



FIRE SERVICES MEDICAL RESPONSES UPDATE

Issue

A review of Emergency Medical Services (EMS) response times in Okotoks will be provided to Council for information.

Motion Proposed by Administration

That the Fire Services Medical Responses Update for April, May, and June 2024 be received as information.

Report, Analysis and Financial Implications

At the request of the Chief Administrative Officer, Okotoks Fire & Rescue (OFR) have adjusted the reporting schedule to present this information on a quarterly basis. The intention is to align reporting with the Policing Services Report (RCMP & OME), facilitating the receipt of all community safety information during the same meeting.

To date April was the busiest month thus far in 2024. OFR responded to 59 medical incidents, 43 automatic and 16 non-automatic. On 13 occasions, OFR arrived on scene before EMS. On 9 occasions (69.23%) of these incidents, EMS arrived on scene within their standard of 12 minutes, although after OFR. On 4 occasions (30.77%), OFR arrived on scene prior to EMS who were over 12 minutes, resulting in a total of 47 minutes and 27 seconds (00:47:27) wait time. The total wait time for these 13 incidents was 1 hour, 3 minutes and 53 seconds (01:03:53).

Total of all incidents in April was 117, with 59 (50%) being medical. This is within the consistent range of between 45-55%.

In May 2024 OFR responded to 33 medical incidents, 27 automatic and 6 non-automatic. On 12 occasions, OFR arrived on scene before EMS. On 7 occasions (58.33%) of these incidents, EMS arrived on scene within their standard of 12 minutes, although after OFR. On 5 occasions (41.67%), OFR arrived on scene prior to EMS who were over 12 minutes, resulting in a total of 46 minutes and 27 seconds (00:46:27) wait time. The total wait time for these 12 incidents was 1 hour, 2 minutes and 57 seconds (01:02:57).

Total of all incidents in May was 97, with 33 (34%) being medical. This is lower than the typical range of 45-55% observed in previous months this year.

It is interesting to note, that although there were 44% fewer medical incidents in May than in April, the wait time remained very similar. If the number of incidents had been the same, it could be projected that the wait time for May might have increased significantly.

In June 2024 OFR responded to 46 medical incidents, 35 automatic and 11 non-automatic. On 16 occasions, OFR arrived on scene before EMS. On 11 occasions (68.75%) of these incidents, EMS arrived on scene within their standard of 12 minutes, although after OFR. On 5 occasions (31.25%), OFR arrived on scene prior to EMS who were over 12 minutes, resulting in a total of 29 minutes (00:29:00) wait time. The total wait time for these 16 incidents was 56 minutes and 55 seconds (00:56:55).

Total of all incidents in June was 123 with 46 (37%) being medical. This is lower than the typical range of 45-55% seen for the majority of 2024.

Year-to-date

The statistics reveal a dynamic trend in medical incidents for 2024. There was a 44% increase in incidents in April 2024 (59) compared to March 2024 (41), boosting the year-to-date (YTD) total to 205 incidents, a 21.3% increase from 169 in 2023. However, May 2024 saw a 44% decrease in medical incidents compared to April 2024. The downward trend continued in June with medical incidents lower than the typical range.

The total number of all incidents to date in 2024 is 633 total incidents, up 60 from 573 incidents in 2023 for the same period, representing a 10.47% increase in call volume.

Strategic Plan Goals

<input type="checkbox"/>	Responsibly Managed Growth	<input type="checkbox"/>	Demonstrated Environmental Leadership
<input type="checkbox"/>	Strong Local Economy	<input checked="" type="checkbox"/>	Enhanced Culture & Community Health
<input type="checkbox"/>	Organizational Excellence		

Equity/Diversity/Inclusivity Impacts and Strategy

n/a

Environmental Impacts

n/a

Public Participation Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

This monthly monitoring is important for understanding service levels within the community and its overall impact on OFR.

