



# **2013 Florida Emergency Medical Providers Licensure and Call Volume Report**

**Florida Department of Health**

**Bureau of Emergency Medical Oversight**

**Health Information and Policy Analysis Program**

**Release Date: October 10, 2013**



**Date Range:** January 1, 2013- December 31, 2013

### **Purpose**

To provide the Florida Emergency Medical Services (EMS) information regarding the total incidents, total patient contacts, and total transports for 2013.

### **Definitions**

**Organizational Type** is defined as the organizational structure from which EMS services are delivered (fire, hospital, county, etc.). The organizational types used within this report are derived from the National Emergency Medical Services Information System (NEMSIS).

**Total Incidents** is defined as the total number of EMS events that were submitted by each licensed EMS provider.

**Total Patient Contacts** is defined as the total numbers of patients that are responded to by each licensed EMS provider.

**Total Transports** is defined as the total number of times that an EMS unit responded to an EMS event that resulted in a patient being transported to destination.

### **Required Data Elements**

#### **Pre-hospital Aggregate & Aggregate Databases**

- Treated, Transport/General Hospital
- Treated, Transport/Nursing Home
- Treated, Transport/Medical Office
- Treated, Transport/Home
- Treated, Transport/Trauma Center
- Treated Transport/Other)
- Transferred Care
- Transport Private Vehicle
- Treated Released
- Treated Refused Transport
- No Treatment Required
- Patient Refused Care
- Dead At Scene
- Cancelled
- Not Applicable (Incident Disposition)
- Unknown (Incident Disposition)
- No Patient Found
- Do Not Resuscitate Order
- Scene
- Unscheduled
- Scheduled
- Standby
- Rendezvous
- Not Applicable (Service Type Requested)
- Unknown (Service Type Requested)



# 2013 Call Volume Report

## Florida EMSTARS Database Report



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### EMSTARS Database

D01\_08 Organizational Type  
E02\_01 EMS Agency Number  
E02\_02 Incident Number  
E02\_12 EMS Unit Call Sign  
E05\_04 Unit Notified By Dispatch Date/Time  
E20\_10 Incident/Patient Disposition

### **Data Sources**

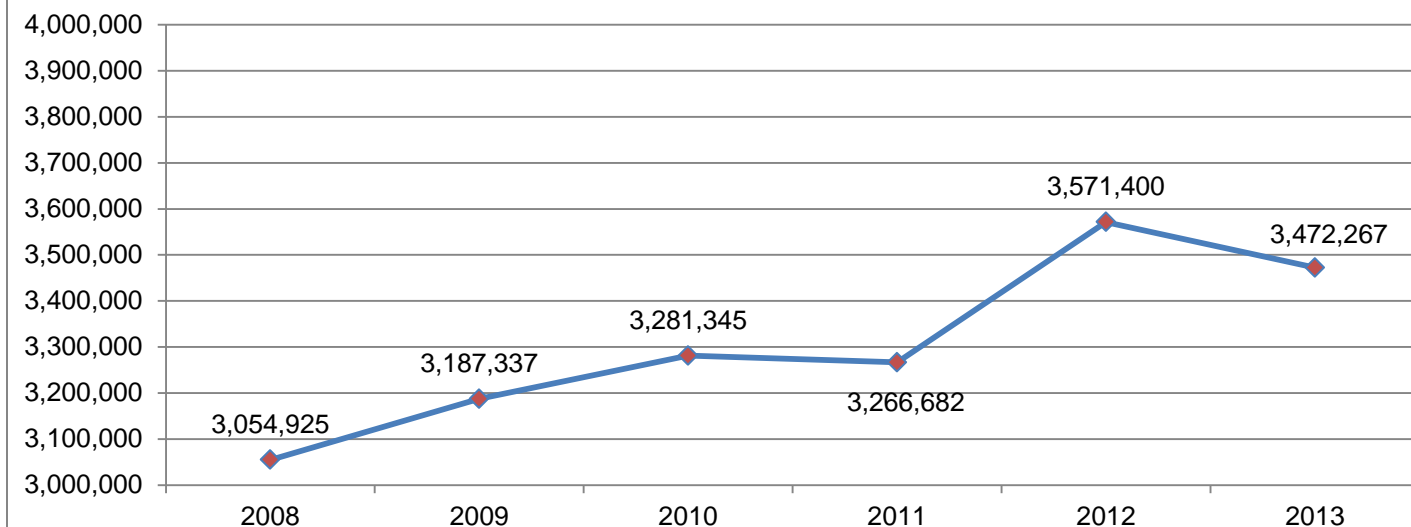
The data in this report were derived from the Emergency Medical Services Tracking and Reporting System (EMSTARS), the Pre-hospital Aggregate System, and the Customer Oriented Medical Practitioner Administration System (COMPAS) licensure database. All three databases are maintained by the Florida Department of Health.

### **General Information**

The term "call volume" can be used in many different ways throughout the state and country. For the purposes of this report, it was determined to separate the term "call volume" into three separate categories. The terms Incident Volume, Patient Contact Volume, and Transport Volume were elected to be used with this report. The terms total incidents and total patient contacts are not synonymous. The term total incidents indicate the total number of distinct incidents that are reported by EMS providers; a single adverse event (such as a multi-vehicle collision) can be reported as multiple incidents, by a single EMS agency that dispatches more than one responding vehicle or by multiple agencies responding to the same event. Total patient contacts indicate the total number of patients that are responded to by each licensed EMS provider.

For each service that submitted data to EMSTARS for all of 2013, Total Incidents are all unique combinations of Unit Notified by Dispatch Date/Time, EMS Agency Number, and Incident Number. Within this set of incidents, patient encounters are all incidents in which the Incident/Patient Disposition is not "Cancelled," "No Patient Found," or "Cancelled on Scene – No Patient Contact." Transports are all incidents for which the Incident/Patient Disposition is "Treated, Transported by EMS." For each service that submitted data to the pre-hospital aggregate database for 2013, these counts are self-reported.

### Florida EMS Incident Volume 2008-2013



The total incident count in 2013 was 3,472,267, which includes 2,714 incidents reported by eight EMS agencies headquartered outside of Florida but operating within the state.

Although EMSTARS accepts self-reported call volumes from each agency that submits information to EMSTARS, the bureau calculated call volumes for each agency directly from the records submitted to EMSTARS for 2013 (as described on page 3); this is the same methodology used to produce the 2011 and 2012 report.

There were 271 EMS agencies found in COMPAS and reporting to the pre-hospital Aggregate database or EMSTARS at some point during 2013; this includes in-state and out-of-state agencies. This number includes agencies that were licensed at the start of the year by discontinued business, agencies that changed ownership (which requires a change in licensure number), and agencies that were licensed for the first time in 2013.



# 2013 Call Volume Report

## Florida EMSTARS Database Report

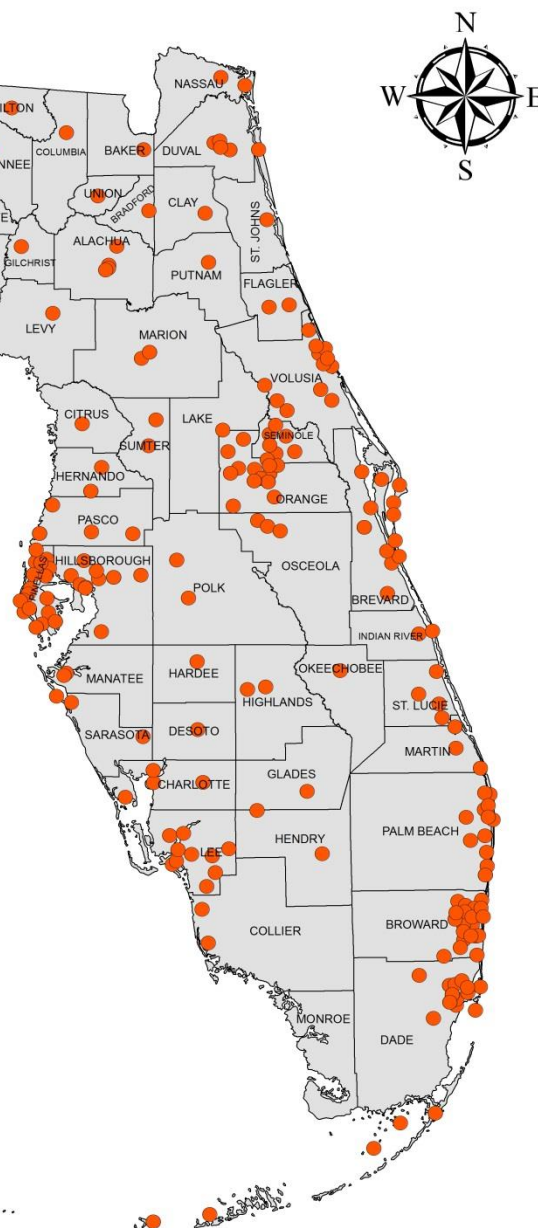


TOTAL EMS INCIDENTS/TRANSPORTS BY REGION & ORGANIZATION TYPE														
	Community, Non-Profit	Fire Department	Governmental, Non-Fire	Hospital	Private, Non- Hospital	Tribal	Total Incidents	Incident % of Total	Total Transports	Regional Transport Percentage	Transport Percentage of Total Incidents			
Region 1		16,220	71,656	15,309	23,655		126,840	3.7%	102,929	81.1%	4.6%			
Region 2	1,980	13,567	47,724	6,683	5,339		75,293	2.2%	51,441	68.3%	2.3%			
Region 3		286,330	30,696	5,087	81,325		403,438	11.6%	273,922	67.9%	12.4%			
Region 4	5,619	456,439	183,639	5,221	208,135		859,053	24.7%	483,717	56.3%	21.8%			
Region 5	34,961	472,165		24,230	123,666		655,022	18.9%	410,469	62.7%	18.5%			
Region 6		133,777	151,768	417	33,039	1,973	320,974	9.2%	211,503	65.9%	9.5%			
Region 7	1,380	716,552	979	3,775	306,247		1,028,933	29.6%	679,065	66.0%	30.7%			
Out of State Providers					2,714		2,714	0.1%	1,662	61.2%	0.1%			
Total Incidents	43,940	2,095,050	486,462	60,722	784,120	1,973	3,472,267 Total Incidents		2,214,708 Total Transports	63.8% Transport Percentage				
% of Total Incidents	1.3%	60.3%	14.0%	1.7%	22.6%	0.1%								
Total Transports	37,655	1,048,977	372,650	53,664	700,651	1,111								
Org Type Transport Percentage	85.7%	50.1%	76.6%	88.4%	89.4%	56.3%								
Transport Percentage of Total Incidents	1.7%	47.4%	16.8%	2.4%	31.6%	0.1%								



