
EMS System Improvements

Performance Update

September 2024

Performance Improvements Update

Alberta's EMS Operations



4900 Paramedics
who respond to

1350 911 calls/day

724,288 events/year
*all event types



453
Ground Ambulances
224
EMS stations



5
Dedicated
Rotary Wing
Air Ambulances



11
Fixed Wing
Air Ambulances



4
Dispatch Centres



164
Community
Paramedics

We do

174,000

Interfacility Transfers (IFT) every year



Medical Oversight
provided by
10 Medical Directors

We work with

311

Medical First Responder Agencies
in communities across Alberta



Response time – Performance at 90th Percent

- All call times: h:mm:ss

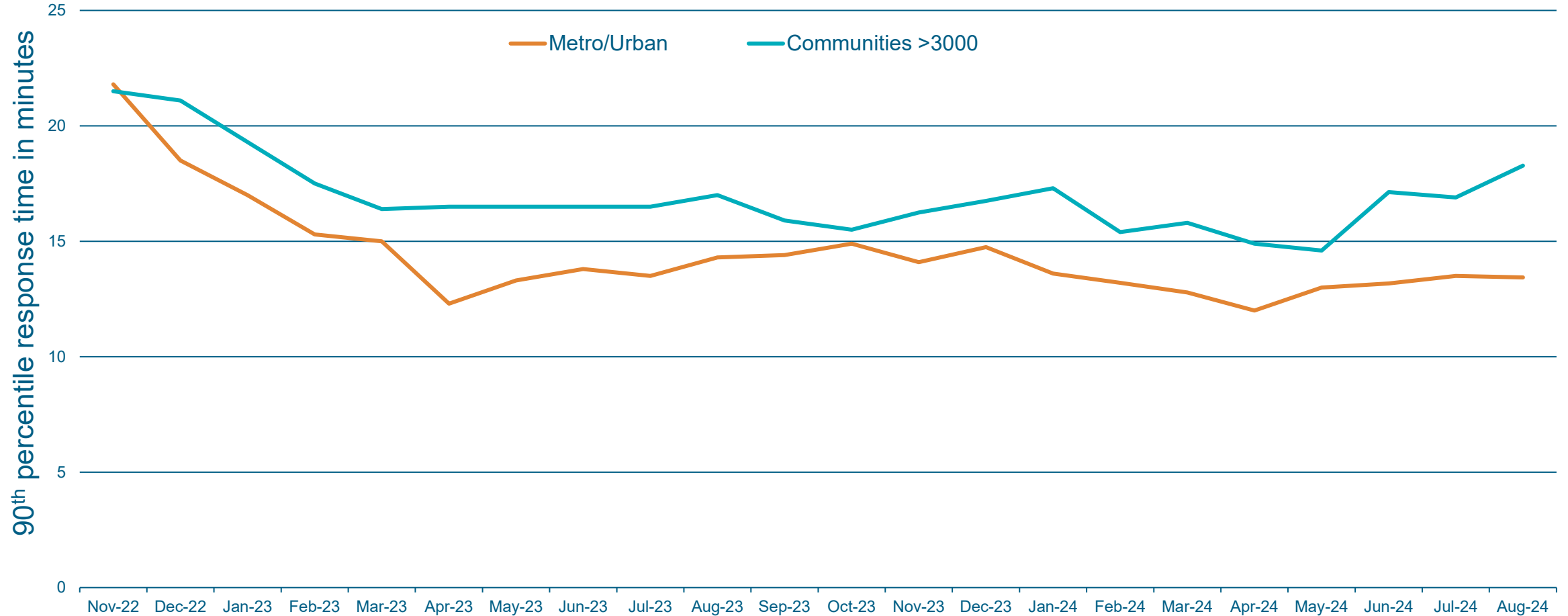
Call Type	Metro/Urban				Communities >3000			
	Nov 2022	June 2024	July 2024	August 2024	Nov 2022	June 2024	July 2024	August 2024
Delta/Echo	0:21:48	0:13:10	0:13:29	0:13:26	0:21:29	0:17:08	0:16:52	0:18:17
Bravo/Charlie/ Delta/Echo	0:33:36	0:15:28	0:16:15	0:16:52	0:24:01	0:17:44	0:18:18	0:18:21
Alpha	1:54:17	0:29:28	0:32:28	0:32:44	0:27:12	0:26:33	0:26:49	0:28:16

