

Appendix A - Paramedic System Operational Key Performance Indicators 2023

Response Time Performance		Response Time Performance Trends				
RTPP (Targets)	SCA 6 min	CTAS 1 - 8 min	CTAS 2 - 10 min	CTAS 3 20 min	CTAS 4 - 25 min	CTAS 5 - 30 min
RTP-1	25%	50%	60%	75%	75%	75%
RTP-2	38.81%	57.43%	61.82%	88.49%	93.56%	97.18%
RTP-3	90th% Response Time (Hr:Min) 18:43					
	MBN Comparator Data	66.20%	75.50%			
Volume Measures						
ADRS 035	178.54	Response/1000 Pop				
Paramedic Serv Emergency Events(C 3,4) per 1000 Pop	0.96	Response/1000 Pop				
Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop	7927	Emergency Calls				
Utilization Measures						
U-1	33.27%					
U-2	Ambulance Resource Level Zero Rate (Hours)	147.10				
U-3	Cross Border Ratio (Calls in other UTM - Calls by other UTM)	622				
System Design/Deployment Measures Trends						
ADRS 735 1-4						
SD-1	Average at Hospital Time (ADRS T6-T7)	0:46:10	Hr:Min:Sec			
SD-2	Average Offload Time (ADRS T6-T6C)	0:32:58	Hr:Min:Sec			
SD-3	90th% at Hospital Time (ADRS T6-T7)	1:16:20	Hr:Min:Sec			
SD-4	90th% Offload Time (ADRS T6-T6C)	1:02:30	Hr:Min:Sec			
SD-5	Advanced Care Paramedic Capture Rate Code 4	65.20%				
SD-6	ACP Capture Rate CTAS 1 Transport	82.40%				
Finance/Funding Measures Trends						
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				
				MBN		241
Fleet Measures Trends						
FL-1	Fleet Maintenance Cost per KM	0.39	Cents/Km			
FL-2	Vehicle Collisions per KM	2.00	Collisions/100,000 Km			
FL-3	Fleet Operating Cost per KM	0.70	Cents/Km			
Carbon Emissions Measures Trends						
CE-1	Total Annual Fleet Carbon Emissions	469.87	Tonnes/Yr			
CE-2	Total Output per Response	20.55	Kg/Response			
CE-3	Total Carbon Emissions per Capita	5.93	Kg/Capita/Yr			
Satisfaction Measures Trends						
S-1	Complaints Received	0.48	Per 1000 Responses			
S-2	Compendations Received	0.87	Per 1000 Responses			
S-3	Time for Complaint Investigation	22	Days			
Measure Under Construction in 2024						
Occupational Health & Safety Trends						
DHS-1	Injury Frequency Rate	0.21	Injuries/1000 staff hours			
DHS-2	Lost Time Injury/Frequency Rate	0.07	Lost Time Injuries/1000 staff hours			
DHS-3	Average Lost Time Rate	15.86	Hours/lost Time Claim			
DHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)	13.56				
Human Resource Measures Trends						
HR-1	Paramedic Practitioners per Capita	0.61	Paramedics/1000 Population			
HR-2	Advanced Care Paramedics per Capita	0.26	Advanced Care Paramedics/1000 Population			
HR-3	Paramedic Service Training Hours	36	Hours/Paramedic			