## EMS Providers

● EMS Providers



*Headquarters of Licensed  
EMS Providers in Florida  
2013*

08/14/2014  
Florida Department of Health  
Division of Emergency Preparedness and Community Support  
Bureau of Emergency Medical Oversight

0 50 100 200 Miles

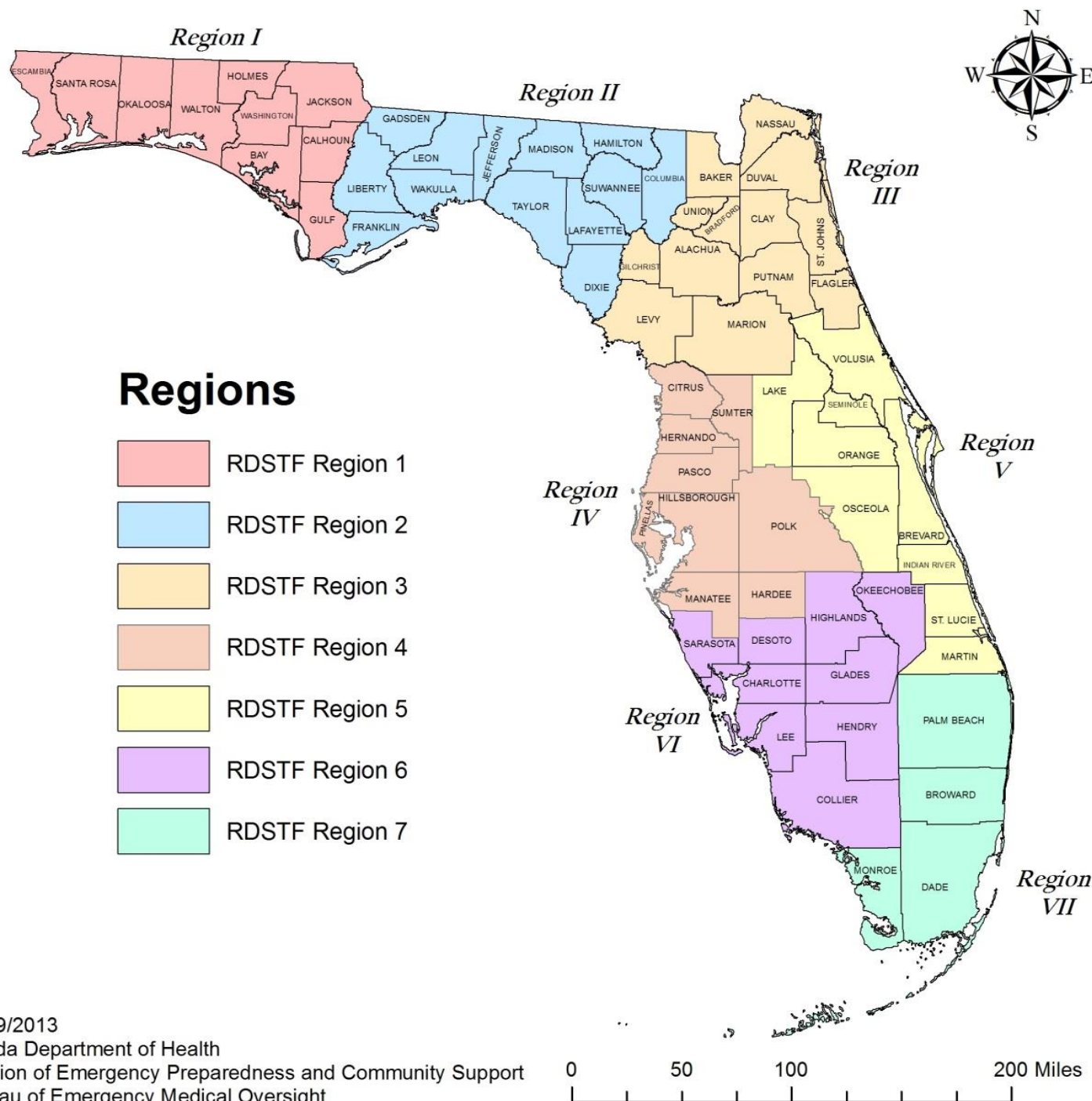
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## Florida Regional Domestic Security Task Force Regions

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### Organizational Type by EMS Transport Type

The following table describes organizational types for the 271 licensed EMS providers in 2013 (This number includes providers that ceased business or were licensed for the first time during the year. Change in ownership results in a change in license number; each license number is counted separately.), including eight providers licensed out-of-state. Fire-based EMS providers make up over half of the EMS providers in Florida, with private non-hospital EMS providers being the second most numerous organizational type. Thirty-seven percent (37%) of private non-hospital providers are air providers. Fire-based EMS providers make up the majority (95%) of all the Advanced Life Support Non-Transport (ALS/N) type of EMS in the state.

ORGANIZATIONAL TYPE BY LICENSURE CATEGORY						
	Air Rotor & Fixed-Wing	ALS Non-Transport	ALS Transport	BLS Transport	Total	Percent
Community, Non-Profit	0	0	3	2	5	1.81%
Fire Department	0	58	91	0	149	53.79%
Governmental, Non-Fire	0	1	28	0	29	10.47%
Hospital	7	0	14	1	22	7.94%
Private, Non-Hospital	24	2	33	5	65	23.47%
Tribal	0	0	1	0	1	0.36%
<b>Total</b>	<b>31</b>	<b>61</b>	<b>170</b>	<b>9</b>	<b>271</b>	
<b>Percent</b>	<b>11.19%</b>	<b>22.02%</b>	<b>61.37%</b>	<b>3.25%</b>		

### EMS Type by Region

The following table describes EMS licensure types by the seven Regional Domestic Security Task Force Regions (RDSTF's). It excludes eight providers based out-of-state (seven air transport providers and 1 ALS/T). Nearly two-thirds of the providers are ALS/T providers, with ALS Non-Transport making up the majority of the remainder.

EMS LICENSURE CATEGORY BY REGION						
	Air Rotor & Fixed-Wing	ALS Non-Transport	ALS Transport	BLS Transport	Total	Percent
Region 1	3	2	14	0	19	7.22%
Region 2	0	1	14	1	16	6.08%
Region 3	1	4	19	1	25	9.51%
Region 4	6	22	15	5	48	18.25%
Region 5	6	21	34	2	63	23.95%
Region 6	2	9	20	0	31	11.79%
Region 7	6	2	53	0	61	23.19%
<b>Total</b>	<b>24</b>	<b>61</b>	<b>169</b>	<b>9</b>	<b>263</b>	
<b>Percent</b>	<b>9.13%</b>	<b>23.19%</b>	<b>64.26%</b>	<b>3.42%</b>		



### Organizational Type by Region

The following tables describe EMS organizational types by Florida RDSTF's. This table also excludes the 8 out of state providers (all of which are Private, Non-Hospital). The first table describes the number of agencies with each organizational type for each region. The second table describes what percentage of each region is made up by each organizational type.

ORGANIZATIONAL TYPE BY REGION							
	Community, Non-Profit	Fire Department	Governmental, Non-Fire	Hospital	Private, Non-Hospital	Tribal	Total
Region 1	0	5	7	4	3	0	19
Region 2	1	3	7	4	1	0	16
Region 3	0	12	6	1	6	0	25
Region 4	1	29	2	5	11	0	48
Region 5	2	46	0	5	10	0	63
Region 6	0	17	6	1	6	1	31
Region 7	1	37	1	2	20	0	61
Total	5	149	29	22	57	1	263

% OF ORGANIZATION TYPES BY REGION							
	Community, Non-Profit	Fire Department	Governmental, Non-Fire	Hospital	Private, Non-Hospital	Tribal	Total
Region 1	0.00%	3.36%	24.14%	18.18%	5.26%	0.00%	7.22%
Region 2	20.00%	2.01%	24.14%	18.18%	1.75%	0.00%	6.08%
Region 3	0.00%	8.05%	20.69%	4.55%	10.53%	0.00%	9.51%
Region 4	20.00%	19.46%	6.90%	22.73%	19.30%	0.00%	18.25%
Region 5	40.00%	30.87%	0.00%	22.73%	17.54%	0.00%	23.95%
Region 6	0.00%	11.41%	20.69%	4.55%	10.53%	100.00%	11.79%
Region 7	20.00%	24.83%	3.45%	9.09%	35.09%	0.00%	23.19%

### Permitted Vehicles by Region

The table describes permitted vehicles by Florida RDSTF's. This table does not include the eight out-of-state providers. Region 7 has the most permitted vehicles, air and ground, with 1,475. Region 5 is in second with 970 permitted vehicles.

PERMITTED VEHICLES BY REGION				
	Air	Ground	All	% of Total
Region 1	3	191	194	4.34%
Region 2	0	122	122	2.73%
Region 3	21	483	504	11.28%
Region 4	10	739	751	16.81%
Region 5	14	956	970	21.71%
Region 6	8	443	451	10.10%
Region 7	20	1455	1,475	33.02%
Total	76	4389	4467	

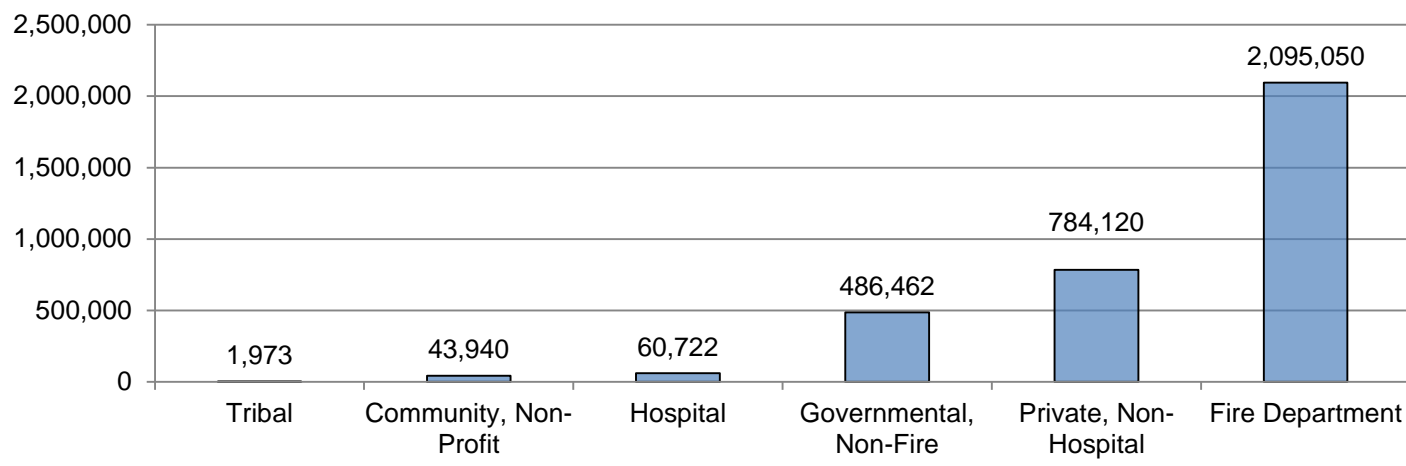
### Call Volume - Total Incidents by Organizational Type

The following table/chart describes call volumes for total incidents by organizational type for 271 EMS agencies, **including** the eight out-of-state EMS providers.

