



Peterborough County-City Paramedics

Service Operational Key Performance Indicators



Ambulance Response Time Performance Plan (RTPP)

RTP-2 RTPP Urban	Sudden Cardiac Arrest (SCA) - 6 min	Life Threatening (CTAS 1) - 8 min
	82.2%	91%
RTP-3 RTPP Suburban/Rural	Sudden Cardiac Arrest (SCA) - 6 min	Life Threatening (CTAS 1) - 8 min
	49.1%	29.4%
Percentile Response Time (Code 4) (Min:Sec)		90th%
RTP-6 90th% Response Time Urban (City)		8:13
RTP-7 90th% Response Time Suburban/Rural (County)		21:51



Carbon Emissions Measures (CO₂to/le)

CE-1 Total Annual Fleet Carbon Emissions (tonne)	504.89
CE-2 Total Output per Response (Kg)	15.01
CE-3 Total Carbon Emissions per Capita (Kg)	3.65

Satisfaction Measures



S-1 Complaints Received per 1,000 responses	0.6
S-2 Commendations Received per 1,000 responses	0.37
S-3 Time for Complaint Investigation	10.58 days



Deployment Statistics (Hr:Min:Sec)

SD-1 Average at Hospital Time	0:31:28
SD-2 Average Offload Time	0:22:32
SD-3 90th% at Hospital Time	0:51:52
SD-4 90th% Offload Time	0:37:48
SD-5 Advanced Care Paramedic Capture Rate	25.35%

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 (City/County)

V-1 Paramedic Service Emergency Events (C-3,4) per 1000 Population	172.96
V-2 Paramedic Service Non-Emergency Events (C-1,2) per 1000 Population	0.64



Fleet Measures

FL-1 Fleet Maintenance Cost per Kilometer (Cents/Km)	16.8
FL-2 Vehicle Collisions per 100,000 Kilometers	1.84
FL-3 Fleet Operating Cost per Kilometer (Cents/Km)	42.9



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)	0.09
OHS-3 Average Lost Time Rate (Hours/Lost Time Claim)	438.75



Ambulance Availability

U-1 System Utilization Rate (UHU)	41.65%
U-2 Ambulance Resource Level Zero Rate Annual (Hours)	64:21:00



Costs

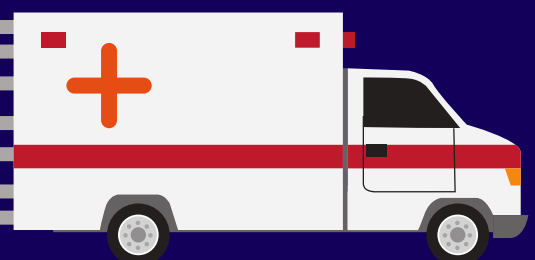
F-1 Operating Cost per Capita	\$116.84
F-2 Operating Cost per Event	\$480.28
F-3 Operating Cost per Unit Hour	\$234.88



Staffing/Population

HR-1 Paramedic Practitioners per Capita (per 1000 Population)	0.43
HR-2 Advanced Care Paramedics per Capita (per 1000 Population)	0.12
HR-3 Paramedic Service Training Hours	32

Ambulance Service Operating Cost Per Capita:
\$116.84/year



For further information please visit
www.ptbocounty.ca/paramedics