



Medical Transportation Coordination Centre
Ground EMS Statistics Report
December 2021

Table of Contents

Introduction	1
Definitions	1
Overall Ground EMS Volumetrics	3
Dispatches by Call Type.....	4
Cancellations by Call Type.....	5
Transports by Call Type	6
Patients Transported by Call Type	7
Cancellations by Assigned Station and Call Type	8
Patients Transported by Assigned Station and Call Type	12
Primary Call Patients Transported by Assigned Station and Call Priority.....	16
Primary Call Patients Transported by Assigned Station and Transport Mode.....	19
Top 50 Pickup Locations for IFTs.....	22
Top 50 Destinations for IFTs	24
Top 50 Destinations for Primary Calls.....	26
Response Compliance By EMS Station & RHA	28
Average EMS Hospital Offload Times	32
5 Year Trend Data.....	35

Ground EMS Monthly Statistical Report

The data contained in this report, is a reflection of Ground EMS system activity and performance.

For the time based reports, from a caller's point of view, the clock ticks beginning with the activation of the EMS system (calling 911), as a secondary PSAP, the demarcation of system activation begins when the call is received at MTCC. The following definitions are presented to assist the reader with interpretation of the data.

Definitions

Computer Aided Dispatch (CAD) - The computer system where all data associated with MTCC call records and activity is processed and stored.

Incident - Any communication resulting in the creation of a CAD record. An incident is created each time MTCC receives an incoming call on either an emergency line or an Interfacility Transport line and a Computer Aided Dispatch (CAD) record is created

Call Type - Incidents are defined by the call type. The two main categories are: Primary Calls and Interfacility Transports (IFTs). Primary Calls include all emergency calls, regardless of method received (911 or 10-digit emergency number). IFTs are incidents where a patient is to be transported from one healthcare facility to another healthcare facility (with a few minor exceptions). IFTs are further segregated to report ground EMS activity related to several special resources and teams. These are: Basic Air Ambulance, Southern Air Ambulance, Helicopter EMS (HEMS), Neonatal Transport Team (NTT), Pediatric Transport Team (PTT) and Lifeflight.

Dispatch - A transporting ground ambulance is marked as being assigned to a CAD incident.

Cancellation - A transporting ground ambulance is dispatched but does not transport. Incidents and/or dispatches can be cancelled at various points in the call process, provided that the criteria are met. The incident is not cancelled unless all units dispatched are cancelled.

Assigned station - The last station that the responding unit was dispatched from or the last known station an EMS unit was in, prior to being dispatched.



Time constraints - Each incident is based on the time and date of phone pick up at MTCC. It does not take into account the time the call was received at a primary PSAP.

Transport - A ground ambulance transports one or more patients to a facility.

Reporting Principles¹

The Principles of the reporting are based on parameters defined by Manitoba Health EMS Branch, and are as follows:

Principle 1

Data will be analyzed by station or community in which the ambulance dispatched is based. Due to vehicle rotations, mechanical breakdowns or other operational decisions an individual chassis may not be continuously associated with a specific community. For purposes of data analysis, incidents associated with a station are defined as any dispatched to a vehicle last known to be assigned to that station.

Principle 2

In all cases, for the purpose of the ground EMS report, an incident will only be counted in the report once a transporting ambulance has been dispatched to the incident.

Principle 3

Where a transporting ambulance is dispatched to an incident and subsequently cancelled off of that incident and another ambulance is then dispatched then the transport will be credited to the ambulance that completes the patient transport.

¹ Principles as defined by Manitoba Health EMS Branch, March 2011

Overall Ground EMS Volumetrics

Overall Ground EMS Volumetrics	Total
Ground EMS Dispatches	9,008
Ground EMS Cancellations	3,035
Ground EMS Transports	5,973
Additional Patients Transported In One Ambulance	20
Ground EMS Patients Transported	5,993



Dispatches by Call Type

Call Type	Total Dispatches
IFT - Basic Air Ground	603
IFT - CHTT Ground	13
IFT - Ground	2756
IFT - HEMS Ground	52
IFT - Lifeflight Ground	107
Primary Incident	5,477
Total	9,008



Cancellations by Call Type

Call Type	Total Cancellations
IFT - Basic Air Ground	138
IFT - CHTT Ground	7
IFT - Ground	502
IFT - HEMS Ground	29
IFT - Lifeflight Ground	53
Primary Incident	2,306
Total	3,035



Transports by Call Type

Call Type	Total Transports
IFT - Basic Air Ground	465
IFT - CHTT Ground	6
IFT - Ground	2254
IFT - HEMS Ground	23
IFT - Lifeflight Ground	54
Primary Incident	3,171
Total	5,973



Patients Transported by Call Type

Call Type	Total Patients Transported
IFT - Basic Air Ground	465
IFT - CHTT Ground	6
IFT - Ground	2254
IFT - HEMS Ground	23
IFT - Lifeflight Ground	54
Primary Incident	3,191
Total	5,993



Cancellations by Assigned Station and Call Type

Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Cancellations
AS01-Russell	2	1	0	1	7	0	29	40
AS02-Birtle	0	0	0	0	4	0	8	12
AS03-Rossburn	0	0	0	0	0	0	0	0
AS04-Hamiota	0	0	0	0	0	0	3	3
AS05-Shoal Lake	0	0	1	0	13	0	28	42
AS06-Rivers	0	1	0	0	7	0	23	31
AS07-Minnedosa	1	0	0	0	11	0	24	36
AS08-Erickson	0	0	0	0	0	0	13	13
AS09-Neepawa	2	0	2	0	12	0	21	37
AS10-Carberry	0	0	0	0	0	0	10	10
AS11-Treherne	0	0	0	0	2	0	8	10
AS12-Glenboro	0	0	0	0	0	0	2	2
AS13-Baldur	0	0	0	0	0	0	0	0
AS14-Cartwright	0	0	0	0	0	0	0	0
AS15-Killarney	0	0	1	0	12	0	11	24
AS16-Wawanesa	0	1	0	0	2	0	2	5
AS17-Boissevain	0	0	0	0	2	0	4	6
AS18-Souris	0	0	0	0	1	0	23	24
AS19-Deloraine	1	0	0	0	2	0	8	11
AS20-Hartney	0	0	0	0	0	0	0	0
AS21-Oak Lake	0	0	0	0	3	0	5	8
AS22-Virden	0	1	0	0	20	0	35	56
AS23-Melita	0	0	0	0	7	0	5	12
AS24-Reston	0	0	0	0	0	0	0	0
AS25-Elkhorn	0	0	0	0	0	0	0	0
BR01-Brandon	1	0	0	0	8	0	13	22
BR02-Brandon#2	1	8	3	1	31	0	232	276

Cancellations by Assigned Station and Call Type

Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Cancellations
BR03-Shilo	0	0	0	0	0	0	0	0
PK01-Dauphin	0	5	2	0	17	0	34	58
PK03-Grandview	0	0	0	0	3	0	9	12
PK04-Roblin	0	0	0	0	4	0	17	21
PK05-Swan River	3	6	0	0	5	0	52	66
PK06-Waterhen	0	0	0	0	0	0	29	29
PK07-Winnipegosis	0	0	0	0	3	0	24	27
PK08-Ste Rose	1	0	0	0	10	0	42	53
PK09-Gilbert Plains	0	1	0	0	1	0	3	5
PK10-McCreary	0	0	0	0	2	0	8	10
PK11-Mafeking	0	0	0	0	0	0	23	23
CE01-Boundary Trails	0	3	1	1	12	0	51	68
CE02-Manitou	0	0	0	0	0	0	6	6
CE03-Rock Lake	0	0	0	0	1	0	0	1
CE04-Lorne **	0	0	0	0	0	0	9	9
CE06-MacGregor	0	0	0	0	4	0	22	26
CE07-Gladstone	0	0	0	0	1	0	31	32
CE08-Kinosota Trail	0	0	0	0	0	0	73	73
CE09-Portage	0	0	0	1	22	0	91	114
CE10-Cartier	0	0	0	0	3	0	10	13
CE11-MacDonald	3	0	0	1	3	0	28	35
CE12-Morris	1	0	0	0	9	0	31	41
CE14-Altona	0	0	0	0	1	0	29	30
CE15-Carman	0	0	0	0	9	0	19	28
SE01-Ste Anne	0	0	0	0	4	0	18	22
SE02-Steinbach	0	0	8	0	35	0	93	136
SE03-St Pierre-Jolys	0	0	1	0	6	0	23	30

Cancellations by Assigned Station and Call Type

Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Cancellations
SE04-Vita	0	0	1	0	5	0	8	14
SE05-Falcon Lake	0	0	0	0	0	0	5	5
SE09-Ile des Chenes	0	0	0	0	6	0	28	34
IL01-Stonewall	0	0	0	0	13	0	52	65
IL02-Teulon	0	0	0	0	1	0	5	6
IL03-Lundar	0	0	1	0	13	0	25	39
IL04-Ashern	0	0	1	0	12	0	53	66
IL05-Gypsumville	0	0	0	0	0	0	8	8
IL06-Arborg	0	0	0	0	7	0	21	28
IL07-Gimli	0	0	1	0	18	0	45	64
IL08-Selkirk	0	0	1	0	27	0	123	151
IL09-Riverton	0	0	0	0	0	0	2	2
IL10-Fisher	0	0	1	0	19	0	30	50
IL11-St Paul	2	0	3	0	8	0	46	59
IL19-St Laurent	0	0	0	0	7	0	6	13
NE01-Beausejour	0	0	0	0	14	0	42	56
NE02-Lac du Bonnet	0	0	1	0	7	0	11	19
NE03-Pinawa	0	0	0	0	4	0	10	14
NE05-Springfield	3	0	0	0	9	0	15	27
NE06-Whitemouth	0	0	0	0	1	0	4	5
NE07-Bissett	0	0	0	0	0	0	0	0
NE08-Pine Falls	0	0	0	0	11	0	47	58
NE14-Pointe Du Bois	0	0	0	0	0	0	0	0
BU01-Cross Lake	44	1	0	0	0	0	0	45
BU02-Michelle	0	0	0	0	0	0	0	0
BU03-Gillam	14	0	0	0	0	0	9	23
BU04-Leaf Rapids	0	0	0	0	0	0	7	7

