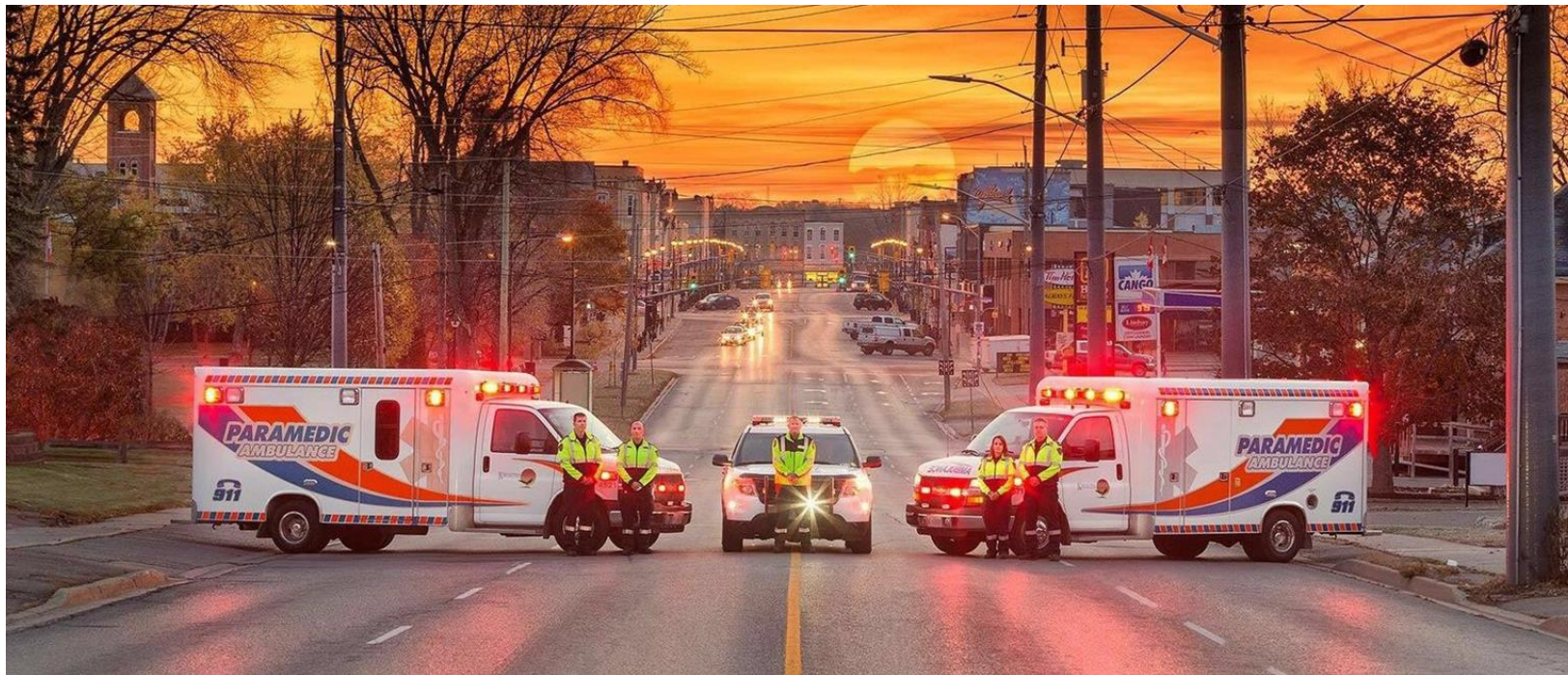




Kawartha Lakes Paramedic Service

Updated Performance Analytics + Demand Forecast

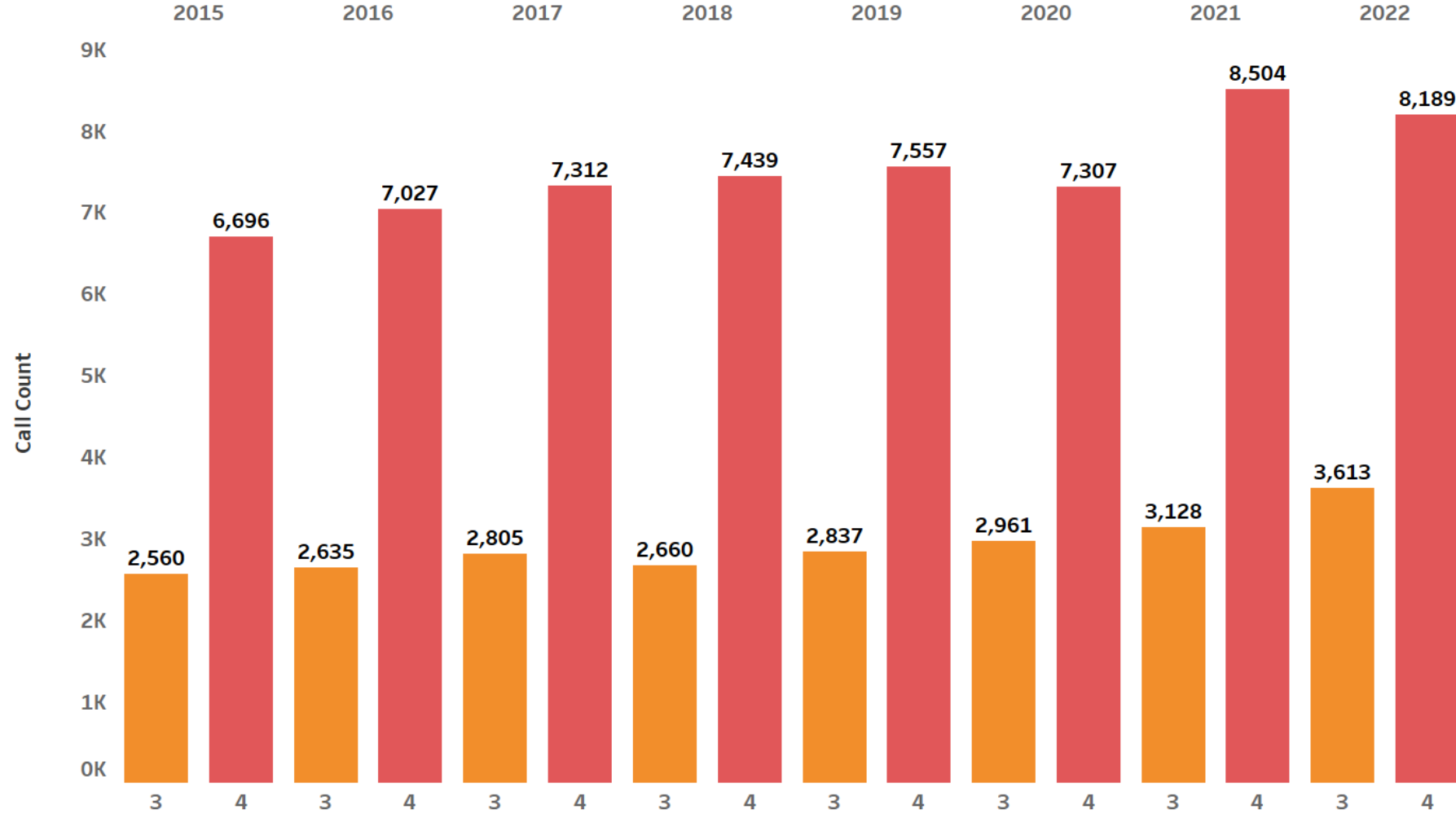
September 2023



System Performance Analytics

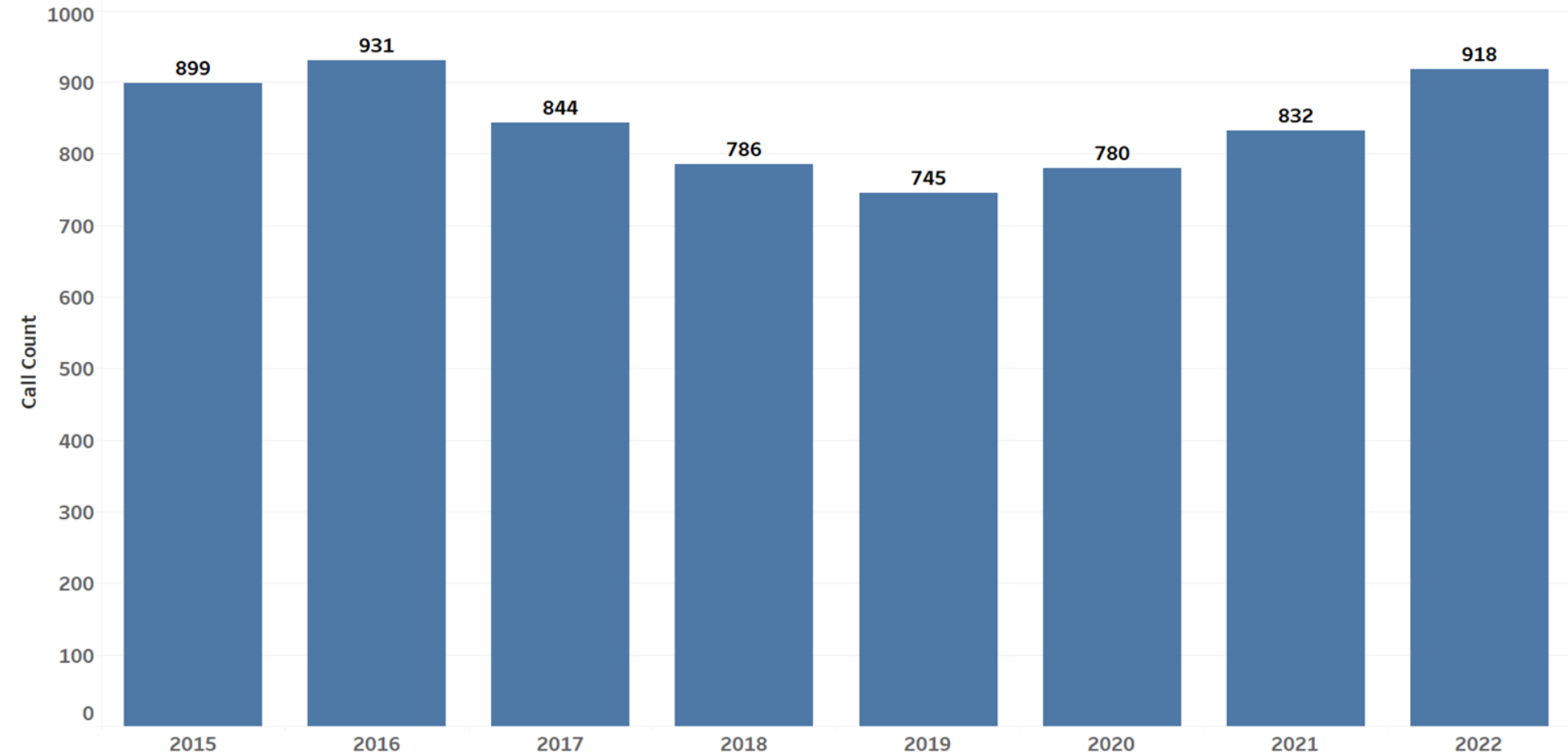
Annual Code 3 & 4 calls

Kawartha Lakes

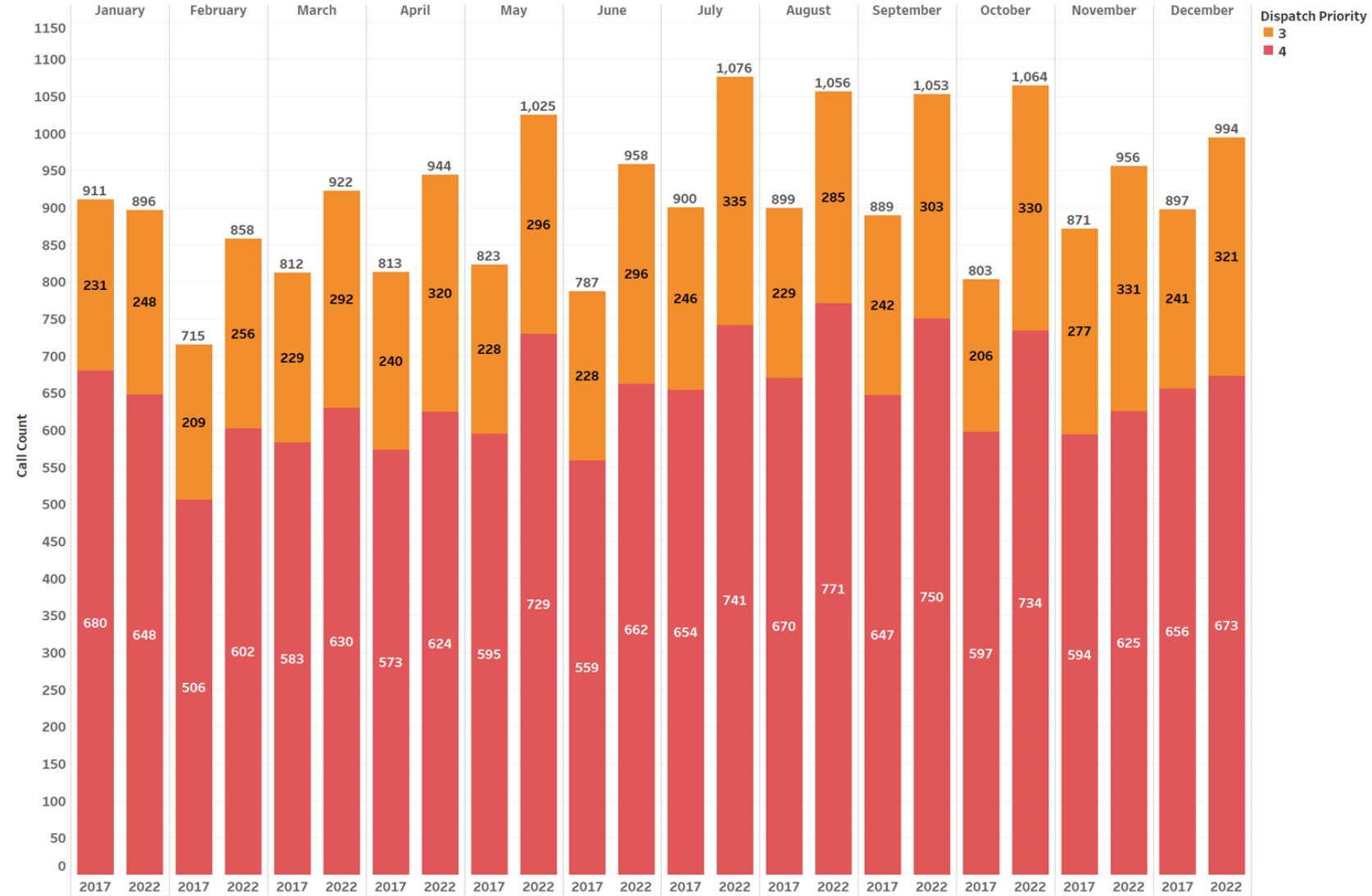


Code 4 Returns