When call volume is described by incident, patient encounter, or transport; the percentage of service provided by each organizational type is consistent, except for transport. When transports are described, call volume for fire-based EMS agencies falls by about ten percent, with the ten percent moving to private, non-hospital EMS agencies.

TOTAL INCIDENTS BY ORGANIZATIONAL TYPE		
	Total Incidents	% of Total
Community, Non-Profit	43,940	1.27%
Fire Department	2,095,050	60.34%
Governmental, Non-Fire	486,462	14.01%
Hospital	60,722	1.75%
Private, Non-Hospital	784,120	22.58%
Tribal	1,973	0.06%
Total	3,472,267	

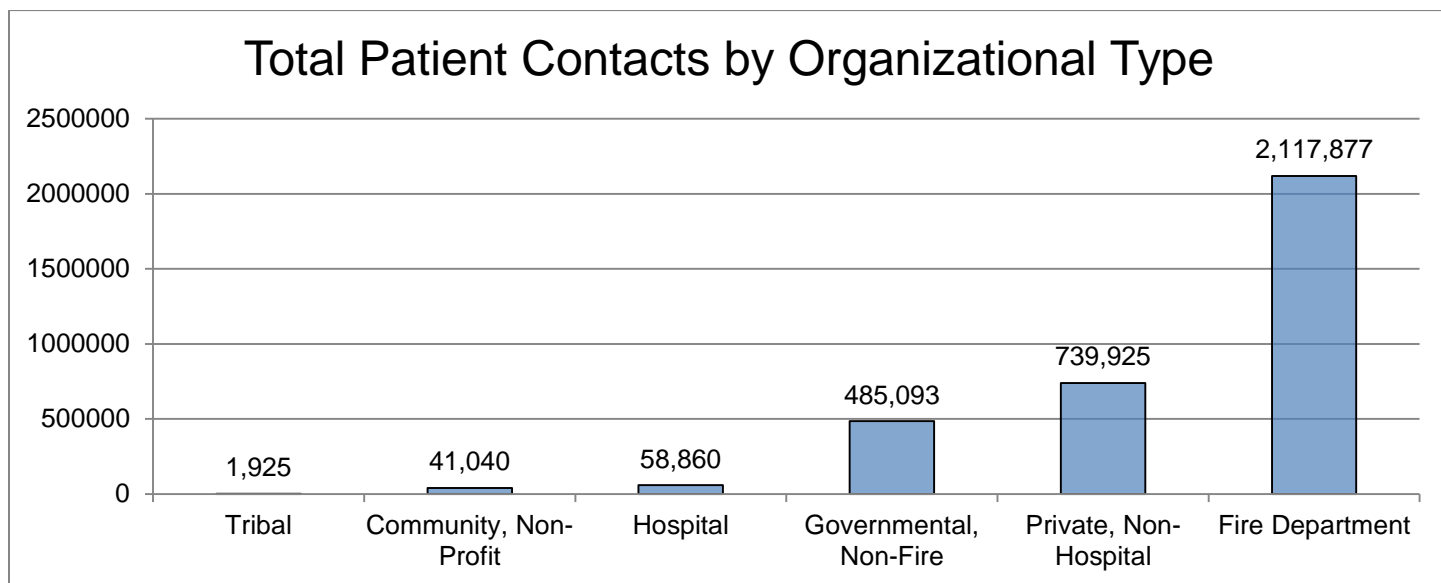
### Total Incidents by Organizational Type



### Call Volume – Patient Encounters by Organizational Type

The following table/chart describes call volumes for patient encounters by organizational type for 271 EMS agencies, **including** the eight out-of-state EMS providers.

TOTAL PATIENT CONTACTS BY ORGANIZATIONAL TYPE		
	Total Patient Contacts	% of Total
Community, Non-Profit	41040	1.19%
Fire Department	2117877	61.48%
Governmental, Non-Fire	485093	14.08%
Hospital	58860	1.71%
Private, Non-Hospital	739925	21.48%
Tribal	1925	0.06%
Total	3,444,720	

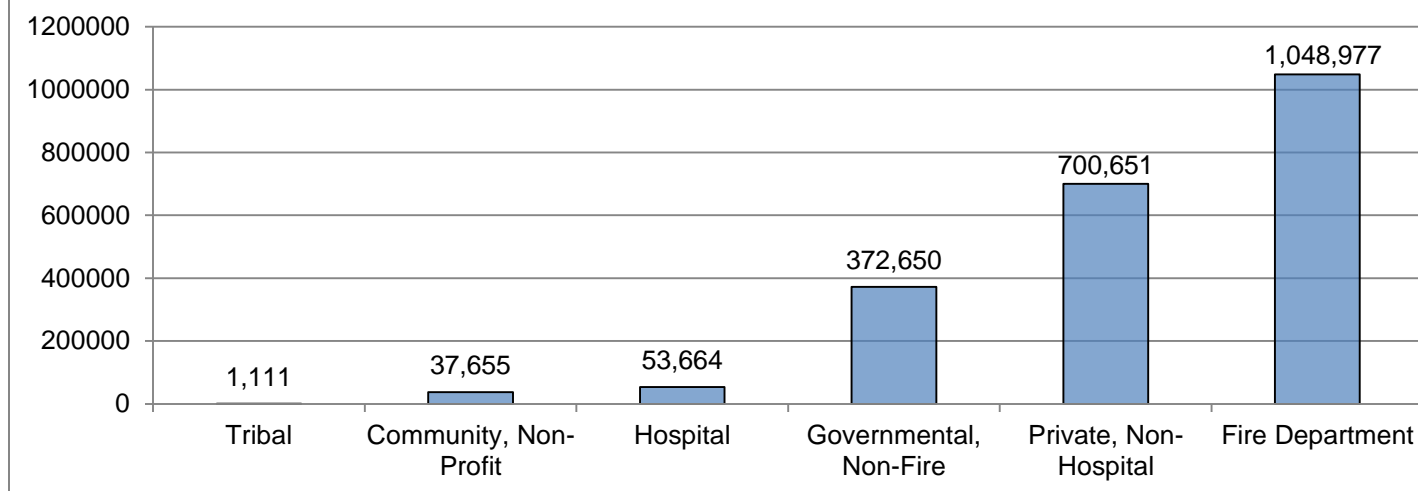


## Call Volume – Total Transports by Organizational Type

The following table/chart describes call volumes for total transports by organizational type for 271 EMS agencies, **including** the eight out-of-state EMS providers.

TOTAL TRANSPORTS BY ORGANIZATIONAL TYPE		
	Total Transports	% of Total
Community, Non-Profit	37,655	1.70%
Fire Department	1,048,977	47.36%
Governmental, Non-Fire	372,650	16.83%
Hospital	53,664	2.42%
Private, Non-Hospital	700,651	31.64%
Tribal	1,111	0.05%
<b>Total</b>	<b>2,214,708</b>	

### Total Transports by Organizational Type



### Call Volume by Region

The following tables describe incident volume, patient encounter volume, and transport volume by region. It **does not include** the eight out-of-state agencies call volumes.

Region 5 and 7 have the most licensed EMS agencies per region; Regions 1 and 2 have the fewest. Call volume, by all three measures shown below, is highest in Region 7.

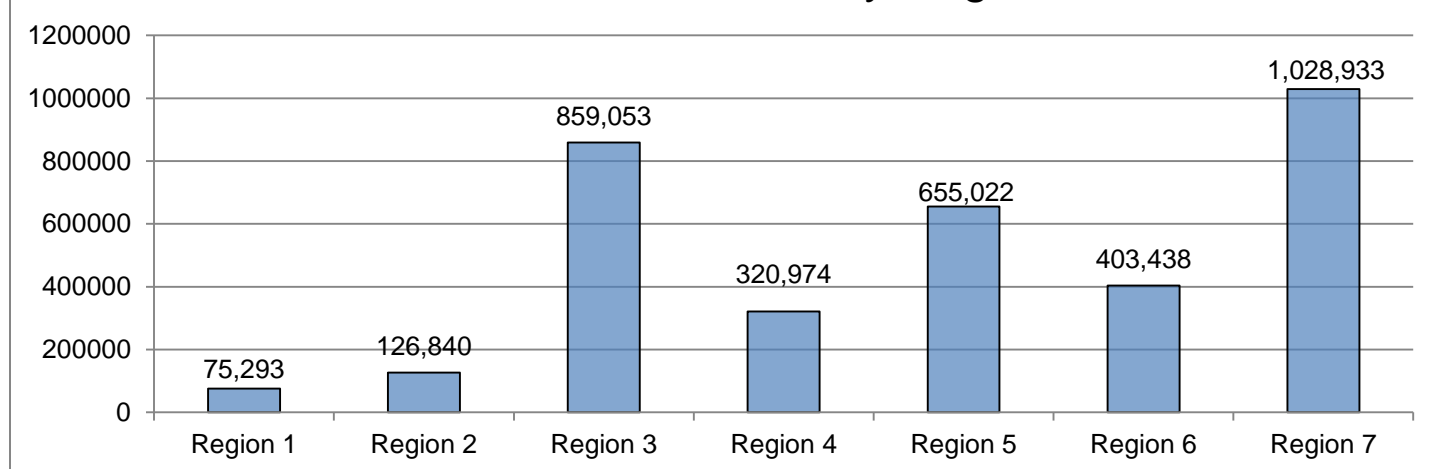
#### NUMBER OF LICENSED EMS PROVIDERS BY REGION

Region 1	19
Region 2	16
Region 3	25
Region 4	48
Region 5	63
Region 6	31
Region 7	61