Cancellations by Assigned Station and Call Type

Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Cancellations
BU05-Lynn Lake	3	2	0	0	3	0	8	16
BU06-Norway House	27	5	0	0	4	0	109	145
BU07-Thompson	8	7	0	0	0	0	120	135
BU08-Wabowden	0	0	0	0	0	0	2	2
BU09-Nelson House	0	0	0	0	0	0	34	34
NO01-The Pas	11	8	0	2	2	0	80	103
NO02-Grand Rapids	5	1	0	0	0	0	3	9
NO03-Chemawawin	0	0	0	0	1	0	5	6
NO04-Cranberry	2	0	0	0	2	0	11	15
NO05-Snow Lake	0	0	0	0	0	0	5	5
NO06-Flin Flon	3	2	0	0	9	0	44	58
CH01-Churchill	0	0	0	0	0	0	1	1
Total:	138	53	29	7	502	0	2,306	3,035

***CE04 (Lorne) and CE05 (Mountain) share EFT between stations and therefore are reported as one.*

Patients Transported by Assigned Station and Call Type

Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Patients Transported
AS01-Russell	2	2	0	0	39	0	37	80
AS02-Birtle	0	0	0	0	1	0	13	14
AS03-Rossburn	0	0	0	0	0	0	0	0
AS04-Hamiota	0	0	0	0	3	0	1	4
AS05-Shoal Lake	1	0	1	0	38	0	23	63
AS06-Rivers	0	1	0	0	25	0	22	48
AS07-Minnedosa	2	0	0	0	74	0	14	90
AS08-Erickson	0	0	0	0	0	0	18	18
AS09-Neepawa	1	0	1	0	72	0	26	100
AS10-Carberry	0	0	0	0	15	0	7	22
AS11-Treherne	0	0	0	0	18	0	19	37
AS12-Glenboro	0	0	0	0	5	0	6	11
AS13-Baldur	0	0	0	0	0	0	0	0
AS14-Cartwright	0	0	0	0	2	0	4	6
AS15-Killarney	0	0	1	0	53	0	11	65
AS16-Wawanessa	0	0	0	0	1	0	4	5
AS17-Boissevain	0	0	0	0	21	0	5	26
AS18-Souris	2	0	0	0	15	0	14	31
AS19-Deloraine	0	0	0	0	10	0	9	19
AS20-Hartney	0	0	0	0	0	0	0	0
AS21-Oak Lake	1	0	0	0	3	0	11	15
AS22-Virden	1	2	0	0	66	0	34	103
AS23-Melita	1	0	0	0	8	0	7	16
AS24-Reston	0	0	0	0	0	0	0	0
AS25-Elkhorn	0	0	0	0	0	0	0	0
BR01-Brandon	0	0	0	0	53	0	4	57
BR02-Brandon#2	6	8	3	0	81	0	262	360



Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Patients Transported
BR03-Shilo	0	0	0	0	0	0	0	0
PK01-Dauphin	2	4	3	0	80	0	69	158
PK03-Grandview	0	0	0	0	32	0	15	47
PK04-Roblin	1	0	0	0	20	0	30	51
PK05-Swan River	6	5	1	0	51	0	48	111
PK06-Waterhen	0	0	0	0	0	0	30	30
PK07-Winnipegosis	0	0	0	0	5	0	29	34
PK08-Ste Rose	0	0	1	0	22	0	34	57
PK09-Gilbert Plains	0	1	0	0	10	0	4	15
PK10-McCreary	0	0	0	0	16	0	4	20
PK11-Mafeking	0	0	0	0	0	0	26	26
CE01-Boundary Trails	0	3	0	1	74	0	111	189
CE02-Manitou	0	0	0	0	7	0	11	18
CE03-Rock Lake	0	0	0	0	9	0	8	17
CE04-Lorne **	0	0	0	0	7	0	17	24
CE06-MacGregor	0	0	0	0	5	0	20	25
CE07-Gladstone	0	0	0	0	4	0	16	20
CE08-Kinosota Trail	0	0	0	0	1	0	78	79
CE09-Portage	0	0	0	2	86	0	154	242
CE10-Cartier	1	0	0	0	13	0	15	29
CE11-MacDonald	21	1	0	0	14	0	44	80
CE12-Morris	0	0	0	0	28	0	32	60
CE14-Altona	0	0	0	0	18	0	18	36
CE15-Carman	1	0	0	0	31	0	17	49
SE01-Ste Anne	0	0	0	0	31	0	37	68
SE02-Steinbach	0	0	5	1	114	0	125	245
SE03-St Pierre-Jolys	0	0	0	0	26	0	43	69
SE04-Vita	0	0	1	0	25	0	22	48
SE05-Falcon Lake	0	0	0	0	0	0	3	3



Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Patients Transported
SE09-Ile des Chenes	5	0	0	1	23	0	39	68
IL01-Stonewall	1	0	0	0	57	0	55	113
IL02-Teulon	0	0	0	0	14	0	10	24
IL03-Lundar	1	0	2	0	36	0	14	53
IL04-Ashern	0	0	1	0	54	0	62	117
IL05-Gypsumville	0	0	0	0	0	0	20	20
IL06-Arborg	0	0	0	0	29	0	17	46
IL07-Gimli	1	0	1	0	81	0	62	145
IL08-Selkirk	1	0	0	1	107	0	161	270
IL09-Riverton	0	0	0	0	3	0	2	5
IL10-Fisher	0	0	0	0	77	0	101	178
IL11-St Paul	8	0	1	0	28	0	52	89
IL19-St Laurent	0	0	0	0	15	0	13	28
NE01-Beausejour	3	0	0	0	77	0	53	133
NE02-Lac du Bonnet	0	0	1	0	14	0	20	35
NE03-Pinawa	0	0	0	0	18	0	19	37
NE05-Springfield	3	0	0	0	30	0	24	57
NE06-Whitemouth	0	0	0	0	4	0	4	8
NE07-Bissett	0	0	0	0	0	0	0	0
NE08-Pine Falls	0	0	0	0	80	0	84	164
NE14-Pointe Du Bois	0	0	0	0	0	0	0	0
BU01-Cross Lake	41	0	0	0	3	0	0	44
BU02-Michelle Memorial	0	0	0	0	0	0	0	0
BU03-Gillam	20	0	0	0	0	0	19	39
BU04-Leaf Rapids	1	0	0	0	7	0	8	16
BU05-Lynn Lake	4	2	0	0	2	0	30	38
BU06-Norway House	37	2	0	0	20	0	141	200
BU07-Thompson	195	9	0	0	11	0	249	464
BU08-Wabowden	0	0	0	0	0	0	8	8



Assigned Station	IFT - Basic Air Ground	IFT - Lifeflight Ground	IFT - HEMS Ground	IFT - CHTT Ground	IFT - Ground	IFT - SAA Ground	Primary Incident	Total Patients Transported
BU09-Nelson House	1	0	0	0	36	0	31	68
NO01-The Pas	63	10	0	0	13	0	158	244
NO02-Grand Rapids	4	1	0	0	6	0	15	26
NO03-Chemawawin	2	0	0	0	15	0	17	34
NO04-Cranberry Portage	0	0	0	0	2	0	14	16
NO05-Snow Lake	1	1	0	0	0	0	3	5
NO06-Flin Flon	22	2	0	0	60	0	60	144
CH01-Churchill	2	0	0	0	0	0	15	17
Total:	465	54	23	6	2,254	0	3,191	5,993

***CE04 (Lorne) and CE05 (Mountain) share EFT between stations and therefore are reported as one.*

Primary Call Patients Transported by Assigned Station and Priority

Assigned Station	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Primary Patients Transported
AS01-Russell	6	10	10	8	3	37
AS02-Birtle	1	7	3	2	0	13
AS03-Rosburn	0	0	0	0	0	0
AS04-Hamiota	0	0	1	0	0	1
AS05-Shoal Lake	5	9	2	4	3	23
AS06-Rivers	4	6	1	8	3	22
AS07-Minnedosa	2	6	2	4	0	14
AS08-Erickson	3	6	5	3	1	18
AS09-Neepawa	4	9	5	6	2	26
AS10-Carberry	0	2	2	2	1	7
AS11-Treherne	2	9	2	5	1	19
AS12-Glenboro	0	2	1	2	1	6
AS13-Baldur	0	0	0	0	0	0
AS14-Cartwright	0	2	0	1	1	4
AS15-Killarney	2	6	0	3	0	11
AS16-Wawanessa	0	2	0	1	1	4
AS17-Boissevain	0	2	1	2	0	5
AS18-Souris	3	4	1	5	1	14
AS19-Deloraine	3	0	6	0	0	9
AS20-Hartney	0	0	0	0	0	0
AS21-Oak Lake	3	2	3	3	0	11
AS22-Virden	7	6	13	5	3	34
AS23-Melita	3	2	0	2	0	7
AS24-Reston	0	0	0	0	0	0
AS25-Elkhorn	0	0	0	0	0	0
BR01-Brandon	1	1	1	1	0	4
BR02-Brandon#2	35	93	56	52	26	262
BR03-Shilo	0	0	0	0	0	0
PK01-Dauphin	10	20	13	21	5	69
PK03-Grandview	0	6	3	5	1	15
PK04-Roblin	2	10	7	8	3	30
PK05-Swan River	4	9	16	15	4	48
PK06-Waterhen	6	6	10	4	4	30
PK07-Winnipegosis	3	13	6	6	1	29
PK08-Ste Rose	7	11	5	7	4	34
PK09-Gilbert Plains	0	2	0	2	0	4
PK10-McCreary	1	2	1	0	0	4
PK11-Mafeking	2	4	9	8	3	26
CE01-Boundary Trails	12	44	21	23	11	111
CE02-Manitou	1	4	3	3	0	11
CE03-Rock Lake	1	5	1	1	0	8
CE04-Lorne **	6	4	4	2	1	17
CE06-MacGregor	5	8	2	4	1	20

