

MARCH 4, 2025

JOINT SERVICES COMMITTEE REPORT

REPORT NO. JSC-012-2025

YEAR END STATISTICAL REPORT - 2024

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RECOMMENDATIONS

For information only.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

CLIMATE CHANGE IMPLICATIONS

All operational Paramedic Service vehicles are equipped with a feature called ECO-Mode which monitors vehicle battery levels and internal temperatures and starts/stops the engine to prevent excess idling of the vehicles.

Opportunities for incorporating energy efficiency and climate change awareness into paramedic operations are identified and implemented where possible in the planning process.

ACCESSIBILITY CONSIDERATIONS

This report can be made available in alternate accessible formats on request. The United Counties of Leeds and Grenville make every effort to provide services in a manner that is inclusive, to ensure accessibility barriers are reduced or eliminated where possible.

COMMUNICATIONS CONSIDERATIONS

Based on the direction provided to staff, this information may require communication back to the Joint Services Committee.

BACKGROUND

This is a report of the Leeds Grenville Paramedic Service (LGPS) statistical summary for the period January 1 to December 31, 2024.

DISCUSSION/ALTERNATIVES

Emergency Calls

By the end of the fourth quarter of 2024 (January-December), LGPS responded to a total of **33,313** calls representing a **4% increase** in the overall call volume from the same period in 2023 (32,032 calls). When looking strictly at emergency calls (Codes 3 and 4), there was an increase of **3%** or **549** calls (see Attachment 1).

	2024	2023	+/-	Change
Emergency calls (Codes 3 and 4)	18,361	17,812	+3%	+549
Non-urgent patient transfers (Codes 1 and 2)	346	339	+2%	+7
Stand-bys (Code 8)	14,606	13,881	+5%	+725
Total Calls – January-December	33,313	32,032	+4%	+1,281

Stand-by (Code 8) call volume is a combination of paramedic crews providing balanced emergency coverage across Leeds and Grenville which includes incident stand-bys for fire and police.

Response Times

The average response time for a life-threatening call (Code 4) within Leeds and Grenville for the fourth quarter (October 1 to December 31) of 2024 was **10 minutes, 05 seconds** which is a decrease (or improvement) of 11 seconds from the 2023 fourth quarter average response time of 10 minutes, 16 seconds. As of December 31st, the year to date (January 1 to December 31) average response time is **10 minutes and 19 seconds**.

Attachment 1 shows the number and priority of calls in each municipality and the average response time for Code 4 calls.

Cross-Border Calls

Neighbouring Paramedic Services Responding to Calls Within Leeds and Grenville			LG Paramedic Service Responding to Calls Outside Leeds and Grenville		
2024	2023	+/- %	2024	2023	+/- %
1,662	1,565	+6%	1,318	1,715	-23%

As you will note, the number of times neighbouring services performed calls in Leeds Grenville **increased by 6% (97 calls)**, and the number of times LGPS responded to calls outside of Leeds and Grenville **decreased by 26% (397 calls)**. This is a positive finding as it indicates that neighbouring services are not as reliant on LGPS resources. These numbers are more reflective of the pre-pandemic responses (see Attachment 1).

Medical Assists

Leeds Grenville Fire Services responded to **1004** medical assist calls to date in 2024 showing an **increase of 26 calls (+3%)** (see Attachment 3).

Overall Response Times – Canadian Triage Acuity Scale (CTAS)

Leeds Grenville Paramedic Service has achieved five of its six response time targets for the fourth quarter of 2024. In looking at the specific events which led to these results, distance to the call factored into the resultant response time where the distance required to arrive at the call was greater than six kilometres for SCA, eight kilometres for CTAS 1s or ten kilometres for CTAS 2s (see Attachment 1):

Level	Target 2024	Actual YTD
SCA* – paramedic on scene within six minutes	30%	34%
CTAS 1 – paramedic on scene within eight minutes	45%	48%
CTAS 2 – 60% of calls within ten minutes	60%	58%

*SCA – Sudden cardiac arrest

Community Paramedic Activities

LGPS Community Paramedics have enrolled **2,798** clients into their program since the program's launch. Presently they have an active roster of **1,222** clients as of December 31, 2024. Of the 1,222 clients, **782** of those were new clients rostered during this period. Community Paramedics completed **4,114** home visits as well as **1,973** virtual visits. There were **1,903** diagnostic procedures performed (e.g., blood samples, urinalysis, electro-cardiograms, medication administrations, diabetic foot screeners, point of care diagnostics). The Community Paramedic Program has also successfully run **12** clinics throughout the County which added another 996 client interactions. This makes our total number of in person interactions for year to date **5,110**.

In addition, Community Paramedics successfully diverted **914** calls to 911 during this period.

Hospital Off-Load Times

Leeds Grenville Paramedic Service is currently seeing unprecedented off-load times at hospitals (see Attachment 2). Hospital offload delays continue to pose significant challenges for our paramedic service, directly impacting response times, resource availability, and overall patient care. To mitigate the impacts of hospital offload delays, our paramedic service continues to utilize several key strategies to improve ambulance availability and response times such as the Fit to Sit and Off Load Nurse programs.

The Ottawa General and Ottawa Civic Hospitals had small declines in off-load times when compared with 2023 data. The Queensway Carleton Hospital continues to show improvements in off-load times, similar to those experienced in 2023.

Off-load times at Brockville General Hospital (BGH) continue to increase, despite the dedicated off-load program they are funded for. During the first three quarters in 2024, there was a 237 % increase in off-load occurrences at BGH, with their average off-load times rising from **26** minutes in 2023 to **45** minutes by year end 2024. The hospital has

had some challenges with staffing for this program, however, they anticipate seeing stabilization of health human resources in 2025.

Of note, the total time spent at all hospitals by all LGPS Paramedics has increased dramatically from the 2023 numbers. These numbers for off-load hours are directly linked to off-load times at BGH and Kingston Health Sciences Centre. These two receiving facilities are the only hospitals that have shown an increase in off-load times when compared to 2023. The time spent at hospitals continues to impact overall response times for calls throughout Leeds and Grenville. The total LGPS ambulance off-load time for 2023 was 1,822:39:53 hours, and our year-end total for 2024 was **3,027:05:07** hours, representing approximately **126** days (24 hours) that LGPS crews have been committed to providing patient care initiatives within a hospital.

ATTACHMENTS

- Attachment 1 – Call Summary Report Year to Date – January-December 2024
- Attachment 2 – Hospital Off-Load Delay Summary Report – January-December 2024
- Attachment 3 – Fire Medical Assist Calls Report – January-December 2024

The report set out above has been reviewed and the information verified by the individuals listed below.

KERRY MORRIS
DEPUTY CHIEF, PARAMEDIC SERVICE

JANUARY 29, 2025
DATE

JEFFREY CARSS
CHIEF, PARAMEDIC SERVICE

JANUARY 29, 2025
DATE

ALISON TUTAK
INTERIM CHIEF ADMINISTRATIVE OFFICER

FEBRUARY 24, 2025
DATE