



City of Cleveland Division of
Emergency Medical Service

2021 Annual Report

Justin M. Bibb
Mayor

Karrie D. Howard
Chief Public Safety Officer

Nicole A. Carlton
Commissioner of EMS

Table of Contents

Commissioner's Message	3
Organizational Chart.....	4
2021 Budgeted Finances.....	5
Staffing and Diversity.....	6
Base Station Locations (map).....	7
Base Station Locations (addresses).....	8
Deployment.....	9
2021 Calls for Service.....	10
2021 Nature of Emergencies.....	11
2021 Hospital Destinations.....	12
2021 Call Outcomes.....	13
2021 Adult Medication Interventions.....	14
2021 Pediatric Medication Interventions.....	15
2021 Non-Medication Interventions (Adult and Pediatric).....	16
Opioid Overdose Patients.....	17
Division of EMS Fleet Status.....	18
Logistics and Supplies.....	20
Education and Training.....	21
Communications.....	22

Commissioner's Message



On behalf of the members of the Division of Emergency Medical Service (EMS), I am honored to present the Annual Report for 2021. As the COVID-19 pandemic continued into another year, the Division of EMS maintained our special relationship with the community, rising to the challenge, by providing exceptional pre-hospital medical care to the citizens during unprecedented times. EMS also continued to support the Cleveland Department of Public Health (CDPH) with their efforts with the community vaccination program.

The Division of EMS members have remained steadfast on our mission; ensuring quality service from the time the incoming 911 call was answered, to dispatching of the ambulance, to on scene care and transfer of care to a higher level at the emergency department.

The Division of EMS transitioned to the Northeast Ohio Regional EMS Protocols in 2021. The pre-hospital medical protocols are utilized by the vast majority of EMS and Fire agencies in northeast Ohio and are the efforts of a collaboration of the local Medical Directors, EMTs, Paramedics, Nurses, Pharmacists and EMS Educators representing all the local health systems and EMS agencies. By utilizing these protocols, it is a step in regional collaboration but more importantly, improves patient safety by aligning all providers on common medications, dosages and procedures.

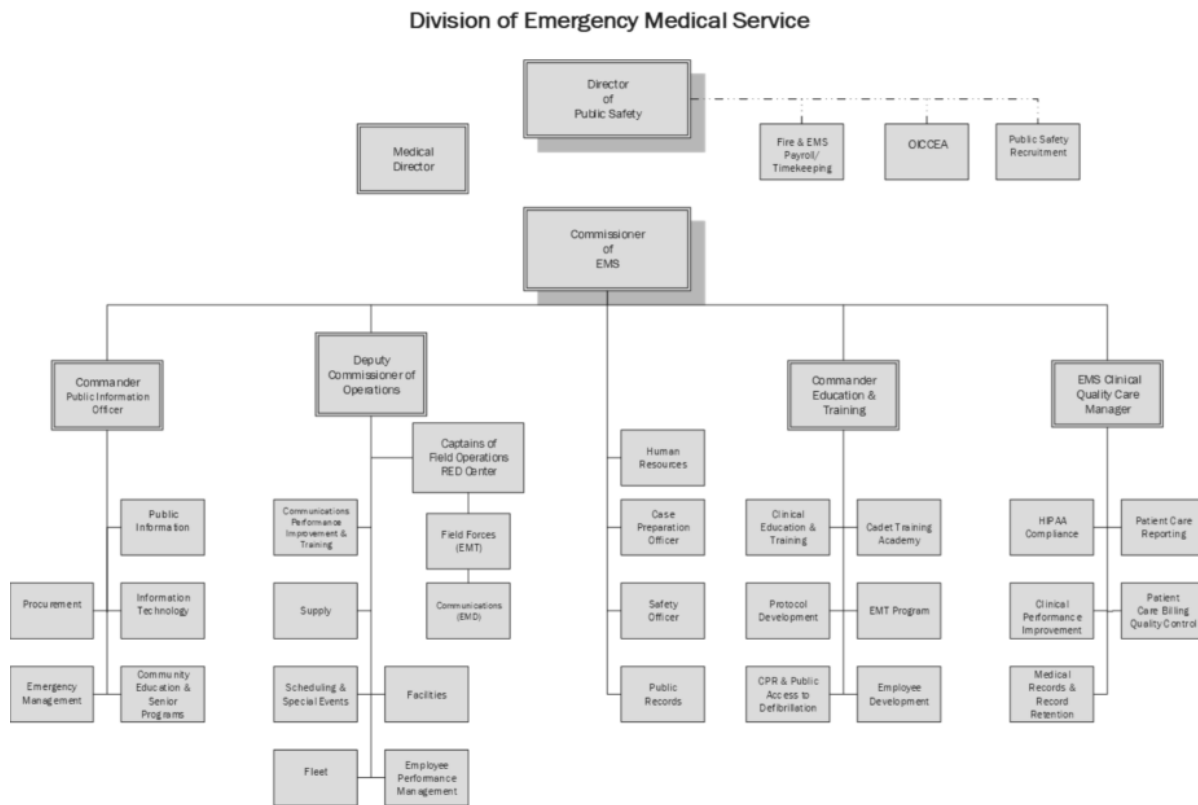
In 2022, the Division will continue to recruit and hire qualified candidates for the EMT Cadet Academy and Emergency Medical Dispatcher (EMD) training. EMS will also receive new equipment as approved through the ARPA funds and ambulances purchased from previous years' capital expenditure; additionally ambulances will be purchased at the beginning of 2022.

I want to thank all the members of the Cleveland Division of Emergency Service for their hard work, dedication and commitment to the citizens and visitors of Cleveland, they are very fortunate to have you caring for them.

A handwritten signature in black ink, appearing to read 'Nicole A. Carlton'.

