



## Staff Report

### Peterborough Regional Liaison Committee

To: Chair and Members of Committee  
From: Randy Mellow, Chief of Paramedics  
Date: May 27, 2020

---

**Subject:** PAR-2020-005 Paramedic Service Operational Key Performance Indicators

**Recommendation:** Receive the report for information only.

---

#### Overview

The purpose of this report is to provide an update on operational key performance indicators (O-KPIs) which are collected by Peterborough County/City Paramedics (PCCP) for the purpose of performance reporting to Peterborough Regional Liaison Committee (PRLC) and Peterborough County Council.

#### Background

The number one priority of Peterborough County/City Paramedic Service (PCCP) is to provide the best possible prehospital clinical care to the residents and visitors of Peterborough County and City and to do so in the most effective and efficient method possible. In order to achieve this, PCCP administration performs annual analysis of paramedic service call volumes, response times and patient outcomes (where possible). The demonstrated result of this analysis is evidenced by the services ability to meet and exceed response time targets while facing disproportionately higher call volume increases and with rates of service expansion and operating costs which fall below the regional average.

While PCCP remains committed to continual response time and deployment analysis and reporting, the department has now broadened the scope of its performance measurement by introducing an expanded suite of operational key performance indicators (O-KPI) that look well beyond traditional (and legislated) response time performance. The intent of O-KPIs is to provide the City, County and public a detailed view of the paramedic service operational efficiency and to provide benchmarking that will form the basis of ongoing evaluation and performance strategy.

### Analysis

As presented to Peterborough Regional Liaison Committee in 2019, the service has established a suite of Operational Key Performance Indicators, which built upon those created by Paramedic Chiefs of Canada.

For summary purposes. This report includes a broad sampling of O-KPI's for the paramedic service. For a full analysis including 2019/2018 comparison of the O-KPI's is included as Appendix 1 of this report.

### Response Time Performance

O-KPI RTP-1 is a measurement of response time performance against the Council approved Response Time Performance Plan (RTPP). This measurement is also reviewed and reported annually as mandated by the Reg. 257 of the Ambulance Act. As demonstrated in Figure 1 below, PCCP performance continues to exceed all targets although with some deterioration of performance over the previous year.

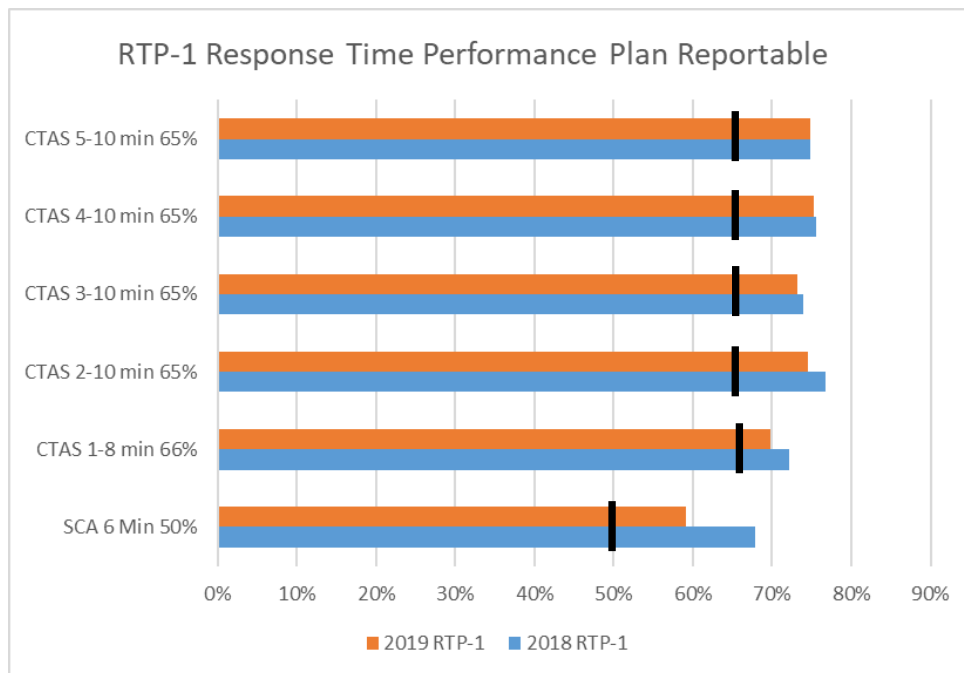


Figure 1

## Staff Report

RTP-2 provides an analysis of urban (City of Peterborough) response time performance against the mandated (service area wide) RTPP for 2019 over 2018. As demonstrated in Figure 2 below, PCCP Performance in the urban setting has exceeded targets all categories.

