

MEMORANDUM

TO: Members of Community and Health Services Committee

FROM: Adelina Urbanski, Commissioner of Community and Health Services

DATE: April 14, 2010

RE: **Information on the Dispatch Times of Emergency Medical Services Responses**

Further to the request of the Chair of the Community and Health Services Committee, at the December 9, 2009 Committee meeting, I am pleased to provide you with the following information relating to the dispatch times of Emergency Medical Services (EMS) responses.

Telephone calls for EMS are handled by two separate agencies. The first is 9-1-1, operated by York Regional Police, where a caller is asked which service they require: Ambulance, Police or Fire. Callers requiring EMS are then transferred to the Georgian Central Ambulance Communications Centre (GCACC) in Barrie where the location of where EMS is needed is confirmed and the nature of the problem is identified.

9-1-1 call answering systems focus performance targets on the length of time to initially answer a call. As such, there is no performance target for the time to transfer a call to a secondary agency. The expected provincial call processing time for Central Ambulance Communication Centres is less than two minutes, 90% of the time. The following table outlines the average and 90th percentile times for the call processing of EMS calls.

<u>TYPE OF TIMES</u>	<u>YORK REGION 911</u>	<u>MOHLTC GCACC</u>	<u>TOTAL PROCESSING TIME</u>
Average	20 seconds	1 minute, 40 seconds	2 minutes
90th Percentile	30 seconds	2 minutes, 37 seconds	3 minutes, 7 seconds



Adelina Urbanski
Commissioner of Community and Health Services

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