



Peterborough County-City Paramedics

Service Operational Key Performance Indicators



Ambulance Response Time Performance Plan (RTPP)

	Sudden Cardiac Arrest (SCA) - 6 min	Life Threatening (CTAS 1) - 8 min
RTP-1 Reportable	60%	73.63%
RTP-2 RTPP Urban	83.6%	93.5%
RTP-3 RTPP Suburban/Rural	20.9%	31.1%
Percentile Response Time (Code 4) (Min:Sec)	Average (mm:ss)	
RTP-6 90th% Response Time Urban (City)	5:36	
RTP-7 90th% Response Time Suburban/Rural (County)	12:46	



Carbon Emissions Measures (CO₂to/le)

CE-1 Total Annual Fleet Carbon Emissions (tonne)	501.0
CE-2 Total Output per Response (Kg)	14.7
CE-3 Total Carbon Emissions per Capita (Kg)	3.6

Satisfaction Measures



S-1 Complaints Received per 1,000 responses	0.6
S-2 Commendations Received per 1,000 responses	0.88
S-3 Time for Complaint Investigation	8.24 days



Deployment Statistics (Hr:Min:Sec)

SD-1 Average at Hospital Time	0:32:44
SD-2 Average Offload Time	0:22:28
SD-3 90th% at Hospital Time	0:50:44
SD-4 90th% Offload Time	0:35:24
SD-5 Advanced Care Paramedic Capture Rate	32.50%

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	173.32
V-2 Paramedic Service Non-Emergency Events (C-1,2) per 1000 Population	0.56



Fleet Measures

FL-1 Fleet Maintenance Cost per Kilometer (Cents/Km)	21.3
FL-2 Vehicle Collisions per 100,000 Kilometers	0.99
FL-3 Fleet Operating Cost per Kilometer (Cents/Km)	43.9



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)	597.18



Ambulance Availability

U-1 System Utilization Rate (UHU)	31.06%
U-2 Ambulance Resource Level Zero Rate Annual (Hours)	59:40:00



Costs

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



Staffing/Population

HR-1 Paramedic Practitioners per Capita (per 1000 Population)	0.49
HR-2 Advanced Care Paramedics per Capita (per 1000 Population)	0.14
HR-3 Paramedic Service Training Hours	24

Ambulance Service Operating Cost Per Capita:
\$126.81/year

