

Key Takeaways from Data Comparison

Call Volume

- Significant increase in 2025 call volume; unsure if more providers are using ImageTrend and artificially inflating call volume
- Reasons for calling 911 remain largely the same

Performance

- Agencies meeting the 30-minute response time standard in 2025 is similar to 2023 (5 vs. 3)
- Statewide response times for all calls have improved from 93.8% to 95.6%

NREMT Exam Pass Rates

- EMT pass rates have not changed significantly
- Paramedic pass rates improved dramatically in 2023 and 2024, but fell sharply in 2025

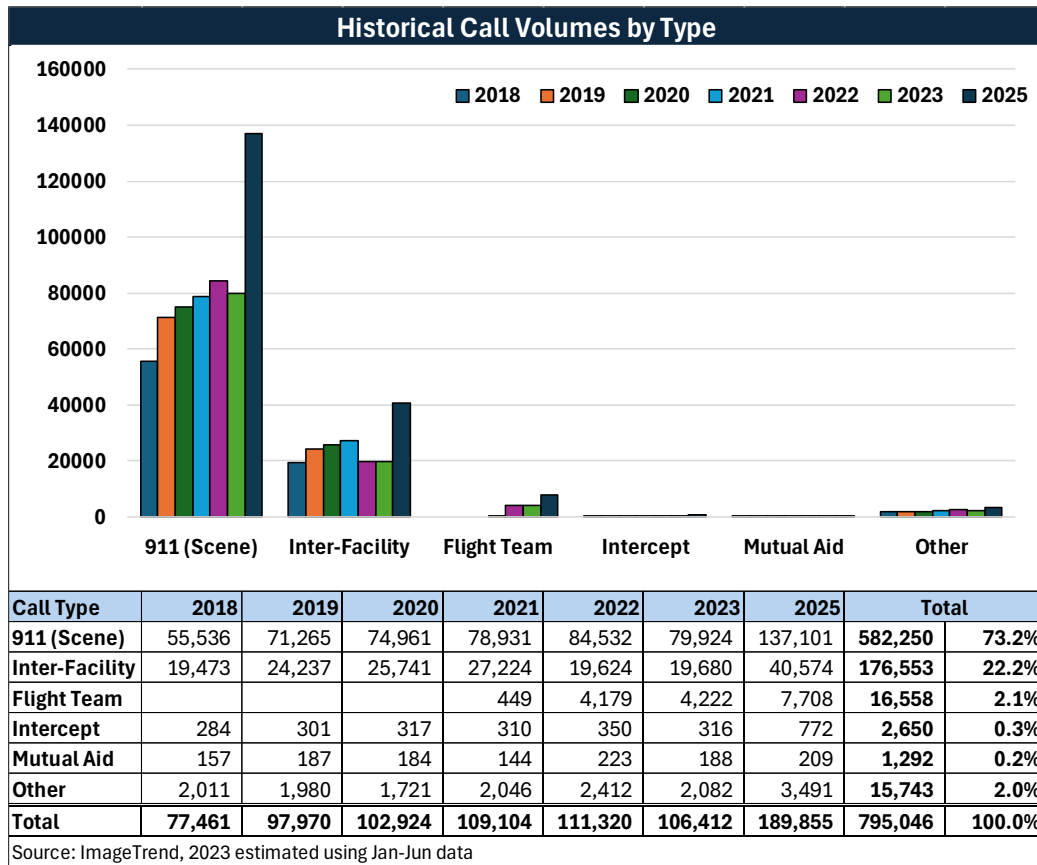
Payor Mix

- Medicare and commercial payers have dropped since 2022
- Medicaid has seen a marked increase since 2022; supplemental Medicaid funding could have a significant impact on future fiscal sustainability

Dispatch

- Most calls are not going through the medical priority dispatch process to properly triage calls; this is the first step towards not sending all resources to all calls and transferring callers to a nurse advice line when deemed non-urgent
- The use of lights and siren during responses remains high, likely related to the lack of medical priority dispatching to properly identify non-emergency call types
- The use of lights and siren during transport (59%) is substantially higher than the national average, which is under 10%

