

Key Performance Indicators August 2021

Adam Paluka
Chief Public Affairs Officer

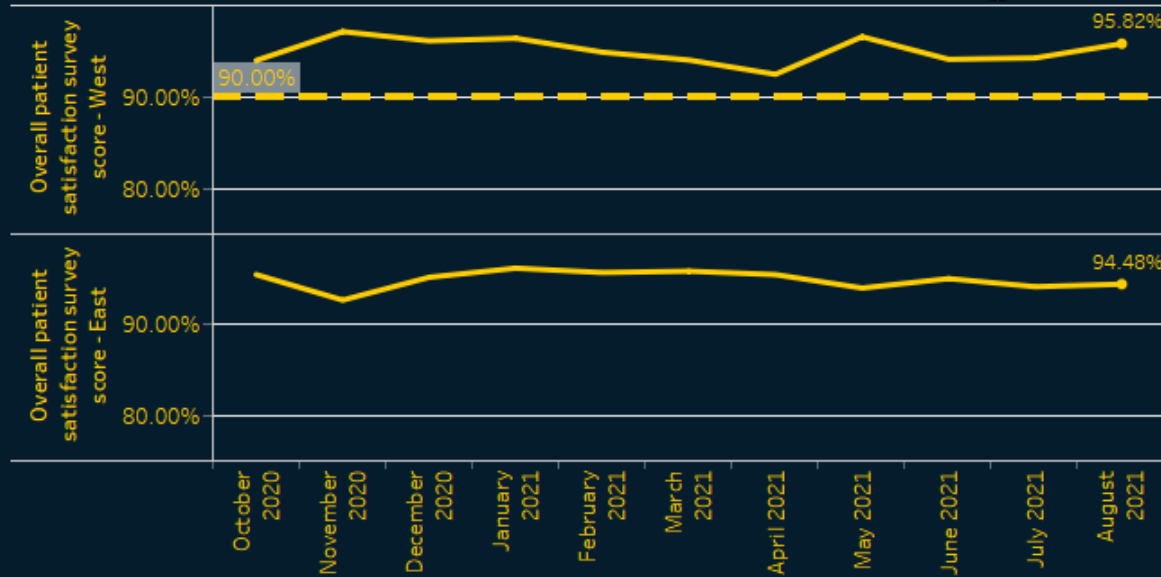


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

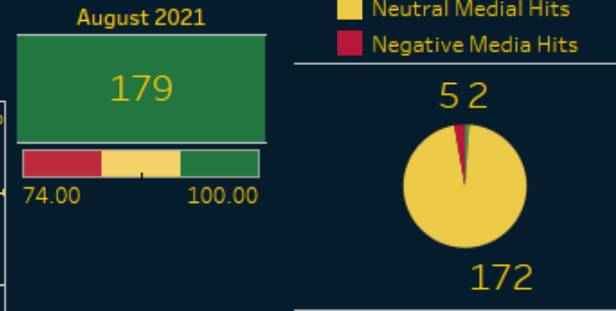
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



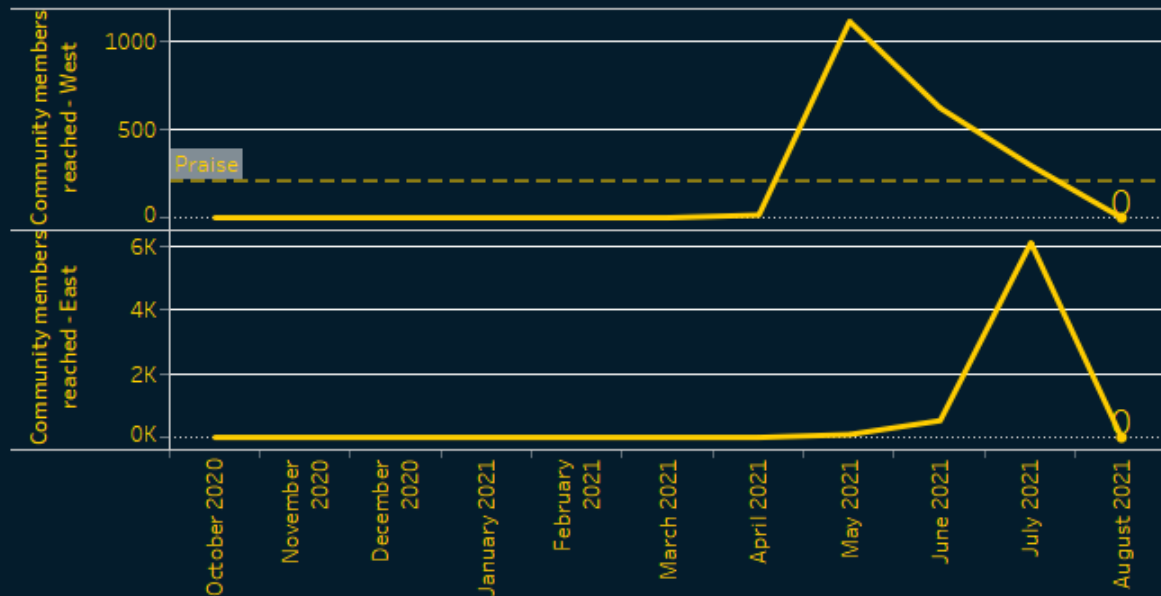
Media Hits



Website and Social Media Performance

	August 2021	12 Month Average
Website visits	22,401	16,086
Social media impressions	18,035	36,017

Community Outreach



Technology

	August 2021	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	01:20:00	00:26:55
Sum of Lost unit hours due to IT issues - West	00:18:00	01:17:26

Utility EMSACare Subscribers

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