

KPI Code	
RTP-1	RTPP Reportable
RTP-2	RTPP Urban (City)
RTP-3	RTPP Suburban/Rural (County)
RTP-4	RTPP Remote (In development)
	Percentile Response Time (Code 4)
RTP-5	90th% Response Time All
RTP-6	90th% Response Time Urban (City)
RTP-7	90th% Response Time Suburban/Rural (County)
RTP-8	90th% Response Time Remote (In Development)

KPI Code	KPI Criteria
V-1	Paramedic Serv Emergency Events(C 3,4) per 1000 Pop
V-2	Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop
U-1	System Utilization Rate (UHU)
U-2	Ambulance Resource Level Zero Rate (hours)
SD-1	Average at Hospital Time (ADRS T6-T7)
SD-2	Average Offload Time (ADRS T6-ToC)
SD-3	90th% at Hospital Time (ADRS T6-T7)
SD-4	90th% Offload Time (ADRS T6-ToC)
SD-5	Advanced Care Paramedic Capture Rate
F-1	Operating Cost per Capita
F-2	Operating Cost per Event
F-3	Operating Cost per Unit Hour
FL-1	Fleet Maintenance Cost per KM
FL-2	Vehicle Collisions per KM
FL-3	Fleet Operating Cost per KM
CE-1	Total Annual Fleet Carbon Emissions
CE-2	Total Output per Response
CE-3	Total Carbon Emissions per Capita
S-1	Complaints Received
S-2	Commendations Received
S-3	Time for Complaint Investigation
OHS-1	Injury Frequency Rate
OHS-2	Lost Time Injury Frequency Rate
OHS-3	Average Lost Time Rate
OHS-4	Lost Time Claims (Based on FTE Count)
HR-1	Paramedic Practitioners per Capita
HR-2	Advanced Care Paramedics per Capita
HR-3	Paramedic Service Training Hours

Unit	20		
	SCA 6 Min 50%	CTAS 1-8 Min 66%	CTAS 2, 10 Min 65%
Percentile	67.8	72.1	76.7
Percentile	82.2	91	92.6
Percentile	49.1	29.4	40.6
Percentile	N/A	N/A	N/A
Unit	90th%	50th%	Average
Min: Sec	15:17	5:41	7:31
Min: Sec	8:13	5:02	5:22
Min: Sec	21:51	11:41	12:36
Min: Sec	N/A	N/A	N/A

Unit	2018		
	Urban (City)	Rural (County)	Combined
Response/ 1000 Population	213.45	115.60	172.96
Response/ 1000 Population	0.83	0.37	0.64
percentage			41.65%
hh:mm:ss			64:21:00
hh:mm:ss			0:31:28
hh:mm:ss			0:22:32
hh:mm:ss			0:51:52
hh:mm:ss			0:37:48
percentage			25.53%
Dollars			\$116.84
Dollars			\$480.28
Dollars			\$234.88
Cents/Km			16.8
Collisions/ 100,000 Km			1.84
Cents/Km			42.9
Tonne/Yr			504.89
Kg/Response			15.01
Kg/Capita/Yr			3.65
Per 1000 Responses			0.6
Per 1000 Responses			0.37
Business Days			32
Injuries/1000 staff hours			0.22
Lost Time Injuries/1000 staff hours			0.09
Hours/Lost Time Claim			438.75
Claims per 100 Employees			15.9
Paramedics/1000 Population			0.43
Advance Care Paramedics/1000 Population			0.12
Hours/Paramedic			32

18			2019		
CTAS 3, 10 Min 65%	CTAS 4, 10 Min 65%	CTAS 5, 10 Min 65%	SCA 6 Min 50%	CTAS 1-8 Min 66%	CTAS 2, 10 Min 65%
73.9	75.5	74.8	59.1	69.79	74.48
88	86.3	86.2	85.07	90.65	92.07
38.6	43.3	37.8	23.4	28.7	42.4
N/A	N/A	N/A	N/A	N/A	N/A
			90th%	50th%	Average
			15:06	5:45	7:33
			8:28	5:04	5:28
			20:51	11:26	12:14
N/A	N/A	N/A	N/A	N/A	N/A

2019			Results Over Previous Year
Urban (City)	Rural (County)	Combined	
212.89	119.14	174.09	1.13
0.84	0.31	0.69	0.05
		31.20%	0.10
		47:42:00	0.69
		0:33:03	0.00
		0:23:35	0.00
		0:54:22	0.00
		0:40:12	0.00
		32.09%	0.07
		\$118.34	1.50
		\$486.43	6.15
		\$227.57	7.31
		19.2	2.40
		1.15	0.69
		45.2	2.30
		511.76	6.87
		14.13	0.88
		3.7	0.05
		0.39	0.21
		0.44	0.07
		12.57	19.43
		0.15	0.07
		0.06	0.03
		718.78	280.03
		11.04	4.86
		0.49	0.06
		0.14	0.02
		24	8.00

CTAS 3, 10 Min 65%	CTAS 4, 10 Min 65%	CTAS 5, 10 Min 65%
73.13	75.3	74.87
87.4	85	85.96
39.01	42.4	4134
N/A	N/A	N/A
N/A	N/A	N/A

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