

Paramedic System Operational Key Performance Indicators Summary

October 16, 2019

	Response Time Performance							
	RTPP (Target)	SCA 6 min	CTAS 1 - 8 min	CTAS 2 - 10 min	CTAS 3 10 min	CTAS 4 - 10 min	CTAS 5 - 10 min	
	, ,	Target 50%	Target 66%	Target 65%	Target 65%	Target 65%	Target 65%	
RTP-1	RTPP Reportable/Legislated	67.8	72.1	76.7	73.9	75.5	74.8	
RTP-2	RTPP Urban (City)	82.2	91	92.6	88	86.3	86.2	
RTP -3	RTPP Suburban/Rural (County)	49.1	29.4	40.6	38.6	43.3	37.8	
RTP-4	RTPP Remote (Under development)							
	Percentile Response Time (Code 4)	90th%	50th%	Average				
RTP-5	90th% Response Time All	15:17	5:41	7:31	Min:Sec			
RTP-6	90th% Response Time Urban (City)	8:13	5:02	5:22	Min:Sec			
	90th% Response Time Suburban/Rural							
RTP-7	(County)	21:51	11:41	12:36	Min:Sec			
	90th% Response Time Remote (Under							
RTP-8	development)							
	Volume Measures							
		City	County	Combined			MBN Mean	
	Paramedic Service Emergency Events(C 3,4)				Response/1000			
V-1	per 1000 Pop	213.45	115.60	172.96	Рор		126	
	Paramedic Service Non-Emergency Events				Response/1000			
V-2	(C 1,2) per 1000 Pop	0.83	0.37	0.64	Рор			
		81032	57204	138236				
	Utilization Measures							
U-1	System Utilization Rate (UHU)	41.65%						
U-2	Ambulance Resource Level Zero Rate (hours)	64:21:00	Hr:Min:Sec					

	System Design/Deployment Measures							
SD-1	Average at Hospital Time (ADRS T6-T7)	0:31:28	Hr:Min:Sec					
SD-2	Average Offload Time (ADRS T6-ToC)	0:22:32	Hr:Min:Sec					
SD-3	90th% at Hospital Time (ADRS T6-T7)	0:51:52	Hr:Min:Sec					
SD-4	90th% Offload Time (ADRS T6-ToC)	0:37:48	Hr:Min:Sec					
SD-5	Advanced Care Paramedic Capture Rate	25.53%						
	Finance/Funding Measures							
F-1	Operating Cost per Capita	\$116.84						
F-2	Operating Cost per Event	\$480.28						
F-3	Operating Cost per Unit Hour	\$234.88						
	Fleet Measures							
FL-1	Fleet Maintenance Cost per KM	16.8	•					
FL-2	Vehicle Collisions per KM	1.84	Collisions/100,000 Km					
FL-3	Fleet Operating Cost per KM	42.9	Cents/Km					
	Carbon Emissions Measures							
CE-1	Total Annual Fleet Carbon Emissions	504.89	Tonne/Yr					
CE-2	Total Output per Response	15.01	Kg/Response					
CE-3	Total Carbon Emissions per Capita	3.65	Kg/Capita/Yr					
	Satisfaction Measures							
S-1	Complaints Received	0.6	Per 1000 Responses					
S-2	Commendations Received	0.37	Per 1000 Responses					
S-3	Time for Complaint Investigation	10.58	Business Days					

	Occupational Health & Safety						
OHS-1	Injury Frequency Rate	0.22	Injuries/1000 staff hours				
			Lost Time Injuries/1000 staff				
OHS-2	Lost Time Injury Frequency Rate	0.09	hours				
OHS-3	Average Lost Time Rate	438.75	Hours/Lost Time Claim				
	Human Resource Measures						
HR-1	Paramedic Practitioners per Capita	0.43	Paramedics/1000 Population				
			Advance Care Paramedics/1000				
HR-2	Advanced Care Paramedics per Capita	0.12	Population				
HR-3	Paramedic Service Training Hours	32	Hours/Paramedic				