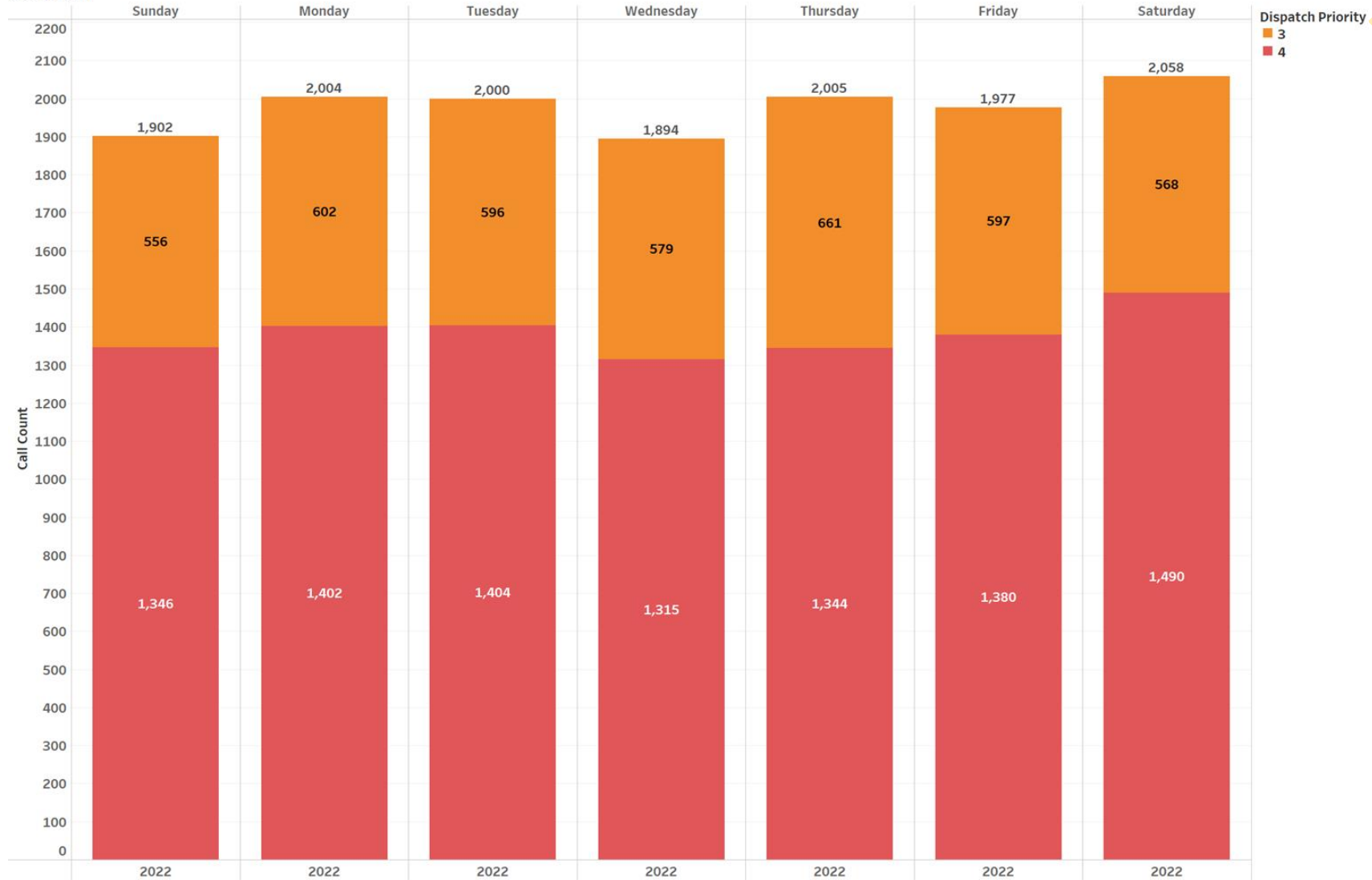
(Kawartha Lakes)



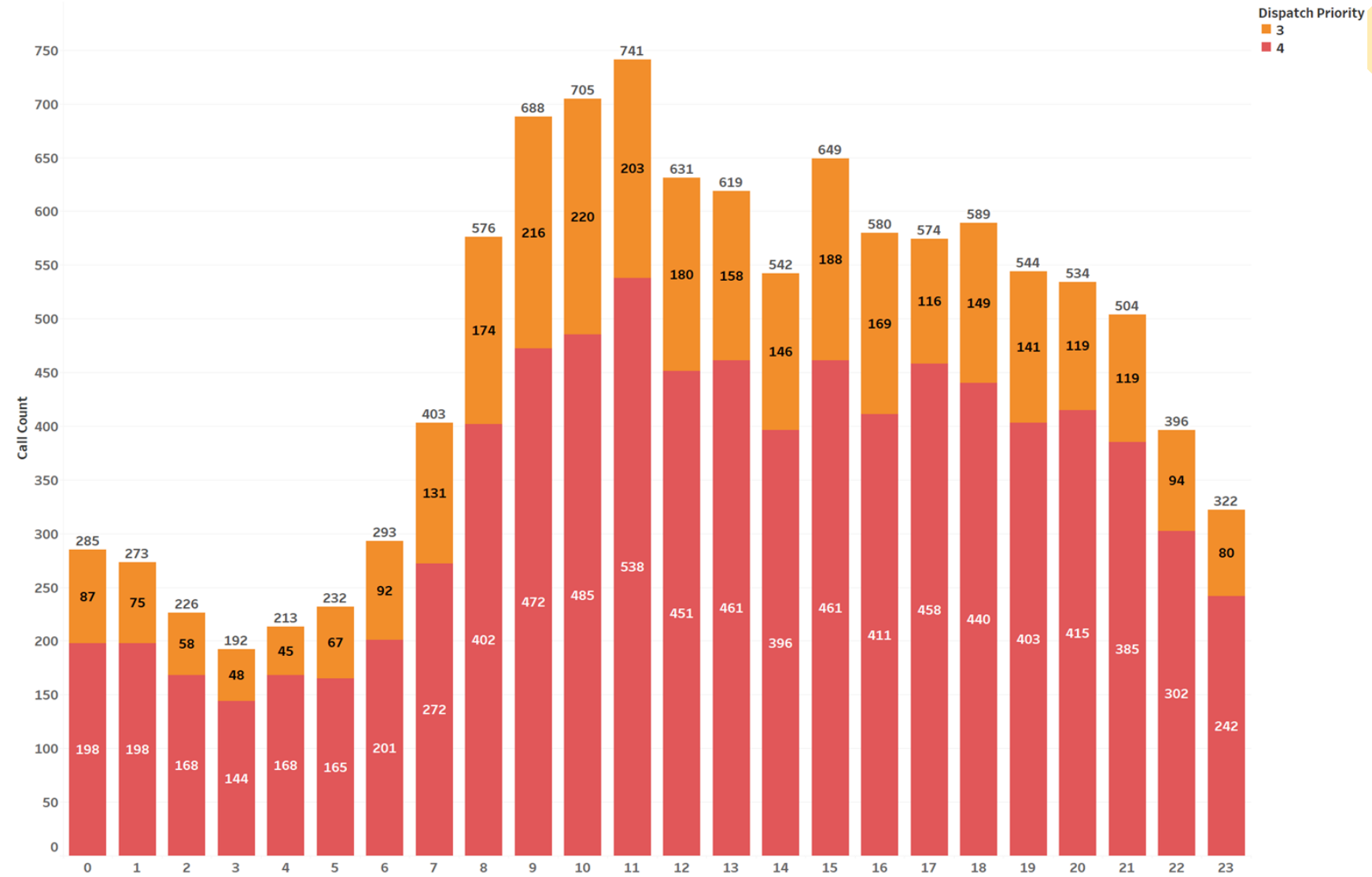
Calls by Month Code 384 (Kawartha Lakes)



Calls By Day of Week Code 3&4 (Kawartha Lakes)

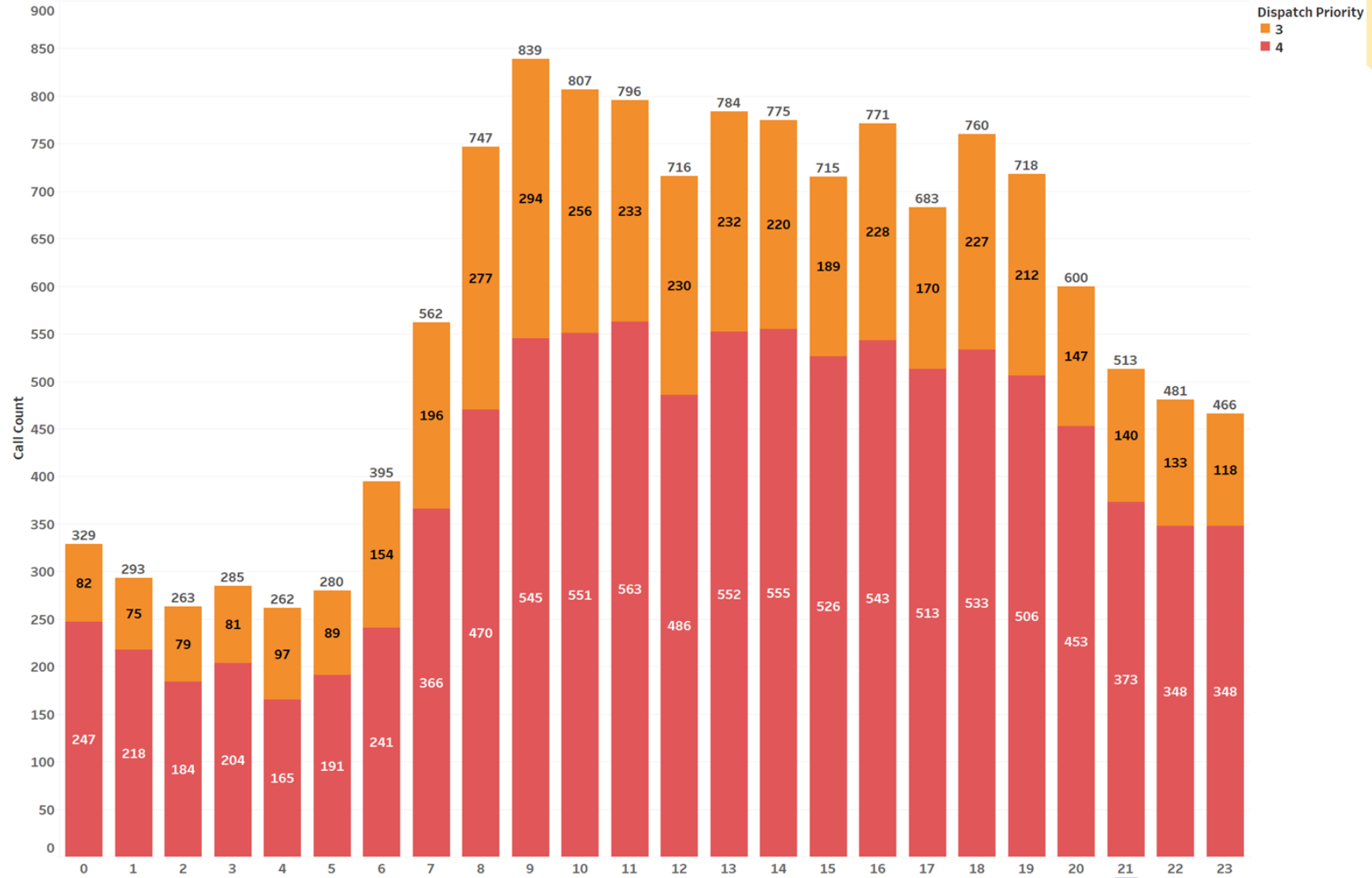


Calls by Hour Code 3 & 4 Year:2017 (Kawartha Lakes)



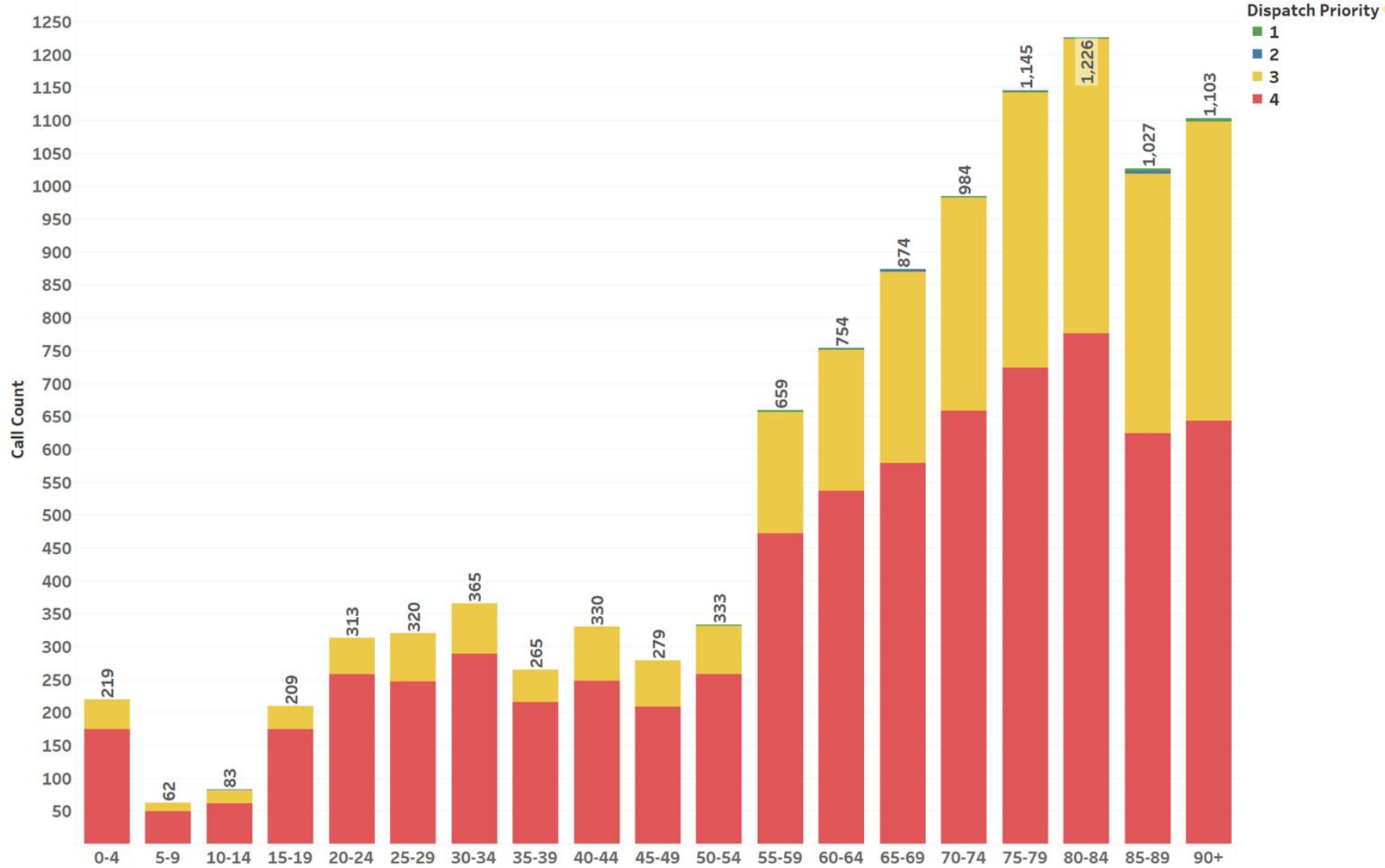
Calls by Hour Code 3 & 4 Year:2022

(Kawartha Lakes)

