## Paramedic System Operational Key Performance Indicators - 2021

### ### ##############################		Response Time Performance	, , , , , , , , , , , , , , , , , , ,	'			mee mareae		Response Time Performance Trends
TP-1			SCA 6 min	CTAS 1 - 8 min	CTAS 2 - 10 min	CTAS 3 20 min	CTAS 4 - 25 min	CTAS 5 - 30 min	nesponse filler efformance frends
### 177   MARY Comparation Date   26.22   5.30   65.06   20.11   95.21   99.00   ### 177   MARY Comparation Date   67.70   77.50   77.50   99.00   ### 177   MARY Comparation Date   67.70   77.50   99.00   99.00   ### 177   Mary Comparation Date   67.70   77.50   99.00   99.00   ### 177   Mary Comparation Date   99.00   99.00   99.00   99.00   99.00   99.00   99.00   ### 177   Mary Comparation Date   99.00   99.		(Transet)							
MINISTER	RTP-1	RTPP Reportable							
Percentile Resource Time (Code 4)   9001/K   Solitifs   New range   City Wide Average   Lindary Average		·			03.30	31.11	33.21	33.02	1
REP-8   Response Time All	1111 2	Wibit comparator buta	00.2070	73.3070					1
REP-8   Response Time All									1
REP-8   Response Time All		Percentile Response Time (Code 4)	90th%	50th%	Average				City Wide Average Lindsay Average
Response Time Urban (Lindsay)		Tercentile Response Time (Code 4)	30(11/0	30(11/0	Average				Linusay Average
Response Time Urban (Lindsay)	DTD F	Danie man Time All	0.17.40	0.07.24	0.00.46	. Naissagas	Π		
Volume Measures		·							
ADRS 025   APRIL   ADRS 105	KIP-0	Response Time Orban (Linusay)	8.00	5.00	5.24	iviiii.sec			1
ADRS 025   APRIL   ADRS 105						+			1
ADRS 025   APRIL   ADRS 105		Volume Measures							Volume Measures Trends
Val   Parametic Serv Intergrency Events (C 3A) per 1000 Pop   17.08.5 Response/1000 Pop   12.08.5 Response/1000									volume ivieasures menus
Parametic Serv Non-Emergency Events (C.1.2) per 1000 Pop   3.55 (Response/1000 Pop	V-1		170.85	Response/1000	Pon	T	MRN Mean	122	
Utilization Measures					_		WIDIN WICCH	122	
Utilization Measures	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Transmittation Emergency Events(e 1,2,7 per 1000 1 op		11000	I				
System Utilization Rate (UHU)   34.91%   Imax (3 (1-4)/annual hours   Serv 735		Utilization Measures							Utilization Measures Trends
Degrating Cost per Capita   Statisfaction Measures   System Design/Deployment Measures   System Desi									
Degrating Cost per Capita   Statisfaction Measures   System Design/Deployment Measures   System Desi	U-1	System Utilization Rate (UHU)	34.91%		tmax-t3 (1-4)/an	nual hours	serv 735		
Cross Barder Ratio (Calls in other UTM - Calls by other UTM)   7-758					, ,,				
ADRS 735 1-4									
ADRS 735 1-4									
So-1		System Design/Deployment Measures							System Design/Deployment Measures Trends
SD-2		ADRS 735 1-4							
SD-3   90th% at Hospital Time (ADRS 16-17)   0.5653 Hrt.Min.Sec	SD-1	Average at Hospital Time (ADRS T6-T7)	0:35:51	Hr:Min:Sec					
SD-4   90th% Officad Time (ADRS 16-ToC)   0.37-59   Hr/Min-Sec	SD-2	Average Offload Time (ADRS T6-ToC)							
SD-5   Advanced Care Paramedic Capture Rate Code 4   70.60%									
SD-6   ACP Capture Rate CTAS 1 Transport   86.70%   Finance/Funding Measures   Finance/Funding Measu		·		Hr:Min:Sec					
Finance/Funding Measures  Finance/Funding Measures  Finance/Funding Measures  Finance/Funding Measures  Finance/Funding Measures Trends  Finance/Funding Measures  MBN  245  MBN  245  Filet Measures  Fil		•							
F-1 Operating Cost per Capita	SD-6		86.70%						
F-2 Operating Cost per Event		Finance/Funding Measures							Finance/Funding Measures Trends
F-2 Operating Cost per Event					1				