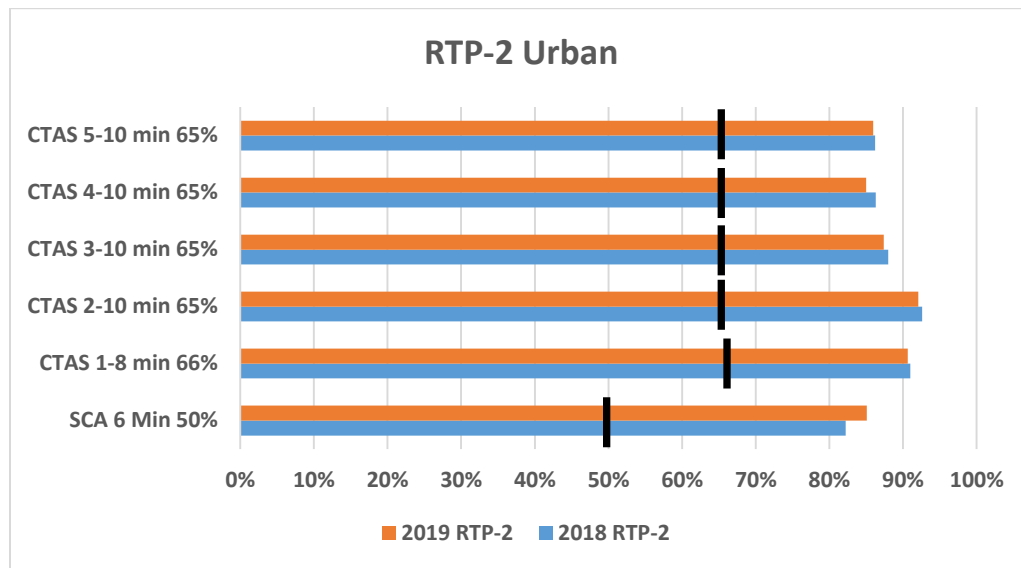


Figure 2

Figure 3 provides an analysis of Suburban/Rural (County) response time performance against the mandated (service area wide) RTPP for 2019 over 2018. While overall, PCCP is meeting and exceeding the reportable Response Time Performance Targets, comparison of Suburban/Rural response performance falls far short of the targets set for the service wide area as established by the RTPP. PCCP Administration is continuing to examine Suburban/Rural response times with a 2020/21 goal of establishing appropriate response time targets and methods to achieve and maintain service levels.

# Staff Report

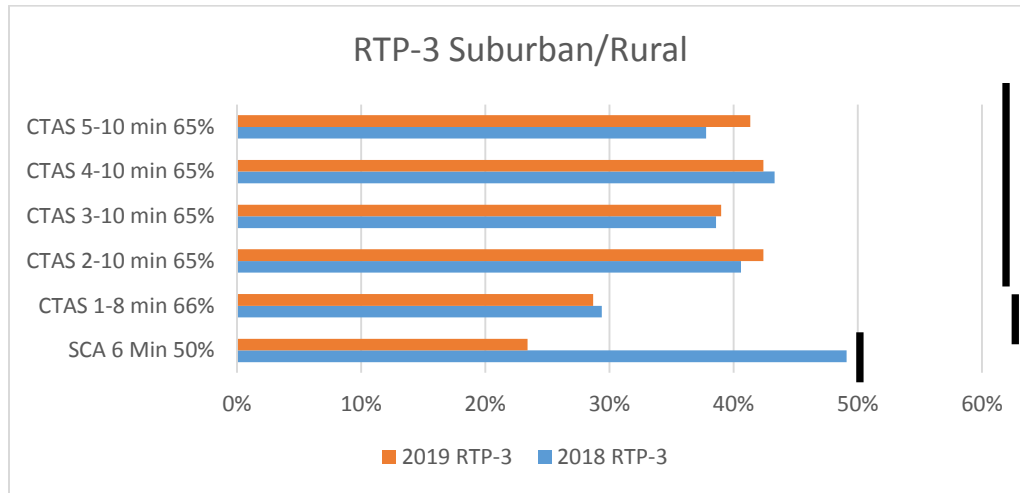


Figure 3

## Volume Measures

Figures 4 & 5 below demonstrate the volume measures for both emergency CTAS 3 and 4 calls (V1 - Figure 4) and non-emergency calls CTAS 1 and 2 (V2 - Figure 5) for City, County and Combined 2019 over 2018. Emergency responses per capita remain significantly higher in the urban setting (213/1000 pop) as compared to the rural areas (119/1000 pop).

