



## City of Hamilton Report for Information

**To:** Chair and Members  
Emergency and Community Services Committee

**Date:** June 12, 2025

**Report No:** HSC25032

**Subject/Title:** Hamilton Paramedic Service 2024 Annual Report

**Ward(s) Affected:** City Wide

---

### Recommendations

- 1) That Report HSC25032 respecting the Hamilton Paramedic Service 2024 Annual Report **BE RECEIVED** for information.

### Key Facts

- The purpose of this report is to provide an overview of the operational performance and key accomplishments of the Hamilton Paramedic Service in 2024.
- Appendix A, the Hamilton Paramedic Service 2024 Annual Report, presents the service's key metrics demonstrating response effectiveness in 2024 and service demand trends over the previous five years.
- Appendix A also illustrates some of the major activities undertaken by the service in 2024 related to community paramedicine, clinical excellence, community connections and employee recognitions.
- Initiatives carried out in 2024 were predominantly guided by the Hamilton Paramedic Master Plan 2022 – 2031, endorsed by Council in May 2022.

### Financial Considerations

N/A

## Background

The Hamilton Paramedic Service experienced an increase in demand for service in 2024 beyond what was expected. The Hamilton Paramedic Service Master Plan presented three forecasts of response volume growth from low to high over ten years. The Master Plan utilized an average growth level to identify resources required to meet future service demands. However, the increase in call volume in 2024 was at the highest end of what was predicted in the Master Plan.

Despite the heightened growth in 2024, the dedicated team of paramedics, Superintendents, logistics technicians, support staff and management worked diligently to ensure the people in Hamilton continued to receive quality care when and where they needed it. In addition, the team implemented a variety of transformational initiatives while also continuing to develop their skills and volunteer their time.

The following key accomplishments highlight the progress and impact achieved in 2024:

- Service demands escalated in 2024, with paramedics performing 106,683 responses (an increase of 4.7% from 2023) to 88,524 events (a 5.4% increase from 2023) and transported 61,054 patients (increased by 6.2% from 2023), an average of 167 patients transported per day.
- 45% of patients seen by paramedics were aged 65 years and older, with 21.8% 80 years and older. The number one reason patients called for an ambulance in 2024 was due to a fall.
- Response time to calls dispatched as a life-threatening (Code 4 – Lights and Siren) emergency at the 90th percentile was 10 minutes and 55 seconds in 2024. Despite the increase in call demand this is an improvement of 25 seconds from 2023. This reflects the time from when the MOH Central Ambulance Communications Centre (CACC) assigns the call to paramedics until paramedics arrive on scene.
- Hospital offload delays significantly improved in 2024. The provincial guideline for hospital offload is 30 minutes 90% of the time. In 2024, Juravinski Hospital achieved that target time throughout the year, while St. Joseph's Healthcare Hamilton achieved it for 4 months of the year and met the interim target of 60 minutes for the remaining 8 months. Hamilton General Hospital met the interim target of 60 minutes or less during 10 months in 2024.
- In 2024, a total of 22,192 staffed ambulance hours were consumed waiting at hospitals beyond the first 30 minutes after arrival. This represents a decrease of 18% or 4,880 hours where paramedics were available to respond to calls in the community.
- Code Zero events decreased again in 2024 with a total of only 2 events. These occurred in January and lasted less than 10 minutes. Code Zero events occur

when the number of ambulances available to respond to a call are limited to just one or none.

