

| Hastings County Performance Measures | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | |
|---|-------------|-------------|----------------|-------------|-------------|-------------|-------------|-------------|---|
| Long Term Care Facilities | | | | | | | | | |
| Hastings Manor Occupancy Rate | 98.95% | 98.98% | 99.21% | 99.21% | 98.68% | 99.08% | 98.48% | 98.29% | |
| Hastings Manor Time (days) from vacancy to filled | n/a | 4.86 | 6.21 | 5.36 | 7.38 | 6.81 | 6.54 | 8.73 | |
| Centennial Manor Occupancy Rate | 97.42% | 98.64% | 98.48% | 99.41% | 98.94% | 98.71% | 98.11% | 97.12% | |
| Centennial Manor Time (days) from vacancy to filled | n/a | 4.5 | 4.79 | 7.54 | 6.95 | 7.23 | 16 | 11.66 | Outbreaks delayed filling beds March-April and July -August lost 280+ days of assessed days |
| POA | | | | | | | | | |
| Average Wait Time (Ticket to Court Date) | 17 weeks | 10 weeks | 8 weeks | 8 weeks | 8 weeks | 8 weeks | 6-8 weeks | 4-6 weeks | |
| Collections | | | | | | | | | |
| Collections as a Percentage of Total Revenue | 28.95% | 36.44% | 34.28% | 27.48% | 35.47% | 37.54% | 33.31% | 37.12% | |
| EMS | | | | | | | | | |
| Average Call Response Times (Total - Code 4 Life threatening) | 9:02 | 8:31 | 8:32 | 8:27 | 8:20 | 8:15 | 8:06 | 8:08 | |
| Bancroft | 5:25 | 5:31 | 5:01 | 5:21 | 5:10 | 5:42 | 5:12 | 4:32 | |
| Belleville | 7:06 | 6:47 | 6:30 | 6:43 | 6:43 | 6:36 | 6:14 | 6:16 | |
| Centre Hastings | 9:00 | 9:03 | 9:49 | 9:00 | 8:21 | 8:49 | 8:20 | 9:07 | |
| Quinte West | 8:21 | 7:56 | 7:55 | 7:49 | 7:52 | 7:48 | 7:23 | 7:31 | |
| Prince Edward County | 11:28 | 9:07 | 9:50 | 10:26 | 10:10 | 9:24 | 12:36 | 12:30 | |
| Formal Complaint Rate as a Percentage of Total Calls | 0.02% | 0.02% | none to report | 0.015% | 0.02% | 0.04% | 0.03% | 0.03% | |
| Human Resources (incl. EMS) | | | | | | | | | |
| Average Attendance (Full-Time) | 95.89% | 96.17% | 95.98% | 98.33% | 95.41% | 95.27% | 95.14% | 94.75% | |
| Retention Rate (Full-Time) | 97.98% | 97.53% | 97.42% | 97.16% | 96.08% | 96.33% | 98.75% | 97.13% | |
| Retention Rate (Part-Time) | 92.54% | 85.02% | 90.69% | 93.84% | 94.64% | 94.91% | 88.46% | 88.84% | |
| I.T. | | | | | | | | | |
| % of Uptime for Server | 99.69% | 99.73% | 99.90% | 99.90% | 99.90% | 99.90% | 99.90% | 99.90% | |
| % of Uptime for Network | 99.58% | 99.56% | 99.90% | 99.90% | 99.90% | 99.90% | 99.90% | 99.90% | |
| Average Response Time for Urgent Help-Desk Requests (Est.) | 53 minutes | 52 minutes | 50 minutes | 49 minutes | 48 minutes | 47 minutes | 45 minutes | 45 minutes | |