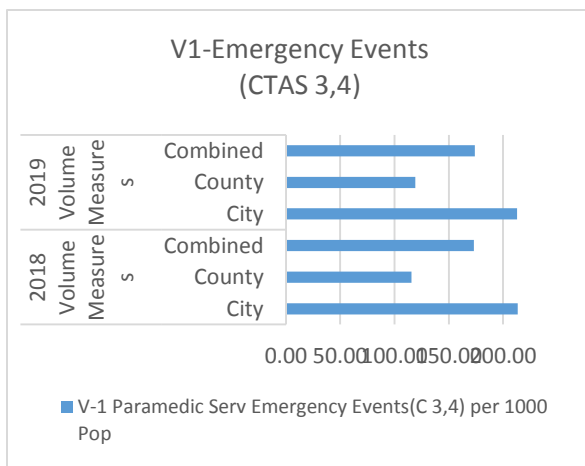


Figure 4

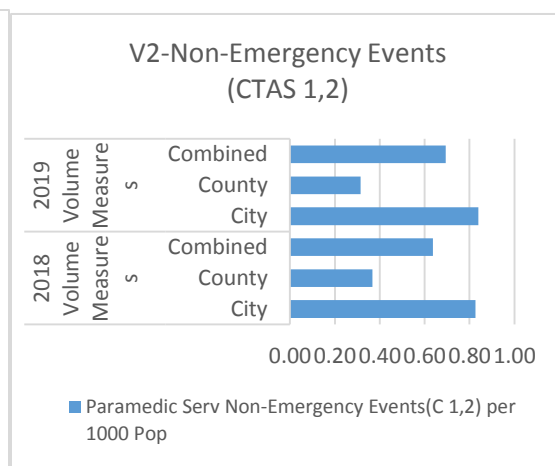


Figure 5

## Staff Report

### Utilization Measures

Measures U-1 and U-2 are measures used to demonstrate the rates of resource utilization or conversely, rates of resource availability of emergency response for the community. U-1 and U-2 both indicate significant improvement of unit availability which can be directly associated with the enhanced service levels in 2019.

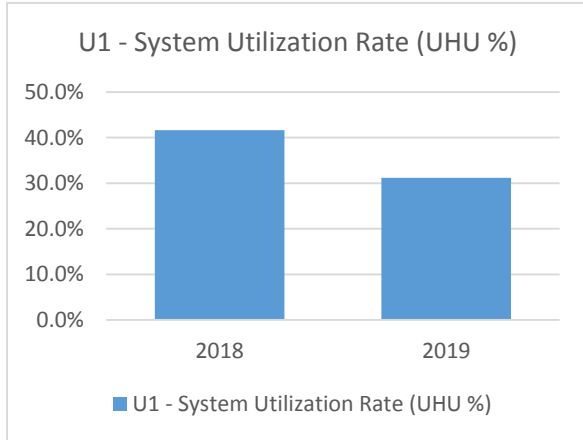


Figure 6

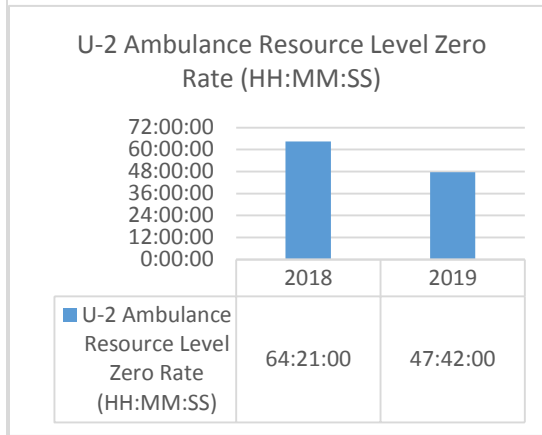


Figure 7

### System Design/Deployment Measures

Charted below are the System Design and Deployment Measures. First category shows average at hospital time. Second category is Average Offload time. The last two categories are our 90<sup>th</sup> percentile at Hospital Time and 90<sup>th</sup> percentile Offload Time.

