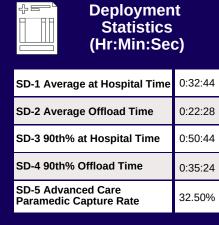
Peterborough County-City Paramedics

Service Operational Key Performance Indicators



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

| Carbon Emissions Measures (CO2to/e) | | |
|---|-----------|--|
| 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 | |



System Design **Deployment Measures**

Keep in Mind: Influencing Factors

Influencing factors can create variances in comparison data











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 | 0.22 |
|----------------------------------|--------|
| (per 1000 staff hours) | 0.22 |
| OHS-2 Lost Time Injury Frequency | 0.00 |
| Rate (per 1000 staff hours) | 0.09 |
| OHS-3 Average Lost Time Rate | 597.18 |
| (Hours/Lost Time Claim) | 397.10 |



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

| | 1 |
|---|-----|
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| | • |

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

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