### TOTAL EMS INCIDENTS BY REGION

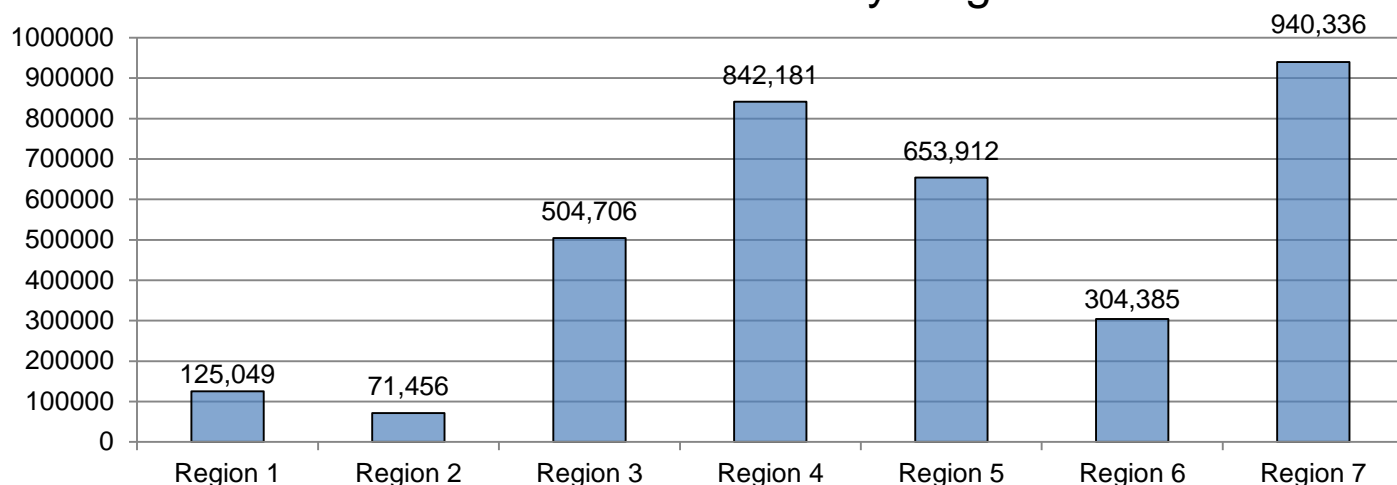
	Incidents	% of Total Incidents
Region 1	126,840	3.66%
Region 2	75,293	2.17%
Region 3	403,438	11.63%
Region 4	859,053	24.76%
Region 5	655,022	18.88%
Region 6	320,974	9.25%
Region 7	1,028,933	29.66%
<b>Total</b>	<b>3,469,553</b>	

