



President's Message:

Welcome to the second issue of the SEREMS newsletter. I hope you find it informative and educational. I've heard positive comments about the first issue but I'm still open to suggestions for improvement.

The first quarter of the year (Jan-March) is typically a slower time for us, fewer calls and lower billing. A few things of the horizon I would like to mention are this summer we expect to take delivery of a new ambulance which has been planned and budgeted for. Ambulances now cost nearly \$300,000 and we are planning to try and replace one per year in efforts to keep our fleet up to date and control maintenance costs. We have had several cost-saving suggestions from staff, and we are currently reviewing and discussing the feasibility of implementing them. We are always looking for ways to be more efficient while not compromising the quality of services we provide.

Second, we are planning to replace all our heart monitors within 2-3 years. This is a major expenditure; we expect the total cost to be \$900,000-\$1,000,000. We have begun raising funds for this and we are exploring grants to cover at least some of the cost. So, if you have some spare cash just sitting around or know a wealthy person who would like to adopt us, we are interested!

Finally, in the interest of transparency, we have decided to send a copy of our newsletter to each of the municipalities we serve.

That's it for this month.

Edward Frye
President



2026 Q1 Statistics:

- **3,476** Total Incidents
- **2,577** (74%) Patients Transported
- **304** (9%) Patients Non-Transport (Billable)
- **595** (17%) No Patient (Not Billable)
- **8.9** Minute Average Response Time



For more information contact us at:

Business Office: 412-384-0111 or www.SEREMS.com

Operational Volume Report

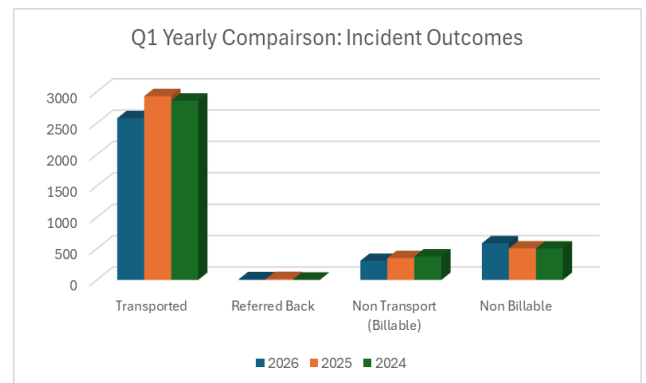
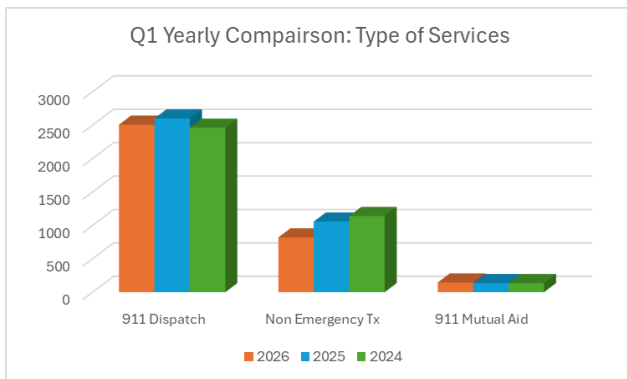
January 1-March 31, 2026

The first quarter of 2026 proved to keep crews busy answering 3,476 total calls for service. Seventy percent of the total incidents were 911 Emergency dispatches, resulting in the remaining thirty percent consisting of non-emergency hospital to hospital or hospital to other facility patient transports. Between 3pm-4pm remains the time period during the day with the most calls and Fridays overall being the busiest days of the week.

Municipality	Total Calls	Avg. Resp. Time
Carroll Township	271	8.3
Clairton	596	7.7
Elizabeth	109	7.6
Elizabeth Township	469	9.3
Finleyville	21	9.1
Forward Township	122	9.6
Jefferson Hills	410	8.7
Liberty	53	9.8
Lincoln	31	9.4
Monongahela	190	6.2
New Eagle	61	7.4
Nottingham Township	8	11.8
Union Township	178	8.4
West Elizabeth	18	7.8

Mutual Aid Responses	
McKeesport EMS	100
White Oak EMS	7
Tri-Community South EMS	3
Mon Valley EMS	3
Rostraver EMS	1
Ambulance & Chair	1
Peters Twp EMS	1

Mutual aid assistance was provided 116 time to our neighboring communities accounting for just three percent of total call volume. During this time no calls were referred to mutual aid.