- The Mobile Integrated Health unit continued to be an integral part of community health and well-being as is evident by the following performance metrics in 2024:
  - CP@Clinic program: 354 assessments and 248 immunizations provided to residents of 16 buildings
  - CP@Home program: 1,020 new clients, 3,384 in-person visits from community paramedics and 15,421 telephone check-ins with 911 activated just 50 times
  - Remote Patient Monitoring: 6,378 patient alerts from up to 240 clients resulting in community paramedics following up 12,742 times
  - Social Navigator Program: 576 individuals served through 4,316 interactions resulting in social navigators delivering 9,902 services to assist clients with such things as food, clothing, water, transportation, harm reduction, wound care, etc.
- Advancements were made in 2024 on the Master Plan including:
  - An additional staffed ambulance
  - Increase in Advanced Care Paramedics
  - Analysis of Tiered Response Agreement
  - Reduction in offload delay times
  - Increase in Primary Care Paramedics certified in Autonomous Intravenous
  - Training of all paramedics in Pre-Hospital Trauma Life Support
  - Paramedic Green Action Plan action item implementation
  - Smart phones provided in every ambulance to connect to dispatch systems as part of the Mobile Computer Aided Dispatch project (mCAD)
  - Shelter secured for short-term needs of storing vehicles
  - Facility plan implementation underway to address medium and long-term needs
  - Building relationships with diverse communities to expand recruitment activities
- Paramedics received an aggregated total of over 27,000 hours of training and education led by the Performance and Development section to achieve a standard of excellence in clinical care. In 2024, training included new certifications in Pre-Hospital Trauma Life Support and Collaborative High Reliability as well as education in new medical procedures and equipment and a refresher of existing procedures.
- The Logistics and Planning section of the Hamilton Paramedic Service led many technological advancements in 2024 including implementing Mobile Computer Aided Dispatch (mCAD) on ambulance devices, and piloting solar panels on 2 ambulances which resulted in a reduction of greenhouse gas emissions and a savings in battery replacement costs. Based on the results of the pilot study, the

service was awarded funding from the City's Climate Change Reserve to outfit all ambulances with solar panels in 2025.

- In 2024, once again Hamilton paramedics generously volunteered their time and resources to support the community. Paramedics provided outreach activities to educate and inform community organizations about paramedicine as a career, CPR and awareness of emergency medical response. They participated in the Honour Guard to represent the service in ceremonial activities and led a number of charitable initiatives to raise food, toys, clothes and cash donations for the most vulnerable in the community.

With an ageing and growing population, the demands on paramedic services will continue to escalate. The Master Plan is a roadmap to help address the increasing needs of the community. In 2024, Council approved funds for the construction of a central reporting station as described in the Master Plan. This new model of delivering paramedic services will help improve coordination, better manage resources, and enhance training enabling the Hamilton Paramedic Service to be better equipped to deliver more services more effectively and efficiently.

## **Analysis**

Legal implications or legislated requirements – NA

Corporate Policy implications - NA

Staffing Considerations - NA

Consultations - NA

## **Alternatives**

NA

## **Relationship to Council Strategic Priorities**

The Hamilton Paramedic Service's 2024 Annual Report spotlights some major activities undertaken by the service throughout the year. These activities align with the vision articulated in the Master Plan to deliver paramedic services that better serve a complex and ever-changing community. In so doing, the service contributes to the 2022-2026 Council Priority of ensuring safe and thriving neighbourhoods. Furthermore, presenting the details of the service's operational performance in a public format addresses the Council Priority of responsiveness and transparency.

## **Previous Reports Submitted**

- [Hamilton Paramedic Service Master Plan 2022-2031](#)
- [Hamilton Paramedic Service 2023 Annual Report](#)

- [Hamilton Paramedic Service 2022 Annual Report](#)
- [Hamilton Paramedic Service 2021 Annual Report](#)
- [Hamilton Paramedic Service 2020 Annual Report](#)

## **Consultation**

The Hamilton Paramedic 2024 Annual Report was developed with input from each division within the service.

## **Appendices and Schedules Attached**

Appendix A: Hamilton Paramedic Service 2024 Annual Report

**Prepared by:** Linda Button, PhD, Senior Project Manager  
Healthy and Safe Communities, Hamilton Paramedic Service

**Submitted and recommended by:** Michael Sanderson, Chief  
Healthy and Safe Communities, Hamilton Paramedic Service