



**Town of the Blue Mountains
Grey County Paramedic Services
Call Volumes and Response Times**

Response Time Targets and Reporting

The County reviews the response time performance targets yearly and is required to submit them to the Ministry of Health by October 31st for the upcoming calendar year.

The County is required to annually report to the Ministry of Health by March 31st of each year on the response time performance achieved under the previous year's plan.

In 2012, the County determined the original response time performance targets based upon response times that Paramedic Services was achieving at that time.

Paramedics Services' performance is measured based on achieving target response time across five patient acuity levels and for sudden cardiac arrest (SCA) for the most urgent life-threatening code 4 calls.

CTAS is described as:

CTAS Level: The 'Canadian Triage & Acuity Scale' is used to assign a level of acuity to a patient. Acuity refers to the gravity of the situation – the potential for death and/or irreversible illness. CTAS is a tool that more accurately defines the patient's need for care. Assignment of the CTAS level is to be based upon not only the presenting complaint identified on the initial assessment made by the paramedic, but also on their examination findings, and response to treatment.

- ▶ CTAS I: resuscitation (cardiac arrest, major trauma)
- ▶ CTAS II: emergent care (head injury, chest pain)
- ▶ CTAS III: urgent care (mild to moderate breathing problems, moderate anxiety /agitation)
- ▶ CTAS IV: less-urgent care (laceration requiring stitches, upper extremity injury)
- ▶ CTAS V: non-urgent care (sore throat, dressing change)

Percentile Response Time Measurement

- ▶ An important measurement of how a paramedic system is performing is indicated in the time in which it responds to emergencies.
- ▶ The response time is measured from the time crew is first notified until the paramedic radios that they arrived at the scene of the emergency.
- ▶ A percentile response time measurement is the percentage of calls where paramedics arrive at the scene of an emergency in a specified time frame.
- ▶ For example, if the response time performance plan was to arrive on scene within 15 minutes 90 % of the time and it was measured against 1000 calls, 900 calls would have to be under 15 minutes to meet the target.

Response Times and Call Volume

- ▶ Despite rising call volumes, response time targets have never been increased since implementation in 2012.
- ▶ Based upon performance seen in previous years to 2015, response time targets were improved in the CTAS 1 category going from 8 minutes 50% of the time to 8 minutes 60% of the time and CTAS 3,4,5 in 30 minutes 90% of the time to 20 minutes 90% of the time.
- ▶ In 2024, the total patient call volumes were 15,796, 4.23% (calls 15,155) greater than in 2023 which was the previous busiest year. Paramedic Services has seen an increase in patient call volume of 29.72% (an average of 5.94% per year) over the past 5 years.

County of Grey - Response Time Performance 2024

For the 2024 calendar year, the County has met all response time target criteria

Call Type	Provider	Response Time Target	2024 Target	2024 Performance	5 Year Average
Sudden Cardiac Arrest (SCA)	Community Defibrillator or Paramedic Response	Six (6) minutes or less	40%	46.97%	48.83%
CTAS 1	Paramedic Response	Eight (8) minutes or less	60%	66.83%	64.72%
CTAS 2	Paramedic Response	Fifteen (15) minutes or less	90%	90.56%	89.77%
CTAS 3	Paramedic Response	Twenty (20) minutes or less	90%	97.49%	97.18%
CTAS 4	Paramedic Response	Twenty (20) minutes or less	90%	98.16%	96.87%
CTAS 5	Paramedic Response	Twenty (20) minutes or less	90%	97.66%	96.65%



90th Percentile and Average Response Times 2024

- ▶ 2024 – 90th Percentile All Code 4 Calls – 15:26 minutes
- ▶ 2024 – Average Response Time All Code 4 Calls – 7:49 minutes

Response Time Performance 2024

By Lower Tier Municipalities

- ▶ Paramedic Services are required to report figures to the Ministry of Health at a County level, but it is important to understand the variation across the service.
- ▶ It is recognized by staff that some response times are consistently lower than other Lower Tier Municipalities within the County.
- ▶ It is anticipated that the introduction of enhancements recommended in the ORH Comprehensive Deployment Review and the modified implementation plan approved in the 2024 budget process which included adding 4 additional base locations in Feversham (2025), Ayton (2026), Thornbury (2027) and Cobble Beach (2028) will help improve upon these times.

