September 7, 2018

Your Request for Access to Information under Part 2 of
The Freedom of Information and Protection of Privacy Act
Our File No.: 18 08 718

On August 13, 2018, the City Clerk’s Department received your request for access to the following records:

A field summer showing the total number of times in a month the City of Winnipeg ambulances were in "degraded mode" for the month of May 2018, June 2018 and July 2018.

I am pleased to inform you that your request for access to these records has been granted in full. The information you requested did not exist in the form requested, therefore a record was created in accordance with s. 10(2) of The Freedom of Information and Protection of Privacy Act:

Creating a record in the form requested
10(2) If a record exists but is not in the form requested by the applicant, the head of the public body may create a record in the form requested if the head is of the opinion that it would be simpler or less costly for the public body to do so.

The enclosed contains all information requested.

Subsection 59(1) of The Freedom of Information and Protection of Privacy Act provides that you may make a complaint about this decision to the Manitoba Ombudsman. You have 60 days from the receipt of this letter to make a complaint on the prescribed form to:

Embrace the Spirit • Vive l'esprit
Manitoba Ombudsman
750 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Telephone: 204-982-9130 or 1-800-665-0531

If you have any questions, please contact me at 204-986-8397.

Yours truly,

[Signature]

André Bérard,
Assistant Chief of Service Quality

AB/mw

Enclosure
A field summer showing the total number of times in a month the City of Winnipeg ambulances were in "degraded mode" for the month of May 2018, June 2018 and July 2018.

- Degraded EMS operational mode occurs when the department has six (6) or fewer paramedic units available for emergency response and transport.
- The table below outlines the number of hours spent in each degraded phase (number of units available).
- The number of times in degraded mode (6 or fewer ambulances) is not correlated with the hours. A record identifying the number of times in degraded mode does not exist in the form requested.
- The number of times in degraded mode was calculated by counting the number of times Communications Centre staff physically placed the CAD/Service in degraded mode. The Communications Centre might not place the Service in degraded mode if the situation can be resolved quickly.
- The query that calculates the hours is based on the strict application of 6 or fewer ambulances.

<table>
<thead>
<tr>
<th>2018</th>
<th>MAY</th>
<th>JUNE</th>
<th>JULY</th>
</tr>
</thead>
<tbody>
<tr>
<td># Units Available</td>
<td>Hours</td>
<td>Hours</td>
<td>Hours</td>
</tr>
<tr>
<td>6</td>
<td>60.27</td>
<td>72.67</td>
<td>71.44</td>
</tr>
<tr>
<td>5</td>
<td>53.46</td>
<td>63.33</td>
<td>60.55</td>
</tr>
<tr>
<td>4</td>
<td>40.19</td>
<td>51.27</td>
<td>44.11</td>
</tr>
<tr>
<td>3</td>
<td>24.46</td>
<td>32.96</td>
<td>26.64</td>
</tr>
<tr>
<td>2</td>
<td>14.38</td>
<td>15.52</td>
<td>15.31</td>
</tr>
<tr>
<td>1</td>
<td>5.37</td>
<td>7.70</td>
<td>7.37</td>
</tr>
<tr>
<td>0</td>
<td>1.35</td>
<td>1.58</td>
<td>1.76</td>
</tr>
</tbody>
</table>

Total Hrs when < 6 units are available:
- May: 139.20
- June: 172.37
- July: 155.74

Avg minutes per day - < 6 units available:
- May: 269.43
- June: 344.74
- July: 301.42

Avg minutes per day - 0 units available:
- May: 2.61
- June: 3.17
- July: 3.41

Days in Month:
- May: 31
- June: 30
- July: 31

Number of times in degraded mode:

<table>
<thead>
<tr>
<th>Month (2018)</th>
<th>EMS Degraded</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>87</td>
</tr>
<tr>
<td>June</td>
<td>124</td>
</tr>
<tr>
<td>July</td>
<td>114</td>
</tr>
</tbody>
</table>