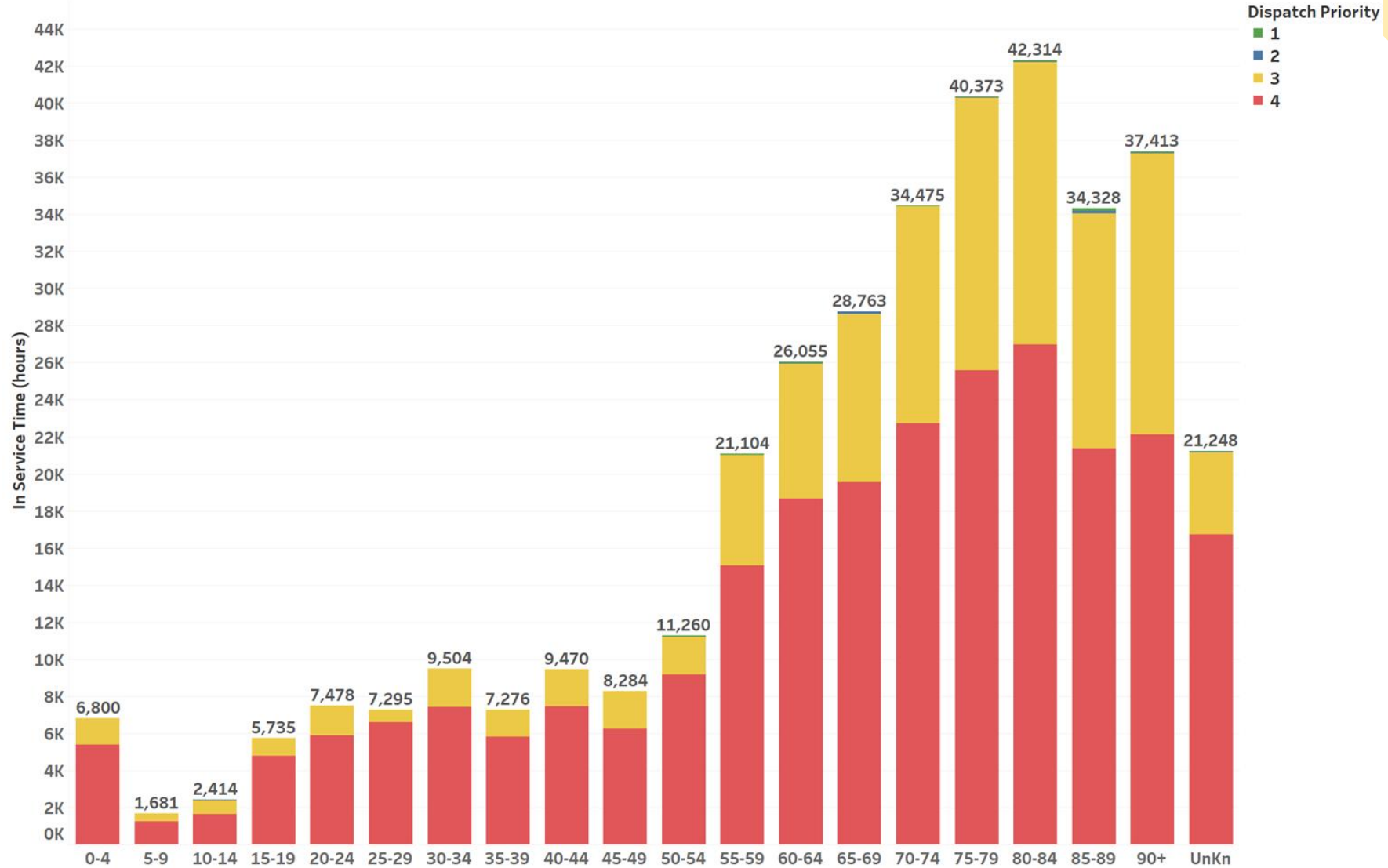


Calls By Age Group Year:2022

Kawartha Lakes

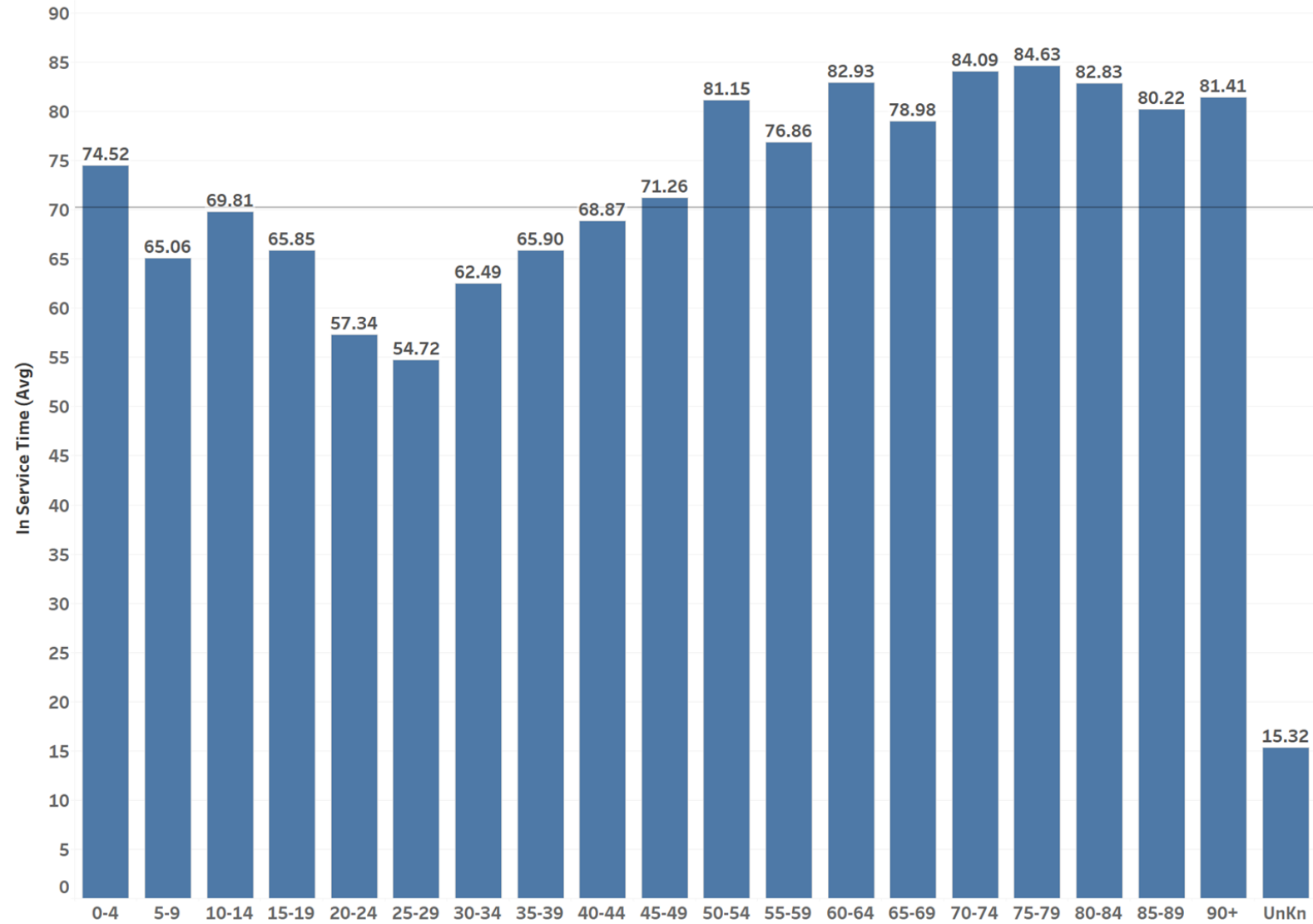


In Service Time By Age Group Year:2022
Kawartha Lakes



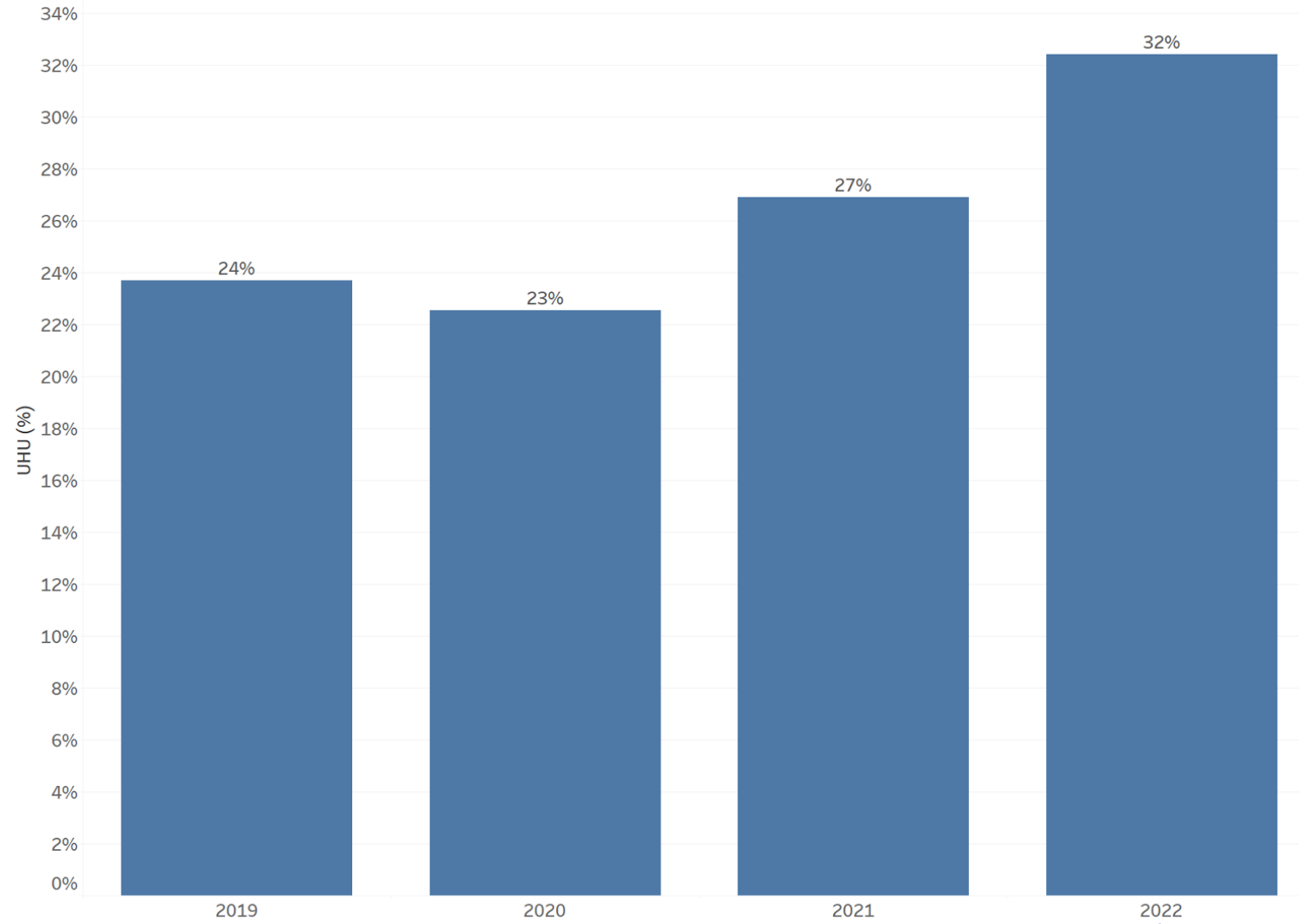
Avg. In Service Time By Age Group Year:2022