Response Time Performance 2024

By Lower Tier Municipalities

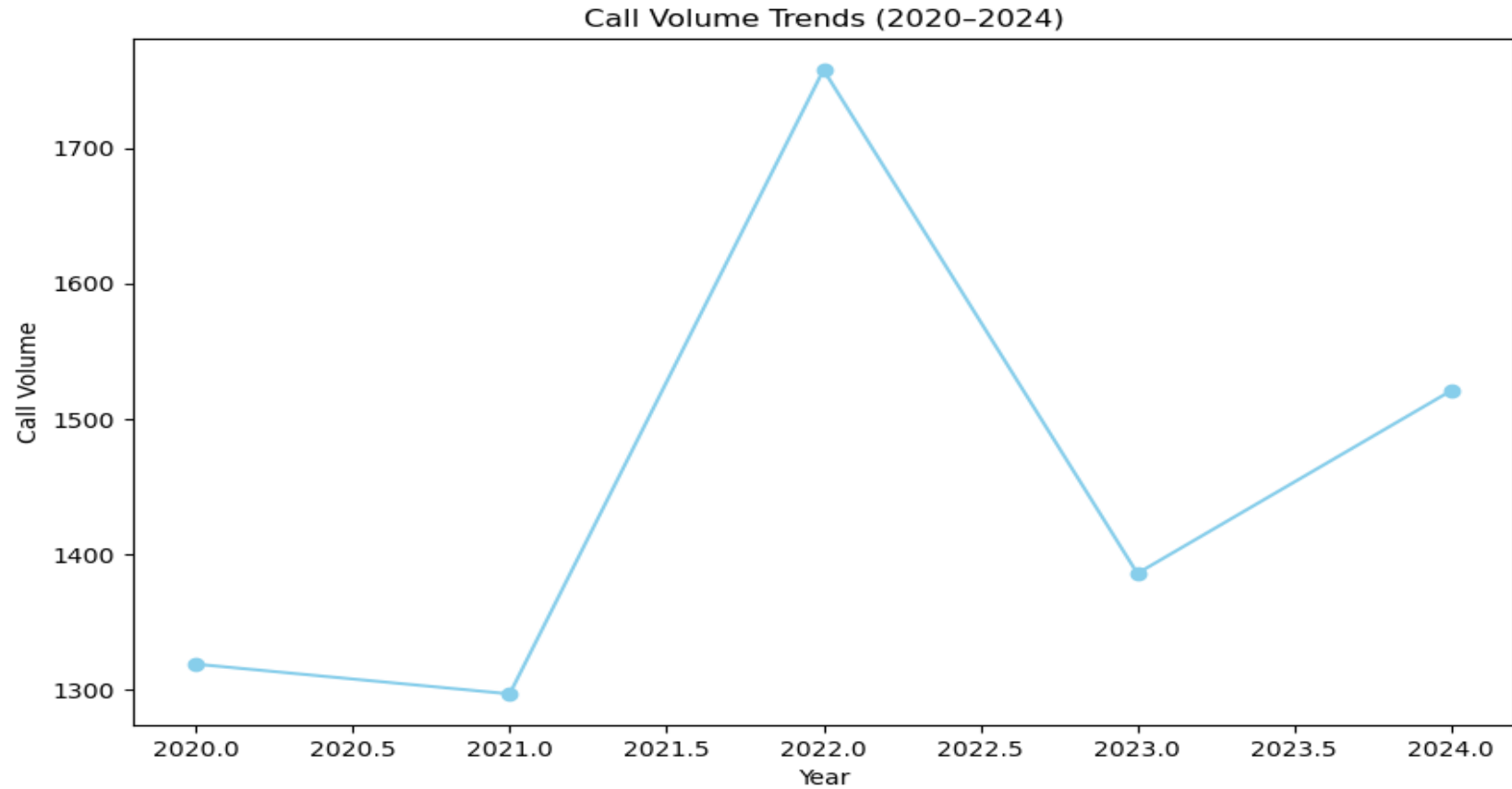
Municipality	SCA 6 Min 40%	CTAS 1 8 Min 60%	CTAS 2 15 Min 90%	CTAS 3 20 Min 90%	CTAS 4 20 Min 90%	CTAS 5 20 Min 90%
Service 2024	46.97	66.83	90.56	97.49	98.16	97.66
Blue Mountains	0	46.67	92.61	97.71	98.04	100.00
5 Year Average	29.73	40.45	91.45	97.40	96.14	97.63
Chatsworth	None	None	50.00	96.15	100.00	100.00
Georgian Bluffs	0	29.41	88.61	97.22	100.00	100.00
Grey Highlands	0	23.08	65.67	89.16	86.27	84.00
Hanover	50.00	73.68	99.44	99.05	100.00	100.00
Meaford	33.33	41.94	87.35	95.58	100.00	100.00
Owen Sound	91.3	96.47	97.86	99.71	99.42	98.99
Southgate	None	57.14	82.86	92.7	93.75	100.00
West Grey	42.86	43.75	91.33	97.74	98.72	94.44

