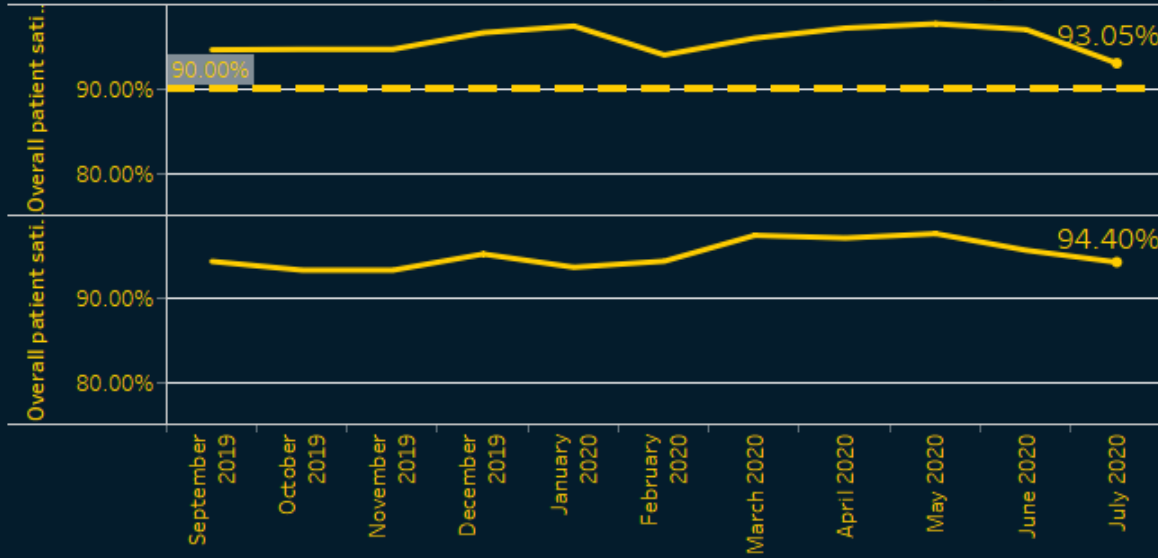


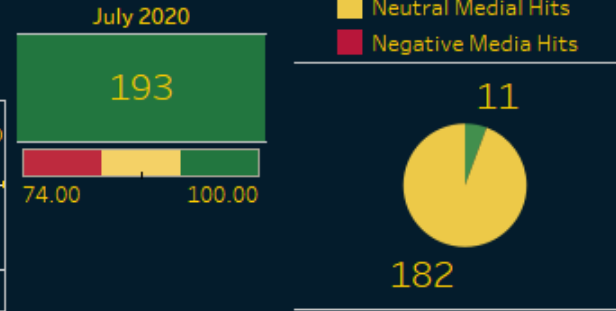
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



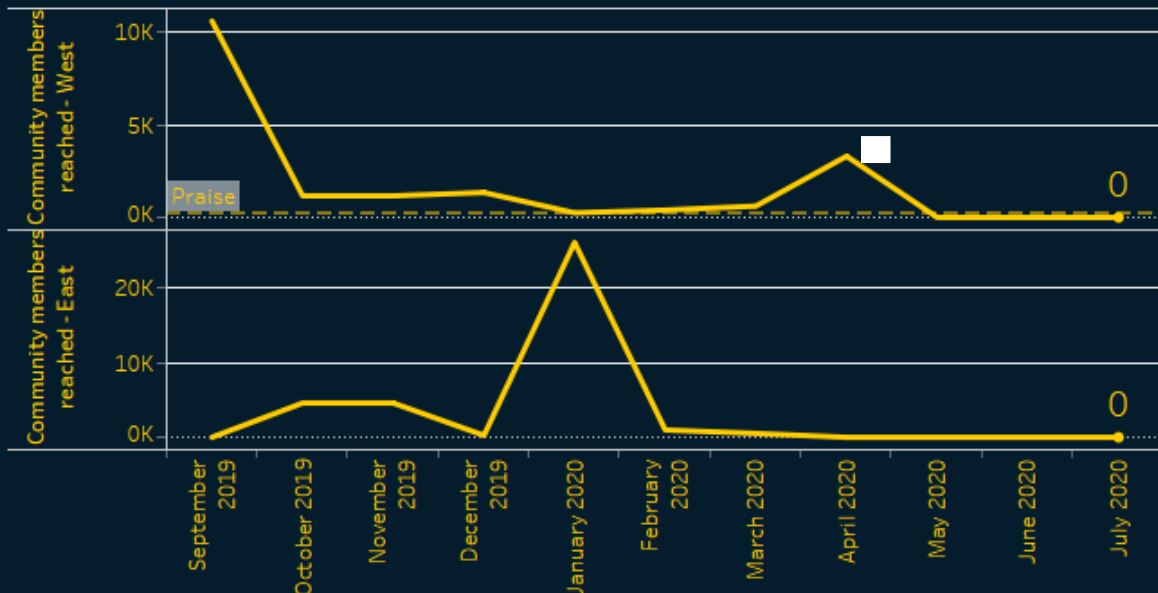
## Media Hits



## Website and Social Media Performance

	July 2020	12 Month Average
Website visits	18,247	20,117
Social media impressions	31,395	56,224

## Community Outreach



## Technology

	July 2020	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:00:00	01:28:38
Sum of Lost unit hours due to IT issues - West	00:27:00	01:17:27

## Utility EMSACare Subscribers

	July 2020
Utility EMSACare subscribers-Tulsa (Oct. 19)	77.08%
Utility EMSACare subscribers-OKC (Oct. 19)	70.80%