



# The Corporation of The Town of Amherstburg

May 26, 2017

VIA EMAIL

Corporation of the County of Essex  
360 Fairview Ave W  
Suite 202  
Essex, ON N8M 1Y6

Dear Essex County Council,

On April 10<sup>th</sup>, 2017, Amherstburg Town Council received a presentation from Bruce Krauter, Chief, Essex Windsor EMS, regarding an overview of EMS Services.

Following the presentation, Council passed (2) motions as listed below:

**Resolution # 20170410-637** - *“That Administration BE DIRECTED to request a report from Essex County to see if there is a way to alleviate the differences municipalities pay for EMS services.”*

**Resolution # 20170410-638** - *“That Administration BE DIRECTED to send a letter to Essex County Council to review the current EMS services and provide the funding necessary to improve the areas that are in need and that the letter be sent to all municipalities and local members of Parliament.”*

Regards,

Tammy Fowkes  
Deputy Clerk

cc: Bruce Krauter – Chief, Essex Windsor EMS  
Taras Natyshak – MPP, Essex  
Tracey Ramsey – MP, Essex  
Ontario Municipalities

Attached: EMS Presentation to Amherstburg Town Council



County of  
Essex



# Essex Windsor EMS

Town of Amherstburg

# EWEMS Background

- EWEMS is a 24 hour a day, 365 days a year operation
- The Essex Windsor EMS responded to over 103,000 requests for service or coverage in 2016, comprised of ~58,000 patient contacts which ~39,000 patient transports.
- Essex Windsor EMS has 12 stations, 38 ambulances, 12 emergency response vehicles and other support vehicles and trailers.

# Regional Emergency Service

- EWEMS is the only Emergency Service that serves all of Essex County, City of Windsor and Pelee Island under one operation.
- Request for service and assignment of requests are handled by one Dispatch Centre, which is the Central Ambulance Communications Centre (CACC), operated by the MoHLTC
- EWEMS does not recognize municipal borders; our vehicles complete ambulance calls in the city, the county and any other municipality as directed by CACC

# Staffing

- 270 Paramedics
  - 234 Primary Care Paramedics (PCP)
  - 36 Advanced Care Paramedics (ACP)
  - 168 Full Time
  - 102 Part Time
- Managers
  - 11 District Chiefs
  - 2 Captains
  - 3 Deputy Chiefs
  - 1 Administration Manager
  - 2 Administrative Assistants
  - 1 Fleet /Logistics Manager
- Support Staff
  - 2 Clerk schedulers
  - 2 Logistics technicians
  - 1 Fleet technician



# Paramedic Training/Skills

- Primary Care Paramedic (PCP)
  - 2 years community college
  - Provincial certification exam – Advanced Emergency Medical Care Assistant
  - Annual recertification by Base Hospital Medical Director
- Advanced Care Paramedic (ACP)
  - Must first qualify as a PCP
  - 1 year of additional college didactic training
  - Weeks of hospital rotations thru ER, Critical Care areas, Operating Room
  - Weeks of field placement and consolidation with an ACP preceptor
  - Successful completion of provincial certification exam

# Paramedic Regulators



*Caring for You. Innovating for the World.®*



Ministry of Health  
and Long Term Care

# Staffing

- Staffing is matched to call volume by hour of the day & day of the week
- Mix of 8, 10 & 12 hour shifts
- Varied start/stop times with day shifts starting at 0600, 0630, 0700, 0800, 1000 & 1100 hrs and night shifts at 1800, 1830 and 1900 hrs

# Staffing

## Peak Staffing

- Windsor 11 ambulances/ 1 ERU
- LaSalle 2 ambulances
- Tecumseh 2 ambulances
- Lakeshore 1 ambulance
- Essex 1 ambulance/1 ERU
- Kingsville 1 ambulances
- Leamington 2 ambulances
- Harrow 1 ambulance
- **Amherstburg 2 ambulance**
- Pelee Island 1 ambulance