Attachment(s)

1. April 2024 EMS STATS
2. May 2024 EMS STATS
3. June 2024 EMS STATS

Prepared by:
Trevor Brice
Fire Chief
August 08, 2024



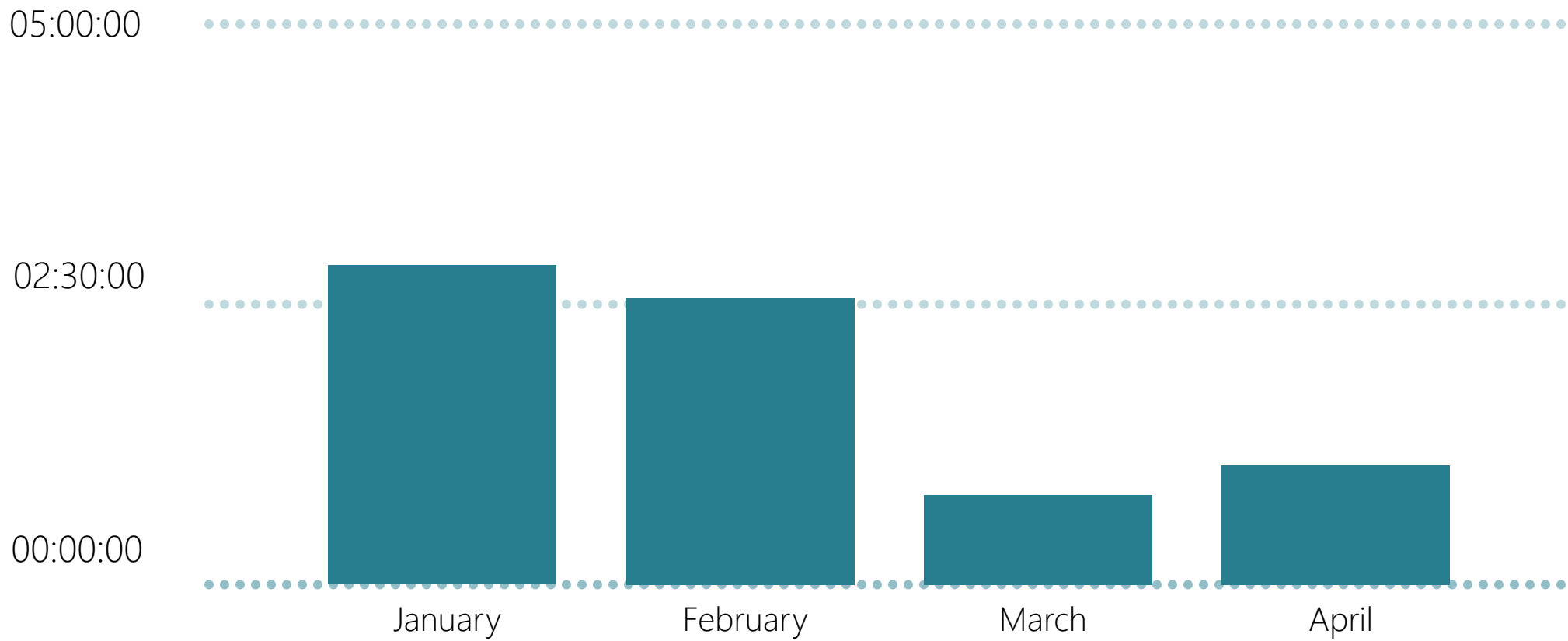
117

Total Incidents (All Types for Current Month)

