Emergency calls done within the appropriate time for urban ambulance services (Within 9 minutes)

Unit : %

	Fiscal Year 2024-2025	Fiscal Year 2023-2024
Province		
New Brunswick	**70.1**	**71.1**
Health zones		
Zone 1 - Moncton and South-East Area	**63.6**	**66.5**
Zone 2 - Fundy Shore and Saint John Area	**74.1**	**74.3**
Zone 3 - Fredericton and River Valley Area	**71.4**	**73.8**
Zone 4 - Madawaska and North-West Area	**81.3**	**81.6**
Zone 5 - Restigouche Area	**83.5**	**79.8**
Zone 6 - Bathurst and Acadian Peninsula Area	**75.7**	**73.1**
Zone 7 - Miramichi Area	**65.3**	**58.2**

About

The percentage of 911 ambulance calls in urban areas where the time from receipt of a call to the arrival of medical personnel was equal to or less than the standard of 9 minutes.

Source

EM/ANB

Calculations

Numerator: Emergency calls where the time from receipt of a call to the arrival of medical personnel was equal to or less than the standard of 9 minutes Denominator: Total number of Urban 911 Emergency calls

Notes

This indicator measures "raw performance" where exemptions related to the ANB contract were not applied. Health zones are based on the location of the 911 call. Target is 90%.

Unit	Interpretation	NBHC code
%	Higher is better	EMANB_002

Caption
n/a = Not applicable / not available
S = Data suppressed due to confidentiality requirements and/or small sample size