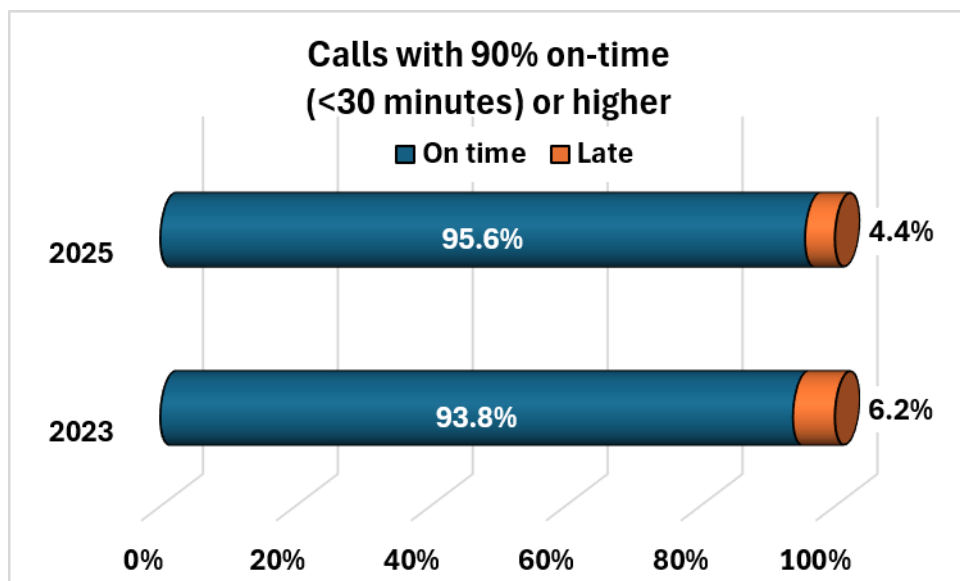
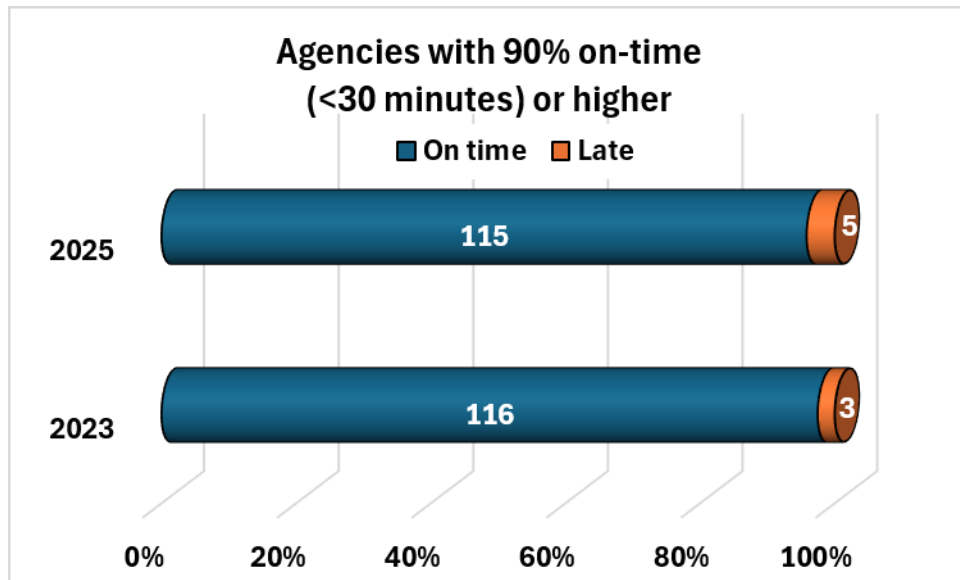
CALL TYPES



