



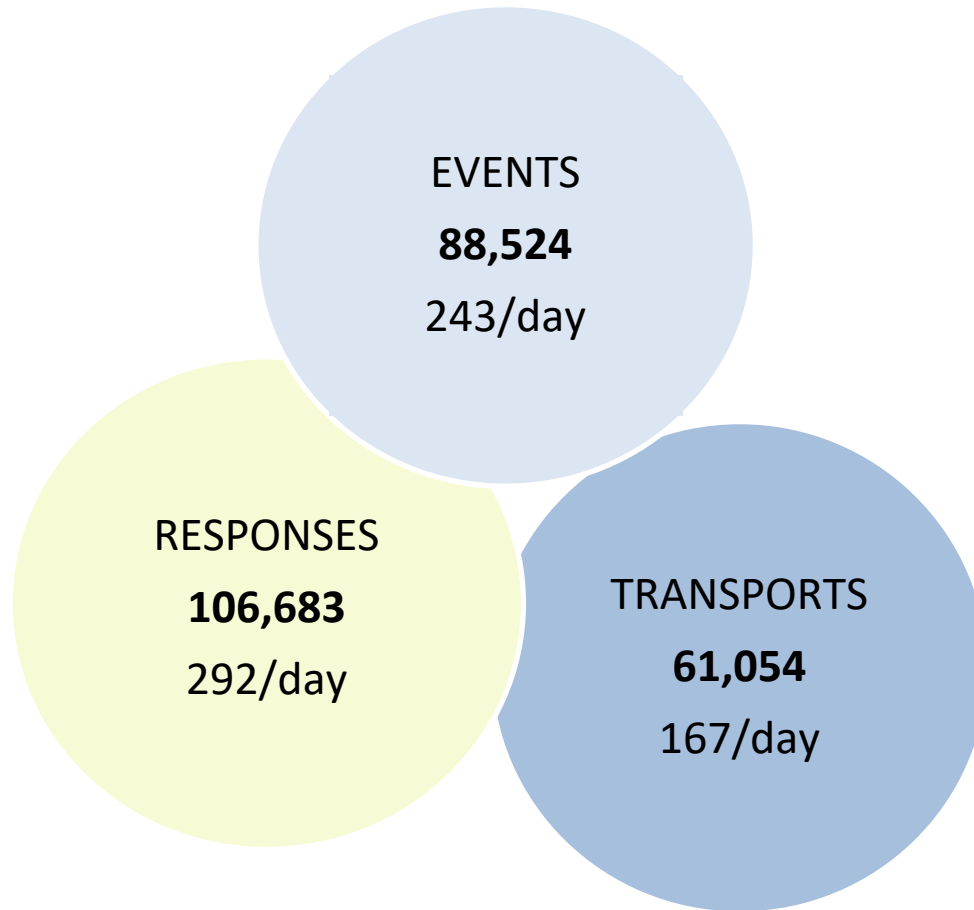
HAMILTON PARAMEDIC SERVICE 2024 ANNUAL REPORT



Emergency and Community Services Committee

June 12, 2025

What Did We Do?



Events ↑ 5.7%

Responses ↑ 4.7%

Transports ↑ 6.2%



What Did We Do?