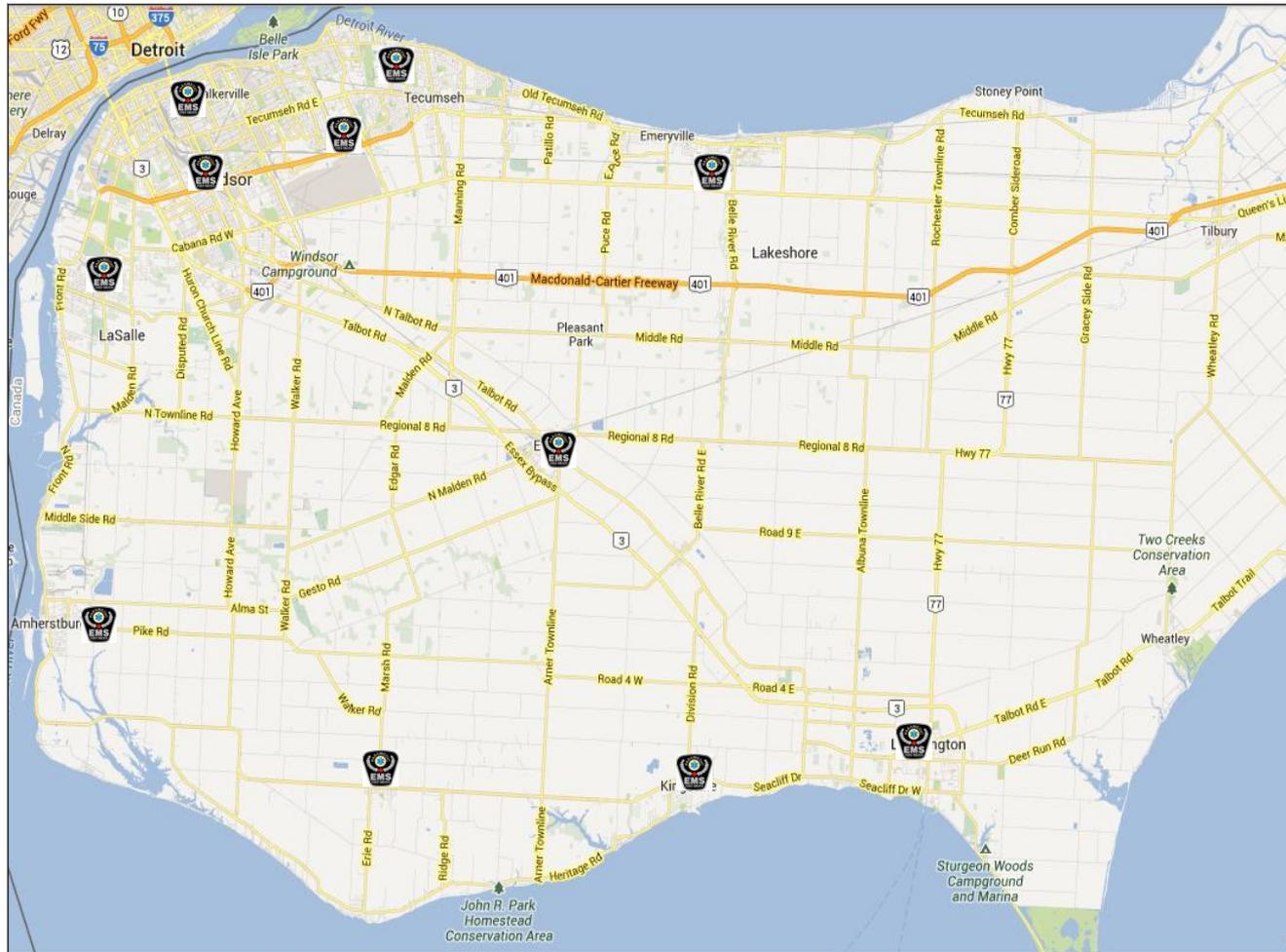
○ TOTAL 24 Ambulances, 2 ERU's

## Minimum Staffing

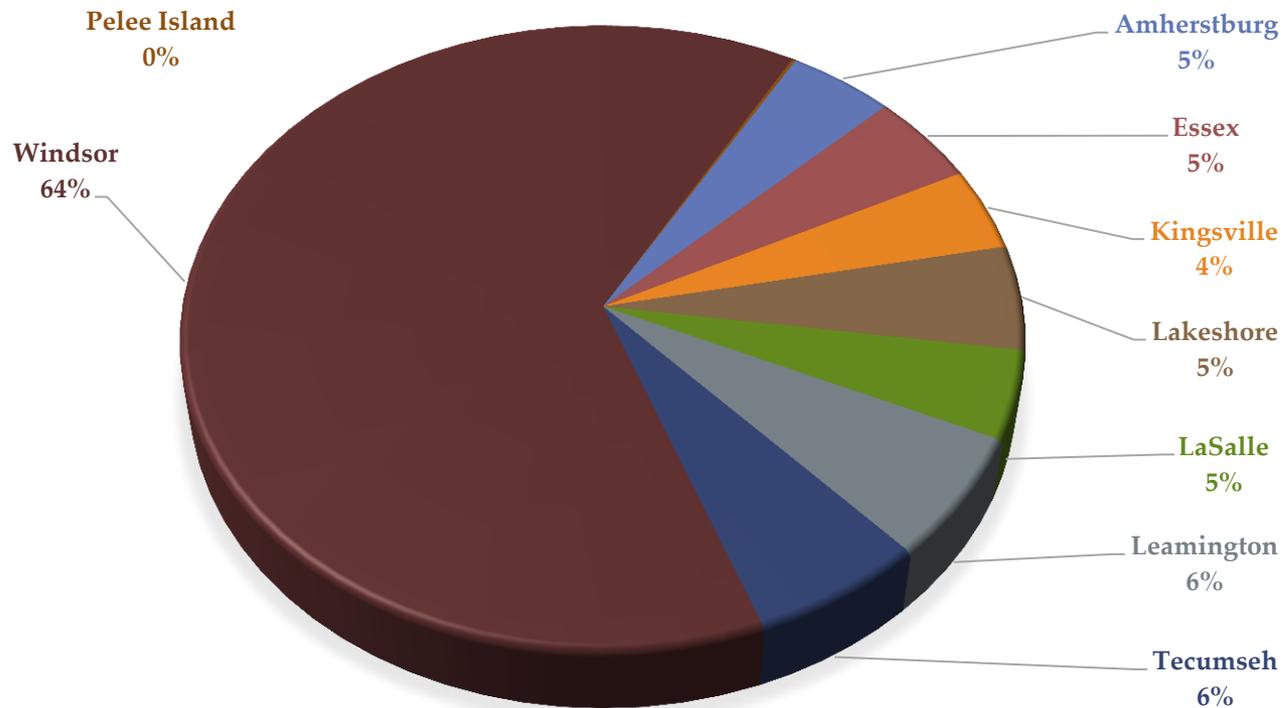
- Windsor 6 ambulances/1 ERU
- LaSalle 2 ambulance
- Tecumseh 2 ambulances
- Lakeshore 1 ambulance
- Essex 1 ambulance/ 1 ERU
- Kingsville 1 ambulance
- Leamington 2 ambulance
- Harrow 1 ambulance
- **Amherstburg 1 ambulance**
- Pelee Island 1 ambulance

