

Key Performance Indicators July 2021

Adam Paluka
Chief Public Affairs Officer

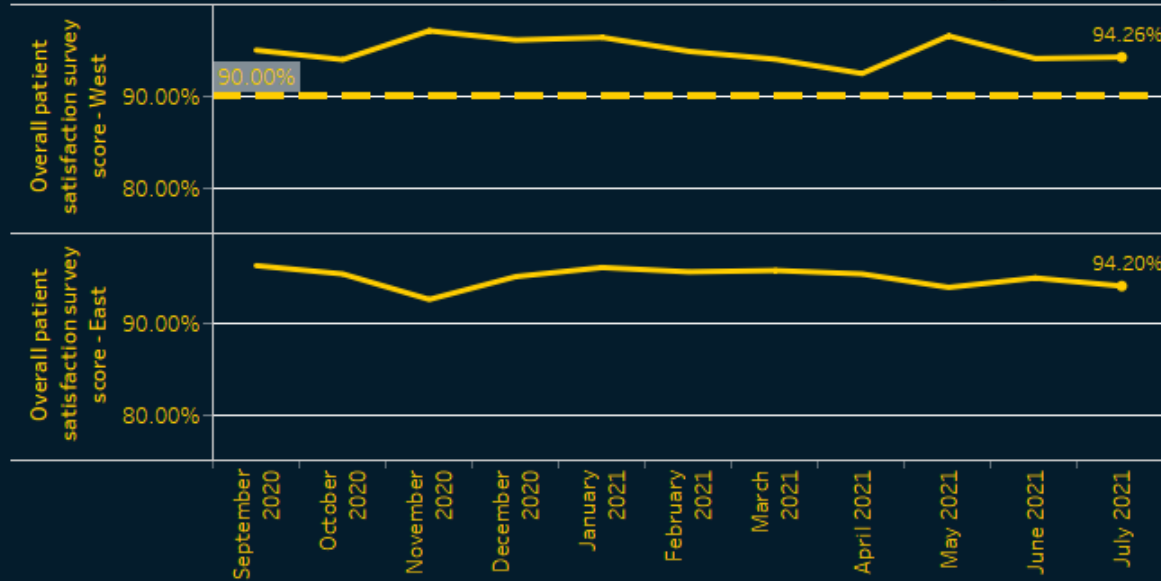


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

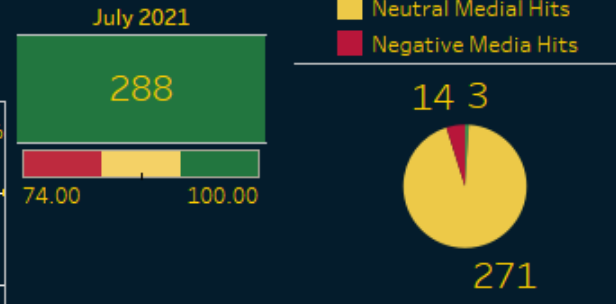
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



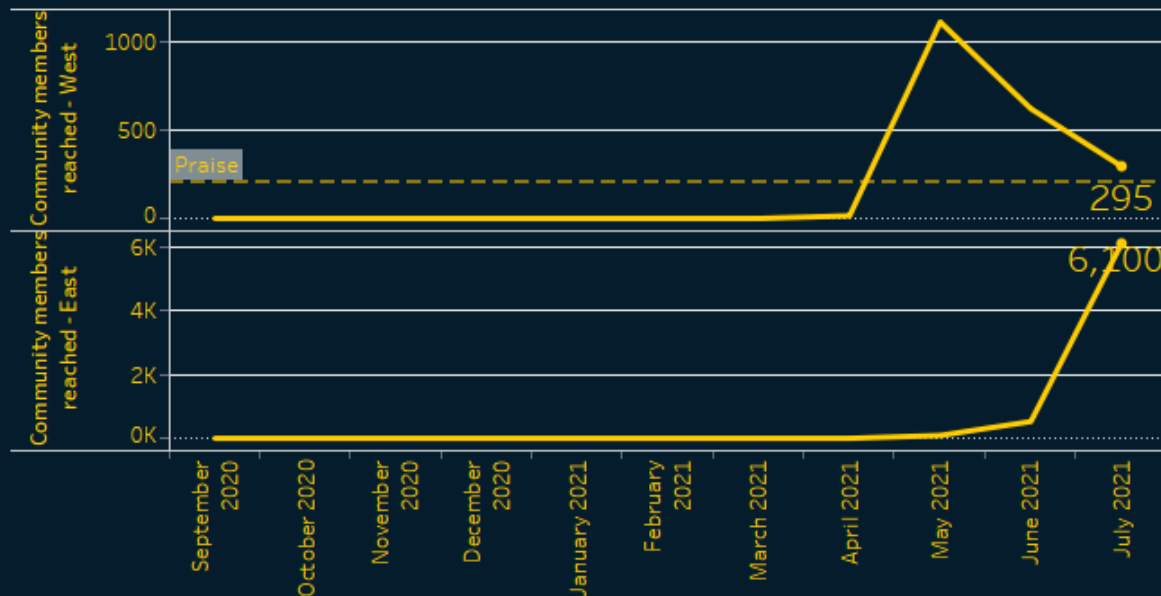
Media Hits



Website and Social Media Performance

	July 2021	12 Month Average
Website visits	21,012	16,157
Social media impressions	13,194	35,793

Community Outreach



Technology

	July 2021	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:26:00	00:25:55
Sum of Lost unit hours due to IT issues - West	01:02:00	01:23:03

Utility EMSACare Subscribers

	July 2021
Utility EMSACare subscribers-Tulsa (SEPT. 20)	77.45%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%