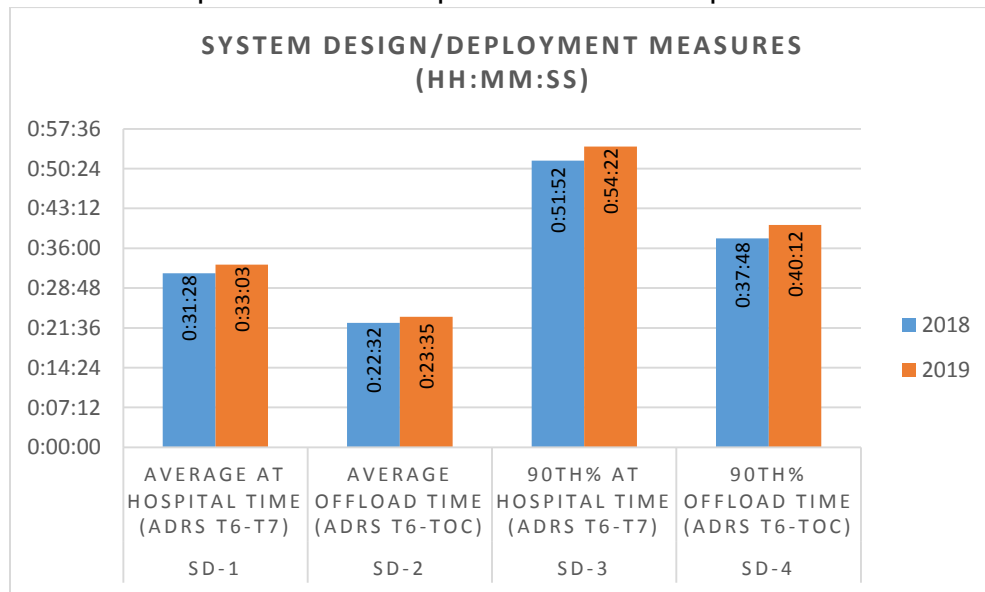


Figure 8

## Staff Report

Figure 9 depicts the percentage of staff, which are Advanced Care Paramedic (ACP) versus Primary Care Paramedic (PCP). In 2019, staff attrition resulted in a drop of PCP staff from 2018 figures of 74.47% to 67.91%. A number of staff completed the ACP program at a local college raising our ACP percentage to 32.09% in 2019 over 2018's 25.53%.

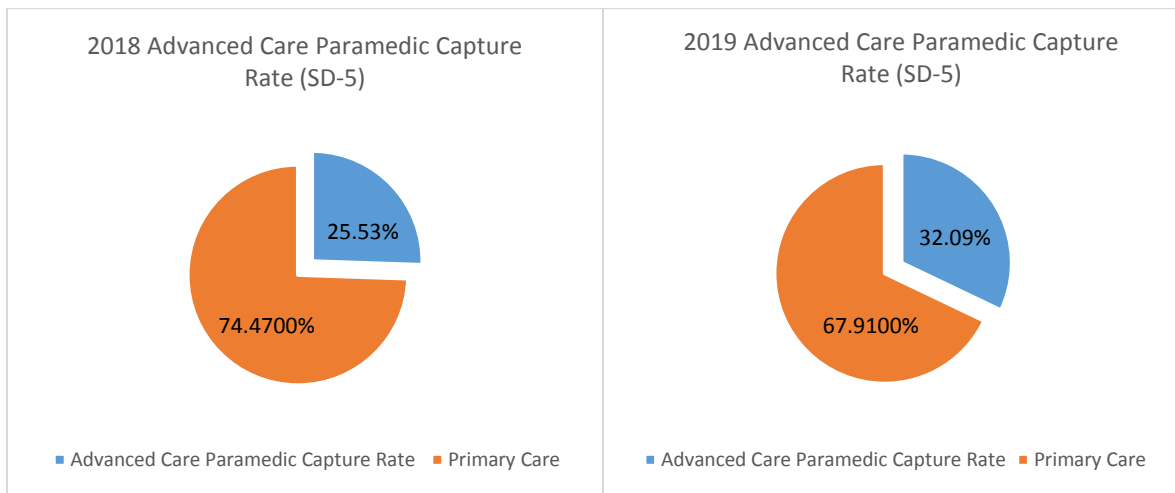


Figure 9

### Finance/Funding Measures

Figure 10 compares data for 2019 versus 2018 for Operating Cost per Capita, Operating Cost per Event and Operating Cost per Unit Hour. As demonstrated, despite increased call volumes and inflation, 2019 costs did not significantly change over the 2018 rates.

