



Staff Report to Council - for Information

Title: 2024 Call Volumes

From: Steve Schaus, Director/Chief, Paramedic Services

Date: May 15, 2025

Report Number: PAR-2025-003

Report Purpose:

The 2024 Call Volumes report is for information.

Report Summary:

The 2024 call volume report shows a small increase of 1.26% for patient-carrying calls over 2023 and a 0.74% increase overall for all calls dispatched.

Background/Analysis:

The 2024 call volumes are listed in the following charts as well as the 2023 call volumes for comparison purposes. One set of charts indicates where calls are by County Hub geographically and one indicates which station responded. Overall, crews were dispatched to almost 9,600 patient-carrying calls last year which is a 1.26% increase from 2023. Overall, we were dispatched to over 15,478 calls including standbys.

As you can see from the charts the “Other” calls (which are out-of-County calls) decreased by 124.6% or 897 calls. Grey County added an ambulance in Hanover to their deployment plan which played a big part in the decreased out-of-County calls. This reduction in call volume helps keep us in the County covering our own call volume. The call volume increase was also kept lower than expected due to Kincardine and Southampton hospitals now having CT Scanners. Peninsula Hub saw the biggest call volume increase at 22%, 963 calls.

BRUCE COUNTY PARAMEDIC SERVICES 2023 CALL VOLUME - TOTAL CALLS 2023 BY HUB

Location	Code 1	Code 2	Code 3	Code 4	Code 8	Total
Peninsula Hub	21	21	936	1350	2026	4354
Lakeshore Hub	21	20	993	2638	2872	6544
Interior Hub	56	10	770	1143	870	2849

Location	Code 1	Code 2	Code 3	Code 4	Code 8	Total
Other	160	29	920	449	59	1617
Total	258	80	3619	5580	5827	15364

BRUCE COUNTY PARAMEDIC SERVICES 2024 CALL VOLUME - TOTAL 2024 CALLS BY HUB

Location	Code 1	Code 2	Code 3	Code 4	Code 8	Total	% +/-
Peninsula Hub	24	40	1047	1491	2715	5317	22.10%
Lakeshore Hub	26	28	1730	2497	2307	6588	0.67%
Interior Hub	21	8	806	1183	835	2853	0.14%
Other	90	21	145	416	48	720	(124.60%)
Total	161	97	3728	5587	5905	15478	0.74%

TOTAL 2023 CALLS BY STATION RESPONDING

Station	Code 1	Code 2	Code 3	Code 4	Code 8	Total
Walkerton	32	4	698	1213	1616	3563
Chesley	27	10	439	654	1795	2925
Kincardine	32	5	625	894	417	1973
Port Elgin	60	27	838	1266	750	2941
Wiarton	76	24	639	927	289	1955
Tobermory	1	0	89	162	152	404
Sauble	30	10	291	464	808	1603
Total	258	80	3619	5580	5827	15364

TOTAL 2024 CALLS BY STATION RESPONDING

Station	Code 1	Code 2	Code 3	Code 4	Code 8	Total
Walkerton	14	9	748	1166	1270	3207
Chesley	18	4	352	558	1420	2352
Kincardine	15	4	586	852	342	1799
Port Elgin	33	36	1037	1454	1710	4270
Wiarton	59	34	660	942	340	2035
Tobermory	2	0	102	200	118	422
Sauble	20	10	243	415	705	1393
Total	161	97	3728	5587	5905	15478

Financial/Staffing/Legal/IT Considerations:

There are no financial, staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

N/A

Report Author:

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Approved for Submission:

Sean Morphy, Deputy Chief Administrative Officer