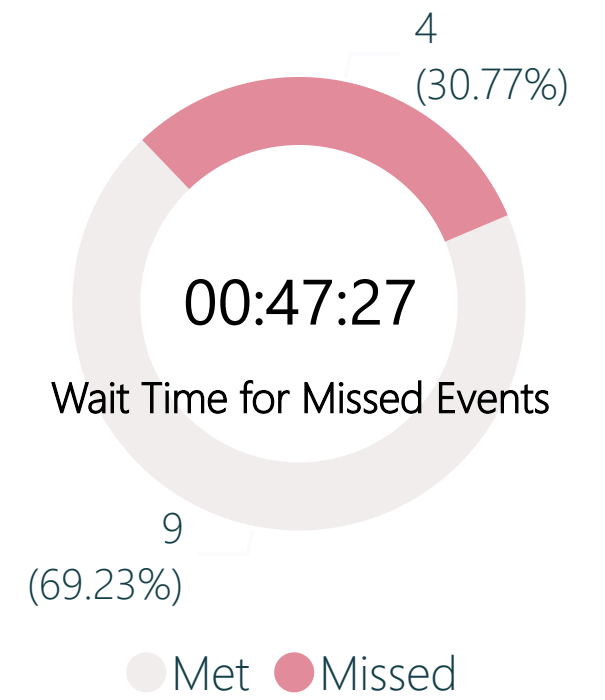
EMS Statistical Summary - Fire & Rescue

Period: 1/1/2024 4/30/2024
April

Cumulative Monthly Wait Times for Ambulance Services



Ambulance Response Time Target (12 Mins*)



Month	Wait time for Ambulance
January	02:50:54
February	02:33:11
March	00:47:54
April	01:03:53
May	
June	
July	
August	
September	
October	
November	
December	

Month

13

EMS After Fire

01:03:53

Wait time for Ambulance

59

Medical Incidents

50%

Medical as % of Total

Year to Date

85

EMS After Fire

7:15:52

Cumulative Wait Time

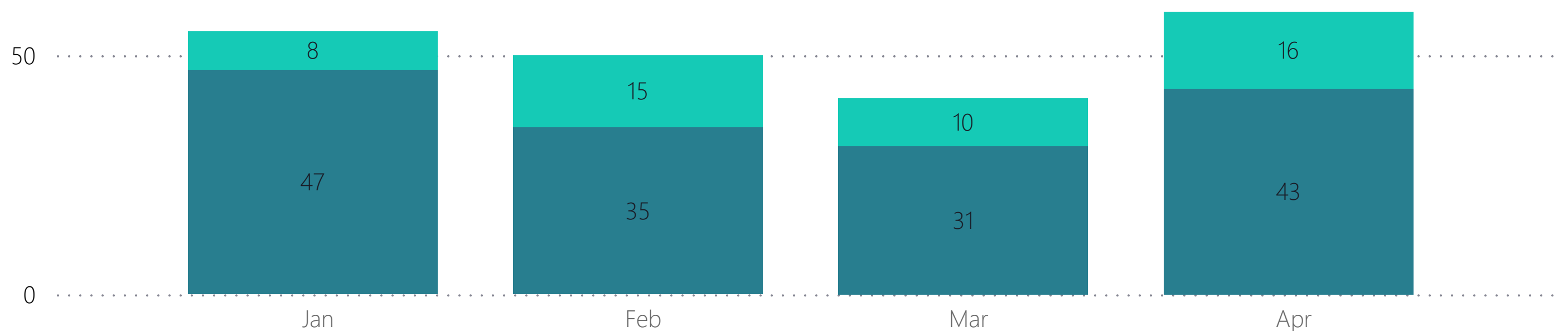
205

YTD Medical Incidents

50%

Medical as % of Total

Medical Incidents by Type



● Automatic Medical ● Non-Automatic Medical

*Based on response time target details provided by AHS with a median time of eight (8) minutes and 90th percentile response time of twelve (12) minutes.
 Report Notes: All data has been filtered to First Truck on-scene and includes both urban and rural incidents. Estimates for EMS response times are calculated using FRESO dispatch time - future iterations may use actual dispatch times for EMS from AHS when available. Automatic Medical Incidents are those coded as DELTA or ECHO (typically of high severity in which Fire is dispatched automatically). No Outlier policy has been applied to this data - as such, there can be marginal differences between reported operational data and this statistical summary. Medical incidents are now being totaled to exclude any records in which Fire was cancelled before arriving on-scene.