Call Type	Rural				Remote			
	Nov 2022	June 2024	July 2024	August 2024	Nov 2022	June 2024	July 2024	August 2024
Delta/Echo	0:35:59	0:32:11	0:33:51	0:34:04	1:03:55	0:55:33	1:08:19	0:58:28
Bravo/Charlie/ Delta/Echo	0:37:25	0:33:29	0:34:39	0:34:52	1:04:33	0:57:52	1:04:59	1:03:31
Alpha	0:42:41	0:41:57	0:43:53	0:43:12	1:20:20	1:19:56	1:29:58	1:13:29

Response Time Performance Summary

(Delta/Echo)

Urban/ Metro and Communities 3000 (Delta/Echo)

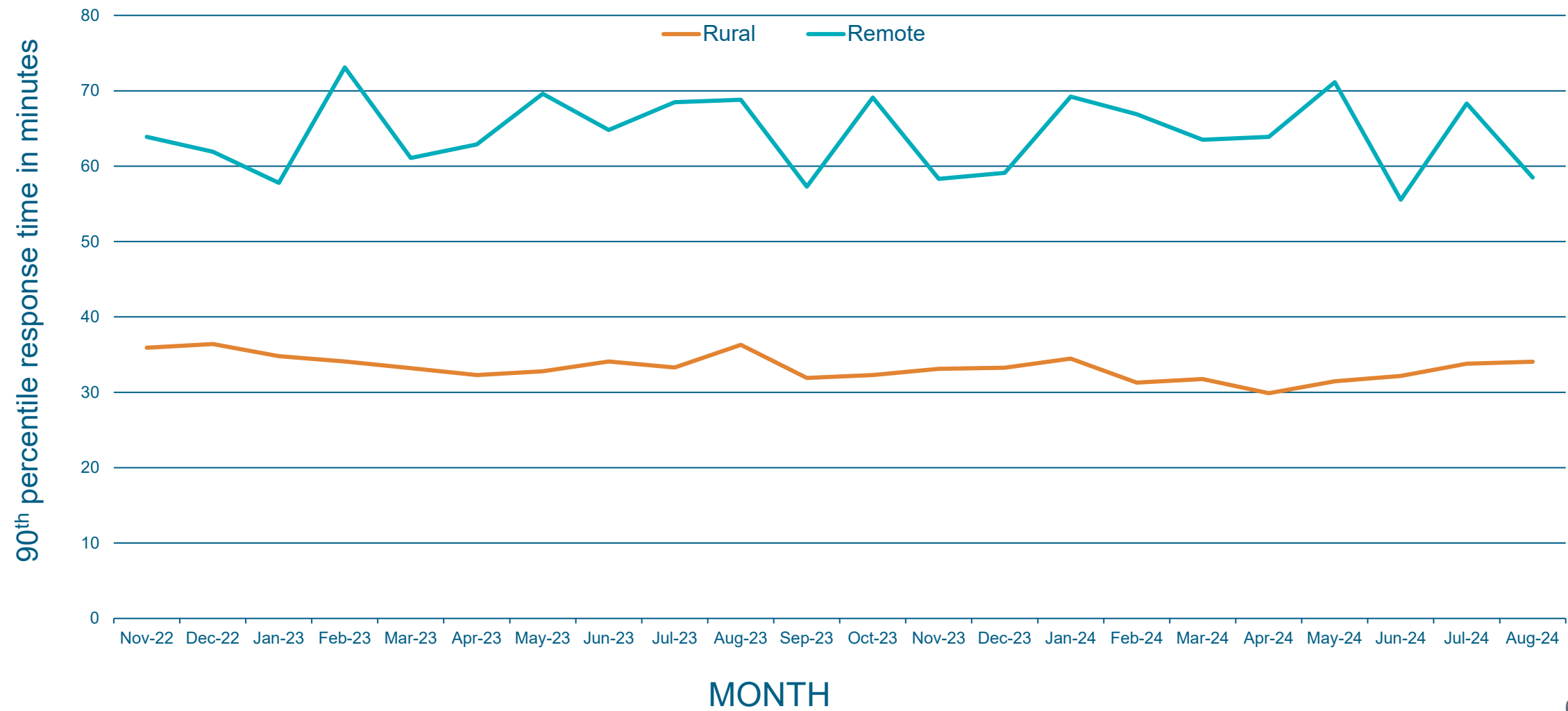


MONTH

Response Time Performance Summary

(Delta/Echo)