Nicole A. Carlton
Commissioner of EMS

Organizational Chart



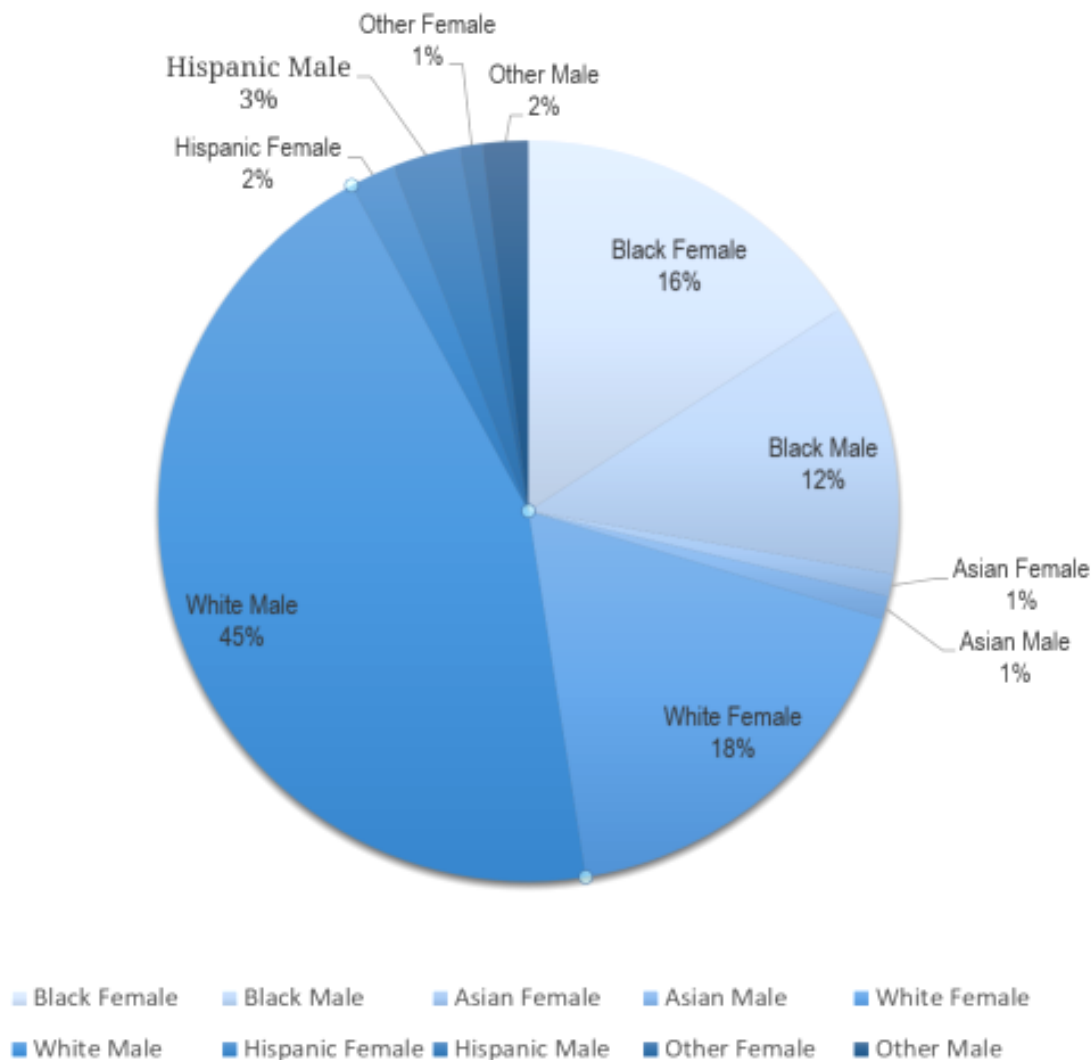
2018

Budgeted Finances

5005 - Full Time	14,609,861
5040 - Military Lea	79,188
5050 - Injury	58,910
5060 - Student Trai	276,786
5080 - Longevity	90,000
5083 - Wage Settlem	24,501
5085 - Separation P	159,413
5084 - Vacation C	8,273
5090 - Overtime	4,091,595
5095 - Deferred OT	92,735
510 - Salaries	19,491,262
5110 - Hospitalizat	2,935,307
5112 - Prescription	602,500
5115 - Dental	136,293
5116 - Vision Care	20,826
5120 - PERS	3,404,038
5131 - FICA Medicar	277,118
5140 - Workers' Com	376,755
5150 - Life Insuran	12,432
5170 - Clothing All	131,700
5175 - Clothing Mai	83,850
515 - Benefits	7,980,820
TOTPER - Total Pers	27,472,082
6210 - Travel	1,749
6220 - Tuition&Reg	14,686
6225 - Other Traini	45,413
620 - Oth Trng	61,848
6300 - Brkrd Gas Sp	2,878
6314 - Gas	1,675
6315 - ElecCPP	2
6316 - ElecOTH	1,503
625 - Utilities	6,058
6320 - Prof Srv	37,208
6321 - Court Report	476
6322 - Referee Serv	14,576
6329 - Janitorial S	15,000
6331 - Medical Serv	1,383
6345 - Prkng CtyFac	13
63xx - Property Rent	23,336
6380 - Other Contra	32,440
630 - Contractual	124,431

6410 - Office Suppl	25,833
6411 - Postage	599
6414 - Computer Hdw	2,927
6440 - Clothing	31,470
6460 - Clean Supply	20,989
6470 - Medical Supp	695,829
6474 - Medical Equi	179,821
6476 - Prntd Materi	47,347
6480 - Other Suppli	3,318
6487 - Safety Equip	243,474
6488 - Pharmaceutic	490,000
6495 - Batteries	12,411
6499 - JIT Offc Sup	4,492
640 - Materials	1,758,509
6612 - Maint Contra	252,853
6615 - Computer Hdw	31,121
66xx - Compute Swm	21,755
6650 - Maint MiscEq	37,082
6660 - Maint Buildi	9,941
6661 - Rpr Ovrhd Do	4,831
650 - Maintenance	357,584
6802 - Chrgs fr Tel	331,718
6807 - ChrgsfrRdCom	136,163
6830 - Chrgs fr Prn	54,014
6840 - ChrgsfrCntrl	333
6850 - Chrgs fr MVM	1,600,199
670 - Intrdept Chg	2,122,427
TOTEXP - Total Exp	31,902,938
4020 - EMS	15,718,538
4021 - EmrgncyRun R	5,433
4023 - EMS Spec Evn	915
4024 - FireCalls2Su	64,289
4089 - RevCntraActR	(710)
4144 - Witness Fees	72
400 - Chrg for Srv	15,788,537
4608 - Misc Rev	8,306
4609 - Jury Duty	54
4615 - Wkrs' Comp R	980,689
4633 - Exp Recovery	9,093
4644 - Damaged City	15,076
420 - Misc	1,013,219
TOTREV	16,801,756

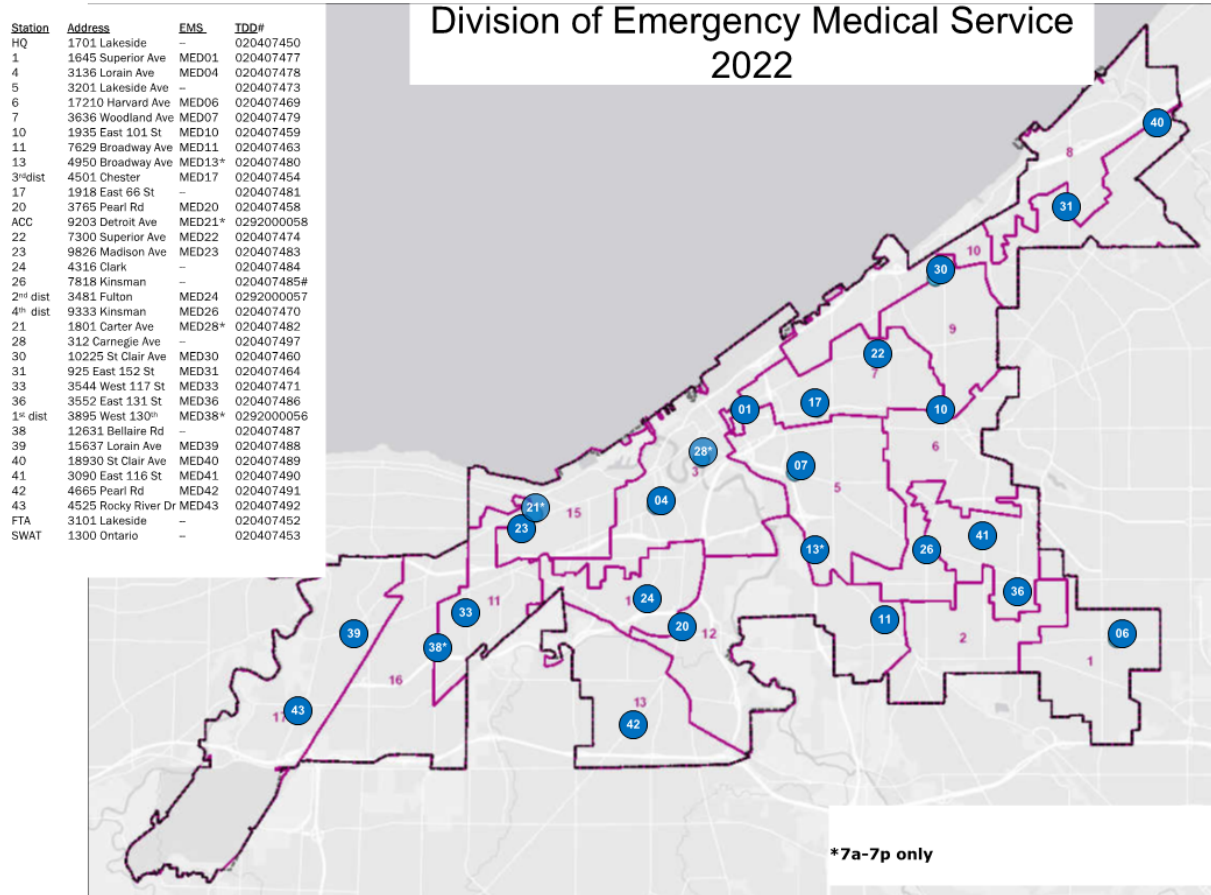
Staffing and Diversity



	Black	%	Asian	%	White	%	Hispanic	%	Other	%	Total	%
Female	46	16	2	1	52	18	6	2	4	1	110	38
Male	34	12	2	1	134	45	8	3	5	2	183	62
Total	80	28	4	1	186	63	14	5	9	3	293	100

*Headcount as of October 2021

Base Station Locations



Base Station Locations

Station	Location
Headquarters	1701 Lakeside Ave.
Medic 1	1645 Superior Ave.
Medic 4	3136 Lorain Ave.
Medic 6	17210 Harvard Ave.
Medic 7	3636 Woodland Ave.
Medic 10	1935 E.101st St.
Medic 11	7629 Broadway Ave.
Medic 13*	4950 Broadway Ave.
Medic 17	4501 Chester Ave. (3rd Dist.)
Medic 20	3765 Pearl Rd.
Medic 21*	9203 Detroit Ave.
Medic 22	7300 Superior Ave.
Medic 23	9826 Madison Ave.
Medic 24	3481 Fulton Ave. (2nd Dist.)
Medic 26	9333 Kinsman Ave. (4th Dist.)
Medic 28*	1801 Carter Ave.
Medic 30	10225 St. Clair Ave.
Medic 31	925 E.152nd St.
Medic 33	3544 W.117th St.
Medic 36	3552 E.131st St.
Medic 38*	3895 W.130th St. (1st Dist.)
Medic 39	15637 Lorain Ave.
Medic 40	18930 St. Clair Ave.
Medic 41	3090 E.116th St.
Medic 42	4665 Pearl Rd.
Medic 43	4525 Rocky River Dr.