○ TOTAL 18 Ambulances, 2 ERU

# Station Locations



# 2016 Call Distribution





# Funding

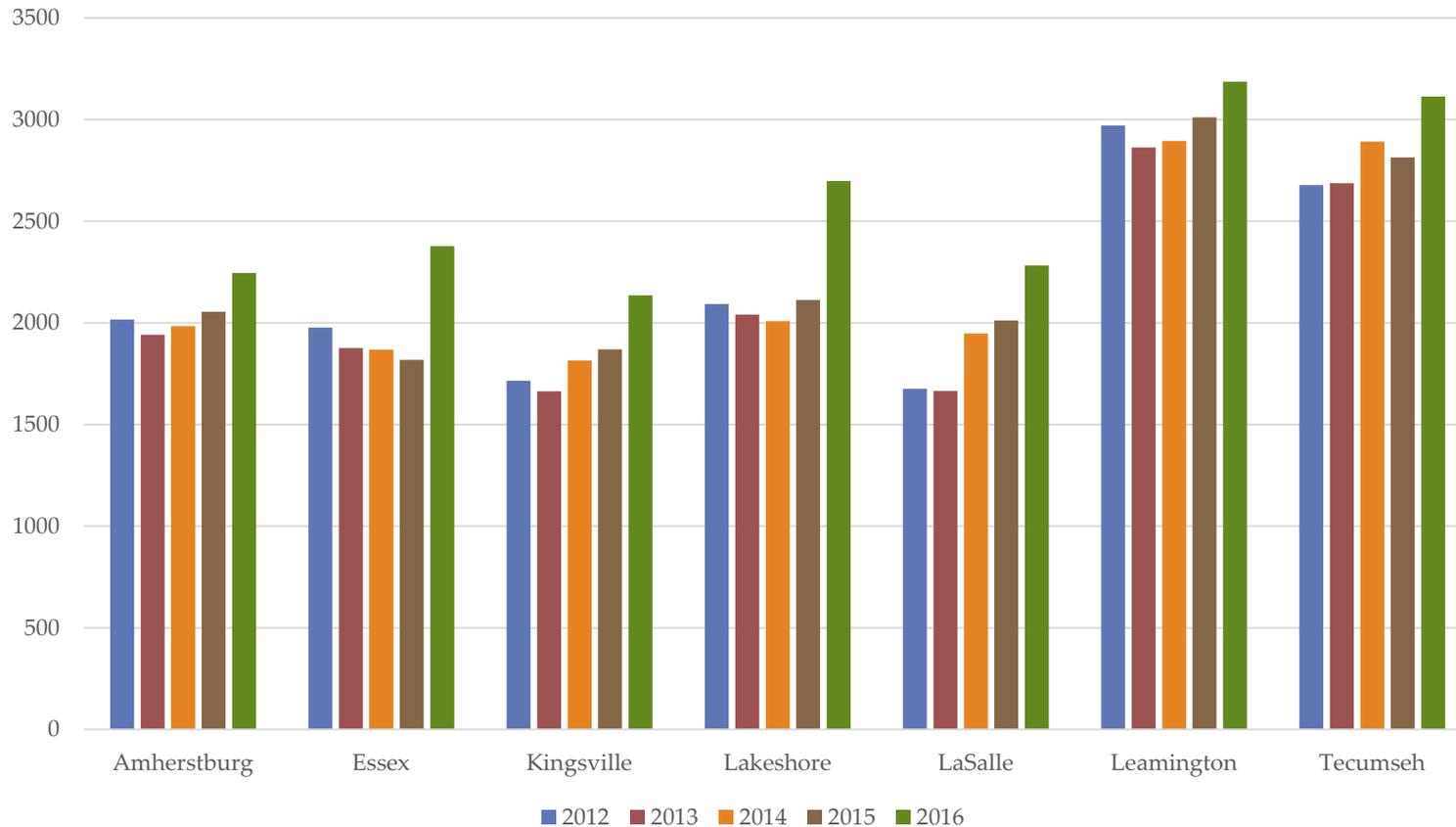


# Funding Share

Municipal Share	ACTUAL 2016	EST 2017
% Allocation	Wgt Assess	Wgt Assess
City of Windsor	51.544%	51.266%
Township of Pelee	0.294%	0.286%
Total recovery-service partners	51.838%	51.552%
County Responsibility	48.162%	48.448%