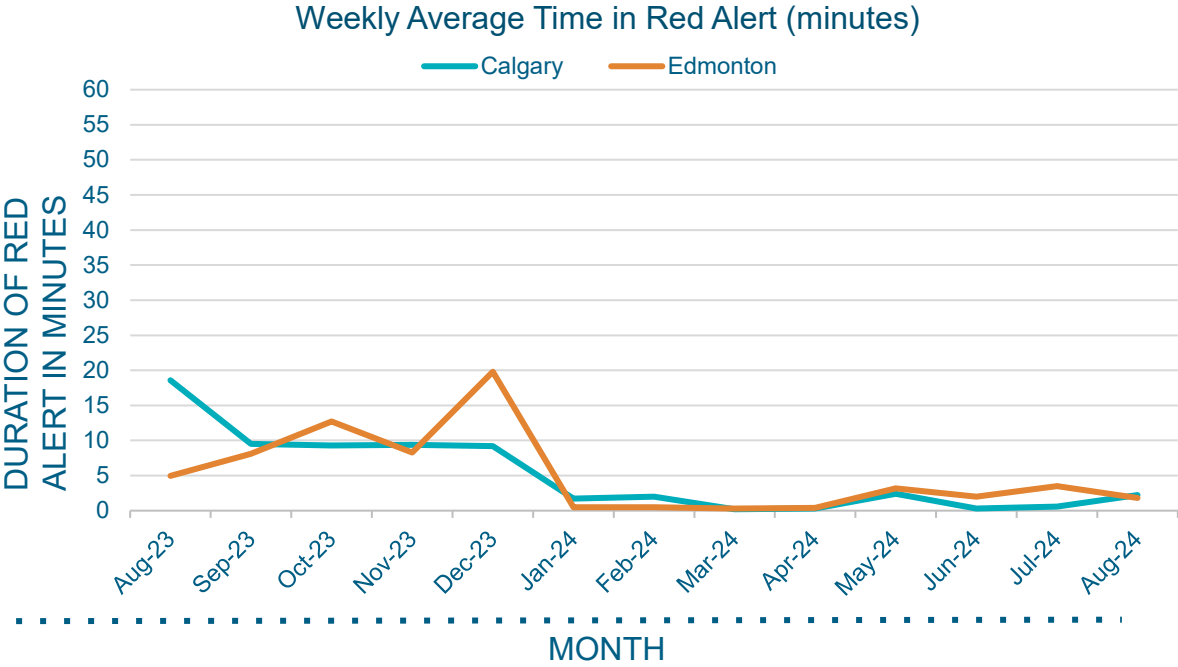
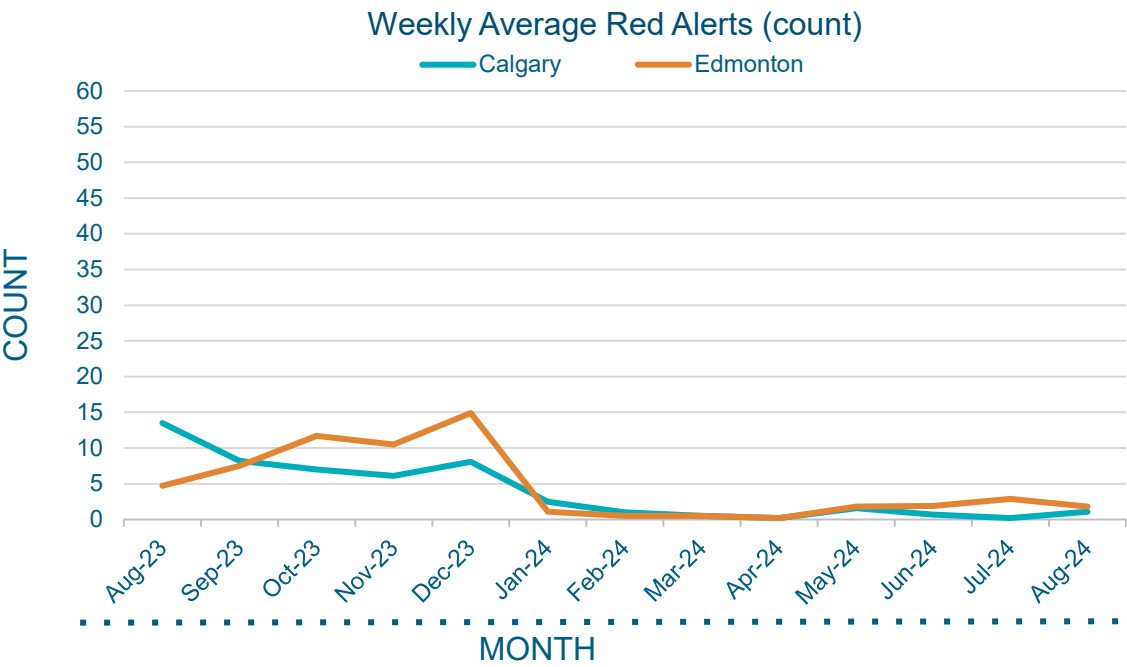
Rural and Remote (Delta/Echo)



