



## Memorandum

TO: Members of Committee of the Whole  
FROM: Adelina Urbanski, Commissioner, Community and Health Services  
DATE: February 12, 2015  
RE: **2014 Paramedic Response Time Performance Plan Final Results**

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Paramedic response time reliability is an indicator of high level service delivery. This correspondence details the full-year performance of the 2014 Paramedic Services Response Time Performance Plan. The Region established a response time performance plan for 2013 in accordance with requirements under the *Ambulance Act*, Regulation 257/00.

The 2014 Response Time Performance Plan results will be submitted to the Ministry of Health and Long-Term Care (MOHLTC) in accordance with the *Ambulance Act*.

### 2014 Performance

Category	Target Set By	* Target Time (Minutes)	2014 Target (%)	2014 Performance (%)
Sudden Cardiac Arrest	MOHLTC	<i>Community Target</i> - arrival of any person equipped with an AED within 6 minutes	60	67 **
CTAS 1	MOHLTC	8	75	76
CTAS 2	York Region	10	80	88
CTAS 3	York Region	15	90	97
CTAS 4	York Region	20	90	99
CTAS 5	York Region	25	90	100

\* Arrival of paramedics from time of dispatch notification

\*\* Based on partial data from local fire services

On November 21, 2013, Clause N° 16 in Report N° 5 of Committee of the Whole was adopted, without amendment, by Council.

The report, and its approval, retained the same targets set in 2013 for the 2014 Response Time Performance Plan targets. These targets will remain in effect until such time they are revised by Council.

York Region Paramedics Services is delivering a high level of service to the residents of the Region by meeting, and exceeding the 2014 approved response time targets.

Staff will carefully monitor this year's response time performance and will report back to Council early in 2016.

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Adelina Urbanski  
Commissioner of Community and Health Services

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