

Budget 2026

# Paramedic Services



PEEL REGIONAL PARAMEDIC SERVICES





Elevating emergency and community health care,  
together.



# Core service

- Quality out-of-hospital, emergency, and community care - including specialized response teams
- Logistical inventory management and supply
- Ambulance fleet maintenance
- Identifying and continuously exploring innovative alternative models of care to support patients
- Continuous learning and quality accuracy



# Interesting facts about this service

65+

44%

Of patients who received services were 65 years of age or older to date in 2025



407

Daily average number of calls responded to by paramedics in 2024



97%

Call response within Peel



2055 Hours

saved in the emergency health system in 2024 by the Low Acuity Diversion Program

# Achievements

## Urgent care centre transports

**893 patients transported** to the urgent care centre and diverted from hospital emergency departments in 2024.

## Community responders

**37 medical interventions** carried out by community responders to date, including the administration of Naloxone for opioid overdoses, Epi-Pen usage, and the application of AED and CPR.

## Paramedic Services culture and well-being divisional workplan

Development of a **divisional workplan** that outlines Paramedic Services' commitment to improving workplace culture and well-being for staff.

## Paramedic Services publication in Canadian Journal of Emergency Medicine (CJEM)

Journal was published that focused on ketamine for severe agitation and violence. This was the **first Canadian review** of the new prehospital ketamine medical directive.

# Service delivery model

## How do we do it

- Deliver timely and high-quality response to emergencies
- Develop and maintain strong relationships with our health system partners
- Explore, identify, and apply innovative and forward-thinking approaches to finding efficiencies and containing cost
- Ensure support for the health, safety, and psychological wellbeing of Paramedic Services employees
- Provide evidence and validation for quality service delivery



# Service levels and trends



**13**

Ambulances off the road each day in 2024 due to unfilled shifts



**27**

Region Capacity Events (< 4 ambulances available to answer calls)



**148,718**

Calls responded to by Peel paramedics in 2024



**14**

24-Hour ambulances off the road every day in 2024 due to offload delay



# Business plan outlook

## Planning for the future

- Continue to be innovative to mitigate system pressures such as increasing call volumes, offload delay and staffing shortages
- Provide mental health and wellness initiatives to support the psychological health and safety of staff
- Continuing to deliver robust emergency services and look to achieve response time targets
- Continually exploring opportunities to advance care available to all patients
- Invest in staff training to enhance their ability to consistently deliver quality care



# Performance measures and results

**8 minutes and  
53 seconds**

2024 response time  
for CTAS 1 (critically  
ill patients)

Increase from  
8 minutes and  
49 seconds in  
2023.

**270**

Approved WSIB  
claims in 2024

Approved claims were  
based on reported  
traumatic and hazardous  
events.

**3,593**

Appointments  
were made in  
2024

Through the  
Community  
Paramedicine  
program.

**\$750,000**

Projected to be  
saved in vehicle  
costs for 2025

Improving value  
through  
ambulance  
remounts.



2026 Budget

# Operating Budget



# Cost containment

## Finding efficiencies in the 2026 Budget (in \$ millions)

	Cost savings	Cost avoidance
Group contract procurement solutions for supply pharmaceutical drugs and medical supplies	(\$0.5)	-
<b>TOTAL</b>	<b>(\$0.5)</b>	<b>-</b>

# Proposed operating budget

Items	In \$ millions
<b>2025 Net Base Budget</b>	<b>\$112.1</b>
<b>Cost to maintain 2025 service level</b>	
Inflation: Labour costs	14.9
Inflation: Goods and services	2.2
Annualization of phased-in 2025 costs from previous budget	1.4
Reserve draw for bargaining settlement impact	(4.6)
Increase in base provincial funding	(5.7)
Removal of one-time reserve draws from 2025 growth related provincial funding gap	3.0
Removal of 2025 corporate logistics temporary resources and reserve draw (\$2.5 million, proposed permanent resources BR#19)	-
Cost containment	(0.5)
<b>Sub-total: Cost to maintain 2025 service level</b>	<b>\$10.6</b>

Continued on next slide

Note: Numbers may not add up due to rounding



# Proposed operating budget

Items	In \$ millions
<b>2026 Service demand</b>	
<b>BR #15</b> – Increasing Sustainability of the External Violence against Paramedics (EVAP) Program (2 FTE)	0.2
<b>BR #18:</b> Enhancing ambulance communication centre leadership (3 FTE)	0.4
<b>BR #19:</b> Maximizing efficiency for the Corporate Logistics Program (4 FTE)	0.4
<b>BR #20:</b> Enhancing resources to support logistical operations at Dockstader Reporting Station (6 FTE)	0.2
<b>BR #21:</b> Supporting real-time senior operations leadership (2 FTE & 2 contracts)	0.1
<b>BR #22:</b> Improving scheduling effectiveness (2 FTE & 3 contracts)	0.1
<b>BR #23:</b> Modernization of a strong and innovative paramedic education and research program (2 FTE)	0.1
<b>BR #24:</b> Additional paramedics to support growth (43 FTE)	3.3