Red Alerts

Red alerts measure the brief instances when all available ambulances are busy helping patients at a point in time but are prioritized to response to the most urgent calls.

Time in Red Alert (Weekly averages)	Nov 2022	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	June 2024	July 2024	Aug 2024
Calgary	254 minutes	1.7 minutes	2.0 minutes	0.2 minutes	0.3 minutes	2.4 minutes	0.3 minutes	0.6 minutes	2.2 minutes
Edmonton	295 minutes	0.5 minutes	0.5 minutes	0.3 minutes	0.4 minutes	3.2 minutes	2.0 minutes	3.5 minutes	1.8 minutes



Red Alerts – Calgary

Red alerts measure the brief instances when all available ambulances are busy helping patients at a point in time but are prioritized to response to the most urgent calls. They are only measured in Calgary and Edmonton.

Monthly total time in Red Alert for Calgary (in minutes)

This chart shares the sum total amount of minutes that Calgary was in red alert by month

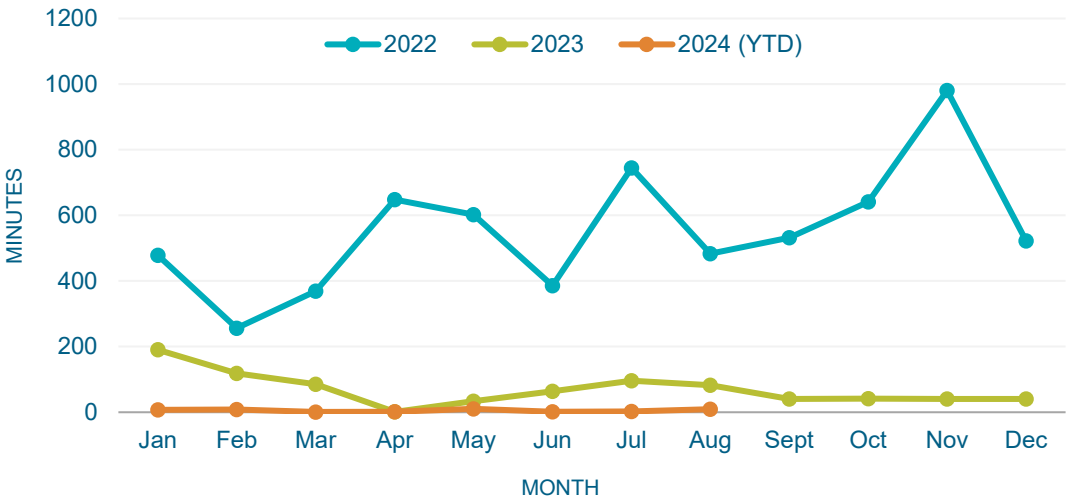
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	478.3	256.4	368.7	647.6	602.4	385.6	744.2	483.3	532.1	641.2	980.3	521.8
2023	190.3	118.3	85.8	1.1	33.8	63.5	96.4	82.3	40.9	41.2	40.2	40.8
2024	7.6	8.4	1.0	1.5	10.4	1.4	2.8	9.6	-	-	-	-

Monthly total number of Red Alerts for Calgary (count)