Kawartha Lakes



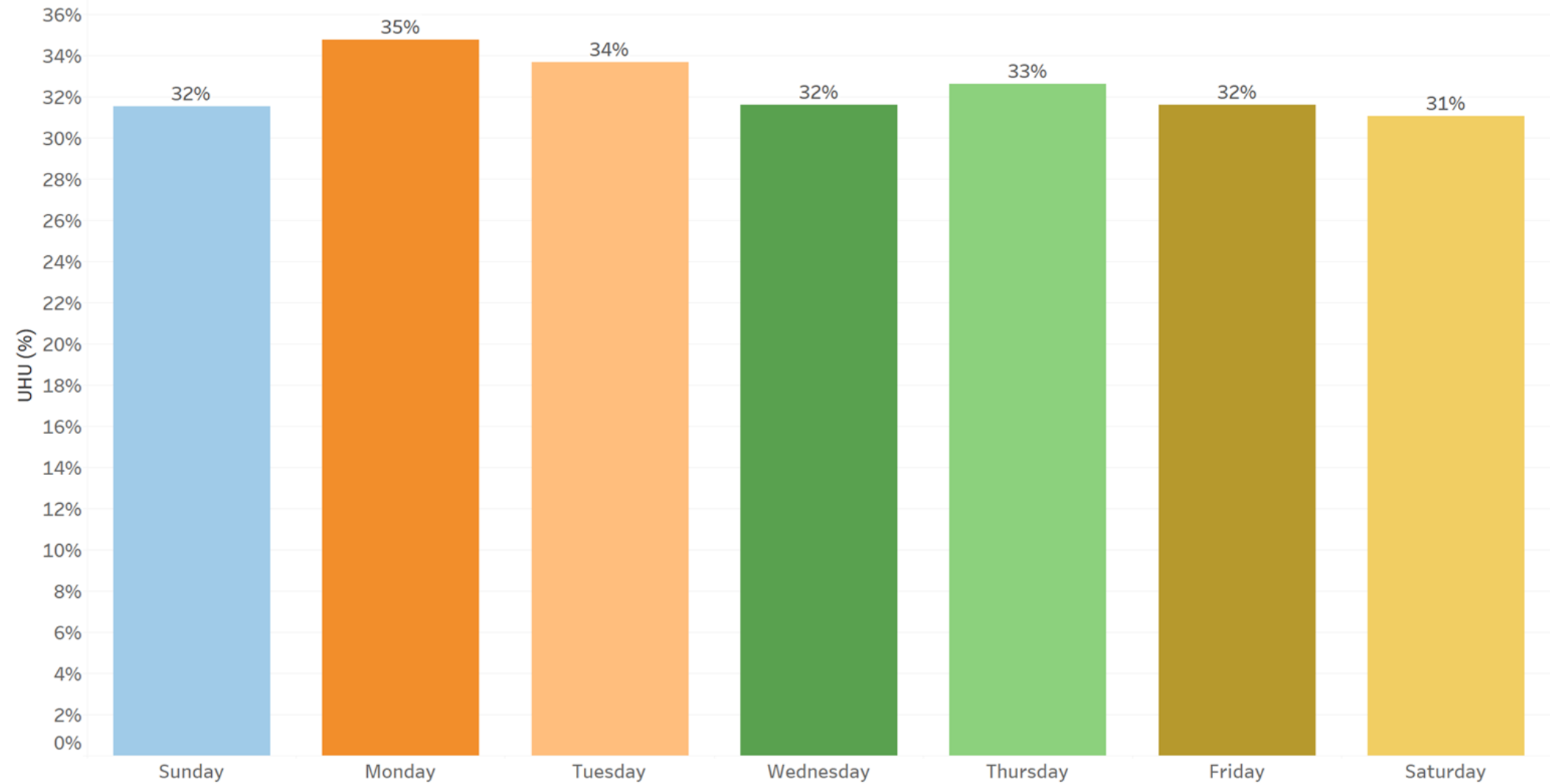
UHA By Year

Kawartha EMS



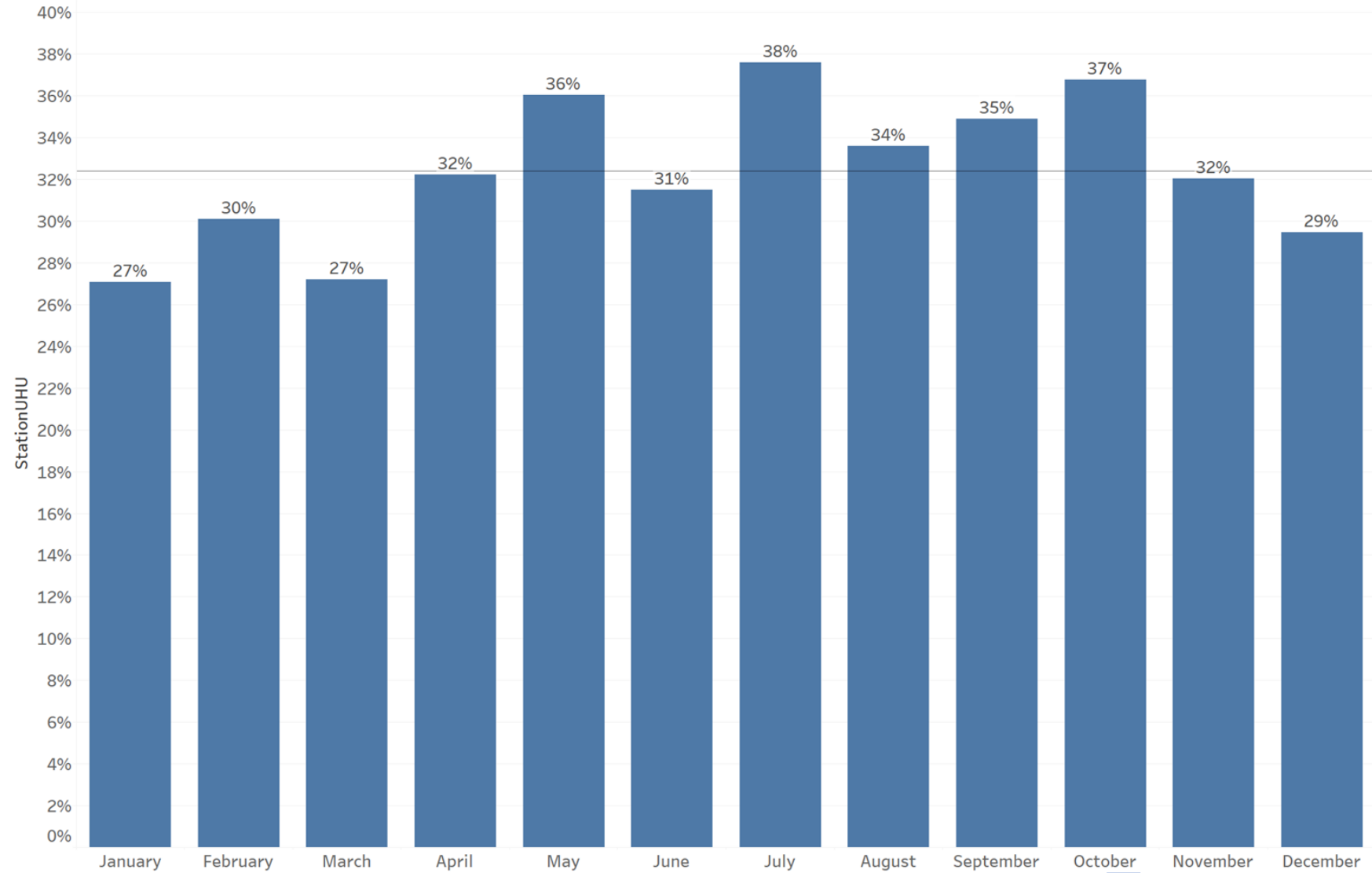
UHA By Day of Week Year: 2022 Stations:0, 1, 2 and 3 more

