



COUNCIL HIGHLIGHTS

May 24, 2022

The Town of Didsbury Council held a Regular Council Meeting on Tuesday May 24, 2022, in Council Chambers, 1606 – 14 Street.

- Representatives from AHS Emergency Medical Services gave a presentation to Council outlining their objectives, sharing information, addressing concerns, challenges, and mitigation strategies surrounding ambulance service in the community,
- Council gave third and final reading to the Bylaws amending the Shantz Village Area Structure Plan and amending the Land Use Bylaw associated with a new Shantz Village Development Proposal.
- Tax Rate Bylaw 2022-08 received third and final reading. The Town will be working diligently to have the Tax Notices out soon. Deadline for Taxes is August 31, 2022.
- Mountain View Colts received approval for their renovation request for improvements to the dressing room at the Didsbury Memorial Complex. Council also asked that the Policy and Governance Committee review the Community Partnership Policy to include parameters for groups and volunteer organizations who wish to contribute to enhancing Town-owned facilities.
- Council requested Administration engage with the business community regarding the Temporary Patio Dining to find reasonable solutions to minimize the infringement on parking stalls and sidewalk access in the downtown core. Administration will bring back the feedback to Council for consideration.

Community Engagement

Emergency Medical Services Bringing Care to Patients & Patients to Care Didsbury



Randy Bryksa, Associate Executive Director, EMS Operations, Calgary Zone
Curtis Swanson, Director, EMS Operations, Calgary Zone

Presentation Objectives

- Goals for the Presentation
- EMS Resources in Didsbury
- EMS Call Volume in Didsbury
- EMS Ambulances Serving Didsbury
- Communities/Areas Served by Didsbury Ambulances
- Transport Destinations for Didsbury Ambulances
- EMS Response Times for Didsbury
- Current Challenges and Mitigation Strategies
- Discussion and Questions

Goals for the Presentation

Purpose of engagement is to renew a dialogue and create a consistent approach to all our presentations with the goals of:

- Sharing information about EMS
- Addressing concerns from community stakeholders
- Looking for opportunities for improvement

EMS Resources in Didsbury

Number of Ambulances:

- One 24 hour Advanced Life Support (ALS) ambulance, seven days a week.
 - *ALS: Advanced assessments skills, advanced airway management and drugs.*

***Ambulance resources are scheduled based on time of day, day of week and call volume demand.*

Support Systems:

- Didsbury District Health Services
- Medical First Response Model – Didsbury Fire
- Air Ambulance Support/Response - STARS
- Community AEDs – 1 registered AED in Didsbury. www.heart-safe.ca

EMS Call Volume in Didsbury

April 1, 2021 to March 31, 2022 (AHS Fiscal Year)



- Quarter 2 (April to June) – 254
- Quarter 3 (July to September) – 285
- Quarter 4 (October to December) – 304
- Quarter 1 (January to March) – 286

Total Call Volume: 1129

EMS Ambulances Serving Didsbury

April 1, 2021 to March 31, 2022 (AHS Fiscal Year)

Top units responding into Didsbury:

- Didsbury – 40% of the call volume.
- Olds – 14% of the call volume.
- Carstairs – 10% of the call volume.
- Calgary – 9% of the call volume.



Communities/Areas Served by Didsbury Ambulances

April 1, 2021 to March 31, 2022 (AHS Fiscal Year)

The top communities/areas assisted by Didsbury:

- Calgary – 36%
- Didsbury – 23%
- Mountain View County – 8%
- Olds – 8%



Transport Destination for Didsbury Ambulances

April 1, 2021 to March 31, 2022 (AHS Fiscal Year)

The top destinations Didsbury units transported to:

- Calgary – 56%
- Didsbury – 39%
- Red Deer – 1%
- Airdrie – 0.5%



EMS Operational Unit Responses (Count)

On February 7, 2022 the Metro Response Plan was officially implemented in an effort to reduce the frequency of Suburban/Rural resources coming into the City of Calgary.

	Operational Unit Responses (Count) - Calendar Weeks Ago (Mon - Sun)												52 Week Average
	1	2	3	4	5	6	7	8	9	10	11	12	
Airdrie	62	57	36	43	65	75	95	59	64	77	115	159	127
Cochrane	23	27	23	23	41	28	35	26	31	41	53	79	58
Okotoks	40	47	29	15	12	31	38	38	18	24	25	84	51
Priddis	36	15	10	23	20	29	48	37	36	24	27	43	34
Chestermere	47	31	15	14	17	26	27	22	39	16	37	46	29
Strathmore	1	10	3	7	2	4	10	10	12	19	22	36	38
High River	6	27		5	1	10	6	3	5		13	31	20
Black Diamond	7	12	7	3	6	11	5	6	4	7	3	39	24
Didsbury			2	3	1	4	1	2	1	6	13	20	14
Nanton	3	1	4	1	2	7			6	3	8	11	13
Canmore		1		4		1	3		2	3	2	4	6
Total	225	228	129	141	167	226	268	203	218	220	318	552	414
Percent Reduction	46%	45%	69%	66%	60%	45%	35%	51%					

EMS Response Times for Didsbury

Year	50th Percentile Median Response Interval (D&E only)	90th Percentile Response Interval (D&E only)	Valid D&E Response interval Count
2016	0:05:53	0:10:26	51
2017	0:06:54	0:12:41	89
2018	0:06:24	0:16:46	102
2019	0:06:04	0:13:20	88
2020	0:06:31	0:15:41	114
2021	0:06:52	0:18:15	110
2022 YTD	0:07:32	0:17:39	31
Total:	0:06:29	0:16:12	585

By implementing the Metro Response Plan, which addresses the frequency of Suburban/Rural resources coming into the City of Calgary to do calls, it is anticipated the 50th and 90th percentile response intervals will decrease at the end of the 2021/22 AHS fiscal year.

Median or 50th Percentile: Of all the calls responded to, this is the time at which half the responses are faster and half are slower. For example, a median response time of ten minutes means half of all events are responded to within ten minutes and the other half take longer than ten minutes.

90th Percentile: Of all the calls responded to, this is the time which 90 per cent are responded within. For example, a 90th percentile response time of 15 minutes means that 90 per cent of all events are responded to within 15 minutes and the other 10 percent take longer than 15 minutes.

Current Challenges and Mitigation Strategies

- **Increased event volume.**
 - IFT discharge transport options
 - Triaging low acuity 9-1-1 calls
- **Prolonged hospital waits.**
 - Raising awareness
 - Integrated Operations Center (IOC)
 - Increasing transports to Urgent Care Centres
- **Fluctuating EMS staffing levels.**
 - Hiring of staff (Full-time and casual)
- **Suburban Rural resources coming into the city.**
 - Reviewing how ambulances are dispatched.



Discussion and Questions