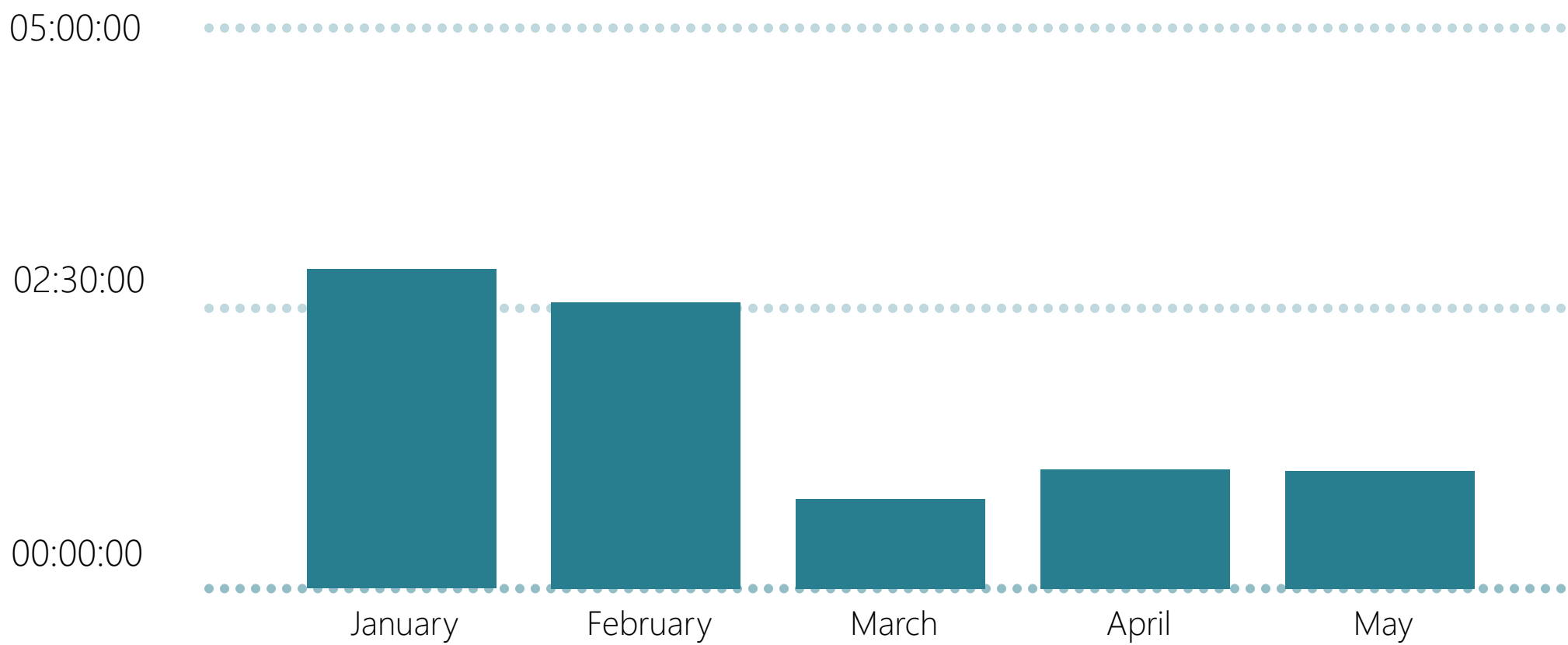
97

Total Incidents (All Types for Current Month)

