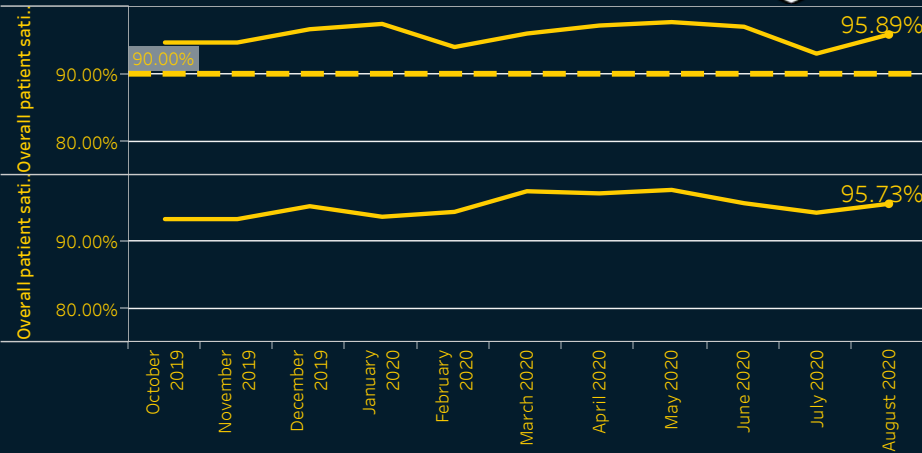


# Key Performance Indicator Dashboard

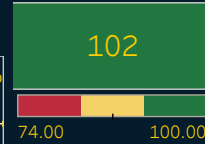


## Overall patient satisfaction survey scores



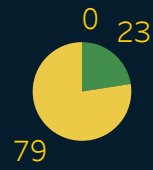
## Media Hits

August 2020



### Type of Media Hit

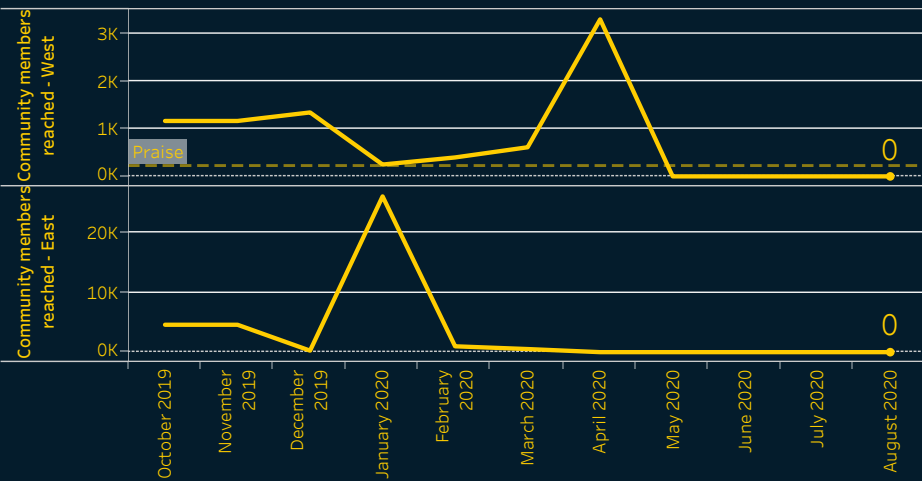
- Positive Media Hits
- Neutral Media Hits
- Negative Media Hits



## Website and Social Media Performance

	August 2020	12 Month Average
Website visits	25,561	20,732
Social media impressions	27,033	56,079

## Community Outreach



## Technology

	August 2020	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	01:33:00	01:31:49
Sum of Lost unit hours due to IT issues - West		01:07:54

## Utility EMSACare Subscribers

	August 2020
Utility EMSACare subscribers-Tulsa (Oct. 19)	77.45%
Utility EMSACare subscribers-OKC (Oct. 19)	70.80%