

**Haldimand County Paramedic Services**  
**5 YEAR Ambulance Response Time Performance**

Type of Call	Targets	2015	2016	2017	2018	2019
<b>Sudden Cardiac Arrest</b>	Defibrillator response in six (6) minutes or less *Set by the MOHLTC  40%	45% (18 of 40 calls)	43.48% (10 of 23 calls)	41.09% (16 of 39 calls)	44.83% (13 of 29 calls)	64.52% (20 of 31 calls)
<b>CTAS Level I Patients.</b> Severely ill, requires resuscitation (i.e. major trauma, choking etc.)	Paramedic response in eight (8) minutes or less *Set by the MOHLTC  50%	49.28% (34 of 69 calls)	55.41% (41 of 74 calls)	56.10% (46 of 82 calls)	59.15% (42 of 71 calls)	69.35% (43 of 62 calls)
<b>CTAS Level II Patients.</b> Requires emergent care and rapid medical intervention. (i.e. head injury, heart attack)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County  90%	91.48% (601 of 657 calls)	92.58% (674 of 728 calls)	91.04% (610 of 670 calls)	89.00% (688 of 773 calls)	91.41% (745 of 815 calls)

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<b>CTAS Level III Patients.</b> Requires urgent care. (i.e. mild asthma)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County  90%	90.59% (1,165 of 1,286 calls)	89.83% (1245 of 1386 calls)	90.22% (1,190 of 1,319 calls)	89.39% (1306 of 1461 calls)	89.87% (1260 of 1402 calls)
<b>CTAS Level IV Patients.</b> Requires less urgent care. (i.e. earache)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County  90%	95.88% (768 of 801 calls)	95.14% (841 of 884 calls)	93.11% (932 of 1,001 calls)	94.29% (990 of 1050 calls)	94.26% (904 of 959 calls)
<b>CTAS Level V Patients.</b> Requires non-urgent care. (i.e. sore throat)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County  90%	95.22% (239 of 251 calls)	97.39% (224 of 230 calls)	93.84% (259 of 276 calls)	91.78% (268 of 292 calls)	94.83% (275 of 290 calls)