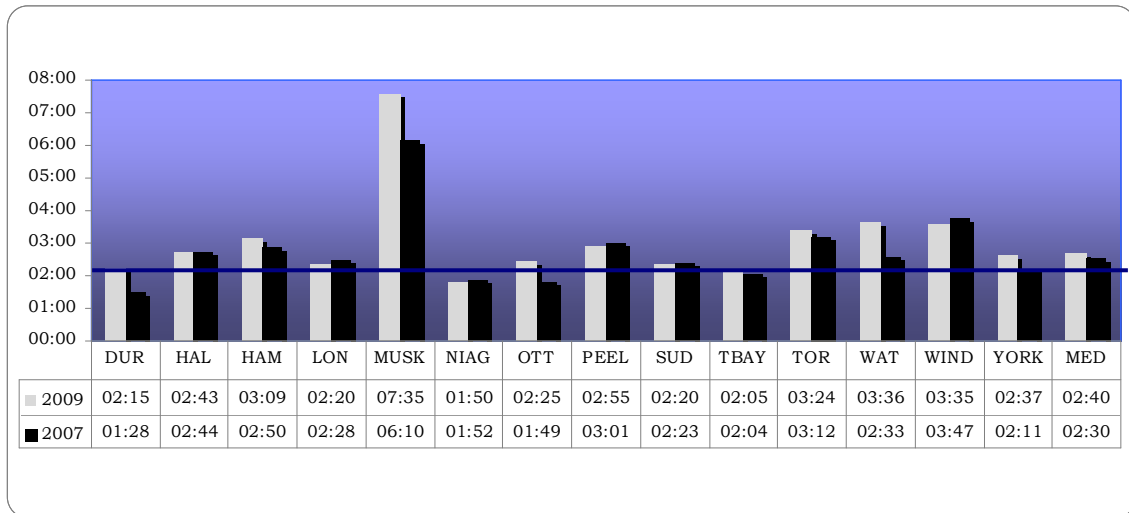


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How long does it take to dispatch a call?

Fig 6.2 EMS TO-2 Code4, 90th Percentile Dispatch Time (mm:ss)



Source: EMDS419, EMDS419B (Customer Service)

Reason for Revision: At the time of printing the OMBI 2009 Performance Benchmarking Report, the data set received from the Ministry identified a 04:18 (mm:ss) dispatch handling time for Peel. Staff ran a query for a more current data set later in the year and the dispatch handling time was 02:55 (mm:ss). The Ministry of Health & Long Term Care has confirmed this number as being correct. As a result the above graph has been revised to reflect the new time.