Kawartha EMS



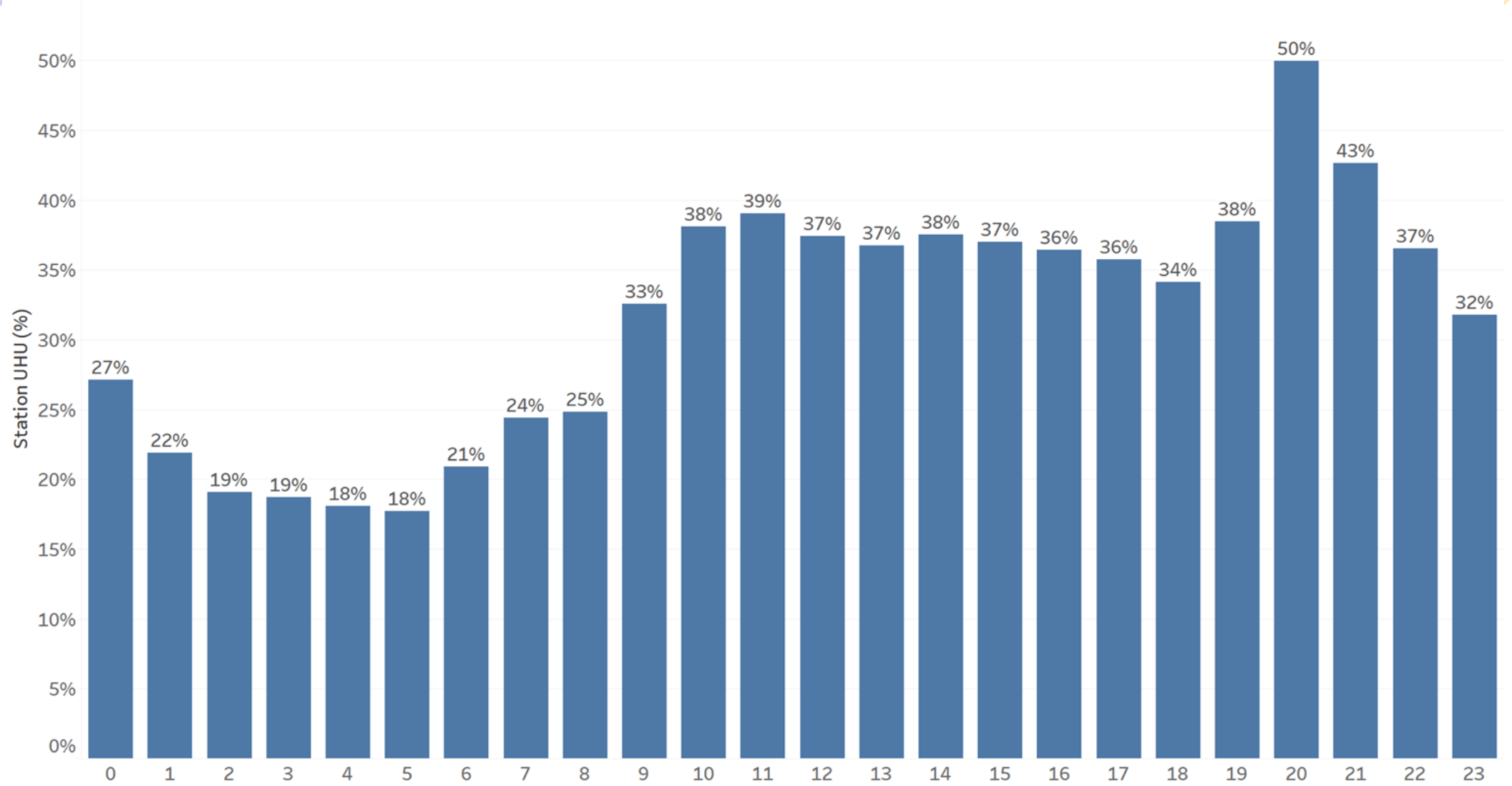
UHA By Month Year: 2022

Kawartha EMS

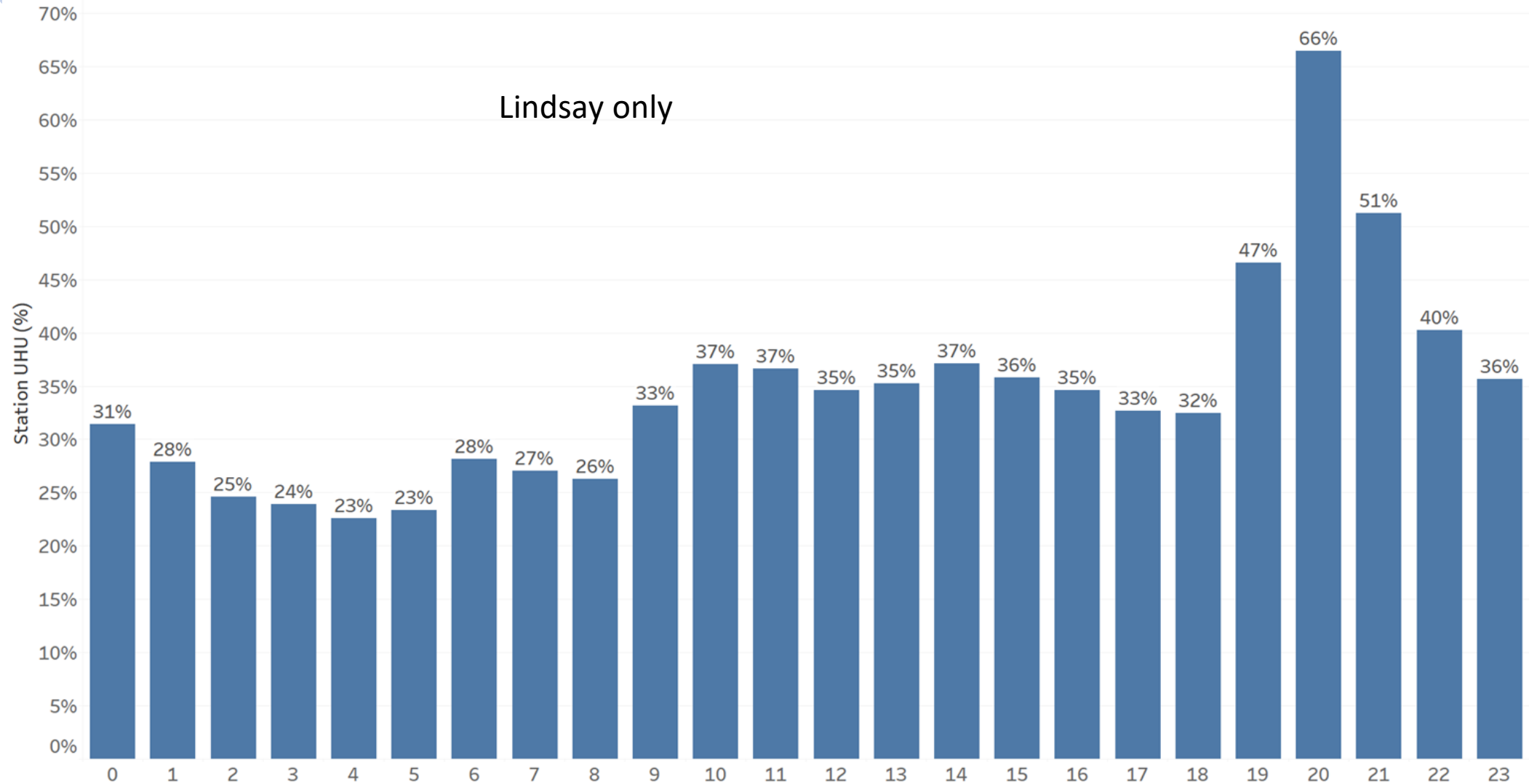


UHA By Hour and Station Year: 2022 Station:All

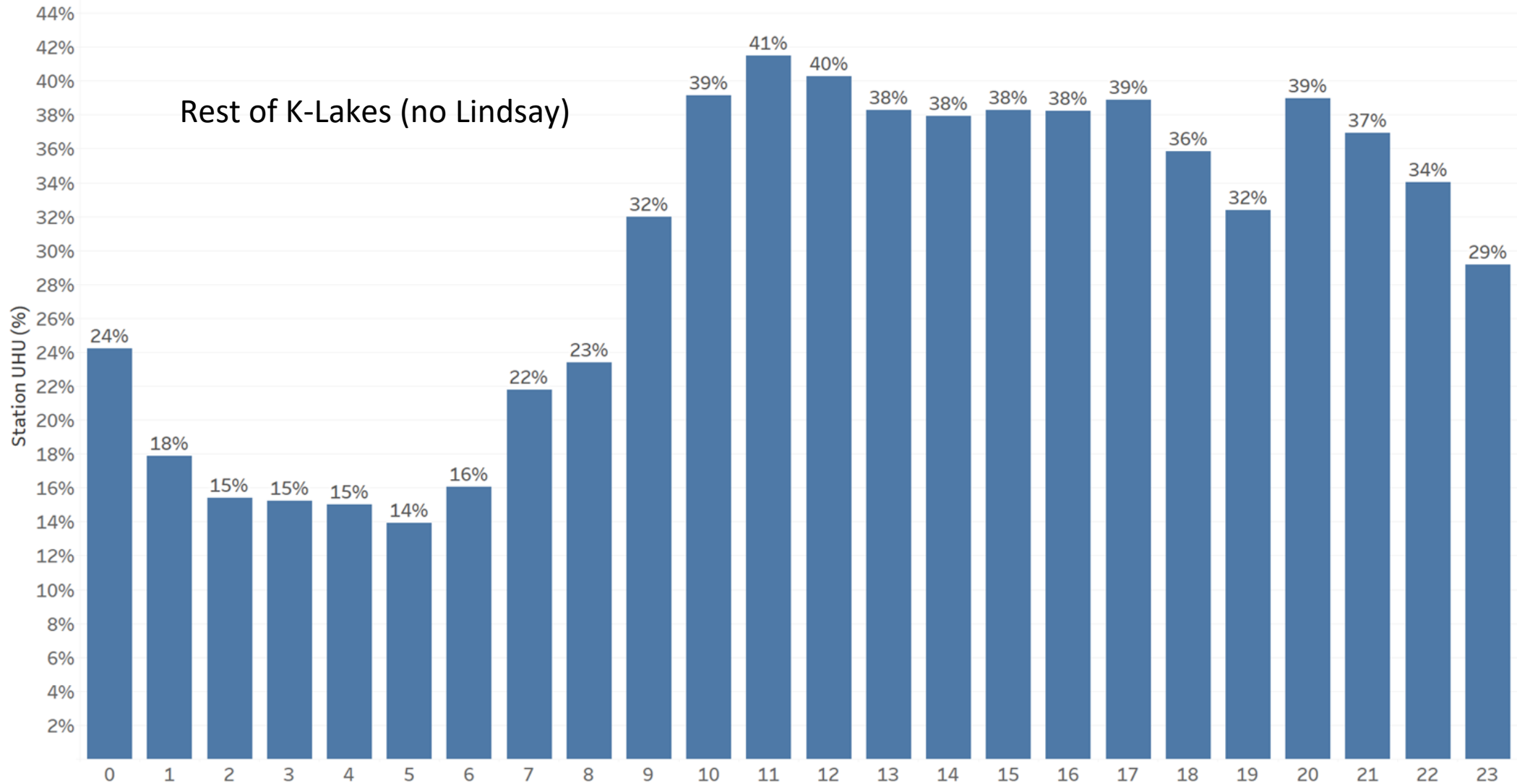
Kawartha EMS



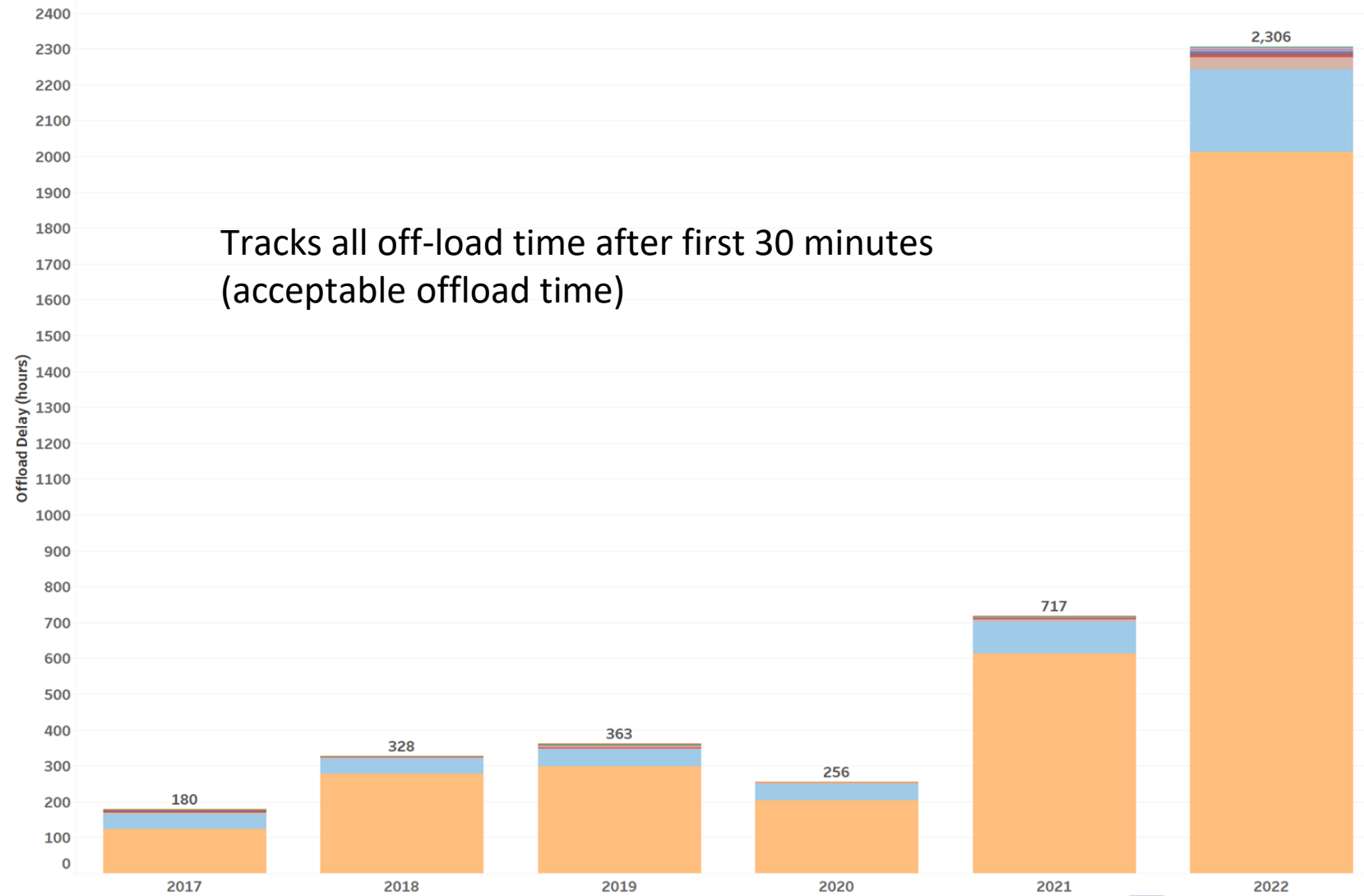
UHA By Hour and Station Year: 2022 Station:0 & 1
Kawartha EMS



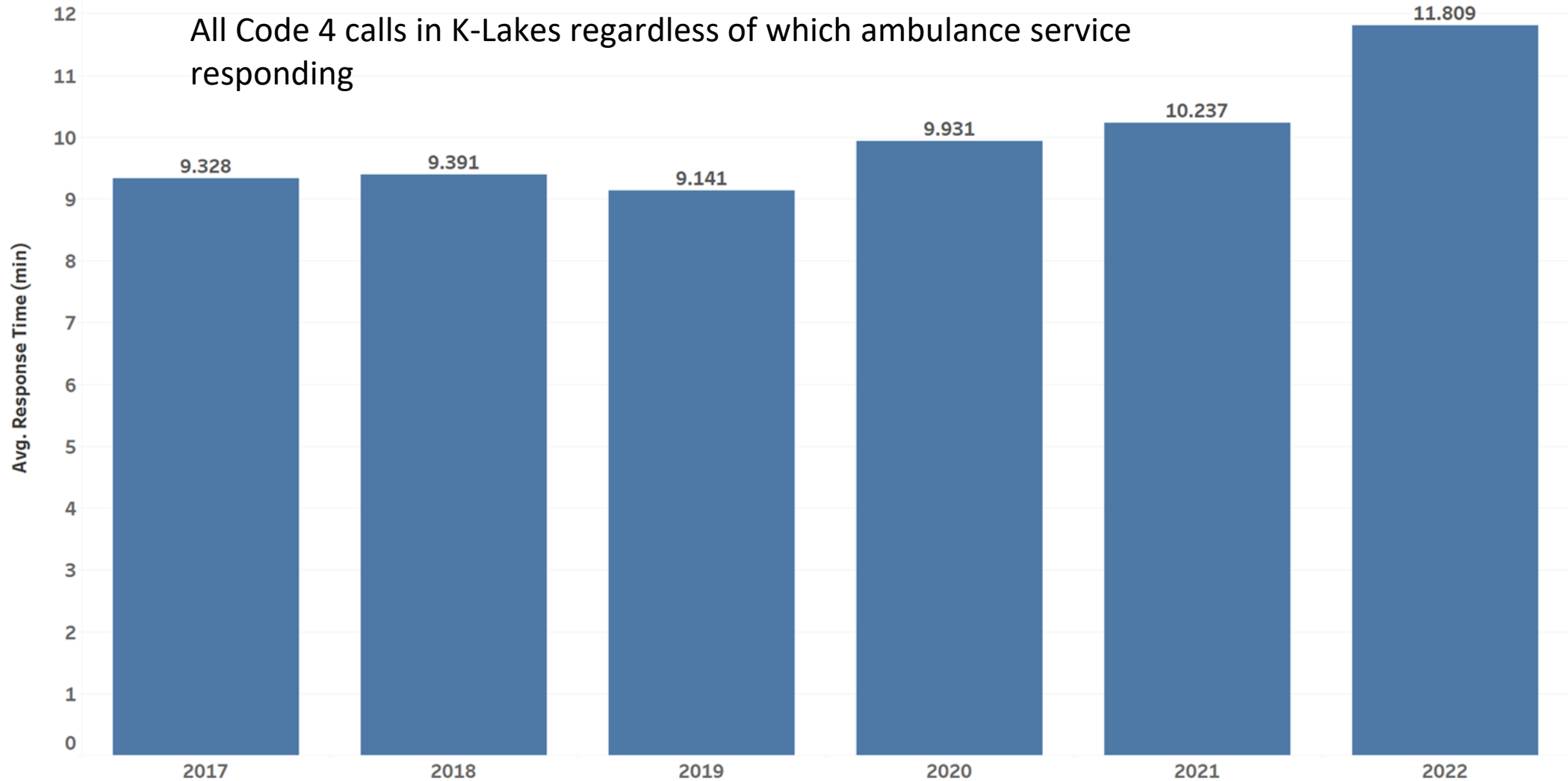
UHA By Hour and Station Year: 2022 Station:2, 3, 4 and 1 more
Kawartha EMS



Offload Delay by Year
(Kawartha Lakes)



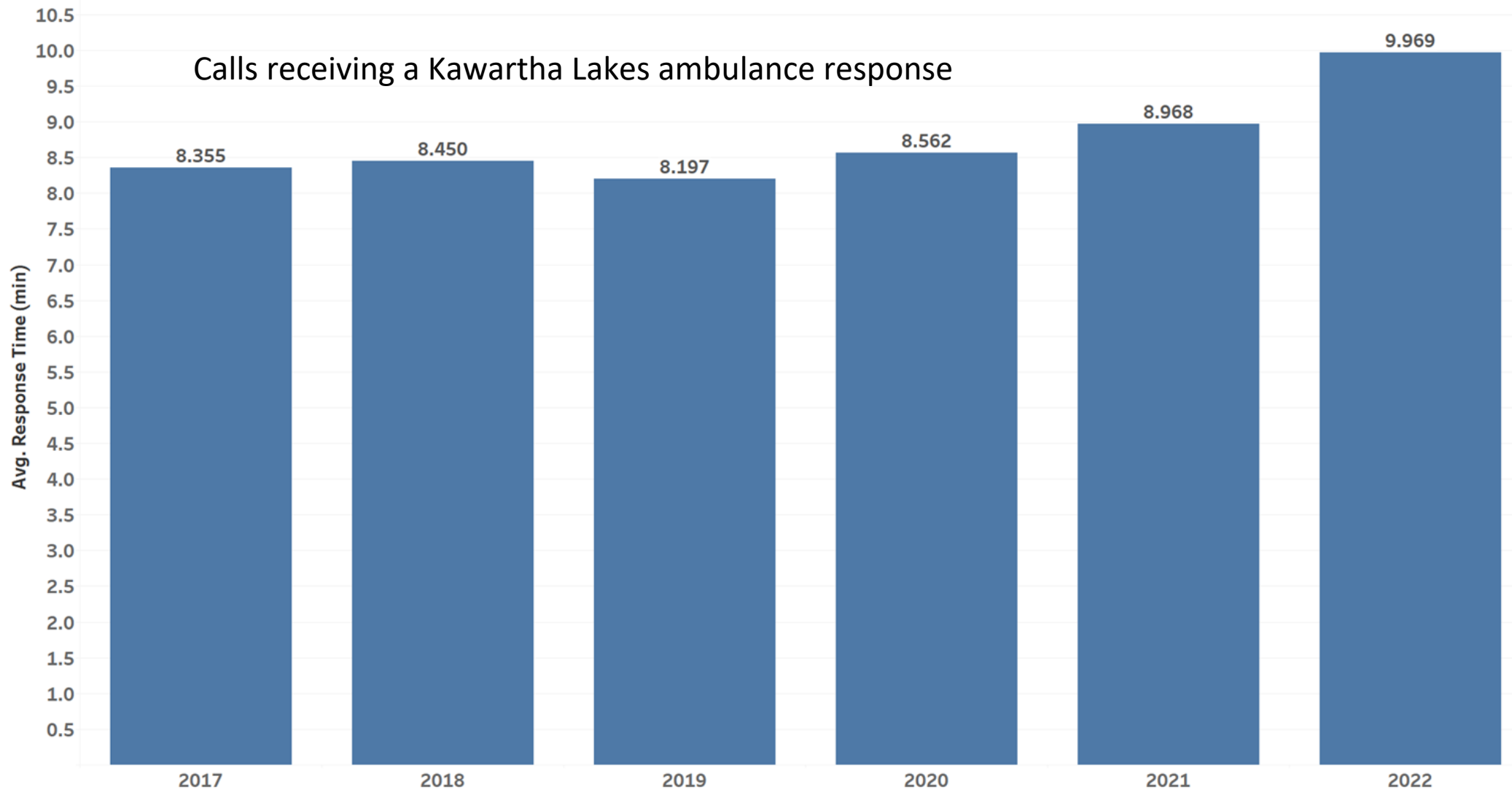
Code 4 Avg. Response Time Service:All
Kawartha Lakes