Town of the Blue Mountains Paramedic Coverage

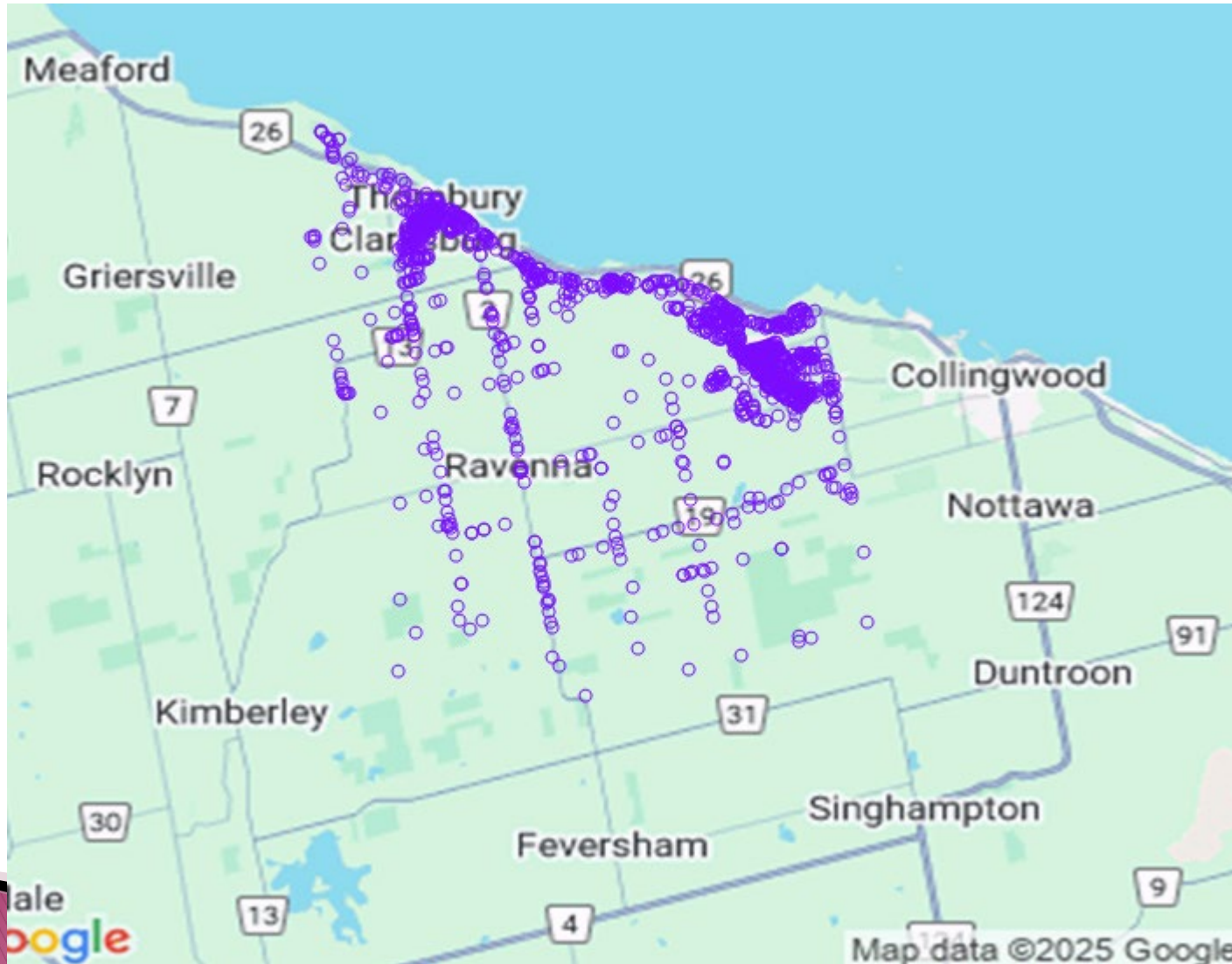
- ▶ 24-hour ambulance Craigleith – 7 days per week
- ▶ Weekend and holiday coverage beginning Christmas break until March break
- ▶ Additional units as required from the County of Grey (standby units)
- ▶ Simcoe County for life threatening emergencies if they are the closer unit
- ▶ Comprehensive Deployment Review additional ambulances (with budget approval)
 - 2025 Base and 12-hour ambulance Feversham
 - 2027 Base and 12-hour ambulance Thornbury
 - 2033 Saturday/Sunday 12-hour ambulance (reduced from original plan of 1 ambulance 7 days per week)

