

June 2, 2025

Elizabeth Cull, Board Chair  
BC Emergency Health Services  
PO Box 9600, Stn Prov Govt  
Victoria, BC V8W 9P1

Dear Ms. Cull,

**Re: Ambulance Response Times in Delta**

On behalf of Delta Council, I am writing to formally express our concern regarding the lengthy ambulance response times in our community, and to invite you, as Board Chair of BC Emergency Health Services (BCEHS) to attend a future Regular Meeting of Council, along with BCEHS staff to address the concerning trend of increased ambulance wait times for life threatening calls.

Recent reporting by the *Vancouver Sun* emphasizes a troubling trend, that since 2018, ambulance response times for life-threatening emergencies (code red and purple calls) have increased across Metro Vancouver. Disturbingly, the City of Delta now has the longest median ambulance response time in the region, 15 minutes and 46 seconds. This represents an increase of nearly five minutes since 2018.

Given this very troubling statistic, Delta Council is requesting your presence, to address these concerns, and share steps that the BCEHS will take to decrease these alarming wait times for life threatening calls. Council's goal is to ensure that every resident of Delta has equitable and timely access to emergency medical care, which, I am sure, is a shared goal with BCEHS.

We kindly ask that your office contact the Office of the City Clerk, by emailing [cityclerk@delta.ca](mailto:cityclerk@delta.ca) to determine a time that will work for you. Additionally, City of Delta staff would be pleased to work with your staff to facilitate scheduling and to ensure you have the information needed to support a productive discussion.

... 2

Thank you for your attention to this urgent matter. We look forward to your response and to working together to improve emergency care for those in need of these services in Delta.

Sincerely,

A handwritten signature in blue ink, appearing to read "George V. Harvie", with a horizontal line drawn underneath it.

George V. Harvie  
Mayor

cc: Leanne Heppell, Executive Vice President & Chief Ambulance Officer, BCEHS  
The Hon. Josie Osborne, Minister of Health  
The Hon. Ravi Kahlon, MLA for Delta North  
Ian Paton, MLA for Delta South  
Delta Council  
Donny van Dyk, City Manager  
Michelle Jansson, City Clerk