Code Zeros ↓ **93.8%**

Code 4 Responses ↓ **25 secs**

Offload Delays ↓ **18%**

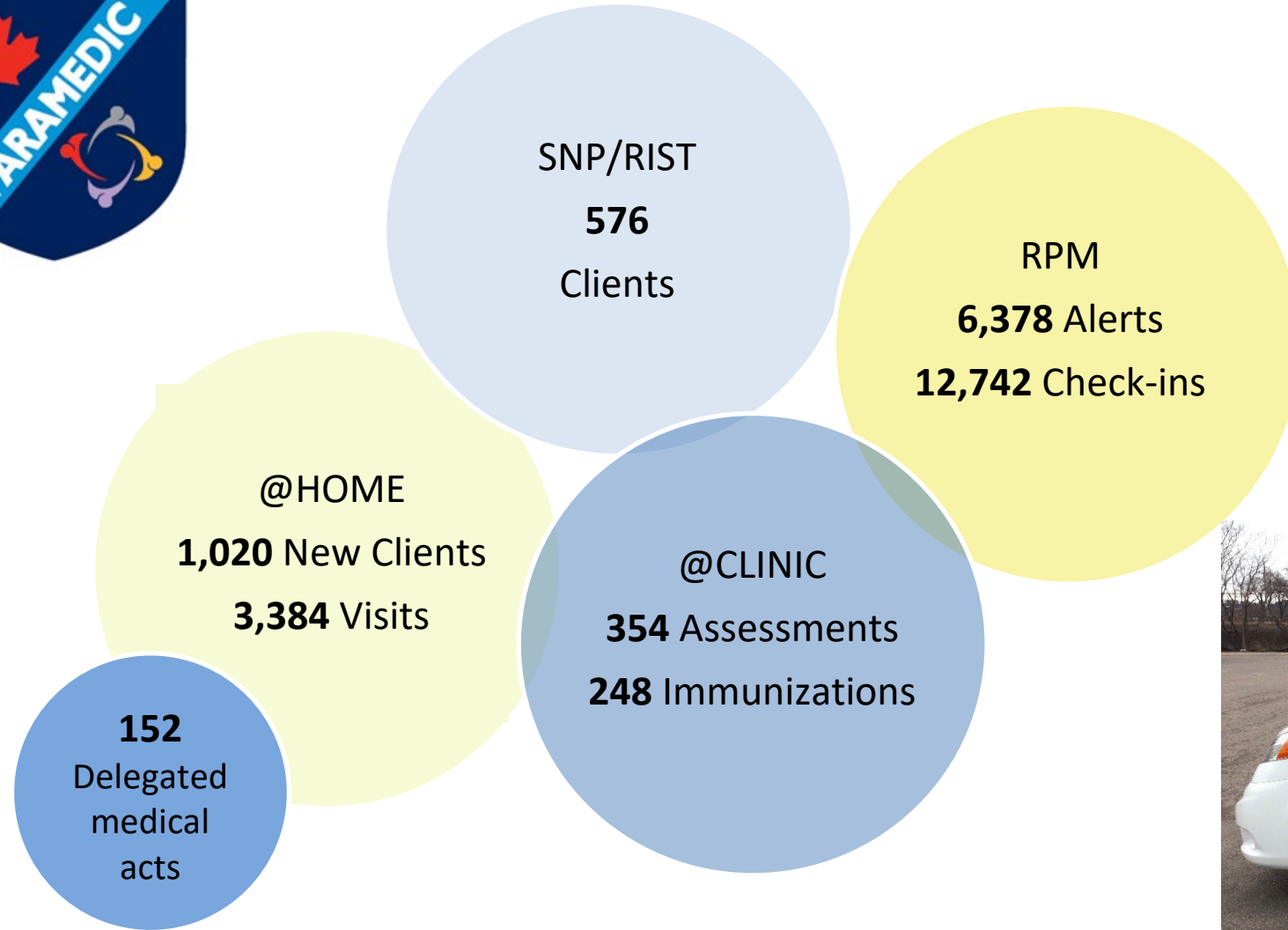
2
Code Zero
Events

10:55 mins
Code 4
Response
(90% of the time)