**7 a.m. - 7 p.m. only*



EMS Deployment

Target

25 Ambulances 7 a.m. - 7 p.m.

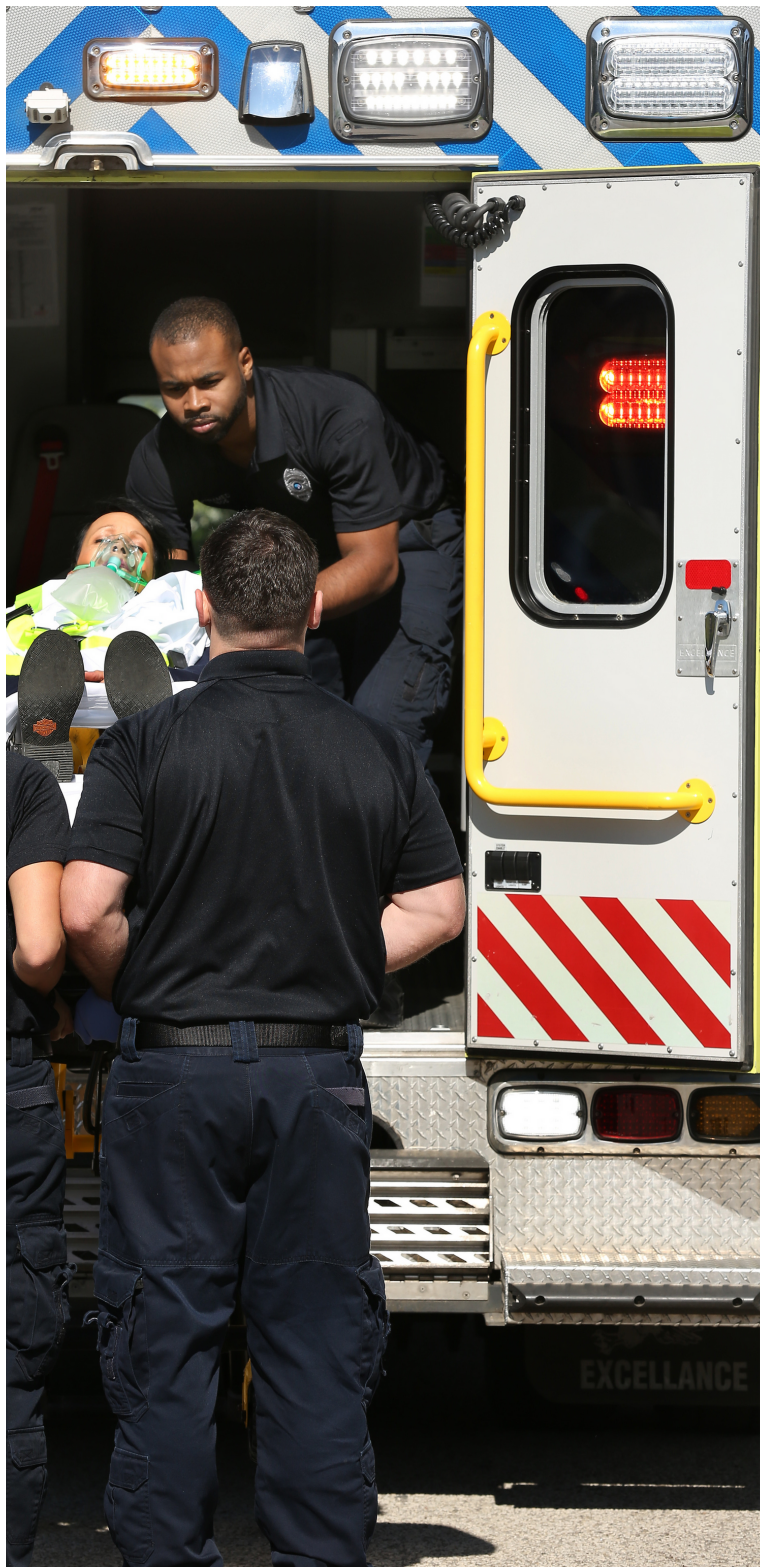
21 Ambulances 7 p.m. - 7 a.m.

7 Emergency Medical Dispatchers 7 a.m. - 7 p.m.

6 Emergency Medical Dispatchers 7 p.m. - 7 a.m.



2021 Calls for Service



Incoming 9-1-1 Calls

- 2021: 124,842
- 2020: 119,272
- 2019: 123,364
- 2018: 120,478
- 2017: 116,751

Responses to Emergencies

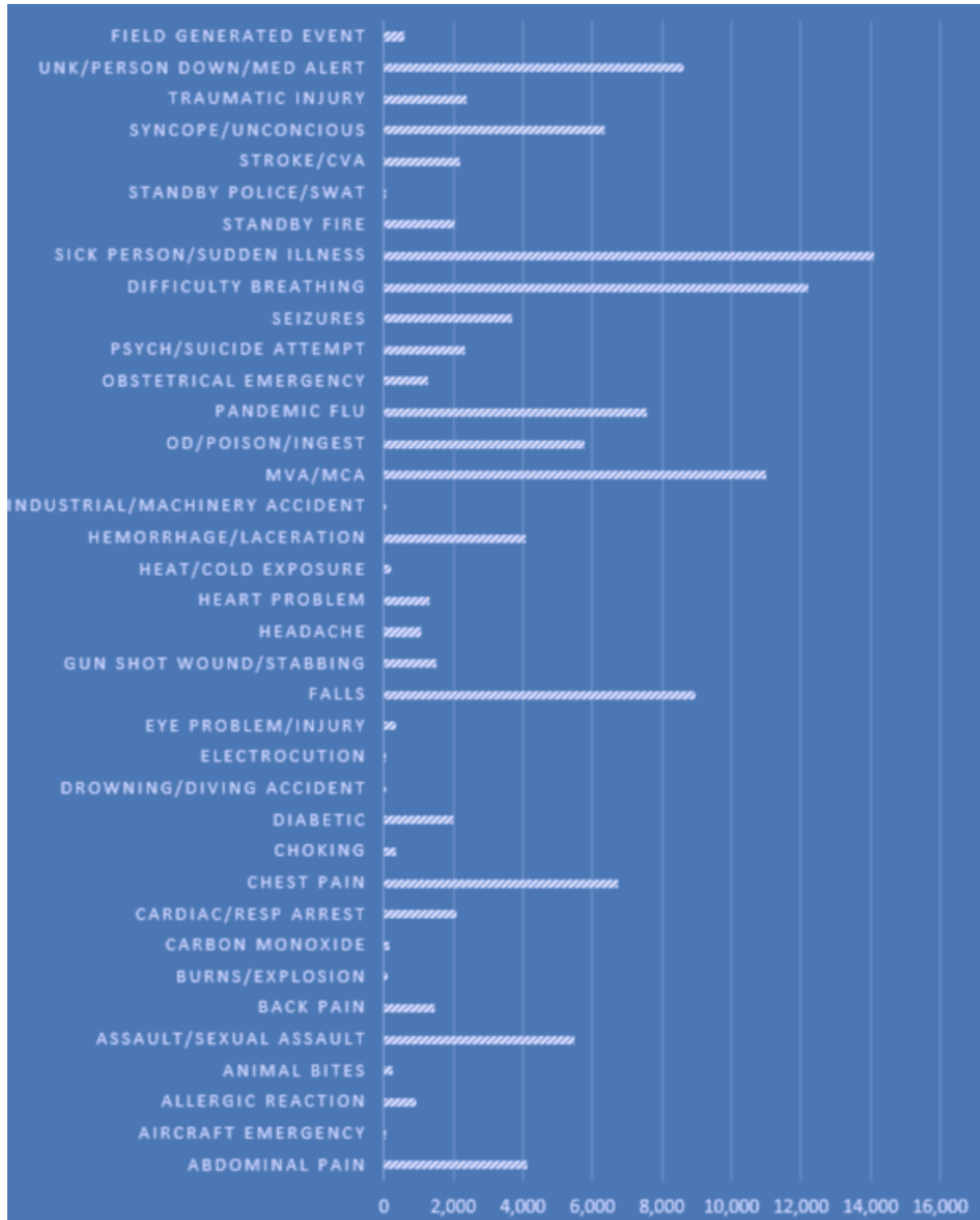
- 2021: 109,370
- 2020: 104,937
- 2019: 109,663
- 2018: 107,213
- 2017: 105,714