Continued on next slide

Note: Numbers may not add up due to rounding



# Proposed operating budget

Items	In \$ millions
<b>2026 Service demand</b>	
BR #25: Advancing community care and compliance (2 FTE)	0.1
<b>Sub-total: 2026 Service demand</b>	<b>\$4.8</b>
<b>2026 Proposed Net Budget Change from 2025</b>	<b>\$15.5</b>
<b>Proposed Total 2026 Net Budget</b>	<b>\$127.6</b>

Note: Numbers may not add up due to rounding

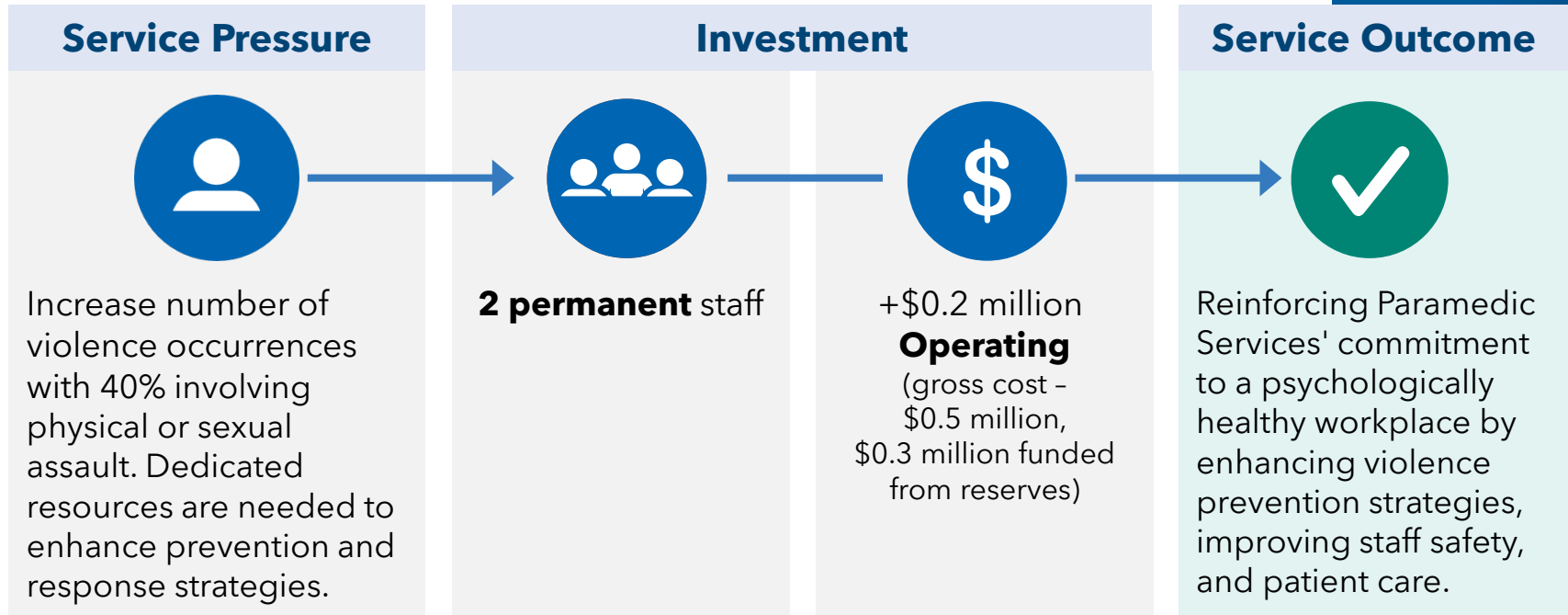


2026 Budget

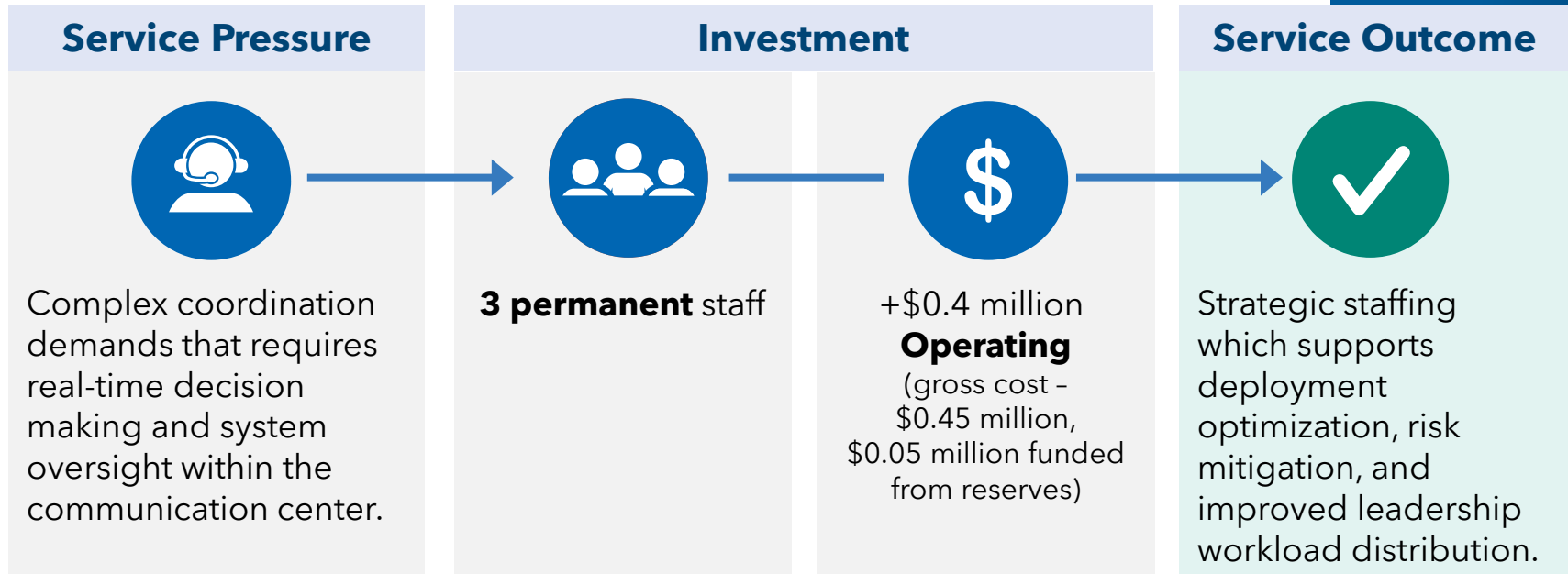
# Budget Requests



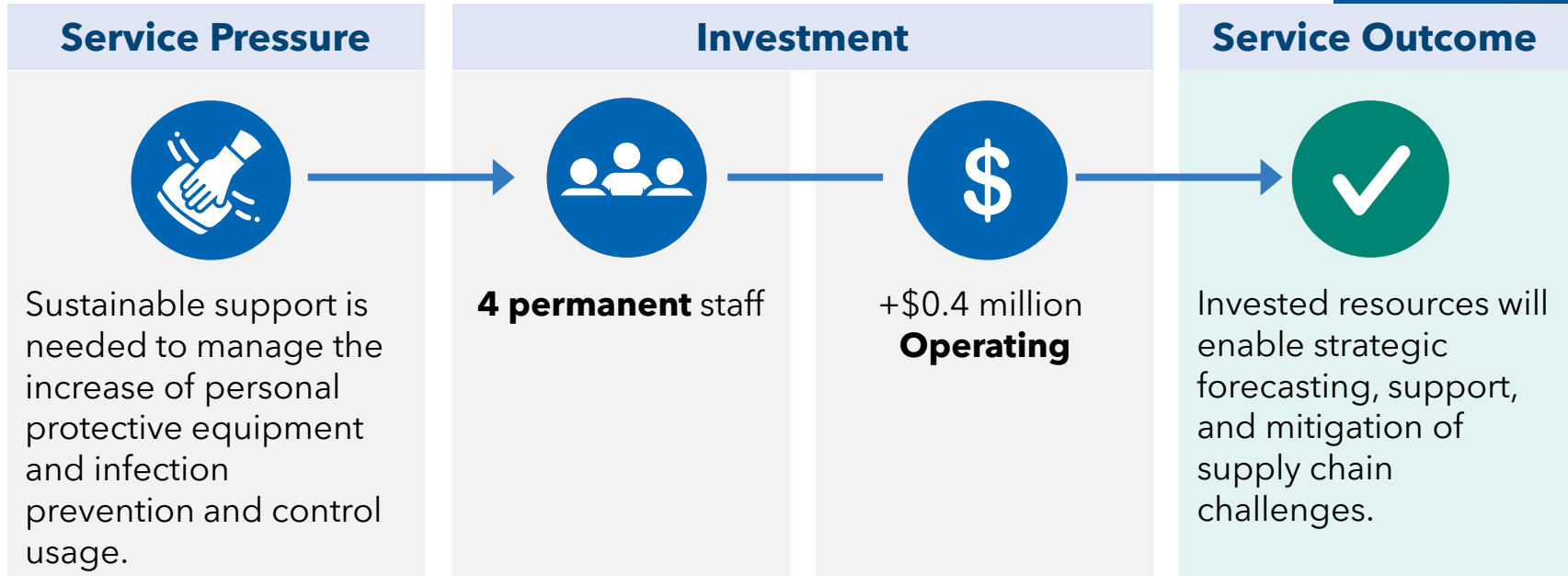
## Increasing sustainability of the external violence against paramedics program