Assigned Station	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Primary Patients Transported
CE07-Gladstone	3	7	0	6	0	16
CE08-Kinosota Trail	11	21	20	19	7	78
CE09-Portage	30	50	41	22	11	154
CE10-Cartier	4	6	2	2	1	15
CE11-MacDonald	10	14	13	7	0	44
CE12-Morris	3	7	7	9	6	32
CE14-Altona	2	7	4	2	3	18
CE15-Carman	1	2	5	6	3	17
SE01-Ste Anne	10	12	8	7	0	37
SE02-Steinbach	28	46	23	19	9	125
SE03-St Pierre-Jolys	7	12	10	11	3	43
SE04-Vita	6	6	2	8	0	22
SE05-Falcon Lake	1	1	0	1	0	3
SE09-Ile des Chenes	16	7	8	7	1	39
IL01-Stonewall	14	16	10	11	4	55
IL02-Teulon	4	1	3	2	0	10
IL03-Lundar	1	3	6	2	2	14
IL04-Ashern	12	14	10	19	7	62
IL05-Gypsumville	5	6	4	1	4	20
IL06-Arborg	5	5	4	1	2	17
IL07-Gimli	12	19	14	7	10	62
IL08-Selkirk	41	56	32	25	7	161
IL09-Riverton	0	0	2	0	0	2
IL10-Fisher	17	32	15	26	11	101
IL11-St Paul	7	18	9	10	8	52
IL19-St Laurent	3	5	2	2	1	13
NE01-Beausejour	9	19	15	6	4	53
NE02-Lac du Bonnet	2	9	2	6	1	20
NE03-Pinawa	6	3	5	5	0	19
NE05-Springfield	3	4	8	7	2	24
NE06-Whitemouth	0	1	1	1	1	4
NE07-Bissett	0	0	0	0	0	0
NE08-Pine Falls	14	26	14	21	9	84
NE14-Pointe Du Bois	0	0	0	0	0	0
BU01-Cross Lake	0	0	0	0	0	0
BU02-Michelle Memorial	0	0	0	0	0	0
BU03-Gillam	1	6	7	4	1	19
BU04-Leaf Rapids	2	3	3	0	0	8
BU05-Lynn Lake	6	5	4	9	6	30
BU06-Norway House	22	34	37	33	15	141
BU07-Thompson	41	74	77	41	16	249
BU08-Wabowden	2	0	2	3	1	8
BU09-Nelson House	4	6	16	4	1	31
NO01-The Pas	28	52	35	35	8	158

Assigned Station	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Primary Patients Transported
NO02-Grand Rapids	5	3	3	2	2	15
NO03-Chemawawin	1	5	6	3	2	17
NO04-Cranberry Portage	2	3	2	5	2	14
NO05-Snow Lake	0	2	0	1	0	3
NO06-Flin Flon	8	19	15	15	3	60
CH01-Churchill	7	2	4	2	0	15
Total:	560	983	726	663	259	3,191

***CE04 (Lorne) and CE05 (Mountain) share EFT between stations and therefore are reported as one.*

Primary Call Patients Transported by Assigned Station and Transport Mode

Assigned Station	Emergent - Lights and Sirens	Non-Emerg - No Lights and Sirens	Total Primary Patients Transported
AS01-Russell	0	37	37
AS02-Birtle	0	13	13
AS03-Rosburn	0	0	0
AS04-Hamiota	0	1	1
AS05-Shoal Lake	0	23	23
AS06-Rivers	1	21	22
AS07-Minnedosa	0	14	14
AS08-Erickson	0	18	18
AS09-Neepawa	0	26	26
AS10-Carberry	0	7	7
AS11-Treherne	0	19	19
AS12-Glenboro	0	6	6
AS13-Baldur	0	0	0
AS14-Cartwright	1	3	4
AS15-Killarney	0	11	11
AS16-Wawanesa	0	4	4
AS17-Boissevain	0	5	5
AS18-Souris	0	14	14
AS19-Deloraine	0	9	9
AS20-Hartney	0	0	0
AS21-Oak Lake	0	11	11
AS22-Virden	1	33	34
AS23-Melita	0	7	7
AS24-Reston	0	0	0
AS25-Elkhorn	0	0	0
BR01-Brandon	0	4	4
BR02-Brandon#2	3	259	262
BR03-Shilo	0	0	0
PK01-Dauphin	1	68	69
PK03-Grandview	1	14	15
PK04-Roblin	1	29	30
PK05-Swan River	2	46	48
PK06-Waterhen	0	30	30
PK07-Winnipegosis	1	28	29



Assigned Station	Emergent - Lights and Sirens	Non-Emerg - No Lights and Sirens	Total Primary Patients Transported
PK08-Ste Rose	0	34	34
PK09-Gilbert Plains	0	4	4
PK10-McCreary	0	4	4
PK11-Mafeking	1	25	26
CE01-Boundary Trails	12	99	111
CE02-Manitou	0	11	11
CE03-Rock Lake	0	8	8
CE04-Lorne **	5	12	17
CE06-MacGregor	3	17	20
CE07-Gladstone	1	15	16
CE08-Kinosota Trail	11	67	78
CE09-Portage	23	131	154
CE10-Cartier	3	12	15
CE11-MacDonald	8	36	44
CE12-Morris	1	31	32
CE14-Altona	1	17	18
CE15-Carman	2	15	17
SE01-Ste Anne	5	32	37
SE02-Steinbach	13	112	125
SE03-St Pierre-Jolys	2	41	43
SE04-Vita	1	21	22
SE05-Falcon Lake	0	3	3
SE09-Ile des Chenes	6	33	39
IL01-Stonewall	6	49	55
IL02-Teulon	1	9	10
IL03-Lundar	3	11	14
IL04-Ashern	3	59	62
IL05-Gypsumville	3	17	20
IL06-Arborg	4	13	17
IL07-Gimli	8	54	62
IL08-Selkirk	20	141	161
IL09-Riverton	0	2	2
IL10-Fisher	2	99	101
IL11-St Paul	4	48	52
IL19-St Laurent	3	10	13
NE01-Beausejour	2	51	53
NE02-Lac du Bonnet	2	18	20



Assigned Station	Emergent - Lights and Sirens	Non-Emerg - No Lights and Sirens	Total Primary Patients Transported
NE03-Pinawa	3	16	19
NE05-Springfield	0	24	24
NE06-Whitemouth	1	3	4
NE07-Bissett	0	0	0
NE08-Pine Falls	12	72	84
NE14-Pointe Du Bois	0	0	0
BU01-Cross Lake	0	0	0
BU02-Michelle Memorial	0	0	0
BU03-Gillam	2	17	19
BU04-Leaf Rapids	2	6	8
BU05-Lynn Lake	2	28	30
BU06-Norway House	4	137	141
BU07-Thompson	12	237	249
BU08-Wabowden	4	4	8
BU09-Nelson House	2	29	31
NO01-The Pas	19	139	158
NO02-Grand Rapids	4	11	15
NO03-Chemawawin	3	14	17
NO04-Cranberry Portage	1	13	14
NO05-Snow Lake	0	3	3
NO06-Flin Flon	2	58	60
CH01-Churchill	1	14	15
Total:	245	2,946	3,191

***CE04 (Lorne) and CE05 (Mountain) share EFT between stations and therefore are reported as one.*

Top 50 Pickup Locations for IFTs

Pickup Location	Total
Selkirk Regional Health Centre	248
Brandon Regional Health Centre	243
Health Sciences Centre	163
Thompson Airport	154
St Boniface General Hospital	133
Steinbach Bethesda Regional Health Centre	106
Dauphin General Health Centre	94
Boundary Trails Health Centre	79
Portage District General Hospital	70
The Pas Health Complex	69
Thompson General Hospital	60
Gimli Johnson Memorial Hospital	55
Percy E. Moore Hospital	54
Flin Flon General Hospital	52
Pine Falls Hospital	52
Norway House Hospital	50
Salvation Army Grace General Hospital	48
Winnipeg Intl. Airport	46
Swan River Valley Hospital	45
Beausejour Hospital	41
Minnedosa Health Centre	41
Cross Lake Nursing Station	40
Stonewall & District Health Centre	40
Ashern Lakeshore General Hospital	38
Neepawa Health Centre (Memorial Hospital)	33
Nelson House Nursing Station	31
Russell Health Centre	31
Virden Health Centre	30
Hopital Ste. Anne Hospital	29
Eriksdale EM Crowe Memorial Hospital	27
Pinawa Hospital	26
Hamiota Health Centre	23
Grace Lake (The Pas/Grace Lake) Airport	22
Killarney Health Centre	19
Gillam Hospital	17
Grandview Health Centre	17
Easterville Nursing Station	16
Morris General Hospital	16



Pickup Location	Total
Arborg & District Hospital	15
Roblin Health Centre	14
Altona Community Memorial Health Centre	13
Carman Memorial Hospital	13
Centre-Medico-Social De Salaberry District Health Centre	13
Concordia Hospital	13
Flin Flon Airport	13
Victoria General Hospital	12
Brandon Airport	11
Boissevain Health Centre	10
The Pas Airport	10
Grand Rapids Nursing Station	9

Top 50 Transport Destinations for IFTs

All calls in which a patient is transported generally terminates at a health care facility. Ground EMS transports on either end of an air EMS transport will terminate at an airfield (fixed wing) or landing zone (rotary wing).

With IFTs the transport destination is usually a facility (acute care or PCH), but in some cases, based on RHA policy, the termination of a transport may also be a personal residence. IFT transport destinations are arranged by the referring facility.