Transports to Area Hospitals

- 2021: 75,672
- 2020: 73,117
- 2019: 80,600
- 2018: 79,395
- 2017: 77,266

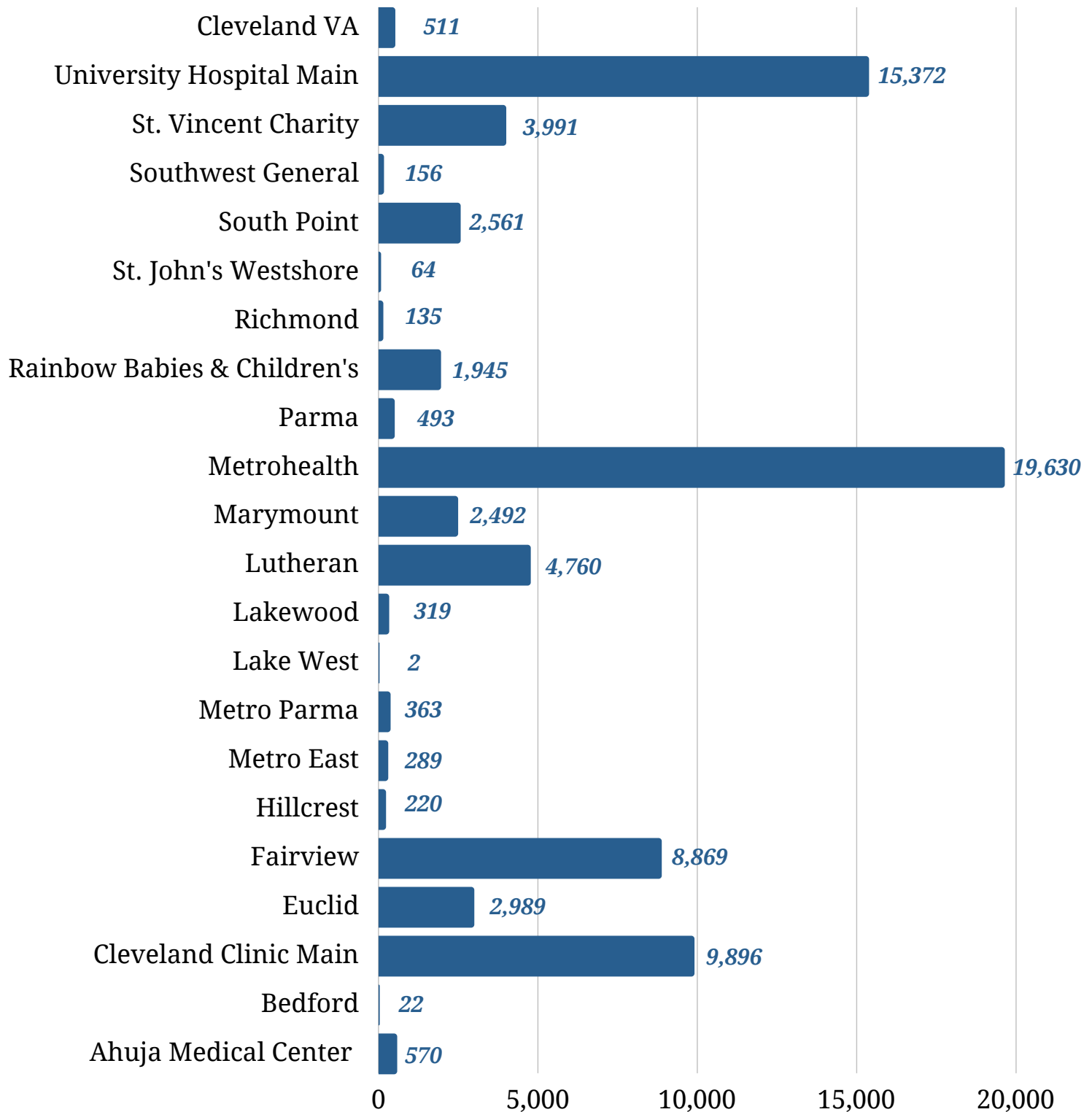
**masks not worn in pictures due to being taken prior to pandemic.*

2021 Nature of Emergencies



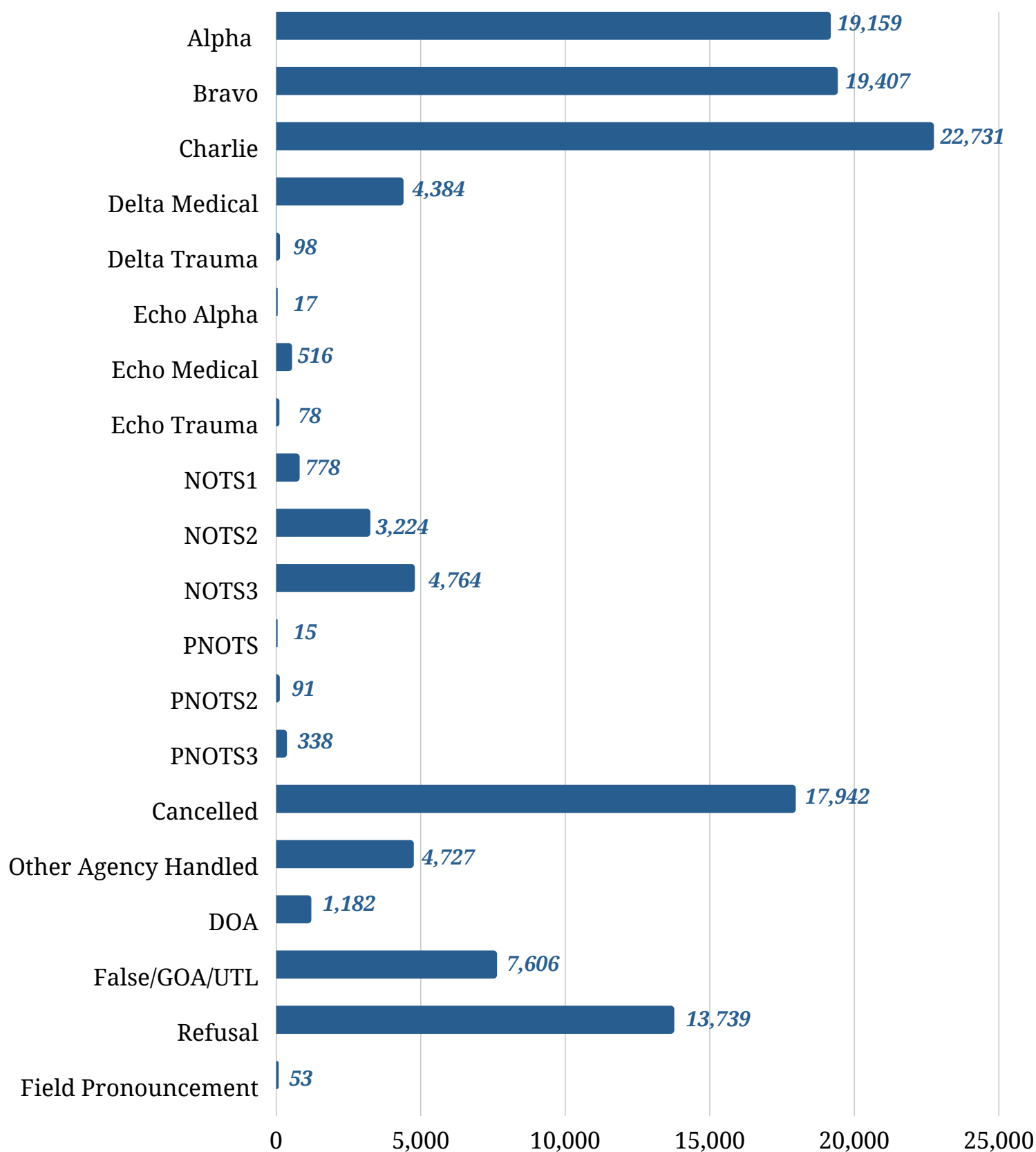
*call numbers may not match with 'Calls for Service' numbers due to calls not being processed through all software platforms