Town of The Blue Mountains Call Volume

2024 – 1,521
2023 – 1,386
2022 – 1,758
2021 – 1,297
2020 – 1,319



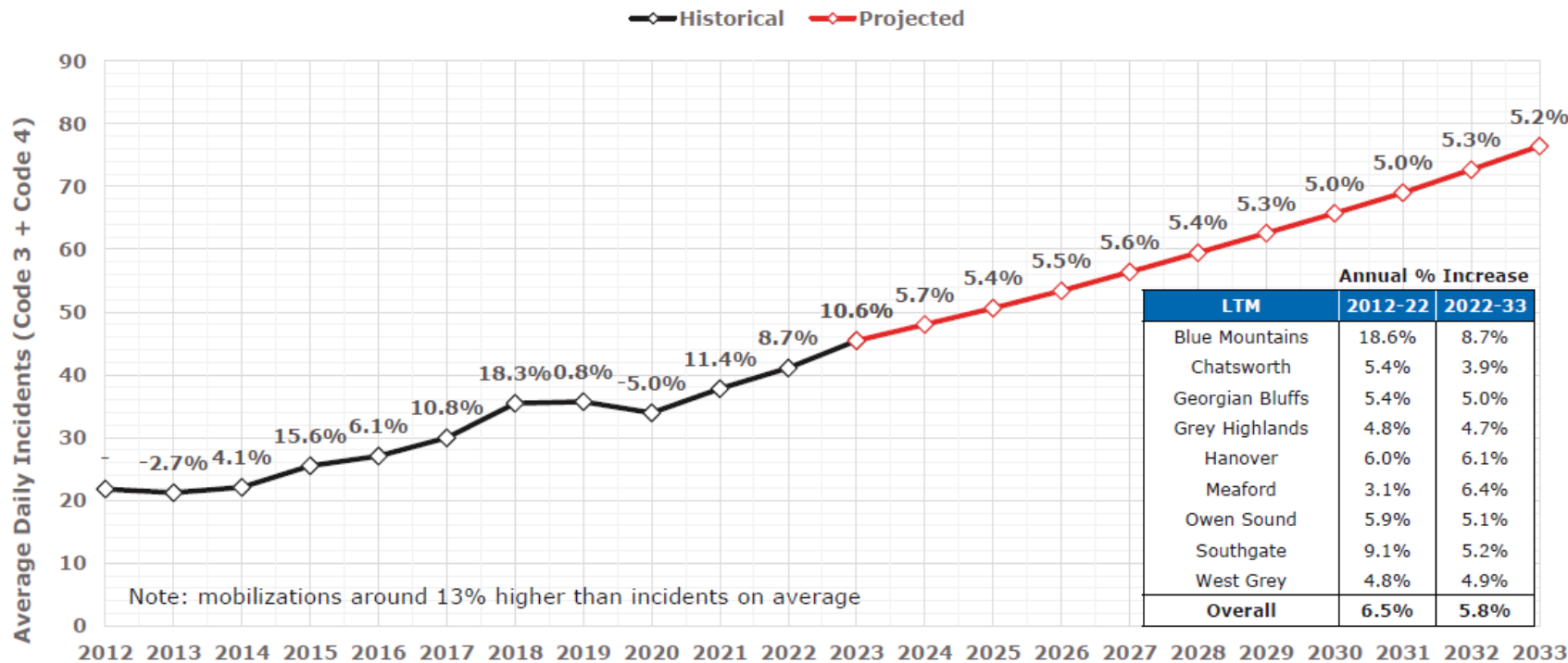
Call Locations Concentrated in Populated Areas



Comprehensive Deployment Review 2022

Demand Projections (Code 3 + 4 Incidents)

- The future projection is for an average annual uplift of 5.8% (or 68% over 10 years).
- The change is relatively high by LTM in percentage terms, however there is only c.1 additional incident per day in Chatsworth and Southgate LTMs.