### Total EMS Incidents by Region

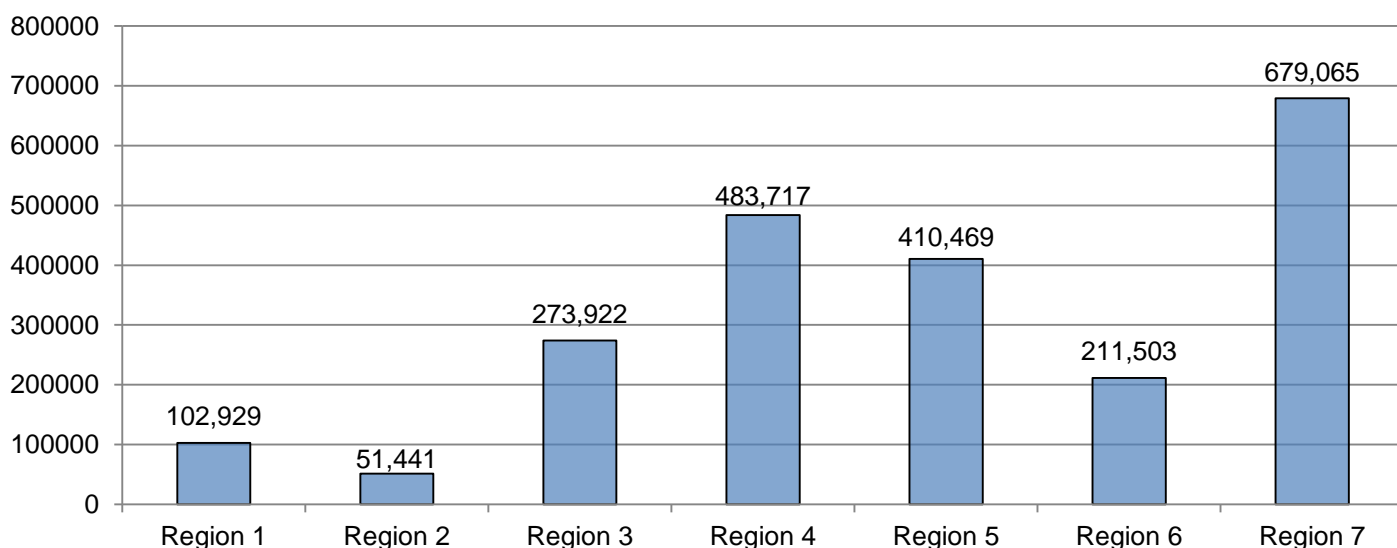




### Total Patient Contacts by Region



### Total Transports by Region



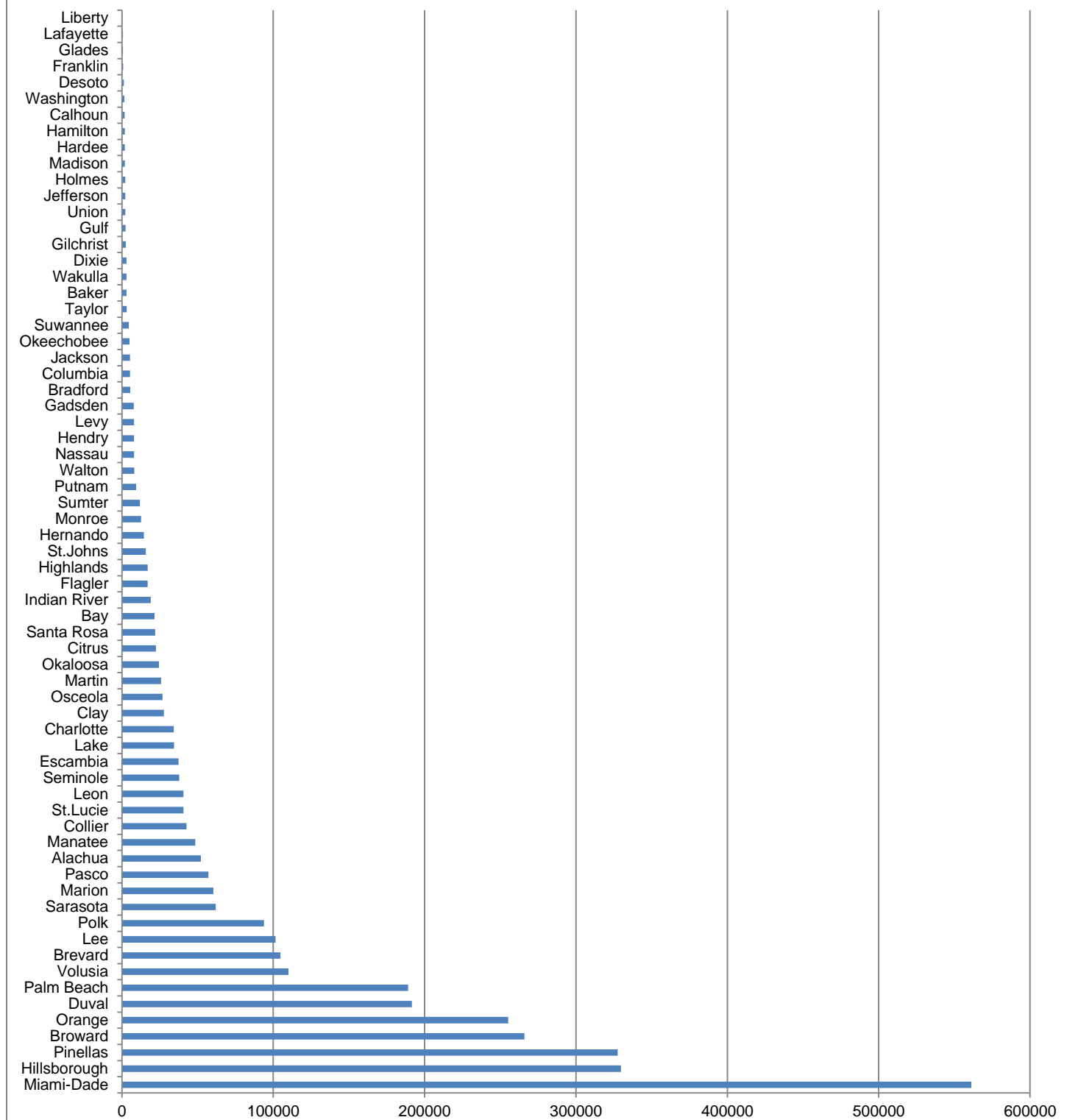
# 2013 Call Volume Report

## Florida EMSTARS Database Report

### TOTAL EMS INCIDENTS BY COUNTY

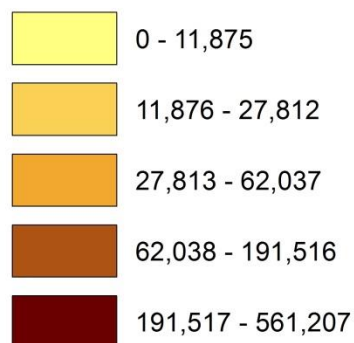
1	MIAMI-DADE	561,207	35	HERNANDO	14,488
2	HILLSBOROUGH	329,698	36	MONROE	12,708
3	PINELLAS	327,574	37	SUMTER	11,875
4	BROWARD	266,010	38	PUTNAM	9,383
5	ORANGE	255,268	39	WALTON	8,197
6	DUVAL	191,516	40	NASSAU	8,036
7	PALM BEACH	189,008	41	HENDRY	7,998
8	VOLUSIA	110,084	42	LEVY	7,969
9	BREVARD	104,737	43	GADSDEN	7,892
10	LEE	101,470	44	BRADFORD	5,478
11	POLK	93,833	45	COLUMBIA	5,339
12	SARASOTA	62,037	46	JACKSON	5,303
13	MARION	60,456	47	OKEECHOBEE	4,984
14	PASCO	57,142	48	SUWANNEE	4,513
15	ALACHUA	52,146	49	TAYLOR	3,121
16	MANATEE	48,419	50	BAKER	3,037
17	COLLIER	42,656	51	WAKULLA	3,022
18	ST. LUCIE	40,698	52	DIXIE	2,983
19	LEON	40,619	53	GILCHRIST	2,550
20	SEMINOLE	37,864	54	GULF	2,363
21	ESCAMBIA	37,397	55	UNION	2,279
22	LAKE	34,509	56	JEFFERSON	2,269
23	CHARLOTTE	34,292	57	HOLMES	2,175
24	CLAY	27,812	58	MADISON	1,980
25	OSCEOLA	26,886	59	HARDEE	1,920
26	MARTIN	25,866	60	HAMILTON	1,859
27	OKALOOSA	24,524	61	CALHOUN	1,798
28	CITRUS	22,523	62	WASHINGTON	1,545
29	SANTA ROSA	21,955	63	DESOTO	1,366
30	BAY	21,583	64	FRANKLIN	762
31	INDIAN RIVER	19,110	65	GLADES	693
32	FLAGLER	17,064	66	LAFAYETTE	635
33	HIGHLANDS	17,059	67	LIBERTY	299
34	ST. JOHNS	15,712	Total		<b>3,469,553</b>

### 2013 Total EMS Incidents by County





## 2013 EMS Incidents



0 50 100 200 Miles

08/14/2014  
 Florida Department of Health  
 Division of Emergency Preparedness and Community Support  
 Bureau of Emergency Medical Oversight

## *Reported EMS Incidents by County 2013*

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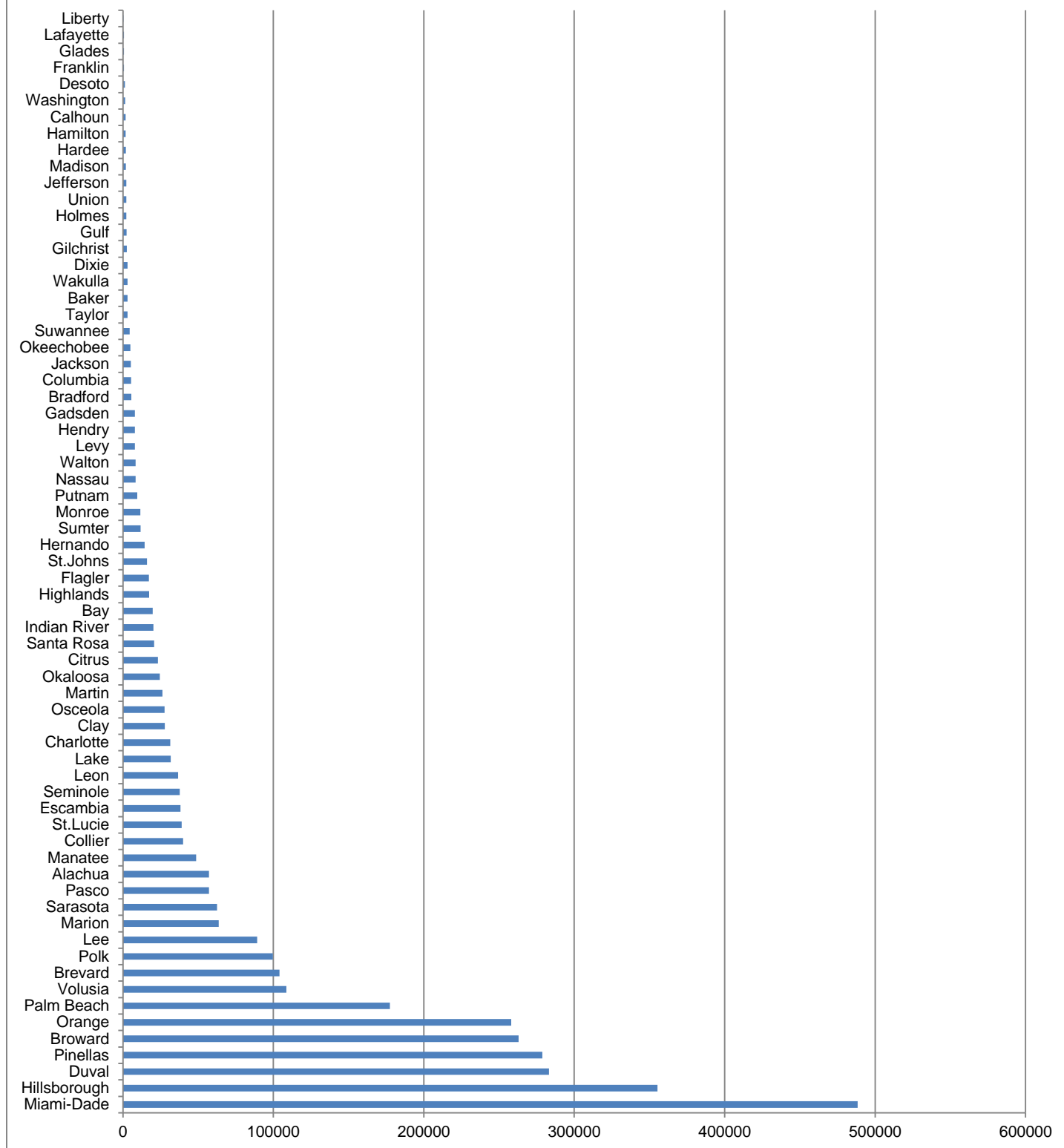
# 2013 Call Volume Report

## Florida EMSTARS Database Report



TOTAL PATIENT CONTACTS					
1	MIAMI-DADE	488,413	35	HERNANDO	14,407
2	HILLSBOROUGH	355,297	36	SUMTER	11,689
3	DUVAL	283,203	37	MONROE	11,517
4	PINELLAS	278,741	38	PUTNAM	9,541
5	BROWARD	262,948	39	NASSAU	8,470
6	ORANGE	258,143	40	WALTON	8,402
7	PALM BEACH	177,458	41	LEVY	7,974
8	VOLUSIA	108,651	42	HENDRY	7,953
9	BREVARD	104,138	43	GADSDEN	7,894
10	POLK	99,682	44	BRADFORD	5,648
11	LEE	89,224	45	COLUMBIA	5,370
12	MARION	63,614	46	JACKSON	5,301
13	SARASOTA	62,622	47	OKEECHOBEE	4,987
14	PASCO	57,183	48	SUWANNEE	4,513
15	ALACHUA	57,137	49	TAYLOR	3,121
16	MANATEE	48,714	50	BAKER	3,112
17	COLLIER	39,916	51	WAKULLA	3,110
18	ST.LUCIE	39,113	52	DIXIE	2,987
19	ESCAMBIA	38,209	53	GILCHRIST	2,568
20	SEMINOLE	37,830	54	GULF	2,363
21	LEON	36,655	55	HOLMES	2,311
22	LAKE	31,798	56	UNION	2,279
23	CHARLOTTE	31,531	57	JEFFERSON	2,269
24	CLAY	27,875	58	MADISON	1,980
25	OSCEOLA	27,659	59	HARDEE	1,934
26	MARTIN	26,246	60	HAMILTON	1,861
27	OKALOOSA	24,561	61	CALHOUN	1,798
28	CITRUS	23,248	62	WASHINGTON	1,545
29	SANTA ROSA	20,769	63	DESOTO	1,365
30	INDIAN RIVER	20,334	64	FRANKLIN	762
31	BAY	19,790	65	GLADES	693
32	HIGHLANDS	17,380	66	LAFAYETTE	635
33	FLAGLER	17,332	67	LIBERTY	299
34	ST. JOHNS	15,953	Total		3,442,025

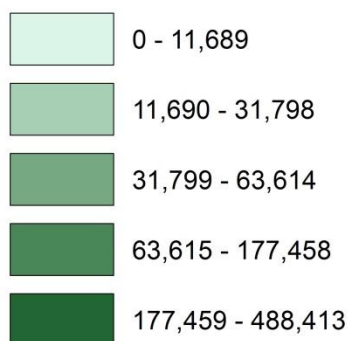
### 2013 Total Patient Contacts by County