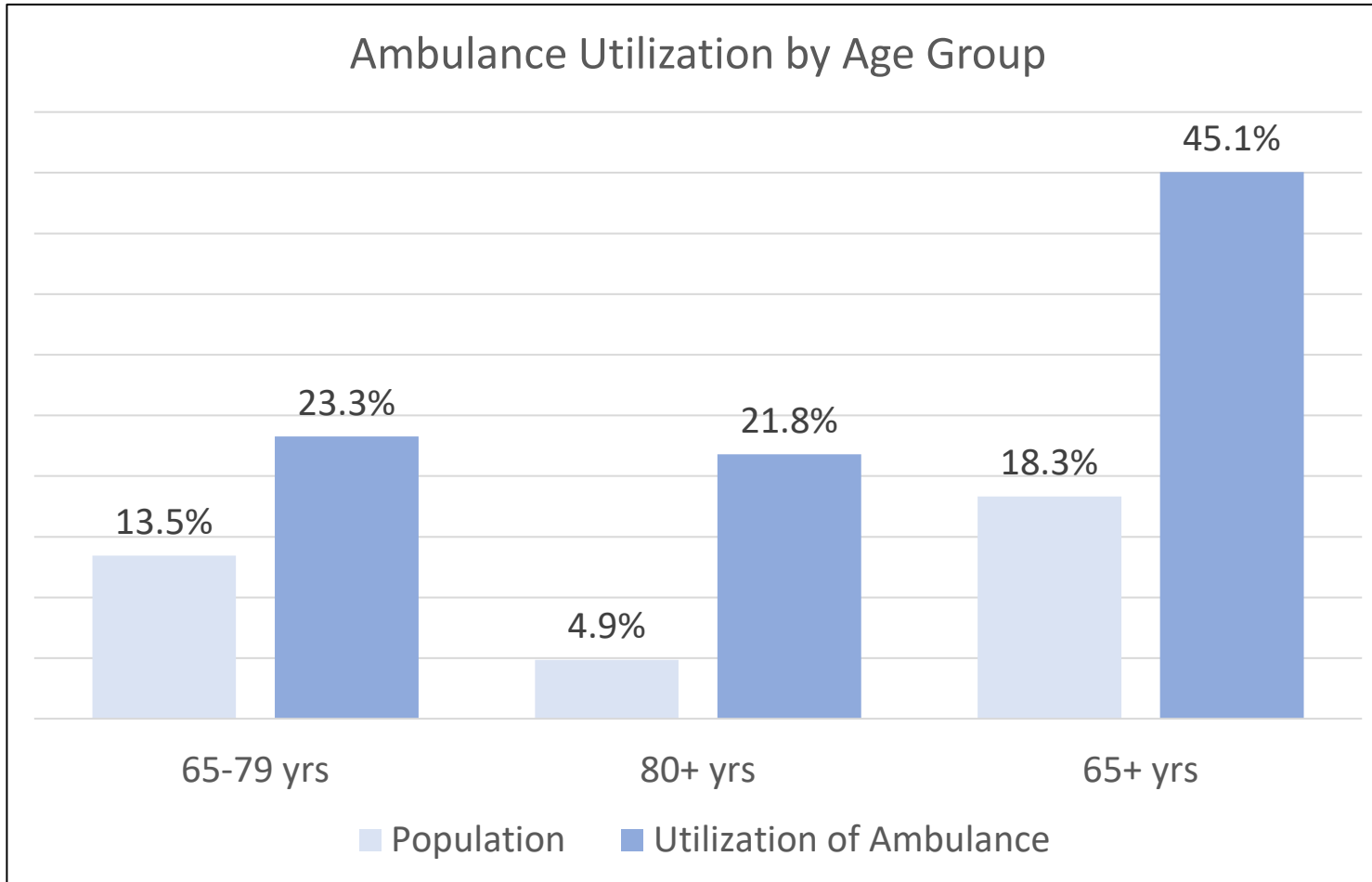
22,192 hrs
at Hospitals
> 30 mins



What Did We Do?



What Did We Do?



Top Reasons for Ambulance Dispatch:

Falls **14%**

Dyspnea (shortness of breath) **13%**

Ischemic (blood flow obstruction) **9%**



What Did We Do?

Paramedics
received
27,000 +
hours of training
and education



41
new paramedics



How Well Did We Do It?

RESPONSE TIMES				
CTAS Category	Acuity Level	Target Time	Standard % of Time Target Time to be Achieved	% of Time HPS Achieved Target Time
Vital Signs Absent	VSA Confirmed	6 minutes	75	67
1	Resuscitation	8 minutes	75	79
2	Emergent	10 minutes	75	81
3	Urgent	15 minutes	75	89
4	Less Urgent	20 minutes	75	95
5	Non-Urgent	25 minutes	75	98

