



## Council Report

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**Report Number:** EMS2024-003  
**Meeting Date:** August 27, 2024  
**Title:** 2025 Response Time Performance Plan  
**Description:** Response Time Performance Plan  
**Author and Title:** Jamie Golden, Deputy Chief Professional Standards

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### Recommendation(s):

**That** Report EMS2024-003, **2025 Response Time Performance Plan (RTPP)**, be received; and

**That** the 2025 Response Time Performance Plan Targets as outlined in Table 1 to Report EMS2024-003 be approved; and

**That** staff be authorized to submit the 2025 RTPP to the Ministry of Health under part VIII of Ontario Regulation 257/00 made under the Ambulance Act, including the Response Time Performance Plan Targets.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

This report provides the City of Kawartha Lakes Council with analyses and recommendations for approving the Land Ambulance Service Response Time Performance Plan (RTPP) for 2025 as required by the Ambulance Act.

## **Rationale:**

Part VIII of Ontario Regulation 257/00 made under the Ambulance Act, mandated a change to the ambulance response time standards that came into effect January 1, 2013. Contrary to the earlier standard, which was based on local ambulance service performance, the legislation requires annual approved RTPP for sudden cardiac arrest (SCA) and Canadian Triage Acuity Scale (CTAS) 1, 2, 3, 4, and 5 patients requiring emergency response.

CTAS is an international medical triage standard utilized by hospitals, ambulance communication centers, and paramedics to identify how urgently a patient requires medical care.

Specifically, in providing performance plans and reports to the Ministry, each municipality must report on:

- The percentage of times that SCA patients received assistance from a person equipped to provide defibrillation (i.e. paramedic, fire, police, or other first responder) **within six minutes from the notification of a call by an ambulance communication center.**
- The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to SCA patients or other patients categorized as CTAS 1 **within eight minutes of the time the call is received respecting such services.**
- The percentage of times a paramedic arrived at a patient's location determined to be CTAS 2, 3, 4, or 5 within a period determined appropriate by the municipality.

All municipal RTPPs are posted on the Ministry of Health and Long-Term Care public website ([www.health.gov.on.ca/enq/shipubliciproqramiehs/land/responsetime.html](http://www.health.gov.on.ca/enq/shipubliciproqramiehs/land/responsetime.html)) and are to be accompanied by performance results from the previous year.

Municipalities may adjust individual performance plans at will, subject to timely notification of the Ministry. Annually, and no later than October 1st, municipalities are

required to approve their RTPP for the upcoming calendar year and submit the plan to the Ministry by October 31st.

The number one priority of Kawartha Lakes Paramedic Service (KLPS) is to provide the best possible prehospital clinical care to the residents and visitors of Kawartha Lakes and to do so in the most effective and efficient method possible. To achieve this, KLPS administration will set the response time performance targets outlined in Table 1, while monitoring paramedic service call volumes, response times and patient outcomes.

Table 1: Response Time Performance Plan Targets for 2025

CTAS Level	Target elapsed time from paramedic notified until on scene. (minutes)	Target percentage to achieve response time target. (%)
Sudden Cardiac Arrest	6	25
CTAS 1	8	50
CTAS 2	10	60
CTAS 3	20	75
CTAS 4	25	75
CTAS 5	30	75

KLPS has consistently aimed to meet response time targets outlined in the plan by implementing various deployment adjustments and initiatives over the years. These strategies include:

- The addition of 4 full-time paramedics in 2024
- Allocating existing ambulance staffing to the Lindsay west side ambulance post, and through mobile deployment
- Continual expansion and advancements of the Community Paramedic Program
- The Designated Offload Nurse Program (DONP)
- The collaborative Fit2Sit program with the Ross Memorial Hospital

As shown in Figure 1 below, these deployment strategies have helped to maintain response time performance even with rising call volumes and other system pressures. As of early July 2024, KLPS is successfully meeting and surpassing response time targets across all areas.