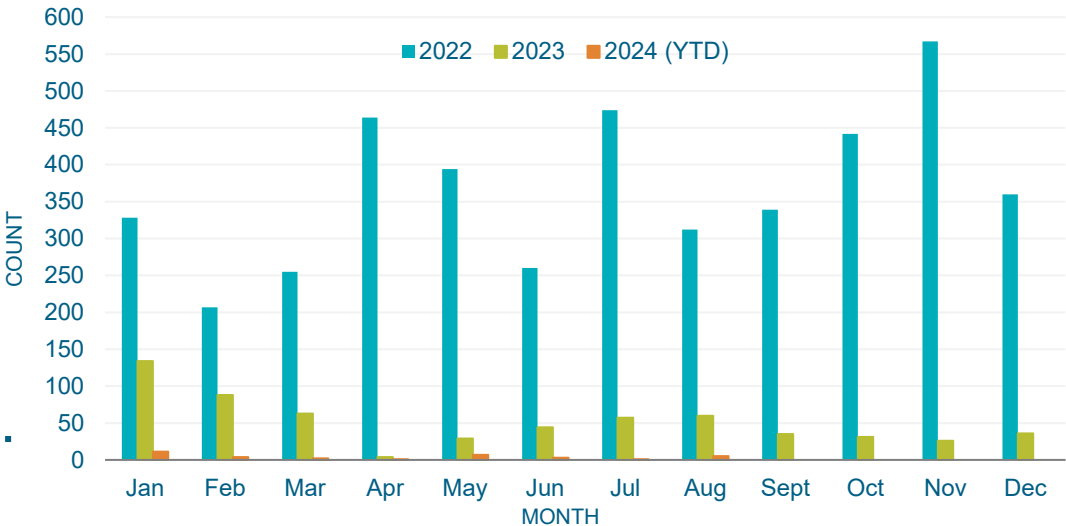
This chart shows the total number of red alert occurrences for Calgary by month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	328	207	255	464	394	260	474	312	339	442	567	360
2023	134	88	63	4	29	44	57	60	35	31	26	36
2024	11	4	2	1	7	3	1	5	-	-	-	-

Monthly total time in Red Alert for Calgary (in minutes)



Monthly total number of Red Alerts for Calgary (count)



Red Alerts – Edmonton

Red alerts measure the brief instances when all available ambulances are busy helping patients at a point in time but are prioritized to response to the most urgent calls. They are only measured in Calgary and Edmonton.

Monthly total time in Red Alert for Edmonton (in minutes)

This chart shares the sum total amount of minutes that Edmonton was in red alert by month

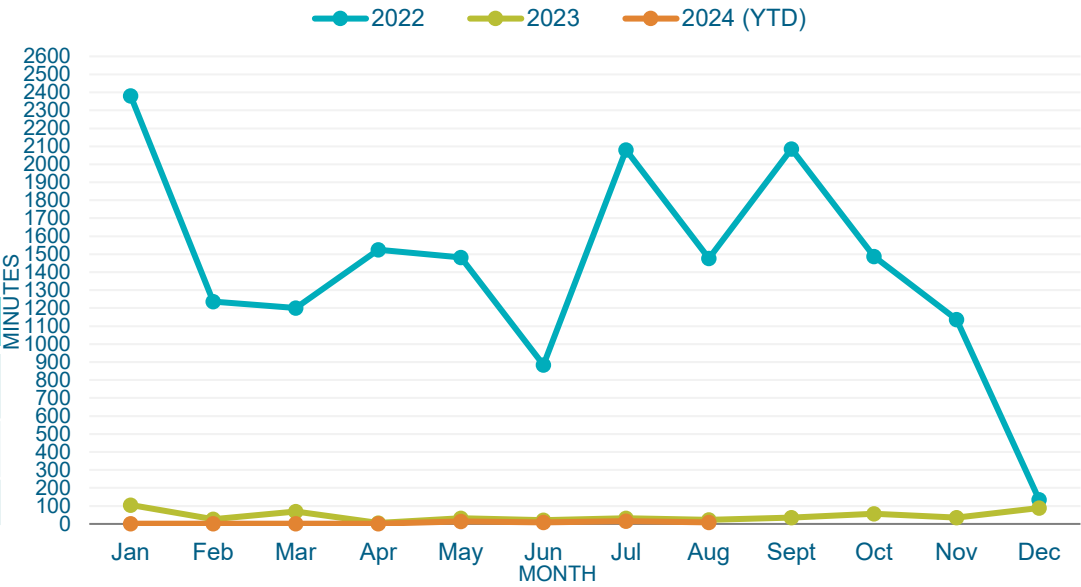
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	2381.5	1235.6	1200.3	1524.3	1481.8	883.6	2080.4	1477.4	2085.2	1486.7	1136.6	134.5
2023	105.5	26.9	69.8	5.5	31.7	21.7	31.5	21.9	34.7	56.4	35.5	87.9
2024	2.0	2.2	1.4	1.7	14.4	8.4	15.4	8.1	-	-	-	-