Code 4 Avg. Response Time Service:735

Kawartha Lakes

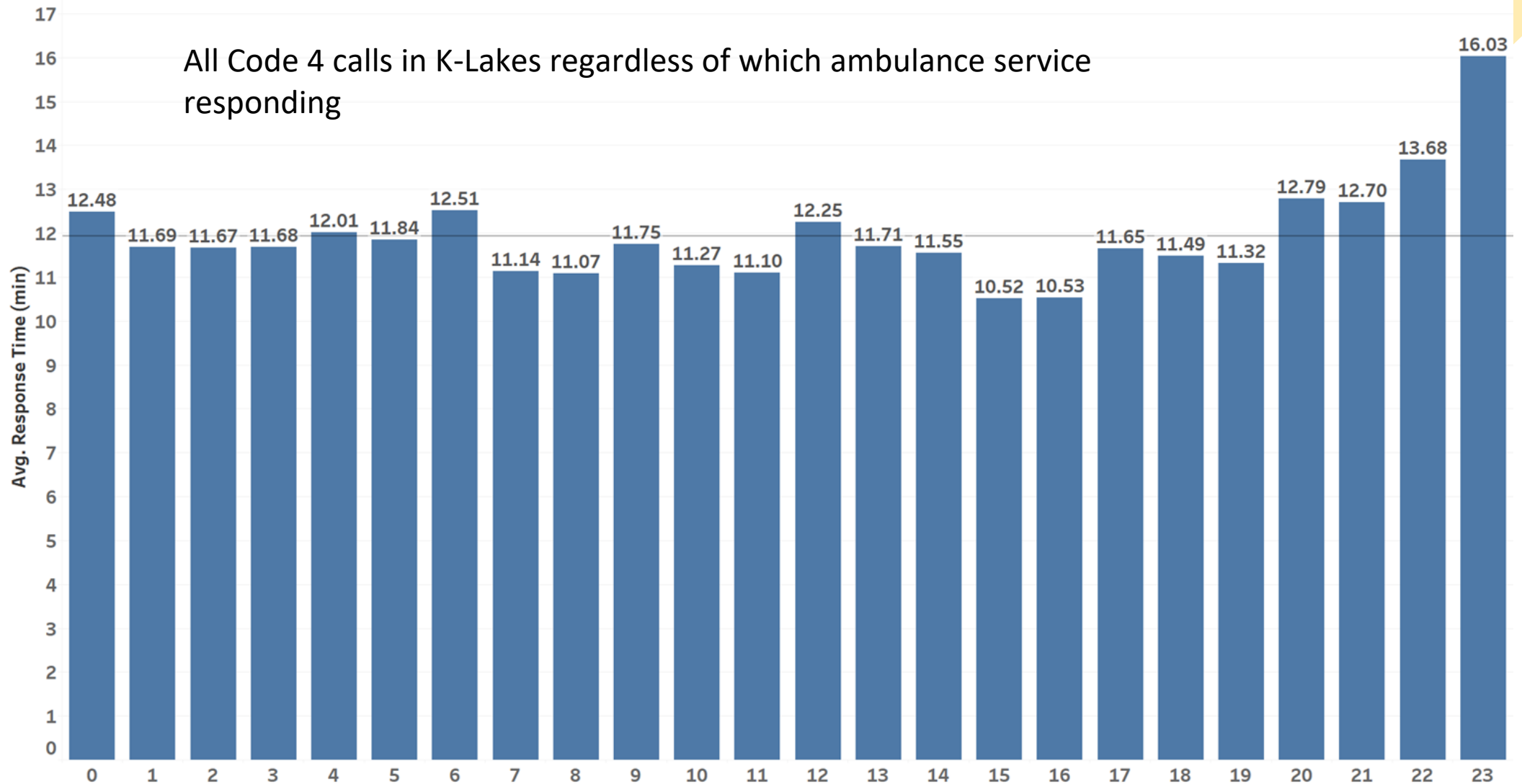
Calls receiving a Kawartha Lakes ambulance response



Code 4 Avg. Response Time by Hour Service:All Year: 2022

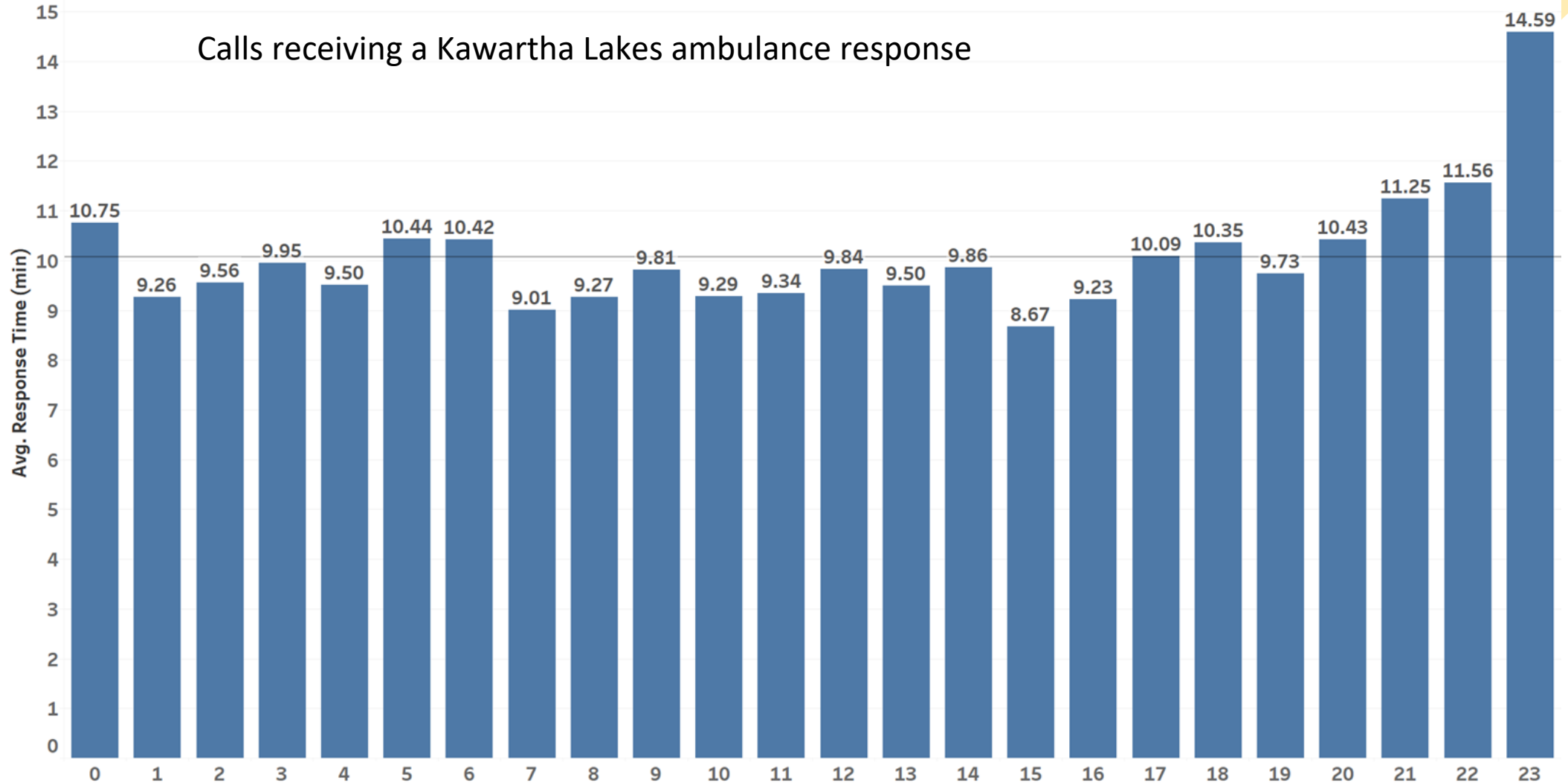
Kawartha Lakes

All Code 4 calls in K-Lakes regardless of which ambulance service responding

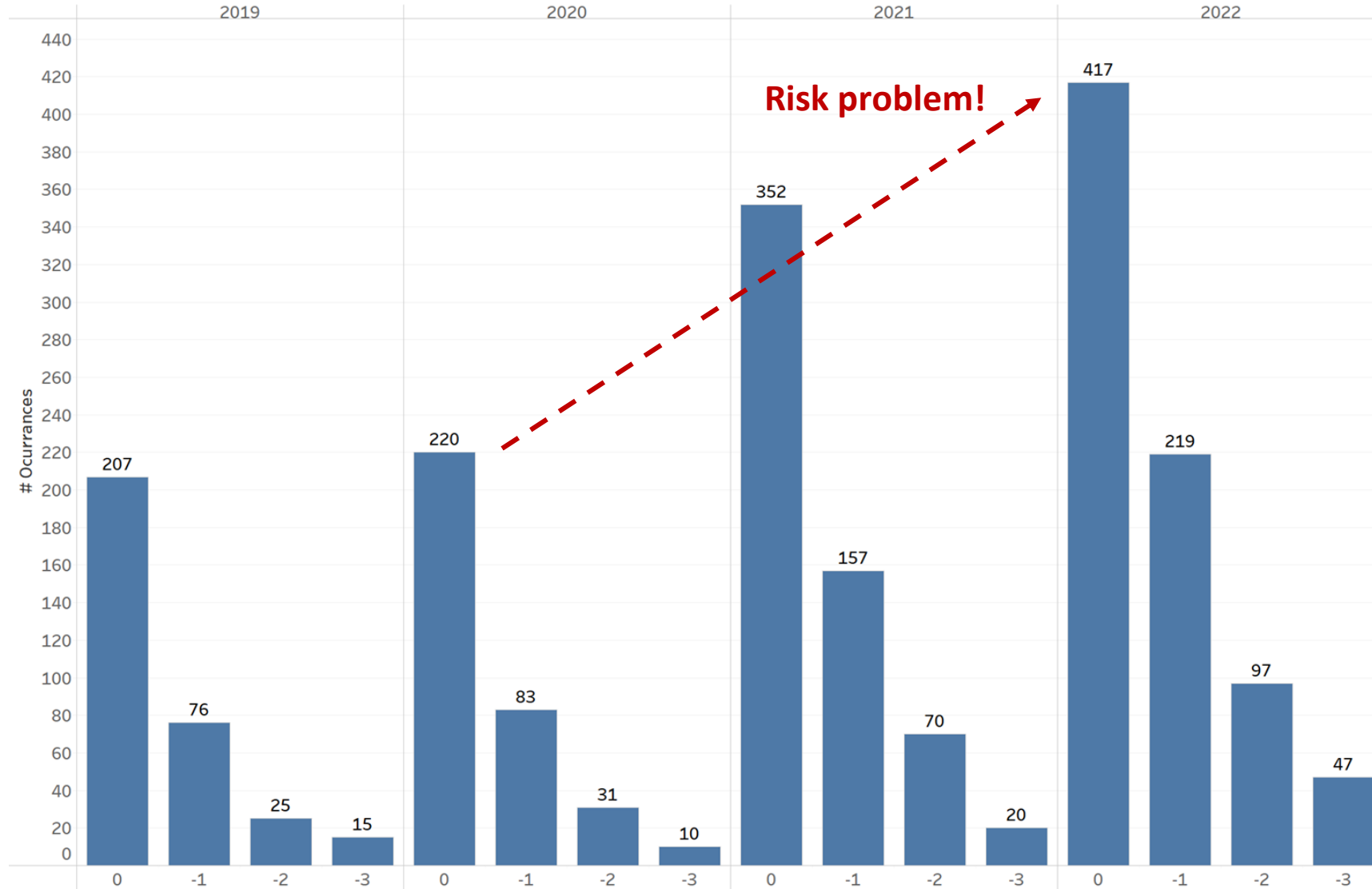


Code 4 Avg. Response Time by Hour Service:735 Year: 2022
Kawartha Lakes

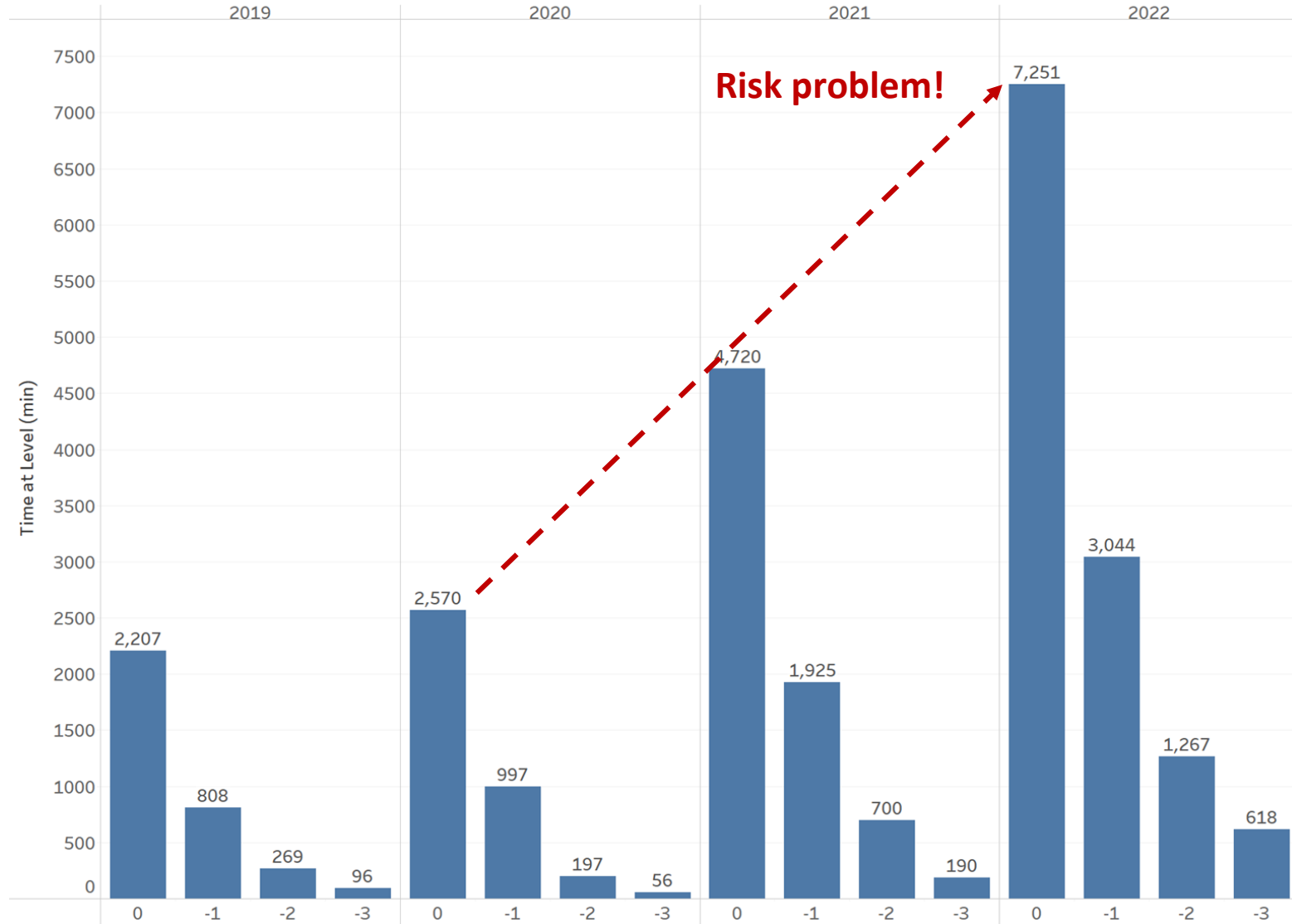
Calls receiving a Kawartha Lakes ambulance response