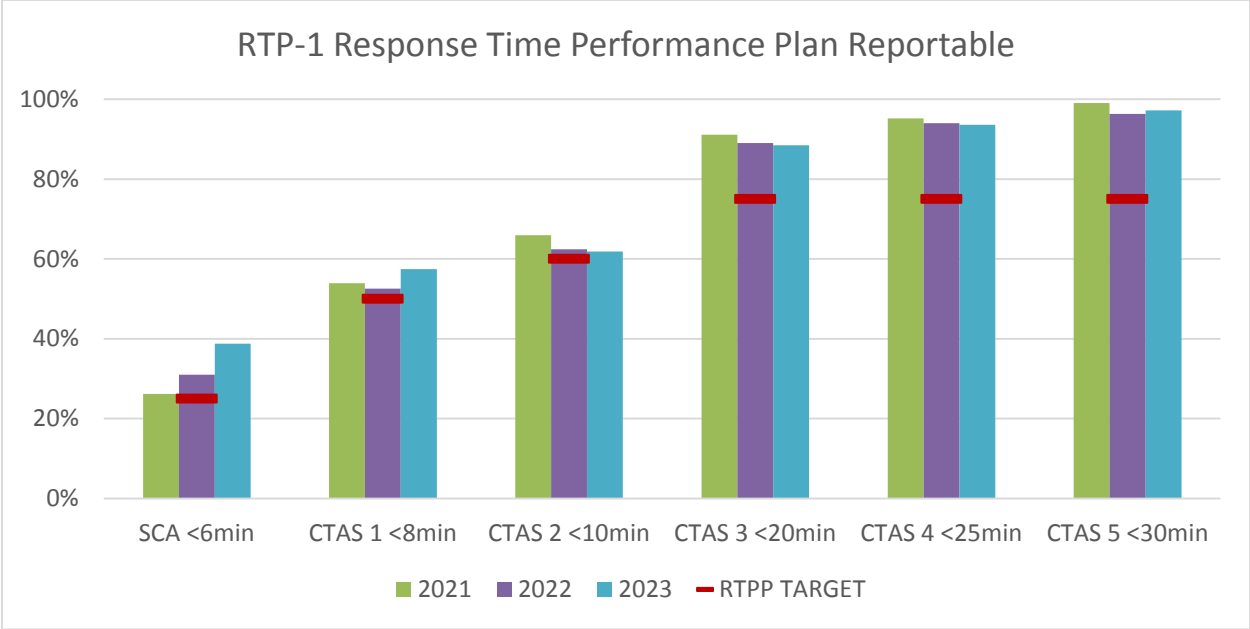


Figure 1: (RTPP data for KLPS 2021 - 2023)

In summary, KLPS is dedicated to continuously monitoring response time performance and seeking opportunities to improve. Current conditions and trends suggest that the proposed response time targets are fair and reasonable. Therefore, staff recommend maintaining the existing response time targets as set out and previously endorsed by Council. Please also note that the results of the current 2024 Service Response Time Performance Plan will be presented to Council in the Spring of 2025.

## **Alignment to Strategic Priorities**

### **Good Government**

Development of performance metrics supports departmental strategies that ensure municipal assets and operations are managed efficiently and effectively. Continuous review of operational efficiencies ensures that best municipal practices are adopted.

### **A Vibrant and Growing Economy**

Evaluation of performance metrics supports effective Paramedic Service response operations and service delivery.

### **An Excellent Quality of Life and Service Excellence**

Implementation of service delivery guided by performance metrics supports efficient delivery of Paramedic Service response operations and assists in the general well-being and overall health and safety of residents.

### **Financial/Operation Impacts:**

Performance metric analysis will be used as a guiding force for the Paramedic Service in supporting and enabling future strategic planning and departmental work plan objectives.

**Department Head email:** [sjohnston@kawarthalakes.ca](mailto:sjohnston@kawarthalakes.ca)

**Department Head:** Sara Johnston