



## Council Report

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<b>Report Number:</b>	<b>EMS2025-002</b>
<b>Meeting Date:</b>	August 26, 2025
<b>Title:</b>	<b>2026 Response Time Performance Plan</b>
<b>Description:</b>	Response Time Performance Plan
<b>Author and Title:</b>	Jamie Golden, Deputy Chief Professional Standards

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### Recommendation(s):

**That** Report EMS 2025-002, **2026 Response Time Performance Plan (RTPP)**, be received;

**That** the 2026 Response Time Performance Plan as outlined in Table 1 to Report EMS 2025-002 be approved; and

**That** Staff be authorized to submit the 2026 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:

The purpose of this report is to provide City Council with analyses and recommendation for the approval of the Land Ambulance Service Response Time Performance Plan (RTPP) for 2026 as mandated 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 that a paramedic arrived at the location of a patient determined to be CTAS 2, 3, 4, or 5 within a period of time **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. In order to achieve this, KLPS administration will set the response time performance targets as outlined in Table 1, while continually monitoring paramedic service call volumes, response times and patient outcomes.

Table 1: Response Time Performance Plan Targets for 2026

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 Administration has attempted to maintain the response time targets set out within the plan while implementing several deployment adjustments and other initiatives over the past several years in an effort to consistently meet those targets. These deployment strategies include:

- The addition of 4 full-time paramedics in 2025, enhancing Lindsay coverage;
- Allocating existing ambulance staffing to the Lindsay west side ambulance post, and through mobile deployment;
- The continual advancements of the Community Paramedic Program;
- The Designated Offload Nurse Program (DONP); and
- The collaborative Fit2Sit program with the Ross Memorial Hospital;

The result of these deployment strategies, as demonstrated in Figure 1 below, have assisted in response time performance despite increasing call volume and other system pressures. While the Ministry of Health mandates a response for all CTAS within a particular timeframe in minutes, the municipality is responsible to set the target percentages. As of the December 31<sup>st</sup> of 2024, KLPS is exceeding those targets responding to CTAS SCA patients within 6 minutes approximately 40% of the time. We recommend maintaining the 25% target while continuously monitoring department performance and reviewing deployment options to improve performance.

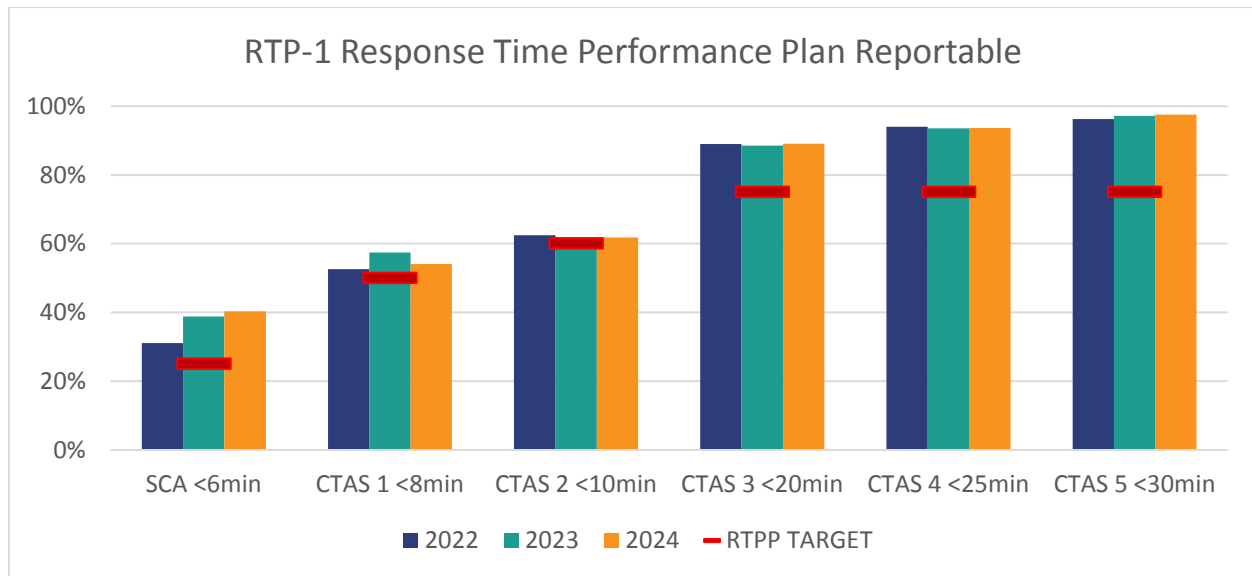


Figure 1: (RTPP data for KLPS January 1, 2022 to December 31, 2024)

In summary, KLPS remains committed to continual analysis of performance and seeks system improvement opportunities. Current operating conditions and trends suggest that the proposed response time targets are reasonable, pending further review of the deployment plan. Therefore, administration recommends maintaining the response time targets as set out and previously endorsed by City Council and the submission of the 2026 RTPP.

The results of the current 2025 Service Response Time Performance Plan, will be presented to Council in the Spring of 2026.

Additionally, there is a provincial focus group looking to modify the Response Time Performance Plans for all Ambulance Services. This initiative is due to the provincial implementation of the Medical Priority Dispatch System (MPDS), the new dispatch triage/response model. This implementation will ultimately have an impact on the

Kawartha Lakes Paramedic Service's response times. As such, the Service will continue to collect data monthly, review and monitor its Response Time Performance Plan.

**Other Alternatives Considered:**

No other alternatives considered, as this annual reporting is a mandated requirement by the Ministry of Health.

**Alignment to Strategic Priorities:**

Through establishing and monitoring response targets, we are better able to understand and meet the needs of those we serve within our available resources. With the increasing demands and 911 system pressures, there is a need to support innovative strategies and community partnerships to ensure community safety and wellness.

**Financial/Operation Impacts:**

N/A

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