

## BACKGROUND

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Ministry of Health Services  
BC Ambulance Service

### LOWER MAINLAND AMBULANCE RESOURCES

#### Dispatch Technology Enhancements

The new computer-aided dispatch (CAD) system provides the BCAS Lower Mainland Ambulance Communications Centre with a modern, stable and well-supported technological platform. The system, which began operation in June 2008, enables dispatchers to focus on co-ordinating responses and using the BCAS' resources in the most effective manner.

The CAD system is also an important building block in the adoption of future technologies, such as Automated Vehicle Location (AVL). This system enables dispatchers to see ambulance locations and send the closest vehicles to emergency calls. So far, 120 Lower Mainland ambulances have been fitted with AVL and all area ambulances are expected to have AVL installed by the end of the year.

#### Ambulance Events (9-1-1 Calls and Inter-Facility Patient Transfers)

<b>Fiscal Year</b>	<b>Lower Mainland Ground Ambulance Events</b>	<b>Provincial Ground Ambulance Events</b>
<b>2003/2004</b>	250,857	432,283
<b>2004/2005</b>	273,044	467,052
<b>2005/2006</b>	293,031	496,949
<b>2006/2007</b>	306,193	521,388
<b>2007/2008</b>	304,269	526,015

Call volumes in the Lower Mainland have remained relatively stable over the past two years. During peak daytime hours, there are 80 ambulances dedicated to Metro Vancouver and a further 38 ambulances operating in the Fraser Valley, Sunshine Coast-Powell River and Sea-to-Sky Corridor.

-30-

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