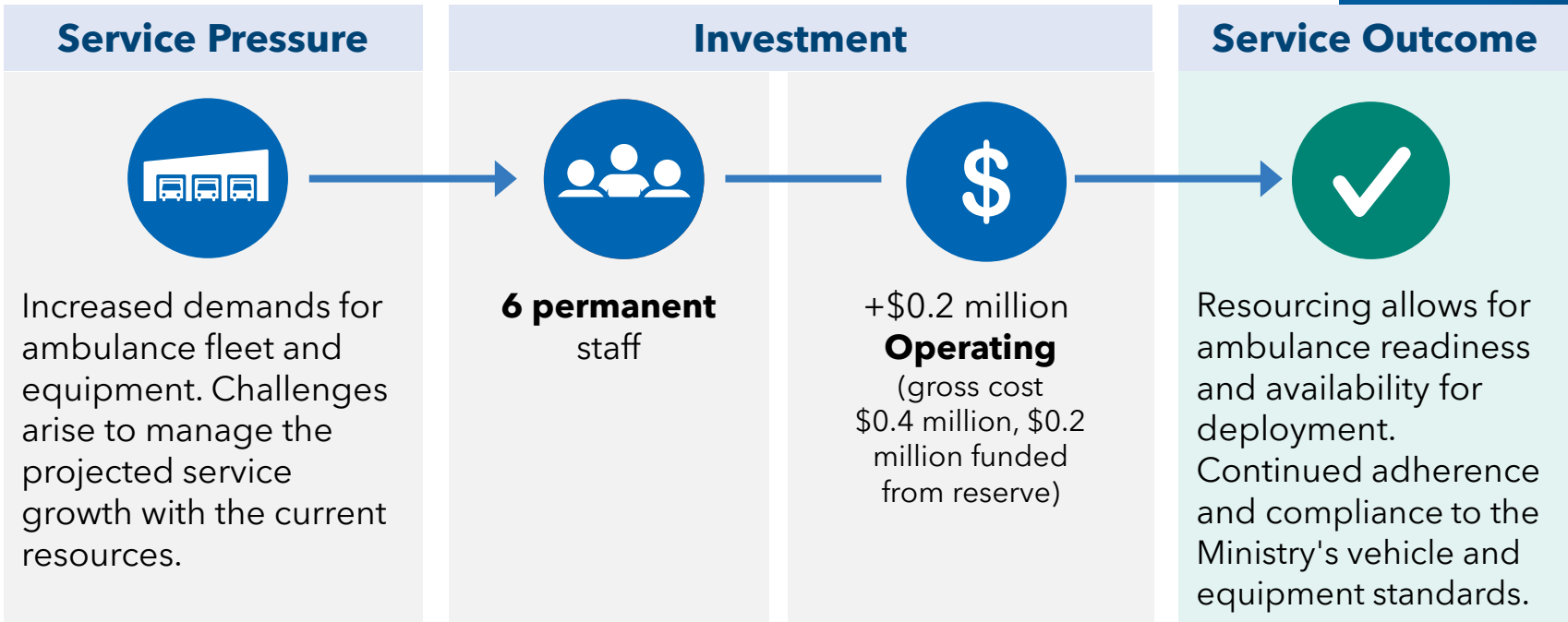
## Enhancing ambulance communication centre leadership