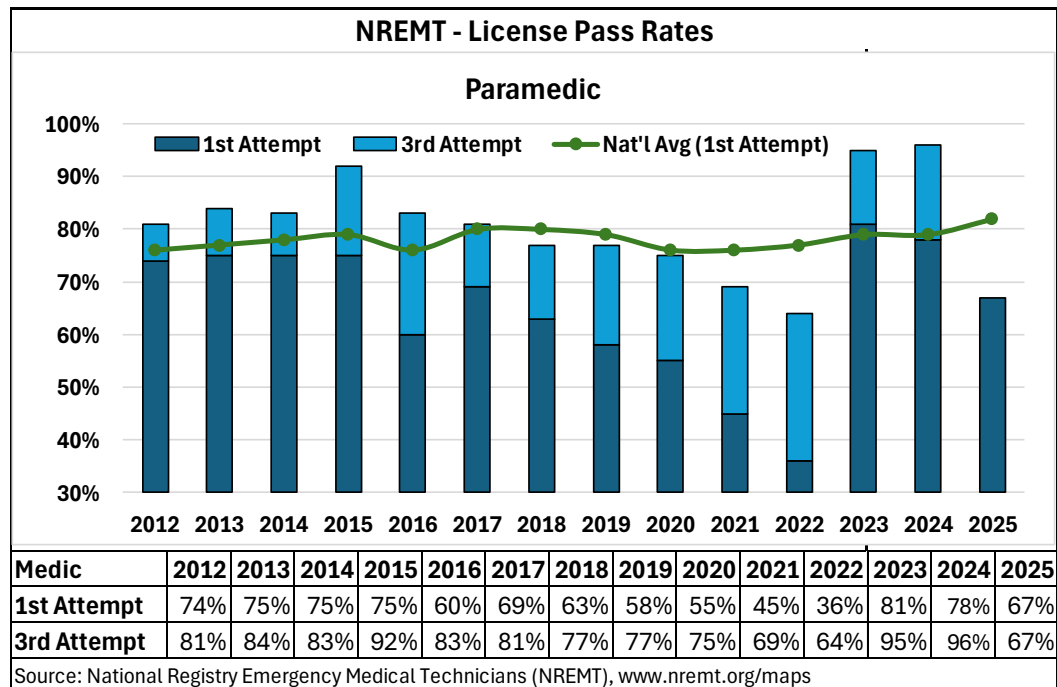
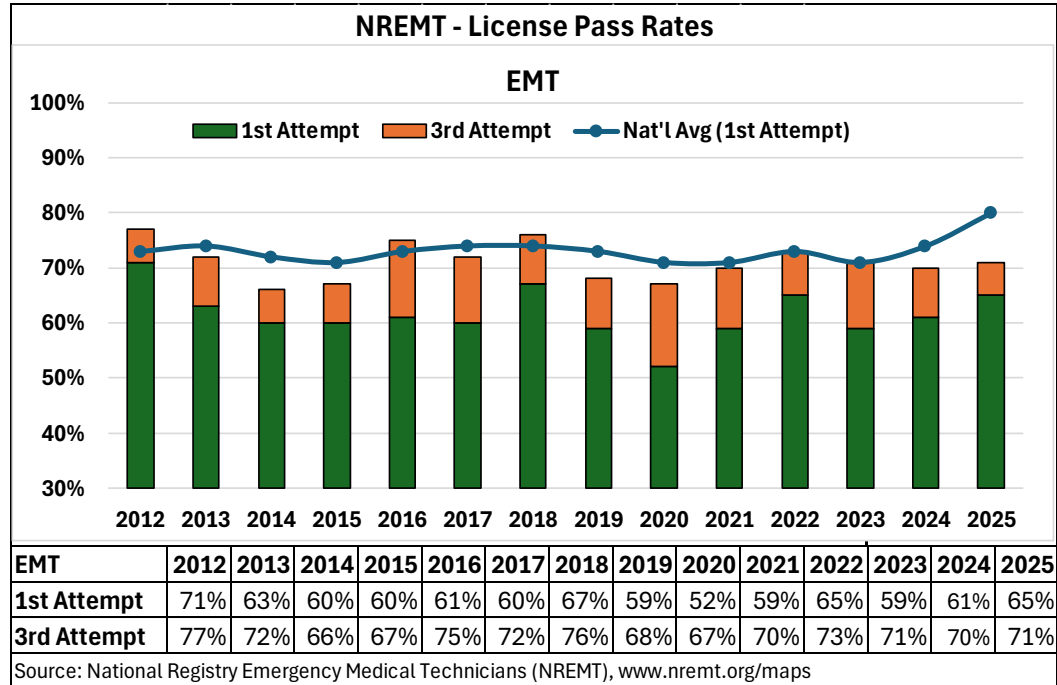
Top-10 Dispatch Reasons		
Reason	2018-23	2025
Sick Person	12.6%	18.1%
Fall	10.7%	10.1%
Transport Only (Medical)	6.9%	8.4%
Breathing Problem	7.8%	7.2%
Chest Pain / Cardiac Problem	6.0%	5.4%
Seizure / Convulsions	4.4%	4.6%
Traffic/Transportation Incident (MVA)	6.3%	4.0%
Unknown Problem/Person Down	5.3%	3.9%
Unconscious/Fainting/Near-Fainting	3.5%	3.8%
Traumatic Injury	3.5%	3.5%
Total	67.2%	69.0%

