

### Call Volumes in BC Communities

BC Emergency Health Services tracks every medical emergency event created using our dispatch system. We refer to them as “event call volumes.” However, each response may represent several 9-1-1 calls for an event and may include more than one patient.

The event call volumes reflect pre-hospital demand for medical emergency services.

Event Call Volumes					
Provincial	2017	2018	2019	2020	2021
<b>Total</b>	<b>517,301</b>	<b>520,103</b>	<b>530,801</b>	<b>524,870</b>	<b>553,948</b>

Event Call Volumes					
Communities	2017	2018	2019	2020	2021
100 Mile House	433	458	450	578	700
Abbotsford	16,329	16,668	17,331	17,344	19,169
Agassiz	1,044	1,138	1,189	1,036	1,245
Armstrong	687	672	725	668	692
Ashcroft	321	309	332	301	323
Barriere	287	308	316	264	325
Big White	254	252	231	207	179
Black Creek	176	176	202	199	237
Blind Bay	189	198	191	215	302
Bowen Island	360	293	340	345	338
Bowser	224	182	203	210	201
Burnaby	18,922	18,706	18,864	17,820	17,349
Burns Lake	523	586	625	686	715
Cache Creek	178	213	217	237	240
Campbell River	4,814	4,683	4,878	5,108	5,448
Castlegar	1,075	1,050	1,041	1,006	1,132
Central Saanich	1,716	1,667	1,830	1,817	1,889
Chase	699	775	620	519	475
Chemainus	670	637	670	717	837
Chetwynd	249	226	259	247	274
Chilliwack	12,573	12,688	12,877	13,185	14,458
Chilliwack River Valley	142	205	179	251	226

Communities	Event Call Volumes				
	2017	2018	2019	2020	2021
Clearwater	198	188	218	234	260
Cobble Hill	645	697	715	738	959
Coldstream	735	730	798	764	820
Colwood	1,311	1,312	1,376	1,409	1,473
Comox	1,508	1,606	1,732	1,589	1,667
Coquitlam	9,274	9,231	9,295	9,361	9,895
Courtenay	4,277	4,107	4,119	4,401	5,268
Cowichan Bay	201	195	183	210	239
Cranbrook	2,575	2,854	2,726	2,804	3,158
Creston	943	793	803	849	1,069
Crofton	241	256	250	276	268
Cultus Lake	253	200	208	221	266
Cumberland	310	347	333	340	328
Dawson Creek	1,236	1,267	1,466	1,409	1,688
Delta	8,174	8,939	8,844	8,766	8,438
Duncan	5,695	5,844	6,168	6,178	6,596
Enderby	733	760	827	811	880
Errington	167	180	156	187	204
Esquimalt	2,355	2,201	2,224	2,008	2,071
Fanny Bay	269	207	269	258	338
Fernie	354	376	346	343	373
Fort Nelson	237	230	279	337	421
Fort St James	440	403	443	557	597
Fort St John	1,953	2,184	2,267	2,303	2,285
Fruitvale	308	275	312	377	398
Gabriola Island	578	627	659	656	723
Gibsons	1,311	1,370	1,430	1,407	1,413
Gold River	183	169	201	257	227
Golden	454	470	470	457	533
Grand Forks	853	842	795	797	973
Harrison Hot Springs	201	233	261	277	292
Hope	1,415	1,311	1,415	1,555	1,811
Houston	335	421	415	463	561
Invermere	387	432	353	310	344

Event Call Volumes					
Communities	2017	2018	2019	2020	2021
Kamloops	13,351	13,615	13,985	13,664	15,225
Kamloops IR No 1			235	483	438
Kelowna	19,847	19,752	19,859	20,012	23,505
Keremeos	541	533	552	555	598
Kimberley	939	839	911	958	919
Kitimat	705	820	890	950	1,007
Ladysmith	1,375	1,438	1,451	1,452	1,578
Lake Country	1,132	1,031	1,078	1,184	1,267
Lake Cowichan	489	520	481	533	497
Langford	3,277	3,479	3,776	3,923	4,415
Langley	14,565	14,574	15,069	15,242	15,498
Lantzville	389	335	395	411	363
Lillooet	428	357	375	404	468
Logan Lake	238	224	254	319	322
Lumby	439	465	483	458	471
Lytton	291	298	179	83	59
Mackenzie	171	173	190	198	266
Madeira Park	210	209	275	215	220
Maple Ridge	8,500	8,471	8,522	8,660	9,458
Masset	243	247	266	309	232
Merritt	1,530	1,555	1,486	1,460	1,549
Metchosin	335	308	352	353	353
Mill Bay	467	431	436	396	464
Mission	4,373	4,426	4,548	4,583	5,042
Mount Currie	258	300	314	322	296
Nakusp	182	190	219	245	234
Nanaimo	15,469	15,229	15,663	15,358	17,003
Nanoose Bay	452	535	590	522	579
Nelson	1,501	1,331	1,388	1,285	1,305
New Westminster	7,616	7,511	7,640	7,354	8,074
North Pender Isl.	237	205	200	254	244
North Saanich	1,112	1,050	1,064	944	1,030
North Vancouver	10,337	10,471	10,676	10,525	10,907
Oak Bay	2,002	1,960	1,979	1,736	1,644
Okanagan Falls	335	310	362	385	396
Okanagan IR, S.	313	291	351	404	438