2021 Hospital Destinations



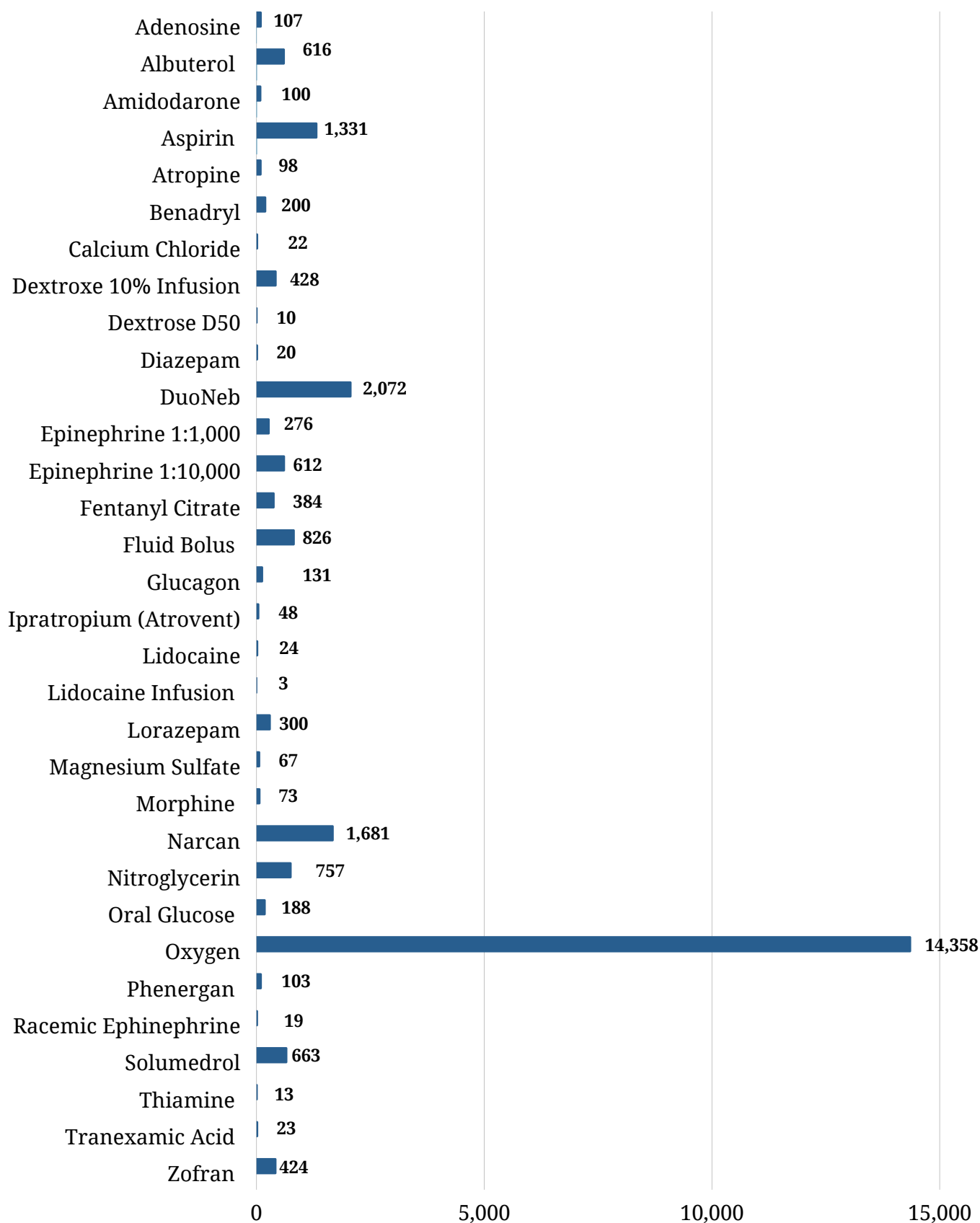
**call numbers may not match with 'Calls for Service' numbers due to calls not being processed through all software platform*

2021 Call Outcomes

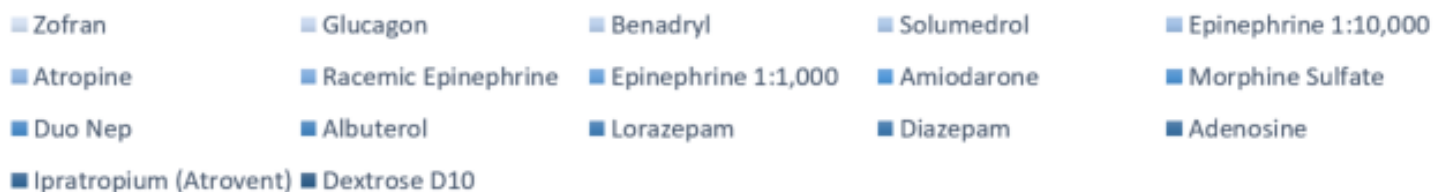
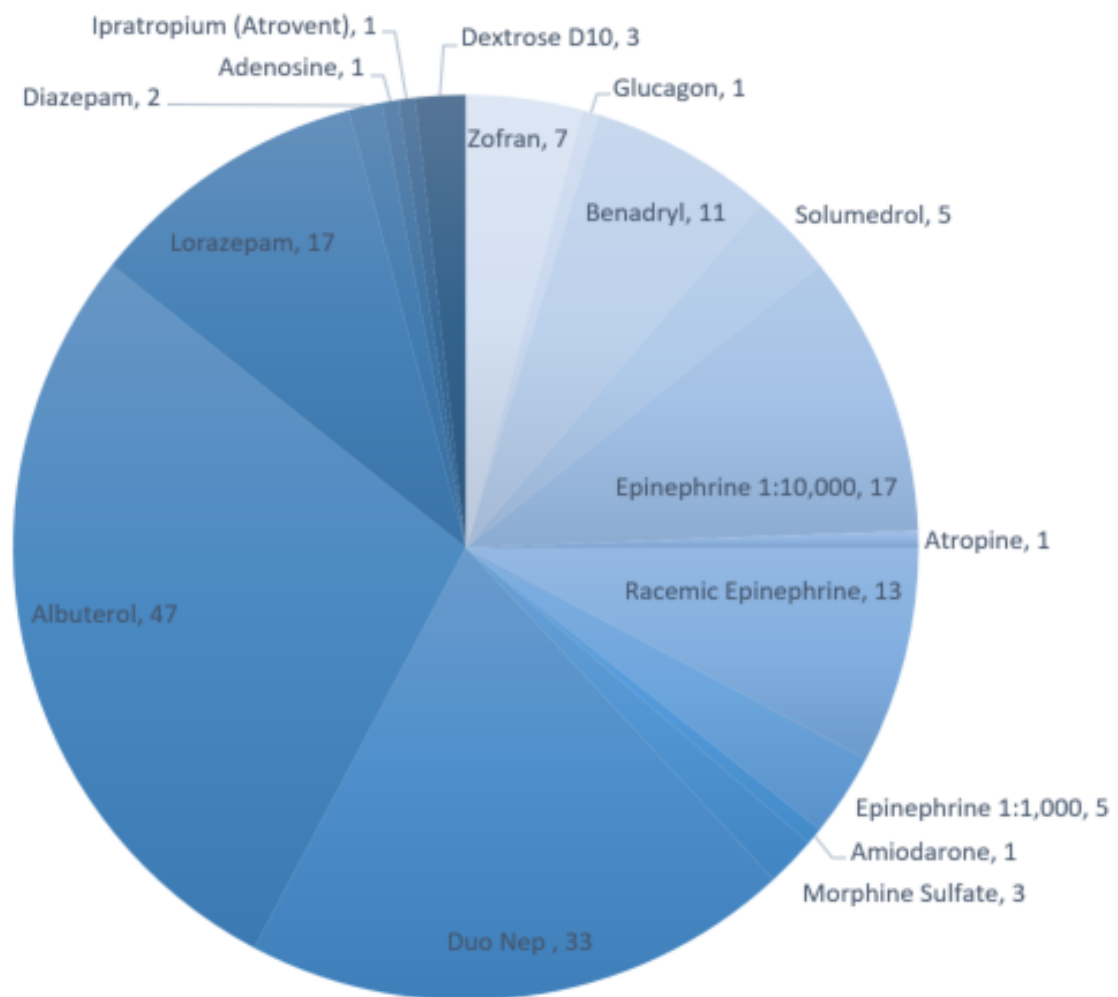


