



## MEMORANDUM

TO: Members of Committee of the Whole  
FROM: Adelina Urbanski, Commissioner, Community and Health Services  
DATE: May 5, 2016  
RE: **2015 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 2015 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 2015 Response Time Performance Plan results will be submitted to the Ministry of Health and Long-Term Care (MOHLTC) in accordance with the *Ambulance Act*.

### 2015 Response Time Performance Plan Results

Category	Target Set By	* Target Time (Minutes)	2015 Target (%)	2015 Performance (%)
Sudden Cardiac Arrest	MOHLTC	<i>Community Target</i> - arrival of any person equipped with an AED within 6 minutes	60	66**
CTAS 1	MOHLTC	8	75	79
CTAS 2	York Region	10	80	87
CTAS 3	York Region	15	90	98
CTAS 4	York Region	20	90	99
CTAS 5	York Region	25	90	100

(CTAS) Canadian Triage Acuity Scale  
(AED) Automated External Defibrillator

- \* Arrival of paramedics from time of dispatch notification
- \*\* Based on partial data from local fire services

On November 21, 2013, Clause 16 of Report No. 5 of Committee of the Whole was adopted, without amendment, by Council.

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 2015 approved response time targets.

Staff will carefully monitor this year's response time performance and will report back to Council early in 2017.

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Adelina Urbanski  
Commissioner, Community and Health Services

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