## Maximizing efficiency for the Corporate Logistics Program within Paramedic Services

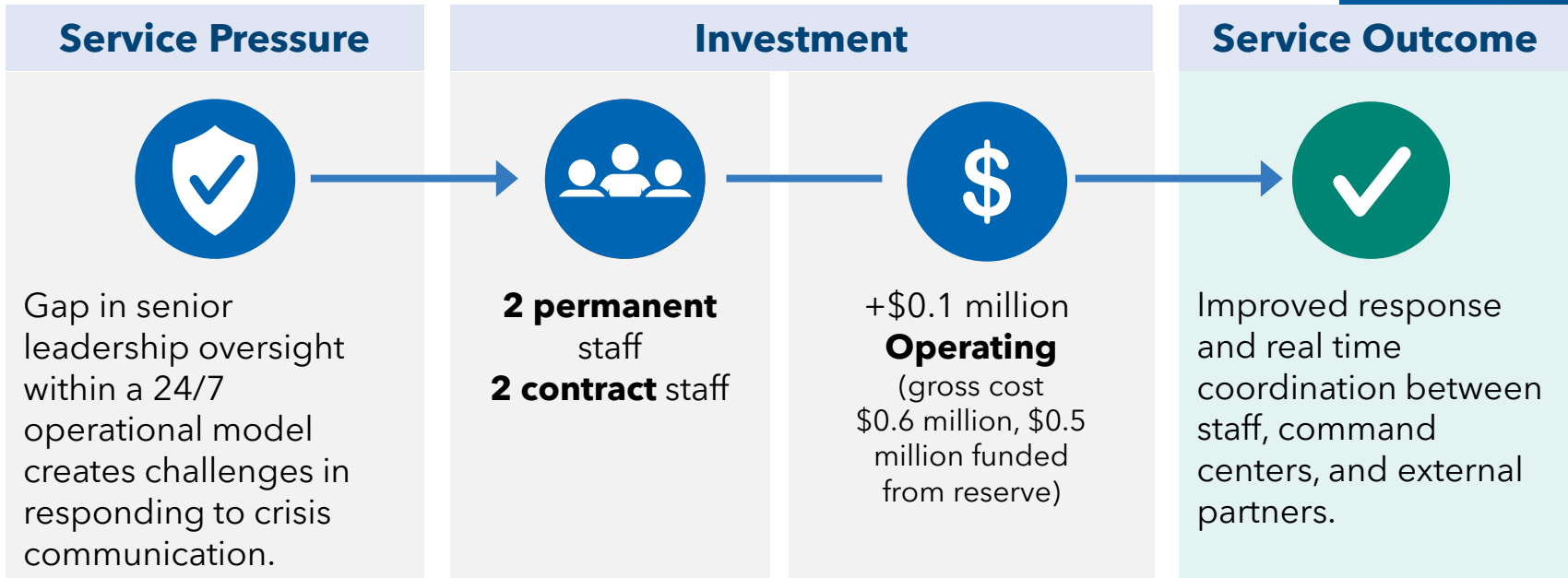


## Enhancing resources to support logistical operations at