Demand Projections – Town of The Blue Mountains 2022 to 2033

- ▶ Prior to and during the Grey County council meeting on 9 February 2023, Councillors had questions regarding ORH’s demand projections for future Grey County Paramedic Services call volumes.
- ▶ These questions focused on future call volumes for the Blue Mountains Lower Tier Municipality (LTM), given the large increases in call volumes in this area that have been observed historically.
- ▶ During the Council presentation, the average annual percentage increase in Code 3 and 4 responded incidents was presented, focusing on a historical timeframe (2012 to 2022) and a future projection (2022 to 2033). This is shown below in Table 1.

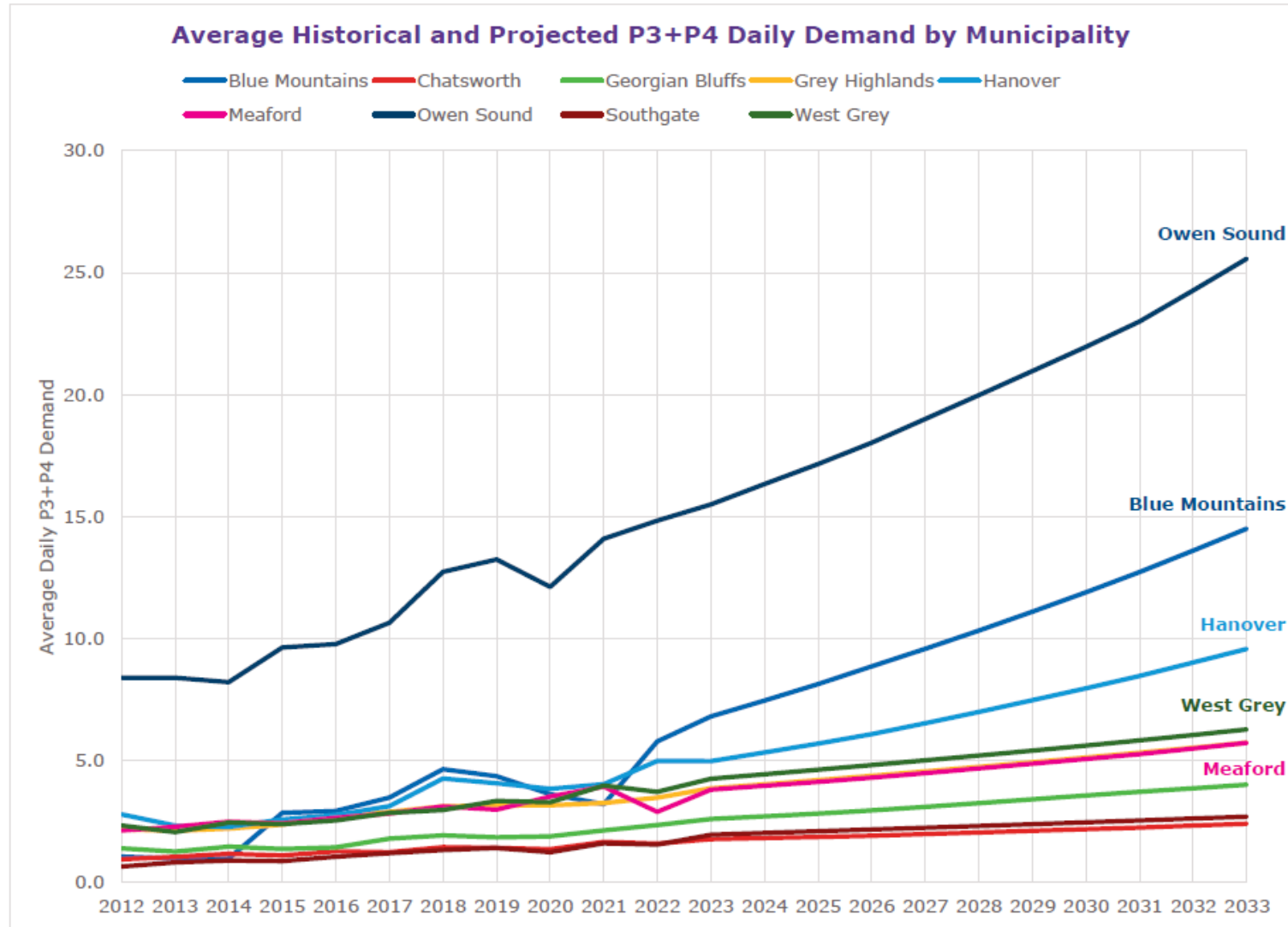
Table 1: Annual % Increase

LTM	2012 to 2022	2022 to 2033
Blue Mountains	18.6%	8.7%
Chatsworth	5.4%	3.9%
Georgian Bluffs	5.4%	5.0%
Grey Highlands	4.8%	4.7%
Hanover	6.0%	6.1%
Meaford	3.1%	6.4%
Owen Sound	5.9%	5.1%
Southgate	9.1%	5.2%
West Grey	4.8%	4.9%
Overall	6.5%	5.8%



Demand Projections 2022 to 2033

Figure 10-1: Demand Projections



Community Programs

- ▶ Home Visit Program
- ▶ Community Clinics – Thornbury Lemon Crt
- ▶ Supportive Outreach Services – Mental Health, Addictions and Social Support Care

Fire Department Tiered Response Agreements

Town of The Blue Mountains Fire Department

- ▶ Original agreement signed in April 2018
- ▶ Fuel/Fire/Extrication/Request of Paramedics
- ▶ September 2023 updated agreement inline with majority of Grey County Fire Services
- ▶ Obvious immediate threats – cardiac arrest, unconscious, choking
- ▶ Extrication and Safety – collisions, farm, industrial, electrocution
- ▶ Significant assistance on calls for safety as well additional support for complex patients