Destination	Total
Health Sciences Centre	291
Brandon Regional Health Centre	256
Selkirk Regional Health Centre	196
St Boniface General Hospital	194
Thompson General Hospital	186
Dauphin General Health Centre	77
Steinbach Bethesda Regional Health Centre	72
The Pas Health Complex	72
Boundary Trails Health Centre	69
Thompson Airport	52
Portage District General Hospital	47
Beausejour Hospital	45
Cross Lake (Charlie Sinclair Memorial) Airport	41
Gimli Johnson Memorial Hospital	39
Pine Falls Hospital	39
Swan River Valley Hospital	39
Minnedosa Health Centre	38
Flin Flon General Hospital	34
Norway House Airport	34
Percy E. Moore Hospital	33
Grace Lake (The Pas/Grace Lake) Airport	30
Neepawa Health Centre (Memorial Hospital)	29
Salvation Army Grace General Hospital	29
Flin Flon Airport	28
Russell Health Centre	27
Viriden Health Centre	26
Eriksdale EM Crowe Memorial Hospital	25
Hopital Ste. Anne Hospital	25
Pinawa Hospital	25
Killarney Health Centre	23
Stonewall & District Health Centre	23
Ashern Lakeshore General Hospital	22
Grandview Health Centre	21
Arborg & District Hospital	19



Destination	Total
Roblin Health Centre	19
Ste. Rose General Hospital	18
Gillam Airport	17
Riverdale Health Centre	17
Women's Hospital	16
Concordia Hospital	15
Souris Health Centre	14
The Pas Airport	14
Hamiota Health Centre	13
Morris General Hospital	12
Treherne Tiger Hills Health Centre	11
Altona Community Memorial Health Centre	10
Brandon Fairview Home PCH	10
Norway House Hospital	10
Brandon Airport	9
Centre-Medico-Social De Salaberry District Health Centre	9

Top 50 Transport Destinations for Primary Calls

Destination	Total
Brandon Regional Health Centre	314
Portage District General Hospital	266
Thompson General Hospital	258
Selkirk Regional Health Centre	245
The Pas Health Complex	167
Boundary Trails Health Centre	159
Steinbach Bethesda Regional Health Centre	156
Norway House Hospital	138
Dauphin General Health Centre	129
Percy E. Moore Hospital	101
Pine Falls Hospital	86
Ashern Lakeshore General Hospital	76
Swan River Valley Hospital	70
Flin Flon General Hospital	69
Russell Health Centre	64
Health Sciences Centre	60
Gimli Johnson Memorial Hospital	55
Hopital Ste. Anne Hospital	50
Salvation Army Grace General Hospital	50
Stonewall & District Health Centre	50
St Boniface General Hospital	44
Ste. Rose General Hospital	39
Beausejour Hospital	37
Virden Health Centre	35
Neepawa Health Centre (Memorial Hospital)	34
Centre-Medico-Social De Salaberry District Health Centre	33
Lynn Lake Hospital	31
Minnedosa Health Centre	29
Hamiota Health Centre	27
Nelson House Nursing Station	27
Pinawa Hospital	26
Eriksdale EM Crowe Memorial Hospital	25
Grandview Health Centre	20
Gillam Hospital	17
Morris General Hospital	17
Easterville Nursing Station	16
Churchill Health Centre	15
Grand Rapids Nursing Station	15

Destination	Total
Crystal City Memorial Hospital	12
Killarney Health Centre	12
Souris Health Centre	11
Notre Dame Medical Nursing Unit	9
Deloraine Health Centre	8
Treherne Tiger Hills Health Centre	8
Carman Memorial Hospital	7
Portage District General Hospital Helipad	7
Boissevain Health Centre	6
Glenboro Health Centre	6
Carberry Plains Health Centre	5
Leaf Rapids Health Centre	5

Response Compliance by EMS Station Catchment Area

Response times are calculated from the moment a 911 phone call is picked up at the emergency medical services (EMS) dispatch centre until the first ground ambulance arrives at the incident scene.

These response compliance reports measure the response time of an ambulance, in minutes, to an incident location within a specific catchment area.

The reports include only rural and northern stations dispatched by an EMS dispatch centre. Below is an explanation of a sample report:

	Maximum Response Time (Minutes)				Total Calls
	50 th percentile		90 th percentile		
	Priority 1-3	Priority 1-5	Priority 1-3	Priority 1-5	
1	3	5	7	9	11
Region	15.00	16.00	24.00	25.00	1032
2	4	6	8	10	12
Location	7.00	8.00	22.00	23.00	178

Box 1 identifies the region

Box 2 indicates the location or catchment area within the region

Box 3 indicates that 50% of the time an ambulance reaches the incident scene within that region, within 15.00 minutes or less, for priority 1, 2 and 3 calls (emergent).

Box 4 indicates that 50% of the time an ambulance reaches the incident scene within that catchment area, within 7.00 minutes or less, for priority 1, 2 and 3 calls (emergent).

Box 5 indicates that 50% of the time an ambulance reaches the incident scene within that region, within 16.00 minutes or less, including priority 4 and 5 calls (emergent + non-emergent).

Box 6 indicates that 50% of the time an ambulance reaches the incident scene within that catchment area, within 8.00 minutes or less, including priority 4 and 5 calls (emergent + non-emergent).

Box 7 indicates that 90% of the time an ambulance reaches the incident scene within that region, within 24.00 minutes or less, for priority 1, 2 and 3 calls (emergent).

Box 8 indicates that 90% of the time an ambulance reaches the incident scene within that catchment area, within 22.00 minutes or less, for priority 1, 2 and 3 calls (emergent).

Box 9 indicates that 90% of the time an ambulance reaches the incident scene within that region, within 25.00 minutes or less, including priority 4 and 5 calls (emergent + non-emergent).

Box 10 indicates that 90% of the time an ambulance reaches the incident scene within that catchment area, within 23.00 minutes or less, including priority 4 and 5 calls (emergent + non-emergent).

Box 11 indicates the number of calls, during the specified time period, associated with that Region.

Box 12 indicates the number of calls, during the specified time period, associated with that catchment area.

Response Compliance by EMS Station Catchment Area

	Maximum Response Time				Total Calls
	50th Percentile		90th Percentile		
	Priority 1 - 3	Priority 1 - 5	Priority 1 - 3	Priority 1 - 5	
Prairie Mountain Health	13.73	13.87	44.62	44.45	1288
AS01-Russell	10.33	10.33	40.03	43.17	23
AS02-Birtle	30.35	30.55	72.12	54.10	32
AS03-Rosburn	30.43	29.35	52.75	52.70	51
AS04-Hamiota	23.67	24.45	34.80	36.85	9
AS05-Shoal Lake	27.48	27.48	39.93	49.25	15
AS06-Rivers	11.43	11.95	25.67	48.78	16
AS07-Minnedosa	10.70	10.70	27.98	35.38	20
AS08-Erickson	17.45	17.45	29.25	35.03	28
AS09-Neepawa	14.58	14.57	26.02	26.02	30
AS10-Carberry	13.02	16.63	42.68	42.68	15
AS11-Treherne	29.07	29.07	44.47	44.47	28
AS12-Glenboro	6.62	9.55	8.22	33.57	7
AS13-Baldur	28.28	29.17	28.28	38.90	3
AS14-Cartwright	13.55	13.55	13.55	13.55	1
AS15-Killarney	11.18	15.07	21.22	30.18	17
AS16-Wawanessa	29.37	30.15	29.37	30.80	3
AS17-Boissevain	13.33	13.33	31.43	32.90	8
AS18-Souris	10.25	11.07	39.00	39.00	13
AS19-Deloraine	6.85	6.85	9.52	9.52	5
AS20-Hartney	25.78	33.00	25.78	99.83	6
AS21-Oak Lake	29.62	31.02	42.17	40.72	29
AS22-Virden	8.62	9.03	35.42	47.55	19
AS23-Melita	37.48	36.12	54.10	54.10	13
AS24-Reston	27.88	29.75	39.92	39.92	21
AS25-Elkhorn	20.55	20.55	22.97	22.97	2
Brandon	7.02	7.35	12.83	15.48	428
Shilo	29.33	29.33	34.33	44.45	5
PK01-Dauphin	10.75	9.90	28.78	23.45	88
PK03-Grandview	30.53	15.92	37.38	37.30	16
PK04-Roblin	12.92	14.03	46.18	43.67	41
PK05-Swan River	10.87	11.23	36.27	26.77	71
PK06-Waterhen	23.28	23.28	52.08	58.52	34
PK07-Winnipegosis	48.30	48.30	63.85	66.17	57
PK08-Ste Rose	36.00	36.88	50.02	50.02	67
PK09-Gilbert Plains	25.08	25.08	44.45	44.45	7
PK10-McCreary	19.58	32.67	34.05	103.70	8
PK11-Mafeking	41.40	38.63	58.73	72.78	52

	Maximum Response Time				Total Calls
	50th Percentile		90th Percentile		
	Priority 1 - 3	Priority 1 - 5	Priority 1 - 3	Priority 1 - 5	
Southern Health Santé Sud	13.15	12.95	30.62	31.22	1188
CE01-Boundary Trails	10.52	10.63	21.03	21.03	133
CE02-Manitou	17.87	17.87	29.10	29.10	11
CE03-Rock Lake	17.62	17.70	42.37	42.37	7
CE04-Lorne	20.32	20.32	36.55	41.87	15
CE05-Mountain	30.12	30.12	39.78	39.78	11
CE06-MacGregor	30.20	20.77	40.15	38.95	25
CE07-Gladstone	25.52	22.45	32.42	35.38	24
CE08-Kinosota Trail	11.75	11.75	34.30	36.30	152
CE09-Portage	11.15	11.10	30.35	30.02	212
CE10-Cartier	21.17	21.42	33.18	32.98	34
CE11-MacDonald	16.20	16.58	28.50	28.50	52
CE12-Morris	13.10	13.10	33.42	33.42	25
CE14-Altona	23.20	23.88	33.10	35.55	77
CE15-Carman	20.95	14.97	27.93	26.05	35
SE01-Ste Anne	16.97	16.32	25.73	28.98	68
SE02-Steinbach	7.35	7.55	16.62	18.48	162
SE03-St Pierre-Jolys	16.00	16.00	33.43	28.13	42
SE04-Vita	34.93	31.05	47.75	47.75	19
SE05-Falcon Lake	15.22	15.22	26.45	31.00	4
SE09-Ile des Chenes	17.88	18.43	29.43	29.05	80
Interlake Eastern RHA	17.62	18.20	44.22	49.60	1146
IL01-Stonewall	13.72	15.58	29.08	30.40	76
IL02-Teulon	27.13	27.48	40.38	40.38	26
IL03-Lundar	19.73	22.08	38.95	38.95	13
IL04-Ashern	23.65	22.78	47.23	56.48	46
IL05-Gypsumville	50.45	51.80	73.73	84.05	116
IL06-Arborg	7.20	8.28	23.45	46.32	20
IL07-Gimli	11.33	12.02	24.98	26.72	80
IL08-Selkirk	10.02	10.08	29.10	29.90	244
IL09-Riverton	29.45	45.92	76.13	76.13	9
IL10-Fisher	18.72	18.72	34.05	34.05	117
IL11-St Paul	16.47	17.93	28.13	30.78	83
IL19-St Laurent	27.35	27.35	68.73	53.00	12
NE01-Beausejour	17.20	14.18	37.82	37.82	56
NE02-Lac du Bonnet	17.57	18.70	36.73	36.73	25
NE03-Pinawa	9.57	9.97	34.60	28.35	10
NE05-Springfield	21.28	22.20	28.58	29.85	71
NE06-Whitemouth	36.02	36.02	62.57	62.57	13
NE07-Bissett	62.65	63.80	77.42	77.42	20