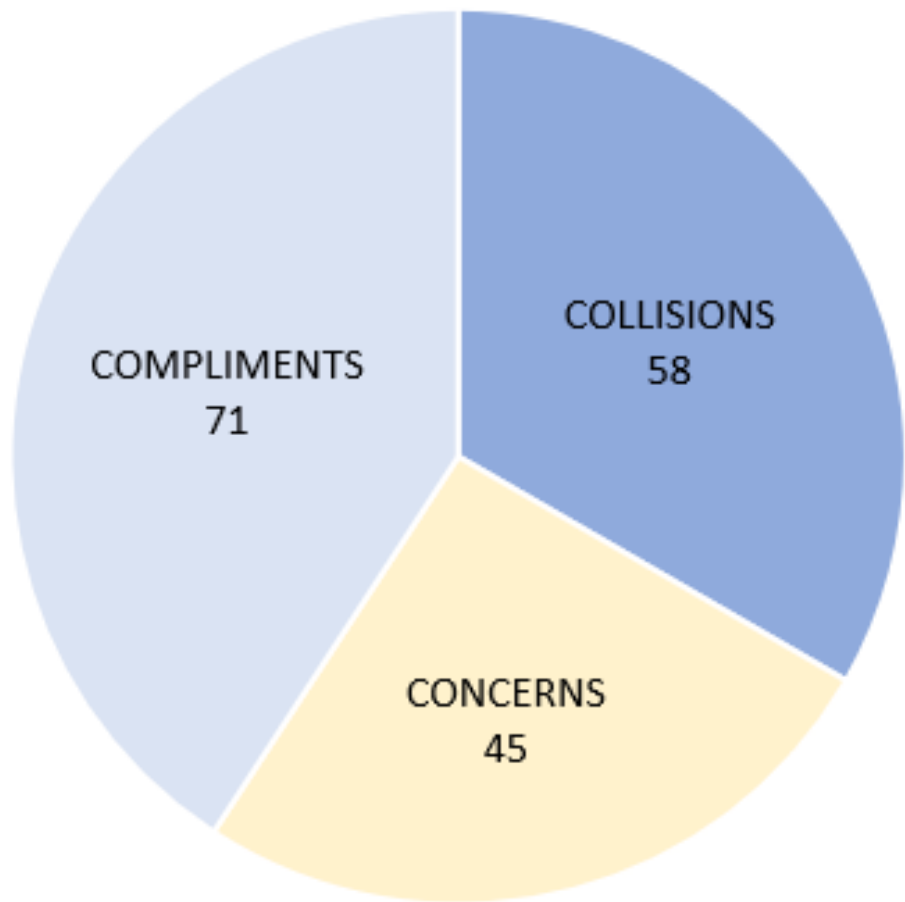
How Well Did We Do It?

The paramedics were so friendly to my 2-year-old daughter. They made us all feel safe and comfortable.

The paramedics showed tremendous care as they communicated with the kids. They were the ideal balance of professional and compassionate.

The level of kindness and empathy the paramedics showed was truly remarkable. Their calm demeanor and clear communication helped put me at ease in what was a stressful situation.

I believe the paramedics went over and above what was required of them. I felt as comfortable as possible during the entire process. They were an absolute pleasure in what was a very traumatic experience.