Monthly total number of Red Alerts for Edmonton (count)

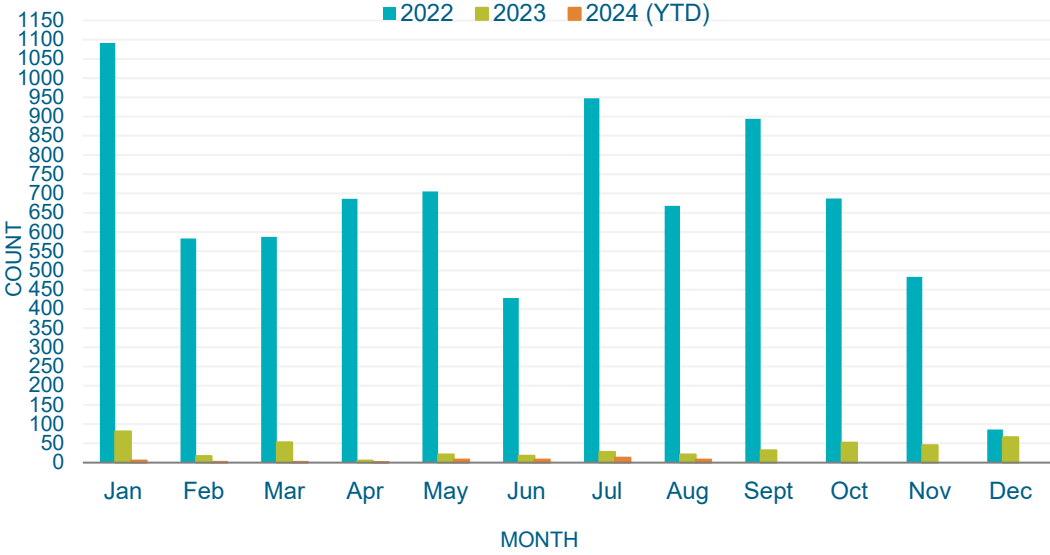
This chart shows the total number of red alert occurrences for Edmonton by month.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	1092	583	587	686	705	428	948	668	894	687	483	86
2023	81	17	53	5	21	18	28	21	32	52	45	66
2024	5	2	2	1	8	8	13	8	-	-	-	-

Monthly Total Time in Red Alert - Edmonton (in minutes)