Zero Unit Occurrences
Kawartha EMS

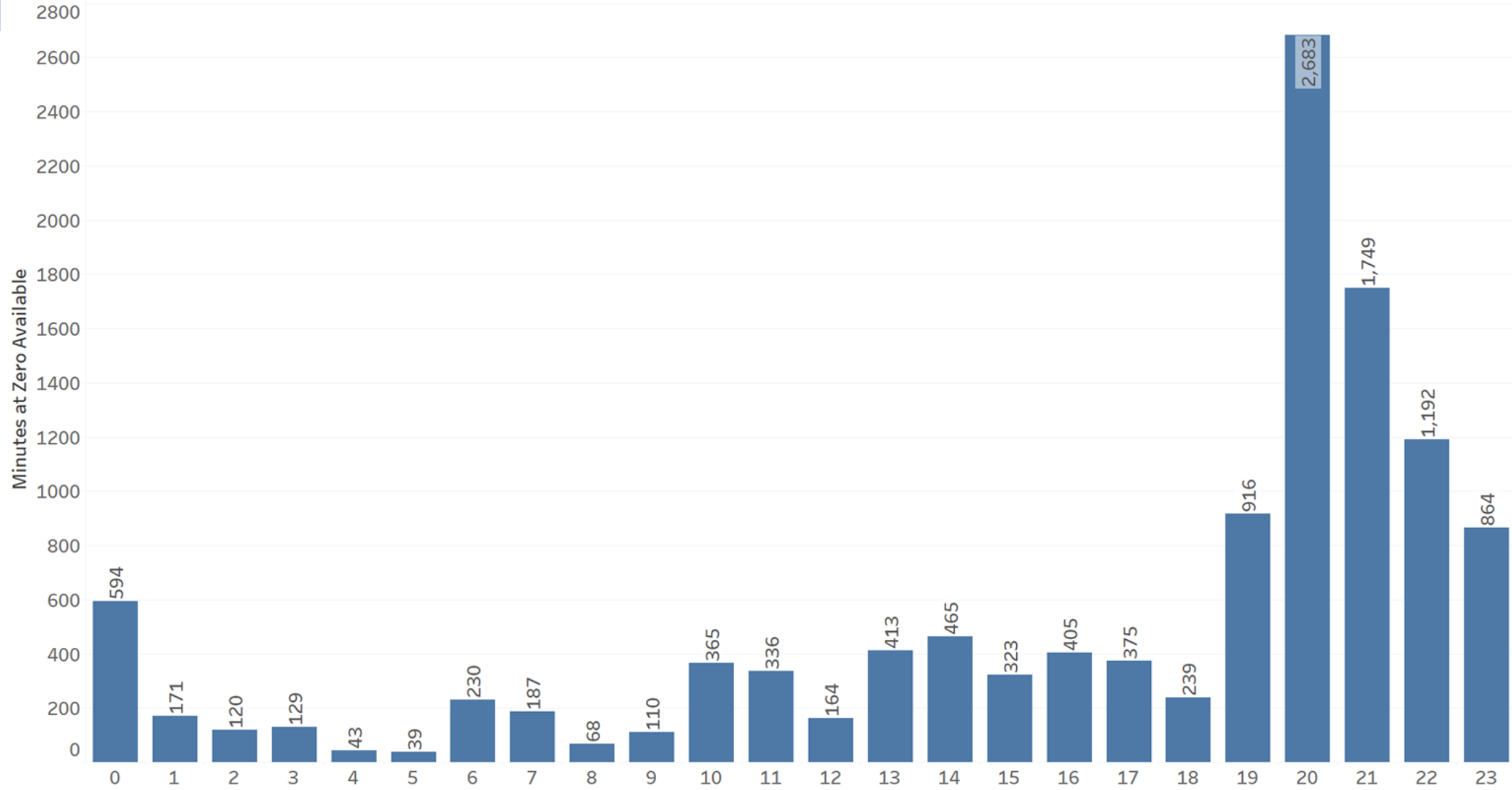


Time Spent at Zero Units
Kawartha EMS

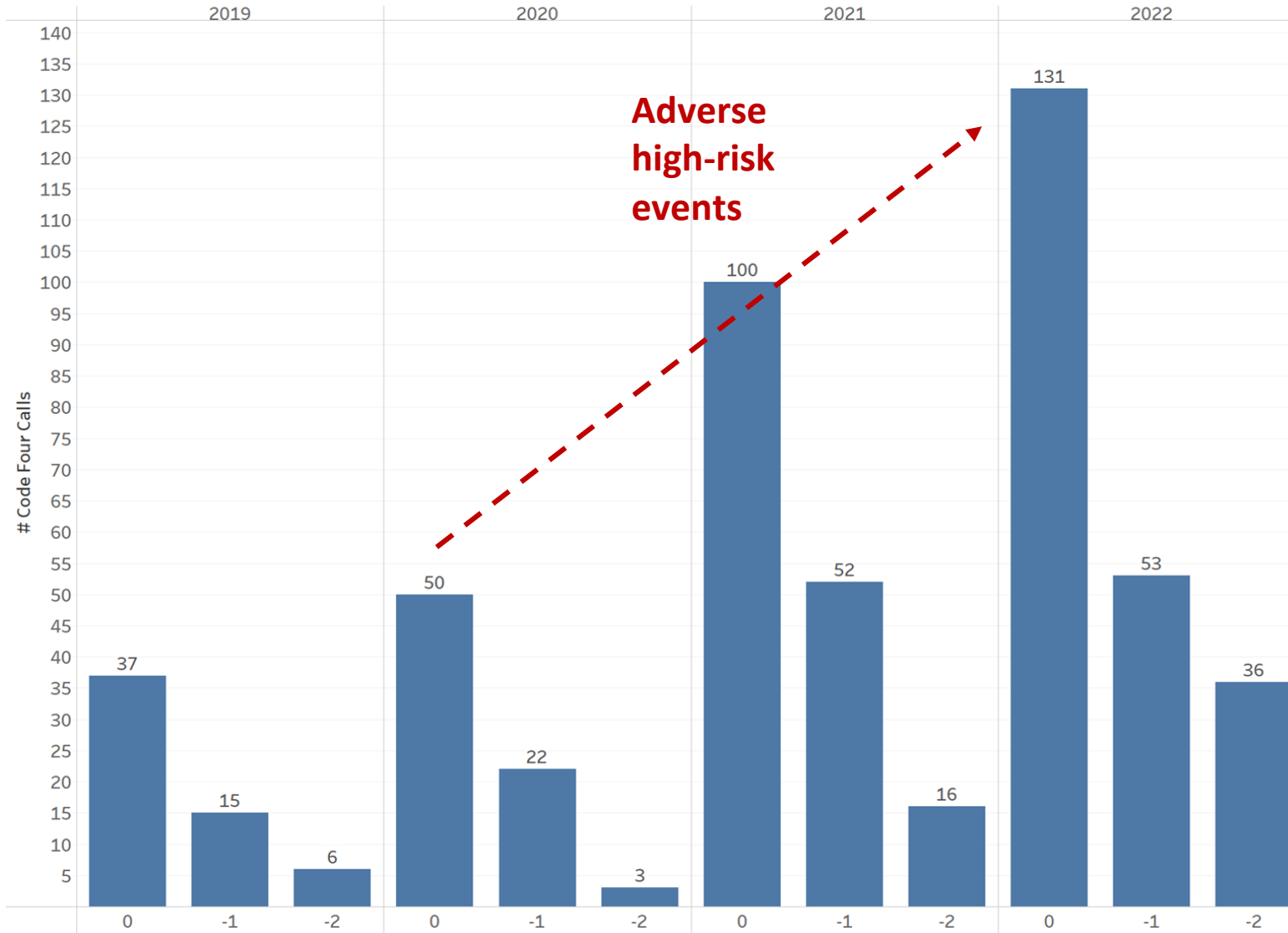


Zero Available by Hour Year: 2022

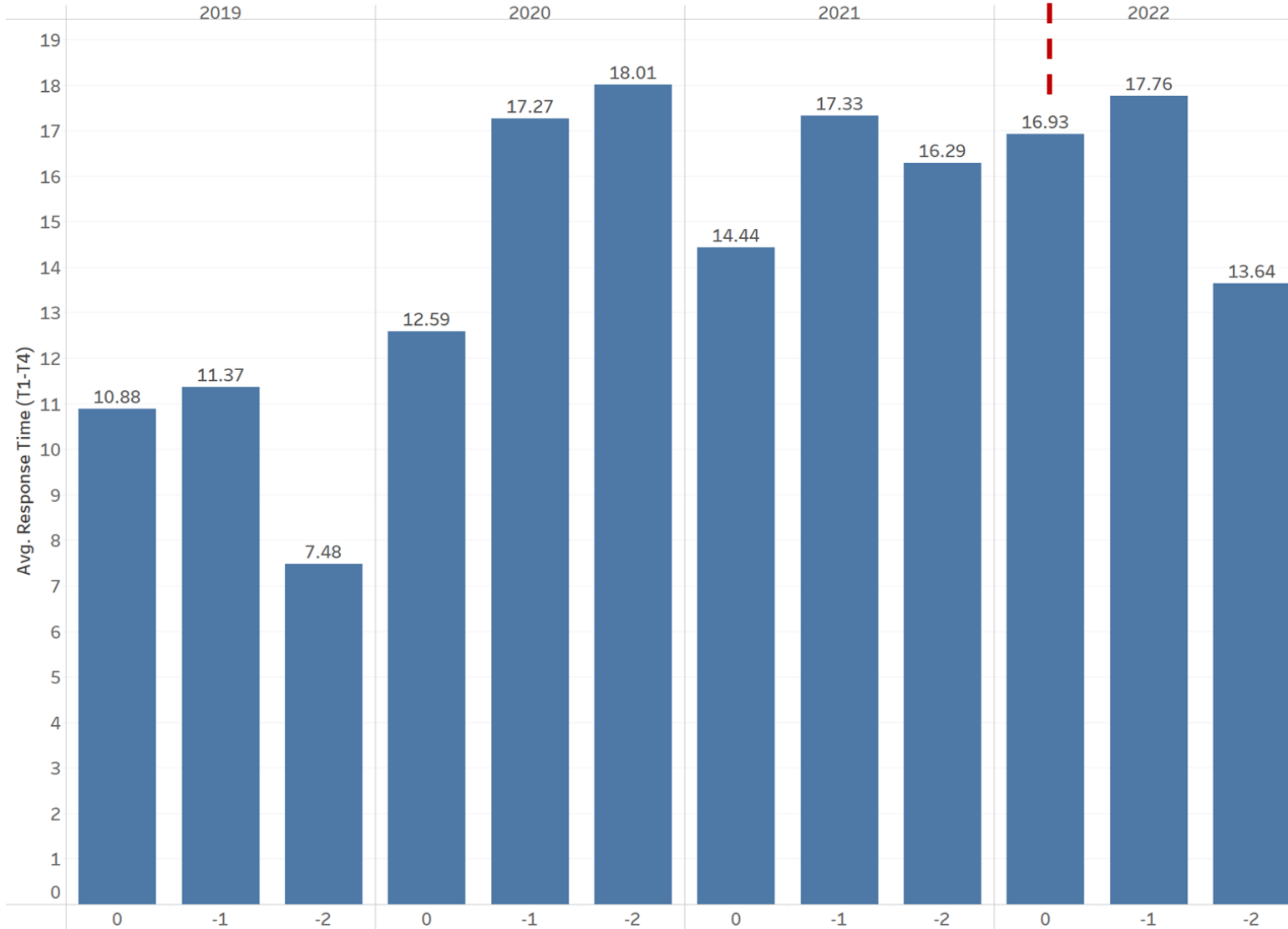
Kawartha EMS



Code 4 Calls While at Zero
Kawartha EMS



Response Time Code 4 Calls at Zero
Kawartha EMS



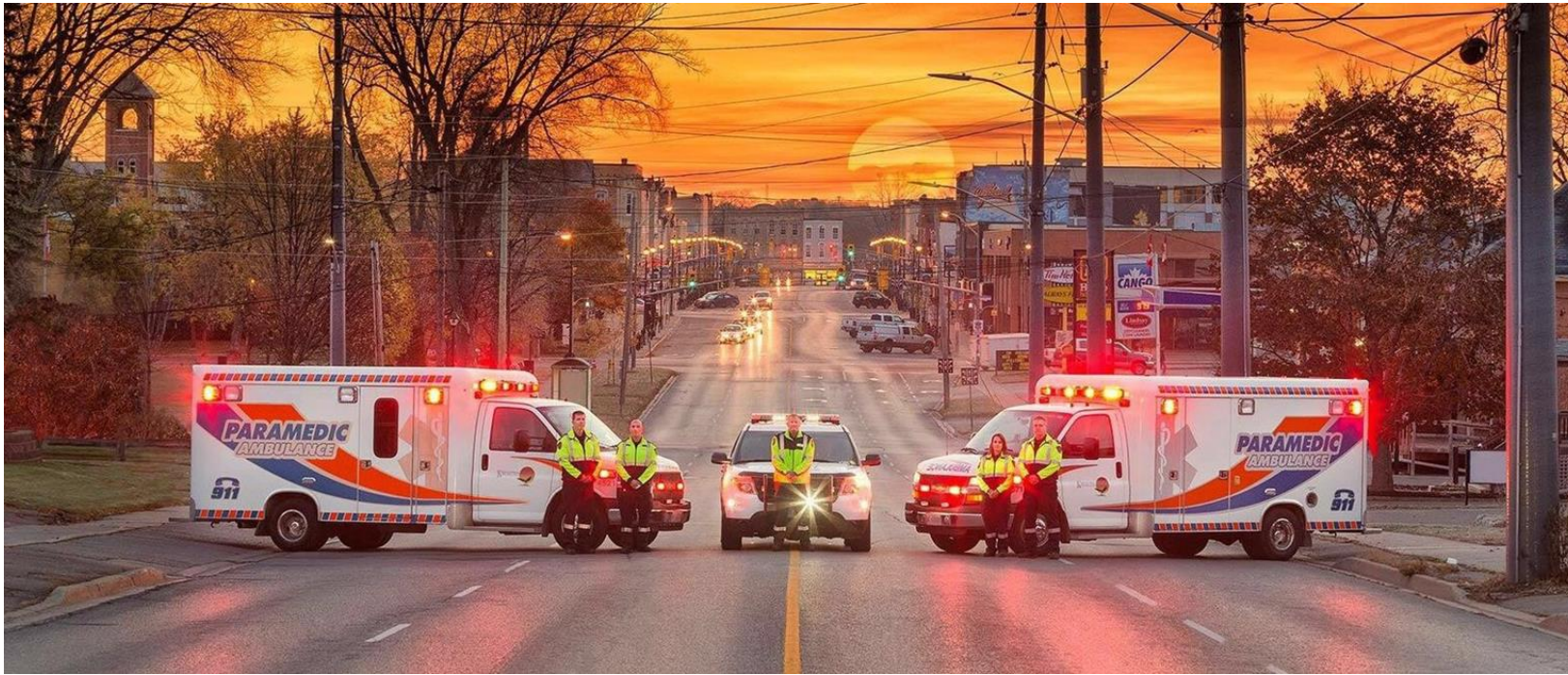
131 times a Code 4 call had unacceptable/unsafe response times of 17 minutes (70% higher than the Code 4 average of 10 minutes)

Analytics Observations

1. Post COVID system activity on up-swing
2. Peak hours-of-day “system busyness” trending upwards towards maximum acceptable levels
3. Offload delay problems are escalating significantly
4. Code Black 2022 metrics very concerning; public safety risk

Resourcing add (i.e., 12-hour car transitioning to 24-hour car) is essential just to push back at concerning post-COVID analytics trends