Town of the Blue Mountains - FIRE DEPARTMENT Tiered Response Criteria

	TIER	TYPE OF CALL	IF EMS RESPONSE GREATER THAN	CODE PRIORITY
1	NO	Abdominal Pain	0 Minutes	Select Code
2	NO	Allergy Reaction	0 Minutes	Select Code
3	NO	Back Pain	0 Minutes	Select Code
4	NO	Behavioral Problems	0 Minutes	Select Code
5	NO	Bleeding (Non-Traumatic)	0 Minutes	Select Code
6	NO	Bleeding in Pregnancy	0 Minutes	Select Code
7	NO	Breathing Problems	0 Minutes	Select Code
8	NO	Burns	0 Minutes	Select Code
9	YES	Cardiac Arrest / VSA	0 Minutes	Code 4 and 3
10	NO	Chest Pain / Heart Problem	0 Minutes	Select Code
11	NO	Child Birth / Labour	0 Minutes	Select Code
12	YES	Choking	0 Minutes	Code 4 and 3
13	NO	Convulsions/Seizure	0 Minutes	Select Code
14	NO	Diabetic Problem	0 Minutes	Select Code
15	YES	Electrocution	0 Minutes	Code 4 and 3
16	NO	Environmental Exposure - Heat	0 Minutes	Select Code
17	NO	Environmental Exposure - Cold	0 Minutes	Select Code
18	NO	Eye Problems	0 Minutes	Select Code
19	NO	Falls	0 Minutes	Select Code
20	NO	Generally Unwell	0 Minutes	Select Code
21	NO	Headache	0 Minutes	Select Code
22	NO	Inhalation	0 Minutes	Select Code
23	YES	MVC – Enclosed Seating	0 Minutes	Code 4 and 3
24	YES	MVC – Exposed Seating	0 Minutes	Code 4 and 3
25	YES	MVC – Person Struck	0 Minutes	Code 4 and 3
26	YES	MVC – Unknown Details	0 Minutes	Code 4 and 3
27	NO	Near Drowning	0 Minutes	Select Code
28	NO	Overdose	0 Minutes	Select Code
29	NO	Stroke / CVA	0 Minutes	Select Code
30	NO	Trauma (Blunt) / Assault	0 Minutes	Select Code
31	NO	Trauma (Penetrating) / Wound	0 Minutes	Select Code
32	YES	Unconscious /Decreased Consciousness	0 Minutes	Code 4 and 3
33	NO	Unknown	0 Minutes	Select Code

34	YES	Code 4 and 3	Farm Accidents
35	YES	Code 4 and 3	Industrial Accidents

CACC use only:
Response Plan Name:



Questions