	Maximum Response Time				Total Calls
	50th Percentile		90th Percentile		
	Priority 1 - 3	Priority 1 - 5	Priority 1 - 3	Priority 1 - 5	
NE08-Pine Falls	17.23	16.80	40.72	41.13	109
Northern RHA	9.38	9.88	29.50	33.67	1000
BU01-Cross Lake *	No Data	No Data	No Data	No Data	No Data
BU02-Michelle Memorial *	No Data	No Data	No Data	No Data	No Data
BU03-Gillam	9.17	9.17	22.02	18.27	25
BU04-Leaf Rapids	13.32	12.88	24.18	22.32	10
BU05-Lynn Lake	10.83	11.12	40.80	41.50	38
BU06-Norway House	21.48	21.50	61.97	69.60	230
BU07-Thompson	5.87	6.02	12.10	12.10	324
BU08-Wabowden	20.32	17.47	21.18	21.18	8
BU09-Nelson House	10.27	10.77	16.18	19.43	52
NO01-The Pas	8.63	8.92	18.80	23.03	176
NO02-Grand Rapids	9.08	9.87	18.37	18.37	17
NO03-Chemawawin	12.98	12.98	18.00	26.13	19
NO04-Cranberry Portage	13.28	12.73	53.82	22.68	12
NO05-Snow Lake	16.90	20.22	41.45	41.45	5
NO06-Flin Flon	9.88	10.18	20.23	22.05	84
Winnipeg RHA	8.43	8.43	21.20	21.20	16
CH01-Churchill	8.43	8.43	21.20	21.20	16

* Not dispatched by MTCC

Average EMS Hospital Offload Times

Hospital	Average Offload Time (Mins)	Total Patients Transported
Victoria General Hospital	124	1
Health Sciences Centre	71	351
Selkirk Regional Health Centre	63	441
St Boniface General Hospital	59	238
Salvation Army Grace General Hospital	57	79
Misericordia Health Centre	56	2
Portage District General Hospital	55	314
Regina General Hospital	54	2
Steinbach Bethesda Regional Health Centre	50	230
Dauphin General Health Centre	48	206
Boundary Trails Health Centre	42	228
Brandon Regional Health Centre	42	570
Centre-Medico-Social De Salaberry District Health Centre	40	42
Treherne Tiger Hills Health Centre	39	19
Grand Rapids Nursing Station	38	15
Hopital Ste. Anne Hospital	37	75
Teulon Hunter Memorial Hospital	37	1
Seven Oaks General Hospital	36	1
Stonewall & District Health Centre	36	73
Women's Hospital	35	16
Easterville Nursing Station	34	16
Killarney Health Centre	33	35
Lynn Lake Hospital	33	34
Percy E. Moore Hospital	33	134
Russell Health Centre	33	91
Altona Community Memorial Health Centre	32	13
Concordia Hospital	32	15
Gillam Hospital	32	20
Grandview Health Centre	32	41
Morris General Hospital	32	29
Neepawa Health Centre (Memorial Hospital)	32	63
Virden Health Centre	32	61
Boissevain Health Centre	31	13
Carman Memorial Hospital	31	15
Pinawa Hospital	31	51
Hamiota Health Centre	30	40
Ashern Lakeshore General Hospital	29	98
Beausejour Hospital	29	82
Deloraine Health Centre	29	17
Gimli Johnson Memorial Hospital	29	96

Hospital	Average Offload Time (Mins)	Total Patients Transported
Minnedosa Health Centre	29	67
Carberry Plains Health Centre	28	10
Glenboro Health Centre	28	15
Shoal Lake-Strathclair Health Centre	28	3
Gladstone Health Centre	27	2
Nelson House Nursing Station	27	31
Swan River Valley Hospital	27	109
Eriksdale EM Crowe Memorial Hospital	26	50
Winnipeg Riverview Health Centre	26	2
Arborg & District Hospital	24	22
Churchill Health Centre	24	15
Melita Health Centre	24	5
Pine Falls Hospital	24	125
Ste. Rose General Hospital	24	57
Souris Health Centre	23	25
Crystal City Memorial Hospital	22	18
Roblin Health Centre	22	24
The Pas Health Complex	21	239
Yorkton Regional Health Centre	20	1
Leaf Rapids Health Centre	19	6
Norway House Hospital	19	148
Reston Health Centre	17	3
Selkirk Mental Health Centre	17	3
Benito Health Centre	16	1
Riverdale Health Centre	16	17
Snow Lake Health Centre	16	2
Thompson General Hospital	16	444
Vita & District Health Centre	16	4
Winnipegosis & District Health Centre	16	2
Cartwright Davidson Memorial Health Centre	15	1
Swan Lake Lorne Memorial Hospital	14	2
Eden Mental Health Centre	13	3
Pembina Manitou Health Centre	9	3
Flin Flon General Hospital	7	103
Pine Creek Health Centre	7	1
Moose Lake Nursing Station	2	1
Cross Lake Nursing Station	0	3

5 Year Trend Data

The following graphs reports a five-year, historical trend line, from the current month. The report includes Ground EMS activity and reports on the Ground EMS system as a whole. The graphs include the total hours units spend on a call, as well as total hours a unit is Out of Service due to Staffing and the Total Hours of all Available units.

Total Hours on Calls (Graphs, 1, 2 and 3)

Total Hours on Calls report all the time the ground EMS system was on a call, for each month. The total hours on calls is an accumulation of time for all transport capable ground EMS units for call activity measured with the time increment from Unit Assigned (dispatched) until Unit Available (unit clear of call) The X axis is the month of the year, with the Y axis representing the total hours for the month. Graph 1 reports total hours on calls for primary calls, Graph 2 reports time on calls for IFTs. Graph three reports all calls, as an accumulation of primary calls and IFTs.

Total Hours Out of Service-Staffing (Graph 4)

Total Hours Out of Service-Staffing reports the accumulation of time that units were out of service due to staffing (OOS-S). OOS-S is based on reports from EMS crews when unit that is expected to be staffed, does not have the legislated requirement to be an ambulance (i.e. a two person crew is not available). In these situations, the unit is marked as OOS-S and is not available for call assignment. The month of the year is along the X-axis, and the total hours is along the Y-axis.

Total Hours of Available Unit (Graph 5)

Total Hours of Available Units measures the total hours of availability for all units in Computer Aided Dispatch (CAD) system less the amount of time the units were out of service due to staffing. In this measure, a unit can be on duty, but not in an available status. A unit not in an available status cannot be recommended for assigned to a call. The month of the year is along the X-axis and total hours is along the Y-axis.

Unit Hour Utilization-UHU (Graphs 6, 7 and 8)

Unit Hour Utilization (UHU)-The unit hour utilization is calculated using the Paramedic Chiefs of Canada definition, which is a sum of all time spent on calls divided by all time when the unit was On Duty. Duty times for each station have been provided by each RHA.

$$\frac{\text{Time spent on All Calls}}{\text{Time the unit was On Duty}}$$

Time when the unit was Off Duty or Out of Service, are not considered in the calculation.