The chart represents the outcomes of the EMS calls throughout 2021. NOTS refers to the Northeast Ohio Trauma System. NOTS 1 is the most critical trauma patient.

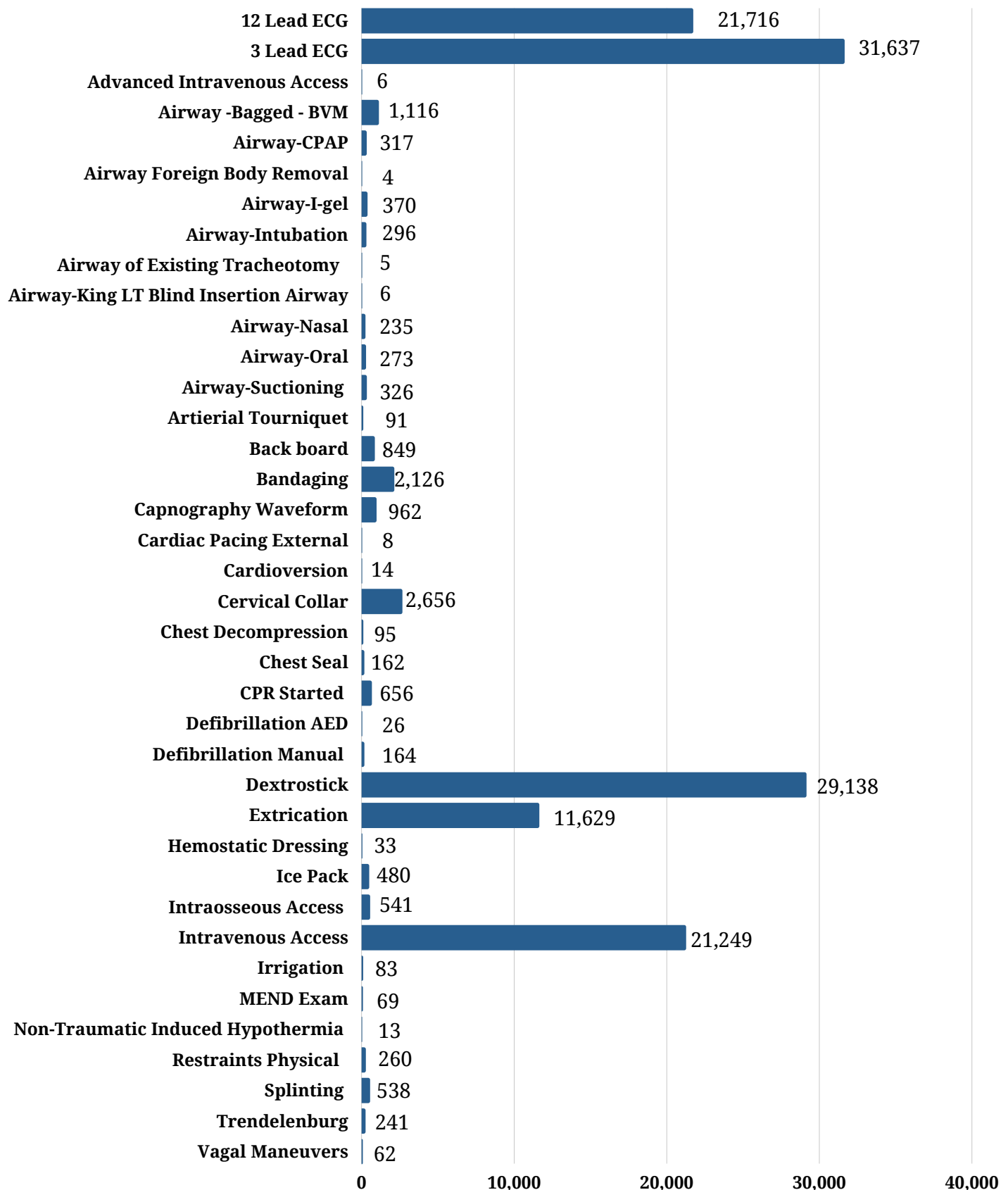
2021 Adult Medication Interventions



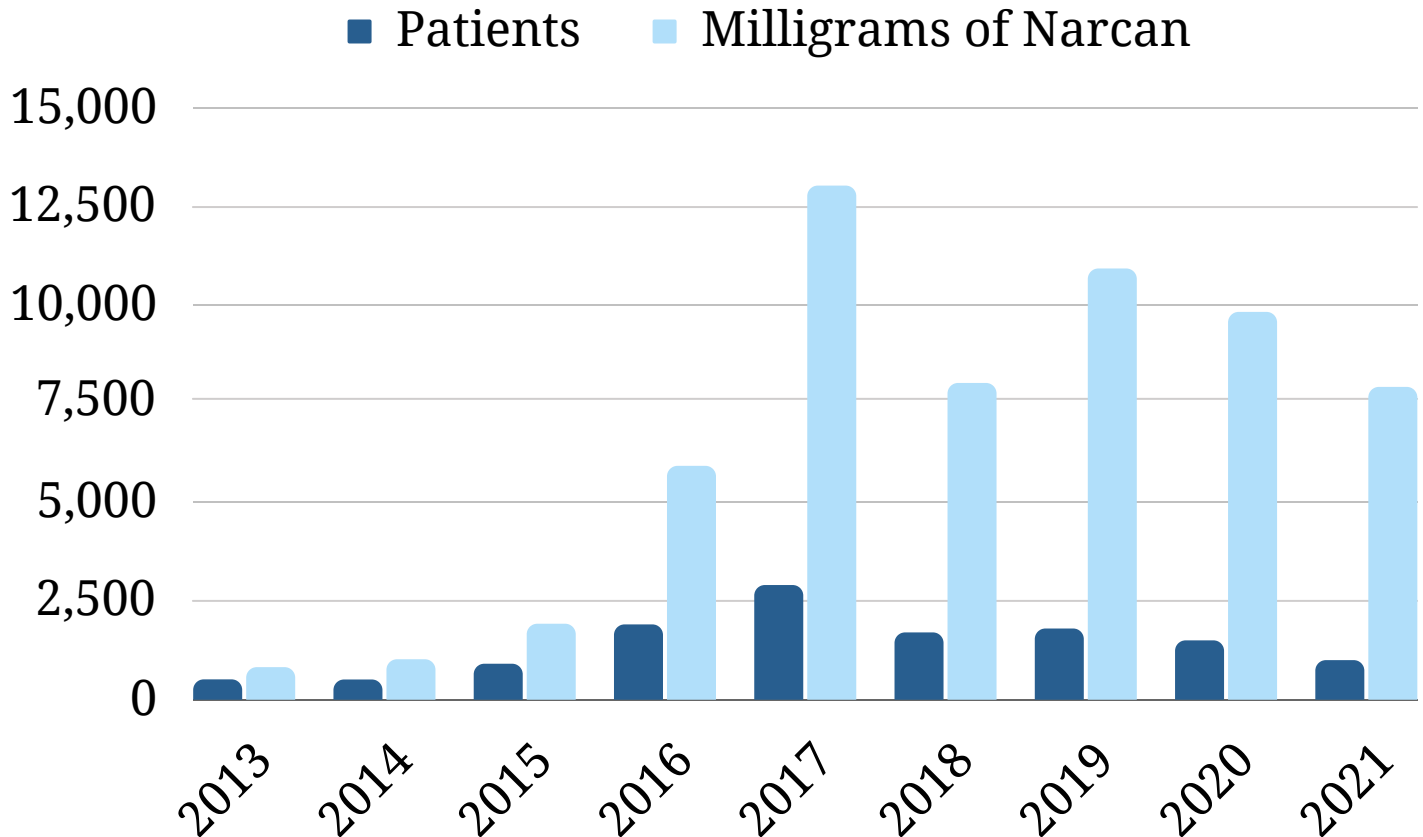
2021 Pediatric Medication Interventions



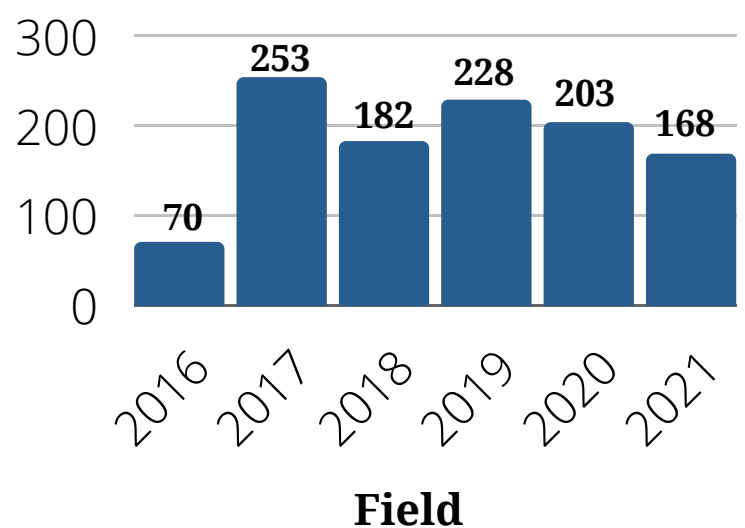
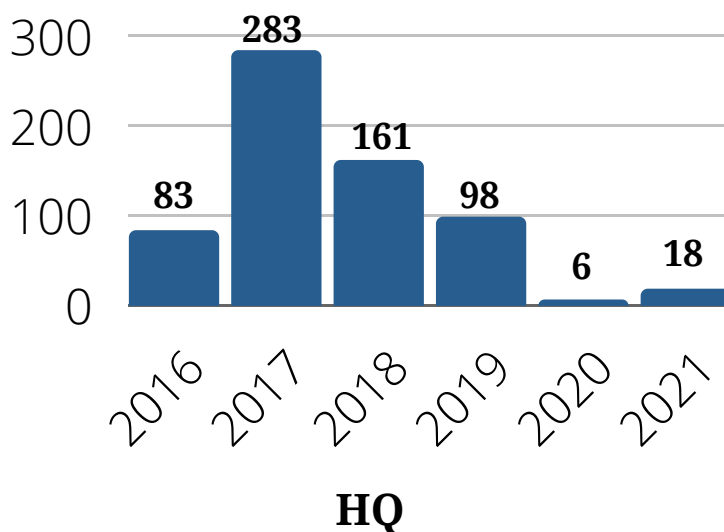
2021 Non-Medication Interventions



Opioid Overdose Patients



The opioid epidemic is no longer on the front page and not at what it was at its peak, but it is still very much in existence. The Division of EMS not only treats opioid overdose patients, but also dispenses Project DAWN (Deaths Avoided With Naloxone) kits to those individuals at risk or their families.



Division of EMS Fleet Status

Frontline Ambulances

License	Code	Make	Model	Year	Mileage	Condition
AMB1	15H223	Freightliner	Excellance	2018	148,081	Good
AMB4	15H201	Freightliner	Excellance	2018	137,851	Good
AMB6	15H205	Freightliner	Excellance	2018	129,229	Good
AMB7	15H202	Freightliner	Excellance	2018	159,759	Good
AMB10	15H203	Freightliner	Excellance	2018	127,468	Good
AMB11	15H164	Freightliner	Excellance	2016	280,034	Fair
AMB13	15H103	Freightliner	Excellance	2013	311,800	Poor
AMB17	15H104	Freightliner	Excellance	2013	317,483	Poor
AMB20	15H204	Freightliner	Excellance	2018	121,197	Good
AMB21	15H059	Freightliner	Excellance	2010	338,803	Poor
AMB22	15H161	Freightliner	Excellance	2015	248,985	Good
AMB23	15H165	Freightliner	Excellance	2016	286,198	Fair
AMB24	15H280	Freightliner	Excellance	2020	49,581	Good
AMB26	15H107	Freightliner	Excellance	2013	290,966	Fair
AMB28	15H061	Freightliner	Excellance	2011	326,993	Poor
AMB30	15H281	Freightliner	Excellance	2020	62,683	Good
AMB31	15H277	Freightliner	Excellance	2019	74,296	Good
AMB33	15H169	Freightliner	Excellance	2016	253,998	Good
AMB36	15H224	Freightliner	Excellance	2018	141,377	Good
AMB38	15H090	Freightliner	Excellance	2012	283,569	Fair
AMB39	15H226	Freightliner	Excellance	2018	103,616	Good
AMB40	15H166	Freightliner	Excellance	2016	245,399	Good
AMB41	15H278	Freightliner	Excellance	2019	74,198	Good
