



## Paramedic System Operational Key Performance Indicators - 2020

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
		50%	66%	65%	65%	65%	65%
RTP-1	RTPP Reportable	60	73.63	75.82	74.51	77.26	77.96
RTP-2	RTPP Urban (City)	83.56	93.48	93.19	90.21	88.49	88.76
RTP-3	RTPP Suburban/Rural (County)	20.93	31.13	39.68	37.28	38.53	43.27
	Percentile Response Time (Code 4)	90th%	50th%	Average			
RTP-5	90th% Response Time All	15:47	5:54	7:51	Min:Sec		
RTP-6	90th% Response Time Urban (City)	8:12	5:02	5:36	Min:Sec		
RTP-7	90th% Response Time Suburban/Rural (County)	21:57	11:58	12:46	Min:Sec		
Volume Measures							
	ADRS 029	City	County	Combined			MBN Mean
V-1	Paramedic Serv Emergency Events(C 3,4) per 1000 Pop	207.24	125.27	173.32	Response/1000 Pop		126
V-2	Paramedic Serv Non-Emergency Events(C 1,2) per 1000 Pop	0.64	0.30	0.56	Response/1000 Pop		
		81032	57204	138236			
Utilization Measures							
U-1	System Utilization Rate (UHU)	31.06%		tmax-t3 729 (1-4)/annual hours	serv 729		
U-2	Ambulance Resource Level Zero Rate (hours)	59:40:00	Hr:Min:Sec	***2020 new definition Imedic ToC + 20			
System Design/Deployment Measures Measures							
	ADRS 729 1-4						
SD-1	Average at Hospital Time (ADRS T6-T7)	0:32:44	Hr:Min:Sec				
SD-2	Average Offload Time (ADRS T6-ToC)	0:22:28	Hr:Min:Sec				
SD-3	90th% at Hospital Time (ADRS T6-T7)	0:50:44	Hr:Min:Sec				
SD-4	90th% Offload Time (ADRS T6-ToC)	0:35:24	Hr:Min:Sec				
SD-5	Advanced Care Paramedic Capture Rate	32.50%					
Finance/Funding Measures							
F-1	Operating Cost per Capita	\$126.81					
F-2	Operating Cost per Event	\$514.08					
F-3	Operating Cost per Unit Hour	\$235.42					
Fleet Measures							
FL-1	Fleet Maintenance Cost per KM	21.3	Cents/Km				
FL-2	Vehicle Collisions per KM	0.99	Collisions/100,000 Km				
FL-3	Fleet Operating Cost per KM	43.9	Cents/Km				
Carbon Emissions Measures							
CE-1	Total Annual Fleet Carbon Emissions	501.00	Tonne/Yr				
CE-2	Total Output per Response	14.7	Kg/Response				
CE-3	Total Carbon Emissions per Capita	3.6	Kg/Capita/Yr				
Satisfaction Measures							
S-1	Complaints Received	0.59	Per 1000 Responses				
S-2	Commendations Received	0.88	Per 1000 Responses				
S-3	Time for Complaint Investigation	8.24	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	597.18	Hours/Lost Time Claim				
OHS-4	Lost Time Claims per 100 Employees (Based on FTE Count)	17.18					
Human Resource Measures							
HR-1	Paramedic Practitioners per Capita	0.49	Paramedics/1000 Population				
HR-2	Advanced Care Paramedics per Capita	0.14	Advance Care Paramedics/1000 Population				
HR-3	Paramedic Service Training Hours	24	Hours/Paramedic				

GREEN = Improvement over previous year  
 RED = Deterioration over previous year

BLACK = no significant change over previous year