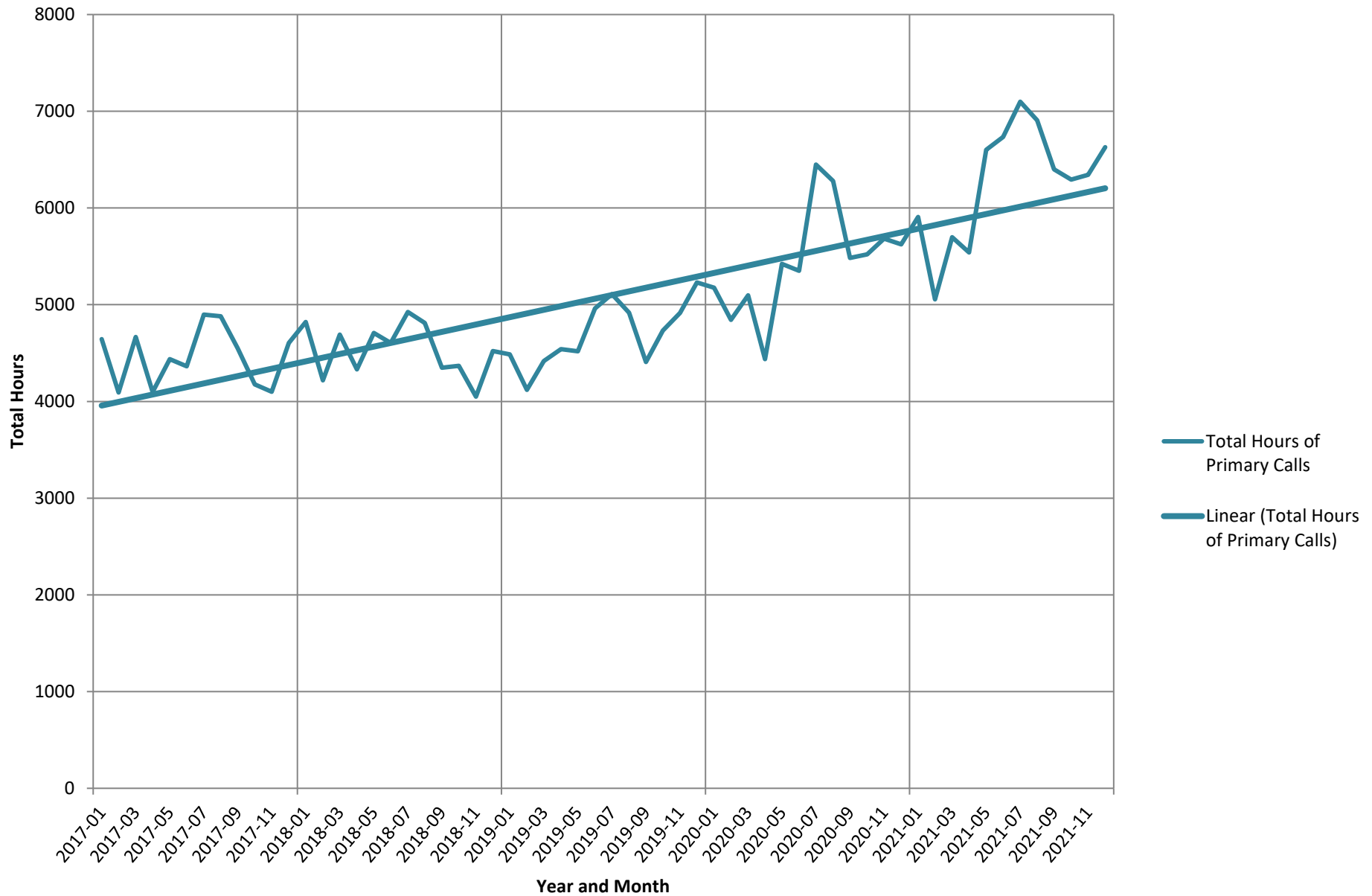
This value is reported by month along the X-axis and the percent of utilization of the unit while on duty.

5 Year Provincial 50th and 90th Percentile Response Time for Primary Calls (Graph 9)

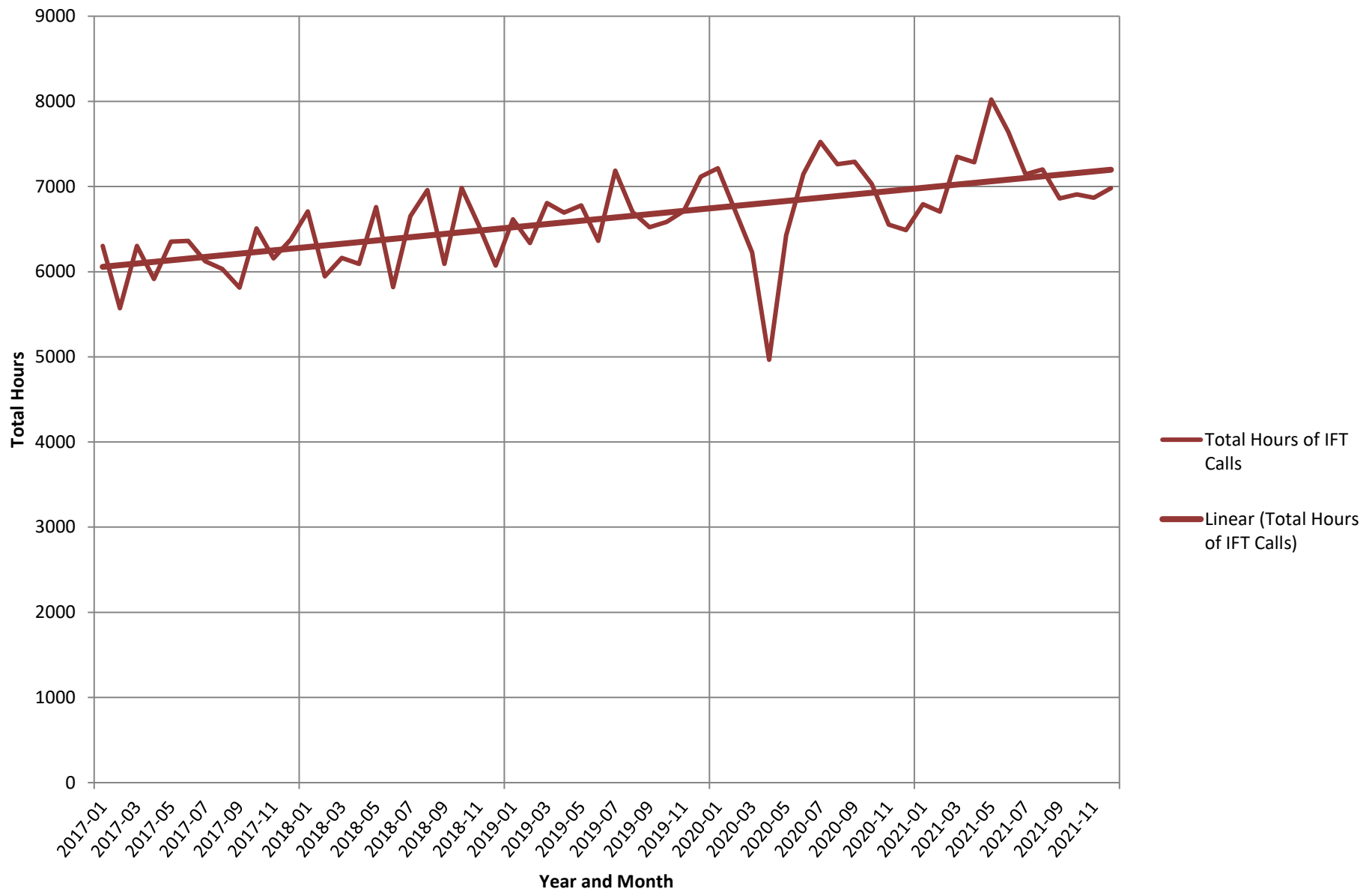
Response time for this report is measured from the time of phone pick up for a call for service is received at MTCC until the time the transport-capable EMS unit arrives at the incident scene, for all primary calls within 30 minutes of an EMS station*.

*excludes PK03 (Ethelbert Station) and NE04 (Reynolds Station)