## 2013 EMS Patient Contacts



0 50 100 200 Miles



## *EMS Patient Contacts by County 2013*

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08/14/2014

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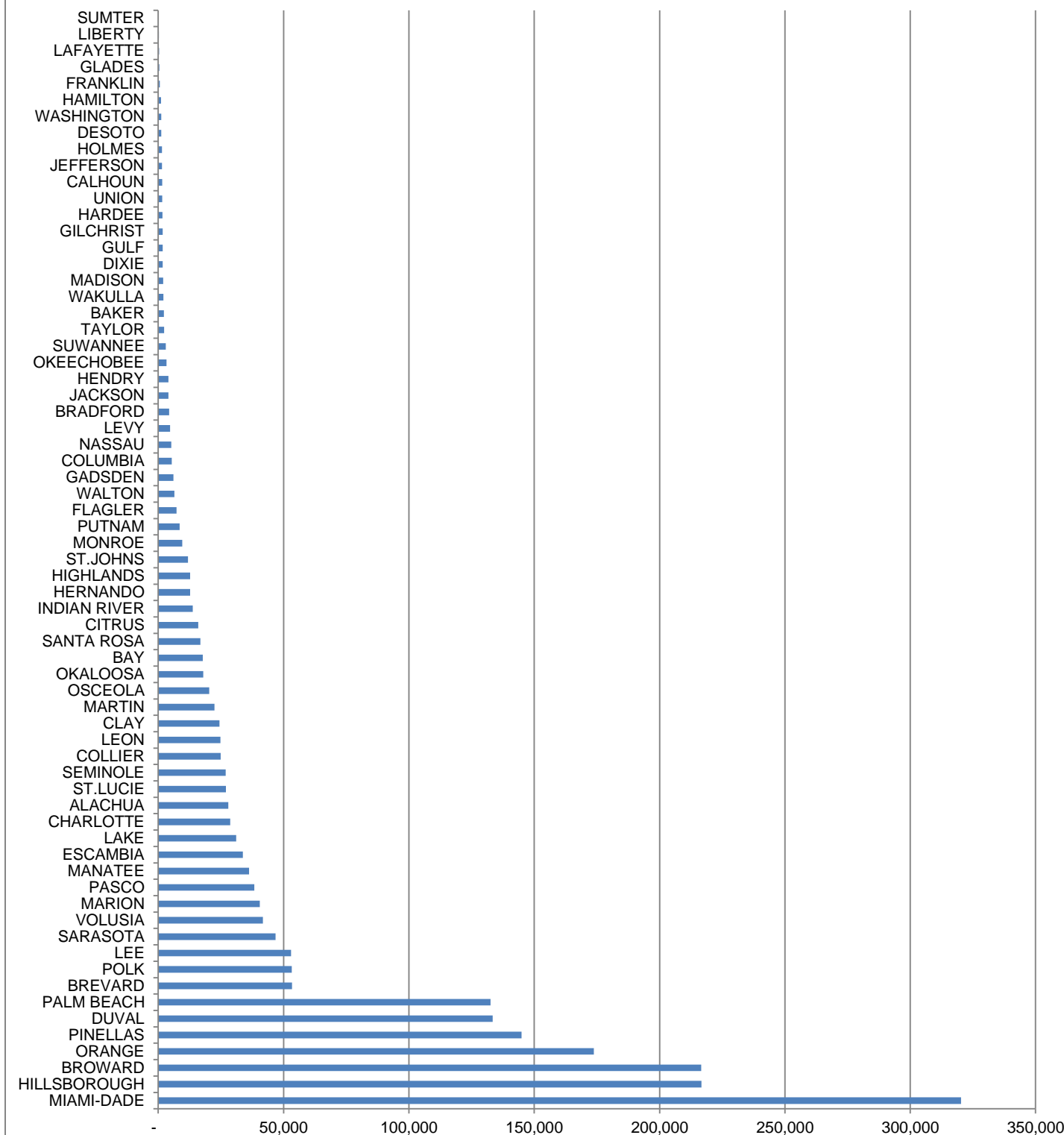
# 2013 Call Volume Report

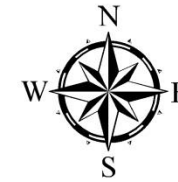
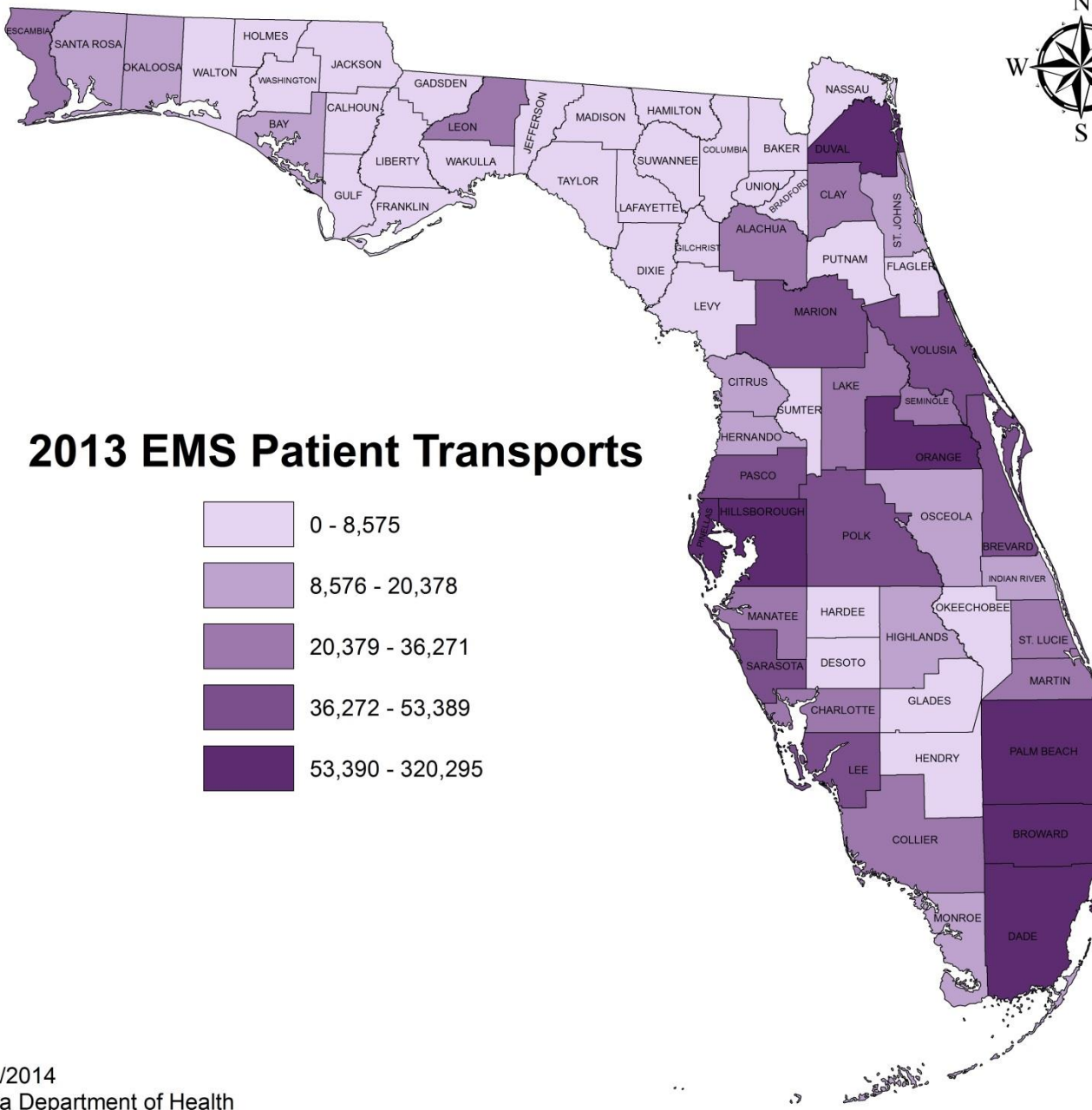
## Florida EMSTARS Database Report



TOTAL TRANSPORTS BY COUNTY					
1	MIAMI-DADE	320,295	35	MONROE	9,594
2	HILLSBOROUGH	216,727	36	PUTNAM	8,575
3	BROWARD	216,607	37	FLAGLER	7,284
4	ORANGE	173,733	38	WALTON	6,495
5	PINELLAS	144,937	39	GADSDEN	6,102
6	DUVAL	133,421	40	COLUMBIA	5,369
7	PALM BEACH	132,569	41	NASSAU	5,212
8	BREVARD	53,389	42	LEVY	4,733
9	POLK	53,285	43	BRADFORD	4,362
10	LEE	53,023	44	JACKSON	4,081
11	SARASOTA	46,768	45	HENDRY	4,064
12	VOLUSIA	41,752	46	OKEECHOBEE	3,302
13	MARION	40,500	47	SUWANNEE	3,058
14	PASCO	38,369	48	TAYLOR	2,345
15	MANATEE	36,271	49	BAKER	2,279
16	ESCAMBIA	33,776	50	WAKULLA	2,097
17	LAKE	31,097	51	MADISON	1,980
18	CHARLOTTE	28,765	52	DIXIE	1,810
19	ALACHUA	27,922	53	GULF	1,780
20	ST.LUCIE	27,000	54	GILCHRIST	1,737
21	SEMINOLE	26,876	55	HARDEE	1,706
22	COLLIER	24,924	56	UNION	1,625
23	LEON	24,810	57	CALHOUN	1,602
24	CLAY	24,435	58	JEFFERSON	1,489
25	MARTIN	22,478	59	HOLMES	1,455
26	OSCEOLA	20,378	60	DESOTO	1,245
27	OKALOOSA	17,924	61	WASHINGTON	1,199
28	BAY	17,788	62	HAMILTON	1,140
29	SANTA ROSA	16,829	63	FRANKLIN	622
30	CITRUS	15,940	64	GLADES	417
31	INDIAN RIVER	13,766	65	LAFAYETTE	338
32	HERNANDO	12,753	66	LIBERTY	281
33	HIGHLANDS	12,724	67	SUMTER	0
34	ST. JOHNS	11,837	Total		2,213,046

### 2013 Total EMS Transports by County





## *Total EMS Patient Transports by County 2013*

Disclaimer: This thematic map is for reference purposes. Any reliance on the information contained herein is at the user's own risk. The Florida Department of Health and its agents assume no responsibility for any use of the information contained herein or any loss resulting there from.

