



Report of the Emergency Services Department

Response Times Target for 2025

Report No.: SU-004-2024

Meeting Date: October 23, 2024

Executive Summary

The Response Time Standard (RTS) Performance Targets, as outlined in *Ontario Regulation 257/00*, subsection VIII, are due by October 31st, 2024. Each ambulance service operator must set and report these targets annually to the Ministry of Health.

These targets are set for Sudden Cardiac arrests, CTAS 1, 2, 3, 4 and 5 and include the time and percentage that we want to arrive for these different levels of emergencies.

Options and Recommendation

Options

Option 1 (recommended option): Use the RTS targets approved in 2024 for the year 2025.

Option 2: Change RTS targets to a higher percentage and time.

Option 3: Change RTS targets to a lower percentage and time.

Recommendation

Be it resolved that Council approve Option 1, as stated in Report SU-004-2024.

Background Information and Analysis

Annually, by October 31st, service providers must submit their Response Time Targets (RTS) for the following year, to the Ministry of Health.

Response times are set by the Ministry of Health and by each Service Provider. These targets are used to help measure a paramedic service's performance and response to 911 calls.

As reported in the EOWC Situational Overview, many factors influence paramedic services' ability to meet our annual response times. With all the recommendations brought forth to the Government and with the anticipated changes to our dispatch system, keeping the targets for 2025 at the same levels as 2024 will allow us to evaluate the efficiency of this new system and how it will impact our capacity to better respond to emergency calls in our County.

Financial, Legal and Operational Implications

Legislation requires each Paramedic Service to submit their RTS targets before October 31st of the previous year.

Financial Implications Comply with the Annual Budget and Other Applicable Policies or By-laws

There are no financial implications to submitting our RTS.

Local Municipal Implications

It is important to set realistic RTS targets for rural communities in order to ensure we are providing the best response to our municipalities with the resources we have.

Asset Management Implications

N/A

Communication Implications

Our annual RTS targets and results are posted on the Ministry of Health website.

Attachments

Response times targets 2025

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