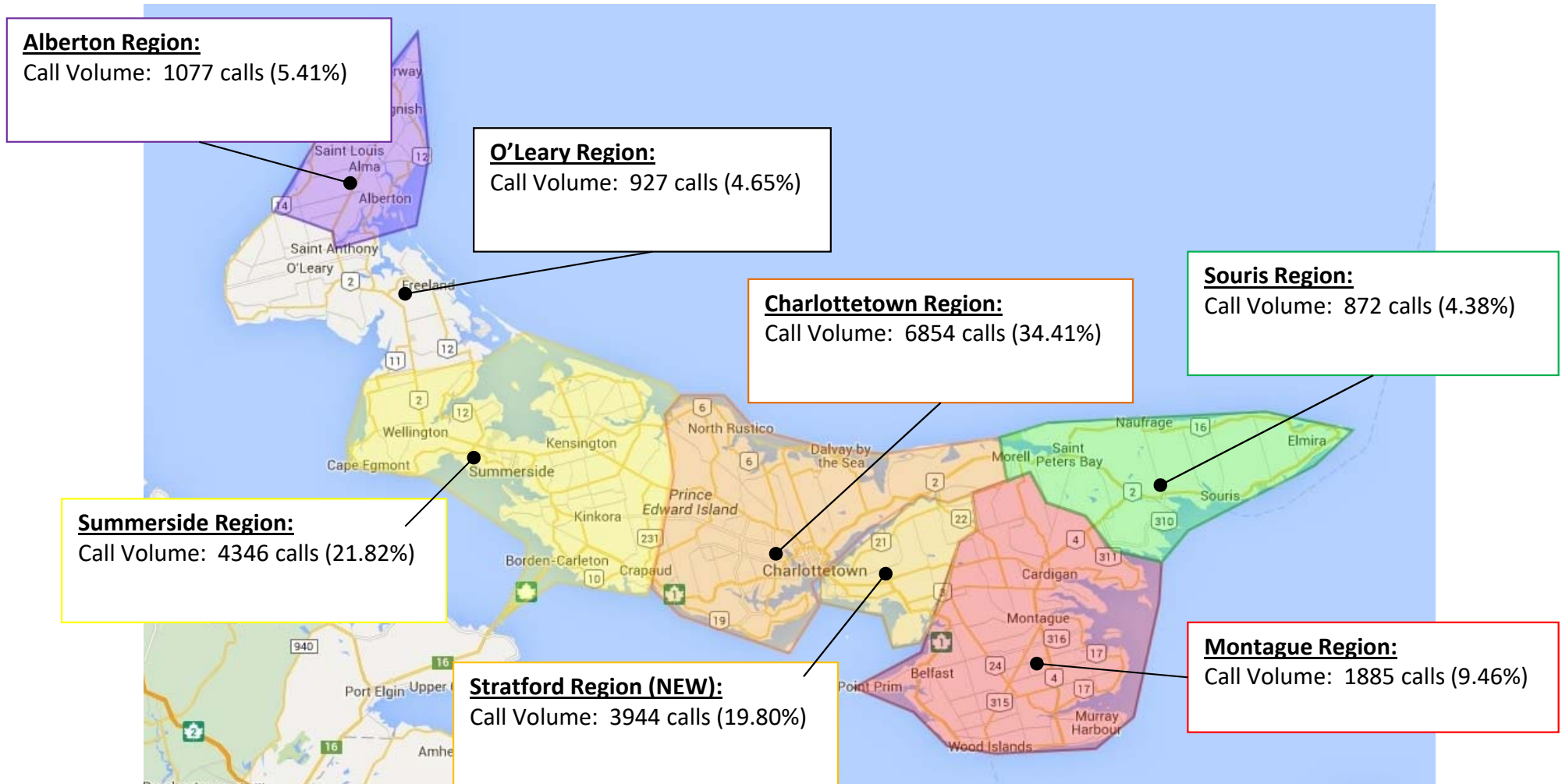


Ground Ambulance Coverage Zones



* Call Information is based on the 2023/24 fiscal year (April 1, 2023 – March 31, 2024)

Ambulance Response Times

Coverage Area	Apr 01 – Jun 30, 2023 2023/24 – Q1			Jul 01 – Sept 30, 2023 2024/24 – Q2			Oct 01 – Dec 31, 2023 2023/24 – Q3			Jan 01 – Mar 31, 2024 2023/24 – Q4		
	Response Time (MM:SS)	Total Calls (#)	Total Volume (%)	Response Time (MM:SS)	Total Calls (#)	Total Volume (%)	Response Time (MM:SS)	Total Calls (#)	Total Volume (%)	Response Time (MM:SS)	Total Calls (#)	Total Volume (%)
Souris	14:36	228	4.68	19:49	252	4.76	26:36	201	4.06	21:12	191	3.97
Montague	16:59	494	10.15	19:59	493	9.32	20:10	483	9.75	18:50	415	8.64
Charlottetown	13:17	1745	35.85	15:13	1719	32.50	14:41	1738	35.07	15:06	1652	34.37
Stratford	11:42	827	16.99	12:34	1116	21.10	12:56	1007	20.32	12:38	994	20.68
Summerside	11:17	1109	22.78	14:22	1135	21.46	13:05	1014	20.46	12:21	1088	22.64
O'Leary	17:59	232	4.77	20:51	263	4.97	21:41	246	4.96	22:15	186	3.87
Alberton	16:35	233	4.79	18:54	297	5.62	21:42	267	5.39	20:02	280	5.83

PROVINCIAL	Response Time (MM:SS)	Total Calls (#)	Response Time (MM:SS)	Total Calls (#)	Response Time (MM:SS)	Total Calls (#)	Response Time (MM:SS)	Total Calls (#)
	13:16	4868	15:17	5289	15:09	4956	14:41	4806

- * **All** pre-hospital calls (emergency and urgent) are included in the calculation of response times.
- * The **median** is the time at which half the response times are above and half are below (**50th percentile**).



Health and
Wellness



Most Common Pre-Hospital Ambulance Calls

Apr 01 – Jun 30, 2023
2023/24 – Q1

Jul 01 – Sept 30, 2023
2023/24 – Q2

Oct 01 – Dec 31, 2023
2024/24 – Q3

Jan 01 – Mar 31, 2024
2023/24 – Q4

1. Sick Person	1. Sick Person	1. Sick Person	1. Sick Person
2. Breathing Problems	2. Falls	2. Falls	2. Breathing Problems
3. Falls	3. Breathing Problems	3. Breathing Problems	3. Falls
4. Chest Pain	4. Chest Pain	4. Chest Pain	4. Chest Pain
5. Unconscious/Near Fainting	5. Unconscious/ Near Fainting	5. Unconscious/Near Fainting	5. Unconscious/Near Fainting

Notes regarding changes, FY2023/24:

- The report now includes the Stratford Coverage Zone that was created with the opening of the Crossroad Ambulance Station in 2020. Previous reports included the data now attributed to the Stratford zone within the Charlottetown zone.
- The definition of Response Time has also been updated to better represent the experience of individuals who call 9-1-1 requesting an ambulance. Response time previously indicated the time from paramedic notification to arrival on scene. The new definition reflects the elapsed time from when the 9-1-1 call is received at the Public Safety Answering Point (9-1-1 dispatch centre) until the arrival of the first paramedic on scene.