

Paramedic System Operational Key Performance Indicators - 2021

Response Time Performance								Response Time Performance Trends	
	RTPP (Target)	SCA 6 min 25%	CTAS 1 - 8 min 50%	CTAS 2 - 10 min 60%	CTAS 3 20 min 75%	CTAS 4 - 25 min 75%	CTAS 5 - 30 min 75%		
RTP-1	RTPP Reportable	26.23	53.9	65.96	91.11	95.21	99.02		
RTP-2	MBN Comparator Data	66.20%	75.50%						
Percentile Response Time (Code 4)		90th%	50th%	Average				City Wide Average	Lindsay Average
RTP-5	Response Time All	0:17:48	0:07:31	0:08:46		Min:Sec			
RTP-6	Response Time Urban (Lindsay)	8:00	5:00	5:24		Min:Sec			
Volume Measures								Volume Measures Trends	
	ADRS 035								
V-1	Paramedic Serv Emergency Events(C 3,4) per 1000 Pop	170.85	Response/1000 Pop			MBN Mean	122		
V-2	Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop	0.56	Response/1000 Pop						
		75423							
Utilization Measures								Utilization Measures Trends	
U-1	System Utilization Rate (UHU)	34.91%		tmax-t3 (1-4)/annual hours		serv 735			
U-2	Ambulance Resource Level Zero Rate (hours)	92:20:00	Hr:Min:Sec						
U-3	Cross Border Ratio (Calls in other UTM - Calls by other UTM)	-758							
System Design/Deployment Measures								System Design/Deployment Measures Trends	
	ADRS 735 1-4								
SD-1	Average at Hospital Time (ADRS T6-T7)	0:35:51	Hr:Min:Sec						
SD-2	Average Offload Time (ADRS T6-ToC)	0:22:57	Hr:Min:Sec						
SD-3	90th% at Hospital Time (ADRS T6-T7)	0:56:53	Hr:Min:Sec						
SD-4	90th% Offload Time (ADRS T6-ToC)	0:37:59	Hr:Min:Sec						
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 Measures Trends	
F-1	Operating Cost per Capita	\$152.00							
F-2	Operating Cost per Event	\$444.09							
F-3	Operating Cost per Unit Hour	\$229.05				MBN	245		
Fleet Measures								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						
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						
Satisfaction Measures								Satisfaction Measures Trends	
S-1	Complaints Received	0.43	Per 1000 Responses						