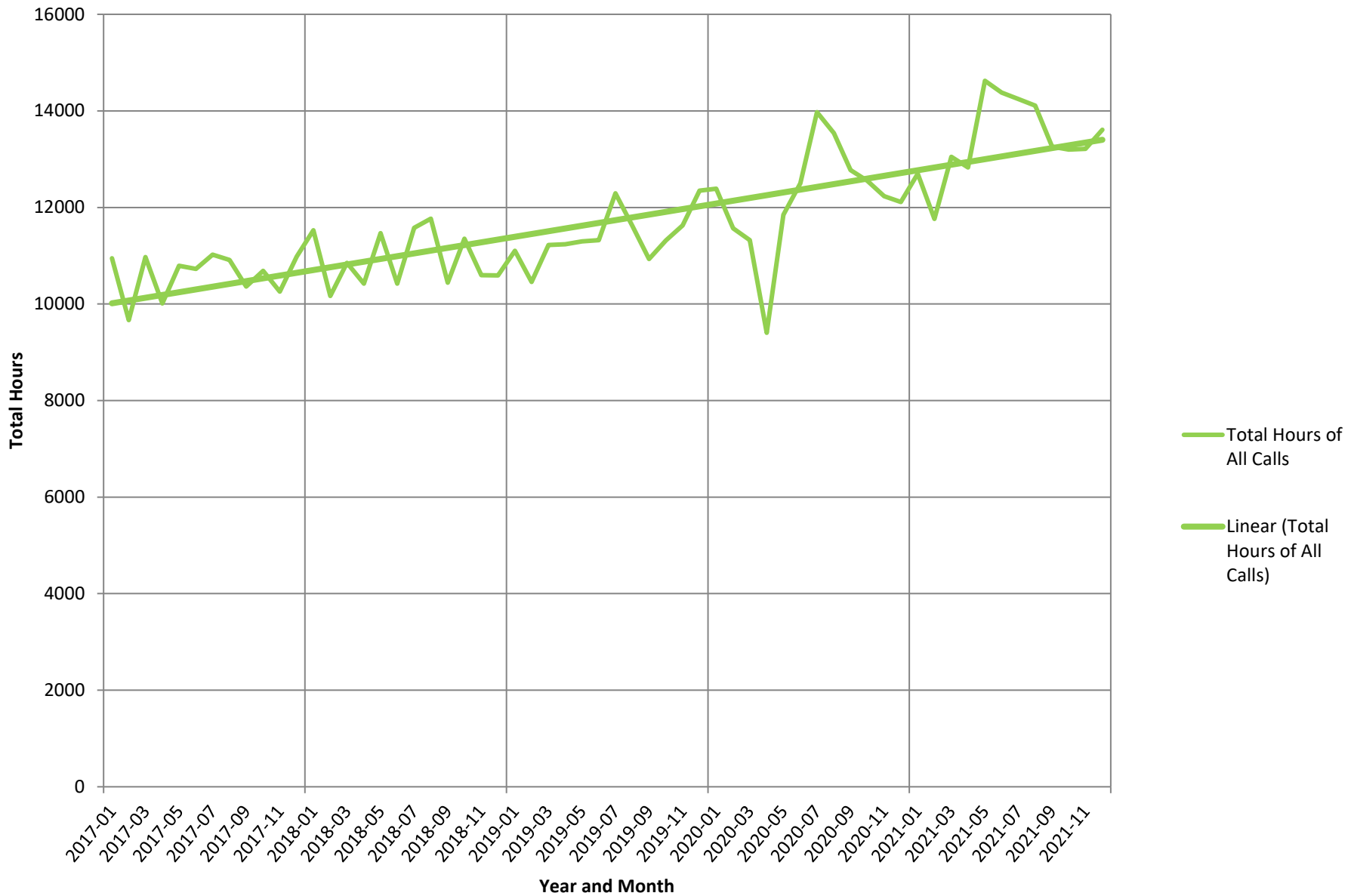
Total Hours of Primary Calls



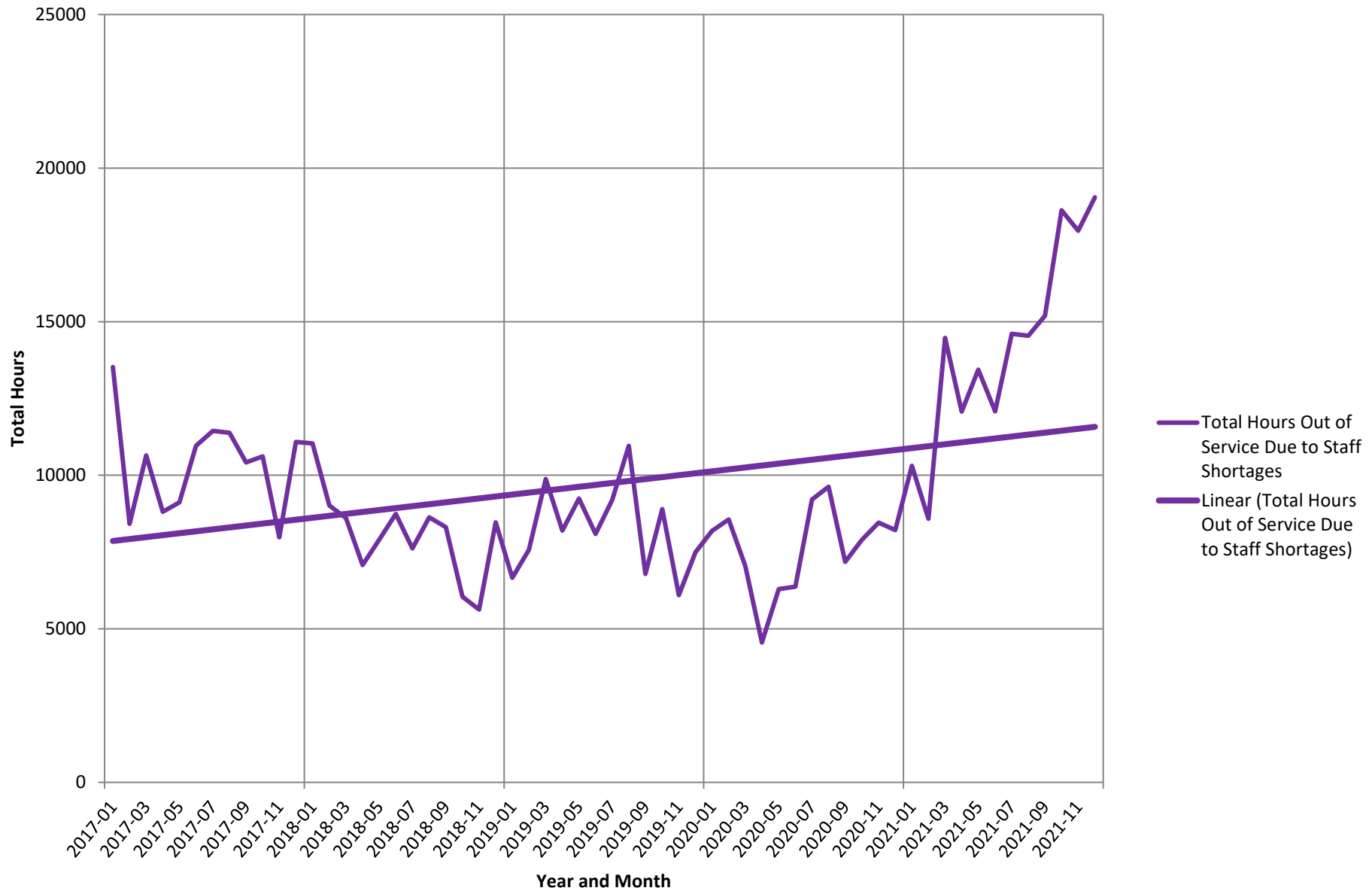
Total Hours of IFT Calls



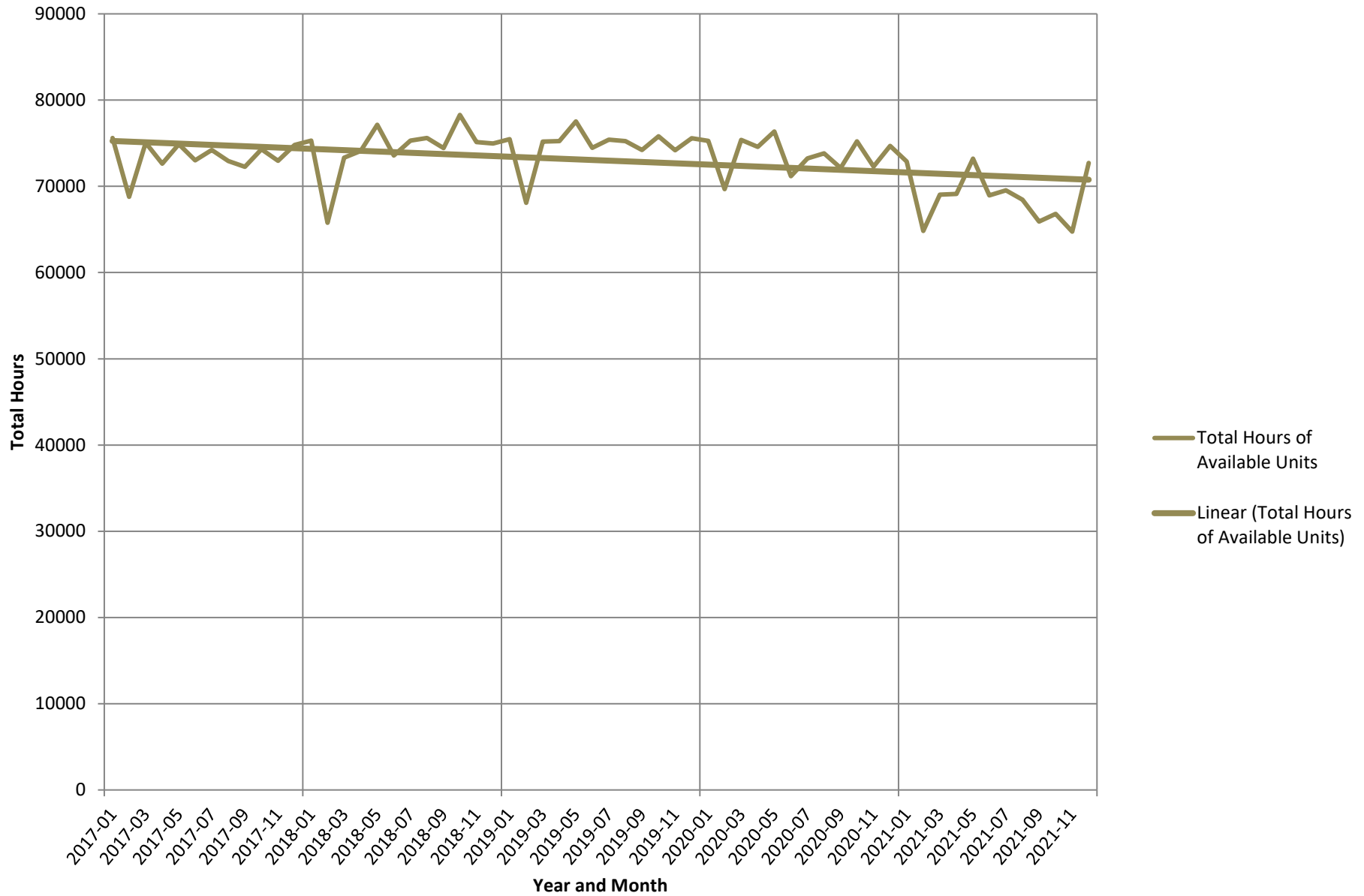
Total Hours of All Calls



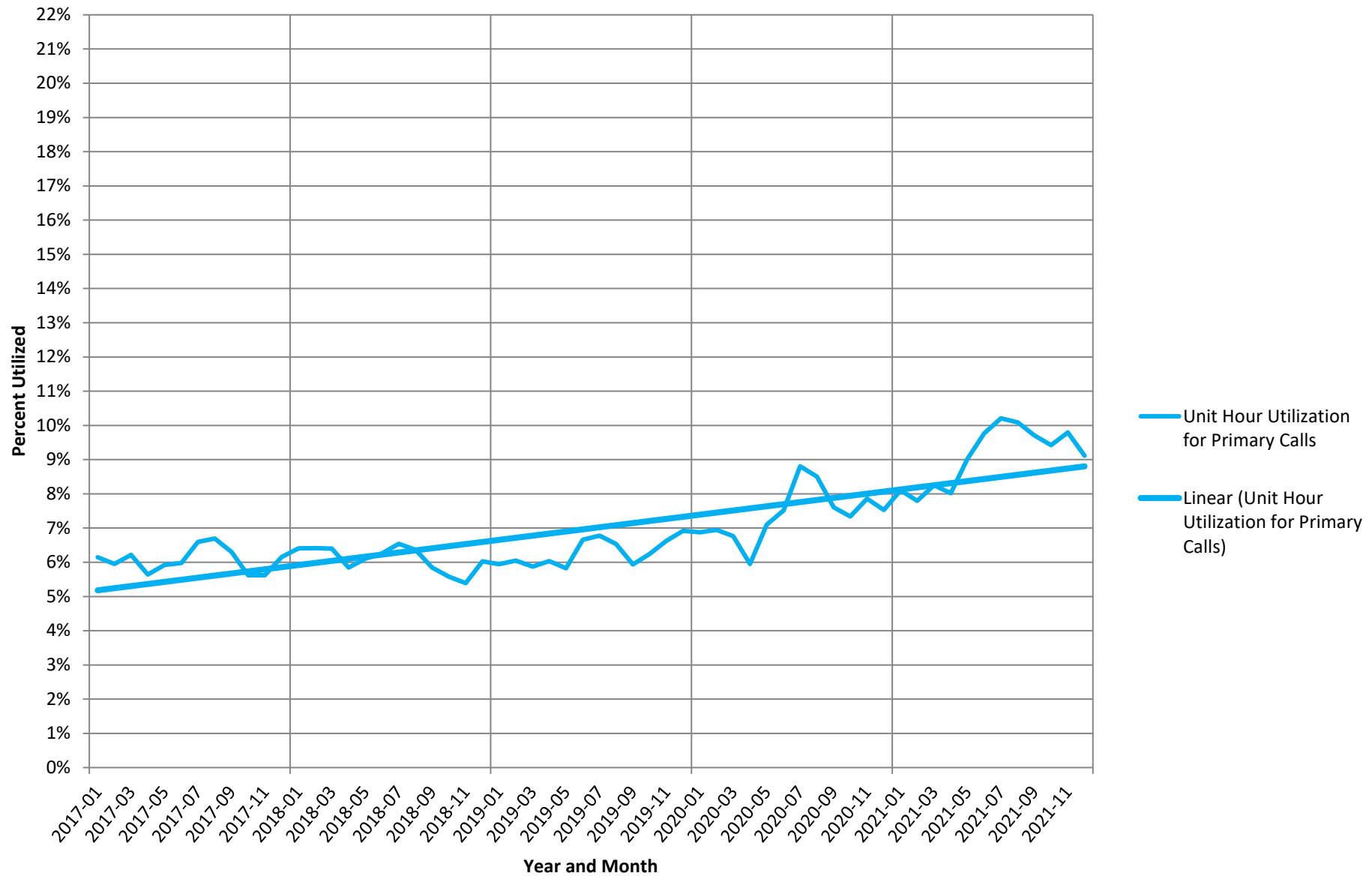
Total Hours Out of Service Due to Staff Shortages