Dockstader Reporting Station

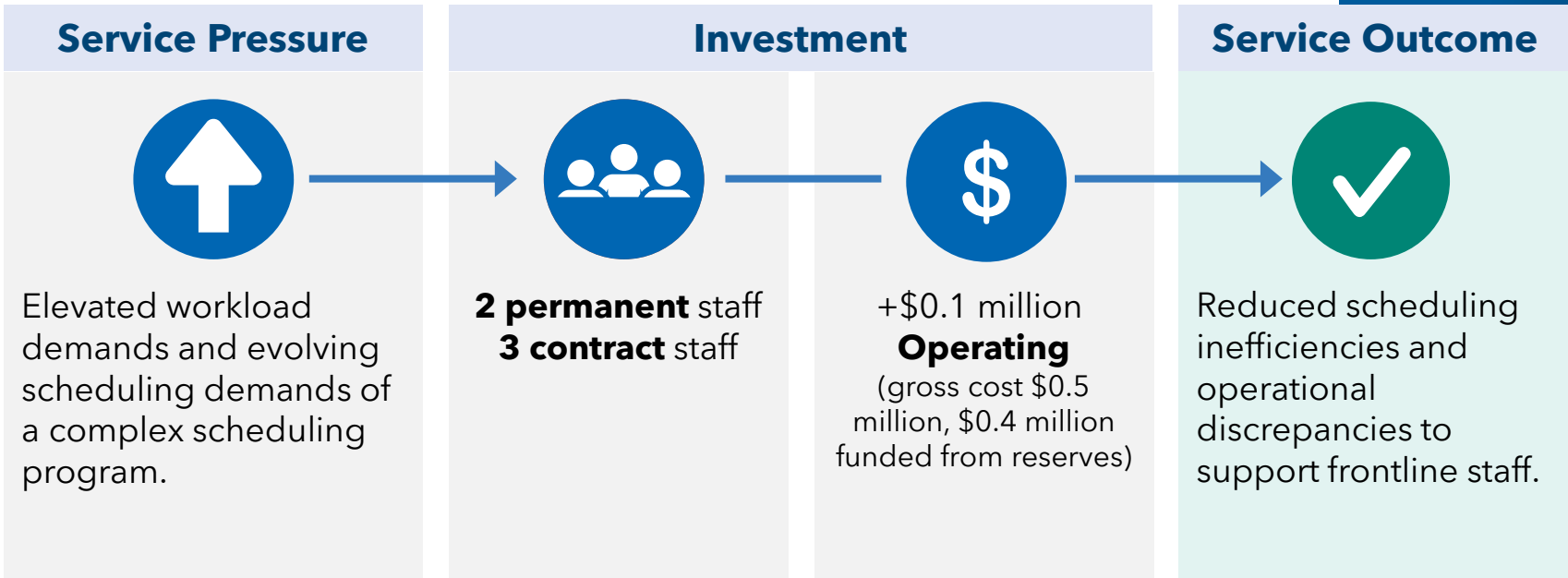


# Budget request #21

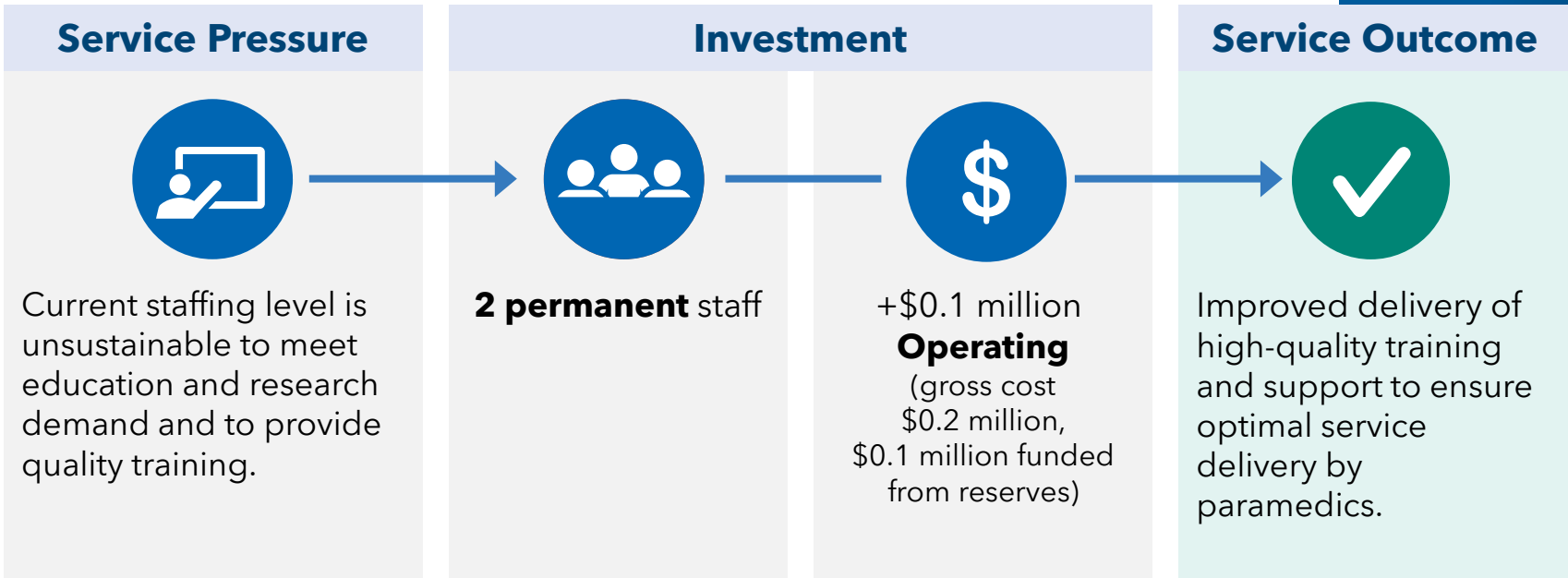
## Supporting real-time senior operations leadership



