



Kawartha Lakes Paramedic Service

Operational Key Performance Indicators (O-KPI's) 2023



Ambulance Response Time Performance Plan (RTP-1)

| | | |
|---|--------------------------------|------------------------------|
| Sudden Cardiac Arrest (SCA) - 6 min | Resuscitation (CTAS 1) - 8 min | Emergent (CTAS 2) - 10 min |
| 38.81% | 57.43% | 61.82% |
| Urgent (CTAS 3) - 20 min | Less Urgent (CTAS 4) - 25 min | Non Urgent (CTAS 5) - 30 min |
| 88.49% | 93.56% | 97.18% |
| Percentile Response Time (Code 4) (Min:Sec) | | Average (mm:ss) |
| RTP-2 50th% Response Time | | 07:18 |
| RTP-3 90th% Response Time | | 18:43 |



Carbon Emissions Measures (CO2to/e)

| | |
|--|--------|
| CE-1 Total Annual Fleet Carbon Emissions (tonne) | 469.87 |
| CE-2 Total Output per Response (Kg) | 20.55 |
| CE-3 Total Carbon Emissions per Capita (Kg) | 5.93 |

Satisfaction Measures



| | |
|--|---------|
| S-1 Complaints Received per 1,000 responses | 0.48 |
| S-2 Commendations Received per 1,000 responses | 0.87 |
| S-3 Time for Complaint Investigation | 22 days |

Measure Under Construction



Deployment Statistics (Hr:Min:Sec)

| | |
|---|---------|
| SD-1 Average at Hospital Time | 0:46:10 |
| SD-2 Average Offload Time | 0:32:58 |
| SD-3 90th% at Hospital Time | 1:16:20 |
| SD-4 90th% Offload Time | 1:02:30 |
| SD-5 Advanced Care Paramedic Capture Rate | 65% |

System Design Deployment Measures

Keep in Mind: Influencing Factors

Influencing factors can create variances in comparison data



Demographics



Dispatch



Geography



Governance



Hospital Delay



Patient Carries

(13,611 or 1 call every 38 min)

| | |
|--|--------|
| V-1 Paramedic Service Emergency Events (C-3,4) per 1000 Population | 178.54 |
| V-2 Paramedic Service Non-Emergency Events (C-1,2) per 1000 Population | 0.96 |



Fleet Measures

| | |
|--|--------|
| FL-1 Fleet Maintenance Cost per Kilometer (Cents/Km) | \$0.39 |
| FL-2 Vehicle Collisions per 100,000 Kilometers | 2.00 |
| FL-3 Fleet Operating Cost per Kilometer (Cents/Km) | \$0.70 |



Injuries/Lost Time

| | |
|--|------|
| OHS-1 Injury Frequency Rate (per 1000 staff hours) | 0.21 |
| OHS-2 Lost Time Injury Frequency Rate (per 1000 staff hours) | 0.07 |
| OHS-3 Average Lost Time Rate (Hours/Lost Time Claim) | 1536 |



Ambulance Availability

| | |
|---|--------|
| U-1 System Utilization Rate (UHU) | 33.27% |
| U-2 Ambulance Resource Level Zero Rate Annual (Hours) | 147:10 |
| U-3 Cross Border Differential (Calls in other UTM - Calls by other UTM) | -622 |



Costs

| | |
|----------------------------------|----------|
| F-1 Operating Cost per Capita | \$158.23 |
| F-2 Operating Cost per Event | \$548.36 |
| F-3 Operating Cost per Unit Hour | \$238.56 |



Staffing/Population

| | |
|--|------|
| HR-1 Paramedic Practitioners per Capita (per 1000 Population) | 0.61 |
| HR-2 Advanced Care Paramedics per Capita (per 1000 Population) | 0.26 |
| HR-3 Paramedic Service Training Hours | 36 |

Ambulance Service Operating Cost Per Capita: \$158.23/year

