

**Haldimand County Paramedic Services
2024 Ambulance Response Time Performance**

Type of Call	2020 Ambulance Response Time Targets	2024 Benchmark Percentage of Time that Ambulance Response Time Target is to be Achieved	2024 Actual Performance 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%	31.25% (10 of 32 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%	50.85% (30 of 59 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%	95.18% (809 of 850 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%	93.67% (1,065 of 1,137 calls)
CTAS Level IV Patients. Requires less urgent care. (i.e., earache)	Paramedic response in twenty (20) minutes or less *Set by Haldimand County	90%	92.71% (509 of 549 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%	91.49% (129 of 141 calls)