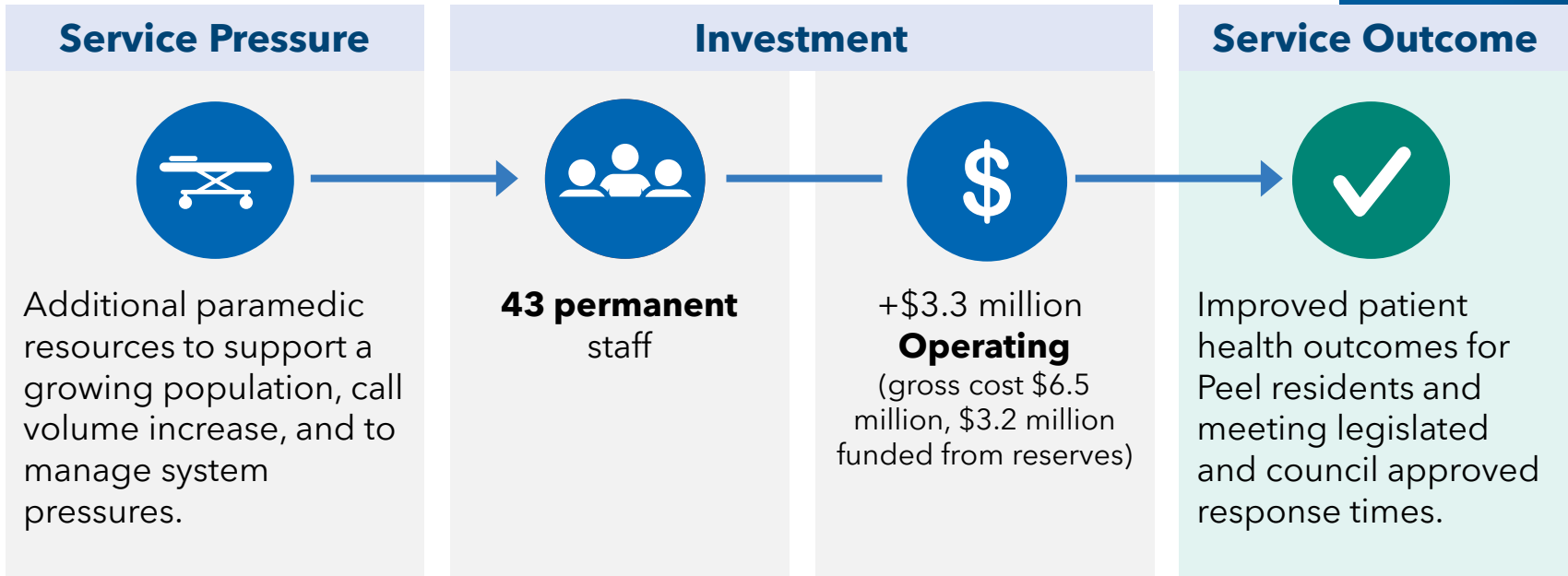
## Improving scheduling effectiveness



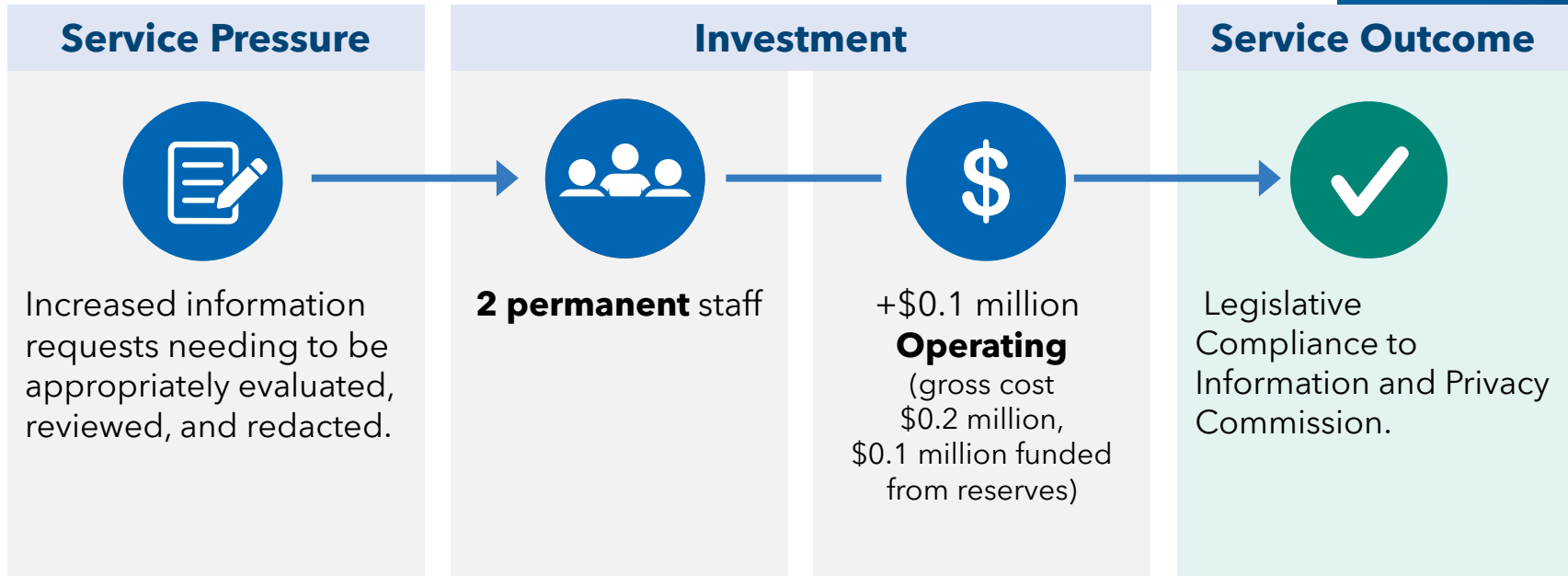
## Modernization of a strong and innovative paramedic education and research program



