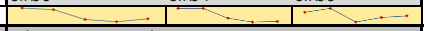
Appendix A - Paramedic System Operational Key Performance Indicators 2024

	Response Time Performance						
	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	40.32%	54.03%	61.80%	89.08%	93.63%	97.52%
RTP-2	50th% Response Time (Hr:Min) **07:00**						
RTP-3	90th% Response Time (Hr:Min) **18:21**						
	MBN Comparator Data	66.20%	75.50%				

Response Time Performance Trends

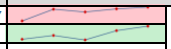
SCA | CTAS 1 | CTAS 2

CTAS 3 | CTAS 4 | CTAS 5



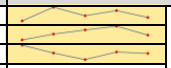
	Volume Measures						
	ADRS 035						
V-1	Paramedic Serv Emergency Events(C 3,4) per 1000 Pop	173.84	Response/1000 Pop			*MBN Mean*	*127*
V-2	Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop	0.78	Response/1000 Pop				
		79247	Census Popn				

Volume Measures Trends



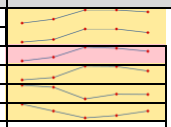
	Utilization Measures						
U-1	System Utilization Rate (UHU)	29.92%		tmax-t3 (1-4)/annual hours		serv 735	
U-2	Ambulance Resource Level Zero Rate (Hours)	86.08					
U-3	Cross Border Ratio (Calls in other UTM - Calls by other UTM)	-640					

Utilization Measures Trends



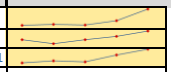
	System Design/Deployment Measures						
	ADRS 735 1-4						
SD-1	Average at Hospital Time (ADRS T6-T7)	0:44:01	Hr:Min:Sec				
SD-2	Average Offload Time (ADRS T6-ToC)	0:29:40	Hr:Min:Sec				
SD-3	90th% at Hospital Time (ADRS T6-T7)	1:09:07	Hr:Min:Sec				
SD-4	90th% Offload Time (ADRS T6-ToC)	0:52:19	Hr:Min:Sec				
SD-5	Advanced Care Paramedic Capture Rate Code 4	64.80%					
SD-6	ACP Capture Rate CTAS 1 Transport	86.70%					

System Design/Deployment Measures Trends



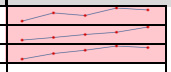
	Finance/Funding Measures						
F-1	Operating Cost per Capita	$ 174.62					
F-2	Operating Cost per Event	$ 620.90					
F-3	Operating Cost per Unit Hour	$ 246.25				MBN	241

Finance/Funding Measures Trends



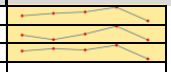
	Fleet Measures						
FL-1	Fleet Maintenance Cost per KM	0.36	Cents/Km				
FL-2	Vehicle Collisions per KM	2.73	Collisions/100,000 Km				
FL-3	Fleet Operating Cost per KM	0.66	Cents/Km				

Fleet Measures Trends



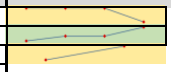
	Carbon Emissions Measures						
CE-1	Total Annual Fleet Carbon Emissions	363.66	Tonne/Yr				
CE-2	Total Output per Response	16.32	Kg/Response				
CE-3	Total Carbon Emissions per Capita	4.59	Kg/Capita/Yr				

Carbon Emissions Measures Trends



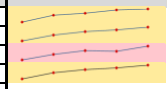
	Statisfaction Measures						
S-1	Complaints Received	0.45	Per 1000 Responses				
S-2	Commendations Received	1.48	Per 1000 Responses				
S-3	Time for Complaint Investigation	28	Days				
	Measure Under Construction						

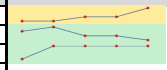
Statisfaction Measures Trends



	Occupational Health & Safety						
OHS-1	Injury Frequency Rate	0.22	Injuries/1000 staff hours				
OHS-2	Lost Time Injury Frequency Rate	0.08	Lost Time Injuries/1000 staff hours				
OHS-3	Average Lost Time Rate	2064	Hours/Lost Time Claim				
OHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)	16.02					

Occupational Health & Safety Trends



	Human Resource Measures						
HR-1	Paramedic Practitioners per Capita	0.66	Paramedics/1000 Population				
HR-2	Advanced Care Paramedics per Capita	0.25	Advanced Care Paramedics/1000 Population				
HR-3	Paramedic Service Training Hours	36	Hours/Paramedic				

Human Resource Measures Trends