## Staff Report

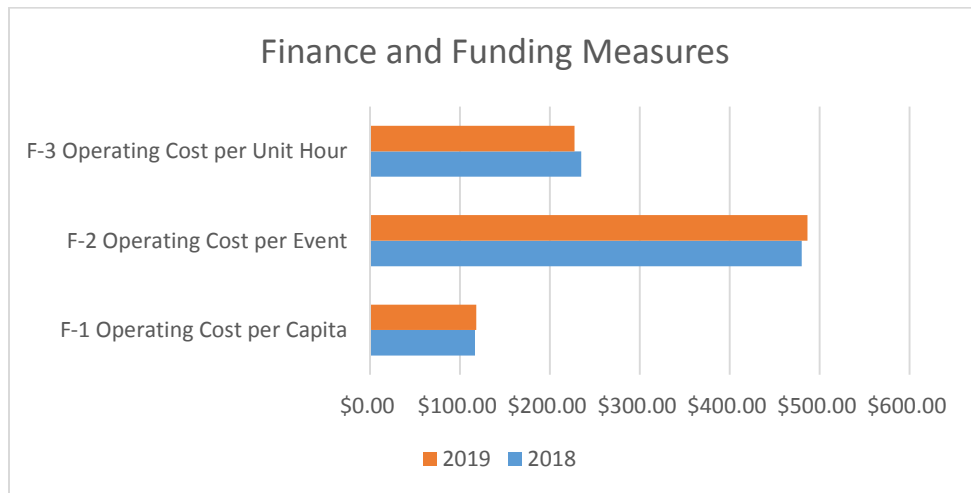


Figure 10

### Fleet Measures

Figure 11 below depicts cost per kilometer for both Fleet Maintenance and Fleet Operating (non-capital) Costs. Total fleet operating costs increased by \$0.047 per kilometer in 2019 over 2018 with total per kilometer at \$0.644 over 2018 \$0.597.

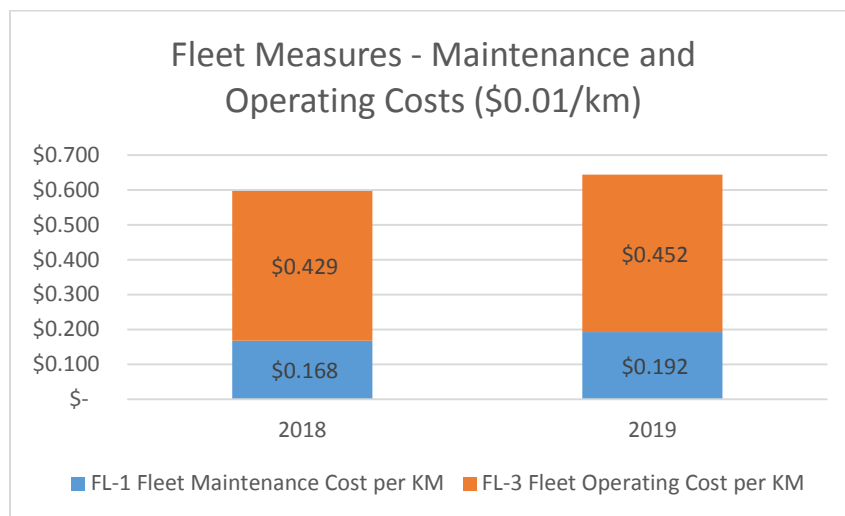


Figure 11

Figure 12 below demonstrates a rate of vehicle collisions on a downward trend per 100,000kms. In 2019, rates indicate a reduction of collisions from 1.84 to 1.15 instances per 100,000 kms.