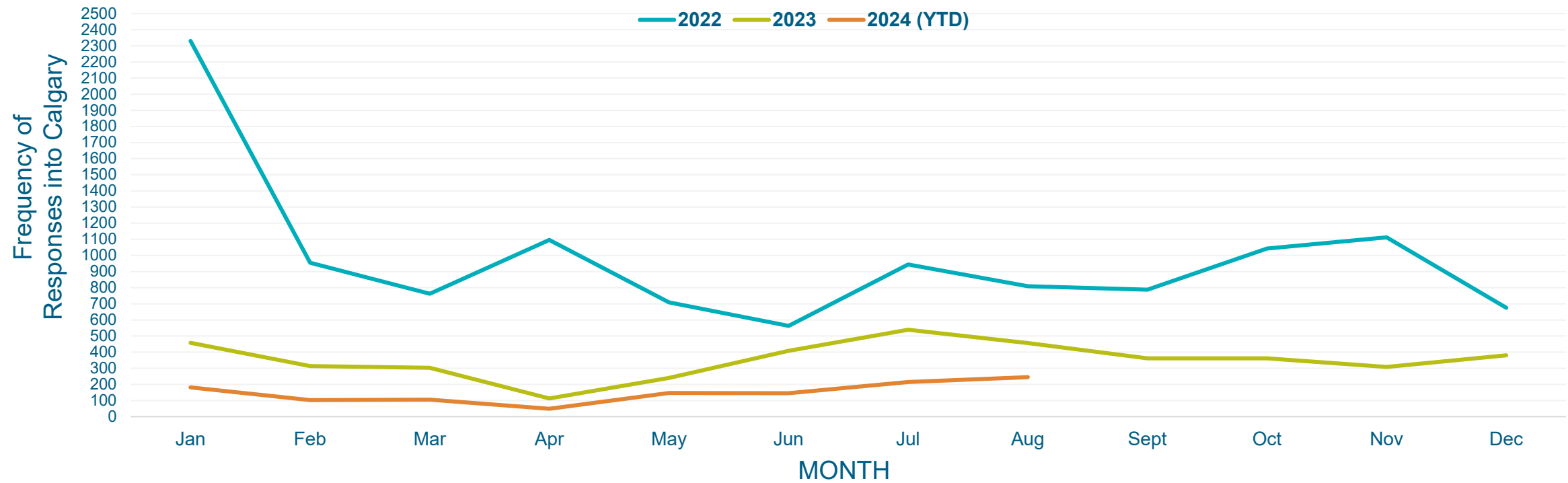


Monthly total number of Red Alerts for Edmonton (count)



Suburban unit responses into Calgary

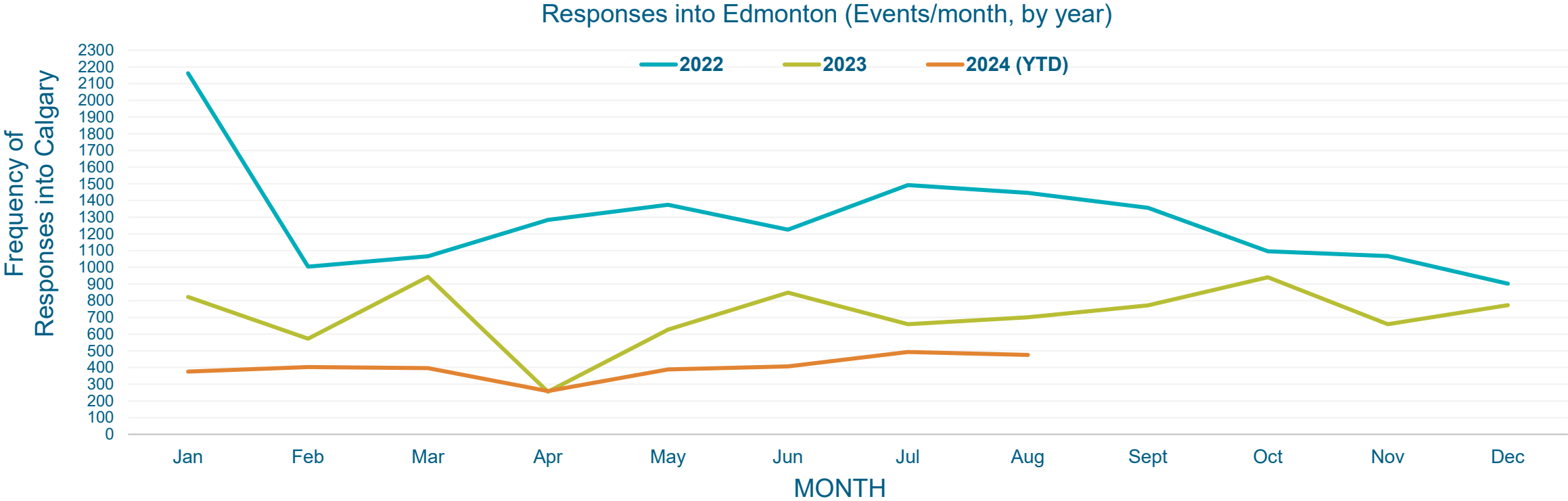
Events with Outside Services Responding into Calgary (Events/Month by Year)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	2330	954	762	1096	709	563	944	809	787	1042	1112	676
2023	458	314	303	113	240	408	539	457	362	362	308	381
2024	181	103	106	49	147	146	215	245	-	-	-	-

**Data as of September 2024*

Suburban unit responses into Edmonton



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2022	2162	1004	1066	1284	1374	1226	1492	1446	1357	1096	1067	902
2023	823	573	943	255	627	849	660	701	772	941	660	773
2024	378	403	396	259	389	407	493	475	-	-	-	-

**Data as of September 2024*