Event Call Volumes					
Communities	2017	2018	2019	2020	2021
Oliver	1,128	1,264	1,273	1,297	1,534
Osoyoos	1,066	1,062	1,109	1,240	1,331
Parksville	2,991	3,070	3,360	3,256	3,521
Peachland	669	632	634	648	680
Pemberton	230	241	319	236	224
Penticton	6,758	6,847	6,773	7,470	8,379
Pitt Meadows	1,727	1,589	1,570	1,619	1,624
Popkum	188	187	190	203	209
Port Alberni	3,487	3,851	3,849	4,101	4,507
Port Coquitlam	4,702	4,732	4,866	4,907	5,062
Port Hardy	1,258	1,434	1,430	1,203	1,646
Port McNeill	193	217	221	233	252
Port Moody	1,599	1,672	1,594	1,670	1,583
Powell River	2,030	2,096	2,228	2,361	2,627
Prince George	9,026	9,738	9,883	10,601	12,065
Prince Rupert	1,850	2,123	2,458	2,459	2,474
Princeton	548	592	648	624	572
Qualicum Beach	2,245	2,048	2,226	2,361	2,546
Quathiaski Cove	247	279	305	283	332
Quesnel	1,981	1,922	2,207	2,546	2,507
Revelstoke	737	669	750	705	632
Richmond	14,351	14,271	14,436	12,190	12,649
Roberts Creek	203	237	219	277	263
Rossland	219	244	241	244	244
Saanich	11,253	10,858	11,234	11,019	11,256
Salmo	243	297	264	251	264
Salmon Arm	2,618	2,665	2,758	2,732	3,082
Salt Spring Island	1,008	980	1,059	1,197	1,233
Sechelt	1,570	1,455	1,575	1,735	1,979
Shawnigan Lake	293	340	316	356	397
Sicamous	388	415	456	454	476
Sidney	2,128	1,980	2,014	2,035	2,007
Smithers	1,046	888	972	922	1,016
Sooke	1,445	1,438	1,503	1,592	1,853
Spallumcheen	385	387	369	422	481
Sparwood	309	327	280	265	314
Squamish	1,485	1,392	1,480	1,588	1,748

Event Call Volumes					
Communities	2017	2018	2019	2020	2021
Summerland	1,518	1,476	1,360	1,427	1,470
Sun Peaks	207	228	248	184	182
Surrey	50,729	50,536	49,818	50,647	51,902
Tappen	170	162	182	197	208
Terrace	2,037	2,474	2,571	2,655	2,851
Thornhill	299	318	338	367	413
Tofino	520	519	514	559	585
Trail	1,237	1,310	1,345	1,327	1,600
Tumbler Ridge	339	543	491	452	391
Ucluelet	186	214	222	203	205
Valemount	364	385	367	338	325
Vancouver	85,994	85,599	87,269	80,900	79,503
Vanderhoof	526	477	480	555	639
Vernon	7,390	7,795	7,726	8,013	9,321
Victoria	18,598	18,048	18,465	16,674	17,886
View Royal	1,317	1,376	1,537	1,388	1,521
West Kelowna	4,550	4,525	4,866	5,295	5,606
West Vancouver	4,924	5,017	5,079	4,711	4,545
Whistler	2,008	1,902	2,060	1,585	1,522
White Rock	2,610	2,572	2,521	2,450	2,475
Williams Lake	1,842	1,982	2,159	2,168	2,487
Other Communities	20,709	21,376	21,694	23,465	24,788

\*Other Communities represent communities with less than 175 event calls a year.