## Staff Report

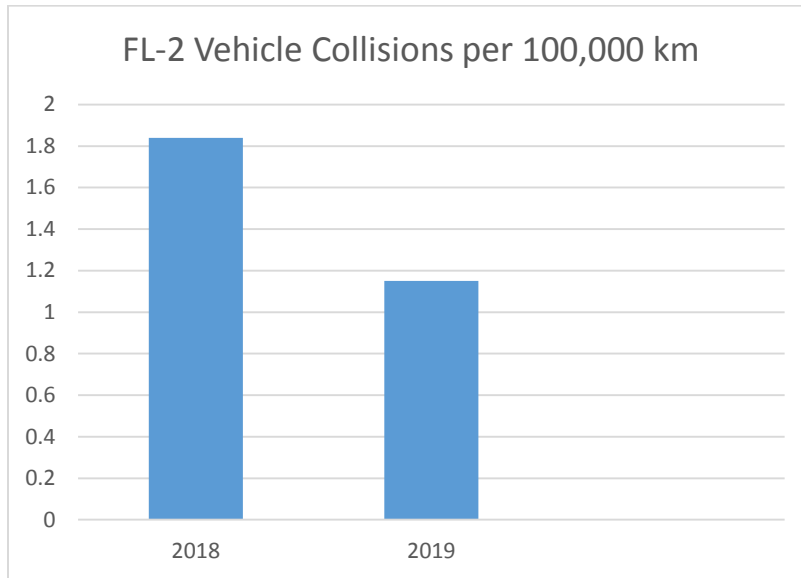


Figure 12

### Carbon Emissions Measures

Total Annual Fleet Carbon Emissions and total Carbon Emissions per Capita measures saw a slight increase in 2019 over 2018 however; the Total Output per Response saw a decrease in 2019 over 2018.

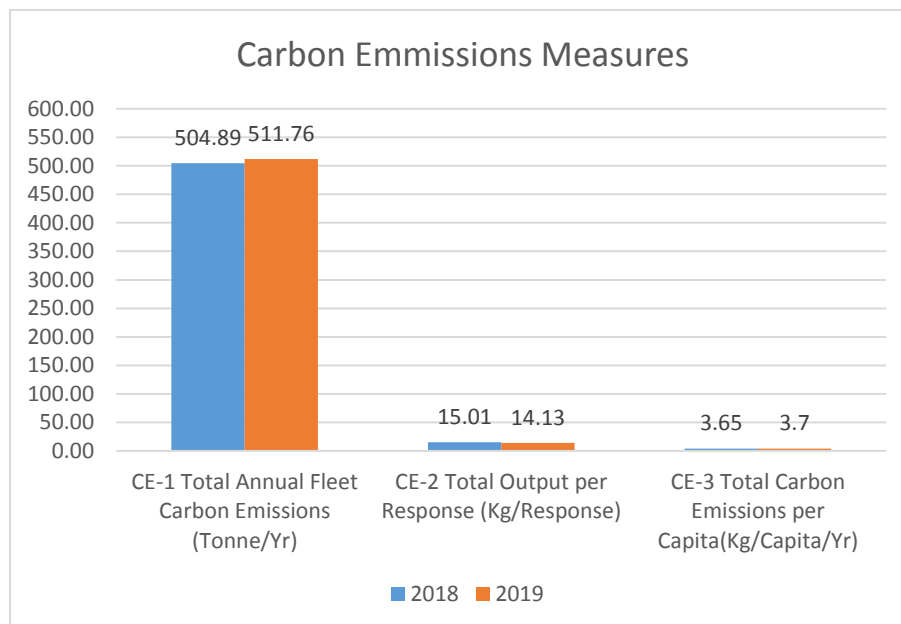


Figure 13



### Satisfaction Measures

Figure 14 shows PCCP saw an increase in commendations in 2019 over 2018 with a reduction in complaints received per 1000 responses. In addition, a significant improvement was realized in the time for Complaint Investigations.