Source: ImageTrend, 2018-Jun 2023, 2025

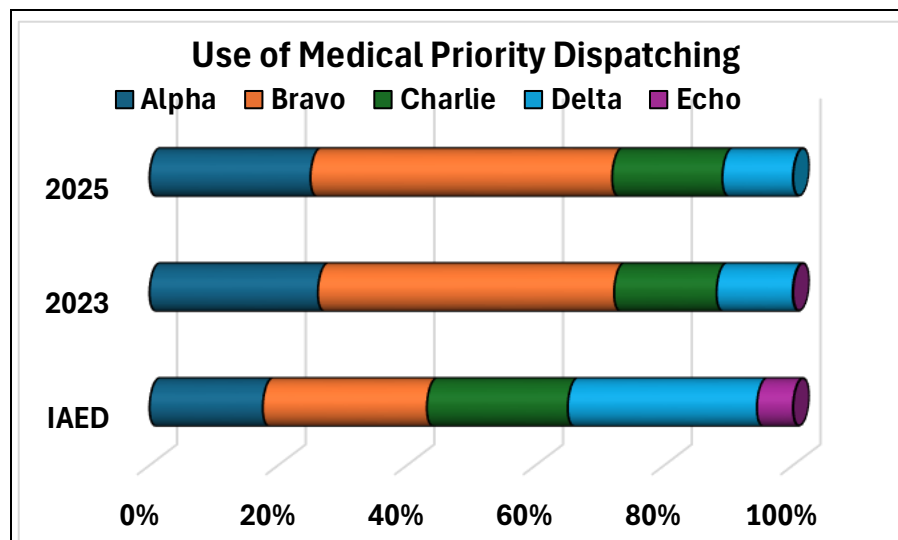
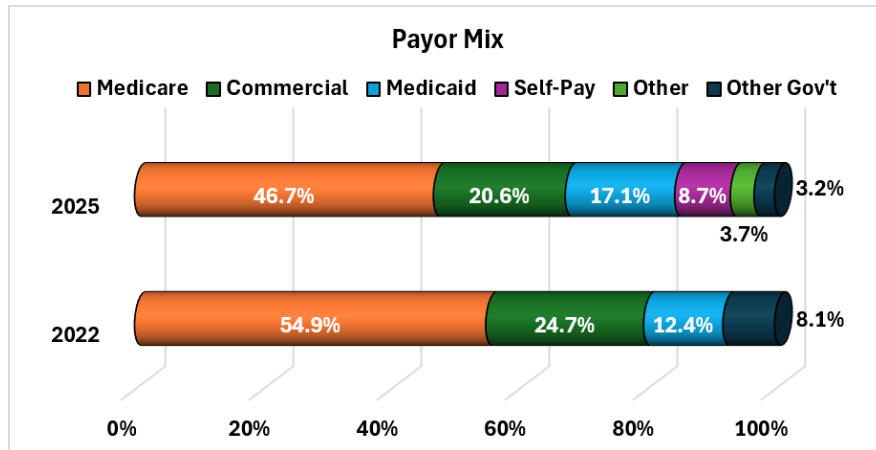
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NREMT PASS RATES



MISCELLANEOUS



Medical Priority Dispatch System Codes			
Code	2023	2025	IAED
Alpha	1.2%	0.3%	17.6%
Bravo	2.0%	0.5%	25.5%
Charlie	0.7%	0.2%	21.9%
Delta	0.5%	0.1%	29.4%
Echo	0.0%	0.0%	5.6%
Blank	95.5%	98.8%	
Total	100.0%	100.0%	100.0%

Sources: ImageTrend Jan-Jun 2023, 2025; 3.1M IAED records, 2009
 Notes: IAED data does not include 3.8% Omega call type

Use of Lights & Siren		
Year	2023	2025
Response	82.8%	80.8%
Transport	56.0%	59.2%

Source: ImageTrend, Jan-Jun 2023, 2025