AMB42	18H225	Freightliner	Excellance	2018	118,033	Good
AMB43	15H162	Freightliner	Excellance	2015	217,461	Good

Spare Ambulances

X2	7H1146	International	Excellance	2006	331,427	Poor
X7	7H1141	International	Excellance	2006	389,918	Poor
X13	7H1143	International	Excellance	2006	298,530	Poor
X50	15H050	Freightliner	Braun	2009	337,123	Poor
X51	15H051	Freightliner	Braun	2009	347,043	Poor
X54	15H054	Freightliner	Excellance	2010	379,901	Poor
X56	15H052	Freightliner	Excellance	2011	382,824	Poor
X59	15H055	Freightliner	Excellance	2009	372,580	Poor
X60	15H053	Freightliner	Excellance	2009	358,191	Poor
X61	15H105	Freightliner	Excellance	2013	333,461	Poor
X62	15H060	Freightliner	Excellance	2011	365,705	Poor
X63	15H091	Freightliner	Excellance	2012	321,120	Poor
X64	15H102	Freightliner	Excellance	2013	328,118	Poor

Division of EMS Fleet Status

Supervisor Vehicles

License	Code	Make	Model	Year	Mileage	Condition
Capt. 1	2L2641	Ford	Explorer	2021	3,504	NEW
Capt. 2	2L2516	Ford	Explorer	2019	46,994	Good
Capt. 3	2L2448	Ford	Explorer	2017	76,125	Good
Capt. 4	2L2386	Ford	Explorer	2016	97,300	Good
Capt. 5	2L2387	Ford	Explorer	2016	88,313	Good
Capt. 6	2L2318	Ford	Explorer	2016	87,283	Good

Administrative Vehicles

License	Code	Make	Model	Year	Mileage	Condition
CommEdu	2L1890	Ford	Explorer	2003	76,203	Poor
Pool Van	2L1666	Ford	E-350	1998	204,757	Fair
Exec. Pool	1L2109	Ford	Escape	2009	44,703	Good
IT	2L1188	Chevy	Tahoe	2010	212,961	Poor
Recruit	2L1972	Ford	Explorer	2004	140,763	Fair
CommEdu	2L1866	Ford	Explorer	2004	84,590	Poor
HQ pool	210P65	Honda	Civic	2009	63,893	Good
Pool	90L140	Jeep	Cherokee	2000	106,475	Fair
Pool – Edu	2L1879	Ford	Explorer	2004	95,946	Fair

Special Operations Vehicles

License	Code	Make	Model	Year	Mileage	Condition
Spec Ops	1H15	Chevy	Central	2005	16,509	Good
Mobile 1	174X22	Polaris	RGR-16	2016	1,856	Good
Mobile 2	174X23	Polaris	RGR-16	2016	1,702	Good
Mobile 3	174X24	Polaris	RGR-16	2016	1,692	Good
Mobile 4	174X25	Polaris	RGR-16	2016	1,347	Good
Mobile 5	174X26	Polaris	RGR-16	2016	1,814	Good
Mobile 6	174X27	Polaris	RGR-16	2016	1,641	Good
Mobile 7	174X28	Polaris	RGR-16	2016	1,955	Good

