madrid, NY 13660		
Agency Capabilities: 2 AEMT Ambulances		
Massena Rescue	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

Potsdam Rescue	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
Rensselaer Falls Rescue	Ambulance	A971
424 Rensselaer Street Rensselaer Falls, NY 13680 Agency Capabilities: 1 AEMT-CC Ambulance		
Star Lake Rescue	Ambulance	A281
Main St, 4078 NY-3 Star Lake, NY 13690 Agency Capabilities: 2 AEMT-CC Ambulance	Ambulance	A282
Tri-Town Rescue	Ambulance	A531
900 NY-11C Brasher Falls, NY 13613 Agency Capabilities: 3 Paramedic Ambulance 1 Rescue Truck	Ambulance	A532
	Ambulance	A533
	Rescue	R534
Waddington Rescue	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	EMT-Basic
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	EMT-Basic
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