

VIA MAIL

November 3, 2021

Tim Smith
101 – 1500 Notre Dame Avenue
Winnipeg MB R3E 0P9

Dear Mr. Smith:

Re: Your request for access to information under Part 2 of
The Freedom of Information and Protection of Privacy Act:
(Our File No. SH 2021-145-445471)

On October 4, 2021 Shared Health received your request for access to the following records:

SH 2021-145-445471

"For Shared Health ERS/EMS, BY MONTH, and broken out by Region (PMH, IERHA, Southern and NRHA) of operation, from April 2019 to current:

- Number of in-scope front-line EMS positions, broken out by classification
- Total in-scope EFT complement
- Number of vacant front-line ERS/EMS positions
- Total vacant front-line ERS/EMS EFT
- Vacancy rate for front-line ERS/EMS positions
- Number of positions filled
- Utilization rate
- Number of ambulance 'redirects' from hospitals (including redirects of rural ambulances transporting to City of Winnipeg facilities)
- Number of emergency department closures
- Amount of time ambulances spend geo-posting to areas outside of their geographical base locations
- Number of times ambulances were dispatched while geo-posted
- Number of interfacility transports
- Number of hours ambulance crews were engaged in interfacility transports."

I am pleased to inform you that your request for access to these records has been granted in part.

The total number of ambulance redirections in Winnipeg for the following calendar years:

Year	Number
2019	2,100
2020	1,007

Please note that the remainder of the records do not exist. Therefore, under section 12(1)(c)(i) of *The Freedom of Information and Protection of Privacy Act* this information cannot be provided because it does not exist.

- 12(1) In a response under section 11, the head of the public body shall inform the applicant
- (c) if access to the record or part of the record is refused,
- (i) in the case of a record that does not exist or cannot be located, that the record does not exist or cannot be located.

However, Shared Health is working on a process to have vacancy and position information readily available for timelines in the future.

Subsection 59(1) of *The Freedom of Information and Protection of Privacy Act* provides that you may make a complaint about our decision respecting your request for access to the Manitoba Ombudsman. You have 60 days from the receipt of this letter to make a complaint on the prescribed form to:

Manitoba Ombudsman
750 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
204 982-9130
1-800-665-0531

If you have any questions regarding this letter, please contact Tiffany Dewan Reimer, Access and Privacy Officer, in writing at the Room 1502A, 155 Carlton Street, Winnipeg MB R3C 3H8 or by telephone at (204) 926-8022.

Sincerely,

Original signed by TDR on November 3, 2021 for

Christina Von Schindler
FIPPA Access & Privacy Coordinator

CVS/tdr