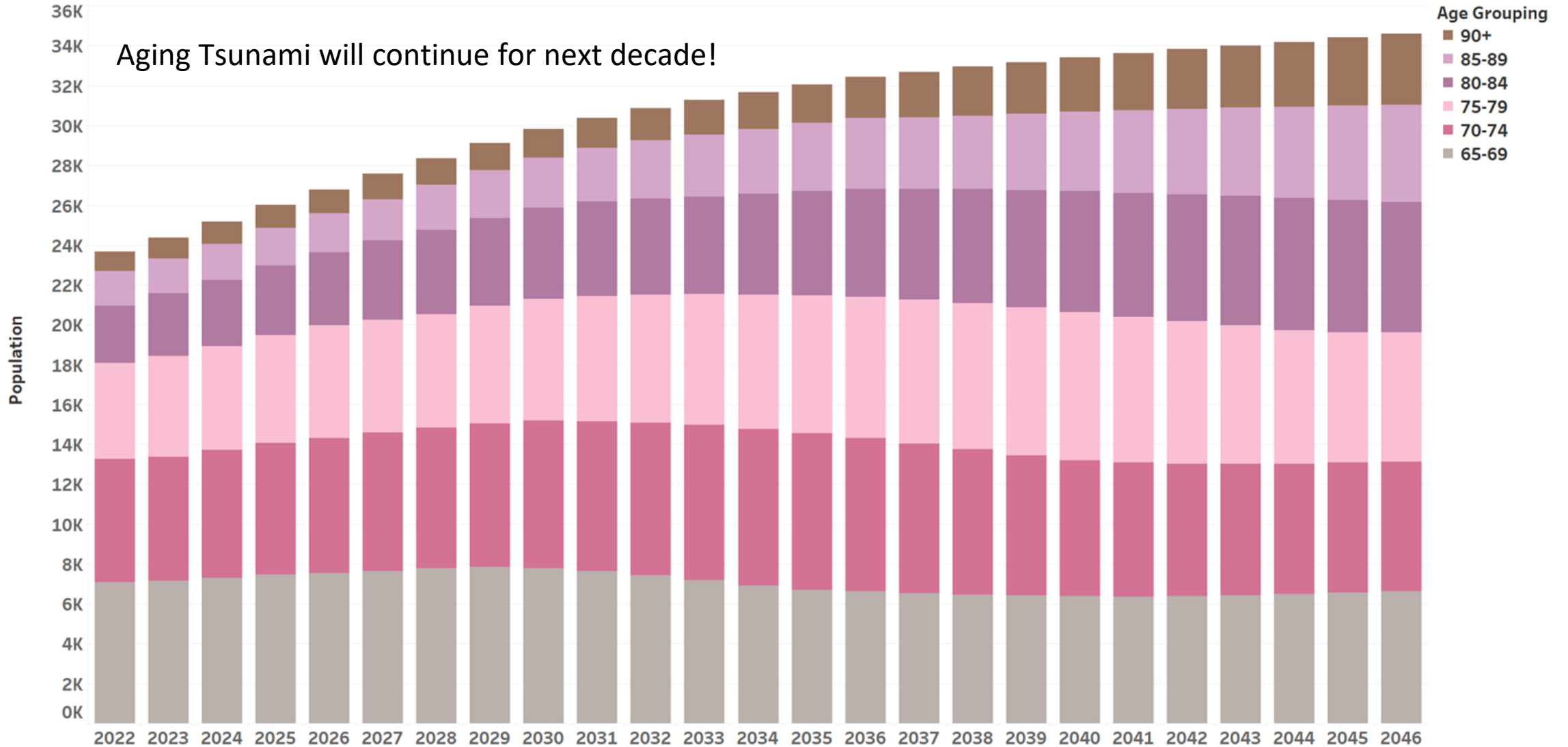


Forecast Demand for Service

Population By Age Group Age > 65

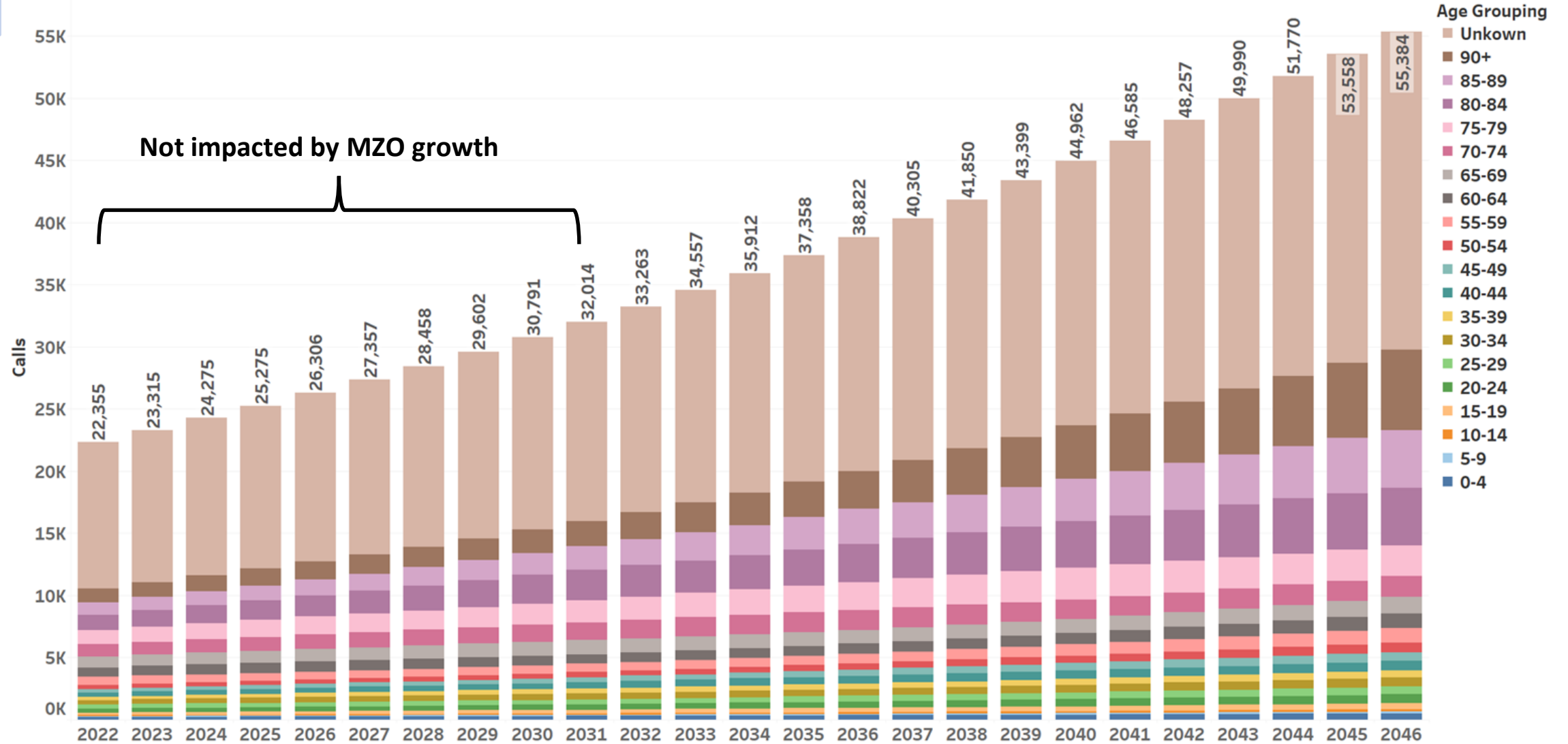
Kawartha Lakes

Aging Tsunami will continue for next decade!



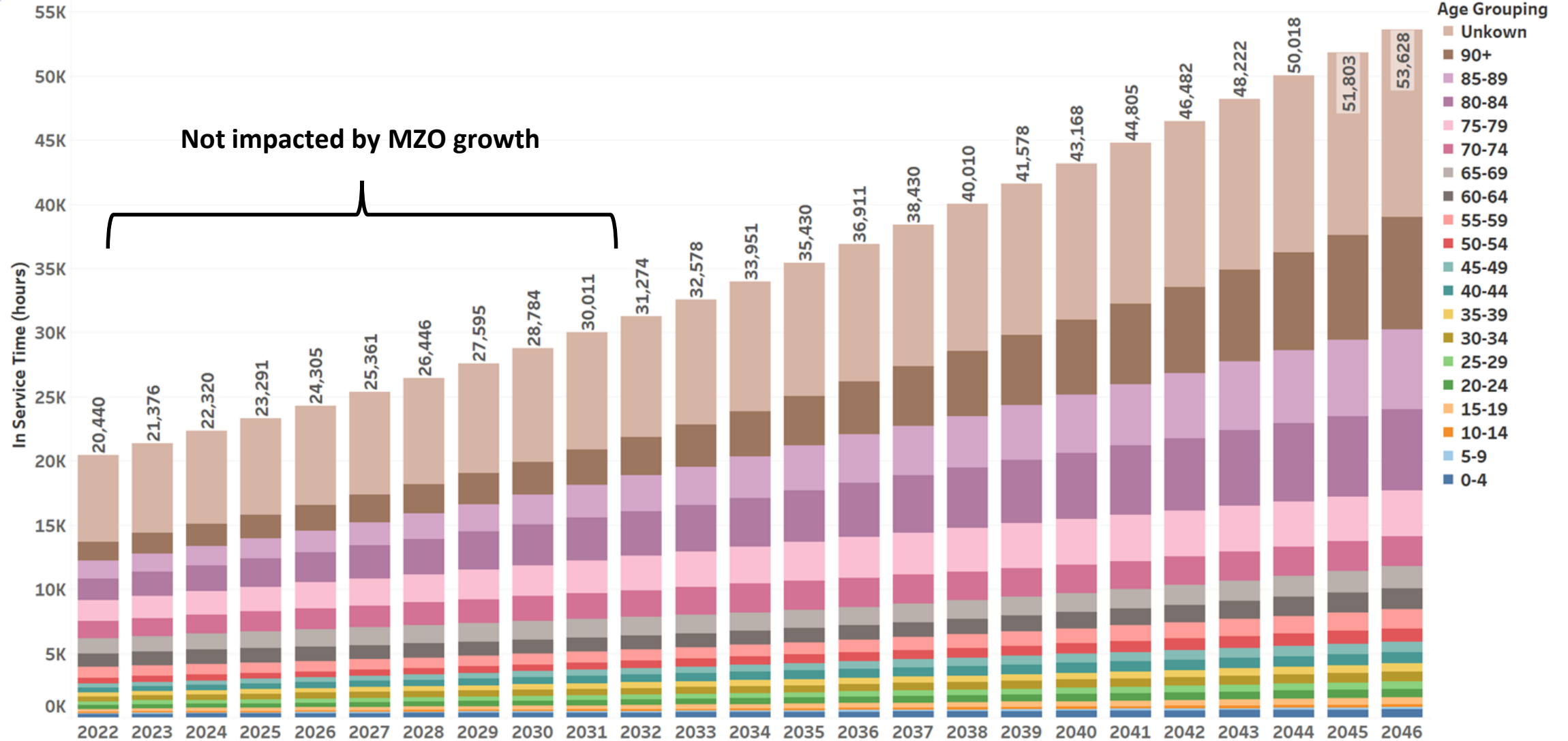
Proj. Calls By Year ALL FACTORS

Kawartha Lakes



Proj. InService Time By Year ALL FACTORS

Kawartha Lakes



Demand Forecast Observations

- Workload demand escalating due to population growth, Aging Tsunami, and public propensity to call 911
 - Call volumes will continue to rise over decade
 - In-service time will rise marginally faster than call volume due to Aging Tsunami (this is the actual forecast of in-service workload)
- Additional resourcing adds will be required in K. Lakes before MZO growth materializes
- MZO growth game changer will require an entirely new Master Plan circa 2026-27