Type of Service	2026	2025	2024
911 Dispatch	2539	2602	2463
Non Emergency Tx	821	1058	1141
911 Mutual Aid	116	136	136

Outcome	2026	2025	2024
Transported	2577	2929	2857
Referred Back	11	15	4
Non Transport (Billable)	304	348	374
Non Billable	584	502	500

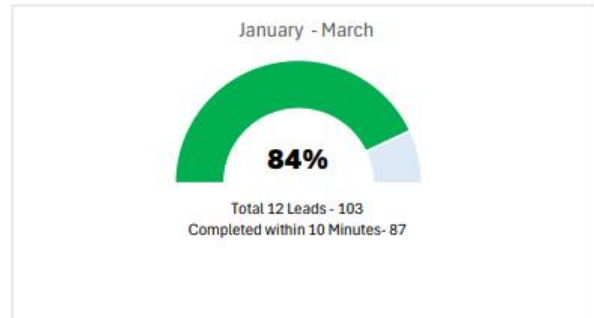
Quality Improvement

Cases of Chest Pains, Stroke, and Trauma

This year, we identified the need to take a deeper, more structured look at how our service delivers clinical care and how our performance compares to established national benchmarks. To support this effort, we selected three priority clinical areas: chest pain, stroke, and trauma.

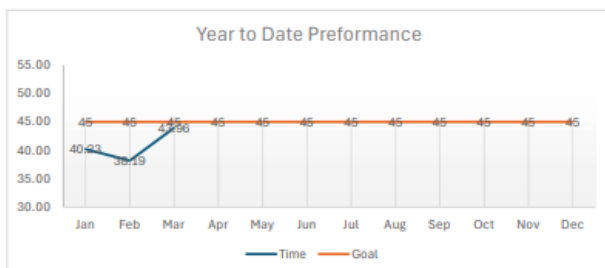
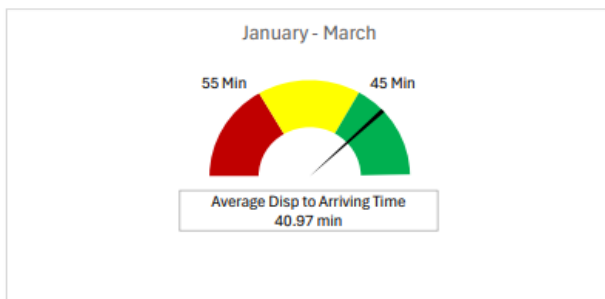
For each of these areas, we now prepare monthly performance data that measures our outcomes against national standards published by organizations such as the American Heart Association (AHA) and the National EMS Quality Alliance (NEMSQA). This approach gives us clearer insight into our strengths, opportunities for improvement, and overall alignment with national best practices.

Chest Pain with 12 Lead Obtained in </ 10 Min. from Patient Contact



*Reports Excludes Tri-Community Patient Data, for a copy of the full report please contact Chief Jonathan Madaras.

Trauma Activations: Dispatch to arriving at Hospital Time



Quality Spotlight

Special thank you to Liberty Borough for recognizing Tori Bober, Paramedic Lexie Beach (Not Pictured) and AEMT Raenelle Franklin as well as members of the Liberty Police and Fire



Departments after a successful resuscitation of a patient who experienced cardiac arrest. Crews worked together to immediately begin CPR and were able to successfully stabilize the patient before arriving at the hospital. The patient was discharged just a few days later with no deficits!

2025 Subscription & Donations

Resident Participation July 1, 2025- March 31, 2026

Community	Subscriptions		Total Addresses
Clairton	7.81%	287	3675
Elizabeth Borough	12.20%	110	902
Elizabeth Township	23.25%	1601	6885
Forward Township	20.00%	279	1395
Jefferson Hills Borough	14.15%	1020	7211
Liberty Borough	21.39%	290	1356
Lincoln Borough	28.57%	98	343
Union Township	20.12%	521	2589
West Elizabeth Borough	22.34%	21	94
TOTAL	17.29%	4227	24450

The ambulance subscription drive is essential in generating funding for the organization while offering our residents discounts for services rendered throughout the fiscal year. Participating in the subscription program can save patients hundreds of dollars in potential out of pocket cost depending on the patient insurance however, last year the 2025 subscription drive showed a decrease of 0.24% from 2024 in resident participation with a rate of just 17.29%. This remains consistent around just 17% participation over the last several years.

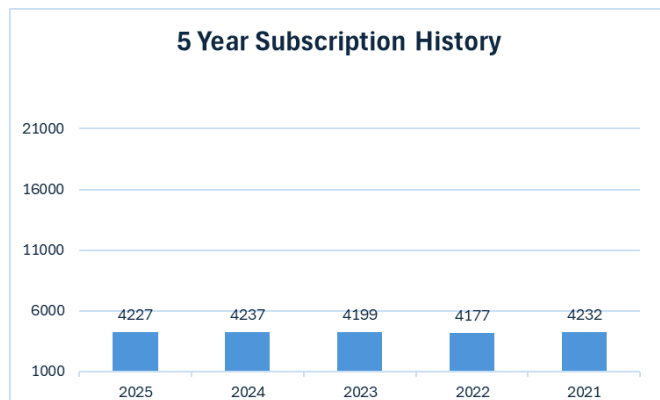
Accompanying the subscription program the ambulance service also accepts donations in addition to the subscription fee. These donations go directly to funding special patient care equipment or crew safety purchases.

