

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	Cents/Km			
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			
OHS-2	Lost Time Injury Frequency Rate	0.09	Lost Time Injuries/1000 staff 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			
HR-2	Advanced Care Paramedics per Capita	0.12	Advance Care Paramedics/1000 Population			
HR-3	Paramedic Service Training Hours	32	Hours/Paramedic			