

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

Unit : %

Fiscal Year  
2023-2024

### Province

New Brunswick	71.1
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### Health zones

Zone 1 - Moncton and South-East Area	66.5
Zone 2 - Fundy Shore and Saint John Area	74.3
Zone 3 - Fredericton and River Valley Area	73.8
Zone 4 - Madawaska and North-West Area	81.6
Zone 5 - Restigouche Area	79.8
Zone 6 - Bathurst and Acadian Peninsula Area	73.1
Zone 7 - Miramichi Area	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%.

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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