

**HAMILTON EMERGENCY MEDICAL SERVICES
GENERAL STATISTICS**

5.4

	2008	2009	2010	2011 ^a	Jan	Feb
EMS CALL VOLUME						
EMS Calls Dispatched Priorities						
Non-Emergency Calls(1 & 2's)	1,471	1,422	1,223	102	67	35
3 - Urgent	13,164	16,502	18,882	2,957	1,604	1,353
4 - Life Threatening	48,160	45,739	47,022	7,694	4,225	3,469
Emergency Calls Priority 3 & 4's	61,324	62,241	65,904	10,651	5,829	4,822
TOTAL CALLS (1, 2, 3 & 4)	62,795	63,663	67,127	10,753	5,896	4,857
EMS Patients Transported with High Return Priority (Criteria: PickupUpperTier=38)						
Transported Life Threatening (Priority 4)	3,854	3,900	3,840	566	288	278
EMS RESPONSE TIMES						
CACC Response (MOHLTC Dispatch) Provincial Standard is 120 seconds or less for 90th percentile						
Seconds (T ₀ _TimeZero-T ₂ _Notified)	179	189	181	191	185	196
HES EMS Response - Provincial Standard is 10:03 or less for all of Hamilton 90th percentile (T₂_Notified-T₄_ArriveScene) First Unit						
City of Hamilton (amal.)	10:42	10:17	10:15	11:09	10:54	11:27
HES EMS Response Time - Average (T₂_Notified-T₄_ArriveScene) First Unit						
City of Hamilton (amal.)	06:20	06:27	06:25	07:03	06:57	07:11
- Ancaster	08:23	08:03	08:01	09:25	09:29	09:21
- Dundas	05:56	07:30	06:13	06:52	06:47	06:58
- Flamborough	10:53	10:30	10:30	11:32	11:19	11:43
- Glanbrook	09:46	09:18	09:33	10:03	10:00	10:06
- Hamilton	05:47	05:54	05:58	06:35	06:29	06:41
- Stoney Creek	07:29	07:15	06:58	07:17	07:21	07:13
OTHER EMS TIME STATISTICS						
Avg. Chute Time (Notified-Enroute)	01:11	00:54	00:56	00:56	00:55	00:58
Avg. Time-on-Task (Enroute-ClearDest.)	01:28:40	01:27:20	01:28:53	01:42:54	01:43:53	01:41:42
Avg. Scene Time (ArriveScene-DepartScene)	17:01	17:39	17:57	18:36	18:36	18:36
EMS-Hospital Off-load/Transfer of Care Time (All Return Codes)						
Transfer of Care Monitor - All Calls						
Average (Arrive-End of ToC)	00:49:35	00:53:55	00:53:49	01:08:52	01:08:55	01:08:48
EMS-Hospital ED Time						
90 th percentile	01:35:14	01:27:31	01:28:00	02:06:52	02:11:23	02:01:57
Average (Arr_Dest-ClrDest)	00:53:07	00:51:20	00:52:29	01:05:28	01:07:03	01:03:32
EMS OPERATIONS						
Hours spent in ED (Emerg. calls)	29,338	29,109	30,548	6,098	3,421	2,677
Hours spent on Calls (Emerg. calls)	50,339	50,764	53,369	9,904	5,500	4,404
% Task Time spent in ED	58%	57%	57%	62%	62%	61%
Total street hrs (incl. overruns)	350,657	367,315	373,782	59,448	31,658	27,790
Street Hours/Day	961	1,006	1,024	1,008	1,021	993
All Patients transported, all return priorities	40,426	41,371	41,885	6,517	3,574	2,943

Source: ADDAS Data Warehouse, Transfer of Care, EMS Scheduling.

Updated: 4 Apr 2011