F-3 Operating Cost per Unit Hour \$229.05 MBN 245  Fleet Measures  Fleet Measures Trends  Fluid Fleet Maintenance Cost per KM 0.22 Cents/Km Fluid Collisions per KM 1.17 Collisions/100,000 Km Fluid Fleet Operating Cost per KM 0.48 Cents/Km Fluid Fleet Carbon Emissions Measures  Carbon Emissions Measures  CE-1 Total Annual Fleet Carbon Emissions 422.60 Tonne/Yr CE-2 Total Output per Response 16.370591 Kg/Response CE-3 Total Carbon Emissions per Capita 5.6031557 Kg/Capita/Yr Statisfaction Measures  Statisfaction Measures  Statisfaction Measures Trends									
Fleet Measures  Fleet Maintenance Cost per KM  FL-1 Fleet Maintenance Cost per KM  FL-2 Vehicle Collisions per KM  FL-3 Fleet Operating Cost per KM  Carbon Emissions Measures  Carbon Emissions Measures  CE-1 Total Annual Fleet Carbon Emissions  422.60 Tonne/Yr  CE-2 Total Output per Response  16.370591 Kg/Response  CE-3 Total Carbon Emissions per Capita  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures  Fleet Measures Trends  Fleet Measures Trends  Fleet Measures Trends  Fleet Measures Trends									
FL-1 Fleet Maintenance Cost per KM 0.22 Cents/Km FL-2 Vehicle Collisions per KM 1.17 Collisions/100,000 Km FL-3 Fleet Operating Cost per KM 0.48 Cents/Km	F-3	Operating Cost per Unit Hour	\$229.05			-	MBN	245	
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FL-3 Fleet Operating Cost per KM 0.48 Cents/Km Carbon Emissions Measures  Carbon Emissions Measures  Carbon Emissions Measures Trends  CE-1 Total Annual Fleet Carbon Emissions 422.60 Tonne/Yr CE-2 Total Output per Response 16.370591 Kg/Response CE-3 Total Carbon Emissions per Capita 5.6031557 Kg/Capita/Yr Statisfaction Measures  Statisfaction Measures  Statisfaction Measures Trends		·			1000 Km				
Carbon Emissions Measures  CE-1 Total Annual Fleet Carbon Emissions  CE-2 Total Output per Response  CE-3 Total Carbon Emissions per Capita  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures  Trends  Statisfaction Measures  Statisfaction Measures Trends		·			1				
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CE-1 Total Annual Fleet Carbon Emissions 422.60 Tonne/Yr CE-2 Total Output per Response 16.370591 Kg/Response CE-3 Total Carbon Emissions per Capita 5.6031557 Kg/Capita/Yr  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures		Carbon Emissions Measures							Carbon Emissions Measures Trends
CE-2 Total Output per Response CE-3 Total Carbon Emissions per Capita  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures									
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CE-3 Total Carbon Emissions per Capita 5.6031557 Kg/Capita/Yr  Statisfaction Measures  Statisfaction Measures  Statisfaction Measures Trends	CE-2	Total Output per Response							
Statisfaction Measures Statisfaction Measures Statisfaction Measures Statisfaction Measures Trends	CE-3	Total Carbon Emissions per Capita							
S-1 Complaints Received 0.43 Per 1000 Responses		Statisfaction Measures							Statisfaction Measures Trends
S-1 Complaints Received 0.43 Per 1000 Responses									
	S-1	Complaints Received	0.43	Per 1000 Respo	nses				

S-2	Commendations Received	0.5	Per 1000 Responses					•	
S-3	Time for Complaint Investigation		Business Days						
	Occupational Health & Safety		Occupational Health & Safety Trends						
OHS-1	Injury Frequency Rate	0.1561581	Injuries/1000 st	aff hours					
OHS-2	Lost Time Injury Frequency Rate	0.0459289	Lost Time Injuri	es/1000 staff hours					
OHS-3	Average Lost Time Rate	1188	Hours/Lost Tim	e Claim					
OHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)	9.0909091							
	Human Resource Measures							Human Resource Measures Trends	
HR-1	Paramedic Practitioners per Capita		Paramedics/1000 Population						
HR-2	Advanced Care Paramedics per Capita	0.29	Advance Care P	aramedics/1000 Popi	ulation				
HR-3	Paramedic Service Training Hours	28	Hours/Paramedic						