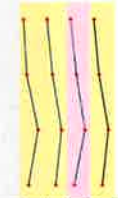


## Appendix A - Paramedic System Operational Key Performance Indicators 2022

Response Time Performance									
RTPP (Target)	SCA 6 min	CTAS 1 - 8 min	CTAS 2 - 10 min	CTAS 3 20 min	CTAS 4 - 25 min	CTAS 5 - 30 min	Response Time Performance Trends		
	25%	50%	60%	75%	75%	75%	SCA		
RTP-1	31.03%	52.59%	62.43%	88.98%	94.02%	96.29%	CTAS 1		
RTP-2	MBN Comparator Data	75.50%					CTAS 2		
							CTAS 3		
							CTAS 4		
							CTAS 5		
							Volume Measures Trends		
Volume Measures									
ADRS 035									
V-1	Paramedic Serv Emergency Events(C.3.4) per 1000 Pop	174.10	Response/1000 Pop		MBN Mean	127			
V-2	Paramedic Serv Non-Emergency Events(C.1.2) per 1000 Pop	0.83	Response/1000 Pop						
		79247	Census updated 2022						
Utilization Measures									
U-1	System Utilization Rate (UHU)	30.84%		tmax-t3 (1-4)/annual hours	serv 735				
U-2	Ambulance Resource Level Zero Rate (hours)	166:23:33	Hr:Min:Sec						
U-3	Cross Border Ratio (Calls in other UTM - Calls by other UTM)	-495							
System Design/Deployment Measures									
ADRS 735-1.4									
SD-1	Average at Hospital Time (ADRS T6-T7)	0:46:14	Hr:Min:Sec						
SD-2	Average Offload Time (ADRS T6-ToC)	0:32:53	Hr:Min:Sec						
SD-3	90th% at Hospital Time (ADRS T6-T7)	1:18:21	Hr:Min:Sec						
SD-4	90th% Offload Time (ADRS T6-ToC)	1:03:01	Hr:Min:Sec						
SD-5	Advanced Care Paramedic Capture Rate Code 4	61.40%							
SD-6	ACP Capture Rate CTAS 1 Transport	80.40%							
Finance/Funding Measures									
F-1	Operating Cost per Capita	\$152.11							
F-2	Operating Cost per Event	\$504.37							
F-3	Operating Cost per Unit Hour	\$229.34			MBN	241			
Fleet Measures									
FL-1	Fleet Maintenance Cost per KM	0.25	Cents/Km						
FL-2	Vehicle Collisions per KM	1.6823175	Collisions/100,000 Km						
FL-3	Fleet Operating Cost per KM	0.59	Cents/Km						
Carbon Emissions Measures									
CE-1	Total Annual Fleet Carbon Emissions	432.40	Tonne/Yr						
CE-2	Total Output per Response	18.091527	Kg/Response						
CE-3	Total Carbon Emissions per Capita	5.4559718	Kg/Capita/Yr						
Satisfaction Measures									
S-1	Complaints Received	0.4602703	Per 1000 Responses						
S-2	Commodations Received	0.83686	Per 1000 Responses						
S-3	Time for Complaint Investigation		Business Days						
Occupational Health & Safety									

OHS-1	Injury Frequency Rate								
OHS-2	Lost Time Injury Frequency Rate								
OHS-3	Average Lost Time Rate								
OHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)								
Human Resource Measures									
HR-1	Paramedic Practitioners per Capita								
HR-2	Advanced Care Paramedics per Capita								
HR-3	Paramedic Service Training Hours								



Human Resource Measures Trends