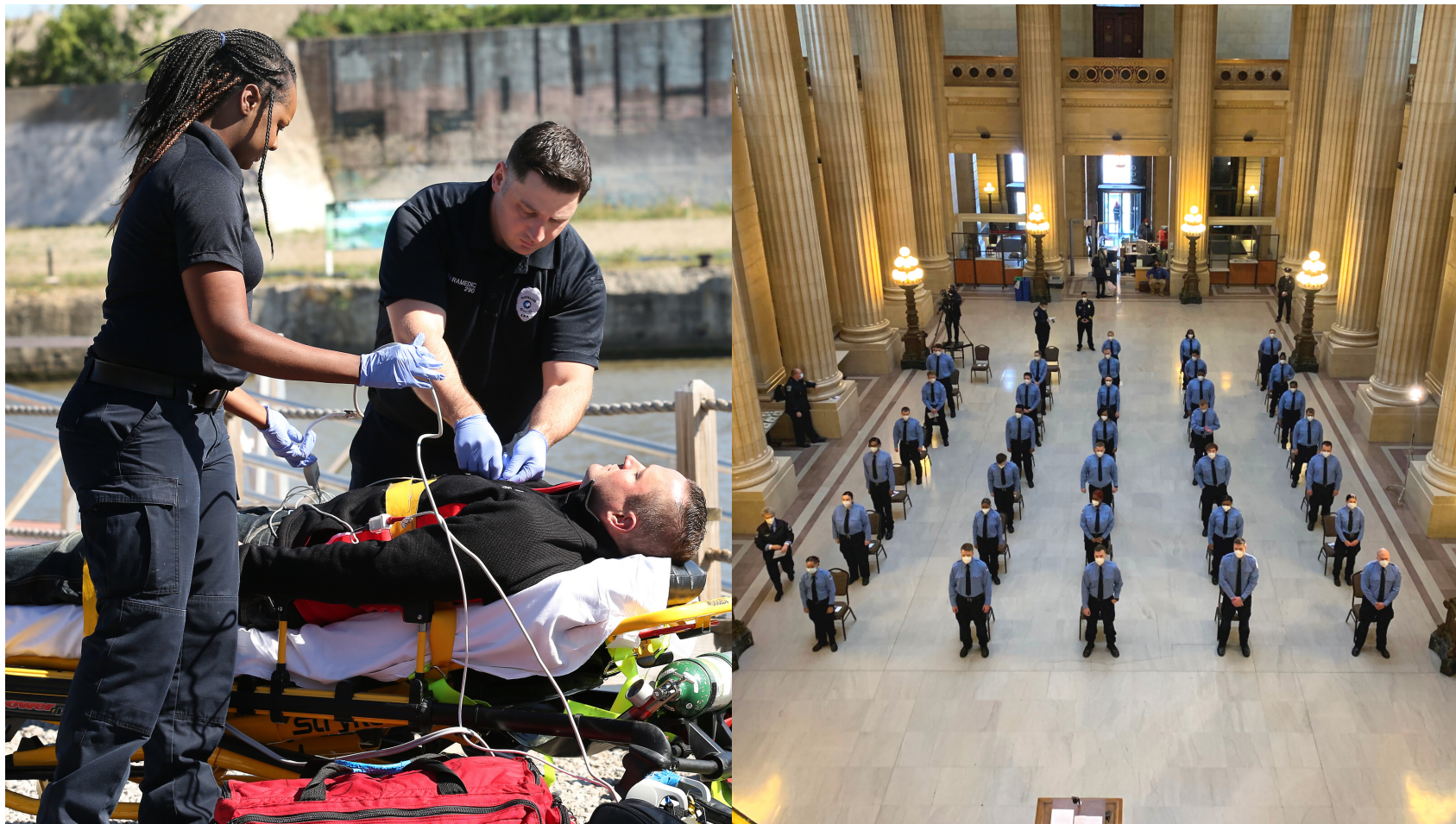
Logistics and Supplies

The Division of EMS Logistics Team consists of two Sergeants and an Operational Commander. They are responsible for overseeing a \$2.2 million dollar budget for medical supplies and maintenance of assets utilized by the Division of EMS and Fire. They also maintain the storeroom and daily orders from EMS ambulances, Division of Fire first responder medical supplies and Division of Police first aid and naloxone kits. At the end of 2021 the Division of EMS was able to purchase twelve (12) new Stryker Power-PRO XT Cots. These cots will replace older cots and will be able to be utilized in all of the ambulances regardless of the cot restraint devices. The American Rescue Plan Act (ARPA) funds have been approved to upgrade additional cots and all cardiac monitors. Additionally, 15 ambulances have been ordered.



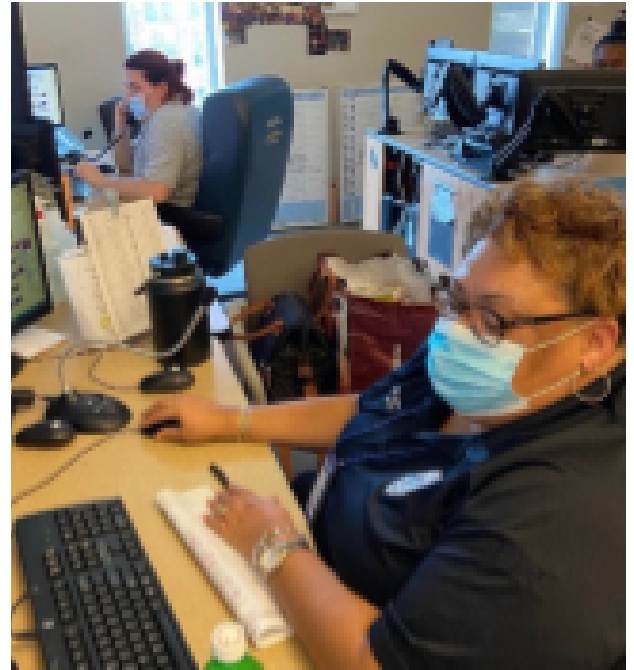
Education and Training

The Education and Training Section is responsible to maintaining the State of Ohio Certification for the EMT Training Academy, providing the required continuing education hours for EMT's, Paramedics and EMD's, and recertification of CPR, Advanced Cardiac Life Support (ACLS), International Trauma Life Support (ITLS) and Pediatric Education for Prehospital Professionals (PEPP). This year, the Education and Training section provided EMT instruction to the EMS Cadet class (30 new hires) and the Fire Cadet class (81 new hires); those who were not previously certified, became Nationally Registered Emergency Medical Technicians (EMT). EMS graduated a total of 33 cadets in 2021.



Communications

The Division of EMS Communication Center (RED Center) is responsible for answering 9-1-1 calls for EMS and calls for service from other Public Safety entities. The RED Center is staffed by Emergency Medical Dispatchers (EMD's) who answer calls and process the calls through the Medical Priority Dispatch System prioritizing the calls to ensure that the most critical emergencies receive appropriate and timely responses. In addition after the information is entered the EMD will provide pre-arrival instructions for the caller to initiate care prior to the ambulance arrival.



Incoming Call Statistics

RED Center answered 124,842 calls

Average Call Answer Time 5.03 sec.

Average Processing Time 1 min. 39 sec.

Average Pending to Dispatch 2 min. 41 sec.

Average Total Call Time 4 min. 4 sec.



01/01/2021 to 12/31/2021



CAD Report: Number of Calls Dispatched

Unit	Calls Dispatched
MED01	5809
MED02	17
MED04	6098
MED06	4423
MED07	5732
MED10	5555
MED11	5109
MED13	1682
MED17	4494
MED20	4904
MED21	2176
MED22	4937
MED23	5303
MED24	4624
MED26	4068
MED28	1719
MED30	5072
MED31	4339
MED33	4542
MED36	5185
MED38	1559
MED39	3884
MED40	4617
MED41	5783
MED42	4099
MED43	3622
MOB01	4
MOB03	7



CAD Report: Number of Calls Dispatched

Unit	Calls Dispatched
MOB05	7
Totals:	109370