## Sustaining emergency care: Ambulance enhancements



## Advancing community care and compliance





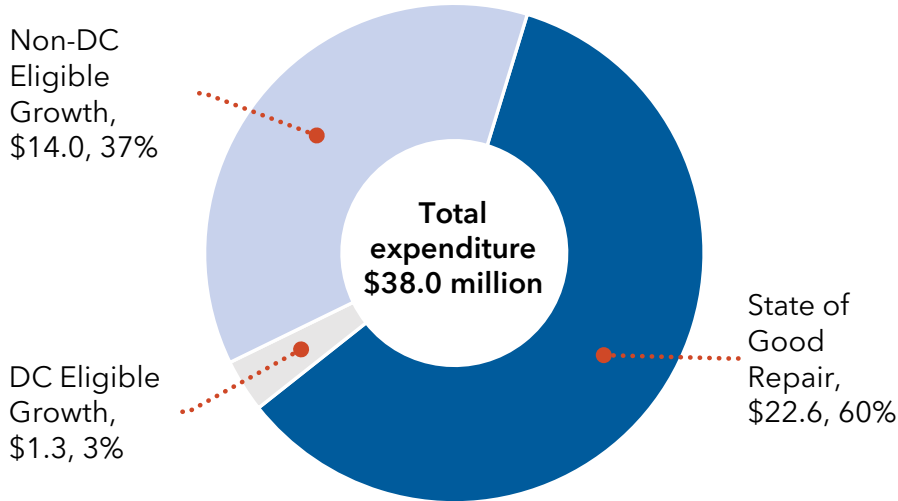
2026 Budget

# Capital Budget and Plan

Description: Lrg squared garbage  
bin Belge - MV  
Part No: Lrg squared garbage bin Belge - MV  
Quantity:-

# 2026 Capital Budget

**\$38.0 million**



## Capital Reserves

\$36.7 million; 96%

## Development Charges (DC)

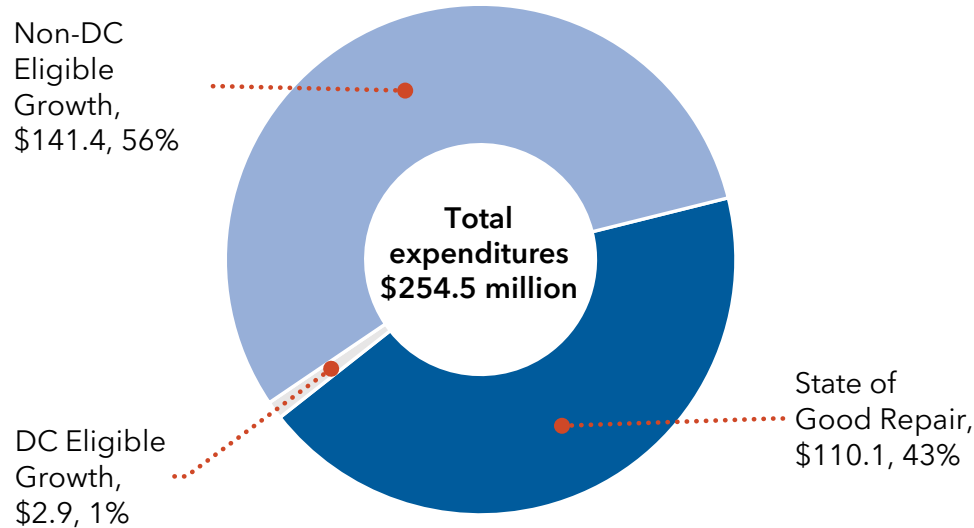
\$1.3 million; 4%

## Key highlights

- **\$28.9** million enhancement and state of good repair for ambulance and other fleet
- **\$6.1** million enhancement and state of good repair for equipment
- **\$1.1** million enhancement and state of good repair for ambulance computers
- **\$1.0** million strategic technology projects
- **\$0.8** million facility maintenance, including state of good repair and other work on in-service reporting and satellite stations

# 2026 10-year Capital Plan

**\$254.5 million**



**Capital Reserves**  
\$251.5 million; 99%

**Development Charges (DC)**  
\$2.9 million; 1%

## Key highlights

- **\$96.4** million new ambulances for growth and replacement of vehicles reaching the end of their useful life
- **\$83.8** million growth-related satellite and reporting stations
- **\$49.6** million equipment replacements in line with safety standards and regulations, as well as new equipment tied to growth
- **\$16.0** million major facility maintenance for existing in-service reporting and satellite stations
- **\$6.7** million various IT initiatives including replacement of ambulance computers
- **\$2.0** million advancement of strategic technology roadmap

# Summary of key financial information

## Resources to achieve level of service (in \$ millions)

	2025	2026
Total expenditures	\$196.3	\$221.6
Total revenues	\$84.2	\$94.0
Net expenditures	\$112.1	\$127.6
Full-time staffing resources	796.4	862.4
Capital investment	-	\$38.0
10-year capital investment	-	\$254.5

## Outlook years (in \$ millions)

	2027	2028	2029
Net increase	\$18.5	\$7.2	\$8.2
% Increase	14.5%	4.9%	5.4%

