

Kawartha Lakes Paramedic Service

Operational Key Performance Indicators (O-KPI's) 2024



Ambulance Response Time Performance Plan (RTP-1)

Sudden Cardiac Arrest (SCA) - 6 min	Resuscitation (CTAS 1) - 8 min	Emergent (CTAS 2) - 10 min
40.32%	54.03%	61.80%
Urgent (CTAS 3) - 20 min	Less Urgent (CTAS 4) - 25 min	Non Urgent (CTAS 5) - 30 min
89.08%	93.63%	97.52%
Percentile Response Time (Code 4) (Min:Sec)		Average (mm:ss)
RTP-2 50th% Response Time		07:00
RTP-3 90th% Response Time		18:21

Carbon Emissions Measures (CO2to/e)

CE-1 Total Annual Fleet Carbon Emissions (tonne)	363.66
CE-2 Total Output per Response (Kg)	16.32
CE-3 Total Carbon Emissions per Capita (Kg)	4.59

Satisfaction Measures

S-1 Complaints Received per 1,000 responses	0.45
S-2 Commendations Received per 1,000 responses	1.48
S-3 Time for Complaint Investigation	28 days

Measure Under Construction

Deployment Statistics (Hr:Min:Sec)

SD-1 Average at Hospital Time	0:44:01
SD-2 Average Offload Time	0:29:40
SD-3 90th% at Hospital Time	1:09:07
SD-4 90th% Offload Time	0:52:19
SD-5 Advanced Care Paramedic Capture Rate	65%

System Design Deployment Measures

Keep in Mind:
Influencing Factors
 Influencing factors can create variances in comparison data

Demographics

Dispatch

Geography

Governance

Hospital Delay

Patient Carries (13,611 or 1 call every 38 min)

V-1 Paramedic Service Emergency Events (C-3,4) per 1000 Population	173.84
V-2 Paramedic Service Non-Emergency Events (C-1,2) per 1000 Population	0.78

Fleet Measures

FL-1 Fleet Maintenance Cost per Kilometer (Cents/Km)	\$0.36
FL-2 Vehicle Collisions per 100,000 Kilometers	2.73
FL-3 Fleet Operating Cost per Kilometer (Cents/Km)	\$0.66

Injuries/Lost Time

OHS-1 Injury Frequency Rate (per 1000 staff hours)	0.22
OHS-2 Lost Time Injury Frequency Rate (per 1000 staff hours)	0.08
OHS-3 Average Lost Time Rate (Hours/Lost Time Claim)	2064

Ambulance Availability

U-1 System Utilization Rate (UHU)	29.92%
U-2 Ambulance Resource Level Zero Rate Annual (Hours)	86:08
U-3 Cross Border Differential (Calls in other UTM - Calls by other UTM)	-640

Costs

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

Staffing/Population

HR-1 Paramedic Practitioners per Capita (per 1000 Population)	0.66
HR-2 Advanced Care Paramedics per Capita (per 1000 Population)	0.25
HR-3 Paramedic Service Training Hours	36

Ambulance Service Operating Cost Per Capita:

\$174.62/year