



Paramedic System Operational Key Performance Indicators - 2021

Response Time Performance								Response Time Performance Trends		
	RTPP (Target)	SCA 6 min 50%	CTAS 1 - 8 min 66%	CTAS 2 - 10 min 65%	CTAS 3 10 min 65%	CTAS 4 - 10 min 65%	CTAS 5 - 10 min 65%			
RTP-1	RTPP Reportable	59.23	72.28	73.76	72.65	74.46	78.97			
RTP-2	RTPP Urban (City)	80.72	91.67	91.83	88.12	85.79	88.03			
RTP-3	RTPP Suburban/Rural (County)	21.74	28.95	35.77	34.97	32.52	45.24			
	Percentile Response Time (Code 4)	90th%	50th%	Average						
RTP-5	90th% Response Time All	16:29	5:53	8:04	Min:Sec					
RTP-6	90th% Response Time Urban (City)	8:36	5:06	5:45	Min:Sec					
RTP-7	90th% Response Time Suburban/Rural (County)	24:57:00	12:29	13:25	Min:Sec					
Volume Measures								Volume Measures Trends		
	ADRS 029	City	County	Combined			MBN Mean			
V-1	Paramedic Serv Emergency Events(C 3,4) per 1000 Pop	240.00	133.57	195.96	Response/1000 Pop		126			
V-2	Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop	1.00	0.28	0.70	Response/1000 Pop					
		81032	57204	138236						
Utilization Measures								Utilization Measures Trends		
U-1	System Utilization Rate (UHU)	44.50%		tmax-t3 729 (1-4)/annual hours	serv 729					
U-2	Ambulance Resource Level Zero Rate (hours)	80:39:00	Hr:Min:Sec							
U-3	Cross Border Ratio (Calls in other UTM - Calls by other UTM)	-179								
System Design/Deployment Measures								System Design/Deployment Measures Trends		
	ADRS 729 1-4									
SD-1	Average at Hospital Time (ADRS T6-T7)	0:36:51	Hr:Min:Sec							
SD-2	Average Offload Time (ADRS T6-ToC)	0:25:33	Hr:Min:Sec							
SD-3	90th% at Hospital Time (ADRS T6-T7)	0:59:20	Hr:Min:Sec							
SD-4	90th% Offload Time (ADRS T6-ToC)	0:43:35	Hr:Min:Sec							
SD-5	Advanced Care Paramedic Capture Rate	33.00%								
Finance/Funding Measures								Finance/Funding Measures Trends		
F-1	Operating Cost per Capita	\$127.97								
F-2	Operating Cost per Event	\$463.46								
F-3	Operating Cost per Unit Hour	\$237.57								
Fleet Measures								Fleet Measures Trends		
FL-1	Fleet Maintenance Cost per KM	26.6	Cents/Km							
FL-2	Vehicle Collisions per KM	0.92	Collisions/100,000 Km							
FL-3	Fleet Operating Cost per KM	57.11	Cents/Km							
Carbon Emissions Measures								Carbon Emissions Measures Trends		
CE-1	Total Annual Fleet Carbon Emissions	502.20	Tonne/Yr							
CE-2	Total Output per Response	13.16	Kg/Response							
CE-3	Total Carbon Emissions per Capita	3.63	Kg/Capita/Yr							
Satisfaction Measures								Satisfaction Measures Trends		
S-1	Complaints Received	0.32	Per 1000 Responses							
S-2	Commendations Received	0.655	Per 1000 Responses							
S-3	Time for Complaint Investigation	21.27	Business Days							
Occupational Health & Safety								Occupational Health & Safety Trends		
OHS-1	Injury Frequency Rate	0.24	Injuries/1000 staff hours							
OHS-2	Lost Time Injury Frequency Rate	0.11	Lost Time Injuries/1000 staff hours							
OHS-3	Average Lost Time Rate	984.5	Hours/Lost Time Claim							
OHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)	19.6								
Human Resource Measures								Human Resource Measures Trends		
HR-1	Paramedic Practitioners per Capita	0.49	Paramedics/1000 Population							
HR-2	Advanced Care Paramedics per Capita	0.16	Advance Care Paramedics/1000 Population							
HR-3	Paramedic Service Training Hours	32	Hours/Paramedic							