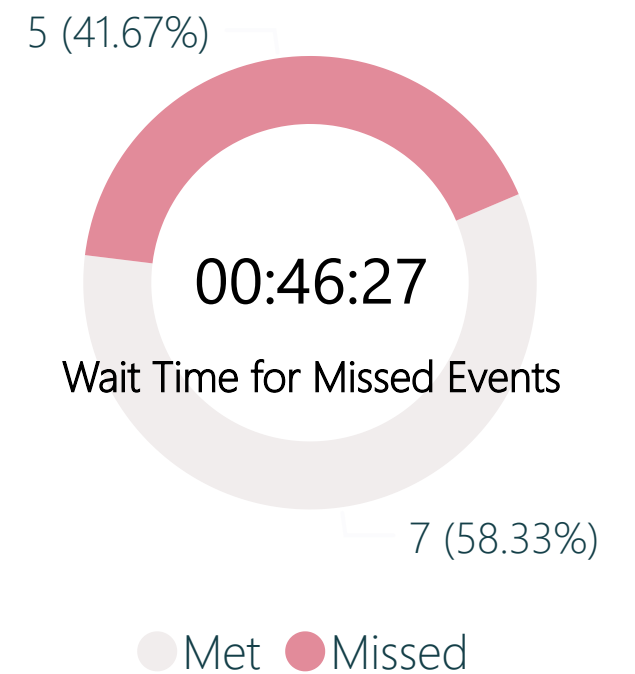
EMS Statistical Summary - Fire & Rescue

Period: 1/1/2024 5/31/2024
 May

Cumulative Monthly Wait Times for Ambulance Services



Ambulance Response Time Target (12 Mins*)



Month	Wait time for Ambulance
January	02:50:54
February	02:33:11
March	00:47:54
April	01:03:53
May	01:02:57
June	
July	
August	
September	
October	
November	
December	

Month

12

EMS After Fire

01:02:57

Wait time for Ambulance

33

Medical Incidents

34%

Medical as % of Total

Year to Date

97

EMS After Fire

8:18:49

Cumulative Wait Time

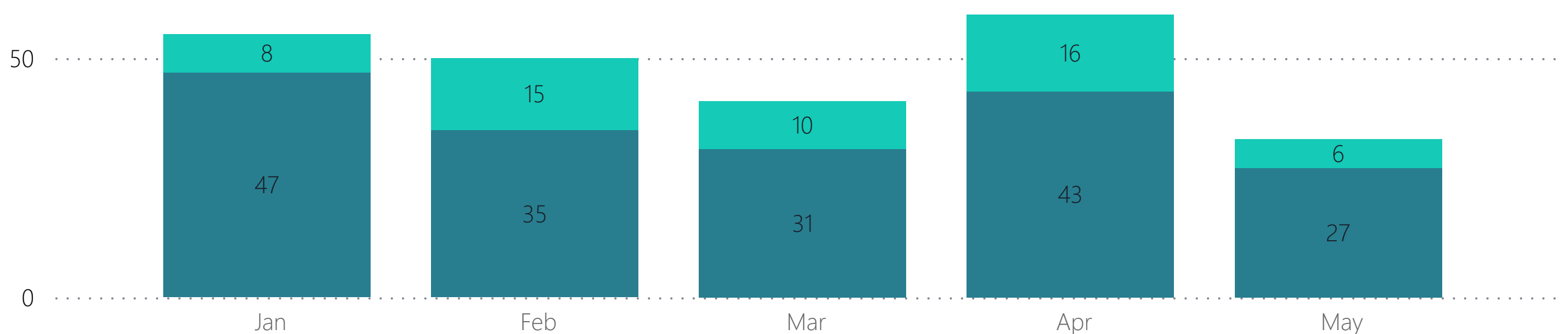
238

YTD Medical Incidents

47%

Medical as % of Total

Medical Incidents by Type



● Automatic Medical ● Non-Automatic Medical

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 Report Notes: All data has been filtered to First Truck on-scene and includes both urban and rural incidents. Estimates for EMS response times are calculated using FRESO dispatch time - future iterations may use actual dispatch times for EMS from AHS when available. Automatic Medical Incidents are those coded as DELTA or ECHO (typically of high severity in which Fire is dispatched automatically). No Outlier policy has been applied to this data - as such, there can be marginal differences between reported operational data and this statistical summary. Medical incidents are now being totaled to exclude any records in which Fire was cancelled before arriving on-scene.