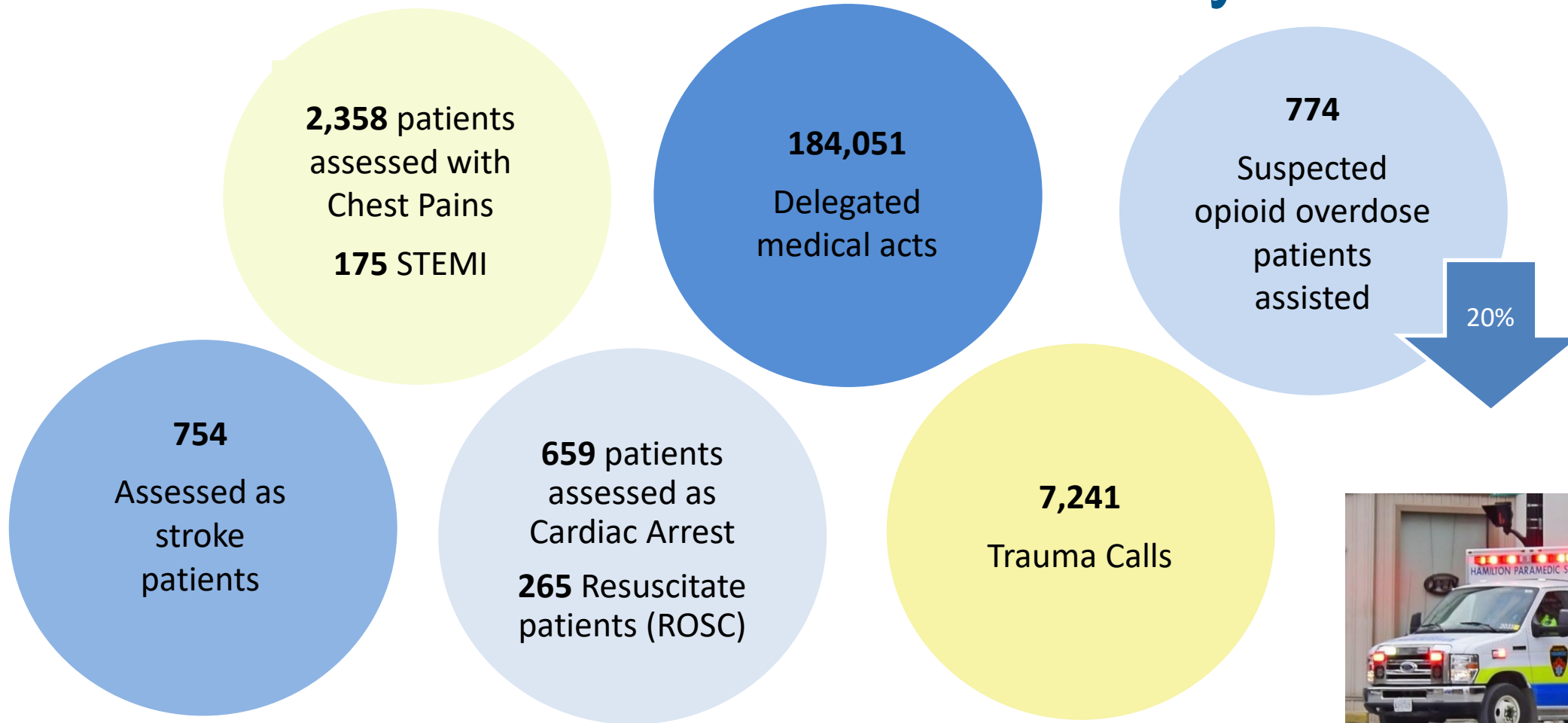


Collisions ↓ 30%

Compliments ↓ 30%

Concerns ↑ 22%

Is Anyone Better Off?



Is Anyone Better Off?