08/14/2014

Florida Department of Health

Division of Emergency Preparedness and Community Support

Bureau of Emergency Medical Oversight

0 50 100 200 Miles



# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
1	MIAMI-DADE COUNTY FIRE RESCUE DEPARTMENT	1312	230,394
2	PINELLAS COUNTY EMS AUTHORITY DBA SUNSTAR	5220	175,121
3	JACKSONVILLE FIRE AND RESCUE DEPARTMENT, CITY OF	1605	128,213
4	POLK COUNTY BOARD OF COMMISSIONERS	5302	93,562
5	PALM BEACH COUNTY FIRE-RESCUE	5013	92,635
6	HILLSBOROUGH COUNTY FIRE RESCUE	2906	86,685
7	MIAMI FIRE RESCUE DEPARTMENT, CITY OF	1315	80,682
8	COUNTY OF VOLUSIA	6407	79,490
9	FALCK SOUTHEAST II CORP., DBA AMERICAN AMB SERV	1336	78,631
10	AMERICARE AMBULANCE SERVICE, INC.	2918	58,968
11	ORANGE COUNTY FIRE RESCUE, EMS BUREAU	4807	54,319
12	LEE COUNTY EMERGENCY MEDICAL SERVICE	3602	53,906
13	RURAL/METRO AMBULANCE	4802	52,612
14	BREVARD COUNTY FIRE RESCUE	0501	52,263
15	AMERICAN MEDICAL RESPONSE	2919	52,108
16	MARION COUNTY FIRE-RESCUE	4204	50,472
17	TAMPA FIRE RESCUE, CITY OF	2911	48,647
18	PASCO COUNTY FIRE RESCUE	5102	48,266
19	SARASOTA COUNTY FIRE DEPARTMENT	5803	47,102
20	MEDICS AMBULANCE SERVICE, INC.	0634	46,641
21	ST. PETERSBURG, CITY OF	5219	42,727
22	CENTURY AMBULANCE SERVICE, INC.	1603	41,682
23	TRANSCARE MEDICAL TRANSPORTATION SERVICE	2917	40,706
24	ORLANDO FIRE DEPARTMENT	4809	40,131
25	MANATEE COUNTY DEPARTMENT OF PUBLIC SAFETY	4102	39,748
26	COLLIER COUNTY EMS DEPARTMENT	1102	37,375
27	ESCAMBIA COUNTY PUBLIC SAFETY BUREAU	1703	36,116
28	ALACHUA COUNTY DEPARTMENT OF PUBLIC SAFETY	0101	35,914
29	ST. LUCIE COUNTY FIRE DISTRICT	5604	34,922
30	LAKE EMERGENCY MEDICAL SERVICES, INC.	3503	34,509
31	THE SHERIFF OF BROWARD COUNTY, FLORIDA	0643	31,624
32	ATLANTIC/PALM BEACH AMBULANCE, INC. DBA AMR	5001	31,619
33	LEON COUNTY EMERGENCY MEDICAL SERVICES	3703	31,229
34	RANDLE-EASTERN AMB. SVC., INC. DBA MEDICS AMB SVC.	1334	30,066
35	FORT LAUDERDALE FIRE RESCUE	0632	29,744
36	AMERICARE ALS, INC.	2922	28,785





# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
37	MEDI-CAR AMBULANCE SERVICE, INC.	1325	27,435
38	FALCK SOUTHEAST II, CORP., DBA AMERICAN AMB	4820	26,527
39	MCT EXPRESS, INC DBA MIAMI-DADE AMBULANCE	1328	26,521
40	REEDY CREEK EMERGENCY SERVICES	4812	26,321
41	HIALEAH FIRE RESCUE DEPARTMENT, CITY OF	1307	25,375
42	OKALOOSA COUNTY PUBLIC SAFETY DEPARTMENT	4601	24,524
43	NATIONAL HEALTH TRANSPORT, INC.	4410	24,062
44	HOLLYWOOD FIRE RESCUE & BEACH SAFETY DEPT	0612	23,222
45	CLEARWATER, CITY OF	5204	22,732
46	NATURE COAST EMS FOUNDATION, INC.	0901	22,523
47	FLORIDA HOSPITAL EMS	4905	21,441
48	LARGO, CITY OF	5210	20,236
49	CHARLOTTE COUNTY FIRE AND EMS DEPARTMENT	0803	20,006
50	POMPAÑO BEACH FIRE RESCUE	0622	19,994
51	SEMINOLE COUNTY EMS/FIRE/RESCUE DIVISION	5907	19,662
52	WEST PALM BEACH FIRE RESCUE	5018	19,335
53	BROWARD AMBULANCE, INC., DBA AMR	0606	19,275
54	LIFEGUARD AMBULANCE SERVICE OF FLORIDA, LLC	1706	19,108
55	PEMBROKE PINES FIRE RESCUE	0621	18,912
56	INDIAN RIVER COUNTY, DEPT OF EMERGENCY SERVICES	3101	18,721
57	CAPE CORAL FIRE RESCUE AND EMERGENCY MGMT SERV	3611	17,318
58	MIAMI BEACH FIRE RESCUE DEPARTMENT, CITY OF	1314	16,561
59	COASTAL HEALTH SYSTEMS OF BREVARD, INC.	0503	16,210
60	ST. JOHNS COUNTY FIRE RESCUE DEPARTMENT	5501	15,712
61	ADVANCED PATIENT TRANSPORTATION, INC.	1003	15,005
62	OSCEOLA COUNTY FIRE RESCUE	4902	14,842
63	LIBERTY AMBULANCE SERVICE, INC.	1606	14,745
64	HERNANDO COUNTY FIRE AND RESCUE DISTRICT	2703	14,221
65	RURAL/METRO CORPORATION OF FLORIDA-SUMTER	3504	14,088
66	HIGHLANDS COUNTY EMS	2801	14,021
67	MARTIN COUNTY FIRE RESCUE	4304	13,126
68	MELBOURNE FIRE DEPARTMENT	0513	13,073
69	CLAY COUNTY FIRE RESCUE	1001	12,807
70	FALCK SOUTHEAST II CORP., DBA ALL COUNTY AMBULANCE	5610	12,680
71	PINELLAS PARK, CITY OF	5214	12,553
72	BAY MEDICAL CENTER	0301	12,230





# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
73	BOYNTON BEACH FIRE RESCUE	5004	12,175
74	AMBITRANS MEDICAL TRANSPORT, INC.	0804	11,780
75	CORAL SPRINGS FIRE DEPARTMENT, CITY OF	0633	10,701
76	FLAGLER COUNTY FIRE RESCUE	1801	10,594
77	VENICE AMBULANCE SERVICE, INC.	5806	10,372
78	DAYTONA BEACH FIRE DEPARTMENT	6401	10,021
79	GAINESVILLE FIRE RESCUE DEPARTMENT	0102	9,432
80	MARGATE FIRE RESCUE	0616	9,431
81	PUTNAM COUNTY FIRE/EMS	5402	9,383
82	SEMINOLE, CITY OF	5228	9,225
83	LEALMAN SPECIAL FIRE CONTROL DISTRICT	5211	9,197
84	KISSIMMEE FIRE DEPARTMENT	4901	8,843
85	VILLAGE CENTER COMMUNITY DEVELOPMENT DISTRICT	3502	8,518
86	SUNRISE FIRE RESCUE, CITY OF	0623	8,487
87	BOCA RATON FIRE-RESCUE	5003	8,477
88	DAVIE FIRE RESCUE, THE TOWN OF	0639	8,471
89	MARTIN HEALTH SYSTEM, ADVANCED MEDICAL TRANS	4301	8,213
90	LEVY COUNTY EMS	3802	7,969
91	SANFORD FIRE DEPARTMENT	5905	7,905
92	LAUDERHILL FIRE RESCUE	0630	7,831
93	GADSDEN COUNTY EMS	2001	7,697
94	WEST COAST-SOUTHERN MEDICAL SVCS., INC.	4103	7,578
95	IONA MCGREGOR FIRE DISTRICT	3610	6,966
96	PLANTATION FIRE RESCUE	0635	6,944
97	LEHIGH ACRES FIRE CONTROL AND RESCUE DISTRICT	3604	6,827
98	OCALA-FIRE RESCUE SERVICE, CITY OF	4202	6,819
99	PALM HARBOR SPECIAL FIRE CONTROL DISTRICT	5213	6,814
100	TALLAHASSEE FIRE DEPARTMENT, CITY OF	3704	6,785
101	HALLANDALE BEACH, DEPARTMENT OF FIRE RESCUE	0611	6,503
102	PALM COAST FIRE RESCUE DEPARTMENT, CITY OF	1802	6,470
103	TAMARAC FIRE RESCUE, CITY OF	0636	6,404
104	NASSAU COUNTY RESCUE SERVICE	4501	6,228
105	DUNEDIN, CITY OF	5229	6,201
106	HENDRY COUNTY EMERGENCY SERVICES	2601	6,025
107	SOUTH TRAIL FIRE PROTECTION & RESCUE SERVICE DISTRICT	3607	5,662
108	PALM BAY FIRE DEPARTMENT, CITY OF	0508	5,649



# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
109	PALM BEACH GARDENS FIRE RESCUE	5022	5,629
110	SUN CITY CENTER EMERGENCY SQUAD #1	2910	5,619
111	RIVIERA BEACH FIRE RESCUE	5016	5,576
112	LIFESTAR RESPONSE OF ALABAMA DBA CARE AMBULANCE	4409	5,495
113	BRADFORD COUNTY EMERGENCY SERVICES	0401	5,478
114	TITUSVILLE FIRE DEPARTMENT, CITY OF	0514	5,463
115	CITY OF DELTONA FIRE DEPARTMENT	6403	5,459
116	LIFEGUARD AMBULANCE SERVICE-COLUMBIA COUNTY	1202	5,339
117	WALTON COUNTY FIRE RESCUE	6601	5,333
118	JACKSON COUNTY FIRE AND RESCUE UNIT	3202	5,303
119	NORTH NAPLES FIRE CONTROL AND RESCUE DISTRICT	1105	5,281
120	WE CARE OF THE TREASURE COAST, INC.	5609	5,179
121	SHANDSCAIR, SHANDS HOSPITAL	0103	5,087
122	GREENACRES PUBLIC SAFETY	5007	5,020
123	AMBULANCE SERVICE, INC.	1602	5,015
124	OKEECHOBEE COUNTY FIRE RESCUE	4701	4,984
125	BAY COUNTY EMERGENCY MEDICAL SERVICES DIVISION	0304	4,933
126	NORTH PORT FIRE RESCUE DISTRICT	5802	4,563
127	OAKLAND PARK FIRE RESCUE	0624	4,534
128	SUWANNEE COUNTY FIRE RESCUE	6101	4,513
129	LIFEGUARD AMBULANCE SERVICE-BAY COUNTY	0303	4,420
130	APOPKA FIRE DEPARTMENT	4803	4,128
131	STUART FIRE RESCUE, CITY OF	4305	4,033
132	CITY OF COCOA/COCOA FIRE DEPARTMENT	0518	4,029
133	MEDFLEET, INC.	5103	3,975
134	TARPON SPRINGS, CITY OF	5221	3,766
135	BONITA SPRINGS FIRE CONTROL & RESCUE DISTRICT	3606	3,713
136	CORAL GABLES FIRE RESCUE DEPARTMENT	1305	3,673
137	PLANT CITY FIRE RESCUE	2921	3,647
138	DELRAY BEACH FIRE-RESCUE	5005	3,548
139	ORMOND BEACH FIRE DEPARTMENT, CITY OF	6410	3,464
140	NORTH LAUDERDALE FIRE RESCUE	0638	3,450
141	SUMTER COUNTY FIRE & EMS	3506	3,357
142	ST. CLOUD FIRE RESCUE	4903	3,201
143	WINTER GARDEN FIRE DEPARTMENT	4818	3,194
144	COURTESY TRANSPORT SERVICES LLC	5403	3,165



# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
145	DOCTORS' MEMORIAL HOSPITAL	6202	3,121
146	CASSELBERRY FIRE DEPARTMENT	5902	3,065
147	POSITIVE MOBILITY, INC. DBA POSITIVE MEDICAL TRANS	2802	3,038
148	BAKER COUNTY EMS	0201	3,037
149	WAKULLA COUNTY AMBULANCE SERVICE	6501	3,022
150	DIXIE COUNTY EMERGENCY MEDICAL SERVICES	1501	2,983
151	WINTER PARK FIRE RESCUE DEPARTMENT	4814	2,956
152	ORANGE CITY FIRE DEPARTMENT, CITY OF	6415	2,879
153	SOUTH WALTON FIRE DISTRICT	6602	2,864
154	SAFETY HARBOR, CITY OF	5215	2,751
155	PORT ORANGE DEPARTMENT OF FIRE RESCUE	6406	2,688
156	GREATER ORLANDO AVIATION AUTHORITY	4805	2,670
157	LONGWOOD FIRE DEPARTMENT	5903	2,639
158	TALLAHASSEE MEMORIAL HEALTHCARE, INC.	3701	2,605
159	FT. MYERS BEACH FIRE CONTROL DISTRICT	3601	2,580
160	GILCHRIST COUNTY EMERGENCY MEDICAL SERVICES	2101	2,550
161	MONROE COUNTY FIRE RESCUE	4403	2,519
162	OVIEDO FIRE DEPARTMENT	5904	2,417
163	MAITLAND FIRE RESCUE	4806	2,390
164	ROCKLEDGE FIRE DEPARTMENT, CITY OF	0517	2,368
165	GULF COUNTY EMERGENCY MEDICAL SERVICES	2301	2,362
166	ESTERO FIRE RESCUE	3609	2,312
167	OCOOEE FIRE DEPARTMENT	4819	2,302
168	UNION COUNTY DEPARTMENT OF EMERGENCY SERVICES	6301	2,279
169	MIRAMAR FIRE RESCUE, CITY OF	0618	2,269
170	JEFFERSON COUNTY FIRE/RESCUE SERVICE	3301	2,269
171	GULFPORT, CITY OF	5207	2,263
172	EAST LAKE TARPON SPECIAL FIRE CONTROL DISTRICT	5205	2,238
173	PUNTA GORDA FIRE DEPARTMENT	0807	2,210
174	LAKE MARY FIRE DEPARTMENT	5909	2,176
175	HOLMES COUNTY EMS	3001	2,175
176	NEW SMYRNA BEACH FIRE AND RESCUE	6408	2,172
177	VARIETY CHILDREN'S HOSP. DBA MIAMI CHILDREN'S HOSP.	1332	2,149
178	PINELLAS SUNCOAST FIRE RESCUE DISTRICT	5208	2,073
179	ST. PETE BEACH, CITY OF	5218	2,032
180	SOUTH PASADENA, CITY OF	5217	2,007



# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
181	TEMPLE TERRACE FIRE DEPARTMENT	2913	1,980
182	MADISON COUNTY EMERGENCY MEDICAL SERVICE	4001	1,980
183	NEW PORT RICHEY FIRE DEPARTMENT	5105	1,977
184	SEMINOLE TRIBE OF FL, DEPT OF EMERGENCY SERVICES	2603	1,973
185	HARDEE COUNTY FIRE RESCUE	2501	1,920
186	JACKSONVILLE BEACH, CITY OF	1611	1,861
187	HAMILTON COUNTY AMBULANCE SERVICE	2401	1,859
188	FERNANDINA BEACH, CITY OF	4502	1,808
189	CALHOUN LIBERTY HOSPITAL ASSOCIATION	0703	1,798
190	TAMPA GENERAL HEALTHCARE	2905	1,797
191	SAN CARLOS PARK FIRE PROTECTION & RESCUE SERVICE DISTRICT	3608	1,769
192	COCOA BEACH FIRE DEPARTMENT	0512	1,757
193	CAPE CANAVERAL VOLUNTEER FIRE DEPARTMENT, INC	0502	1,716
194	ROCKY MOUNTAIN HOLDINGS L.L.C. DBA LIFENET	7003	1,713
195	PACE FIRE DISTRICT	1709	1,672
196	LIFELIGHT VARIETY CHILDREN'S HOSPITAL	1326	1,626
197	HOLLY HILL FIRE RESCUE, CITY OF	6411	1,572
198	WASHINGTON COUNTY AMBULANCE SERVICE	6701	1,545
199	ZEPHYRHILLS FIRE RESCUE	5107	1,485
200	OLDSMAR, CITY OF	5230	1,467
201	PALM BEACH FIRE RESCUE	5014	1,381
202	KEY LARGO VOLUNTEER AMBULANCE CORPS., INC.	4402	1,380
203	DESOTO COUNTY FIRE/RESCUE DEPARTMENT	1402	1,366
204	MADEIRA BEACH, CITY OF	5212	1,339
205	MARATHON FIRE RESCUE, CITY OF	4407	1,310
206	MED-TRANS CORPORATION DBA SHANDSCAIR	7010	1,270
207	G4S SECURE SOLUTIONS (USA) INC. DBA G4S	5027	1,243
208	BAYFRONT MEDICAL CENTER DBA BAYFLITE	5203	1,229
209	HCA HEALTH SERVICES OF FLORIDA, INC.	5104	1,105
210	LONGBOAT KEY FIRE RESCUE	4101	1,093
211	TREASURE ISLAND, CITY OF	5222	1,071
212	MIDWAY FIRE CONTROL DISTRICT	5703	1,048
213	ORLANDO HEALTH AIR CARE TEAM	4816	1,029
214	VILLAGE OF KEY BISCAYNE FIRE RESCUE	1320	1,019
215	MED-TRANS CORPORATION DBA TRAUMAONE	1613	985
216	NORTH PALM BEACH PUBLIC SAFETY	5012	979



# 2013 Call Volume Report

## Florida EMSTARS Database Report



2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
217	FLORIDA KEYS AMBULANCE SERVICE, INC.	4411	936
218	TEQUESTA FIRE RESCUE	5021	901
219	BAPTIST LIFE FLIGHT	1702	882
220	SATELLITE BEACH FIRE DEPARTMENT	0510	770
221	WEEMS HOSPITAL AMBULANCE SERVICE	1904	762
222	ST. JOSEPH'S HOSPITAL	2909	756
223	LIGHTHOUSE POINT FIRE RESCUE	0641	753
224	DAYTONA BEACH SHORES DEPT OF PUBLIC SAFETY	6402	710
225	ISLAMORADA VILLAGE OF ISLANDS FIRE RESCUE	4406	705
226	GLADES COUNTY EMERGENCY MEDICAL SERVICES	2201	693
227	SOUTH DAYTONA FIRE RESCUE	6412	692
228	EDGEWATER FIRE RESCUE, CITY OF	6409	678
229	LAFAYETTE COUNTY RESCUE	3401	635
230	FLORIDA FLIGHT I	4804	624
231	HOLMES REGIONAL MEDICAL CENTER FIRST FLIGHT	0506	600
232	INDIALANTIC FIRE RESCUE	0516	588
233	AERO JET INTERNATIONAL, INC.	0647	536
234	ORLANDO REGIONAL HEALTHCARE	4810	536
235	AIR AMBULANCE WORLDWIDE, INC.	5231	494
236	MED-TRANS CORP., DBA MED-TRANS FLORIDA	7011	494
237	ABM SECURITY SERVICES, INC. DBA ELITE PROTECTION SERVICES	5029	490
238	PORT ST. LUCIE VOLUNTEER AMBULANCE SERVICE	5603	452
239	THE CHILDREN'S HOSPITAL OF SW FLORIDA, LEE COUNTY	3603	417
240	SACRED HEART CHILDREN'S HOSPITAL	1705	399
241	INDIAN RIVER SHORES, DEPARTMENT OF PUBLIC SAFETY	3103	389
242	OCEAN REEF PUBLIC SAFETY DEPARTMENT	4404	363
243	MORTON PLANT CARDIAC TRANSPORT SERVICE	5106	334
244	LIBERTY COUNTY AMBULANCE SERVICE	3901	299
245	ATLANTIC/KEY WEST AMBULANCE INC., DBA AMR	4401	283
246	ATMORE AMBULANCE SERVICE	1701	275
247	AFFORDABLE TRANSPORT, INC.	5304	271
248	AIR TREK, INC.	0801	261
249	PONCE INLET FIRE RESCUE	6413	259
250	NATIONAL AIR AMBULANCE	0619	216
251	KENNEDY SPACE CENTER EMS SYSTEM	0507	198
252	FLORIDA STATE HOSPITAL	2002	195

# 2013 Call Volume Report

## Florida EMSTARS Database Report

2013 TOTAL INCIDENTS BY PROVIDER			
Rank	Provider Name	Lic. #	Incident Count
253	WORLDWIDE AIRCRAFT SERVICES INC. DBA JET I.C.U.	5239	134
254	GLOBAL JETCARE, INC.	2704	133
255	LIFEGUARD AIR AMBULANCE, INC.	1708	127
256	AMERICAN JETS, INC.	5605	73
257	AMERICAN JETS, INC.	5611	72
258	SKYSERVICE AIR AMBULANCE, INC.	7012	70
259	CCAFS EMS SYSTEM	0519	53
260	TRINITY DBA TRINITY AIR AMBULANCE INTERNATIONAL	5026	48
261	AIR AMBULANCE SPECIALIST, INC.	5232	48
262	ADVANCED AIR AMBULANCE, CORPORATION	1301	45
263	EXPRESS AVIATION SERVICES, INC.	5225	38
264	EAGLEMED, LLC	7013	37
265	LITTLE GASPARILLA FIRE AND RESCUE, INC.	0806	25
266	AERO NATIONAL INC.	7007	25
267	ACUTE AIR AMBULANCE	0645	20
268	AIR CRITICAL CARE, LLC	0805	10
269	RANDLE-EASTERN AMBULANCE SERVICE, INC., DBA AMR	1316	5
270	CENTRAL AIR AMBULANCE, LLC	7008	4
271	WEWAHITCHKA EMERGENCY MEDICAL SERVICES	2302	1