123

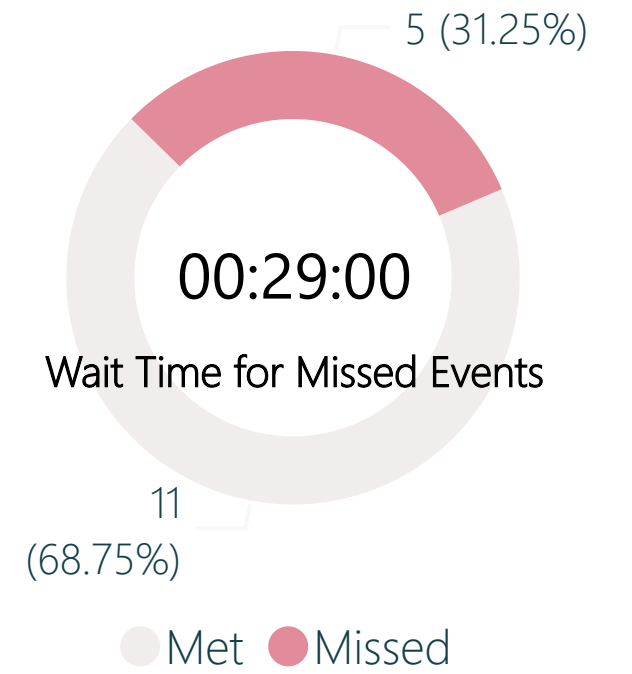
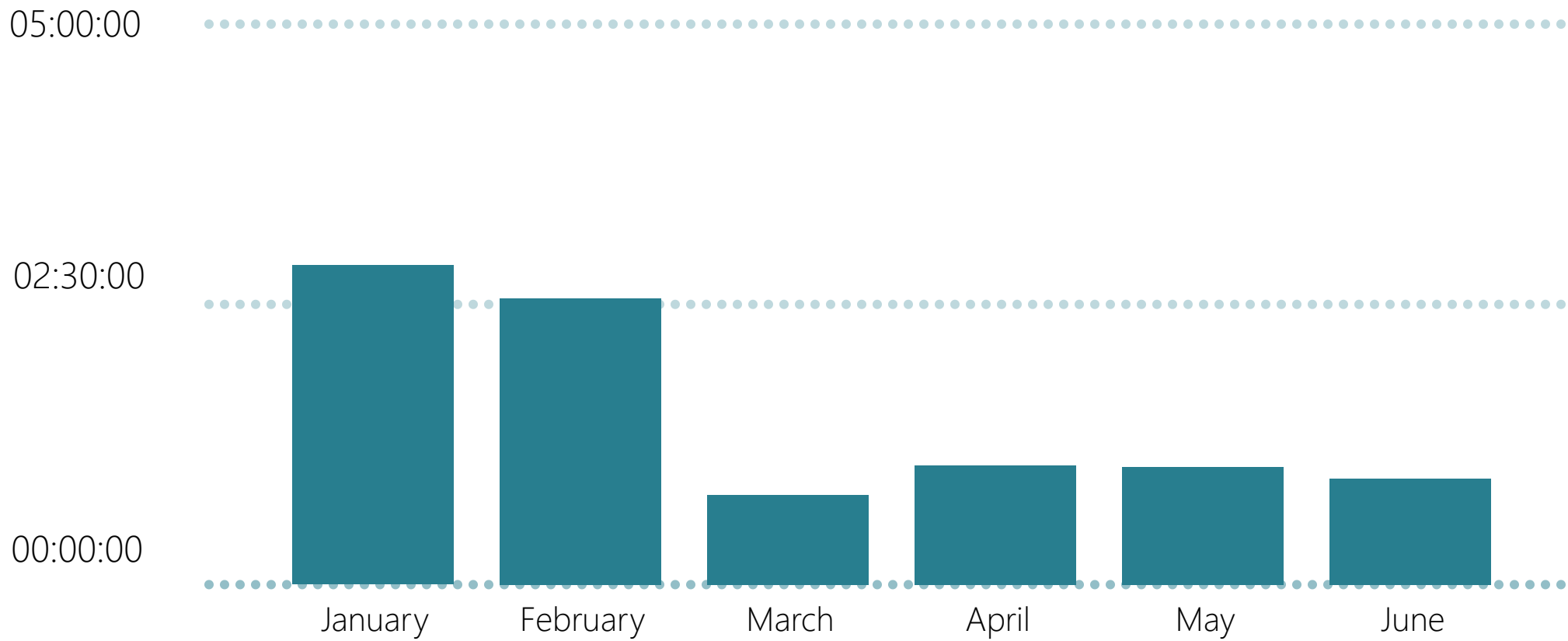
Total Incidents (All Types for Current Month)