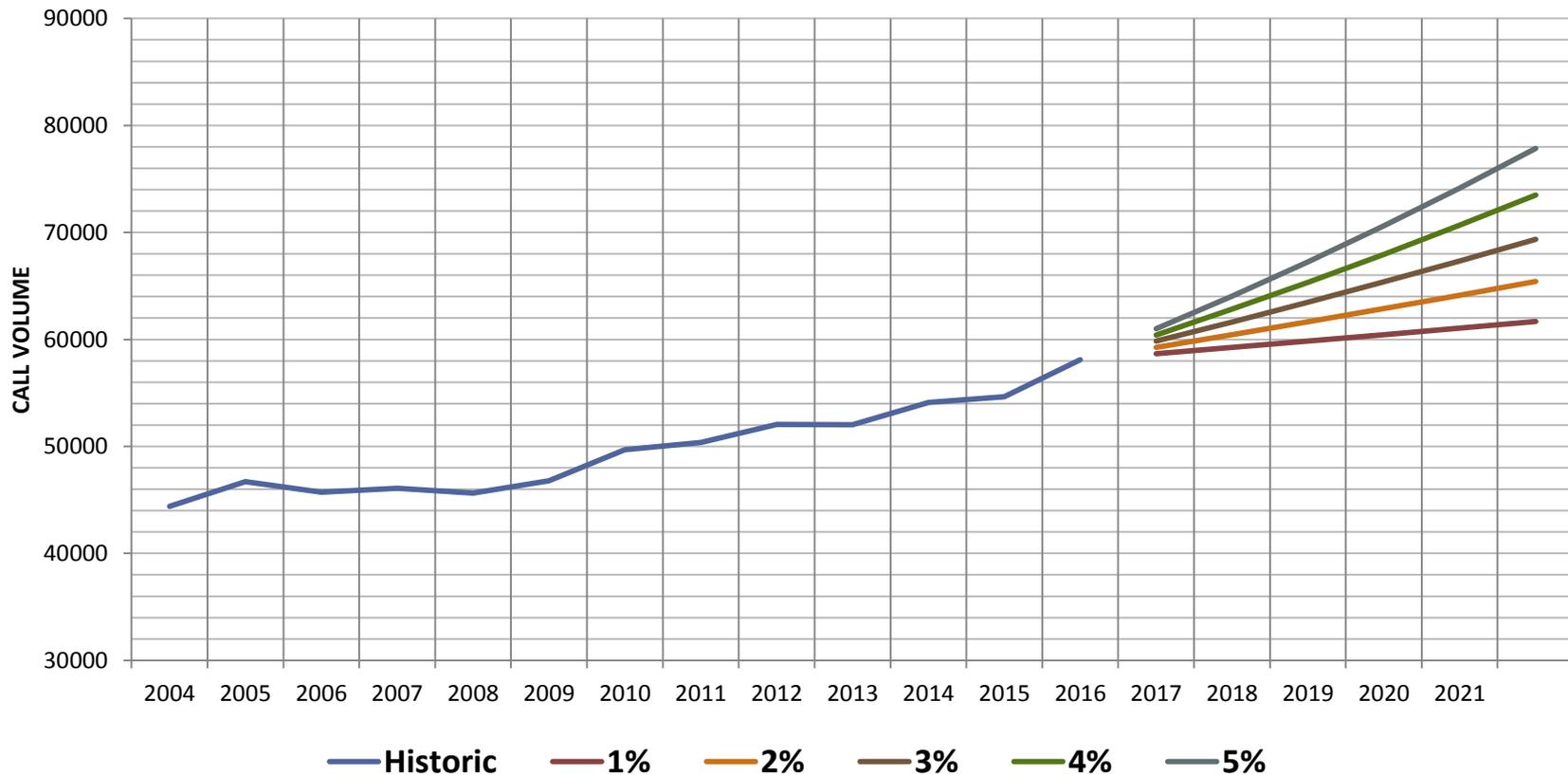
# Call Volume trend by Municipality

Call Volume Trend By Municipality

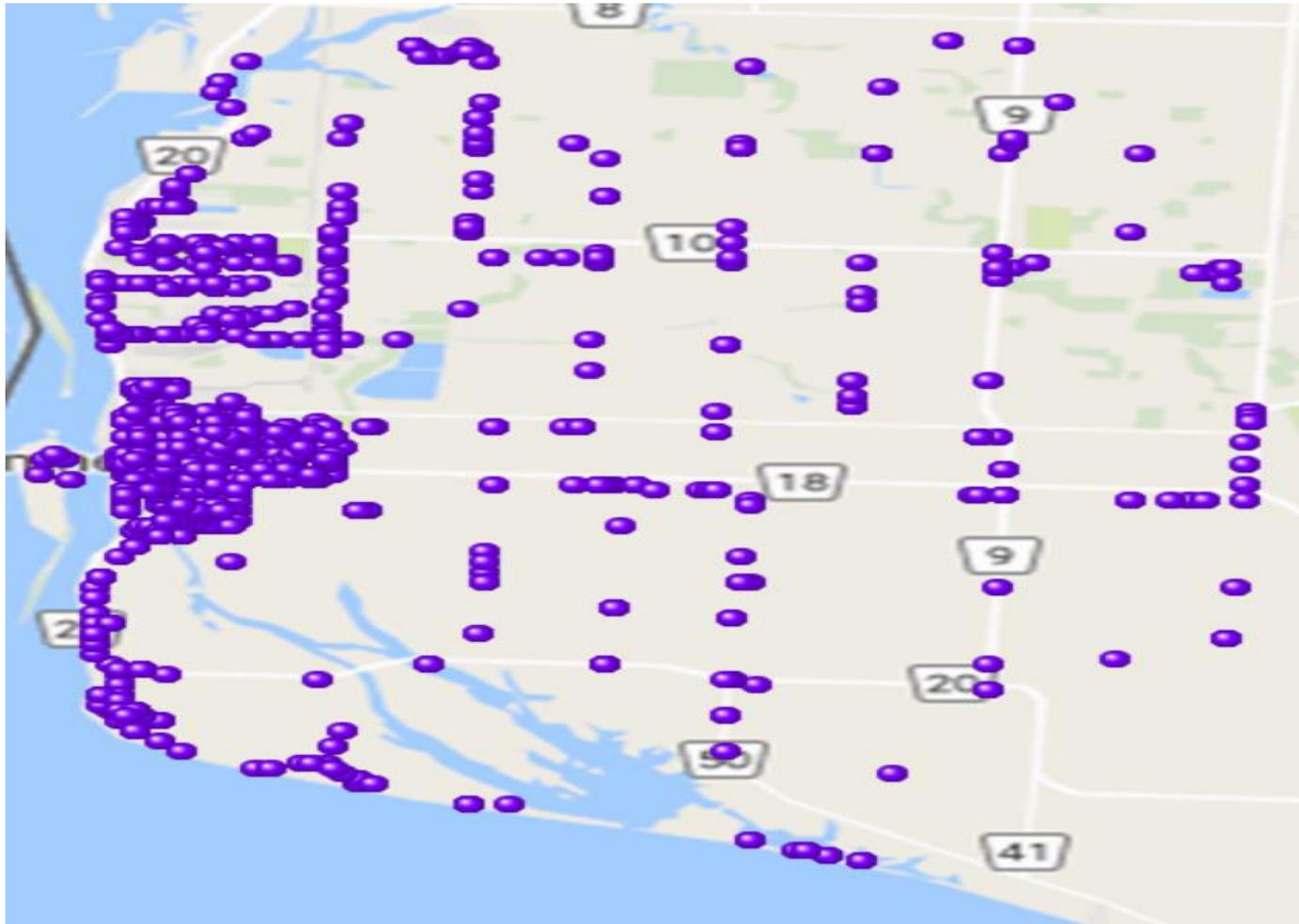


# Projected Call Volume

Projected Code 1-4 Call Volume Growth  
2016 thru 2021

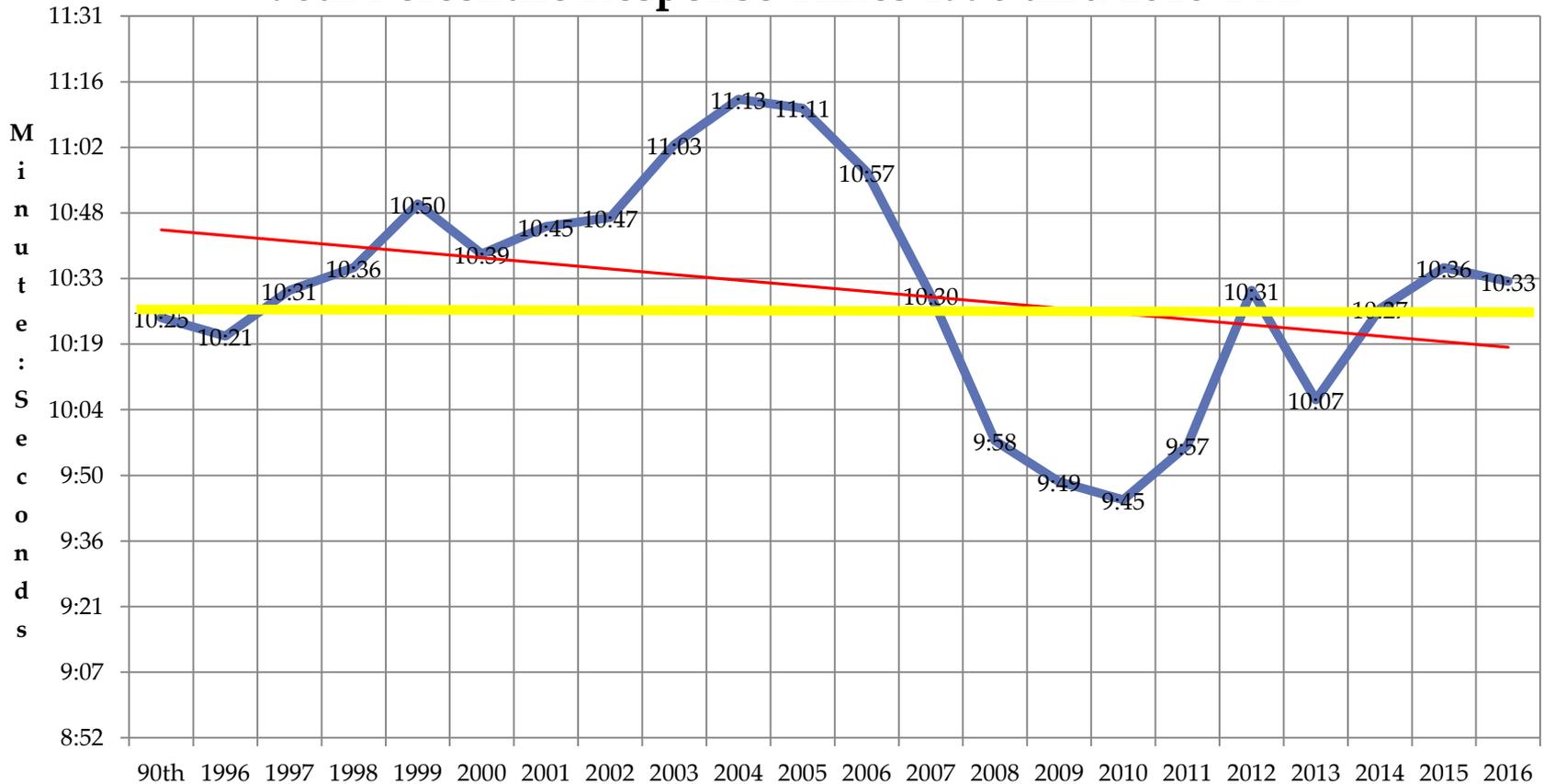


# Call Locations



# Response Times

## 90th Percentile Response Times 1996 thru 2016 YTD



# Response Time Experience

Amherstburg response time experience for;

Emergent calls (life threatening)

- average = 9 minutes, 2 seconds
- 90% mean = 7 minutes

Prompt calls (non life threatening)

- Average = 9 minutes, 32 seconds
- 90% mean = 8 minutes

# Call Type Experience



## Final Primary Problem

General Illness/Weakness	298
Abdominal Pain NYD	150
Musk/Skel Trauma	132
Resp. Distress	103
Soft Tissue Trauma/Pain/Edema	101
Ischemic Chest Pain	93
Behaviour/Psychiatric	71
Back Pain	62
GI Problems/Pain/Vomiting/Nausea	57
Hemorrhage Minor	39

# Ongoing Pressures

- Off load delays continue to rise
- Senior Care Strategies in home
- Increasing annualized call volume
- Retirement recruitment strategies



# Accomplishments



