



Oifig an Stiúirthóra Oibríochtaí  
An tSeirbhís Náisiúnta  
Bloc 4, Lárionad Gnó,  
Tulach Mhór,  
Co. Uíbh Fhailí, R35 FH59

Office of the Director of Operations  
National Ambulance Service  
Block 4, Central Business Park,  
Tullamore,  
Co. Offaly R35 FH59

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)

t 057 9357696  
e [william.merriman@hse.ie](mailto:william.merriman@hse.ie)

Ref: WM/PQ/221213

Deputy Peadar Tóibín,  
Dáil Éireann,  
Leinster House,  
Dublin 2

13 December 2022

**PQ 58982/22**

**To ask the Minister for Health the number of times that ambulances were dispatched in the State in each of the past ten years and to date in 2022. -Peadar Tóibín**

**PQ 58983/22**

**To ask the Minister for Health the number of times that ambulances were dispatched in each county in 2021 and 2022, in tabular form. -Peadar Tóibín**

Dear Deputy Tóibín,

The National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Questions which you submitted to the Minister for response.

The call taking/dispatch function is operated by the National Ambulance Service National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. NEOC utilises Advanced Medical Priority Dispatch System (AMPDS) using international standards in triaging and prioritising emergency calls. NEOC dynamically deploys resources to areas where cover is required or to respond to incidents as they arise to ensure the nearest available resource responds to emergencies. All 112/999 calls are clinically triaged based on the patient's condition, and the nature and location of other 112/999 calls in the area are understandably not apparent to callers when they call 112/999. The nearest available and most appropriate response is dispatched, with the most urgent calls prioritised.

We can provide that data from 2015, and not the last ten years. The number of emergency/urgent/routine calls in the State since 2015 and to date in 2022:

Year	Total Calls
2015	264,319
2016	263,606
2017	273,196
2018	291,416
2019	301,658
2020	317,140
2021	311,157
2022 (Jan to Oct)	271,712





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The National Ambulance Service does not report on resource dispatches by county, the number of emergency/urgent/routine calls per region is included in the table below, for the year 2021 and to date in 2022.

Region	Year	Total Calls
East	2021	53,550
	2022 (Jan to Oct)	47,491
North East	2021	36,140
	2022 (Jan to Oct)	31,075
Midlands	2021	36,120
	2022 (Jan to Oct)	30,284
South East	2021	41,085
	2022 (Jan to Oct)	36,373
South West	2021	47,347
	2022 (Jan to Oct)	40,790
Mid-West	2021	34,108
	2022 (Jan to Oct)	28,601
West	2021	38,127
	2022 (Jan to Oct)	33,931
North West	2021	24,680
	2022 (Jan to Oct)	23,167

I trust that this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service

