

**Haldimand County Paramedic Services**  
**2019 Ambulance Response Time Performance**

Type of Call	2019 Ambulance Response Time Targets	<u>2019 Benchmark</u>  Percentage of Time that Ambulance Response Time Target is to be Achieved	<u>2019 Actual Performance</u>  Percentage of Time that Ambulance Response Time Target was Achieved
Sudden Cardiac Arrest	Defibrillator response in six (6) minutes or less *Set by the MOHLTC	40%	64.52% (20 of 31 calls)
CTAS Level I Patients. Severely ill, requires resuscitation (i.e. major trauma, choking etc.)	Paramedic response in eight (8) minutes or less *Set by the MOHLTC	50%	69.35% (43 of 62 calls)
CTAS Level II Patients. 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%	91.41% (745 of 815 calls)
CTAS Level III Patients. Requires urgent care. (i.e. mild asthma)	Paramedic response in seventeen (17) minutes or less *Set by Haldimand County	90%	89.87% (1260 of 1402 calls) Missed by 1 call
CTAS Level IV Patients. Requires less urgent care. (i.e. earache)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County	90%	94.26% (904 of 959 calls)
CTAS Level V Patients. Requires non-urgent care. (i.e. sore throat)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County	90%	94.83% (275 of 290 calls)