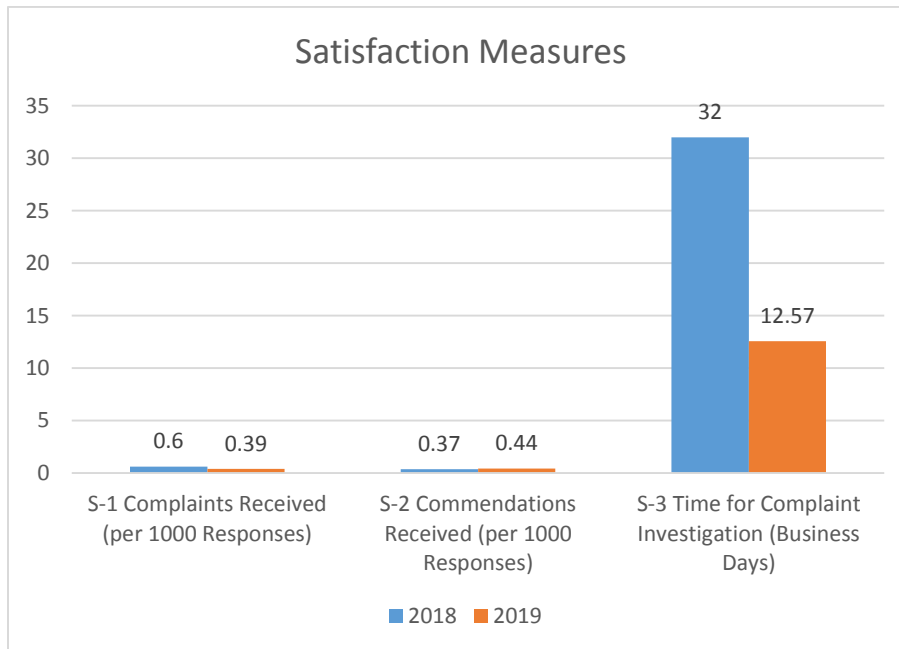


Figure 14

## Staff Report

### Occupational Health & Safety

Figure 15 demonstrates OHS 1 thru 4 which evaluates injury rates and resultant lost time claims. Frequency Rate for Injury and Lost Time remains low, has been a significant in lost time hours per claim mainly associated with mental health injuries.