2,025 toys
+
\$10,901
To CityKidz

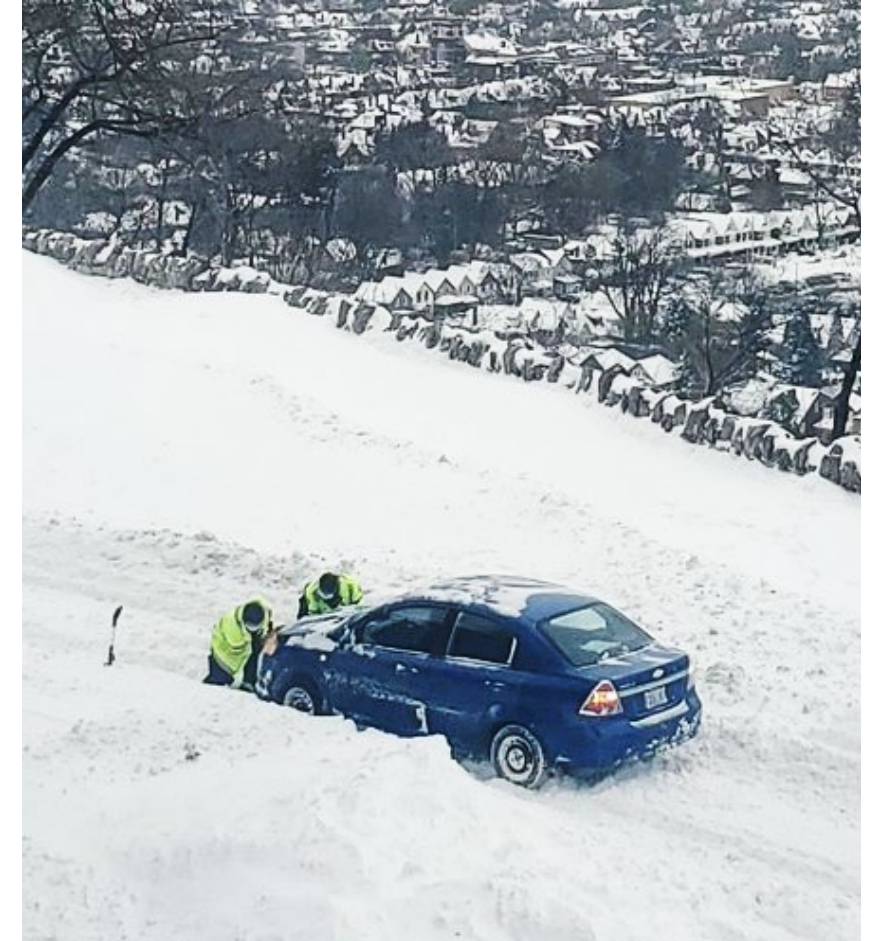
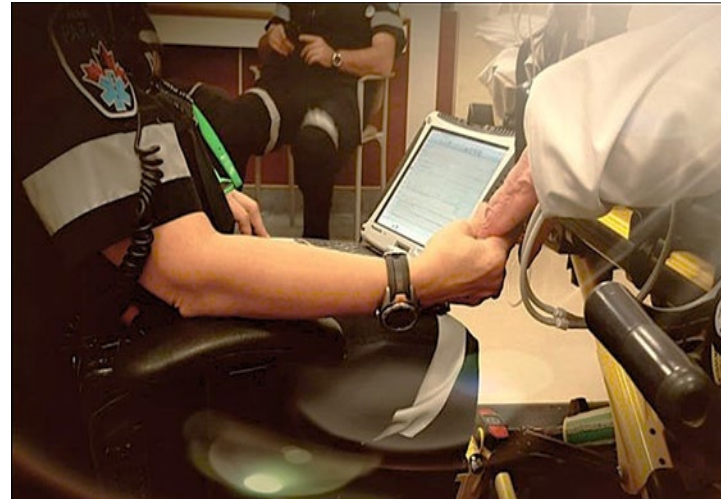
120
Gifts delivered
to Seniors



9,473 lbs food
+
\$24,274
to N2N



Is Anyone Better Off?



Master Plan Implementation

- Enhanced employee wellness activities (dog therapy, nutrition classes, new medic family night, Peer Support Team)
- Awarded funding from the Climate Change Reserve for ambulance solar panels following a successful pilot test
- Implementing facilities plan
Installing a prefabricated 8-bay structure at station 30
Approval for construction of a Central Reporting Station



Master Plan Implementation

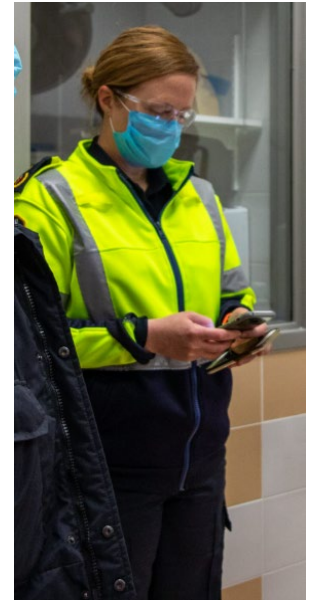
- Implemented Mobile Computer Aided Dispatch (mCAD) on all ambulance devices
- 87% of Primary Care Paramedics trained in Autonomous Intravenous
- Trained all 450 practitioners in Pre-Hospital Trauma Life Support (PHTLS)





Master Plan Implementation

- Increased number of Advanced Care Paramedics through tuition reimbursement program
- Continue efforts to reduce offload delay with hospital partners
- Acquire smartphones for all paramedics to integrate with dispatch systems
- Continue to build relationships with diverse communities



Plans for 2025

- Conduct posting stations facility study
- Continue efforts to reduce offload delay with hospital partners
- Prepare for implementation of mPDS dispatch system
- Implement in-house driver improvement program
- Installation of solar panels on ambulance fleet
- Expand Employee Wellness program
- Advance reliability management program
- Expand mascot program





Hamilton

THANK YOU