EMS Statistical Summary - Fire & Rescue

Period: 1/1/2024 6/30/2024
June

Cumulative Monthly Wait Times for Ambulance Services

Ambulance Response Time Target (12 Mins*)



Month	Wait time for Ambulance
January	02:50:54
February	02:33:11
March	00:47:54
April	01:03:53
May	01:02:57
June	00:56:55
July	
August	
September	
October	
November	
December	

Month
16
EMS After Fire

00:56:55
Wait time for Ambulance

46
Medical Incidents

37%
Medical as % of Total

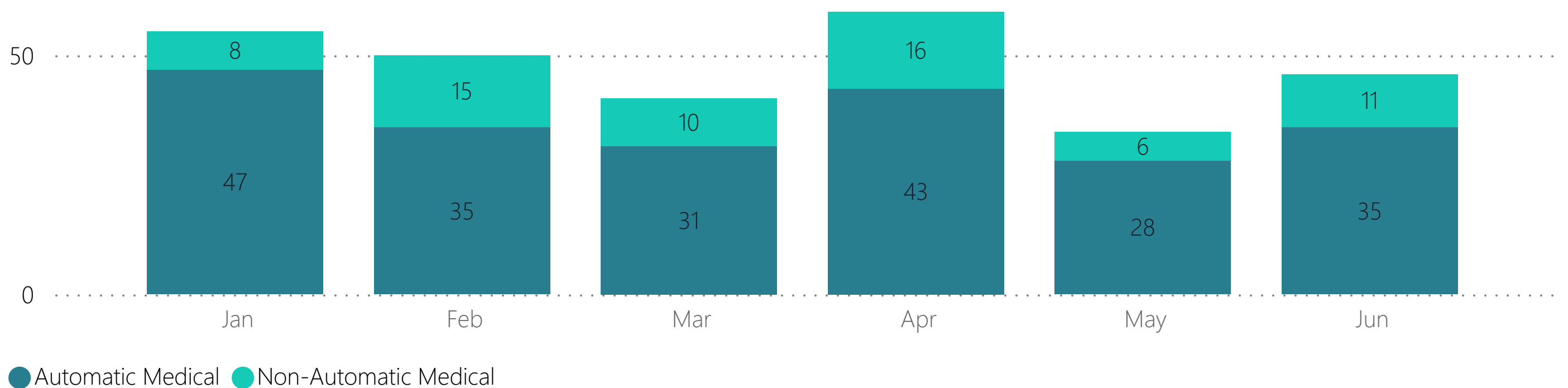
Year to Date
113
EMS After Fire

9:15:44
Cumulative Wait Time

285
YTD Medical Incidents

45%
Medical as % of Total

Medical Incidents by Type



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