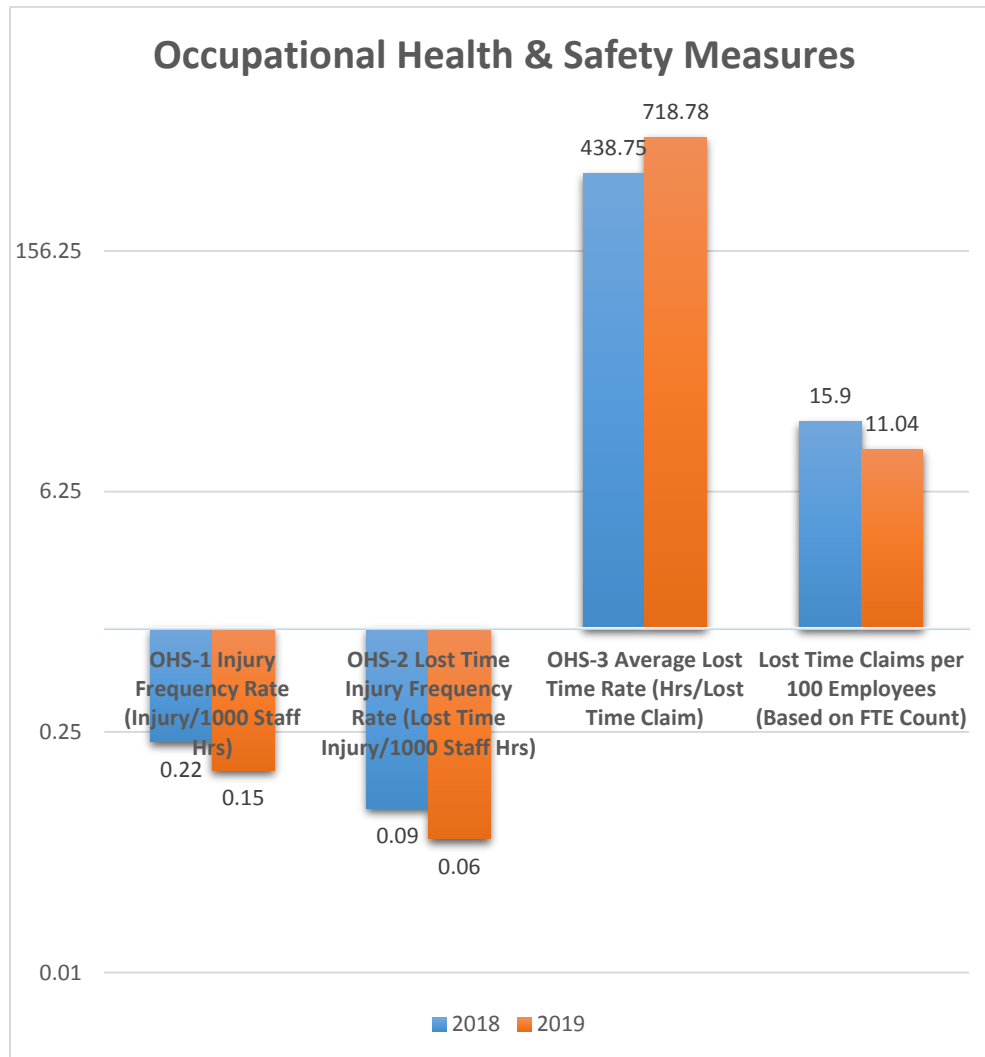


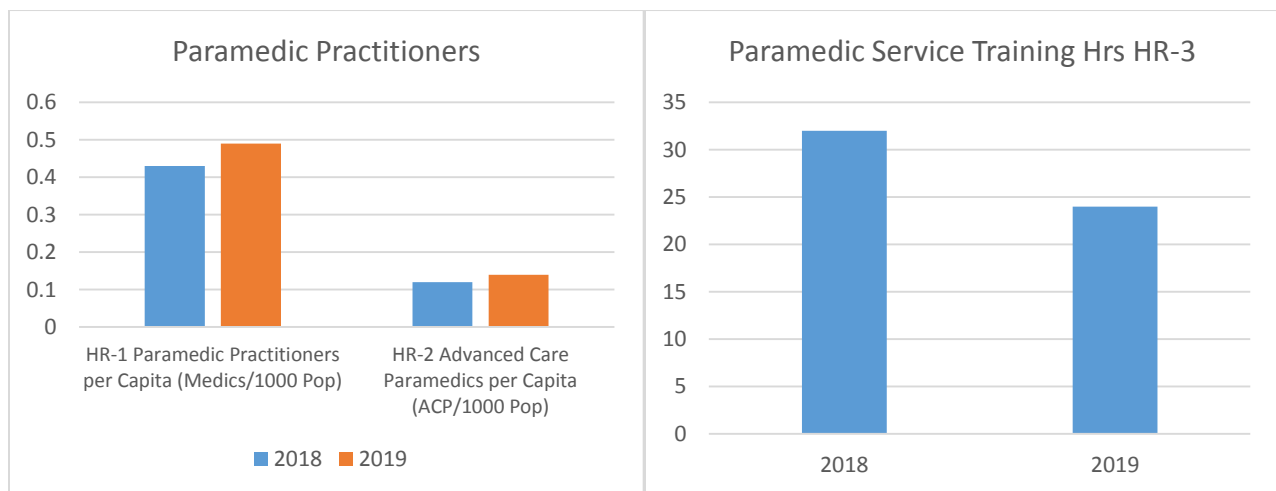
Figure 15

## Staff Report

### Human Resource Measures

Service levels enhancements in 2019 resulted in improved levels of service as demonstrated in HR-1 &2.

Due to lack of clarity in 2019 Provincial funding, PCCP amended workplans to reduce expenses, which resulted in a reduction of Paramedic Continued Education hours



### Financial Impact

None

### Anticipated Impacts on Local and/or First Nations Communities

None

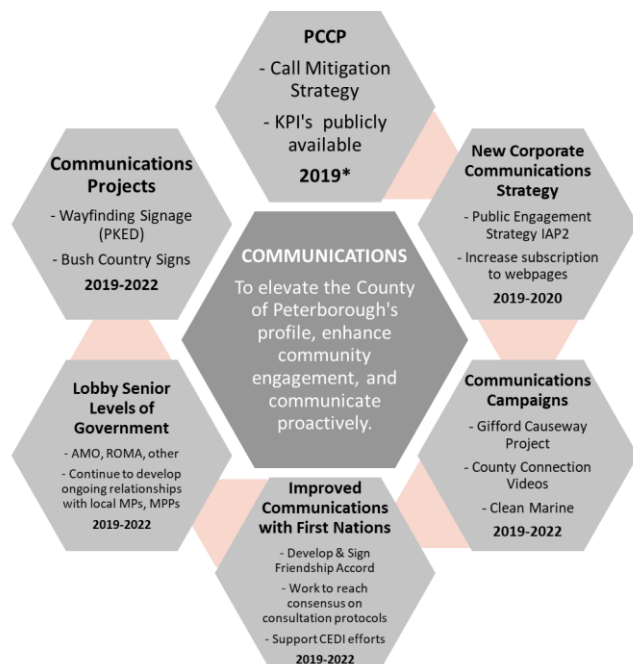
### Link to County of Peterborough Strategic Plan Priorities

Financial Sustainability and Fiscal Responsibility

Collaboration Shared Services

Corporate Communications

## Staff Report



### In consultation with:

1. CAO Troy Speck
2. Deputy Chief Chris Barry, PCCP Operations
3. Deputy Chief Don Oettinger, Professional Standards
4. Sheridan Graham, Director Corporate Projects and Services

### Communication Completed/required:

None at this time.

### Attachments:

PCCP 2019 Operational Key Performance Indicator Comparison Chart

Respectfully Submitted,  
Original Signed by  
Randy Mellow  
Chief of Paramedics

For more information, please contact  
Randy Mellow, Chief of Paramedics  
rmellow@ptbocounty.ca  
(705) 743-5263 Ext 4112