Last year through the generosity of our residents, we raised an additional \$20,555.00 in funding. Although just over 2.25% of our residents provide additional donations, these funds are critical and make a significant impact on the service being able to purchase additional equipment outside of the normal operational budget.

In 2025 this funding was applied to the purchase of new video laryngoscopes and mechanical IV pumps which were placed in service this January after additional training as

Community	Donations		Total Addresses
Clairton	1.12%	41	3675
Elizabeth Borough	0.89%	8	902
Elizabeth Township	2.96%	204	6885
Forward Township	2.22%	31	1395
Jefferson Hills Borough	2.25%	162	7211
Liberty Borough	1.55%	21	1356
Lincoln Borough	2.62%	9	343
Union Township	2.97%	77	2589
West Elizabeth Borough	3.19%	3	94
TOTAL	2.27%	556	24450

conducted. Since being placed in service we have seen a great benefit to our most critically ill patients, which has greatly increased our ability to provide advanced level care to our residents.



Operational Events

Operation “Lamb and Lion Phase” Drill

In March, SEREMS crews participated in the regional drill “Lamb and Lion Phase” for EM Tracking Days. This drill organized by the Health Care Coalition of Southwestern Pennsylvania provided an opportunity for EMS regional agencies, hospitals, and emergency management partners to practice real-time patient tracking and coordination using the EMTrack Application on our Cellular devices.

The goal is to increase familiarity with the platform and strengthen regional coordination ahead of upcoming regional events and real-world incidents. EMTrack allows partners to track patients, resources, and incident status, improving coordination, real-time information sharing, and regional situational awareness during emergencies.

During the days of tracking SEREMS Employees entered and tracked all 911 patients we encounter during the training exercise. We are proud to report that SEREMS was the leading EMS Agency with the most patients tracked during Operation Lion Phase!

Meet and Greet with PA Senator Nick Pisciotto

Chief Madaras along with colleagues from Baldwin, McKeesport, MRTSA, Plum, Monroeville and White Oak EMS all came together to meet with PA Senator Nick Pisciotto to discuss the operational and funding challenges facing EMS. A focused discussion was on Senate Bill 1147 introduced by Senator Mastriano. This proposed legislation is a start allowing for reimbursements for treatment non transport of Medicaid patients. A proposed Statewide Fee Schedule - HB 1152 which is currently sitting on Representative Solomon's desk with an identical bill which has been proposed in the Senate was also discussed. This legislation is for commercialized insurance companies to pay EMS organizations directly at a specific rate based on the level of care provided at a rate of 350% of Medicare reimbursement rates. This is a model that is being used in other states around the country and has seen positive results and a step towards sustainable funding.



Training and Education

Cardiac Arrest and Stroke Care!

This quarter's staff training days focused on enhancing our cardiac arrest patients and scene management as well as advanced stroke education. We hosted a special guest and stroke expert from Allegheny Health Network's stroke program who provided updates on advanced stroke assessment as well as increased treatment

protocols available for patients experiencing stroke like symptoms.

Crews then broke into groups and reviewed cardiac arrest patient and scene

management practices based on a new SEREMS standard operating procedure put into place after review from our medical director to standardize our level of care.



Cadaver Airway Training with AHN



Lieutenant Bober, Paramedic Sluk, and Paramedic Lynn attended the Advanced Resuscitation Airway Cadaver Lab at Allegheny General Hospital led by Dr. Nawrocki and Dr. Lamantia.

This hands-on training allowed our providers to review and refine advanced airway techniques under the guidance of emergency medicine physicians, strengthening their skills used to care for critically ill patients in the field.

Community Education and Outreach

Over 500 Hours of Community Education Provided

This quarter we provided education to 167 different students through various classes. Some of notable classes include providing Elrama VFC with updated CPR and First Aid training for their members who work with us to provide QRS services in Union Township. We also provided classes to local business including Alpha Fitness Club in Elizabeth Township



and All Crane in Jefferson Hills. In March our instructors assisted South Allegheny School District in updating the High School and Middle School staff and faculty with CPR education during an Act 80 day training.

In March we also hosted an American Heart Association instructor class that 18 staff members participated in and are now certified to instruct AHA Education classes through SEREMS.

Q1 Certification Students

- BLS: 107
- Heartsaver CPR: 19
- First Aid: 23
- Instructor: 18

Career Day at Elizabeth Forward High School

It was a great opportunity to meet with students at Elizabeth Forward High School during their annual career day. We enjoyed many meaningful questions on how to begin a career in EMS and what steps are needed to become an EMT. This was also a great opportunity to recruit participants to our EMS Camp that will again be held this year on June 23 and 24th from 9am-1pm.

**If you have an event you would like us to attend please call us at 412-384-0114 to schedule