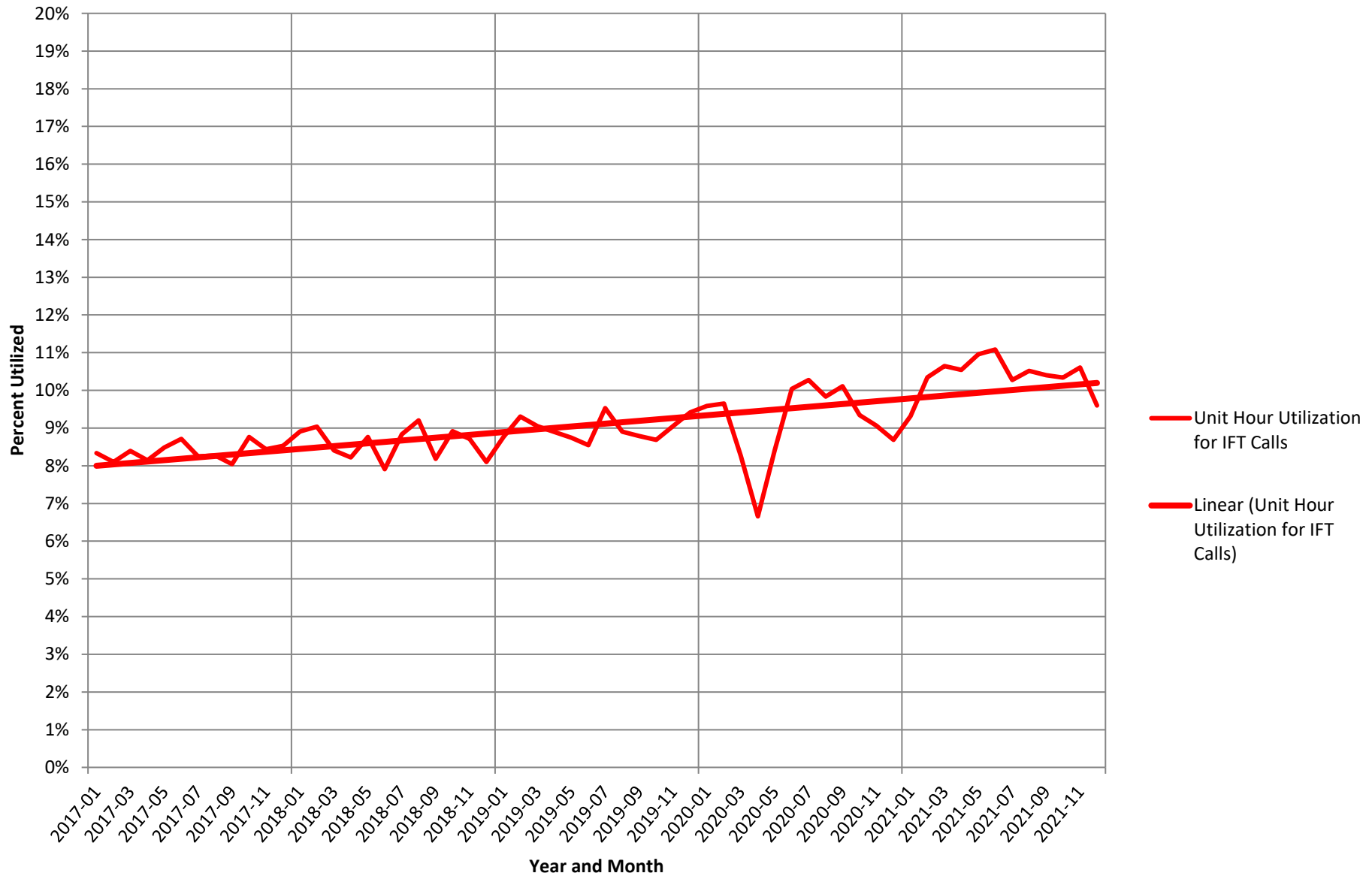
Total Hours of Available Units



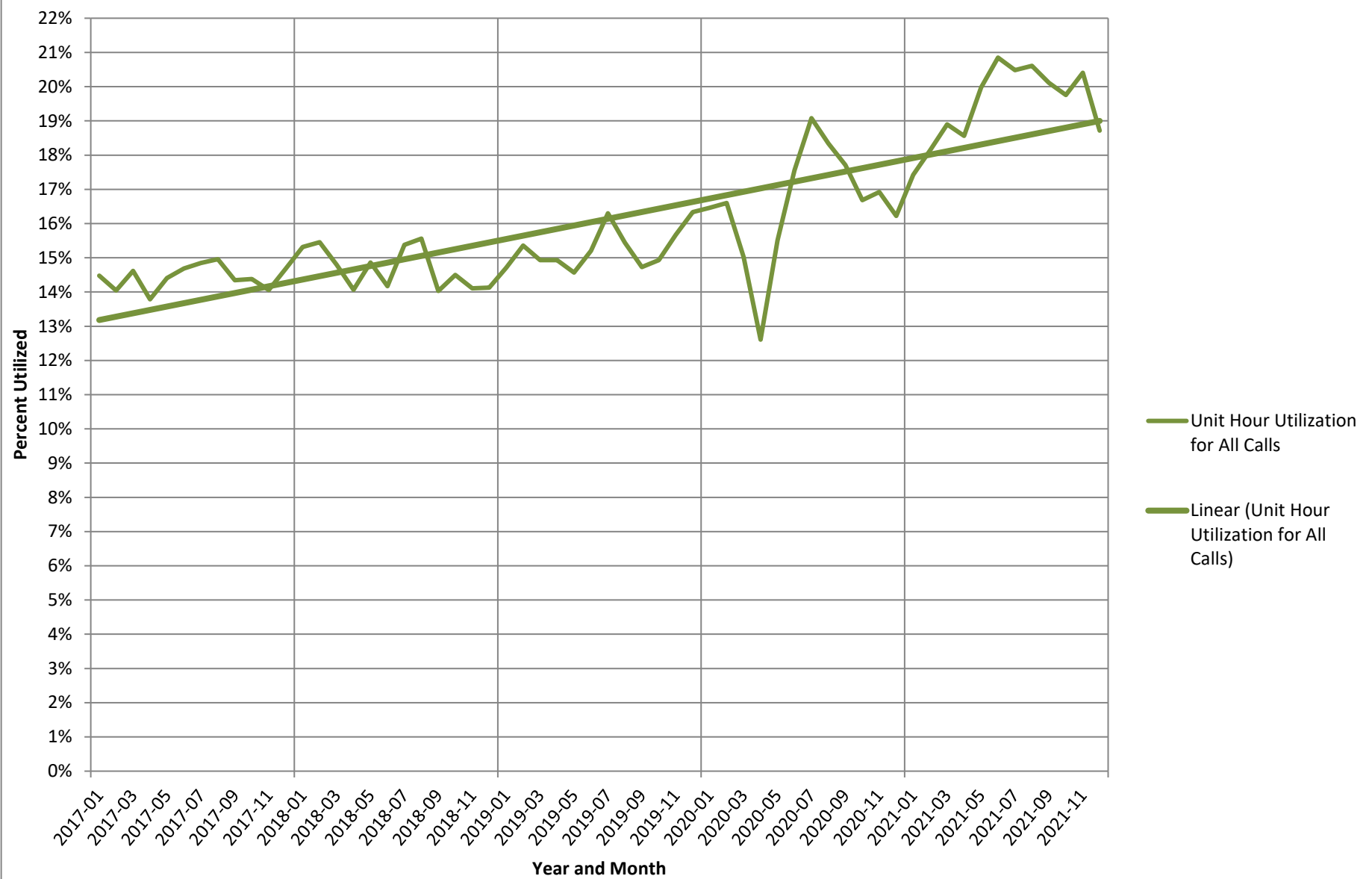
Unit Hour Utilization for Primary Calls



Unit Hour Utilization for IFT Calls



Unit Hour Utilization for All Calls



Ground EMS 5 Year Provincial Median and 90% Response Time for Primary Calls

